

CC 10236049-4873

13 July 2008

NHTSA

Office of Defects Administration (NVS-210)

1200 New Jersey Ave. SE

Washington, DC 20590

2008 JUL 22 AM 7:54

Subject: Potential Safety Hazard
2005 Toyota Scion tC Coupe
Rear Hatch

When the stays that hold up the rear hatch (Toyota calls the hatch the "rear door") failed on my car and the hatch came crashing down, I sent a letter (attached) about the problem to Toyota.

Toyota called me to discuss the problem, but they seemed to be interested in completing their record, since they only asked about the odometer mileage at the time of the incident, how many times I had replaced the stays, etc.

During the conversation, they told me that they had investigated the incident and do not consider it a safety hazard.

I disagree. When the stays fail and the hatch crashes down, the operator is in danger. If a person's head or hands are in the way, serious injury can occur because the hatch is very heavy.

I believe potentially serious bodily injury constitutes a safety hazard, and owners of older Scion tC coupes should be warned of what the warning signs are for failing stays, and what actions to take if they observe such warning signs.

Anaheim, CA

AA
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7:54
KB

Toyota Motor Sales USA
P.O. Box 2991
Torrance, CA 90509

19 June 2008

Subject: Potential Safety Hazard
2005 *Scion tC* Coupe
Rear Hatch

The stays that hold up the rear hatch can fail with little warning, but with potentially serious consequences.

Recently, the rear hatch on my car would not open completely by itself, i.e., the two stays did not open the hatch all the way by themselves, so I pushed it the last few inches to fully open. This happened several times over a period of days. One day, as I was loading items into the car, I hit my head on the protruding lock of the hatch. I thought it was because I had not pushed the hatch all the way open. In retrospect, I think the hatch had slowly lowered itself because the stays were not holding it up.

The next day, as I was preparing to load items into the car, the hatch would not rise very well by itself, so I assisted the hatch stays by lifting it up by hand. Almost as soon as I let go of the hatch, it came crashing down. I'm glad my hands were not in the way at that time. I am surprised the stays went from needing assistance to complete failure so suddenly.

This is a dangerous situation, and you should notify all owners of older tC coupes to be aware of the potential for serious injury from aging hatch stays. That hatch is very heavy.

Perhaps the stays should be replaced periodically as a regular maintenance item, since they have such a short life. If so, they should be covered by the extended warranty, not just the 36/36 warranty.

Since my car is out of warranty, I purchased two new hatch stays and installed them myself, and the hatch seems to now work properly ... at least until these new stays fail.

You need to warn other owners of aging tC's of this potentially dangerous condition, what to look for, and what to do about it.

[REDACTED]
Anaheim, CA [REDACTED]

VIN JTKDE16785 [REDACTED]