

TOYOTA

TOYOTA MOTOR NORTH AMERICA, INC.

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October 22, 2003

OFFICE OF CHIEF
COUNSEL

Ms. Kathleen DeMeter, Director
Office of Defects Investigation - NVS-210
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Room 5326
Washington, D.C. 20590

Re: NVS-213cla; EA03-004

Dear Ms. DeMeter

This letter is being sent in response to your August 26, 2003 letter regarding EA03-004. Toyota is pleased to assist you by providing peer information regarding the Toyota Sienna vehicle for your investigation into the Ford Windstar (EA03-004). Please note that we are requesting confidential treatment of the technical information contained in Attachment 6 as well as the detailed drawings of the subject components. A confidential version of this submission is being submitted to the Chief Counsel's office.

Should you have any questions about this response, please contact either Mr. Chris Santucci or myself at (202) 775-1707.

Sincerely,

TOYOTA MOTOR NORTH AMERICA, INC.

for 
Chris Tinto
Director

CT: cs

1. State by model, wheel type, and model year, the number of peer vehicles, Toyota has manufactured for sale or lease in the United States. Separately, for each peer vehicle manufactured to date by Toyota, state the following:
 - a. Vehicle identification number (VIN);
 - b. Wheel type;
 - c. Model Year;
 - d. Date of manufacture;
 - e. Date warranty coverage commenced; and
 - f. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." See Enclosure, Data Collection Disk, for a pre-formatted table that provides further details regarding this submission.

Response 1

The number of subject peer vehicles Toyota has manufactured for sale or lease in the United States by model, wheel type and model year is as follows.

Sienna	15 x 6.5 JJ Steel	1998	27,406	236,553
		1999	34,863	
		2000	62,127	
		2001	42,825	
		2002	44,404	
		2003	24,928	
	15 x 6.5 JJ Alloy	1998	43,616	249,105
		1999	34,693	
		2000	69,303	
		2001	43,051	
		2002	40,679	
Unknown	1998	2,755	2,755	
	Total			488,413

In addition, detailed information for each peer vehicle is provided electronically on CD-ROM, in a Microsoft Access 2000 format file entitled "PRODUCTION DATA.mdb".

2. State the number of each of the following, receive by Toyota, or of which Toyota is otherwise aware for the peer vehicles, which relate to, or may relate to, the alleged defect in the subject vehicles:
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;

- c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by the alleged defect in a subject vehicle, property damage claims, consumer complaints, or field reports; Property damage claims and
- d. Third-party arbitration proceedings where Toyota is or was a party to the arbitration; and
- e. Lawsuits, both pending and closed, in which Toyota is or was defendant or codefendant.

For subparts "a" through "d" state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" and "d" provide a summary description of the alleged problem and causal and contributing factors and Toyota's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f", identify the parties to the action, as well as the caption, court, docket number, and date on which complaint or other document initiating the action was filed.

Response 2

There are ten (10) consumer complaints (1 written, 1 e-mail, and 8 verbal complaints) and one field report that may pertain to the alleged defect.

There are no reports involving a crash, an injury or a fatality, any third-party arbitration proceedings where Toyota is or was a party to the arbitration, or lawsuits, both pending and closed, in which Toyota is or was a defendant or a codefendant, which may have occurred due to circumstances, conditions, or problems caused by the alleged defect in the subject peer vehicles.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
 - a. Toyota's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN;
 - e. Vehicle's make, model and model year;
 - f. Vehicle's mileage at time of incident;
 - g. Incident date;
 - h. Report or claim date;
 - i. Whether a crash is alleged;
 - j. Whether property damage is alleged;
 - k. Number of alleged injuries, if any; and
 - l. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

Produce copies of all documents related to each item within the scope of Request No. 3. Organize the documents separately by category (i.e., consumer complaint, field reports, etc.) and describe the method Toyota used for organizing the documents.

Response 3

The information for each item (complaint, report, claim, notice, or matter) is provided electronically on CD-ROM, in Microsoft Access 2000 format entitled "REQUEST NUMBER TWO DATA.mdb".

Copies of all consumer complaints stored in the database are provided electronically on CD-ROM, in Microsoft Excel 2000 format, and submitted as Attachment 1. In addition, copies of the written/e-mail consumer complaint, that is listed in Attachment 1 with ID# 200202071197 (email) and 200205091058 (written), and the field report are submitted as Attachment 2. These documents are organized by category and within each category by order of claim date.

4. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Toyota to date for the peer vehicles that related to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Toyota's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date
- e. Vehicle milcage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or compatible format, entitled "WARRANTY DATA." See Enclosure, Data Collection Disk, for a pre-formatted table that provides further details regarding submission.

Response 4

Total counts for warranty claims and claims for good will service paid by Toyota for the peer vehicles that may relate to the alleged defect are as follows.

Please note that Toyota's extended warranty policy does not cover the wheel stud, and therefore there are no reported extended warranty claims.

Sienna	1998	101
	1999	87
	2000	148
	2001	48
	2002	27
	2003	1
Total count		412

The information for each claim is provided electronically on CD-ROM, in Microsoft Access 2000 format entitled "WARRANTY DATA.mdb".

5. Describe in detail the search criteria used by Toyota to identify the claims identified in response to Request No. 4, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem code, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms that Toyota offers for new vehicle warranty coverage on the peer vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered.) Describe any extended warranty coverage option(s) related to the alleged defect that Toyota offered for the subject vehicles and state by option, model, model year, the number of vehicles that are covered under each such extended warranty.

Response 5

- Search criteria for warranty claims and claims for good will service:

Labor operation	All	All
Problem code	12, 81	12, 81
Part number	Front: 90942-02049 Rear: 90942-02047	
Others	All	

➤ Labor operation/description and Problem codes/descriptions:

Labor Operation	42009	Tire-Wheel/Wheel Disk or Tire R&R
	42099	Tire-Wheel/Others
	42101	Rear Axle Shaft/Hub Bolt R&R
	42199	Rear Axle Shaft/Others
	43199	Front Suspension (Strut Type)/Others
	43411	Front Axle/Hub Bolts R&R
	43499	Front Axle/Others
	47299	Brake Shoe-Drum/Others
	47399	Disc Brake/Others
Problem Code	12	Broken, Split, Torn
	81	Poor Tightening (Loose Bolt or Nut, Broken Bolt, etc.)

- The terms that Toyota offers for new vehicle warranty coverage on all peer vehicles is 36 months or 36,000 miles from the vehicle's date-of-first-use (DFU), whichever occurs first.
6. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Toyota has issued for the peer vehicles to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals.

Response 6

There are two (2) service bulletins that may relate to, the alleged defect, that Toyota has issued for the peer vehicles. Copies of the service bulletins are submitted as Attachment 3.

7. State the number of each of the following, components that Toyota has sold for use or possible use in the peer vehicles by part name, part number (both service and engineering/production), model and model year of the vehicle in which it is used, and month/year of sale:
- Wheel studs;
 - Wheel Nuts;
 - Front wheel hubs; and
 - Any kit that have been released, or developed, by Toyota for use in service repairs to the subject component/assembly.

For each components part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Toyota is aware that contain the identical components, whether installed in production or in service, and state the applicable dates of production or service usage.

Response 7

The number of each the requested component that Toyota has sold by part name, part number, and month/year of sale is provided electronically on CD-ROM, in Microsoft Excel 2000 format, as Attachment 4. Please note that Toyota's part sales database does not have the data on the model, model year of the vehicle in which the sold component is used, therefore, the sales data in Attachment 4 includes the number of the component sold for use not only in the peer vehicles but also in the vehicles that contain the identical components installed in production or in service. The lists of any other vehicles that contain the identical components are provided as Attachment 5.

The information on the supplier for each components parts number is as follows.

Table of part names, part numbers and suppliers:

a. Wheel studs	Bolt, Hub	Front: 90942-02049	Toyota Motor Corporation (Miyoshi plant)
		Rear: 90942-02047	
b. Wheel nuts	Nut, Hub	90080-17035*	Meclean Vehicle Systems
		90942-01104*	SUGIURA SEISAKUSHO Co., LTD
	Nut, Hub W/Washer	90080-17097	Meclean Vehicle Systems
		90942-01062	SUGIURA SEISAKUSHO Co., LTD
c. Front wheel hubs	Hub Sub-Assy, Fr Axle	43502-06020	Toyota Manufacturing Kentucky, Inc.
		43502-33010	Toyota Motor Corporation (Tsutsumi plant)

* Except 90080-17035 and 90942-01104, these part numbers are applicable to 1997MY through 2003MY Sienna. 90080-17035 is applicable to 1997MY through 2000MY Sienna. 90942-01104 is applicable to 2001MY through 2003MY Sienna.

Contact point of each supplier:

Toyota Motor Corporation

Address: 1, Toyota-Cho, Toyota City, Aichi, 471-8571, Japan
Name/Title: Mr. Morikazu Tsuji/ General Manager Quality Audit Dept., Quality Div.
Phone#: +81-565-23-3330

Meclean Vehicle Systems

Address: 2708 Brenda St., Thompson Station, TN 37179
Name/Title: Mr. Pete Halvorson/ Director New Domestic Sales
Phone#: 615-599-3538

or

Address: 3200 West Fourteen Mile Road, Royal Oak, MI 48073
Name/Title: Mr. Larry Wilson/ Director Engineering
Phone#: 248-280-0880

SUGIURA SEISAKUSHO Co., Ltd

Address: 22 Miyakoshi, Torazu, Nishio, Aichi, 444-0393, Japan

Name/Title: Mr. Shigeki Koyama/ General Manager Quality Assurance Dept.

Phone#: +81-563-59-0728

Toyota Motor Manufacturing Kentucky, Inc.

Address: 1001, Cherry Blossom Way, Georgetown, KY 40324

Name/Title: Mr. Jeff Podsedly/ Manager Quality Engineering Powertrain

Phone#: 502-868-2462

Response 8-11

Per the agreement with Jeffrey Quandt, Chief, Vehicle Controls Division, the responses to questions 8 through 11 are provided by the information that is enclosed in Attachment 6. See Attachment 6.