

*3/11/2/05*

**TOYOTA**  
**TOYOTA MOTOR NORTH AMERICA, INC.**

WASHINGTON OFFICE  
601 THIRTEENTH STREET, NW, SUITE 910 SOUTH, WASHINGTON, DC 20005

TEL: (202) 775-1700  
FAX: (202) 463-8513

November 1, 2005

Mr. Jeffrey Quandt  
Chief – Vehicle Controls Division  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
400 Seventh St., SW  
Washington, DC 20590

Re: NVS-213dsy; DP05-002

Dear Mr. Quandt:

This letter is being sent in response to your September 27th, 2005 letter regarding DP05-002. Per our agreement, Toyota is submitting its response to Questions 1 through 5 and Question 9 of your inquiry under this cover, with the remainder of the response to be sent under separate cover on November 15, 2005.

Enclosed you will find two copies of this partial response and two CD-ROM's containing electronic versions of the attachments. Should you have any questions about this response, please contact Mr. Chris Santucci or Mr. Tsuyoshi Yokoi at (202) 775-1707.

Sincerely,



Chris Tinto  
Vice President  
TOYOTA MOTOR NORTH AMERICA, INC.

CT:cs  
Attachment

1. State, by model and model year, the number of subject vehicles Toyota has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Toyota, state the following:
  - a. Vehicle identification number (VIN);
  - b. Model designator (LE, SE, XLE, etc);
  - c. Engine designator (2AZ, 1MZ, etc);
  - d. Brake pedal actuator design (single or double link type);
  - e. Whether it is equipped with ABS (anti-lock braking);
  - f. Whether it is equipped with VSC (stability control);
  - g. Whether it is equipped with TRAC (traction control);
  - h. Whether it is equipped with adjustable accelerator and brake pedal assemblies;
  - i. Date of manufacture;
  - j. Date warranty coverage commenced; and
  - k. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide this information in Microsoft Access 2000, or a compatible format, titled "ProductionData." See the enclosed CD-ROM titled DP05-02 IR Response Data which provides further details regarding this submission.

**Response 1**

The number of MY 2002 through 2005 Camry, Camry Solara and ES vehicles Toyota has manufactured for sale or lease in the United States by make, model and model year is as follows:

| Make   | Model        | Model Year | Number of Vehicles |
|--------|--------------|------------|--------------------|
| TOYOTA | Camry        | 2002       | 423,026            |
|        |              | 2003       | 386,537            |
|        |              | 2004       | 317,713            |
|        |              | 2005       | 404,242            |
|        | Camry Solara | 2002       | 37,827             |
|        |              | 2003       | 17,256             |
|        |              | 2004       | 49,964             |
|        |              | 2005       | 30,341             |
| LEXUS  | ES300        | 2002       | 70,570             |
|        |              | 2003       | 61,546             |
|        | ES330        | 2004       | 70,805             |
|        |              | 2005       | 80,750             |
| Total  |              |            | 1,950,577          |

In addition, detailed information for each vehicle is provided electronically on CD-ROM, in Microsoft Access 2000 format entitled "Attachment-Response 1 PRODUCTION DATA (DP05-002)".

2. State a total count for all of the following categories of claims, collectively, that have been paid by Toyota to date that involve the complaint vehicles, regardless of the nature of the claim and whether or not it is related to the alleged defect: 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 a 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. Vehicle identification number (VIN);
- d. Repair date;
- e. Vehicle mileage 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 a compatible format, titled "WarrantyData." See the enclosed CD-ROM titled DP05-02 IR Response Data which provides further details regarding this submission.

### **Response 2**

The total count of the warranty claims, goodwill claims and claims related to the campaign that have been paid by Toyota to date that involved the complaint vehicles is as follows. There were no extended warranty claims for the complaint vehicles. Please note that five of the vehicle identification numbers supplied in your list of "Complaint Vehicles" were invalid, and, as such, Toyota cannot supply warranty information for them.

| Make   | Model        | Model Year | Number of Claims       |                |                      |
|--------|--------------|------------|------------------------|----------------|----------------------|
|        |              |            | Regular Warranty Claim | Goodwill Claim | Claim for Campaign*1 |
| TOYOTA | Camry        | 2002       | 35                     | 4              | 4                    |
|        |              | 2003       | 13                     | 3              | 1                    |
|        |              | 2004       | 26                     | 0              | 4                    |
|        |              | 2005       | 3                      | 0              | 2                    |
|        | Camry Solara | 2002       | 8                      | 0              | 0                    |
| LEXUS  | ES300        | 2002       | 16                     | 0              | 0                    |
|        |              | 2003       | 12                     | 3              | 0                    |
|        | ES330        | 2004       | 18                     | 1              | 6                    |
|        |              | 2005       | 0                      | 0              | 1                    |
| Total  |              |            | 131                    | 11             | 18                   |

\*1 : Including the recall campaign and special service campaign

The information for each claim is provided electronically on CD-ROM, in Microsoft Access 2000 format entitled "Attachment-Response 2 WARRANTY DATA (DP05-002)".

Please note that Toyota does not possess any information on the vehicle owner when the individual claim was submitted, therefore, we have provided the original vehicle purchaser information in our response to question 2(b). However, the original vehicle purchaser information on some vehicles is not available in our database. We are currently investigating these particular vehicles, and will update the response when we determine the original owners.

3. State the number of complaint vehicles of which Toyota has performed a vehicle inspection in connection with a report or complaint related to the alleged defect. Separately, for each inspection performed, state the following information:
  - a. VIN;
  - b. Date of inspection;
  - c. The name and address of the facility where the inspection was performed;
  - d. The name, phone number, and title of the person who performed the inspection;
  - e. Vehicle mileage at time of inspection;
  - f. The part numbers and descriptions of any components Toyota removed (or had a third party remove) from the vehicle as a result of the inspection;
  - g. The current disposition of any components described in item "f;"
  - h. The labor operation and or description of any repairs, modifications or other adjustments Toyota performed (or had a third party perform) on the vehicle as a result of the inspection;
  - i. The code value and description of any stored diagnostic or trouble codes taken from any vehicle system (engine management, brake, airbag, etc.) during the inspection; and,
  - j. Toyota's findings or conclusions regarding the cause of the complaint or incident.

Provide this information in Microsoft Access 2000, or a compatible format, titled "InspectionData." See the enclosed CD-ROM titled DP05-02 IR Response Data which provides further details regarding this submission. Additionally, produce copies of all documents related to each vehicle inspection performed and organize the documents by VIN.

### **Response 3**

Toyota performed investigations on two complaint vehicles that were bought back from customers alleging unintended acceleration. The results of each investigation and copies of each investigation report have been submitted as a part of our response to your information request concerning the defect investigation on the MY2002-2003 Camry, Camry Solara and ES300 unintended acceleration conducted by the agency last year (PE04-021). Please refer to Response 8 and Attachment 9 in Toyota's response submitted on June 1, 2004.

Detailed information for each vehicle is provided electronically on CD-ROM, in Microsoft Access 2000 format entitled "Attachment-Response 3 INSPECTION DATA (DP05-002)".

4. Provide the name and address details of the current vehicle registered owner or lessee for each of the complaint vehicles. State the source of this information. Provide this information in Microsoft Access 2000, or a compatible format, titled "CurrentOwnerData." See the enclosed CD-ROM titled DP05-02 IR Response Data which provides further details regarding this submission.

### **Response 4**

At this time, Toyota does not possess any information on the vehicles' current registered owners. Toyota would normally purchase such information from Polk, but only for the purpose of conducting a service campaign. However, even if we already had such information, due to the obligations in our contract with Polk, we are not allowed to use it for any other purpose. Therefore we would like to suggest that the agency contact Polk directly to obtain the current registered owner information.

5. 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 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. Also, for the subject vehicles and in addition to the preceding document request (but provided separately), include any such documents that relate to the transmission control system (e.g., addressing shift quality, shift performance, or transmission interaction with the engine control system), the brake and ABS system, the cruise control system, the stability control system, the traction control system, and the engine management system (including the throttle control system) regardless of whether the subject matter of the document is related to the alleged defect or not.

### **Response 5**

Toyota has not issued any service or technical bulletins, advisories, or other communications to dealers, regional or zone offices, field offices, fleet purchaser, or other entities that relate to , or may relate to, the alleged defect in the subject vehicles.

Toyota has issued 52 service bulletins pertaining to the transmission control system, the brake and ABS system, the stability control system and the engine management system. Nine of 52 service bulletins, including two bulletins relating to the service campaign concerning throttle motor failure that Toyota conducted in the past, have been submitted as a part of our response to your information request concerning the defect investigation on MY2002-2003 Camry, Camry Solara and ES300 unintended acceleration (PE04-021). Please refer to Response 7 and Attachment 8 in Toyota's response submitted on June 1, 2004.

The copies of the other service bulletins are provided electronically on CD-ROM, in PDF format, in the folder entitled "Attachment-Response 5 BULLETINS (DP05-002)",

6. Describe all modifications or changes made by, or on behalf of, Toyota in the design, material composition, or manufacture of the electronic throttle control system of the subject vehicles. For each such modification or change, provide the following information:
- a. The date or approximate date on which the modification or change was incorporated into vehicle production;
  - b. A detailed description of the modification or change;
  - c. The reason(s) for the modification or change, and
  - d. The name(s) and part number(s) of any component(s) effected.

### **Response 6**

Toyota will respond to this inquiry on November 15.

7. Describe all modifications or changes made by, or on behalf of, Toyota in the design, material composition, or manufacture of the braking and ABS system of the subject vehicles. For each such modification or change, provide the following information:
- a. The date or approximate date on which the modification or change was incorporated into vehicle production;
  - b. A detailed description of the modification or change;
  - c. The reason(s) for the modification or change, and
  - d. The name(s) and part number(s) of any component(s) effected.

### **Response 7**

Toyota will respond to this inquiry on November 15.

8. Describe all modifications or changes made by, or on behalf of, Toyota in the design, material composition, or manufacture of the accelerator and brake control pedals and or their configuration (location, size, orientation to one another and to the steering wheel, etc) of the subject vehicles. For each such modification or change, provide the following information:
- a. The date or approximate date on which the modification or change was incorporated into vehicle production;
  - b. A detailed description of the modification or change;
  - c. The reason(s) for the modification or change, and
  - d. The name(s) and part number(s) of any component(s) effected.

### **Response 8**

Toyota will respond to this inquiry on November 15.

9. State the name and address details for the original vehicle purchaser or lessee (based on Toyota's records) for 35 randomly selected vehicles (and not to include any of the complaint vehicles) from each make, model and model year subject vehicle population (12 populations, 420 vehicles in total). Describe the method Toyota used to randomly select these vehicles. Provide this information in Microsoft Access 2000, or a compatible format, titled "RandomOwnerData." See the enclosed CD-ROM titled DP05-02 IR Response Data which provides further details regarding this submission.

### **Response 9**

Toyota randomly selected 420 vehicles from each make, model and model year subject vehicle population with covering all combination of engine type and options available for each model and model year, such as ABS, TRAC, VSC and adjustable accelerator and brake pedal assemblies. However during searching for the original vehicle purchaser information, we found that the information on 5 selected vehicles is not available in our database. As a result, we reselected another 5 vehicles and currently are searching for the purchaser information on those vehicles. Therefore in this response, we provide the original vehicle purchaser information for 415 vehicles, and after we find the information on the rest of 5 vehicles, we will update the response.

The information for the original vehicle purchaser for 415 randomly selected vehicles from each model and model year is provided electronically on CD-ROM, in Microsoft Access 2000 format entitled "Attachment-Response 9 RANDOM OWNER DATA (DP05-002)".

10. Furnish Toyota's assessment of the alleged defect in the subject vehicles, including, the causal or contributory factor(s).

**Response 10**

Toyota will respond to this inquiry on November 15.

Data provided in this document is current as of the following dates:

- Response 2: Warranty claims (October 18, 2005)  
Goodwill & Extended warranty claims (October 29, 2005)
- Response 3: Complaint vehicle inspection (October 20, 2005)
- Response 5: Dealer communications (October 31, 2005)