

TOYOTA
TOYOTA MOTOR NORTH AMERICA, INC.

WASHINGTON OFFICE
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Handwritten: 7/26/05

July 8, 2005

Mr. Richard Boyd
Chief – Medium and Heavy Duty Vehicle Division
Office of Defects Investigation
National Highway Traffic Safety Administration
400 Seventh St., SW
Washington, DC 20590

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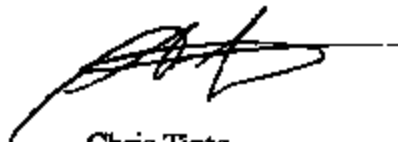
Re: NVS-214gtb; EA05-007 & 008

Dear Mr. Boyd:

This letter is being sent in response to your June 1, 2005 letter regarding EA05-007 & 008, an investigation into specific General Motors vehicles. Per our agreement with your office, we are submitting a partial response to your inquiry. We will complete our response to your inquiry on July 22, 2005.

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

Subject Vehicles

MY 1998-2004 Lexus LX470, Toyota Land Cruiser, Tundra and Tacoma vehicles

- 1. Identify by model, model year, and by manufacturing location, the number of subject vehicles (vehicles equipped with tailgate support cables) that Toyota has manufactured for sale or lease in the United States since model year 1998.

Provide the table in Microsoft Access or Excel 2000, or a compatible format, entitled "Request Number 1 – Toyota, Production Information."

Response 1

The number of the subject vehicles Toyota has manufactured for sale or lease in the United States by model, model year and manufacturing location is provided electronically on CD-ROM, in Microsoft Excel 2000 format entitled "Attachment Response1.xls".

- 2. State the number of each of the following, received by Toyota, or of which Toyota is otherwise aware, which relate to, or may relate to, the alleged defect (*) in the subject vehicles received by Toyota since January 1, 1998, pertaining to:
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Reports involving an 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 a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - d. Reports 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 a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - e. Property damage claims; and
 - f. Third-party arbitration proceedings where Toyota is or was a party to the arbitration; and
 - g. Lawsuits, both pending and closed, in which Toyota is, or was, a defendant or codefendant.

(*) ODI has defined the alleged defect as "tailgate support cable breakage." ODI requests that Toyota confine its investigation to complaints that are consistent with this failure mode. Reports of tailgate cable breakage may be described by such terms as, "broken," "fractured," "cracked," "cut," "sheared," "separated," "inoperative," etc. Please exclude complaints pertaining to tailgate cables for such issues as cosmetic appearance, fitment, accidental damage, etc. that do not indicate a broken or compromised tailgate support cable or the imminent possibility that the tailgate support cable may lose load-carrying integrity.

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 are to be counted as a field report and a consumer complaint).

In addition, for items "c" through "g," 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 "f" and "g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Provide this information in Microsoft Access or Excel 2000, or a compatible format, entitled "Request Number Two – Complaint Summary Data."

Response 2

Toyota will respond to this inquiry on July 22.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of the 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 property damage is alleged;
 - j. Number of alleged injuries, if any; and
 - k. Number of alleged fatalities, if any.

Provide this information in Microsoft Access or Excel 2000, or a compatible format, entitled "Request Number Three – Complaint Details."

Response 3

Toyota will respond to this inquiry on July 22.

4. State, by model and model year, a total count for all of the following categories of claims, collectively, whether reimbursed, adjusted, or not reimbursed by Toyota to date that relate 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 a procedure specified in a technical service bulletin or customer satisfaction campaign.

(*) ODI has defined the alleged defect as "tailgate support cable breakage." ODI requests that Toyota confine its investigation to complaints that are consistent with this failure mode. Reports of tailgate cable breakage may be described by such terms as, "broken," "fractured," "cracked," "cut," "sheared," "separated," "inoperative," etc. Please exclude complaints pertaining to tailgate cables for such issues as cosmetic appearance, fitment, accidental damage, etc. that do not indicate a broken or compromised tailgate support cable or the imminent possibility that the tailgate support cable may lose load-carrying integrity.

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 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.
- j. Claim disposition (reimbursed, adjusted, or not reimbursed).

Provide this information in Microsoft Access 2000, or a compatible format, entitled "Request Number Four – Warranty Information."

Response 4

Toyota will respond to this inquiry on July 22.

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 codes, and problem code descriptions applicable to the alleged defect in the subject vehicles.

State, by make and model year, the terms of the new vehicle warranty coverage offered by Toyota on the subject 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) that Toyota offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

Response 5

Toyota will respond to this inquiry on July 22.

6. List all tailgate support cable part number(s) or the part number of subassemblies containing a tailgate support cable which were sold as replacement parts for the vehicles listed in response to Request No 1, and state the quantity of each aftermarket or replacement tailgate support cable that Toyota has sold by year from 1998 to the present.

Response 6

The list of the tailgate support cable part numbers which were sold as replacement parts for the subject vehicles is provided electronically on CD-ROM, in Microsoft Word format entitled "Attachment Response6-1.doc".

The quantity of each aftermarket or replacement tailgate support cable that Toyota has sold by year from 1998 to the present is provided electronically on CD-ROM, in Microsoft Excel format entitled "Attachment Response6-2.xls".

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

Response 6: Number of parts sales (June 18, 2005)

Attachment Response1

The number of the subject vehicles Toyota has manufactured for sale or lease in the United States is stored on CD-ROM as an electronic file.

Attachment Response6-1

The list of the tailgate support cable part numbers which sold as replacement parts for the subject vehicles is stored on CD-ROM as an electronic file.

Attachment Response6-2

The quantity of each aftermarket or replacement tailgate support cable that Toyota has sold by year from 1998 to the present is stored on CD-ROM as an electronic file.