



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: EA 06-020
 Prompted By: PE06-029
 Date Opened: 12/01/2006
 Principal Investigator: Michael Lee
 Subject: Unexpected Closing Of Power Liftgate

Manufacturer: Toyota Motor Corporation
 Products: 2004-2005 Toyota Sienna With Power Rear Door (Liftgate)
 Population: 142,418

Problem Description: Failure of the gas-filled liftgate struts can result in unexpected automatic closing of the liftgate.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	24	45	69
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
# Injuries:	8	6	14
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other*:	0	4,931	4,931

*Description Of Other: Warranty claims for liftgate strut replacement.

Action: An Engineering Analysis has been opened.

Engineer: Michael Lee **MJL**

Date: 12/01/2006

Div. Chief: Thomas Z. Cooper

Date: 12/01/2006

Office Dir.: Kathleen C. DeMeter

Date: 12/01/2006

Summary: The investigation scope is the subject vehicles equipped with an optional power liftgate. Two high-pressure, gas-filled cylinder struts (referred to as back door stays by Toyota) support the liftgate. The gas in the struts may leak due to failure of an internal seal. Complaints stated that the liftgate does not remain open, closes on its own after opening, drops down (some say, quickly), the struts fail, etc. Specifically, some of the complaints indicated that when the liftgate was power-opened, it unexpectedly power-closed on its own. With failed struts, when the liftgate is power-opened, the liftgate can drop down approximately 12 inches from the fully-open position, then power-close to the fully-closed position. The subject vehicles are equipped with auto-reverse features to power-reverse the direction of the liftgate during closing when an obstruction is met. There have been 14 reported injuries related to the alleged problem on the subject vehicles. Toyota has made several modifications to improve the performance of the liftgate struts.