



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

ODI RESUME

Investigation: PE 06-029
Date Opened: 08/02/2006
Principal Investigator: Michael Lee
Subject: Inadvertent Liftgate Closing

Manufacturer: Toyota Motor North America, Inc.
Products: 2004-2005 Toyota Sienna
Population: 393,313

Problem Description: Alleged failure of the liftgate struts results in inadvertent closing of the liftgate during normal use.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	8		
Crashes/Fires:	0		
Injury Incidents:	0		
# Injuries:	4		
Fatality Incidents:	0		
# Fatalities:	0		
Other*:	0		

*Description Of Other:

Action: A Preliminary Evaluation has been opened.

Engineer: Michael Lee *MJL*
Div. Chief: Thomas Z. Cooper
Office Dir.: Kathleen C. DeMeter

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Summary: ODI has received eight consumer complaints alleging inadvertent closing of the liftgate during normal use. Three of the complaints reported four injury incidents caused by the liftgate unexpectedly closing onto the complainant's head/body. In March 2004, Toyota issued a service bulletin stating that liftgate struts for model year (MY) 2004 Toyota Sienna vehicles have been redesigned to help prevent seal damage and gas leakage. Six of the eight complaints are on MY 2004 Siennas and two are on MY 2005 Siennas.

MJL
8/2/06