

TOYOTA
TOYOTA MOTOR NORTH AMERICA, INC.

Lupe
12/21/06

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December 20, 2006

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

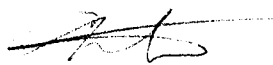
Re: NVS-213dsy; DP06-003

Dear Mr. Quandt:

This letter is being sent in response to your October 30, 2006 letter regarding DP06-003. Per our agreement, Toyota is submitting the final response to your inquiry.

Enclosed you will find two copies of this response, which include a redacted version of "Attachment-Response 6" in hard copy. This document (including its subparts) is identified as confidential and a request for confidential treatment has been made to the Office of Chief Counsel. Should you have any questions about this response, please contact Mr. Chris Santucci of my staff at (202) 775-1707.

Sincerely,



Chris Tinto
Vice President
TOYOTA MOTOR NORTH AMERICA, INC.

CT:cs
Enclosure

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. 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 this information in Microsoft Access 2000, or a compatible format, titled "ProductionData." See the enclosed CD-ROM titled DP06-003 IR Response Data which provides further details regarding this submission.

Response 1

The number of MY 2002-2006 Toyota Camry and Camry Solara vehicles equipped with automatic transmissions and electronic throttle controls that Toyota has manufactured for sale or lease in the United States by model year is as follows:

Model	Model Year	Total
Camry	2002	423,032
	2003	386,537
	2004	317,719
	2005	399,691
	2006	195,772
	Total	1,722,751
Camry Solara	2002	37,827
	2003	17,257
	2004	49,974
	2005	30,341
	2006	54,483
	Total	189,882

In addition, detailed information for each vehicle is provided electronically on CD-ROM, in Microsoft Access 2000 format entitled "ProductionData (DP06003).mdb" stored in the folder "Attachment-Response 1".

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 replacement of the subject component, regardless of the reason for the replacement, 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 DP06-003 IR Response Data which provides further details regarding this submission.

Response 2

The total counts of warranty claims, extended warranty claims and claims for good will services paid by Toyota for the subject vehicles that may relate to the subject component by model and model year are provided electronically on CD-ROM, in Microsoft Excel 2000 format entitled "Total Count for Claims.xls" stored in the folder "Attachment- Response 2".

The detailed information for each claim is provided electronically on CD-ROM, in Microsoft Access 2000 format entitled "WarrantyData.mdb" stored in the folder "Attachment- Response 2".

3. Describe in detail the search criteria used by Toyota to identify the claims identified in response to Request No. 2, 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 3

The search criteria used by Toyota to identify the claims is the following:

Toyota searched the warranty database for those claims that replaced the subject component identified in Microsoft Excel file entitled "Search Criteria, Operation & Problem Codes.xls" stored in the folder "Attachment-Response 3" on CD-ROM. In addition, a list of all labor operations, labor operation descriptions, problem codes and problem code descriptions identified in these warranty claims are also provided in the same Microsoft Excel file described above.

The terms that Toyota offers for new vehicle warranty coverage is 60 months or 60,000 miles on the electronic throttle actuator assembly installed in MY 2002-2006 Camry and Camry Solara vehicles from the vehicle's date-of-first-use, whichever occurs first.

There are some extended warranty coverage options that Toyota offered for purchase with the subject vehicles. Detailed information about these options is provided electronically on CD-ROM, in PDF format, entitled "Extended Warranty Option.pdf" stored in the folder "Attachment-Response 3".

The number of vehicles that are covered under each such extended warranty option, by option, model and model year is provided as "Attachment-Response 3-1" in hard copy only. Please note that this "Attachment-Response 3-1" contains trade secret and commercial information, therefore, Toyota believes that this document must be afforded confidential treatment. A request for confidential treatment of this document has been sent to the Office of Chief Counsel. A public version of this document is included with this response.

4. Produce copies of all service and repair documents that relate to ECM diagnostic trouble codes (DTCs) P2103 and P2111 for all such codes that can be detected and stored/recorded in any of the subject vehicles. Ensure the documents fully describe the fault condition(s) required for the DTC to be detected and recorded including the parameters the ECM monitors, the duration/elapsed time the parameter must be errant/out of range, acceptable and unacceptable parameter ranges, whether the detection will enable/illuminate a driver warning light, any affect(s) the DTC will have on vehicle operation (e.g., fail safe mode[s]), and what action(s) is/are required to reverse/reset any such fail safe mode.

Response 4

Copies of all service repair documents that relate to ECM diagnostic trouble codes "P2103" and "P2111" are provided electronically on CD-ROM, in PDF format, in the folder entitled "Attachment-Response 3".

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 issued three service bulletins which instruct a dealer to replace the electronic throttle actuator assemblies if certain diagnostic trouble codes are detected and stored in any of the subject vehicles. There is one bulletin issued which relate to the service campaign concerning throttle motor failure that Toyota conducted in the past.

In addition, Toyota has issued 40 service bulletins pertaining to the transmission control system, the brake and ABS system and the engine management system of the MY 2002-2006 Camry and Camry Solara vehicles.

Most of the bulletins mentioned above have been submitted as a part of our responses to your information requests (PE04-021 and DP05-002). However, Toyota provides all of these bulletins again, including four bulletins submitted after the submission of the above responses, electronically on CD-ROM, in PDF format, in the folder entitled "Attachment-Response 5".

6. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Toyota. For each such action, provide the following information:
 - a. Action title or identifier;
 - b. The actual or planned start date;
 - c. The actual or expected end date;
 - d. Brief summary of the subject and objective of the action;
 - e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
 - f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

Response 6

Toyota provides an investigation report for the throttle actuator recovered from the Petitioner's vehicle and four investigation/analysis reports for other throttle actuators returned from the field. These documents are provided as "Attachment-Response 6". Please note that the documents provided in this portion of the response contain design and technical specifications, trade secrets and commercial information, therefore, Toyota believes that these documents must be afforded confidential treatment. A request for confidential treatment of these materials has been sent to the Office of Chief Counsel. Public versions of these documents are included with this response.

In summary, as a result of the investigation of the throttle actuator recovered from the Petitioner's vehicle, we could find no abnormality with the throttle actuator. During the investigations on the other returned throttle actuators, it was found that some parts inside the throttle actuator had corroded due to water intrusion. Further investigation and analysis revealed that the corrosion problem was concentrated in specific areas where water could intrude into the throttle actuator from the drain hose. It was found that this could occur as a result of vehicle operation under certain circumstances, such as driving through a flooded road, in the heavy rain, or a hurricane. Although the rate of occurrence of this type of failure is low, to eliminate any possibility of water intrusion under such circumstances, Toyota modified the drain hose.

7. State the number subject components that Toyota has sold that may be used in the subject vehicles by component 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 (*including the cut-off date for sales, if applicable*). For each component 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 component, whether installed in production or in service, and state the applicable dates of production or service usage.

Response 7

The number of subject components that Toyota has sold that may be used in the subject vehicles by part number, and month/year of sale is provided electronically on CD-ROM, in Microsoft Excel 2000 format entitled "Number of components sold in the US.xls", stored in the folder "Attachment-Response 7". Please note that Toyota's part sales database does not have the data on the model and model year of the vehicle in which the sold component is used, therefore, the sales data includes the number of components sold for use not only in the subject vehicles but also in the vehicles that contain the identical components installed in production or in service. The lists of other vehicles that contain the identical components are also provided electronically on CD-ROM, in Microsoft Excel 2000 format entitled "Other vehicles using identical parts.xls", stored in the folder "Attachment- Response 7".

The information on the supplier for each component parts number is provided electronically on CD-ROM, in Microsoft Excel 2000 format entitled "Supplier Information.xls", stored in the folder "Attachment-Response 7".

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

- Response 1: Production Data (November 22, 2006)
- Response 2: Warranty claims (November 22, 2006)
 - Goodwill claims (December 4, 2006)
 - Extended warranty claims (November 23, 2006)
- Response 5: Dealer communications (November 24, 2006)
- Response 6: Actions (December 5, 2006)
- Response 7: Parts sales (November 23, 2006)