

TOYOTA

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February 25, 2008

Ms. Kathleen C. DeMeter, Director
Office of Defects Investigation
National Highway Traffic Safety Administration
Room W45-302
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

Re: Toyota Siennas with Power Liftgates; EA06-020
Response to Recall Request Letter

Dear Ms. DeMeter:

This responds to your letter of January 25, 2008, regarding the investigation by the Office of Defects Investigation (ODI) into the performance of certain Toyota Siennas equipped with power liftgates. ODI has requested Toyota to conduct a safety recall to address an alleged safety defect in the performance of the referenced liftgates. For the reasons set out below, Toyota does not believe that a safety recall is warranted here.

Toyota understands ODI's concern to relate to the performance of the Sienna power liftgate when the liftgate struts can no longer sustain the weight of the liftgate due to leakage of gas from the strut. Toyota does not dispute that the liftgate struts are degrading in numbers greater than the company expected and earlier than the company expected. The durability of the liftgate struts has not met Toyota's expectations.

Nevertheless, these strut failures do not constitute a safety-related defect for two reasons:

First, some level of gas leakage is inherent in the design of all gas struts, even apart from wear and tear, and thus, all makes/models of vehicles equipped with gas struts for their liftgates will have some non-trivial level of strut failure during the vehicle's useful life. For example, the website for a major gas strut supplier contains the following advice regarding the useful life of a strut¹:

All Lift Supports lose output force over time. The rate at which force loss occurs varies greatly by application and manufacturer. Many factors affect the rate of force loss, such as: size of the support, orientation, amount of cycles, ambient temperature, vibration, and the geometry of the application. Considering all of the variables, it is very difficult to estimate life accurately without actual testing in the application.

¹ See website of AVM Industries, <http://www.avmind.com>.

In your letter, you described the general operation of the liftgate in the Sienna and described what occurs as the struts lose gas over time. Although Toyota does not agree with all of the specific force numbers in your letter – some of which are not consistent with the data compiled during ODI’s own testing at the Vehicle Research and Test Center (VRTC) – we agree with your description of the process in general. As ODI is aware, all gas struts are subject to leakage over time. For this reason, they are originally manufactured with more gas than is needed to support the liftgate. However, at some point, many struts will lose sufficient gas that they will be unable to fully support a liftgate. The fact that Toyota does not highlight the possibility of strut failure in the Sienna owners’ manual does not negate the fact that struts may often wear out before the end of the useful life of the vehicle. Consistent with industry practice, numerous other components that generally have to be replaced due to wear prior to the end of the useful life of a vehicle are not identified as requiring periodic maintenance in the owner’s manual, such as suspension bushings, shock absorbers, wheel bearings, etc.

Second, and more significantly, the Sienna liftgate is designed to “fail” in a safe manner, in the event that the gas in the struts can no longer support the weight of the liftgate. These design features of the Sienna ensure that a customer experiencing loss of gas from a strut will be adequately warned about that condition so that s/he can take appropriate precautions, and – more importantly – ensure that even if the struts are unable to support the liftgate, it is extremely unlikely to lead to any serious injuries.

The initial manifestation of such gas loss in a vehicle equipped with a power liftgate is that the liftgate will open at a slower rate of speed than when the vehicle was new. Tests performed by Toyota demonstrate that a properly functioning power liftgate will open at a rate of approximately 11 degrees per second, and it will take approximately 7 seconds to reach the top of the power stroke. When the struts have lost approximately one-third of their lifting ability (i.e., at a level at which they cannot fully support the liftgate in the full open position, but before the point at which the liftgate will fall rapidly enough to engage the power motor, which is referred to as the “B” condition in the test report prepared by VRTC²), the rate of opening decreases to about 8 degrees per second, and it will take approximately 9 seconds for the liftgate to open – more than 25% longer. This difference should be noticeable to the owner. Moreover, in the “B” condition, the liftgate will not rise to the full open position of 1820 mm (72 inches) above the ground, which is 5 degrees above horizontal, but will only rise to 1720 mm (68 inches), which is approximately horizontal. These four-inch and five degree differences should also be very noticeable to the owner. Finally, in the latter stages of the “B” condition, the liftgate will begin to fall slowly, at a rate that will not engage the power motor.

Only when the strut force becomes significantly lower – identified in your letter as 195 pounds of force – will the liftgate begin to fall at a rate that will engage the power motor. This is identified as the beginning of the “C” condition in the VRTC report. Although Toyota does not have detailed data regarding the amount of time (or the number of cycles of operation) between the initial manifestation of the gas loss and the time that such loss is severe enough to cause the liftgate to drop rapidly, we currently estimate that it will take an average of approximately 10 months of normal usage (i.e., a rate of 1,000 cycles per year) for a

² Your letter describes this condition as occurring when the struts can provide between 195 and 218 pounds of force.

deteriorating strut to lose the additional 15 percent of gas that would take the liftgate from the beginning of the “B” condition to the beginning of the “C” condition. Even if the liftgate were to experience twice the expected usage, this would take approximately 5 months, which should be a sufficient amount of time for owners to become aware of the fact there is a problem with their struts that warrants a repair.

An owner who heeds the manifest warnings that accompany the degradation of the struts is at no significant risk of injury, because s/he will seek repairs before the liftgate performance progresses to the point at which it might drop precipitously. The fact that more than twelve thousand owners have obtained repairs without claiming any injury is testament to the fact that these warnings are successful in alerting owner/operators to the degradation of the struts.³

Moreover, even if an owner does not heed these indications of incipient failure, Sienna vehicles equipped with a power liftgate system have several other features that minimize the likelihood that a strut failure will cause any injuries. First, the system provides an audible warning and flashes the hazard lamps when the power motor engages as the liftgate is closing. Second, the system has an auto-reverse feature – also referred to as “jam protection” – that causes the liftgate to rise if it encounters an obstruction while it is descending. And third, it has a feature known as “pinch protection,” which incorporates a touch sensor along approximately two-thirds of the length of both sides of the liftgate, so that if an object, such as a hand, is detected, the liftgate will reverse direction.

Indeed, features similar to these have obviated the safety risk associated with the failure of the liftgate struts in certain model year 2005-2006 Ford Freestar and Mercury Monterey vehicles equipped with power liftgates that led to a safety recall (NHTSA Recall 06V-069). Ford’s original design for these vehicles did not include automatic engagement of the power motor upon failure of the struts; they were not equipped with an auto-reverse feature if a person was struck by a descending liftgate; and there was no warning when the liftgate began to close. When Ford determined that the struts were failing in a manner that could cause serious injuries (i.e., according to Ford’s Part 573 Report, out of the 32 vehicles that “may have exhibited this condition,” there were five reports that the liftgate fell on the customer, with three reports of a need for medical care), it decided to conduct a safety recall. However, its remedy was to implement a software change that simply incorporated a sub-set of the fail-safe features already found in the Sienna. ODI does not claim that these changes did not resolve the potential safety issues associated with strut failure in the Freestar, which demonstrates that the existing design of the Sienna liftgate system – which incorporates all of the fail-safe features in the remedied Freestar vehicles – does not constitute a safety defect.

From conversations with ODI staff, it is Toyota’s understanding that ODI is primarily concerned about the potential for “serious injury” in the event of a strut failure, as purportedly exemplified by three incidents discussed in your January 25, 2008 letter. Toyota has reviewed each of those incidents in detail, and we believe that they do not demonstrate that the strut failures in the Sienna create an unreasonable risk to motor vehicle safety.

³ In addition to more than 12,000 Siennas that have been repaired under warranty, there have been additional replacement strut sets sold by Toyota, as well as an unknown number of aftermarket parts produced by independent manufacturers.

First, with respect to the Illinois resident who has alleged that he suffered a “cervical sprain and nerve damage when his liftgate unexpectedly closed on him while he was reaching into his rear cargo area,” it appears that the individual is not asserting that the liftgate was moving rapidly when it contacted him. Rather, he claims in the VOQ to ODI that “I was leaning into the vehicle and my arms were pinned.” In other words, he alleges that the jam protection incorporated into the liftgate system did not perform properly. Yet ODI has never asserted that the jam protection in the Sienna does not function as designed, and Toyota is not aware of any problems associated with the jam protection feature. In fact, as reflected in the June 14, 2006 letter from a Toyota claims manager to the individual, which was provided to ODI in Toyota’s responses to information requests in this investigation, an inspection of the vehicle after the incident revealed that although gas was leaking out of the left strut and the liftgate could come down by itself, “The pinch protection and jam protection system were operating normally at the time of our inspection. This was tested several times, and each time the door would come down lightly and would go back up automatically.”

Moreover, it does not appear that the injury experienced by this individual can properly be characterized as “serious.” Because of privacy concerns, Toyota will not include a detailed discussion of the medical condition of this individual (or of the individuals involved in the two other incidents identified by Toyota) in this response. However, we are providing such a discussion in a separate letter to you, which we expect will be protected from disclosure under FOIA Exemption Six, consistent with ODI’s general policy of protecting personal medical information from public disclosure. In summary, we can state that the symptoms identified by this individual do not indicate the existence of a “serious injury.” Indeed, it seems clear that under the Abbreviated Injury Scale (AIS), which is the scale most often used by NHTSA to assess the seriousness of injuries, this injury would be coded as an AIS-1, or “minor,” injury.

The second incident referenced in your letter involved a Utah resident who allegedly “suffered an injury to his rotator cuff and damage to his knee when his liftgate unexpectedly closed on him, jamming his knee against the rear edge of the vehicle.” However, as we demonstrate in our separate letter, the medical reports provided by this individual do not substantiate this assertion. In fact, it seems clear that his injuries would also be coded as AIS-1, or “minor,” injuries.

It is also noteworthy that, as reflected by the case history of this individual’s complaint to Toyota, which also was provided to ODI in response to the Engineering Analysis Information Request (EAIR), when the complainant’s vehicle was inspected by a Toyota representative in December 2006, approximately one year after the alleged incident,⁴ the struts appeared to be in the early “B” condition, even though it was a cold day (26°F). As reported by the Toyota representative, “Opened the back door using the wireless remote. [Observed] that the back door opened and that after [approximately] five seconds the back door started to slowly come down (came back down [approximately] the same speed as when the back door is closed w/remote). Closed the door fully and reopened it w/wireless remote. [Observed] that the back door opened and stayed up the second time.” Since the performance of the struts does not improve over time, the condition of the struts in December 2006 strongly suggests that the liftgate was functional at

⁴ The individual did not contact Toyota until November 15, 2006.

the time of the incident, and that it may have closed for a reason unrelated to the alleged defect. Moreover, according to the VOQ provided to ODI, the individual stated that “there were no warning signals prior to the incident,” which is inconsistent with the normal failure progression of the struts.

The final incident referred to in your letter involved a resident of California who allegedly suffered a concussion when he was “struck in the head by the liftgate during its initial freefall before the auto-close feature activated.” As noted in the individual’s letters to Toyota, which were provided to ODI in the EAIR responses, his vehicle – which had been in service only 10 months at the time – was reported to have experienced several other electrical problems. These factors raise questions as to whether the issues the individual experienced with his liftgate may have been unrelated to the alleged defect. Moreover, as demonstrated in our separate letter, the medical records that this individual provided to Toyota indicate that any injury associated with this incident would also be classified as an AIS-1, or “minor,” injury.

Thus, Toyota questions whether any of the incidents identified by ODI in your letter are truly indicative of a potential for serious injury. But even taking them at face value, they do not demonstrate that the failure of the liftgate struts on the Sienna constitutes a safety-related defect. There have been more than 12,000 liftgates repaired under warranty and through goodwill programs, with additional replacements after the warranty period expired, with only three allegations of injuries that ODI characterizes as “serious.” This means that only one in more than 4,000 liftgate strut failures resulted in an injury identified by ODI as “serious.” By contrast, Ford reported three injuries that required medical attention out of 32 Freestar vehicles that “may have exhibited this condition,” or one in almost 11 strut failures. Even if one were to count the approximately 65 minor injuries⁵ identified by ODI, the ratio of injury to strut failure incident would be about ½ of 1%, or one out of two hundred strut failures

It bears repeating that Ford’s remedy for the Freestar did not purport to reduce the frequency of strut failures; rather, it addressed the potential safety hazard associated with any such failure. And, it did so by installing safety features to reduce the risk of injury, in the event that strut failure occurs, features which make the remedied Freestar vehicles perform comparably to the Sienna. Since there is no reason to believe that Ford’s remedy was not sufficient to resolve any unreasonable safety risk associated with strut failure, the Sienna performance cannot be deemed to present an unreasonable risk of injury.

Toyota recognizes that the liftgate on the subject vehicles can fall relatively rapidly after there has been extensive gas loss from the struts (i.e., the “C” condition). But this can only occur during the initial 10 inches after the liftgate reaches the top of the power stroke, since the motor will engage to slow the descent significantly after that point. (Given the existence of the jam protection feature, Toyota believes that there is virtually no risk of serious injury associated with

⁵ Toyota does not agree with ODI’s estimate of “approximately 70 reported injuries.” However, in this letter we choose not to include a detailed rebuttal, except to note that the supporting information for many of these reports was unpersuasive. For example, some reports were duplicative of other reports and one even referred to a different product, an Evenflo child restraint. For discussion purposes only, Toyota will use the estimate of 65 minor injuries, but does not concede that this number is valid.

a failure of a liftgate strut after the power motor engages, since the liftgate descends very slowly under power, and it will reverse automatically if it encounters any obstruction.)

To assess the possibility of serious injury from a falling liftgate during the 10-inch drop before the motor engages, Toyota measured the maximum speed at which the liftgate will fall, given various levels of gas loss from the struts, and then calculated the energy that would be generated by the falling liftgate in each case. As shown in the enclosed table, the peak speed of 37.8°/second occurred with one strut removed, simulating a case in which one strut has lost all of its gas and the other remains in good condition.⁶ This converts to a maximum speed of 0.75 meters/second at the end of the liftgate, which will generate 9.9 Joules of energy. As would be expected, when there has been less gas loss from the struts, the speed of the falling liftgate – and the resultant energy level – will be lower. Toyota has reviewed the available literature with respect to the amount of energy needed to cause a serious head injury in the unlikely event that an individual is struck in the head by a liftgate during the initial drop.⁷ For example, in an article in the *Journal of Sports Medicine* that addressed the subject of head injuries to soccer players due to impacts, the authors noted that “the mean impact energy ranged between 45 J [Joules] for non-loss of consciousness concussion and 75 J when loss of consciousness for longer than one minute was observed.”⁸ Thus, the 10 J or less that can be generated by a falling Sienna liftgate is far less than the energy needed to cause a “non-loss of consciousness concussion,” and in any event, such a concussion is classified as a minor AIS-1 injury under the AIS scale.

In order to quantify the impact in terms of known head injury predictors, Toyota also measured the acceleration seen by a Hybrid III 50% percentile male dummy fitted with a triaxial accelerometer. The dummy was positioned such that the liftgate would strike its head with maximum energy (approximately 10 Joules). The peak acceleration did not exceed 35 G, which is associated with a very low probability of sustaining a concussion.⁹

Although ODI’s letter does not compare the Sienna to any peer vehicles,¹⁰ Toyota has conducted some analysis of peer vehicles containing power rear liftgates, and has concluded that the Sienna’s performance in the event of strut failure is at least as good as, and in some respects better than, peer vehicles. For example, as noted above, the peak velocity of a falling liftgate on a Sienna with one strut removed is 37.8°/second. The peak velocities of falling liftgates on two peer vehicles whose liftgates have a similar mass to that of the Sienna are 61°/second and 56°/second, respectively, with one strut removed. Thus, a falling liftgate on either of these two peer vehicles would generate significantly more energy than the liftgate on a Sienna.¹¹

⁶ Toyota believes that one completely failed strut is the worst case condition likely to be observed in the field, based on returned parts analysis. And the tests conducted by VRTC also showed that the highest force levels from a falling liftgate were achieved when only a single strut was installed and the other strut removed.

⁷ Toyota notes that the motor will engage to slow the drop rate at a height that is above where people are generally located when leaning into the vehicle.

⁸ A. McIntosh and P. McCrory, “Impact energy attenuation performance of football helmets,” *J. Sports Med.* 2000; 34:337, 340.

⁹ King, et. al., “Is Head Injury Caused by Linear or Angular Acceleration?”, IRCOBI, 2003.

¹⁰ We understand that several peer vehicles were tested at VRTC, but ODI has not provided that data to Toyota.

¹¹ The test results provided to Toyota indicate that VRTC did not attempt to measure the speed of a falling liftgate in the “C” condition or the amount of energy that such a liftgate would generate. Rather, VRTC measured the force exerted by a falling liftgate applied “when the liftgate latch plate contacts [a] load cell,” with only a piece of dummy “skin” over the load cell. The highest “closing force” of 289 pounds was observed when one strut was removed and

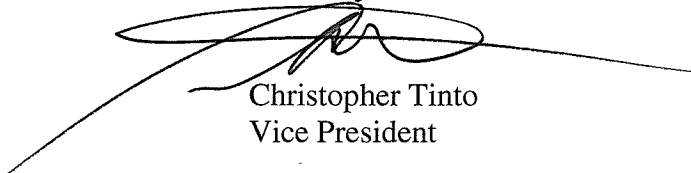
Toyota recognizes that liftgate strut failure is a condition that leads to dissatisfaction when the consumer must pay for strut replacement. As ODI knows, Toyota has recently announced an extended warranty program to cover the costs of strut replacement within the first six years of ownership, with unlimited mileage. Toyota is aware that your January 25 letter stated that your belief that an extended warranty program would not adequately address this issue. However, it appears that your primary concern is that owners will not have the “opportunity to obtain a remedy before the struts fail.” In fact, the program, as described in the enclosed letter to our customers, will resolve that concern. Several significant features of the extended warranty program are worth highlighting:

- The customer letter provides extensive diagnostic assistance to help the owner spot strut degradation at an early stage (while the liftgate is still in the “A” condition, as described by VRTC).
- If an owner is not comfortable inspecting the vehicle, a Toyota dealer will conduct the inspection at no charge.
- The program offers to replace struts when there is any evidence of strut degradation, regardless of how far it has progressed.
- Toyota will reimburse owners who paid for a strut replacement.

Toyota believes that this extended warranty program is sufficient to address the concerns that ODI has raised. At a minimum, ODI should allow Toyota to monitor the customer complaints following the implementation of the extended warranty program to see whether the program has adequately addressed the concerns of Sienna owners.

For the reasons stated in this letter, Toyota declines ODI’s request for a safety recall of the subject vehicles.

Sincerely,

A handwritten signature in black ink, appearing to read 'Christopher Tinto', is written over a horizontal line. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Christopher Tinto
Vice President

Enclosures

exerted by a falling liftgate applied “when the liftgate latch plate contacts [a] load cell,” with only a piece of dummy “skin” over the load cell. The highest “closing force” of 289 pounds was observed when one strut was removed and at a temperature was artificially lowered to 35° F. When the test was conducted at 72° F., the force was 214 pounds, which is close to the force level that Toyota observed when it attempted to replicate the VRTC test. However, Toyota believes that in assessing the potential for injury associated with the alleged defect, it is more relevant to consider the energy that is generated by a falling liftgate than the force applied to a load cell. Moreover, Toyota notes that the force that would be experienced by a human head would be significantly lower than the force experienced by a stiff object, such as a load cell covered with only a layer of dummy “skin,” in a laboratory setting.

Sienna Door Energy

Distance of lock body to hinge center (rotation point)

$$L_{Dr} := 1141.2 \text{ mm}$$

Mass of Door (Heaviest Spec)

$$\text{Mass} := 34.9 \text{ kg}$$

Angular Velocity of Door in Falling Condition

$$\text{Ang}_{\text{velo}} := \text{Angular} \cdot \frac{\text{deg}}{\text{s}} \quad (\text{Apply units to data})$$

Linear Velocity of Door

$$V_{\text{linear}} := \text{Ang}_{\text{velo}} \cdot L_{Dr}$$

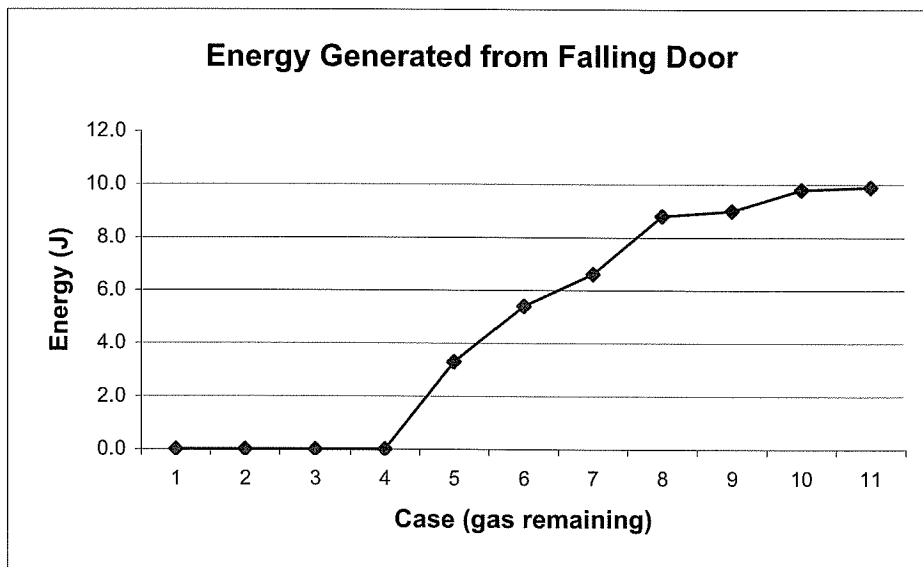
Motion Energy of Door

$$E := \frac{1}{2} \cdot \text{Mass} \cdot V_{\text{linear}}^2$$

Test data taken at 23°C, vehicle battery at 14.5V

Case	Vehicle Condition: Gas remaining in Damper Stays (total both sides)	Peak Angular Velocity (deg/sec)	Linear Velocity (m/s)	Energy (J)
1	100.0%	0.0	0.00	0.0
2	92.5%	0.0	0.00	0.0
3	85.0%	0.0	0.00	0.0
4	75.0%	0.0	0.00	0.0
5	67.5% (85% & 50%)	21.7	0.43	3.3
6	62.5% (75% & 50%)	27.8	0.55	5.4
7	55.0% (85% & 25%)	30.9	0.62	6.6
8	50.0% (50% & 50%)	35.6	0.71	8.8
9	50.0% (100% & 0%)	36.0	0.72	9.0
10	50.0% (0% & 100%)	37.7	0.75	9.8
11	50.0% (LH strut removed)	37.8	0.75	9.9

door does not fall



**2004 through 2006 Model Year Sienna Back Door Stays (Rear Liftgate Struts)
Warranty Enhancement Notification**

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota would like to advise you of an extension to portions of your vehicle's (VIN noted above) New Vehicle Limited Warranty as it applies to your vehicle's Back Door Stays (Rear Liftgate Struts).

Toyota cares about our customers

The performance of the Rear Liftgate Struts will degrade over time in all vehicles equipped with a Rear Liftgate supported by a strut(s). However, in recent months, Toyota has received reports that the Rear Liftgate Struts in certain 2004 through 2006 model year Sienna vehicles may experience performance degradation prior to our design expectations. This condition may result in extra effort being necessary to open the Rear Liftgate or the Rear Liftgate not staying in the open position.

Although the Rear Liftgate Struts are generally covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles, we at Toyota care about your overall experience with your vehicle. To assure you that we stand behind our product, we are offering an extension of the warranty coverage on your vehicle's Rear Liftgate Struts for this specific condition.

This warranty extension is offered for a period of 6 years with no mileage limitations from the vehicle's in-service date, for performance degradation of the Rear Liftgate Strut(s). Should you experience this condition any Toyota dealer will replace the Rear Liftgate Strut(s) at no charge to you under this warranty extension.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed above and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Warranty Information booklet, with the exception of the extended warranty coverage on the Rear Liftgate Struts for this condition. Damage incurred from abuse, a crash, vandalism and/or other impact is not covered by the New Vehicle Limited Warranty or this warranty extension. **Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.**

What should you do?

If you have not experienced this condition, please insert this letter into your Toyota Warranty Information booklet for future reference.

In the event that this condition has occurred to the Rear Liftgate Struts on your Toyota Sienna vehicle, you may notice extra effort being necessary to open the Rear Liftgate, or the Rear Liftgate not remaining in the open position. If this should occur, contact any Toyota dealer and make arrangements for diagnosis and, if applicable, repair. Please present this notice to the Toyota dealer when you bring the vehicle in for your appointment.

Each circumstance may vary, and users must use their best judgment, but Toyota is providing the following instructions and warnings for usage of the Rear Liftgate:

Power Liftgate:

- Please be sure to wait at least an additional 2 seconds from the time the liftgate is in the fully opened position prior to standing under it.
- In the event your Power Liftgate Strut(s) performance has degraded, your liftgate will automatically slowly close with an audible alarm and flashing of the hazard lamps. The Toyota Sienna Power Liftgate is equipped with jam and pinch protection which also includes auto reversal of the Rear Liftgate.

Manual Liftgate:

- Please use caution when standing under the liftgate and ensure that it will be securely held in the open position prior to standing under it.
- As the performance of the Manual Liftgate Strut(s) degrades, the Rear Liftgate will require extra effort to open it, or the liftgate may not stay in the open position.

How can you determine if your Rear Liftgate Strut Performance has Degraded?

If you wish, you may be able to determine if your Rear Liftgate Strut Performance has degraded by conducting the following steps (*For vehicles with a Power Liftgate, turn the Power Liftgate off by using the "Back Door Off" button before performing the following steps*):

1. Open the Rear Liftgate completely.
2. Pull down the Rear Liftgate hand strap lightly and release the strap immediately. Be sure not to stand directly under the Rear Liftgate when conducting this step.
3. If the Rear Liftgate continues closing even after you release the hand strap, the performance of the Rear Liftgate Struts may have degraded.
4. If the Rear Liftgate Strut performance has degraded, please contact any Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

If you are not comfortable performing these steps, please contact any Toyota dealership for assistance.

What if you have previously paid for the replacement of the Rear Liftgate Struts for this specific condition as it applies to your 2004 through 2006 model year vehicle?

If you have previously paid for the replacement of the Rear Liftgate Strut(s) on your vehicle (VIN noted above) during the applicable period, please mail a copy of your repair order which includes the reason for replacement, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow 4 to 6 weeks to process your request.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,
TOYOTA MOTOR SALES, U.S.A., INC.