



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

ODI RESUME

Investigation: EA08-024
Date Opened: 10/28/2008
Principal Investigator: Christopher Lash
Subject: Steering Intermediate Shaft Binding
Date Closed: 07/16/09

Manufacturer: Toyota Motor North America, Inc.
Products: MY 2004 – 2006 Toyota Sienna
Population: 585,228

Problem Description: Corrosion of the Steering Intermediate Shaft (SIS) universal joint may result in increased steering effort, particularly in the initial steering maneuvers after a cold start.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	43	209	149
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
# Injuries:	0	0	0
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other*:	0	1164	1164

*Description of Other: Warranty Claims

Action: This Engineering Analysis has been closed.

Engineer: Christopher Lash *ml*
Div. Chief: Jeffrey L. Quandt
Office Dir.: Kathleen C. DeMeter

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Summary: ODI's analysis of Warranty data shows that the alleged defect has occurred in just 0.2 percent of the subject vehicle population. When the analysis is limited to Salt-belt states, the rate is still well below one percent of the population (0.4 percent). In addition, tests conducted by ODI and Toyota have shown that the alleged defect has a minimal affect on steering efforts. ODI interviews of owners who experienced the alleged defect indicated that in most cases the problem was preceded by months or years of noise or a gradual increase in steering efforts in the initial steering maneuvers after first starting a cold vehicle. The subject vehicles have been in service for 4 to 5 years with no crashes or injuries associated with the alleged defect. Toyota's Technical Service Bulletin provides assistance to service technicians in the early diagnosis and repair of the alleged defect condition.

Accordingly, this investigation has been closed. The closing of this investigation does not constitute a finding by NHTSA that a safety-related defect does not exist. The agency will continue to monitor complaints and other information relating to the alleged defect in the subject vehicles and take further action in the future if warranted.

For additional information regarding this Engineering Analysis refer to the EA08-024 Closing Report.