TOYOTA

TOYOTA MOTOR NORTH AMERICA, INC.

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April 25, 2008

Mr. Jeffrey Quandt, Chief
Vehicle Control Division (NVS-213, Rm W48-312)
NHTSA, Office of Defects Investigation
1200 New Jersey Avenue, SE
Washington, DC 20590

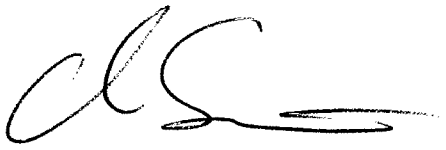
Re: NVS-213dsy; DP08-001

Dear Mr. Quandt:

This letter is being sent in response to your February 8, 2008 letter regarding DP08-001, a defect petition your office is evaluating. Per our agreement, enclosed you will find Toyota's final response to your inquiry. Two copies of these materials are being provided for your convenience.

Should you have any questions about this response, please contact Mr. Chris Santucci of my staff at (202) 775-1707.

Sincerely,



for Chris Tinto
Vice President
TOYOTA MOTOR NORTH AMERICA, INC.

CT:cs

1. State, by model, engine and model year, the number of the 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. Engine designator (family);
   c. Model designator;
   d. Transmission type (manual or auto);
   e. Number of transmission gear ranges (speeds);
   f. Throttle control system type (mechanical, electronic, etc);
   g. Drive train type (2WD or 4WD);
   h. Whether equipped with air conditioning;
   i. Whether equipped with cruise control;
   j. Whether equipped with anti-lock braking;
   k. Whether equipped with stability control;
   l. Whether equipped with traction control;
   m. Whether equipped with adjustable accelerator and brake pedal assemblies;
   n. Date of manufacture;
   o. Date warranty coverage commenced; and
   p. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

   Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for further details (templates) regarding this response.

Response 1

The number of MY 2004-2008 Toyota Tacoma manufactured for sale or lease in the United States by model, engine and model year is as follows:

Tacoma	2005MY	2006 MY	2007 MY	2008 MY	Total
1GR-FE	110,659	138,704	117,045	71,631	438,039
2TR-FE	40,979	56,464	48,776	31,302	177,521
Total	151,638	195,168	165,821	102,933	615,560

Tacoma	5VZ-FE	2RZ-FE	3RZ-FE	Total
2004MY	91,933	39,276	28,126	159,335

In addition, the detailed information responsive to "a" through "p" is provided electronically on CD-ROM in Microsoft Access 2000 format entitled "PRODUCTION DATA (DP08-001).mdb" stored in the folder "Attachment-Response 1."

2. State the number of each of the following, received by Toyota, or of which Toyota is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:

   a. Consumer complaints, including those from fleet operators;
   b. Field reports, including dealer field reports;
   c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
   d. Property damage claims;
   e. Third-party arbitration proceedings where Toyota is or was a party to the arbitration; and
   f. Lawsuits, both pending and closed, in which Toyota is or was a defendant or codefendant.

   For subparts "a" through "d," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

   In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Toyota's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" through "f," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Response 2

Using the methodology described in your question above, the number of reports which relate to, or may relate to, the allegations that the engine speed increased without driver application of the accelerator pedal, that the engine speed failed to return to an idle state after the operator released the accelerator pedal, or that the cruise control system caused the engine speed to change in an unsafe manner, including the reports which don't clearly show the phenomenon on the MY 2004-2008 Toyota Tacoma vehicles are as follows:

Type of Reports	Total	Number With Crash	Number With Injuries	Number With Fatalities	Number With Property Damage
Consumer Complaints	478	49	9	0	0
Field Reports	13	0	0	0	0
Legal Related Claims	23	22	8	0	18
Third-Party Arbitration Proceedings	0	0	0	0	0
Lawsuits	0	0	0	0	0
Total Reports	514	71	17	0	18
Total Vehicles with Reports (Unique VIN)	431	51	12	0	18

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

   a. Toyota's file number or other identifier used;
   b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
   c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
   d. Vehicle's VIN;
   e. Vehicle's make, model and model year;
   f. Vehicle's mileage at time of incident;
   g. Incident date;
   h. Report or claim date;
   i. Whether the vehicle was inspected by Toyota, and if so, the results or findings of the inspection;
   j. Whether a crash is alleged;
   k. Whether property damage is alleged;
   l. Number of alleged injuries, if any; and
   m. Number of alleged fatalities, if any.

   Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for further details (templates) regarding this response.

Response 3

The information "a" through "m" for each item (complaint, report, claim, notice, or matter) is provided electronically on CD-ROM, in Microsoft Access 2000 format entitled "REQUEST NUMBER TWO DATA (DP08-001).mdb" stored in the folder "Attachment-Response 3."

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Toyota used for organizing the documents.

Response 4

A list of the consumer complaints, the copies of the field reports, and the documents related to the legal related claims are all provided electronically on CD-ROM in Microsoft Excel 2000, Word 2000, PDF or JPEG format stored in the folder "Attachment-Response 4." (The list of consumer complaints is stored in the sub-folder "Consumer Complaint." The copies of the field reports are stored in sub-folder "Field Report." The copies of the documents for the legal related claims are stored in the sub-folder "Legal Related Claims.")

5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Toyota to date that relate to, or may relate to, the alleged defect in the subject vehicles: 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. 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, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for further details (templates) regarding this response.

Response 5

The total counts of warranty claims, extended warranty claims and claims for good will services paid by Toyota for the subject vehicles that relate to, or may relate to, the allegations that the engine speed increased without driver application of the accelerator pedal, that the engine speed failed to return to an idle state after the operator released the accelerator pedal, or that the cruise control system caused the engine speed to change in an unsafe manner, including the reports which don't clearly show the phenomenon are provided electronically on CD-ROM, in Microsoft Excel 2000 format entitled "Total Count for Claims.xls" stored in the folder "Attachment-Response 5."

The detailed information for each claim is also provided electronically on CR-ROM, in Microsoft Access 2000 format entitled "WARRANTY DATA (DP08-001).mdb" stored in the folder "Attachment- Response 5."

6. Describe in detail the search criteria used by Toyota to identify the claims identified in response to Request No. 5, 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 6

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

Toyota searched the warranty database for those claims that replaced any of the parts identified in Microsoft Excel file entitled "Search Criteria, Operation & Problem Codes.xls" stored in the folder "Attachment-Response 6" on CD-ROM. Toyota then reviewed the claim comments to determine if the claims may relate to the allegations that the engine speed increased without driver application of the accelerator pedal, that the engine speed failed to return to an idle state after the operator released the accelerator pedal, or that the cruise control system caused the engine speed to change in an unsafe manner, including the reports which don't clearly show the phenomenon. 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 on MY 2004-2008 Tacoma vehicles is as follows;

For the Engine Control Computer
In accordance with the Federal Emission Control Warranty, 96 months or 80,000 miles from the vehicle's date-of-first-use, whichever occurs first.

For the Throttle Body
In accordance with the California Emission Control Warranty, 84 months or 70,000 miles from the vehicle's date-of-first-use, whichever occurs first.
In the states where the California Emission Control Warranty doesn't apply, 36months or 36,000 miles from the vehicle's date-of-first-use, whichever occurs first.

For the Throttle position sensor
In accordance with the Federal Emission Control Warranty, 36 months or 50,000 miles from the vehicle's date-of-first-use, whichever occurs first.

For other related parts which is shown in this response
36 months or 36,000 miles 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 6."

The number of vehicles that are covered under each such extended warranty option, by option, model, and model year is provided as "Attachment-Response 6-1". Please note that this "Attachment-Response 6-1" 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.

7. 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 include the latest draft copy of any communication that Toyota is planning to issue within the next 120 days.

Response 7

Toyota has not issued any service or technical bulletins, advisories, or other communications to dealers, regional or zone offices, field offices, fleet purchasers, or other entities that relate to, or may relate to, the allegations that the engine speed increased without driver application of the accelerator pedal, that the engine speed failed to return to an idle state after the operator released the accelerator pedal, or that the cruise control system caused the engine speed to change in an unsafe manner, including the reports which don't clearly show the phenomenon on the MY 2005-2008 Toyota Tacoma vehicles .

8. 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 or 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 8

Toyota has summarized in a table the actions, that relate to, or may relate to, the allegations that the engine speed increased without driver application of the accelerator pedal, that the engine speed failed to return to an idle state after the operator released the accelerator pedal, or that the cruise control system caused the engine speed to change in an unsafe manner on the MY 2005-2008 Toyota Tacoma vehicles, conducted by, or for, Toyota. We are providing this information as "Attachment- Response 8" stored in the folder on CD-ROM. All of the documents related to these actions are being provided within "Attachment-Response 8." 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.

9. Describe all modifications or changes made by, or on behalf of, Toyota in the design, material composition, manufacture, quality control, supply, or installation of the accelerator and or cruise control system, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:

   a. The date or approximate date on which the modification or change was incorporated into vehicle production;
   b. A detailed description of the modification or change;
   c. The reason(s) for the modification or change;
   d. The part number(s) (service and engineering) of the original component, if any; and
   e. The part number(s) (service and engineering) of the modified component, if any.

   Also, provide the above information for any modification or change that Toyota is aware of which may be incorporated into vehicle production within the next 120 days.

Response 9

All modifications or changes made by Toyota, or on behalf of Toyota in the design, material composition, manufacture, quality control or installation, which relate to, or may relate to, the malfunction of the parts related to the accelerator on the MY 2005-2008 Toyota Tacoma vehicles, are provided as "Attachment-Response 9" stored in the folder on CD-ROM. However, these modifications are unlikely to lead to the allegations that the engine speed increased without driver application of the accelerator pedal, that the engine speed failed to return to an idle state after the operator released the accelerator pedal, or that the cruise control system caused the engine speed to change in an unsafe manner. Please note that some of the information included in "Attachment-Response 9" is confidential, and a request for confidential treatment has been submitted to the Office of Chief Counsel. A public version of "Attachment-Response 9" is included with our response to your office; please see the Office of Chief Counsel for the confidential version of this document.

10. Identify each air conditioning (a/c) control system (a/c system) manufactured or installed in the subject vehicles, and for each system, state;
    a. The make, model, model year, and engine designator the a/c system is installed on;
    b. Whether the a/c system cycles the a/c compressor on and off;
    c. The conditions which cause the compressor to cycled;
    d. The engine idle speed when the compressor is on, and when it is off;
    e. Whether the compressor is automatically enabled by the a/c system when the front windshield defroster is selected on the climate control system; and,
    f. Whether there is a control switch to inhibit operation of the compressor, and if so, are there any conditions under which the control cannot disable the compressor.

Response 10

Toyota has summarized the a/c system installed in MY 2005-2008 Tacoma vehicles in "Attachment-Response 10-1" and the a/c system installed in MY 2004 Tacoma in "Attachment-Response 10-2." We are providing these attachments stored in the folder "Attachment-Response 10" on CD-ROM. Please note that the response contains design and technical specifications, therefore, Toyota believes the response must be afforded confidential treatment. A request for confidential treatment of these materials has been sent to the Office of Chief Counsel.

11. For each engine designator manufactured or installed in the subject vehicles, and for all manual and automatic transmission variants, state whether there are any conditions (e.g., when shifting the manual transmission from one gear to another at road speed) where the engine speed may remain above the normal idle speed even though the accelerator pedal is not applied, and if so, state;

    a. The conditions under which the engine speed is elevated;
    b. The maximum engine speed that can occur (at no load); and,
    c. The duration that the speed may remain elevated.

    Also, if any such conditions exist, describe in detail the need or intent for the vehicle to operate in this manner (e.g., fuel economy, emissions reduction/requirement, etc.) and any impact the condition may have on the operation of the vehicle, including safety.

Response 11

Toyota has summarized the response to this question related to the 1GR-FE engine in "Attachment-Response 11-1," the response to this question related to the 2TR-FE engine in "Attachment-Response 11-2," and the response to this question related to all engine types of the MY 2004 vehicles in "Attachment-Response 11-3." We are providing these attachments stored in the folder "Attachment-Response 11" on CD-ROM. Please note that the response contains design and technical specifications, therefore, Toyota believes the response must be afforded confidential treatment. A request for confidential treatment of these materials has been sent to the Office of Chief Counsel.

12. Furnish Toyota's assessment of the alleged defect in the subject vehicles, including:

a. The causal or contributory factor(s);
b. The failure mechanism(s);
c. The failure mode(s);
d. The risk to motor vehicle safety that it poses;
e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring; and
f. The reports included with this inquiry.

Response 12

Overview

Toyota takes all allegations of inadvertent or "sudden" acceleration very seriously. We have reviewed and analyzed the consumer complaints submitted to Toyota and to NHTSA that could be related to alleged inadvertent acceleration. We have also conducted a field study to inspect and evaluate a number of vehicles in the hands of customers. In Toyota's view, neither the consumer complaints nor the field study indicate the existence of any defect in the subject vehicles, much less a safety-related defect.

Description of the Electronic Throttle Control System in the Subject Vehicles

The electronic throttle control (ETC) system installed in the subject vehicles consists of an electronic control unit (ECU) that controls a motor that opens and closes the throttle plate. Four sensors (two on the accelerator pedal and two on the throttle body), measure the respective positions of the accelerator pedal and the throttle plate and relay this information to the ECU. Based on output from the two pedal sensors, the ECU determines how to move the throttle plate by activating the motor. The throttle position sensors (TPS) tell the ECU where the throttle is located. To ensure that events such as unintended throttle opening do not occur, the system has built in redundancies and fail safe modes.

The ECU constantly monitors and compares the accelerator pedal position and throttle position. If the throttle position is found to be greater than is appropriate based on the accelerator pedal position, the ECU detects this inconsistency and goes into a fail safe mode. In addition, the accelerator pedal position and the throttle position are each monitored with two independent sensors, which provides redundancy. If there is mismatch between the outputs of the two sensors, the ECU will go into a fail safe mode. All of the fail safe modes for such single-point failures will cause the engine malfunction indicator lamp to illuminate.

Analysis of Consumer Complaints

As an initial matter, Toyota disputes the assertion in the petition that the 32 complaints[1] in the NHTSA database "in and of themselves justify opening an investigation." The Tacoma has been the subject of extensive media coverage related to the possibility of sudden acceleration. In addition, there has been a high level of Internet activity on this subject as far back as early 2007, including reports by members of Tacoma user groups detailing conversations with ODI staff and providing ODI contact information. Such exposure tends to generate consumer interest and complaints. Thus, the petitioner's assertion

[1] These 32 VOQs actually relate to 31 vehicles, since ODI #10180652 and #10181486 are from the same owner.

that the Tacoma stands out from its peers based on a relatively high number of complaints in the NHTSA database is not a valid argument, since the other vehicles listed by the petitioner have simply not had the same media and Internet exposure.

Toyota has conducted an extensive analysis of the consumer complaints that could possibly relate to alleged improper throttle control. We found that our customers reported issues to us that relate to the following categories:

- Reports related to engine idle speed changes when the vehicle is stopped
- Reports related to high idle speed when the engine is cold
- Reports related to cruise control downshifting behavior
- Reports related to engine speed when shifting a manual transmission
- Reports related to lurching when the vehicle is coming to a stop

When we reviewed the 32 Vehicle Owner Questionnaires (VOQs) that the petitioner alleges are an indication of a safety-related defect, we found that a majority (19) are spread among the same categories.[2] As such, those complaints cannot demonstrate the existence of any defect trend, much less a defect that is related to motor vehicle safety.

All of these types of reports relate to the drivability of the vehicle and to customer satisfaction issues. Moreover, a significant proportion of them (13) are related to engine idle speed changes when the vehicle is stopped, such as the operation of the idle control[3] when the air conditioning system or other electric systems (headlamps, power window, etc.) are active or power steering assist is required. As such, we do not believe these scenarios create a safety problem. Two of the reports are clearly related to shifting with a manual transmission.[4] Three of the reports indicate a lurching when the vehicle is coming to a stop, and one reports general "surging." These are most likely a result of changes in engine braking due to idle control and the selected transmission gear, but do not pose a safety risk.

These are all minor drivability concerns. While Toyota is working diligently to resolve these issues and ensure customer satisfaction, neither the complaints nor any other factors warrant the opening of a defect investigation as requested by the petitioner.

According to Toyota's analysis, 13 of the VOQs identified by the petitioner do not fit within the categories identified above. However, all but one of these were submitted after the onset of extensive media coverage and Internet references to alleged sudden acceleration issues in the subject vehicles, thus reducing their usefulness in a peer comparison.[5]

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[2] Thus, notwithstanding the petitioner's characterization of the issue as "unexplained sudden acceleration," most of the reports that he identified actually can be "explained."

[3] We have noted the need for such idle controls in Attachments 10 and 11 to our response.

[4] See Attachment 11. We want to emphasize that this control does not cause the throttle plate to open; rather, the speed at which the throttle plate closes is reduced.

[5] The one early complaint was ODI #10172030. However this complaint appears to be related to throttle pedal obstruction, perhaps from the large rubber aftermarket floor mat found in the driver footwell. As such, it is not evidence of any possible defect in the vehicle.

Field Study

In October of 2007, Toyota began a "Go and See" investigation, in which twelve 2005-2008 MY Tacoma vehicles in the possession of customers who complained about the throttle control system were inspected and evaluated by Toyota representatives.[6] In all but one case, there was "no trouble found" (NTF). In that one case, the fourth to fifth gear shift issue was determined to be the cause of the customer's complaint. The results of this study provide further evidence that the subject vehicles do not contain a safety-related defect.

Conclusion

Toyota believes that it is likely that many of the consumer complaints about the general issue of unwanted acceleration that are found in the NHTSA VOQ database, as well as many of the complaints about this subject that have been received by Toyota, were inspired by publicity. But even taking them at face value, it is clear that the majority of the complaints are related to minor drivability issues, and are not indicative of a safety-related defect. The Toyota ETC is designed with redundancies and fail safe modes to prevent unwanted throttle actuation and to indicate the existence of a failure in the system by illuminating a warning lamp. Moreover, Toyota's field study confirms that there is no safety defect. Finally, due to media and internet exposure, the petitioner's claim that the existence of 32 complaints in the NHTSA database when compared to peer vehicles does not necessarily indicate the existence of a safety-related defect and we believe the agency has the same opinion.

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[6] See Attachment 8-1.

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Regarding privileged documents that may be responsive to this information request, Toyota understands that it is acceptable to the Agency at this stage for Toyota to identify categories of privileged documents rather than any specific document within those categories. These categories include (a) communications between outside counsel and employees of Toyota's Law Department, other Toyota employees, or employees of parties represented by Toyota in litigation or claims; (b) communications between employees of Toyota's Law Department and other Toyota employees or employees of parties represented by Toyota in litigation or claims; (c) notes and other work product of outside counsel or employees of Toyota's Law Department, including work product of employees or consultants done for or at the request of outside counsel or Toyota's Law Department. For any privileged documents that are not covered by these categories, if any, Toyota will provide a privilege log identifying any such documents under separate cover. Toyota is not claiming a legal privilege for any documents provided with this response; however, Toyota does not waive the legal privilege or work product protection with respect to other documents that may have been prepared in connection with a specific litigation or claim. In addition, Toyota may assert the attorney client privilege or claim protection under the work-product doctrine for analyses or other documents that may be prepared in connection with litigation or claims in the future.

Toyota understands that NHTSA will protect any private information about persons that is contained in the Attachments to this response, based on privacy policy considerations. Such private information includes data such as names, addresses, phone or fax numbers, email addresses, license plate numbers, driver's license numbers and last 4 digits of the vehicle's VIN.

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

Response		2005-2008MY	2004MY
Response 1	Production Data	March 3, 2008	April 8, 2008
Response 2 - 4	Consumer Complaint	April 2, 2008	April 2, 2008
	Field Report	March 3, 2008	March 14, 2008
	Lawsuit	February 26, 2008	February 26, 2008
Response 5	Warranty claims	March 3, 2008	March 14, 2008
	Goodwill	February 21, 2008	March 19, 2008
	Extended warranty claims	February 22, 2008	March 13, 2008
Response 7	Dealer communications	March 10, 2008	-
Response 8	Actions	April 16, 2008	-
Response 9	Modifications or Changes	April 15, 2008	-