TOYOTA

TOYOTA MOTOR NORTH AMERICA, INC.

WASHINGTON OFFICE
601 THIRTEENTH STREET, NW, SUITE 910 SOUTH, WASHINGTON, DC 20005

TEL: (202) 775-1700
FAX: (202) 463-8513

February 19, 2010

Ms. Kathleen C. DeMeter
Director, Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

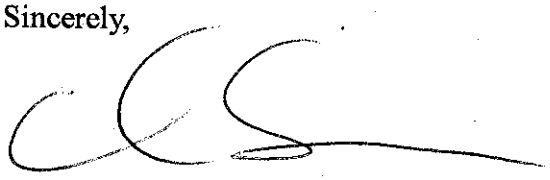
Re: NVS-212swmc; EA09-006

Dear Ms. DeMeter:

On behalf of Toyota Motor Corporation, this letter is being sent in response to your December 29, 2009 letter regarding EA09-006. Enclosed you will find two copies of this response. Please note that portions of the attachments to this response are 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 me at (202) 775-1707.

Sincerely,



Chris Santucci
Manager
Technical and Regulatory Affairs
TOYOTA MOTOR NORTH AMERICA, INC.

1. State, by model year, the number of subject extended vehicle service agreements purchased from Toyota on subject vehicles. Separately, for each vehicle, state the following:

   a. Vehicle identification number (VIN);
   b. Make
   c. Model;
   d. Model Year;
   e. Name of extended service plan;
   f. The mileage at which the extended service plan expires; and
   g. The number of months from the warranty start date at which the extended service plan expires.

   Provide the table in Microsoft Access 2003, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for pre-formatted table which provides further details regarding this submission.

Response 1

The number of MY 2003-2005 Toyota Sequoia vehicles manufactured by Toyota and sold with an extended service agreement in the United States by model year is provided as "Attachment-Response 1". Please note that this "Attachment- Response 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.

In addition, detailed information responsive to "a" through "g" is provided electronically on CD-ROM in Microsoft Access 2000 format entitled "PRODUCTION DATA (EA09006).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, and not previously submitted to NHTSA, which relate to, or may relate to, the alleged defect and/or the subject systems 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; and
   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" and "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 alleged defect and/or the subject systems in the subject vehicles are provided electronically on CD-ROM in Microsoft Excel 2000 format entitled "Total Count for Reports.xls" stored in the folder "Attachment- Response 2".

It is unclear if the activation of the VSC or Traction system reported in some of complaints provided in this response was caused by any malfunction of the VSC system or was initiated as designed without any malfunction of the system.

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. Model Year;
   f. Vehicle's mileage at time of incident;
   g. Incident date;
   h. Report or claim date;
   i. Whether a crash is alleged;
   j. Whether property damage is alleged;
   k. Number of alleged injuries, if any; and
   l. 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 a pre-formatted table which provides further details regarding this submission.

Response 3

The information "a" through "l" 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 (EA09006).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

Lists of the consumer complaints, the copies of the field reports, and the documents related to the legal related claim are all provided electronically on CD-ROM in Microsoft Excel 2000, or PDF 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 claim are stored in the sub-folder "Legal Related Claim." The copies of the documents for the lawsuits are stored in the sub-folder "Lawsuit.")

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 and/or subject systems 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. Model Year;
   e. Repair date;
   f. Vehicle mileage at time of repair;
   g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
   h. Labor operation number;
   i. Problem code;
   j. Replacement part number(s) and description(s) of parts that were installed, not the ones that were removed;
   k. Concern stated by customer;
   l. Cause and correction; and
   m. Additional comment, if any, by dealer/technician relating to claim and/or repair.

   With respect to "5j" above, Toyota indicated that its March 24, 2009 letter provided the part numbers and descriptions of the parts that were removed from the subject vehicles, not the replacement parts used in the service repair. Please provide an update of the information previously supplied in accordance with the current description of item j as required herein.
   Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

Response 5

The total count of warranty claims, extended warranty claims and claims for good will services paid by Toyota for the subject vehicles that relate to the alleged defect and/or subject systems in the subject vehicles 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 CD-ROM in Microsoft Access 2000 format entitled "Warranty Data (EA09006).mdb" stored in the folder "Attachment-Response 5".

Note: The data for the removed parts from the subject vehicles for both warranty claims and goodwill

are listed in the "Part Numbers Part Description" column in "Warranty Data (EA09006).mdb" for your reference. However, the data for the replacement parts used in the service repair is not available for extended warranty claims so "j" column on "Warranty Data (EA09006).mdb" is empty. Instead of the no available data for extended warranty, the data for the removed parts is listed in the "Part Numbers Part Description" column in "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 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 removed any of the parts identified in the Microsoft Excel file entitled "Search Criteria, Operation & Problem Codes.xls" stored in the folder "Attachment- Response 6" 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 on MY 2003-2005 Sequoia vehicles are as follows;

For the VSC and Traction Control systems
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, which are same as previous data submitted on March 24, 2009, 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 1". Please note that this "Attachment-Response 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 subject system in the subject vehicles, that Toyota has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities not previously submitted by Toyota. 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 issued five service bulletins that relate to the subject system which were previously submitted on March 24, 2009. There are no additional documents.

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 and/or subject systems in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Toyota that have not been previously submitted. 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 8

Toyota has summarized in a table the actions that relate to Toyota's internal investigation data regarding a loss of power issue. We are providing this information as "Attachment-Response 8" stored in the folder "Attachment-Response 8" on CD-ROM. All of the documents related to these actions are being provided in the same folder. Please note that the documents provided in this portion of the response are confidential, and a request for confidential treatment has been submitted to the Office of Chief Counsel. A public version of these documents is included with this response to your office, provided on CD-ROM, in the folder "Attachment-Response 8." Please see the Office of Chief Counsel for the confidential version of these documents.

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 subject components, from the start of production to date, which relate to, or may relate to, the alleged defect and/or subject systems in the subject vehicles that Toyota has not previously submitted. 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;
   e. The part number(s) (service and engineering) of the modified component;
   f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;

g. When the modified component was made available as a service component; and
h. Whether the modified component can be interchanged with earlier production components.

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

Toyota has provided in a table all modifications or changes made by Toyota, or on behalf of Toyota in the design, material composition, manufacture, quality control or installation of the subject components, which may relate to the alleged defect and/or subject systems on March 24, 2009, and there is no additional information.

10. State the number of each of the following that Toyota has sold since February 19, 2009 that may be used in the subject vehicles by component name, part number (both service and engineering/production), and month/ year of sale (including the cut-off date for sales, if applicable):

    a. Subject components; and
    b. Any kits that have been released, or developed, by Toyota for use in service repairs to the subject component/assembly.

    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 10

The number of the subject components, which have been sold on and after February 2009, and may be used in the subject vehicles, are 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 10".
In addition, the updated supplier's name, address, and appropriate point of contact (name, title, and telephone number) for the subject component part number are also provided electronically in Microsoft Excel 2000 format entitled "Supplier Information.xls".
As for other vehicles which contain the identical component, Toyota is providing make, model, model year and the applicable dates of production, which are previously submitted to NHTSA on March 24, 2009, electronically in Microsoft Excel 2000 format entitled "Other vehicles using identical parts.xls".

11. With respect to the traction control system used in the subject vehicles:
    a. Provide a description of system operation, including a diagram showing the location of all sensors, control modules and other components;
    b. Provide copies of all failure modes and effects analysis;
    c. Provide a detailed description of the how the traction control system controls vehicle braking and throttle opening, the range of controls for brake and throttle systems during system intervention/activation, and the maximum vehicle deceleration that can result from such events;
    d. Describe and provide copies of all documents related to tests or other analyses conducted by, or for, Toyota regarding the effects of inappropriate traction control system activation on vehicle control in various driving conditions;
    e. Describe all visual and audible indicators available to the vehicle operator to signal traction

control system activation or a fault in the traction control system;

f. Provide a listing of all trouble/fault codes associated with the traction control system and description of how each is detected;
g. Provide a detailed description of the traction control system self diagnostics and all faults/conditions that will cause the system to deactivate;
h. Provide detailed descriptions of how contaminated an/or malfunctioning rear wheel speed sensors, or inaccurate rear wheel speed signals, can affect traction control system operation;
i. Describe the maximum time duration of a traction control system activation event in the subject vehicles; and
j. Explain in details whether the condition described in Toyota bulletin DL001-05 and Toyota "Attachment-Response 12-I" of Toyota's March 24, 2009 response applies to MY 2003 subject vehicles; and

Response 11

a. Toyota provides the appropriate pages of the New Car Features for a description of VSC/TRACTION CONTROL system operation, which includes a diagram showing all components utilized by the system in the subject vehicles, as "Attachment-Response 11-a-1" for the 2001MY Sequoia and "Attachment-Response 11-a-2" for the 2003MY Sequoia which has a modified VSC system.

b. Toyota provides copies of the failure modes and effects analyses (FMEA), which relate to failure modes which may cause improper VSC or Traction control, as "Attachment- Response 11-b".

c. Toyota provides the results of a dynamic vehicle test, which represents the braking/throttle control, as the document "Attachment-Response 11-c".

For 2WD: The range of control for the brake system is 0 MPa to 5 MPa in line pressure. Intervention to the engine power is done through engine torque control. Vehicle testing indicates that engine torque will not fall below 84.8 Nm.

For 4WD: The range of control for the brake system is 0 MPa to 1.35 MPa in line pressure. Intervention to the engine power is done through engine torque control. Vehicle testing indicates that engine torque will not fall below 155 Nm.

The data shows that the vehicle does not decelerate, but that the rate of acceleration is reduced.

d. Toyota provides a copy of data related to inappropriate activation of the traction control system in "Attachment-Response 11-d". The data shows a few seconds of Traction Control activation under light acceleration. Under light acceleration, the traction control activates for the longest time comparatively speaking. Please note that above 16kph, Traction Control does not activate, so with higher accelerator pedal input, Traction Control will activate for a shorter time period because the vehicle will reach 16kph faster.

e. Toyota provides appropriate pages of the Owner's Manual which shows visual and audible indicators available to the vehicle operator to signal VSC and Traction activation or a fault in the VSC and Traction system, as "Attachment-Response 11-e"

f. Toyota provides appropriate pages of the Repair Manual which shows a list of all Diagnostic Trouble Code (DTC) associated with the VSC and Traction system and Brake/ABS system as

"Attachment-Response 11-f-1". Toyota also provides appropriate pages of the system specification document which describes how failure related to each DTC is detected, as "Attachment-Response 11-f-2". In addition, Toyota provides charts showing DTCs, failure part/mode and system conditions for each DTC and related page numbers of the system specification document for each DTC, and a chart of warning lamps which illuminate by each failure mode, for your reference as "Attachment-Response 11-f-3.

g. Toyota provides detailed description of the VSC and Traction system self diagnostics by component as "Attachment-Response 11-g". All faults/conditions that will cause the VSC/Traction system to deactivate are included in Attachment-Response 12-g-2.

h. Toyota provides an explanation of the contaminated rear wheel speed sensor issue, including a cause, countermeasure and speed sensor mechanism, and a description of how contaminated rear wheel speed sensor(s) can affect VSC and Traction operation as "Attachment-Response 11-h".

i. Toyota provides a chart which shows the maximum duration of the VSC and Traction activation event in the subject vehicles as "Attachment-Response 11-i".

j. The condition described in "Toyota bulletin DL001-05" and "Response 12-I" applies to MY 2003 subject vehicles. This bulletin applies to all 2001 through 2006 MY Toyota Sequoia vehicles built through August 25, 2005.

12. In Toyota's March 24, 2009 letter, in response to Question 4, Toyota provided a consumer complaint identified as 200411110354. In the case history, there is a notation that states: "NOTE TO CRM: VSC failure is known concern w/'03 Sequoia. Please contact DSPM for further assis, b/c safety concern. " With respect to that notation, provide the following:
    a. Identify and provide detailed descriptions of CRM and DSPM and explain the role of each with regard to (1) the issues identified in the specific consumer complaint, (2) consumer complaints generally; and (3) consumer complaints involving potential safety concerns;
    b. State the name, telephone number and address of the employee that transcribed the complaint;
    c. State the name, telephone number and address of the applicable CRM;
    d. Describe in detail the VSC failure mode referenced in the complaint notation:
    e. Describe in detail, and provide copies of all documents related to, VSC failures in MY 2003 Toyota Sequoia vehicles and explain which of the problems/concerns relate to the vehicle associated with this complaint and how they are "known" to Toyota in the context of the complaint case history;
    f. State the name, telephone number and address of the applicable DSPM; and
    g. Describe in detail Toyota's understanding of the safety concern referenced in the notation.

Response 12

a. The District Service & Parts Manager (DSPM) is the primary point of contact for all dealer and district service and parts related activities. This associate will communicate and administer Toyota service and parts policies, procedures, and philosophies with Toyota dealers to ensure and maximize customer satisfaction/retention. They also counsel with dealership management regarding the profitability, customer satisfaction, and proper operation of service and parts departments within the assigned district. They provide leadership by demonstrating good personal organization and time utilization by applying the managerial skills of planning, controlling, reviewing and motivating personnel at all levels within the scope of the specific

duties of this position.

The Customer Relations Manager (CRM) is a dealership position. As independent franchised dealers, any job description and/or responsibilities would be determined by each individual dealership and can vary greatly from dealer to dealer. This is not dictated by the Region and/or Toyota Motor Sales, USA and/or Toyota Motor Corporation.

b. Please refer to the "Attachment-Response 12-b" for the personal information.

c. We have no knowledge as to who the Customer Relations Manager of the dealership (Woburn Toyota) was at the time of the case/activity. This is an independent franchised dealer, not a Toyota Motor Sales employee.

d. Toyota suspects that the VSC failure is related to our Service Bulletin No. BR003-03 and BR002-03. Please see the condition of failure in "Attachment-Response 12-d" for details.

e. From the replacement parts used in the service repair, Toyota suspects that the failure was related to Service Bulletins No. BR003-03 and BR002-03, which have previously submitted to NHTSA on March 24, 2009.

f. The DSPM at the time of the case/activity is no longer employed by Toyota Motor Sales, USA.

g. Since the DSPM who handled this consumer complaint is no longer employed by Toyota Motor Sales, USA, Toyota can not confirm what the safety concern was anymore. However Toyota suspects that the condition is related to both Service Bulletin No BR003-03 and BR002-03.

13 Furnish Toyota's assessment of the alleged defect in the subject vehicle, 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 or subject component was malfunctioning; and
f. The reports included with this inquiry.

Response 13

Toyota has identified two issues that can result in a loss of vehicle power. They are referred to as the "Steering Angle Sensor Issue" and "Rear Wheel Speed Sensor Issue." Toyota provides an assessment of the alleged defect in the subject vehicles as related to them both:

Steering Angle Sensor issue:
The causal or contributory factors are:
The programming of the ECU
Loss and restoration of battery power
The time from initial vehicle stop to ignition key-off

The ECU judges an incorrect initial steering wheel position. Please see "Attachment-Response 13" for more information.
The VSC system activates when the vehicle reaches approximately 15kph.
The risk to motor vehicle safety is minimal, because activation is at low speed and is of short duration, and there is no loss of control.
The warnings include:

The VSC/TRAC lamp will flash and then remain illuminated.
The ABS actuator will activate and a grinding noise will be heard.

Rear Wheel Speed Sensor issue:
The causal or contributory factors are:

Water intrusion into the rear wheel bearing

The issue occurs when corrosion products attach to the teeth of the sensor gear and obscure the known spacing between teeth used in calculating wheel speed.
The Traction Control System can activate until approximately 16kph if the ECU calculates that the wheel is slipping.
The risk to motor vehicle safety is minimal, because activation is at low speed and is of short duration, and there is no loss of control. The vehicle does not decelerate, only the rate at which the vehicle accelerates is less than normal. The same effect can occur if large accelerator pedal input is made from a stop on dry pavement and wheel spin occurs.
The warnings include:

The ABS actuator will activate and a grinding noise will be heard.

The reports included with this inquiry, as well as the PE IR response:
A total of 1,508 reports were submitted across both this inquiry and the PE IR response.

Toyota identified 1,324 reports (FTR, CR and Legal) wherein a DTC was noted. Toyota believes that some portion of these reports are related to the steering wheel angle sensor issue, but could potentially be related to other issues identified in the service bulletins (such as for the translate computer, etc.) No crashes have been alleged.

Toyota attributes 184 reports (FTR, CR and Legal) to the rear wheel speed sensor issue. No crashes have been alleged.

Toyota has prepared a vehicle that can demonstrate both of these issues and would like to meet with the agency to discuss the issue further.

* * *

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		Dates
Response 1	Extended service agreement sales	12/31/2009
Response 2 - 4	Consumer Complaint	12/31/2009
	Field Report	12/31/2009
	Legal related claim	12/31/2009
	Lawsuit	12/31/2009
Response 5	Warranty claims	12/31/2009
	Goodwill	12/31/2009
	Extended warranty claims	12/31/2009
Response 7	Dealer communications	12/31/2009
Response 8	Actions	12/31/2009
Response 9	Changes & Modifications	12/31/2009
Response 10	Part sales	12/31/2009