

## Johnson, Valencia (NHTSA)

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**From:** Yon, Scott (NHTSA)  
**Sent:** Saturday, June 19, 2010 8:36 AM  
**To:** 'CSantucci@tma.toyota.com'  
**Cc:** Quandt, Jeff (NHTSA); Rinehardt, Derek (NHTSA); Boyd, Richard (NHTSA); Johnson, Valencia (NHTSA)  
**Subject:** RE: PE10-006 data request

Chris,

In our discussion you indicated that there was a larger volume of information for Toyota to review than originally estimated and therefore Toyota would need an additional week to respond to this request. For this reason I have agreed to extend the response date one week.

Valencia, please place this email in the investigative file.

Scott

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**From:** CSantucci@tma.toyota.com [mailto:CSantucci@tma.toyota.com]  
**Sent:** Thursday, June 17, 2010 5:33 PM  
**To:** Yon, Scott (NHTSA)  
**Cc:** Quandt, Jeff (NHTSA); Rinehardt, Derek (NHTSA); Boyd, Richard (NHTSA); Johnson, Valencia (NHTSA)  
**Subject:** Re: PE10-006 data request

Scott,

Per our conversation, Toyota can provide this information on June 25, if you agree.

Regards,

Chris Santucci  
Manager  
Technical and Regulatory Affairs  
Toyota Motor North America  
Ofc (202) 463-6856  
Cell (202) 651-1581  
Sent from my Blackberry

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**From:** [Scott.Yon@dot.gov]  
**Sent:** 06/11/2010 01:00 PM AST  
**To:** Chris Santucci  
**Cc:** <Jeff.Quandt@dot.gov>; <Derek.Rinehardt@dot.gov>; <Richard.Boyd@dot.gov>; <Valencia.Johnson@dot.gov>  
**Subject:** PE10-006 data request

Chris,

Further to our conversation of this date:

Subject Vehicles: Model Year 2010 Toyota Prius

Alleged Defect: That described under item five (5) of the Pt. 573 DIR for recall 10V039 (copy attached)

1. 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:
  2. Consumer complaints, including those from fleet operators;
  3. Field reports, including dealer field reports;
  4. Reports involving a crash incident;
  5. Reports involving an injury incident;
    6. The total number of injuries alleged in these reports;
  7. Reports involving a fatality incident;
    8. The total number of fatalities alleged in these reports;
  9. The number of warranty claims that Toyota has paid.
10. State (confirm) the number of subject vehicles involved in safety recall 10V039 ( 133,459)

Please provide this information by June 18, 2010.

Valencia, please place this entire email in the PE10006 file.

Thanks you,  
Scott

D. Scott Yon  
Chief, Vehicle Integrity Division (VID), NVS-212  
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation (ODI)  
Room W48-314  
1200 New Jersey Ave, SE  
Washington, DC  
20590  
Direct: 202-366-0139  
Toll Free: 1-877-5 DOT DOT (536-8368) ext 60139  
Fax: 202-366-1767

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**RECEIVED**

By Recall Mgt Div. at 2:02 pm, Feb 09, 2010

10V-039  
(4 pages)

**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 9, 2010

Mr. Daniel C. Smith  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Re: 2010 MY Toyota Prius and Lexus HS250h ABS ECU Programming  
Part 573, Defect Information Report

Dear Mr. Smith:

In accordance with the requirements of the National Traffic and Motor Vehicle Safety Act of 1966 and 49 CFR Part 573, on behalf of Toyota Motor Corporation ["TMC"], we hereby submit the attached Defect Information Report concerning a voluntary safety recall of certain Toyota Prius and Lexus HS250h vehicles to address an issue with the programming of the ABS ECU.

Should you have any questions about this report, please contact me at (202) 775-1707.

Sincerely,

TOYOTA MOTOR NORTH AMERICA, INC.



Chris Santucci  
Manager  
Technical & Regulatory Affairs

## DEFECT INFORMATION REPORT

1. Vehicle Manufacturer Name:  
 Toyota Motor Corporation ["TMC"]  
 1, Toyota-cho, Toyota-city, Aichi-ken, 471-8571, Japan

Affiliated U.S. Sales Company  
 Toyota Motor Sales, USA, Inc. ["TMS"]  
 19001 South Western Avenue, Torrance, California 90509

Component Containing Defect  
 ABS Electronic Control Unit  
 Toyota Motor Corporation Hirose Plant  
 543, Kirigadou, Nishihirose-cho, Toyota, Aichi, 470-0309, Japan

2. Identification of Affected Vehicles:  
 Based on production records, we have determined the possible affected vehicle population as in the table below.

Make/ Car Line	Model Year	Manufac- turer	VIN		Production Period
			VDS	VIS	
Toyota Prius	2010	TMC	KN36U	A5000001 - A5000074	2009/4/20 - 2010/1/27
			KN3DU	A0001044 - A0124257	
				A1000088 - A1157301	
				A5000002 - A5118198	
Lexus HS250H	2010	TMC	BB1BA	A2000101 - A2028744	2009/1/29 - 2010/2/8

Note: Although the involved vehicles are within the above VIN ranges, not all vehicles within these ranges were sold in the U.S.

3. Total Number of Vehicles Potentially Affected:

2010 MY Prius:           133,459  
 2010 MY HS250H:       15,090  
 Total:                    148,549

4. Percentage of Vehicles Estimated to Actually Experience Malfunction:  
 Unknown

5. Description of Problem:

Although the ABS (Antilock Brake System) is operating as designed, customers are perceiving inconsistent brake feel after ABS actuation during slow and steady application of the brakes on rough or slick road surfaces, and stopping distances may be increased compared with the customers' expectation for a given pedal force.

6. Chronology of Principal Events:

August 2009

Toyota received a field technical report from the Japan market concerning the brake performance of a Toyota Prius. Toyota investigated the vehicle and a recovered part, however it was not confirmed that there was any abnormality.

October 2009 – January 2010

Toyota received another field technical report from the U.S. market on a Prius which indicated issues with the VSC/brake performance. Duplication testing confirmed that the braking force after ABS actuation was reduced compared with the braking force before ABS actuation, when the brakes were applied on bumpy surfaces. After a detailed investigation, Toyota determined that the ABS system's software programming was permitting this change in braking force. Although this system was operating as intended, Toyota made a running production change in January 2010 to improve the ABS system's response time.

February 2010

After further investigation, Toyota learned that many drivers have experienced the phenomenon, particularly in the winter, where it was confirmed that drivers may maintain a fixed brake pedal stroke in winter driving. Under this condition, vehicle stopping distance may increase, relative to the customers' expectations for a given pedal force. Therefore, Toyota decided to conduct a voluntary safety recall of all vehicles with the subject ABS ECUs within the affected range. The same action will also be conducted in Japan, Canada, Australia, Europe and other countries.

7. Description of Corrective Repair Action:

All known owners of the subject vehicles will be notified by first class mail to return their vehicles to a Toyota or a Lexus dealer for a rewrite of the programming of the ABS control unit.

Reimbursement Plan for pre-notification remedies for Toyota

As the owner notification letters will be mailed out well within the active period of the Toyota or the Lexus New Vehicle Limited Warranty ("Warranty"), all involved vehicle owners for this recall would have been provided a repair at no cost under the Toyota's Warranty or the Lexus's Warranty.

8. Recall Schedule:

Toyota's mailing of the owner notifications will commence in late February and be completed in late March 2010.

Copies of the owner notification and dealer instructions will be submitted as soon as they are available.

9. Distributor/Dealer Notification Schedule:

Toyota's notifications to distributors/dealers will be sent in the middle of February 2010.