

TOYOTA

OFFICE OF DEFECTS &
INVESTIGATIONS

2012 DEC -4 P 12: 25

Toyota Motor Engineering &
Manufacturing North America, Inc.

Vehicle Safety & Compliance
Liaison Office
Mail Code: S-104
19001 South Western Avenue
Torrance, CA 90501

November 29, 2012

Mr. D. Scott Yon, Chief
Vehicle Control Division
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: EA12-006

Dear Mr. Yon:

Per NHTSA's request, Toyota is submitting updated and cumulative field and warranty information received through October 10, 2012, regarding the vehicles and problem description identified in EA12-006. It is our understanding that this updated information will be used in connection with the closing of this investigation.

Should you have any questions about this response, please contact me at (310) 468-1946.

Sincerely,



Matthew D. Collins,
Manager
Toyota Motor Engineering & Manufacturing
North America, Inc.

MC:tk
Enclosure

Updated Total Count for Field Reports

Type of Reports	Total	Subcategories				
		Number With "Fire" As Defined	Number With Crash	Number With Injuries	Number With Fatalities	Number With Property Damage
ALL Consumer Complaints	185	185	0	7	0	11
ALL Field Reports	173	173	0	2	0	0
ALL TAS Reports	80	80	0	0	0	0
Legal Related Claims and Notices	102	102	0	14	0	64
Third-Party Arbitration Proceedings	1	1	0	0	0	1
Lawsuits	0	0	0	0	0	0
Total Reports	541	541	0	23	0	76
Total Vehicles with Reports (Unique VIN)	319	319	0	14	0	67

Model	MY	Total
Camry	2007	200
	2008	37
	2009	27
Camry HV	2007	33
	2008	16
	2009	7
Highlander HV	2008	6
RAV4	2007	137
	2008	42
Yaris	2007	16
	2008	20
Total Reports		541

* Note: Total counts are cumulative for Categories A,B, and C and are current as of 10/10/2012. Models include 2007-2009 MY Camry, Camry Hybrid, RAV4 and Yaris vehicles built from September 2006 through August 2008, and all 2008 MY Highlander Hybrid vehicles

Updated total count for warranty, extended warranty, and goodwill claims

Model	MY	Warranty	Extended	Goodwill	Total
Camry	2007	37	16	15	68
	2008	20	7	4	31
	2009	23	3	4	30
Camry HV	2007	5	4	1	10
	2008	3	2	2	7
	2009	0	1	0	1
Highlander HV	2008	2	0	2	4
RAV4	2007	29	13	8	50
	2008	21	0	3	24
Yaris	2007	10	2	2	14
	2008	7	3	1	11
	2009	1	0	0	1
Total Claims		158	51	42	251

* Note: Total counts are cumulative for Categories A,B, and C and are current as of 10/10/2012. Models include 2007-2009 MY Camry, Camry Hybrid, RAV4 and Yaris vehicles built from September 2006 through August 2008, and all 2008 MY Highlander Hybrid vehicles.