

TOYOTA

Toyota Motor North America, Inc.

Vehicle Safety & Compliance
Liaison Office
Mail Stop: W4-2D
6565 Headquarters Drive
Plano, TX 75024

November 21, 2019

Dr. Stephen A. Ridella, Ph.D., Director
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE (W48-312)
Washington, DC 20590

Re: Response to Information Request Associated with DP19-004

Dear Dr. Ridella:

Attached are Toyota's responses to the agency's Information Request relating to DP19-004. Toyota's analysis and the information provided to the agency demonstrate that Toyota's actions with regard to this matter are appropriate and the Defect Petition should be denied.

As set forth in the Opening Resume, the agency's inquiry is focused on "the brake actuator [which] may experience solenoid valve wear, which may result in a progressive series of symptoms from excessive brake booster pump duty cycle to escalating levels of failsafe operation." The "Alleged Defect" is described in the Information Request letter as "the internal malfunction of the brake booster and brake booster pump assembly in the Subject Vehicles addressed by the subject Customer Support Programs."

The Defect Petition questions whether the circumstances giving rise to Toyota's Customer Support Programs, which provide additional warranty protection, initiated in August, 2018 and April, 2019, require safety recalls instead. In raising that possibility, the petitioner points to two other campaigns also generally involving the brake actuator system which raised different types of concerns and for which, in light of the different consequences of those issues, Toyota conducted safety recalls.

The Petition first points to a recall Toyota conducted in 2013, Recall No. 13V235, which addressed a specific manufacturing defect that impacted certain Prius vehicles built between March 31 and October 9, 2009 and certain Lexus vehicles built between June 19 and October 9, 2009. Toyota initiated the recall upon finding that a fatigue crack could develop within the bellows located in the accumulator allowing nitrogen gas to enter the brake fluid. The result was that the brake pedal stroke could become longer and extend the vehicle's stopping distance. In that circumstance, unlike the condition addressed by the aforementioned Customer Support Programs, brake performance could be reduced prior to or simultaneously with illumination of warning lights.

The second recall noted by the Petition was issued by Toyota in July 2019. This was a noncompliance safety recall No. 19V544 and involved 6,925 Prius vehicles. Toyota initiated the recall upon finding that a brush in the booster pump motor may become stuck in the brush holder and set forth a series of consequences leading to audible warnings, the potential for sudden loss of brake assist while driving, and deactivation of the Vehicle Stability Control (VSC). Toyota determined that, if the VSC were to deactivate prior to first sale, the vehicles would not comply with FMVSS 126, S5.1.2, and accordingly filed a Noncompliance Information Report.

These recalls are not related or relevant to the Alleged Defect in the Subject Vehicles or the Consumer Support Programs inquired about. In 2018, Toyota decided to initiate Customer Support Programs to provide additional customer satisfaction for a condition in which the linear solenoid valve (SLA valve) in the brake actuator could wear over time, giving rise to a small brake fluid leak. This action applies to MY 2010-2015 Prius vehicles. The condition does not cause a sudden loss of braking power. Should the leak occur, the consequence is progressive over time. Initially, multiple warning lights illuminate. Should the operator not respond to those warning lights, over time a loud buzzer could sound. As the progression continues, the feel of the brake pedal could change. Should the operator not respond to any of these warnings, eventually, brake performance can be adversely affected.

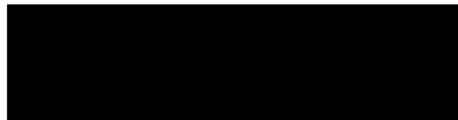
These Toyota Customer Support Programs appropriately address the potential for the SLA valve to wear progressively over time. Multiple alerts and warnings are provided to a vehicle operator before any reduction in braking performance occurs. As indicated in this response, no crashes have been confirmed to have been caused by the Alleged Defect. No unreasonable risk to safety is presented.

Safety recalls to address this issue are neither warranted nor necessary. This conclusion is consistent with the agency's closing of PE14-001, which involved the same issue with respect to approximately 100,000 MY2007-2008 Camry Hybrid vehicles.

For these reasons, the petition should be denied.

Should you have any questions about this response, please contact me directly.

Sincerely,



Cory Hoffman
General Manager
Toyota Motor North America, Inc.

Toyota's Response to DP19-004

1. State, by model and model year, the number of Subject Vehicles Toyota has manufactured for sale or lease in the United States. Separately, for each Subject Vehicle, state the following:
 - a. Vehicle identification number (VIN);
 - b. Model;
 - c. Model Year;
 - d. Date of manufacture;
 - e. Date warranty coverage commenced;
 - f. Whether the vehicle was within the scope of safety recall 13V-235;
 - g. The completion date for 13V-235;
 - h. The completion mileage for 13V-235; and
 - i. 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 2010, or a compatible format, entitled "PRODUCTION DATA."

Response 1

The number of the subject vehicles manufactured for sale or lease in the United States and federalized territories by model year is as follows:

Make	Model	Model Year	Number of Vehicles Manufactured
Toyota	Prius	2010 – 2015	903,668
Toyota	Prius PHV	2010 – 2015	42,587
Toyota	Camry Hybrid	2012 – 2014	127,040
Toyota	Avalon Hybrid	2013 - 2015	47,217
Total			1,120,512

Table 1: Number of subject vehicles manufactured for sale or lease

In addition, the detailed information responsive to “a” through “i” is provided electronically on DVD in Microsoft Access format entitled “PRODUCTION DATA” stored in the folder “Attachment-Response 1.” Accordingly, Toyota has encrypted this attachment and is providing the encryption key along with the request for confidential treatment to the Office of Chief Counsel.

2. Provide a table summarizing the following information for each of the Subject Complaint Vehicles:

- a. VOQ number;
- b. Vehicle identification number;
- c. Model;
- d. Model Year;
- e. Failure Mileage;
- f. Incident date;
- g. Alleged crash (yes/no);
- h. Alleged injuries;
- i. Alleged deaths;
- j. Early Warning Reporting field report (yes/no);
- k. Toyota Customer Relations (CR) record related to the alleged incident (yes/no);
- l. Toyota warranty claim record related to the alleged incident (yes/no);
- m. Toyota Technical Assistance System (TAS) record related to the alleged incident (yes/no);
- n. Toyota Field Technical Report (FTR) record related to the alleged incident (yes/no);
- o. Event data recorder (EDR) record related to the alleged incident (yes/no);
- p. Diagnostic trouble code C1391 (yes/no);

- q. Diagnostic trouble code C1256 (yes/no);
- r. Diagnostic trouble code C1252 (yes/no);
- s. Diagnostic trouble code C1253 (yes/no); and
- t. Toyota assessment of the cause of the incident and its potential relationship to the Alleged Defect.

Provide the table in Microsoft Access 2010, or a compatible format, entitled “DP19-004_SUBJECT_COMPLAINT_SUMMARY_TABLE.”

Response 2

The information “a” through “t” for each Subject Complaint vehicle, where available, is provided electronically on DVD in Microsoft Excel format entitled “DP19-004_SUBJECT_COMPLAINT_SUMMARY_TABLE” stored in the folder “Attachment-Response 2.” Toyota has provided the information in Microsoft Excel as it was determined that this format allows for an easier understanding of the information requested.

The agency supplied 117 VOQs for Toyota to assess. Twenty of the VOQs were identified as non-hybrid vehicles, which contain a different braking system and do not contain the Subject Components. In accordance with a conversation with Mr. Quandt on October 29, 2019, information is not required for these vehicles.

For two VOQs, the VIN was not available; Toyota was unable to locate any Toyota records matching the information in the VOQ, and no responsive information can be provided.

In some instances, in which a VIN was not provided, Toyota located information in its records that it reasonably believes relates to the VOQ provided. In other instances, the model or model year provided did not match the information in the VOQ. Although not certain that it is responsive, Toyota has included this information in the Microsoft Excel table entitled “DP19-004_SUBJECT_COMPLAINT_SUMMARY_TABLE” stored in the folder “Attachment-Response 2.”

In addition, the agency provided an initial table of information related to the 117 VOQs. Toyota used this information to locate Toyota records that may be related to each VOQ. In certain instances, some of the information may not have been available or may not have matched information in Toyota’s records (e.g., failure mileage). In those cases, Toyota filled in the missing information with the information in Toyota’s records, where available. In the instances

where the information in Toyota's records was different than the VOQ, the information initially provided was left unchanged.

Please note that information provided in this response is confidential, and a request for confidential treatment has been submitted to the Office of Chief Counsel. Please see the documents submitted to the Office of Chief Counsel for the confidential versions of these documents.

3. Produce copies of all Documents reflecting or relating to each item within the scope of Request No. 2 (i.e., all CR, TAS, FTR, and Event Data Recorder (EDR) records related to the incidents or conditions involving the Subject Complaint Vehicles). Organize the documents in separate folders by VOQ number.

Response 3

Records of consumer complaints (CR) and related documents, copies of Toyota Technical Assistance System (TAS) records, copies of Toyota field reports (FTR) and related documents (e.g., Event Data Recorder (EDR) records), and copies of legal claims, notices, and lawsuits, where available, are all provided electronically on DVD in PDF format organized in separate sub-folders by VIN and VOQ number, stored in the folder "Attachment-Response 3 (Conf Bus Info)."

Please note that information provided in this response is confidential, and a request for confidential treatment has been submitted to the Office of Chief Counsel. Please see the documents submitted to the Office of Chief Counsel for the confidential versions of these documents.

4. Provide the same information requested in Request No. 2, substituting Toyota file number for VOQ number, for all reports relating to the Alleged Defect in the Subject Vehicles (i.e., not limited to the Subject Complaint Vehicles) that a) involve an allegation of crash, injury or death; and b) involve an alleged or verified fault of the Subject Component(s) (e.g., based on finding one or more of the Subject DTC's or reproducing a fault or failure in the Subject Component(s)).

Provide the table in Microsoft Access 2010, or a compatible format, entitled "DP19-004_ADDITIONAL_SEVERITY_INCIDENT_SUMMARY_TABLE."

Response 4

The information “a” through “t” listed in Request No. 2, that relate to alleged crashes identified as a result of the search described in the endnote, where available, is provided electronically on DVD in Microsoft Excel format entitled “DP19-004_ADDITIONAL_SEVERITY_INCIDENT_SUMMARY_TABLE” stored in the folder “Attachment-Response 4.” Toyota has provided the information in Microsoft Excel as it was determined that this format allows for an easier understanding of the information requested. As indicated by the attached assessment, no crashes have been confirmed to have been caused by the Alleged Defect.

Please note that information provided in this response is confidential, and a request for confidential treatment has been submitted to the Office of Chief Counsel. Please see the documents submitted to the Office of Chief Counsel for the confidential versions of these documents.

5. Produce copies of all documents reflecting or relating to each item within the scope of Request No. 4 (i.e., all CR, TAS, FTR, and EDR records related to the incidents or conditions referenced in the response to Request No. 4). Organize the documents in separate folders by VIN number.

Response 5

Records of consumer complaints (CR) and related documents, copies of Toyota Technical Assistance System (TAS) records, copies of Toyota field reports (FTR) and related documents (e.g., Event Data Recorder (EDR) records), and copies of legal claims, notices, and lawsuits, where available, are all provided electronically on DVD in PDF format organized in separate sub-folders by VIN number, stored in the folder “Attachment-Response 5 (Conf Bus Info).” These documents are for those matters not included in Response to Request No. 2. For documents related to the crash and injury reports included in Response to Request No. 2, see Response to Request No. 3.

Please note that information provided in this response is confidential, and a request for confidential treatment has been submitted to the Office of Chief Counsel. Please see the

documents submitted to the Office of Chief Counsel for the confidential versions of these documents.

6. 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 repair or replacement of the Subject Components: 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, customer support program, or other such activity.

Separately, for each such claim, state the following information:

- a. Toyota's claim number;
- b. Vehicle owner name, email address and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle's date of manufacture (in "yyyy/mm/dd" date format);
- f. Vehicle mileage at time of repair;
- g. Repairing dealer's or facility's name, telephone, city and state or ZIP code;
- h. Labor operation number(s);
- i. Problem code(s);
- j. Pump noise or excessive run time concern (yes/no);
- k. Diagnostic trouble code C1391 (yes/no);
- l. Diagnostic trouble code C1256 (yes/no);
- m. Diagnostic trouble code C1252 (yes/no);
- n. Diagnostic trouble code C1253 (yes/no);
- o. Replacement part number(s) and description(s);
- p. Concern stated by customer;
- q. Cause as stated on the repair order;

- r. Correction as stated on the repair order; and
- s. Additional comments, if any, by dealer/technician making the repair, and/or the person(s) processing the claim that relate to claim and/or repair.

Provide this information in Microsoft Access 2010, or a compatible format, entitled “WARRANTY DATA.”

Response 6

The total count of warranty claims, extended warranty claims, and claims for good will services or similar adjustments paid by Toyota for the subject vehicles that include claims that relate to, or may relate to, the alleged defect in the Subject Components are provided electronically on DVD in PDF format entitled “Attachment-Response 6-1 (Conf Bus Info)” stored in the folder “Attachment-Response 6 (Conf Bus Info).” This includes claims submitted in connection with Toyota’s Customer Support Programs.

Toyota searched warranty claims; extended warranty claims; claims for good will services that were provided by applicable part numbers for the Subject Vehicle(s). The detailed information for each claim, where available, is also provided electronically on DVD in Microsoft Excel 2010 format entitled “WARRANTY DATA RELATED TO CSPs.xlsx” and “WARRANTY DATA NOT RELATED TO CSPs.xlsx” stored in the folder “Attachment-Response 6 (Conf Bus Info).” Toyota has provided the information in Microsoft Excel as it was determined that this format allows for an easier understanding of the information requested. Please note that this attachment contains consumer information provided by Toyota’s financial services subsidiary and is subject to safeguarding under applicable federal regulation. Accordingly, Toyota has encrypted this attachment and is providing the encryption key along with the request for confidential treatment to the Office of Chief Counsel.

Toyota has provided the customer information for each claim that was identified as responsive to this request, where available. In instances in which multiple owners were identified, Toyota selected the owner that was most closely matched with the repair order date, but cannot confirm that person was the owner at that point in time. Additionally, the data source for the owner information was contained in a different database than that of the warranty claim information. When combining the data for this response, Toyota initially attempted to match the claim number and the VIN number with the available owner information. In instances when both criteria did not match, the owner information was matched to the VIN.

Please note that information provided in this response is confidential, and a request for confidential treatment has been submitted to the Office of Chief Counsel. Please see the documents submitted to the Office of Chief Counsel for the confidential versions of these documents.

7. Provide brake performance curves comparing normal operation and operation at each relevant mode/stage of the fault conditions for: (1) the condition at issue in each of the Subject Customer Support Programs; (2) the defect condition for Recall 13V-235; and (3) the defect condition for Recall 19V-544, including:
 - a. Vehicle deceleration as a function of brake pedal force; and
 - b. Vehicle deceleration as a function of brake pedal stroke.

Response 7

Toyota is providing information responsive to this request in “Attachment-Response 7 (Conf Bus Info)”. The brake performance curves for the subparts (1), (2), and (3) of Request 7 showing the vehicle deceleration as a function of brake pedal force and stroke are provided as “Attachment-Response 7 (Conf Bus Info)”.

Please note that information provided in this response is confidential, and a request for confidential treatment has been submitted to the Office of Chief Counsel. Please see the documents submitted to the Office of Chief Counsel for the confidential versions of these documents.

8. Provide a detailed description of the brake booster assembly condition addressed in each of the Subject Customer Support Programs, 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 posed by the condition;

- e. What notice, if any, the operator and the other persons both inside and outside the vehicle would have that the Alleged Defect was occurring or progressing or that the Subject Components were malfunctioning; and
- f. Copies of all analyses conducted by, or for, Toyota to estimate the failure rates for the brake booster assembly condition addressed in each of the Subject Customer Support Programs through 10 years/150,000 miles of service and for any other service intervals.

Response 8

The brake actuator is located in the engine compartment, near the left front wheel of the vehicle. The hydraulic power source portion of the brake actuator consists of a pump, pump motor, accumulator, relief valve, motor relays, and accumulator pressure sensor. The hydraulic control portion of the brake actuator consists of master cylinder cut solenoid valves, pressure appliance solenoid valves, pressure reduction solenoid valves, master cylinder pressure sensors, and wheel cylinder pressure sensors.

The SLA valve, which is a linear type and controlled by the skid control ECU, regulates the fluid pressure from the accumulator in order to amplify the fluid pressure to the wheel cylinders.

[CONFIDENTIAL BUSINESS INFORMATION]

If the surface wear propagates over time, a small leak at the SLA valve can eventually lead to reduced fluid pressure in the accumulator. As a result, the pump motor will run frequently to maintain the high hydraulic pressure to the accumulator. This frequent pump motor operation is noticeable to many operators. This is the first warning an operator will receive that there is a potential problem with the brake actuator. If the leakage increases, a DTC C1391 (accumulator leak malfunction) will be stored, and multiple warning lights illuminate, including the Brake, ECB warning, ABS, Slip Indicator, and/or the Master Warning Light. The DTC C1391 indicates that there is a problem with a brake system component. Once C1391 is stored, the brake control system goes into failsafe mode. Wheel cylinder pressure is no longer controlled by the skid control ECU but is controlled at the master cylinder; in addition, the ABS/VSC system is deactivated. During this stage, fully assisted braking is still available on all four wheels.

If the customer continues to drive the vehicle without repair, the valve wear will deteriorate further. Eventually, after about 2000 miles from the setting of DTC C1391, the pressure in the accumulator cannot reach its maximum pressure, and a DTC C1256 (accumulator low pressure) or C1252 (brake booster pump motor on-time abnormally long) will be stored. In addition to the previously mentioned warning lights, the operator will be alerted by a continuous warning buzzer from the interior of the vehicle. The vehicle will remain in failsafe mode and fully assisted braking is still available on all four wheels. If a customer still chooses to continue to drive the vehicle without the repair, the warning buzzer will continue to sound and the warning lights will continue to illuminate as the pump motor will operate frequently. If this condition continues, the pump motor could eventually reach the end of its operational life and an additional DTC C1253 (pump motor relay malfunction) will be set. This could result in the loss of braking function in the rear wheels. The mechanical braking system will continue to be fully functioning in the front wheels.

Toyota believes that the aforementioned condition does not constitute an unreasonable risk to motor vehicle safety. The vehicle operator is provided with ample warnings prior to any loss of power assisted braking performance. When the system first stores a DTC (C1391) upon detecting an accumulator leak malfunction, power assisted brake performance is not degraded and multiple warnings are provided. A buzzer will sound once C1252 and C1256 are stored, and the system will remain in failsafe mode with full brake assist until C1253 is stored. This conclusion is consistent with the agency's closing of PE14-001 involving the same issue with respect to approximately 100,000 MY2007-2008 Camry Hybrid vehicles.

With regard to subpart f., a document that may be responsive is provided in Attachment-Response 8f (Conf Bus Info). However, Toyota has not identified any records that show how the data in this document were derived, its accuracy, or how it was used. It does not appear that the analysis represented in this document was final. In addition, there is an occurrence rate estimate in a campaign planning document, but Toyota has not been able to locate any analysis upon which this estimate is based and there are no responsive analyses in the document. If such analysis is located, this response will be supplemented.

Please note that information provided in this response is confidential, and a request for confidential treatment has been submitted to the Office of Chief Counsel. Please see the documents submitted to the Office of Chief Counsel for the confidential versions of these documents.

* * *

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

Response		Dates
Response 1	Production Data	10/14/2019
Response 2-5	Consumer complaints	10/14/2019
	Surveys (PQS / DPQS)	10/14/2019
	Surveys (PLS / VSS)	10/21/2019
	Surveys (Ad Hoc)	10/14/2019
	Field Reports	10/14/2019
	Dealer Field Reports (including TAS)	10/14/2019
	Property damage claims	10/14/2019
	Third Party Arbitration	10/14/2019
	Claims and Notices	10/14/2019
	Lawsuits including Lemon Law	10/14/2019
Response 6	Warranty	10/14/2019
	Goodwill	10/14/2019
	Extended Warranty	10/14/2019

In responding to this Information Request, for Request No. 2, Toyota searched for the information that was requested, (i.e., CR, TAS, FTR, and EDR records) by VIN for the VOQ records that were provided. Toyota searched the customer complaints databases, as well as databases that contained customer survey information, for the Subject Complaint Vehicles by the Vehicle Identification Number (VIN). The field report databases were also searched by VIN for any Toyota field reports and dealer field reports, including dealer Technical Assistance System (TAS) cases, for the Subject Complaint Vehicles. Additionally, in the cases where a Toyota field report exists, the attachments were reviewed to determine if an EDR record was available. Lawsuits, legal claims, and third-party arbitration information were searched for any proceedings relating to the Subject Complaint vehicles. The information was then reviewed to determine if the information was, in fact, responsive to this request. In addition, if the documents requested as part of Request No. 3 that were reviewed for Request No. 2 were found to be responsive, they were provided and organized in separate folders by VOQ number. Warranty information was also searched and reviewed for the Subject Complaint vehicles and is provided as part of Toyota's Response to Request 6.

For Request No. 4, Toyota searched for the information relating to the Alleged Defect in its databases and systems using keywords. The keywords used in that search are as follows; "Actuator," "Accumulator," "Booster," "Internal," "Pump," "Master," "Cylinder," "C1391," "C1252," "C1253," "C1256," "D0H," "DOH," "ZG1," "ZE1," "ZKK," and "ZJB." Searches were also made considering vehicle component categories of; "ABS-Brakes," "Brake System," "Brake/Accelerator Systems," and "Brakes". Toyota searched information based on the above-mentioned keywords and for matters involving crashes, injuries or deaths and those that involve an alleged or verified fault of the Subject Component(s). Toyota searched the customer complaints databases, as well as databases that contained customer survey information, for the Subject Vehicles. Keywords listed above were searched. The field report databases were searched for any Toyota field reports and dealer field reports, including dealer Technical Assistance System (TAS) cases, for the Subject Vehicles containing the keywords listed above. Lawsuits, legal claims, and third-party arbitration files were searched for any proceedings for the Subject Vehicles that involved a crash, injury or death and involved an alleged or verified fault of the Subject Component(s). All information was then reviewed to determine if the information was, in fact, related to the Alleged Defect in the Subject Vehicles. This judgement was made based on the existence of DTCs C1291, C1256, C1252, or C1253; the repair or replacement of a Subject Component; or a description of an alleged malfunction addressed by the subject Consumer Support Programs in the Subject vehicles. If insufficient information was available

to determine whether a particular report related to the Alleged Defect, it was not included in the response.

In the foregoing responses to this IR, information has been obtained from those departments and employees knowledgeable about the subject matter of this inquiry most likely to have such information in the regular and ordinary course of business. When a particular Request seeks “documents” as defined in the IR, reasonable, good faith searches have been made of corporate records where such documents would ordinarily be expected to be found and to which Toyota would ordinarily refer when looking for such information.

The definitions of “documents” and “Toyota,” however, are unreasonably broad, vague, and ambiguous, and Toyota objects to such definitions, because they exceed a reasonable understanding of such terms. For example, “calendars,” “travel reports,” “contracts” and “personnel records,” to name a few, would not normally contain responsive information pertaining to the alleged defect subject of this inquiry. Toyota has also not provided information from electronic files that require extraordinary or expert means to retrieve that are generally unavailable to the computer user.

In addition, Toyota has not, except as otherwise noted, provided information from persons or entities over which it does not ordinarily exercise control, such as independent suppliers and contractors. Toyota also objects to the definition of “Toyota” to the extent it purports to include outside counsel. It would be unduly burdensome to require Toyota to request that outside counsel search files for responsive documents. Moreover, it is highly unlikely that outside counsel would possess any non-privileged documents responsive to this IR that are not already being produced by Toyota. In light of the significant burden and cost associated with canvassing outside counsel for potentially responsive documents and the very low probability of identifying any non-privileged document not already being produced, Toyota has not asked its outside counsel to search for responsive documents.

Toyota understands this IR to seek information on vehicles manufactured for sale in the United States and its territories. Also, we understand documents specifically related to the preparation of the responses are not sought.

The source of information used as a basis for the data in each Attachment, including the date the data were updated and retrieved, is identified above as applicable. If a document itself is the source for the requested information and it is provided, no further source identification is provided. If a document, drawing or component is requested, or if no responsive information is available, we assume no further source identification is called for.

Toyota is not providing privileged documents that may be responsive to this Information Request. With regard to claims of privilege, Toyota understands that it is acceptable to the Agency for Toyota to identify specific 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 Legal Department, other Toyota employees, or employees of parties represented by Toyota in litigation and claims; (b) communications between employees of Toyota's Legal Department and other Toyota employees, or employees of parties represented by Toyota in litigation and claims; (c) notes and other work product of outside counsel or of employees of Toyota's Legal Department, including work product of employees or consultants done for or at the request of outside counsel or Toyota's Legal Department. For any privileged documents that are not included in these categories, if any, Toyota will provide a privilege log identifying any such document 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 protection 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 considerations. Such private information includes data such as names, addresses, phone or fax numbers, email addresses, license plate numbers, driver's license numbers and the last 6 digits of a vehicle's VIN.

IDENTIFICATION OF ATTACHMENTS							
Attachment	Description	Confidential	Basis for Confidential Request	Length	Affidavit(s)	Encrypted	Encryption Key
Attachment-Response 1 PRODUCTION DATA.accdb	Production Data	No	-	-	-	Yes	20191121*1c
Attachment-Response 2 (Conf Bus Info) DP19-004_SUBJECT_COMPLAINT_SUMMARY_TABLE (Conf Bus Info).xlsx	Summary of Subject Complaint Vehicles	Yes	Contains information regarding Toyota's internal analyses and assessment.	Permanent	Toyota	No	-
Attachment-Response 3 (Conf Bus Info) For each VOQ determined to be responsive to the request (94 VOQS) the information listed below is provided where available.	Copies of all documents relating to each item within the scope of Request No. 2 (i.e. all CR, TAS, FTR, and Event Data Recorder (EDR) records).	See below for the specific information related to each specific type of data provided for Response 3.					
Attachment-Response 3 Toyota Consumer Relations (CR) Records	Copies of consumer complaints (Personal Identifiable Information)	No	We assume NHTSA will redact PII as appropriate.	-	-	No	-
Attachment-Response 3 Toyota Technical Assistance System (TAS) records	Copies of technical assistance system records	No	-	-	-	No	-
Attachment-Response 3 (Conf Bus Info) Toyota Field Technical Report (FTR) records	Field Reports	Yes	Contains information regarding engineering design specifications, internal analyses, quality control and product evaluation process.	Permanent	Toyota	No	-
Attachment-Response 3 Event Data Recorder (EDR) records	EDR Records	No	-	-	-	No	-
Attachment-Response 3 Service History records	Service History Records	No	-	-	-	No	-
Attachment-Response 3 VOQ records	VOQ records	No	-	-	-	No	-
Attachment-Response 3 Legal Claim Records	Legal Claims	No	Contains Toyota legal claim letter response to the customer. Field Technical Report contains information regarding engineering design specifications, internal analyses, quality control and product evaluation process.	-	-	No	-
Attachment-Response 4 (Conf Bus Info) DP19-004_ADDITIONAL_SEVERITY_INCIDENT_SUMMARY_TABLE (Conf Bus Info).xlsx	Summary of Additional Incidents	Yes	Contains information regarding Toyota's internal analyses and assessment.	Permanent	Toyota	No	-
Attachment-Response 5 (Conf Bus Info) For each VOQ determined to be responsive to the request (94 VOQS) the information listed below is provided where available.	Copies of all documents relating to each item within the scope of Request No. 4 (i.e. all CR, TAS, FTR, and Event Data Recorder (EDR) records).	See below for the specific information related to each specific type of data provided for Response 5.					
Attachment-Response 5 Toyota Consumer Relations (CR) Records	Copies of consumer complaints (Personal Identifiable Information)	No	We assume NHTSA will redact PII as appropriate.	-	-	No	-
Attachment-Response 5 Toyota Technical Assistance System (TAS) records	Copies of technical assistance system records	No	-	-	-	No	-
Attachment-Response 5 (Conf Bus Info) Toyota Field Technical Report (FTR) records	Field Reports	Yes	Contains information regarding engineering design specifications, internal analyses, quality control and product evaluation process.	Permanent	Toyota	No	-
Attachment-Response 5 Event Data Recorder (EDR) records	EDR Records	No	-	-	-	No	-
Attachment-Response 5 Service History records	Service History Records	No	-	-	-	No	-
Attachment-Response 5 VOQ records	VOQ records	No	-	-	-	No	-
Attachment-Response 6 (Conf Bus Info) Attachment-Response 6-1.pdf (Conf Bus Info)	Counts for Warranty, Extended Warranty, and Goodwill claims.	Yes	Contains information regarding total warranty, extended warranty, and goodwill claims by model year.	Permanent	Toyota	No	-
Attachment-Response 6 (WARRANTY DATA related to CSPs.xlsx) (WARRANTY DATA not related to CSPs.xlsx)	Warranty, extended warranty, goodwill claims data. (Personal Identifiable Information)	No	We assume NHTSA will redact PII as appropriate.	-	-	Yes	20191121*1c
Attachment-Response 7 (Conf Bus Info)	Brake Performance Curves	Yes	Contains information regarding engineering design specifications, internal analyses, quality control and product evaluation process.	Permanent	Toyota	No	-
Attachment-Response 8 (Conf Bus Info)	Occurrence Rate Analysis	Yes	Contains internal analysis	Permanent	Toyota	No	-

IDENTIFICATION OF ATTACHMENTS							
Attachment	Description	Confidential	Basis for Confidential Request	Length	Affidavit(s)	Encrypted	Encryption Key
Attachment-Response 1 PRODUCTION DATA.accdb	Production Data	No	-	-	-	Yes	20191121*1c
Attachment-Response 2 (Conf Bus Info) DP19-004_SUBJECT_COMPLAINT_SUMMARY_TABLE (Conf Bus Info).xlsx	Summary of Subject Complaint Vehicles	Yes	Contains information regarding Toyota's internal analyses and assessment.	Permanent	Toyota	No	-
Attachment-Response 3 (Conf Bus Info) For each VOQ determined to be responsive to the request (94 VOQS) the information listed below is provided where available.	Copies of all documents relating to each item within the scope of Request No. 2 (i.e. all CR, TAS, FTR, and Event Data Recorder (EDR) records).	See below for the specific information related to each specific type of data provided for Response 3.					
Attachment-Response 3 Toyota Consumer Relations (CR) Records	Copies of consumer complaints (Personal Identifiable Information)	No	We assume NHTSA will redact PII as appropriate.	-	-	No	-
Attachment-Response 3 Toyota Technical Assistance System (TAS) records	Copies of technical assistance system records	No	-	-	-	No	-
Attachment-Response 3 (Conf Bus Info) Toyota Field Technical Report (FTR) records	Field Reports	Yes	Contains information regarding engineering design specifications, internal analyses, quality control and product evaluation process.	Permanent	Toyota	No	-
Attachment-Response 3 Event Data Recorder (EDR) records	EDR Records	No	-	-	-	No	-
Attachment-Response 3 Service History records	Service History Records	No	-	-	-	No	-
Attachment-Response 3 VOQ records	VOQ records	No	-	-	-	No	-
Attachment-Response 3 Legal Claim Records	Legal Claims	No	Contains Toyota legal claim letter response to the customer. Field Technical Report contains information regarding engineering design specifications, internal analyses, quality control and product evaluation process.	-	-	No	-
Attachment-Response 4 (Conf Bus Info) DP19-004_ADDITIONAL_SEVERITY_INCIDENT_SUMMARY_TABLE (Conf Bus Info).xlsx	Summary of Additional Incidents	Yes	Contains information regarding Toyota's internal analyses and assessment.	Permanent	Toyota	No	-
Attachment-Response 5 (Conf Bus Info) For each VOQ determined to be responsive to the request (94 VOQS) the information listed below is provided where available.	Copies of all documents relating to each item within the scope of Request No. 4 (i.e. all CR, TAS, FTR, and Event Data Recorder (EDR) records).	See below for the specific information related to each specific type of data provided for Response 5.					
Attachment-Response 5 Toyota Consumer Relations (CR) Records	Copies of consumer complaints (Personal Identifiable Information)	No	We assume NHTSA will redact PII as appropriate.	-	-	No	-
Attachment-Response 5 Toyota Technical Assistance System (TAS) records	Copies of technical assistance system records	No	-	-	-	No	-
Attachment-Response 5 (Conf Bus Info) Toyota Field Technical Report (FTR) records	Field Reports	Yes	Contains information regarding engineering design specifications, internal analyses, quality control and product evaluation process.	Permanent	Toyota	No	-
Attachment-Response 5 Event Data Recorder (EDR) records	EDR Records	No	-	-	-	No	-
Attachment-Response 5 Service History records	Service History Records	No	-	-	-	No	-
Attachment-Response 5 VOQ records	VOQ records	No	-	-	-	No	-
Attachment-Response 6 (Conf Bus Info) Attachment-Response 6-1.pdf (Conf Bus Info)	Counts for Warranty, Extended Warranty, and Goodwill claims.	Yes	Contains information regarding total warranty, extended warranty, and goodwill claims by model year.	Permanent	Toyota	No	-
Attachment-Response 6 (WARRANTY DATA related to CSPs.xlsx) (WARRANTY DATA not related to CSPs.xlsx)	Warranty, extended warranty, goodwill claims data. (Personal Identifiable Information)	No	We assume NHTSA will redact PII as appropriate.	-	-	Yes	20191121*1c
Attachment-Response 7 (Conf Bus Info)	Brake Performance Curves	Yes	Contains information regarding engineering design specifications, internal analyses, quality control and product evaluation process.	Permanent	Toyota	No	-
Attachment-Response 8 (Conf Bus Info)	Occurrence Rate Analysis	Yes	Contains internal analysis	Permanent	Toyota	No	-