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**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

08V-162  
(6 Pages)

April 9, 2008



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

Re: Toyota Corolla, Toyota Matrix, and Pontiac Vibe Window Regulator Bolts  
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 Corolla, Toyota Matrix, and Pontiac Vibe vehicles. Please note that these vehicles are currently the subject of the defect investigation, EA08-004.

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

Sincerely,

TOYOTA MOTOR NORTH AMERICA, INC.

  
Chris Tinto  
Vice President  
Technical & Regulatory Affairs

CT:cs  
Attachment

## DEFECT INFORMATION REPORT

1. Vehicle Manufacturer Name:

New United Motor Manufacturing, Inc. ["NUMMI"]  
 45500 Fremont Boulevard  
 Fremont, CA 94538-6368

Toyota Motor Manufacturing Canada Inc. ["TMMC"]  
 1055 Fountain Street North, Cambridge, Ontario, Canada N3H 5K2

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, CA 90509

General Motors Corporation Global Headquarters ["GM"]  
 100 Renaissance Center Drive  
 PO. Box 100 Detroit, MI 48265

2. Identification of Affected Vehicles:

Based on production records, we have determined the affected vehicle population as in the table below.

Make/ Car Line	Model Year	Manufac- turer	VIN		Production Period
			VDS	VIS	
Toyota Corolla	2003	NUMMI	BR32E	3Z000002-3Z190444	January 2, 2002 through April 26, 2004
			BR38E	3Z000012-3Z190424	
	2004		BR32E	4Z190447-4Z342394	
			BR38E	4Z190512-4Z342398	
	2003	TMMC	BR32E	3C000090-3C165640	January 6, 2002 through March 15, 2004
			BR38E	3C000123-3C165643	
	2004		BR32E	4C165645-4C812395	
			BR38E	4C167737-4C300955	
	2003	TMC	BR32E	30002007-30051596 32000001-32016855	April 2, 2002 through April 2, 2004
			BR38E	30006684-30051592 32000002-32016852	
	2004		BR32E	40051487-40053025 42016856-42048916	
			BR38E	40051779-40053026 42016863-42048900	

Make/ Car Line	Model Year	Manufac- turer	VIN		Production Period
			VDS	VIS	
Toyota Corolla Matrix	2003	TMMC	KR32E	3C000085-3C165642	January 6, 2002 through March 18, 2004
			KR38E	3C000094-3C165424	
			KY32E	3C000098-3C165632	
			KY38E	3C000118-3C165579	
			LR32E	3C000138-3C165628	
			LR38E	3C001163-3C165585	
	2004		KR32E	4C165644-4C300958	
			KR38E	4C165737-4C300891	
			KY32E	4C163607-4C300911	
			KY38E	4C165661-4C300805	
			LR32E	4C165669-4C300961	
			LR38E	4C165650-4C300798	
Pontiac Vibe	2003	NUMMI	SL628	3Z400034-3Z484274	January 18, 2002 through April 26, 2004
			SL648	3Z400004-3Z484265	
			SM628	3Z400003-3Z484269	
			SM648	3Z400013-3Z484215	
			SN62L	3Z400002-3Z484198	
			SN64L	3Z400015-3Z484042	
	2004		SL628	4Z400002-4Z471856	
			SL648	4Z400014-4Z471857	
			SM628	4Z400100-4Z469123	
			SM648	4Z400368-4Z469023	
			SN62L	4Z400001-4Z469170	
			SN64L	4Z400066-4Z469104	

Note: (1) Although the involved vehicles are within the above VIN ranges, not all vehicles within these ranges were sold in the U.S.

(2) Only 662,178 specific vehicles equipped with power windows are affected.

3. Total Number of Vehicles Potentially Affected:

Toyota Corolla:	415,341
Toyota Corolla Matrix:	124,244
Pontiac Vibe:	122,593
Total:	662,178

4. Percentage of Vehicles Estimated to Actually Experience Malfunction:

Unknown

5. Description of Problem:

For the Toyota Corolla, Toyota Corolla Matrix, and Pontiac Vibe vehicles, there is a possibility that the retention force of the regulator bolts (which attach the front side window glass to the power window regulator) may not be sufficient due to an interference with the retention nut and the bolt shoulder radius. In this condition the bolt may become loose, causing a loud noise to be generated when the window is raised or lowered. If the vehicle and the power window are continuously operated in this condition, the bolt may completely separate, causing the glass to become misaligned, and in the worst case, the glass could shatter during operation of the power window.

6. Chronology of Principal Events:

March 2003 – April 2004

Toyota received some field information from the Japan market which indicated a loud noise from the front side power window regulator during operation of the power window on Toyota Voltz vehicles which are substantially similar to the Pontiac Vibe vehicles. Toyota immediately began an investigation, and as a result, found that the retention nut may interfere with the flange bolt shoulder radius causing the bolt to become loose during operation of the power window. At the time, Toyota assumed that this issue had little risk of an injury because it was progressive and noticeable to the operator and there were no reports alleging an injury had occurred. However, in order to prevent the bolt from loosening, the flange bolt was changed to a bolt with a washer on the Voltz, Corolla, Corolla Matrix and Pontiac Vibe vehicles in April 2004.

September 2007 – April 2008

During this period, NHTSA opened a Preliminary Evaluation (PE07-049) regarding front power window shattering on 2003 and 2004 model year Pontiac Vibe vehicles. Toyota re-evaluated the issue, and it was again found that this issue was progressive and noticeable to the operator. During this evaluation, however, NHTSA upgraded the Preliminary Evaluation to an Engineering Analysis (EA08-004) in February 2008. In order to alleviate the concerns of NHTSA and our customers about safety, Toyota decided to conduct a voluntary safety recall campaign to replace the regulator bolts on all of the affected vehicles.

This safety recall campaign will also be conducted in Canada and Germany.

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 Pontiac dealer for a replacement of the bolts.

Reimbursement Plan for pre-notification remedies for Toyota Vehicles (Toyota Corolla, Toyota Corolla Matrix)

The owner letter will instruct vehicle owners that have had their front door glass(es) and/or front window regulator(s) and/or regulator bolt(s) replaced for a similar condition prior to this campaign to seek reimbursement by mailing a copy of their repair order, proof-of-payment, and proof-of-ownership for reimbursement consideration.

- (i) The beginning date of the Toyota reimbursement plan will be:  
The reimbursement plan will cover repairs made no earlier than January 2, 2002, when the first vehicles were manufactured.
- (ii) The ending date of Toyota reimbursement plan will be:  
The ending date shall be at least 10 calendar days after the date on which the last owner notification was mailed, however Toyota will further review requests for reimbursement from involved vehicle owners on a case-by-case basis.
- (iii) Toyota may exclude reimbursement, if:
  - a. the pre-notification repair was not of the same type (repair, replacement, or refund of purchase price) as the recall remedy;
  - b. the pre-notification repair was not reasonably necessary to correct the defect or noncompliance that led to the recall or a manifestation of the defect or noncompliance;
  - c. the pre-notification remedy was not reasonably necessary to correct the defect or noncompliance; or;
  - d. the repair was conducted as a result of vehicle accident, debris or another reason not specifically related to the defect or noncompliance.
- (iv) Toyota will reimburse eligible customers for at least the cost of the front door glass(es) and/or front window regulator(s) and/or regulator bolt(s) and the replacement labor. Other costs may be reimbursed on a case-by-case basis.
- (v) Owners requesting reimbursement must submit the appropriate documentation: repair order, reason for replacement, proof-of-payment, and proof-of-ownership to Toyota for reimbursement consideration.

Reimbursement Plan for pre-notification remedies for General Motors Vehicles (Pontiac Vibe)

Pursuant to 577.11(e), General Motors will provide reimbursement to owners for repairs completed on or before ten days after GM mails owner letters, pursuant to the plan submitted on January 8, 2007.

8. Recall Schedule:

Toyota's mailing of the owner notifications will commence in late April and be completed in late June 2008.

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

General Motors will notify NHTSA separately of its owner mailing schedule and supply a copy of the owner letter at that time.

9. Distributor/Dealer Notification Schedule:

Toyota's notifications to distributors/dealers will be sent in the middle of April 2008.

General Motors will notify NHTSA separately of its dealer mailing schedule and supply a copy of the dealer bulletin at that time.