Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report⁽¹⁾

08V-451 (10 pages)

On	Septem	ber 5, 2008	, Southeast To	yota Distributor	s, LLC	decided that (a defect which
relate	es to mot	or vehicle s	afety)(a nonc	compliance with	ı Federa	al Motor Vehicle Safety
Stand	dard No.	113) exits in the	motor vehicles	listed be	elow, and is furnishing
notifi	ication to	the Nation	al Highway '	Fraffic Safety A	dminis	tration in accordance with 49
CFR	Part 573	Defect and	l Noncomplia	nce Reports.		

Date this report was prepared: September 5, 2008

Furnish the manufacturer's identification code for this recall (if applicable): 08V-451

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and <u>mailing address</u> of the designated agent as prescribed by 49 U.S.C. §30164.

Southeast Toyota Distributors, LLC ("SET") 100 Jim Moran Boulevard Deerfield Beach, Florida 33442

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

L. Taylor Ward, III Vice President & General Counsel Southeast Toyota Distributors, LLC ("SET")

Telephone Number: 954-429-2242 **Fax No.:** 954-363-4101

Name and Title of Person who prepared this report.

Roger Blandford Manager Product Support

Telephone: (904) 378-4832 Fax: (904)419-5981

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DEFECTS INVESTIGATION RECALL MGMT DIV.

Signed:

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): Scion Model Years Involved: 2008 Model(s): xB
Production Dates: Beginning: 01/07/08 Ending: 09/02/08
VIN Range: Beginning:N/A Ending:N/A
Vehicle Type: Passenger Bodystyle: 4 Door
Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:
2008 Scion xB with Southeast Toyota Distributors installed Sports Grill Option code YH20.
Make(s): Model Years Involved: 2009 Model(s): xB
Production Dates: Beginning: Ending: N/A
VIN Range: Beginning:N/A Ending:N/A
Vehicle Type: Passenger Bodystyle: 4 Door
Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

2009 Scion xB with Southeast Toyota Distributors installed Sports Grill Option code YH20

Less than 1%

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.
Number of Vehicles 67
Model Year Potentially Involved
2008 and 2009
Total Number Potentially Affected by the Recall: 67
4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: less than 1%
Identify and describe how the recall population was determinedin particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:
Southeast Toyota Distributors, LLC Released the Sports Grille for the 2008 xB. The Option code is YH 20. The grille was installed on certain 2008 and 2009 Scion xB vehicles. The list of recalled vehicles was determined by vehicles that had the YH20 Option Code.
III. Describe the Defect or Noncompliance
5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as

When the Sports grille was designed it was found that two of the clips that hold the Radiator Grille Garnish were secured to the old grill. It was determine that these clips were not needed and the kit produced with instructions to not install these clips.

appropriate.

Describe the cause(s) of the defect or noncompliance condition.

With these two clips removed if the primary hood latch is released, The Radiator Grill Garnish can be forced up by the wind traveling through the grill and cause the secondary hood latch to release.

Describe the consequence(s) of the defect or noncompliance condition.

When this occurs and the vehicle is in motion, the hood can raise up and obstruct the view of the driver. In the worst cast the hood can bend back and strike the roof or windshield.

Identify any warning which can (a) precede or (b) occur.

The driver should verify that the hood is closed. No Warnings are available if the secondary hood latch is released.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

National Carriage Works Inc. 4303 E. 140th Street

Contact: Steve Mayer Phone (816)966-0149

Grandview, Mo. 64030

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

Steve Mayer

(816) 966-0149

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

Two conditions have to occur for this event to happen:

- 1. The primary hood latch has to be released.
- 2. The vehicle has to be operated at high speeds or in windy conditions

There has been one reported incident of the hood opening during vehicle operation. The vehicle owner stated that the primary hood latch may have been unhooked and the hood may have been partially open. The customer was traveling over a long open bridge over the water. The vehicle was subjected to a high wind condition. The hood opened and was damaged. The customer was able to bring the car to a safe stop and no injuries occurred.

The primary hood latch was inspected and the latch was operating normally.

The secondary latch was inspected and the latch was operating normally.

When the Sport Grille was installed two clips that hold the Radiator Grille Garnish in place were eliminated by the Grille Supplier (National Carriage Works). This allows the front of the plastic Garnish to float loosely. During vehicle operation in high wind conditions this Garnish can lift up and cause the secondary latch lever to release allowing the hood to open.

Date	Subject
8/15/08	Received Phone call and Email from District Rep about reported Scion xB with hood opening.
8/15/08	Installed Sport Grill on a 09 Scion and inspected installation. We Confirmed Radiator Garnish panel possibly releasing secondary latch.
8/15/08	Notified parts and placed parts on hold status
08/15/08	Checked with Tom Pornovets and he stated that there were no scion xB's with grill at port.
08/17/08	Interviewed customer regarding incident. He confirmed that the primary latch may have been released.
08/18/08	Contacted Steve Mayer at National Carriage Works regarding the incident (Scion Xb Sport Grill Supplier)
08/20/08	Notified by Supplier that fix was in process
08/20/08	Steve Mayer at National Carriage works advised installation instructions are being shipped.

08/22/08	Received fax with revised installation instructions. No Parts
08/25/08	Received Fax from Steve Mayer with proposed changes to grill
08/28/08	Sent revised instructions to New Products for evaluation.
08/28/08	Requested and received list of vehicles scheduled to receive sports grill
08/28/08	Notified Diane Massingill at port to stop installing grills
08/28/08	Reviewed facts with Maurice Jemison, Corporate Attorney
08/28/08	Requested list of owners from Judy Carpenter
08/28/08	Contacted Steve Mayer and asked where parts were. He did not ship but would overnight to us.
08/29/08	Received owner list
08/29/08	Sent copy of Compendium to Legal
08/29/08	Received parts samples from National Carriage Works, installed the parts and requested revisions.
09/01/08	Requested long term track report of parts purchased and sold
09/01/08	Updated Corp Attorney on progress
09/01/08	Updated management of progress – Management agreed that we should announce a recall campaign and go after the affected vehicles.
09/01/08	Advised National Carriage Works of our intentions to campaign vehicle.
09/02/08	Sent draft of Customer letter to Legal for review
09/03/08	Received total sales tracking report for scion grill kit. Confirmed 93 purchased from Carriage works.
09/03/08	Sent draft of Part 573 to legal for review.
09/03/08	Parts requested return of 3 kits from stock at Talleyrand Port.
09/03/08	Requested from District Managers, survey of parts that were sold to dealers. Requested VIN and owner information. 19 Grills to find.
09/04/08	Updated management of progress on Sports Grill Investigation.

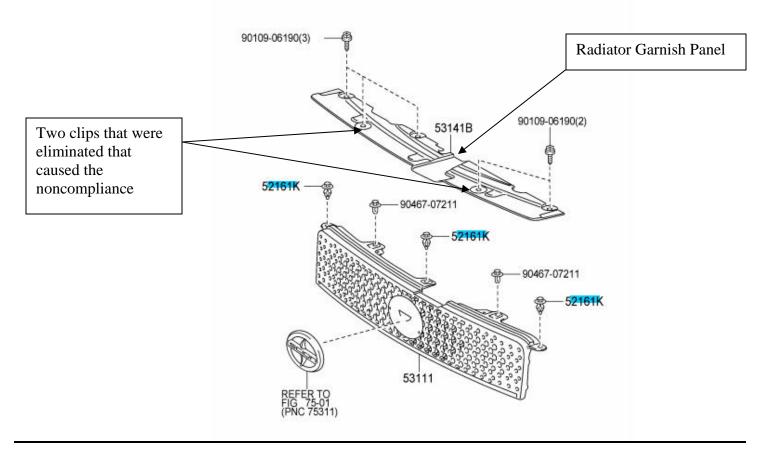
09/04/08	Received results of review of customer letter and part 573 from legal.
09/05/08	Sent final draft of customer letter to legal for review.
09/05/08	Phone call with legal to discuss NHTSA paperwork.
09/05/08	Sent Customer letter and part 573 to Patricia Wallace at NHTSA
09/08/08	Notified TMS of our intentions to Campaign.
09/09/08	Called Patricia Wallace at NHTSA to make sure paperwork was received. She acknowledged receipt
09/17/08	Received paperwork from Patricia Wallace at NHTSA
09/17/08	Reviewed comments made corrections and sent to Legal for Review.
09/17/08	Requested and received update of customer list from IT.

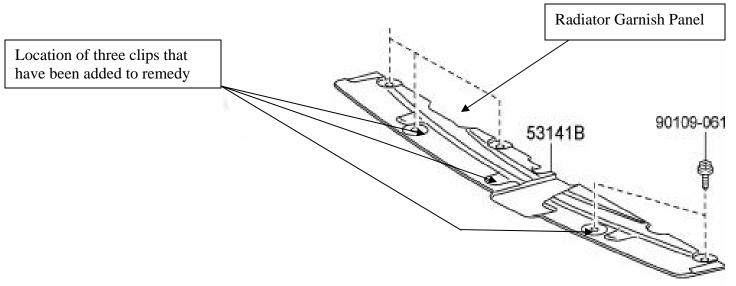
7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

The Radiator Garnish Panel mounting has been revised. Six clips are now used





Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.
See pictures above
Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.
On 8/16/08 parts were placed on hold and production was stopped. All the Sport Grill Accessory kits will be inspected and reworked prior to resuming production. The revised grill will incorporate these changes.
VI. Identify the Recall Schedule
Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.
Agenda To be determined.
VII. Furnish Recall Communications
9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. A DRAFT copy of the

notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.

<u>Note</u> that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

1. ¹Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882.

The Privacy Act of 1974 - Public Law 93-579, As Amended: This information is requested pursuant to the authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response maybe used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or statistical summary thereof, may be used in support of the agency's action.