

# **TOYOTA**

10V-160 (6 pages) Amended

# TOYOTA MOTOR NORTH AMERICA, INC.

WASHINGTON OFFICE

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July 12, 2010

Mr. Claude Harris Acting Associate Administrator for Enforcement National Highway Traffic Safety Administration 1200 New Jersey Ave, SE - Room W45-306 Washington, D.C. 20590

Re:

1998-2010 MY Toyota Sienna Spare Tire Carrier Assembly

Part 573, Amended Defect Information Report

#### Dear Mr. Harris:

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 amend our April 16, 2010 Defect Information Report concerning a voluntary safety recall of certain Toyota Sienna vehicles to address an issue with the spare tire carrier assembly. Information regarding the recall remedy and notification schedule has been updated.

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 Manufacturing Kentucky, Inc.["TMMK"] 1001 Cherry Blossom Way, Georgetown, KY 40324

Toyota Motor Manufacturing, Indiana, Inc. ["TMMI"] 4000 South Tulip Tree Drive, Princeton, IN 47670-4000

# Affiliated U.S. Sales Company

Toyota Motor Sales, USA, Inc. ["TMS"] 19001 South Western Avenue, Torrance, CA 90509

# **Component Containing Defect**

Spare Tire Carrier Assembly

The supplier of this component is:

Flex-N-Gate

1306 East University Avenue, Urbana, IL 61802

Telephone: 217-278-2600

## 2. Identification of Affected Vehicles:

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

Make/	Model	Manufac-	· VIN		Production
Car Line	Year	turer	VDS	VIS	Period
Sienna	1998 - 2003	TMMK	GF13C*	U000021 - U125596	1997/8/7 - 2003/1/3
			GF19C*	U000018 - U313355	
			MF19C*	U000055 - U070516	
			ZF13C*	U000019 - U556505	
			ZF19C*	U000024 - U556508	
	2004 - 2010	TMMI	KK4CC*	S289076 - S343710	2003/1/16 - 2010/1/4
			YK4CC*	S289078 - S343708	
			ZA22C*	S000020 - S587358	
			ZA23C*	S000038 - S587362	
			ZK22C*	S000015 - S289073	
			ZK23C*	S000019 - S289398	

#### Note:

- (1) Only vehicles originally sold or currently registered in the following cold climate states with high road salt usage are affected: Connecticut, Delaware, Illinois, Indiana, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia, Wisconsin and the District of Columbia. Only portions of the listed states may exhibit the cold climate and high road salt usage which can cause this condition. To simplify the administration of this campaign and avoid confusion, Toyota has elected to include the entire states listed above rather than a portion. Therefore, contiguous states not identified above are not involved.
- (2) 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:

Approximately 600,000 units (vehicles originally sold or currently registered in cold climate states with high road salt usage)

4. Percentage of Vehicles Estimated to Actually Experience Malfunction:

Unknown

#### 5. Description of Problem:

The subject vehicles are equipped with the spare tire stowed under the vehicle. If the vehicle is operated in the cold climate regions of the United States where road salts are frequently used, water splashed backwards with high concentrations of road salt can reach the spare tire carrier and corrode the spare tire carrier assembly cable. In an extreme case, the cable may break due to excessive corrosion and the spare tire may separate from the vehicle.

# 6. <u>Chronology of Principal Events</u>:

May 2009

In May 2009, Toyota received a field technical report from the Canadian market which indicated spare tire cable separation on a 2004 MY Sienna; the broken part was also received. Toyota investigated this part and found that the end of the cable was broken due to excessive corrosion.

## June 2009

After receiving additional similar field technical reports, Toyota initiated a random parts recovery of in-use parts for both the 1<sup>st</sup> generation (MY 1998-2003) and the 2<sup>nd</sup> generation (MY 2004-2010) Sienna vehicles from Canada and the U.S. to try to investigate at least 100 cables to clarify whether this concern was caused by extraordinary environment conditions or for other reasons.

#### August 2009

The first batch of 16 recovered in-use parts from Canada arrived at Toyota. Toyota then started an analysis of the condition of the cables by measuring cut sections of the rusting area. No other broken parts other than the first one received in May were recovered at this point in time.

## September 2009

Toyota started to prepare for corrosion duplication testing using new parts by employing "Test Method for Accelerated Corrosion under Complex Environment" (CCT test method). The preparation of jigs necessary to conduct the testing took more than one month with trials and errors.

#### October 2009

CCT testing of new parts was started.

#### December 2009

By the end of December 2009, a total of 39 randomly recovered parts from the U.S. and Canada had arrived at Toyota and were analyzed. CCT testing of the new parts was on-going.

#### January 2010

CCT testing of new parts continued.

#### February 2010

Toyota determined that more broken parts were needed for its analysis. A second broken part from Canada and the first broken part from the U.S. were received at Toyota.

#### March 2010

Toyota received an inquiry letter from Transport Canada regarding 2 cases of cable breakage on the 1<sup>st</sup> generation Sienna.

## April 2010

As a result of the random in-use parts recovery, broken parts analysis, and the evaluation of CCT testing, it was clarified that excessive corrosion can develop around the end of the cable in regions where heavy road salt is used; however, little corrosion develops on the cable in the other regions.

## April 15, 2010

Toyota determined that this condition presented an unreasonable risk to motor vehicle safety and decided to conduct a voluntary recall.

## 7. Description of Corrective Repair Action:

## - Interim Remedy:

All known owners of the subject vehicles will be notified by first class mail to return their vehicles to a Toyota dealer for an inspection to assess the condition of the spare tire carrier cable.

Based on the inspection, one of the following actions will be taken, at no cost to the vehicle owner:

- 1. If there is no corrosion of the spare tire carrier cable, the owner will be notified of that fact and requested to bring the vehicle back to the dealership when the permanent solution becomes available.
- 2. If corrosion is detected such that the spare tire carrier cable can no longer safely support the spare tire, a temporary remedy, such as the removal of the spare tire and relocating it to the luggage compartment, will be used. The owner will then be requested to bring the vehicle back to the dealership when the permanent remedy becomes available.

After the permanent remedy is available, a second mailing will be conducted notifying owners and requesting them to return to the dealership to receive it at no cost.

#### - Permanent Remedy:

As in the Interim Remedy, all known owners of the subject vehicles will be notified by first class mail to return their vehicles to a Toyota dealer for an inspection to assess the condition of the spare tire carrier cable.

Based on the inspection, one of the following actions will be taken, at no cost to the vehicle owner:

- 1. If there is no corrosion of the spare tire carrier cable, an anti-rust agent will be applied to the spare tire carrier cable. For the 2<sup>nd</sup> generation Sienna, in addition to the anti-rust agent, a water splash protector will be installed.
- 2. If corrosion is detected, the corroded area of the spare tire carrier cable will be cut and

re-crimped. The anti-rust agent also will be applied to the spare tire carrier cable and the spare tire will be re-installed. For the 2<sup>nd</sup> generation Sienna, the water splash protector will also be installed.

# Reimbursement Plan for pre-notification remedies for Toyota

The owner letter will instruct vehicle owners who have had the spare tire carrier assembly replaced for this 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.

# 8. Recall Schedule:

Toyota's mailing of the initial owner notification will commence in the middle of July 2010. The second mailing will be scheduled when the permanent remedy is available. Copies of the owner notification and dealer instructions will be submitted as soon as they are available.

# 9. <u>Distributor/Dealer Notification Schedule</u>:

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