

# TOYOTA

TOYOTA MOTOR NORTH AMERICA, INC.

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August 9, 2010

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

Re: NVS-213cnl; PE10-008

Dear Mr. Quandt:

This letter is a follow-up to our previous submissions in connection with the above-referenced Preliminary Evaluation.

Toyota has reviewed some of the information previously submitted, as well as the VOQ's furnished by the agency. The review was focused on matters that allegedly involve crashes. Many of these incidents do not appear to be ones that can be described as involving or alleging vehicle "wander" or "drift", which we understand to be the subject of the agency's inquiry.

Enclosed is a spreadsheet on the enclosed CD-ROM identified as "Alleged Crashes" which lists each of the matters in which a crash is alleged to have occurred. The descriptions of the incident by the customer/driver are included. If a description comes from more than one source (e.g., a VOQ, consumer complaint, and/or claim), each description is included. Also noted is whether the vehicle was inspected by Toyota and the result of the inspection.

In many instances the descriptions are very vague. If there is no detailed description of the incident, but the customer said, for example, that she heard about the agency's investigation, we counted that as a "wander/drift" allegation. On the other hand, if the description was more specific (for example, the "steering locked"), a judgment was made based on the more detailed description (in this example, the description does not appear to relate to the alleged defect).

Toyota judged that 25 of the 37 matters that could be identified as alleging crashes do not appear to be ones that can be described as involving or alleging vehicle "wander" or "drift". (Of these 25, 12 have had vehicle inspections, and no defects in the vehicles were found).

The remaining 12 of the 37 were thought to allege "wander" or "drift", although in many instances the descriptions are quite vague. Vehicle inspections of 4 of these matters were performed, and no vehicle defects were found. For the 8 that could not be inspected, 7 had not been reported to Toyota, and the information had only been located in the VOQ's provided by the agency.

During the course of this review, additional documents on matters previously submitted were located. These are contained on the enclosed CD-ROM marked as "Supplementary Attachment Response 4".

Toyota continues to believe that the design and performance of the steering system on the subject vehicles is appropriate. Dynamic performance is not unusual when compared to other competitive models, and it is consistent with the models' steering design concept. No defect trends exist with regard to the subject EPS system or components.

Should you have any questions about this response, please contact me at (202) 775-1707.

Sincerely,

A handwritten signature in black ink, appearing to read 'CS', with a long horizontal line extending to the right.

Chris Santucci, Manager  
Technical and Regulatory Affairs  
TOYOTA MOTOR NORTH AMERICA, INC.

CS:mh  
Enclosures