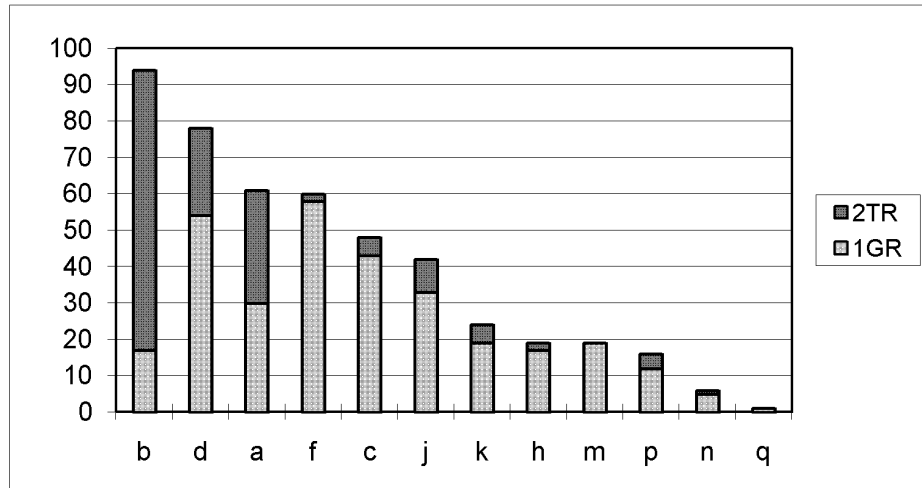


Customer Complaints list

problem	1GR				1GR Total	2TR				2TR Total	2RZ	3RZ	5VZ	Total	Crash
	MY					MY					MY	MY	MY		
	5	6	7	8		5	6	7	8		4	4	4		
b : High ENG RPM at the cold start idling	5	9	3		17	41	36			77		1		95	
d : High ENG RPM during cruise control on, due to down shift	25	27	2		54	5	15	4		24			5	83	
a : ENG RPM complaint during shifting	12	4	12	2	30	7	20	4		31			1	62	1
f : Surge/ lurch/ acceleration at the complete stop	28	15	14	1	58	1			1	2			5	65	4
c : Accelerate with no acceleration	10	11	17	5	43	2	2	1		5		1	4	53	11
j : Accelerator/pedal stick	13	9	10	1	33		7	1	1	9			3	45	10
k : High ENG RPM (Condition is unknown)	8	3	7	1	19	1	2	2		5	3		1	28	
h : Unsafe operation of the cruise control	9	5	2	1	17	1			1	2			4	23	2
m : Surge/ lurch/ acceleration during slowdown	6	6	7		19					0			2	21	10
p : Surge/ lurch/ acceleration during driving	4	2	6		12		3	1		4			2	18	7
n : Surge/ lurch/ acceleration during backdown	3	2			5		1			1				6	4
q : Excessive acceleration when vehicles start moving	1				1					0				1	1
Total	124	93	80	11	308	58	86	14	2	160	3	2	27	500	50



Crash incident of the Customer Complaint

problem	1GR				1GR Total				2TR				2TR Total			Total
	MY								MY				2RZ	3RZ	5VZ	
	5	6	7	8	5	6	7	8	5	6	7	8	MY	MY	MY	
b : High ENG RPM at the cold start idling																1
d : High ENG RPM during cruise control on, due to down shift																
a : ENG RPM complaint during shifting				1				1								
f : Surge/ lurch/ acceleration at the complete stop	1			2	1			4								4
c : Accelerate with no acceleration	1	4	3	1	9			1	1				1			11
j : Accelerator/pedal stick	3	2	4		9				1				1			10
k : High ENG RPM (Condition is unknown)																
h : Unsafe operation of the cruise control				1				1								1
m : Surge/ lurch/ acceleration during slowdown	3	5	1		9											1
p : Surge/ lurch/ acceleration during driving	1		3		4				2	1			3			7
n : Surge/ lurch/ acceleration during backdown	1	2			3				1				1			4
q : Excessive acceleration when vehicles start moving	1				1											1
Total	11	13	15	2	41	1	4	1	0	6	0	0	3	50		

