From: Michiteru Kato/=HINPO/TMC0. Sent:11/9/2007 4:47 AM.

To: [-] Christopher Tinto/=WDC/Toyota_NY@TOYOTA_NY@TOYOTA@TMCE.

Cc: [-] Chris Santucci/=WDC/Toyota_NY@Toyota_NY@TOYOTA@TMCE;Hiroyuki Yokoyama/=HINPO/TMC0@TMC0;Jyunji Ogata/=HINPO/TMC0@TMC0;Takezo Oba/=HINPO/TMC0@TMC0.

Bcc: [-] .

Subject: Re: Tacoma Update.

No problem, sir.

Actually I have not give you any updated information on this issue. This is my fault and I just wanted you to know the detail of the status of our activities on this issue in order to have you catch up and stand on the same floor as we are.

Mitch

宛先: Michiteru Kato/HINPO/TMC0@TMC0@TMCE@TOYOTA
cc: Chris Santucci/WDC/Toyota_NY@Toyota_NY, Hiroyuki Yokoyama/HINPO/TMC0@TMC0, Jyunji Ogata/HINPO/TMC0@TMC0, Takezo Oba/HINPO/TMC0@TMC0
件名: Re: Tacoma Update

Thank you very much Mitch for this detailed analysis. I think today's meeting will be very informal, and my experience has been that they are simply looking for the general facts, just to be ready if challenged.

I certainly will let you know how it goes.

Again - thank you for your hard work on this.

Best Regards,
Chris

Chris Tinto
****
Vice President, Technical and Regulatory Affairs, Safety
Toyota Motor North America, Inc.
601 13th St. NW
Suite 910 South
Washington, DC 20005
Phone (202) 463-6824
NEW CELL NUMBER - (202) 412-7822
email: Chris_Tinto@tma.toyota.com

Michiteru Kato/HINPO/TMC0@TMC0
11/09/2007 03:13 AM
To Christopher Tinto/WDC/Toyota_NY@TOYOTA_NY, Chris Santucci/WDC/Toyota_NY@TOYOTA_NY
cc Hiroyuki Yokoyama/HINPO/TMC0@TMC0, Jyunji Ogata/HINPO/TMC0@TMC0, Takezo Oba/HINPO/TMC0@TMC0

Subject Tacoma Update

Tinto-san and Santucci-san,

As per your request, the following is the information on our activities of the Tacoma issue.

As you know, Toyota had not received any field report from the market when the TV station aired this issue and also NHTSA contacted you to inform their intention of conducting the compliance testing based on the consumer complaints.
Therefore, we immediately began our investigation on this issue. But we do not know the detail of the phenomenon which has happened on the Tacoma vehicles in the field, so the most important thing to investigate this issue is to inspect the vehicles which experienced the phenomenon reported by the TV station and also in the NHTSA's VOQs in order to get better understanding of the phenomenon and identify the cause of the phenomenon if possible during the inspection.

So CQE-LA started checking the customer complaints received by NHTSA and TMS-CR and also TAS call received by the TMS-Service in order to select the vehicles which should be inspected.
At that time, some vehicles came up for the inspection and so far, CQE-LA went to the dealers and saw four Tacoma vehicles. Please see the attached Excel file which shows the vehicle information and the content of TAS call. The vehicles highlighted in yellow and gray were inspected.

Results of the inspection
[Vehicle 2]
The all weather floor mat was the Toyota's accessary mat. It was placed on the top of the carpeted floor mat and was not secured with the retaining clips. CQE-LA could duplicate the phenomenon, i.e. the accelerator pedal interferes with the all weather floor mat when it's moved forward and the pedal stuck at the "edge" of the mat, not the ridge on the mat. Sometimes the pedal came free from the mat in a few second and returned to the idle position and sometimes continued sticking. It depend on the location of the edge of the mat where the pedal sticks. Also they checked all related parts, such as the accelerator pedal, throttle body etc, and DTC code and found that there is no abnormality on those parts. Therefore, the dealer explained the inspection result to the customer and secured the mat, and then returned the vehicle to the customer.

[Vehicle 5]
The all weather floor mat was the aftermarket mat and does not have the hole for the retaining clips. In addition this mat is bigger than the Toyota's accessary all weather floor mat and can cover the floor carpet underneath the accelerator pedal. So when the accelerator pedal is depressed to WOT position, the bottom edge of the pedal interferes with the top surface of the mat. Actually there were scuff marks on the surface of the mat. CQE-LA could not duplicate the phenomenon and also they found no abnormality on the accelerator control system. We are not sure whether the double stacked mat caused the phenomenon, but maybe possible cause.

[Vehicle 1]
This vehicle had a TRD carpeted floor mat and it was secured with the retaining clips. CQE-LA could not find any abnormality on the accelerator control system.

[Vehicle 7]
This vehicle is equipped with the manual transmission and 2TR engine. (all other vehicles are equipped with automatic transmission and 1GR engine) The customer stated that the engine rpm did not drop from 2,500rpm for 15 seconds when shifting 4th to 5th gear at speed of 55-60mph. CQE-LA inspected the vehicle and could duplicate the phenomenon. The engine rpm stayed for max. 10 seconds when the clutch was disengaged to shift from 4th to 5th gear.
Therefore, CQE-LA and TMC engineer will investigate this closely to identify the cause of the phenomenon.

Other candidate vehicle
Other three vehicles listed as #3, 4, 6 are currently being arranged to be inspected by CQE-LA.

Analysis of NHTSA VOQs
I analyzed the NHTSA VOQs to categorize the phenomenon which the consumer alleged. I attached a result of the analysis for your information.

If you have any questions, let me know. And please inform us of the result of the meeting with Rep.

I'll keep you informed.

Thank you for your cooperation and support on this issue.

Best regards,

Mitch