CONFIDENTAIL DRAFT

STATEMENT AND Q&A REGARDING NHTSA PRELIMINARY EVALUATION INVESTIGATION OF SIENNA ACCELERATOR PEDAL INTERFERENCE ALLEGATIONS

(04-11-08 v4)

Statement:
The National Highway Traffic Safety Administration ("NHTSA") has received one consumer complaint alleging unwanted acceleration in a 2004 model year Toyota Sienna. Based upon this report, NHTSA opened an investigation called a Preliminary Evaluation on April 10, 2008. A Preliminary Evaluation is an early-stage inquiry to determine if further analysis (an Engineering Analysis) is warranted; this is not a recall. Toyota has not yet received the Information Request (IR) letter from NHTSA; we have only received the Opening Resume. Toyota is currently cooperating fully with the agency in its efforts to investigate the allegations.

Q1: When did NHTSA begin its investigation of the reported case?
A1: On April 10, 2008 NHTSA opened an investigation on one consumer complaint alleging unwanted acceleration in a 2004 model year Sienna vehicle.

Q2: What prompted NHTSA to investigate this issue?
A2: NHTSA received one consumer complaint alleging unwanted acceleration on a 2004 model year Toyota Sienna vehicle.

Q3: What seems to be the source of the problem?
A3: Toyota is in the midst of its investigation. It is premature to comment on the cause until the investigation is completed.

> **Q3a: NHTSA's Opening Resume states that field data collected indicates that if the driver's side center console trim panel retainer clip is missing it is possible for the trim panel to detach from the center console and possibly trap the accelerator pedal causing unwanted acceleration. Has Toyota received additional console retainer clip complaints?**
> A3a: Our initial focus is on the one complaint reported by NHTSA. However, our investigation will tell us if there are more vehicles involved.
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> **Q3b In addition, NHTSA's Opening Resume states that field data also indicates that the suspect trim panel was used on vehicles produced from January 2003 to June 2003 and then superseded to a trim panel that does not trap the accelerator pedal if the trim panel retainer clip fails or becomes dislodged. Why did Toyota make a production change?**
> A3b: Toyota is constantly making production changes to address our customers concerns. In terms of its relation to this Preliminary Evaluation, Toyota is in the midst of its own investigation. It is premature to comment further until the investigation is completed.

Q4: Is this one complaint the only vehicle you are aware of that has experienced this problem?
A4: Our initial focus is on the one complaint reported by NHTSA. However, our investigation will tell us if there are more vehicles involved.

Q5: Is this a recall?
A5: No. This is not a recall. A Preliminary Evaluation is an early-stage inquiry to determine if further analysis by NHTSA (an Engineering Analysis) is warranted.

Q6: Have there been any cases of accidents?
A6: There were no accidents reported in the one consumer complaint.

Q7: Have there been any cases of deaths or injuries?
A7: There were no deaths or injuries reported in the one consumer complaint.

Q8: How many Sienna vehicles has Toyota sold that are being investigated?
A8: There were approximately 216,000 model year 2004 Sienna vehicles manufactured for sale in the United States.

Q9: Is NHTSA currently conducting an investigation on the 2006 and 2007 model year Toyota Tacoma for unwanted acceleration allegations?
A9: No, NHTSA has received a private citizen petition on 2006 and 2007 model year Toyota Tacoma vehicles to open a Preliminary Evaluation (PE) Investigation. The petitioner alleges an engine speed increase without accelerator application. Based upon this request, NHTSA has opened a Defect Petition to review the petitioner's claim and determine whether the claim has merit or not. This is not a Preliminary Evaluation (PE) Investigation or a recall. To date, NHTSA has not opened a Preliminary Evaluation Investigation on 2006 and 2007 model year Toyota Tacoma vehicles.

Q10: Didn't NHTSA already conduct an investigation on the Toyota Tacoma Accelerator Control System?
A10: No, NHTSA received consumer complaint allegations regarding the Accelerator Control System in certain 2007 model year Toyota Tacoma vehicles. NHTSA did not open a formal investigation to look into these allegations. However, NHTSA did conduct a confirmation test on the 2007 model year Toyota Tacoma for Federal Motor Vehicles Safety Standards (FMVSS) 124 Accelerator Control Systems. Toyota fully cooperated with the agency to support their testing efforts.

> **Q10A: How many Toyota Tacoma Accelerator Control System complaints has NHTSA received?**
> A10A: As this was not a formal NHTSA defect investigation, they have not formally advised us of the number of complaints they have received.
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> **Q10B: What were the results of the FMVSS 124 Compliance tests conducted by NHTSA?**
> A10B: The 2007 model year Toyota Tacoma vehicle tested passed the FMVSS 124 Compliance tests.

Q11: Didn't Toyota just recall Camry and Lexus ES 350 vehicles for an Accelerator Control System problem?
A11: The Toyota Camry and Lexus ES 350 All Weather Floor Mat Equipment recall involved the Toyota Camry and Lexus ES 350 All Weather Floor Mats designed specifically for the driver's seating position in certain 2007 and early 2008 model year vehicles. In this case, if the optional Toyota Camry or Lexus ES 350 All Weather Floor Mat (either by itself or if it is placed on top of the existing carpeted floor mat) is not secured by the retaining hooks and the mat moves forward, it may interfere with the accelerator pedal returning to the idle position. If the mat is properly secured, it will not interfere with the accelerator pedal.

Q12: What if customers have questions or safety concerns regarding this issue, should they go to their dealer?
A12: We remain confident in the safety of these vehicles, but if customers have any concerns at all they should feel free to contact our Toyota customer Experience Center.

Toyota Customer Experience Center - 1.800.331.4331