

From: Gary Heine/=TMS/Toyota.

Sent:7/25/2008 9:27 AM.

To: [-] Tom Steger/=TMS/Toyota@Toyota; Clayton Meyer/=TMS/Toyota@Toyota; Cole Stutz/=TMS/Toyota@Toyota; Andrew Curtin/=TMS/Toyota@Toyota; Mike Robinson/=Mobile/Toyota@Toyota; Jaime Angulo/=TMS/Toyota@Toyota; Craig Parker/=TMS/Toyota@Toyota; John Stover/=TMS/Toyota@Toyota; Tim Davis/=TMS/Toyota; Nobu Takeda/=TMS/Toyota@Toyota; Scott Stewart/=TMS/Toyota; Kirk Forsht/=TMS/Toyota@Toyota.

Cc: [-]

Bcc: [-]

Subject: Fw: Toyota PQSS Executive Summary through July 19, 2008.

Please review and notice how much Powertrain is mentioned. There appears to be a few issues for which we have not reported and may need investigation/ reporting

Regards,
Gary Heine
Quality Assurance Powertrain Manager
Toyota Customer Services Division
O- 310 468 2521
C- 310 977 0860
F- 310 381 7783

----- Forwarded by Gary Heine/TMS/Toyota on 07/25/2008 09:17 AM -----

"Colacurcio, Joe" <Joe.Colacurcio@nielsen.com>

07/24/2008 05:03 PM

To <greg_bryan@toyota.com>, <gordon_rush@toyota.com>

cc "Randy_Wagner@toyota.com" <'Randy_Wagner@toyota.com'>, "Jeff_Northrup@toyota.com"

<'Jeff_Northrup@toyota.com'>, "craig_erickson@toyota.com" <'craig_erickson@toyota.com'>, "matt_allen@toyota.com" <'matt_allen@toyota.com'>, "brian_lyons@toyota.com" <'brian_lyons@toyota.com'>, "Randy_Reida@toyota.com" <'Randy_Reida@toyota.com'>, "Howard_Abrahams@toyota.com" <'Howard_Abrahams@toyota.com'>, "Russell_Suzuki@toyota.com" <'Russell_Suzuki@toyota.com'>, "Mike_Robinson@toyota.com" <'Mike_Robinson@toyota.com'>, "Gary_Heine@toyota.com" <'Gary_Heine@toyota.com'>, "Bob_Nagai@toyota.com" <'Bob_Nagai@toyota.com'>, "Tom_Krembs@toyota.com" <'Tom_Krembs@toyota.com'>, "michael_jarboe@toyota.com" <'michael_jarboe@toyota.com'>, "Tom_Kim@toyota.com" <'Tom_Kim@toyota.com'>, "Charles_Lee@Toyota.com" <'Charles_Lee@Toyota.com'>, "Enzweiler, Julie" <'Julie.Enzweiler@nielsen.com'>, "Stephenson, Bill" <'Bill.Stephenson@nielsen.com'>, "Black, Larry" <'Larry.Black@nielsen.com'>, "Patak, Elizabeth" <'Elizabeth.Patak@nielsen.com'>, "Hamm, Scott" <'Scott.Hamm@nielsen.com'>

Subject Toyota PQSS Executive Summary through July 19, 2008

Hello,

Attached please find the Toyota Quality Executive Summary report reflecting data from July 6th, 2008 – July 19th, 2008. The reporting site (<http://toyota.reports.buzzmetrics.com/main.asp>) has also been updated with the latest information.

Toyota

4Runner Current Generation

Engine "Thunk"

Stereo Problems

Overheating Off-Road

Driveline Clunk

Camry Current Generation

Vibrations at Highway Speeds

Acceleration Delays

Transmission Recalibration TSB

2009 Transmission Issues

Gear Box/Shifter Reach High Temperatures

Moonroof Rattles

Dashboard Rattle TSB
Corolla Current Generation
Rattles
Ride Vibrations
Corolla Previous Generation
No-start/Stalling/Rough Idle
Paint and Rust Issues
Highlander Current Generation
Gear Whine
Stereo Problem
Highlander Hybrid Previous Generation
Power Steering Failure
Matrix Current Generation
Excessive Wind Noise
Matrix Previous Generation
Problem with Ignition/Camshaft
Ignition and Acceleration Issue
Peeling Paint
Prius Current Generation
Headlight Problems
"Piercing" Noise
Overheating in Traffic
Malfunction Indicator Lights Illuminated
Trouble Shutting Down
RAV4 Current Generation
Paint Issues
Starting Problems
Sienna Current Generation
Engine Vibrations, Noises
Right-Side Sliding Door Problem
Center Rear Seat Mechanism
Tacoma Current Generation
Vibrations while Driving
Engine Pinging
Inaccurate Speedometer
Tundra Current Generation
Bed Bounce
Torque Converter Replacement
Lexus
Lexus ES 350 Overall
Dashboard Rattle Resolution
Lexus IS 350 Overall
Excessive Rattles
Lexus LS 460L Overall
Excessive Paint Chips
Lexus RX 350 Overall
Problem Using Rearview Camera at Night
Lexus RX 400h Overall
Short Tire Life
Engine and Water Temperature Gauge

Scion

Scion tC Current Generation
Grinding through Shifts
Excessive Paint Chips
Scion xB Previous Generation
Windshield Cracks
R.S. 2.0 Exhaust Tip

Please feel free to contact us if you have any questions.

Thanks,
Joe Colacurcio

Senior Analyst, Automotive
Nielsen Online

The Nielsen Company
50 West RiverCenter Blvd.
Third Floor
Covington, KY 41011

859.905.4936 voice
610.462.3048 mobile
joe.colacurcio@nielsen.com
www.nielsen-online.com