

From: Gary Heine/=TMS/Toyota

Sent:5/15/2009 10:08 AM.

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Cc: [-]

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Subject: Fw: Toyota PQSS Executive Summary through May 9, 2009.

Regards,
Gary Heine
Quality Assurance Powertrain Manager
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----- Forwarded by Gary Heine/TMS/Toyota on 05/15/2009 10:07 AM -----

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

05/14/2009 03:51 PM

To <greg_bryan@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'>, "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'>, "glen_fujita@toyota.com" <'glen_fujita@toyota.com'>, "ruben_nieto@toyota.com" <'ruben_nieto@toyota.com'>, "richard_reed@toyota.com" <'richard_reed@toyota.com'>, "Hamm, Scott" <Scott.Hamm@nielsen.com>, "Stephenson, Bill" <Bill.Stephenson@nielsen.com>
Subject Toyota PQSS Executive Summary through May 9, 2009

Good afternoon,

Attached, please find the Toyota Quality Executive Summary report reflecting data from April 26, 2009 – May 9, 2009. The reporting site (<http://toyota.reports.buzzmetrics.com/main.asp>) has been updated with this latest information.

Toyota

4Runner Current Generation

- Shocks Leaking
- Running Rough
- Sunroof Stuck Open
- Driveline "Clunk"

Avalon Overall

- Paint Quality
- VVT-I Oil Line
- Interior Water Leak

Camry Current Generation

- CD Player Difficulty with CD-R
- Driveline "Clunk"
- Vibrations at 75 MPH

Camry Hybrid Overall

- SmartKey Works Intermittently
- Battery Lost Power

Corolla Current Generation

- Interior Trim Pieces

Corolla Previous Generation

- A/C Issues
- Brake Noise
- Disappointed XRS owner
- Transmission Failure
- P0171/Drivability Issues

FJ Cruiser Overall

- Accidental Diesel Usage

Highlander Previous Generation

- HVAC System Issues
- Potential Electrical/Transmission Problem

Highlander Hybrid Current Generation

- General Disappointment, OEM Tires

Highlander Hybrid Previous Generation

- Clear Liquid under vehicle?

Matrix Current Generation

- Engine Gets Too Hot

Matrix Previous Generation

- Transmission Replacement
- Catalytic Converter Replacement
- Tire Wear
- Transmission Shifts "On its Own"

Prius Current Generation

- HID/Headlight Problems
- Unintended Acceleration
- Steering Wheel Off-Center
- Potential SmartKey Issue
- Traction Control

Prius Previous Generation

- HV Battery Replacement

RAV4 Current Generation

- Intermediate Steering Shaft Issue
- Transmission/Gear Whine
- VVT-I Oil Line Leak
- Water Pump Failure

RAV4 Previous Generation

- Transmission Problems?

Sequoia Current Generation

- Dead Battery after 30 mins

Sienna Current Generation

- Sliding Door Problems
- A/C Failure
- Brake Lights Not Working

Tacoma Current Generation

- Transmission "Slipping"
- A/C Failure
- Clutch Squeak
- Rear Main Seal
- Steering "Clunk"
- Suspension Squeak
- Catalytic Converter Failure

Tacoma Previous Generation

- Frame Rust

Tundra Current Generation

- Paint Problems/ Bumper Rust
- Differential Replacement
- Brake Rotor Problems/Shimmy
- Acceleration/ "Clunk"
- Rusty Rear Differential
- Stereo Replacements

Tundra Previous Generation

- Frame Rust

Venza Overall

- "Salt Residue" on top of clearcoat

Lexus

ES 330 Overall

- Paint Peeling Off Mirrors

ES 350 Overall

- Excessive Wind/Road Noise

GS 350 Overall

- Seat Changes Position

IS 250 Overall

- Brake Noises, Caliper Replacement
- Premature Clutch Wear
- Bubbling Wheels
- Steering Alignment

IS 350 Overall

- Engine Knock
- Paint Chips and Rust

GS 400 Overall

- Engine Shut Off While Driving

LS 430 Overall

- Navigation Problem after Update
- Suspension Height Sensor
- Caliper Bolt Came Off while Driving

LS 460 Overall

- Excessive Wind Noise
- Airbag Problem

RX 350 Current Generation

- Engine and Road Noise

RX 350 Previous Generation

- Tire Wear
- CEL from Fuel Tank
- Ignition Coil – Code PO350
- TPMS Light

SC 430 Overall

- Brake “Clunks”

Scion

tC Overall

- Transmission Issues
- Multiple Quality Issues
- Engine Noises and Vibrations
- Throttle Body Sensor Replacement

xB Previous Generation

- A/C Replaced
- Broken Door Handles
- Timing Gear – P0012

xD Overall

- Dashboard Rattles

Please let us know if you have any questions.

Thanks,

Joe Colacurcio

Senior Analyst, Automotive

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