From: Gary Heine/=TMS/Toyota. Sent:9/17/2009 3:31 PM.

To: [-] Tom Steger/=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; Michael Hartke/=TMS/Toyota@Toyota; Dereck Sessions/=TMS/Toyota; David Jusko/=TMS/Toyota@Toyota; Adam Danos/=TMS/Toyota@Toyota; Lonnie Peterson/=TMS/Toyota@Toyota.

Cc: [-] .

Bcc: [-] .

Subject: Fw: Toyota PQSS Executive Summary through September 12, 2009.

Regards,
Gary Heine
Quality Assurance Powertrain Manager
Toyota Customer Services Division
O- 310 468 2521
C- 310 977 0860
F- 310 381 7753
----- Forwarded by Gary Heine/TMS/Toyota on 09/17/2009 03:25 PM -----

"Colacurcio, Joe" <Joe.Colacurcio@nielsen.com>
09/17/2009 02:07 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'>, "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'>, "Bob_Nagai@toyota.com" <'Bob_Nagai@toyota.com'>, "Stephenson, Bill" <Bill.Stephenson@nielsen.com>, "Primrose, Jon" <Jon.Primrose@nielsen.com>, "Hamm, Scott" <Scott.Hamm@nielsen.com>
Subject Toyota PQSS Executive Summary through September 12, 2009

Good afternoon,

Attached, please find the Toyota Quality Executive Summary report reflecting data from August 30, 2009 – September 12, 2009. The reporting site (http://toyota.reports.buzzmetrics.com/main.asp) has been updated with this latest information.

Toyota
4Runner Current Generation
- Undercarriage, Tailgate Rust

Avalon Current Generation
- Transmission Replacement after TSB

Camry Current Generation
- Head Unit Display Issues
- ABS Noise at 10 MPH
- Brake Noise TSB
- Creaking Noise from Brakes

- No Music when synched with Palm Pre
- Speaker Rattle
- Transmission Shifting
- Trunk Leak

Camry Hybrid Overall
- Water Pump Replacement
- Sun Visor TSB

Camry Previous Generation
- Engine Smoke Upon Startup
- Recall for Cruise Control Cable within ES 350 Unintended Acceleration message

Camry Solara Previous Generation
- Traction Control

Corolla Current Generation
- Multiple Issues; Would Not Recommend
- Paint Problems
- Seat Does Not Lock In Place
- “Cracking” Noise When Turning
- Transmission “Kick” when Shifting from Park

Corolla Previous Generation
- Drivability/ECM Issues
- Manual Transmission Issue

Highlander Current Generation
- Tire Wear

Highlander Previous Generation
- Tailpipe Smoke/Sludge

Matrix Previous Generation
- Sun Roof Leak
- Tire Wear, Wheel Bearings and Struts

Prius Current Generation
- Braking Problems
- iPod Interface, kit installation
- Poor Satellite Radio Reception
- Electrical “Hum” Sound
- Inaccurate/ “Poor” Navigation System
- Uncomfortable Seat Causing Back Problems
- Steering Feels “Squirrely”/Unsafe
- Tire Noise/Squeak
- Windshield Design/Quality

Prius Previous Generation
- Headlight/HID Problems
- Odor/Evaporator Coil TSB
- Engine “Clatter”

RAV4 Current Generation
- VVT-I Oil Line Leak
- Starting Difficulty
- Paint “Bubbling”

RAV4 Previous Generation
- ECM/Transmission Problems

Sienna Current Generation
- Sliding Door Problems

- Transfer Case Seal Failure
- Transmission Slipping

Tacoma Current Generation
- Four-Wheel Drive Problems
- Acceleration/Engine Slipping Issues
- 4x4 “Clunking” Sound
- Paint Defects
- Rear Springs TSB

Tacoma Previous Generation
- Frame Rust

Tundra Current Generation
- Lug-Nut Rust/Rust Through
- Clunk at Stop
- Dashboard Noise
- Multiple Problems

Tundra Previous Generation
- Frame Rust
- Transmission Failure

Venza Overall
- Stereo ASL Does Not Work
- Center Armrest “Crackling”
- TPMS Remains On

Yaris Overall
- Water Leak

Lexus

ES 330 Overall
- Transmission Fluid and CEL

ES 350 Overall
- Unintended Acceleration Coverage
- Starting Issue

GS 350 Overall
- Engine Noise at Startup
- Cam Gear “Worn Out”

IS 250 Overall
- Loss of Acceleration While Driving
- Exhaust Odor

LS 430 Overall
- Fuel Pump Replacement, TSB What is this?

LS 460 Overall
- Excessive Wind Noise

LX 570 Overall
- Vibration/Drone

RX 330 Overall
- Rear Window Molding
- Starting Problem
- Rear Liftgate will not Open

RX 350 Previous Generation

- Tailgate Rattle

RX 400h Overall
- Broken Transaxle and Grinding Noise
- Vehicle Shut Down While Driving

SC 430 Overall
- Gear Arm for Retractable Roof

Scion

tC Overall
- Transmission Problems
- Transmission Fluid Leak

xB Current Generation
- “Jolt” when Shifting, Accelerating
- Rattles during Acceleration

Please let us know if you have any questions.

Thanks,
Joe Colacurcio
Senior Analyst, Automotive
Nielsen BuzzMetrics
The Nielsen Company
859.905.4936
http://www.nielsen.com/