

SEP 20 1985

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. Kenichi Kato
General Manager
Toyota Motor Corporation
U.S. Office
9 West 57th Street, Suite 4530
New York, NY 10019

NEF-12 Ch
EA85-045

Dear Mr. Kato:

This letter is to advise you that EA85-045 has been opened and to request information concerning alleged sudden acceleration of 1981-1984 Toyota Cressida vehicles. This matter was partially addressed in EA83-R20 which has been closed.

We recently inspected and tested a 1982 Toyota Cressida which had experienced inadvertent sudden acceleration due to failure of the cruise control computer. Additionally, we are aware of at least 16 complaints concerning inadvertent vehicle sudden acceleration on 1981-1984 Cressidas.

For purposes of this information request, the following terms are defined unless otherwise described:

- o Subject vehicles: all 1981 through 1984 model Toyota Cressida vehicles with cruise control assemblies;
- o Toyota: all the personnel and files of the Toyota Motor Corporation including all dealers, suppliers, contractors, and field personnel;
- o Cruise Control assemblies: including speed sensor, main control switch, cruise control computer, actuator and cancel switches;
- o Alleged problem: shall refer to inadvertent vehicle sudden acceleration due to any cause including, but not necessarily limited to, failure, malfunction or unsatisfactory performance of the cruise control assemblies or any of their components.

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In order for my staff to evaluate the alleged problem certain information is required. Pursuant to Sections 108 and 112 of the National Traffic and Motor Vehicle Safety Act, please provide numbered responses to the following items. It would be appreciated if you would repeat each item verbatim, before the response. If any document has been provided to this office in response to a previous information request on this matter, that document need not be re-submitted. All other documents must be submitted as requested. The submitted documents are to include, but not be limited to, both written and transcribed reports or documents from verbal communications or electronic storage media. All submitted documents written in Japanese must be translated into English.

1. Furnish the number of subject vehicles sold by Toyota in the U.S. by make, model and model year.
2. Furnish the number and copies of all owner reports or consumer complaints received by Toyota, or of which Toyota is otherwise aware, pertaining to the alleged problem on the subject vehicles. Furnish all reports or complaints whether or not Toyota has verified each report. If the reports were verbal communications, provide written transcripts or summaries, including the date and persons involved, for each report.
3. Furnish the number and copies of all other reports, complaints, surveys, or investigations from all sources either received or authorized by Toyota, or of which Toyota is otherwise aware, pertaining to the alleged problem on the subject vehicles. Furnish all reports whether or not Toyota has verified each report, including all correspondence, notes, memoranda and other records pertaining or relating to the performance of the cruise control assemblies (or components thereof) on the subject vehicles. If the reports were verbal communications, provide a written transcript or summary, including the date of the communication and the name of the persons involved for each.
4. Furnish the number and a description of each accident or subrogation claim (including the names, addresses and telephone numbers of the owner/occupants involved) of which Toyota is aware on the subject vehicles and which may have occurred due to circumstances, conditions, or problems caused by the alleged problem. Furnish all reports whether or not Toyota has verified each report. If the reports were verbal communications, provide a written transcript or summary, including the date of the communication and the name of the persons involved for each report.

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5. With respect to Toyota's response to this letter, please define what Toyota has considered to be a failure, malfunction or unsatisfactory performance of the cruise control assemblies (or components thereof) on the subject vehicles.
6. Identify all lawsuits, both pending and closed, by title, location and docket number in which Toyota is or was a defendant (or co-defendant) pertaining to, at least in part, the alleged problem on the subject vehicles. Provide a brief synopsis of each case including Toyota's analysis of the incident, the identification of the vehicle (model series, model year, and VIN), the date of the incident which was the basis for the lawsuit, the date the lawsuit was filed and the vehicle owners (name, address and telephone number). Identify all parties involved in the lawsuit.
7. Furnish the number of applicable warranty claims on the subject vehicles which may have been claimed as a result of failure, malfunction or similar performance of the cruise control assemblies (or components thereof) by model series code, calendar month and problem code to date. Each problem claim code must be identified. Furnish representative sample warranty claims on the matter.
8. Furnish the number of the following components or assemblies sold to date by model, series, model year application, component name, part number (both service and engineering), supplier (name, address and model year of supply application) and calendar month which may be used on the cruise control assemblies on the subject vehicles:
 - a. speed sensor,
 - b. main control switch,
 - c. cruise control computer,
 - d. actuator, and
 - e. cancel switches.

If any of the components identified in item 8 are sold (or have been sold) as part of a kit or package, identify the number of such kits or packages sold by part number (both for the kit/package and the components included), vehicle application and calendar year of sale to date.

Furnish the production code sequence of the VIN by calendar month for each assembly plant producing the subject vehicles.

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11. Furnish copies of all correspondence between Toyota and the suppliers of the cruise control assemblies (or components thereof) pertaining to design, manufacturing, performance, durability, quality, testing or modification of the cruise control assemblies on the subject vehicles. If any communications on this subject were verbal, provide a written transcript or summary of each such communication and include a statement that identifies the participants and the date of the communication.
12. Furnish a copy of all tests and analyses which Toyota is aware of which were used in developing the cruise control assemblies and components thereof for use on the subject vehicles.
13. Identify and describe any and all ongoing tests or analyses at (1) contractors, (2) suppliers or (3) Toyota entities (both in and outside the U.S.) pertaining to the cruise control assemblies on the subject vehicles.
14. Identify any and all (1) suppliers, (2) contractors or (3) Toyota entities (both in and outside the U.S.) which have or may have conducted tests or investigations which may pertain to (a) the cruise control assemblies or components thereof or (b) the alleged problem by name, address, calendar date the work was first discussed and type of work performed or discussed. Distinguish between that work which was actually completed from that which was not finalized. Furnish copies of all reports, notes, tables, graphs or similar documents which were developed for each. Identify the reason(s) why an effort may not have been finalized for each effort.
15. Identify and describe all changes or modifications in the design, manufacture, attachment or composition of the components listed in item 8. The description should include but not be limited to the following items for each change or modification:
 - a. the reason for the change or modification;
 - b. description of the change or modification;
 - c. the calendar date on which the change or modification was incorporated into production; and
 - d. describe whether the changed or modified component can be used as a replacement part for unchanged or unmodified components.
16. Identify whether Toyota ever considered alternative cruise control assemblies in the subject vehicles. Include in the

identification of each alternative component (or method) the following:

- a. when each alternative component was first proposed;
 - b. a description of the alternative component; and
 - c. the disposition of the alternative component (i.e. whether the alternative component was approved, disapproved, or still undergoing evaluation) and the reason(s) for the disposition other than economic reasons.
17. Furnish engineering specification drawings of the components identified in item 8 and used on the subject vehicles.
18. Describe test and inspection methods and procedures as well as instruments used to detect failure or malfunction of the cruise control computer in the subject vehicles.
19. Furnish Toyota's opinion of the alleged problem with the cruise control assemblies in the subject vehicles. Please include an assessment of the following:
- a. the causal or contributory factors which may result in the alleged problem such as computer failure;
 - b. the failure mode;
 - c. the risk to motor vehicle safety created by the alleged problem; and
 - d. any warning of the alleged problem.
20. Furnish a copy of all documents not specifically requested which Toyota believes are relevant or were used in formulating its assessment of the alleged problem.
21. Furnish any new information of which Toyota is aware concerning any report, document, or information which may have been previously provided by Toyota. Also, furnish any additional information of which Toyota is aware concerning the reports provided by the National Highway Traffic Safety Administration (NHTSA) on this matter.
22. Is the cruise control computer only used in the subject vehicles? If not, furnish the number of other Toyota vehicles using a similar computer sold in the U.S. by make, model and model year.

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It is important that you respond to this letter on time. This letter is being sent to you pursuant to Section 112 of the National Traffic and Motor Vehicle Safety Act (the Act), which authorizes this agency to conduct any investigation which may be necessary to enforce Title I of the Act. Your failure to respond promptly and fully to this letter may be construed as a violation of Section 108(a)(1)(B) of the Act. Your written response, in duplicate, referencing the identification codes in the upper right hand corner of page 1 of this letter, must be submitted to this office within 30 working days from your receipt of this letter. If you find that you cannot respond within the allotted time, you may request an extension from the Director, Office of Defects Investigation, at (202) 426-2850, no later than 5 working days prior to the deadline for your response. A telephone request for an extension must be confirmed in writing.

If any portion of your response is considered confidential information, include all such material in a separate enclosure marked confidential. In addition, you must submit a copy of all such confidential material directly to the Chief Counsel of NHTSA and comply with all other requirements of 49 CFR, Part 512, Confidential Business Information.

If you have any technical questions concerning this matter, please contact Dr. George Chiang of my staff at (202) 426-2847.

Sincerely,

/s/ Philip W. Davis

Philip W. Davis
Director
Office of Defects Investigation
Enforcement

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