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C531548 for TQ-NET

初報

FIELD TECHNICAL REPORT

Toyota (GB) PLC

(Approved)			
FTR No.	Country, Region, Territory	Created by	Issue Date
2009/540/GB	U.K.	Simon Fenn	2009/12/04
Model	Model Code	Year Model	Priority
VERSO - TMMT	ZGR21R-GRXEPW	2009	A
VIN/Frame No.	Engine No.	Mileage	Number of Cases
NMTDG26R70R009417	U189208	1198Km	1
Component Code	Component		Production
K33	Accelerator - Accelerator Pedal		03/09/2009
Original failed parts No.	Correction Parts No.	Status of original failed parts	Main Responsibility
78110-05021	78110-05021	Yet to be replaced	TMMT Local Parts
TMME/TMC Receiving Date	Delivery Date	Repair Date	First Complaint Date
2009/12/04	2009/10/25		2009/12/03

Subject

[Early Warning] Verso 20 - TMMT - Alleged Accelerator Pedal Assy Sticking Intermittantly

Introduction

The purpose of this FTR is to bring to TME, TMUK, TMMT and TMC's attention the following concern at an early stage:

TGB has received a dealer report concerning the 'Pedal Assy, Accelerator' (Part No.78110-05021) allegedly sticking intermittently whilst driving the vehicle.

Total number of reported cases within this FTR = 1.

Symptom/Condition

Customer Complaint:

The customer's of the headline vehicle alleged to the dealership that their vehicle has suffered from the throttle pedal sticking intermittently whilst the vehicle is being driven.

The husband and wife who own the headline vehicle explained to the dealership that they had both experienced the throttle pedal sticking intermittently.

The customer's advised the dealership that the throttle could stick intermittently at any time and had no set pattern when it would occur.

The customer stated that 'she had to lift the accelerator pedal off the vehicle floor with her toe' when the throttle pedal stuck down.

AR2 / NMSC Inspection/Findings:

The AR2 technician inspected the headline vehicle and noted that it is fitted with Toyota Accessory Floor Mats and they are secured into place with the supplied fixing brackets.

The AR2 technician checked the headline vehicle for any diagnostic trouble codes and none were found to be recorded within the vehicle ECU.

帳票管理部署と帳票No : お客様品質部第1車両室渉外G 0424-1

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AR2 technician investigated the reported symptom and could not confirm that the throttle pedal stuck

The AR2 technician road tested the headline vehicle and did not experience any of the reported symptoms whilst test driving the vehicle.

Vehicle usage details:

The area in which the vehicle is used:

Motorway 25%

Highway 10%

Country Roads 10%

Town/City 55%

Motorway = 2,3,4 lane roads with national speed limit 112 Km/h - Speed achieved by Drivers 140 km/h +

Highway = 1,2 lane road with national speed limit 112 Km/h - Speed achieved by Drivers 40 - 130 km/h

Country Roads = Single lane roads with maximum speed limit 80 Km/h - Speed achieved by Drivers 50 - 100 km/h

Town/City = 1,2 lane road with national speed limit 32 - 48 Km/h - Speed achieved by Drivers 30 - 60 km/h

Environmental Condition:

The reported symptom is not believed to be affected by external weather conditions.

Service Maintenance History:

As the headline vehicle is still new with very low mileage there is no service history available apart from the 'Pre-Delivery Service'.

5 - Point Evaluation Scale:

TGB's evaluation rating for this symptom is 2.5.

Correction

Repair:

The AR2 technician has yet to replace the 'Pedal Assy, Accelerator' (Part No.78110-05021) as a precautionary measure which should correct the reported symptom.

Repair History:

The AR2 technician was unable to reproduce the reported symptom. Due to the nature of the reported symptom the AR2 technician contacted TGB's technical department.

The AR2 technician was advised by TGB to replace the 'Pedal Assy, Accelerator' (Part No.78110-05021) as a precautionary measure so that the Accelerator pedal assembly could be investigated by TME.

Probable Cause

TGB would respectfully suggest that the reported symptom may be as a result of an electrical abnormality

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, the throttle pedal assembly.

Result

5 – Point Evaluation Scale:

TGB's evaluation for this symptom after repair is completed is expected to be 3.5+.

Customer Reflection:

The customer's of the headline vehicle are extremely dissatisfied that the reported symptom occurred to their vehicle and have lost all faith in the product.

Comments

TGB is concerned regarding the nature of the reported symptom that this issue may have occurred to the customer vehicle.

The reported symptom may cause customer buy-backs if this symptom is experienced by other future customers.

TGB have also reported a similar symptom on Auris vehicles in ITEM No.K74O84608W on TSIN which may have the same technical root cause.

Other Affected Vehicles (Model Code, VIN/Frame No., km)

Request

TGB would respectfully request that TMC, TME, TMMT and TMUK:

1. Inspect the returned parts to identify the root cause of the condition,
2. Introduce relevant production improvement,
3. Advise TGB of investigation/production improvement/field fix results via T.I. or TSB.

Attachment (Illustration,Photo,Chart,etc.)

▼ **Other Affected Vehicles (Model Code, VIN/Frame No., km)**

▶ **Information Public Area**

▶ **Approval Persons**

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[Early Warning] Verso 20 - TMMT - Alleged Accelerator Pedal Assy Sticking Intermittantly
[早期ウォーニング] Verso 20(TMMT) 主張されたアクセルペダルASSY固着Intermittantly

Intro : The purpose of this FTR is to bring to TME, TMAUK, TMMT and TMC's attention the following concern at an early stage:

TGB has received a dealer report concerning the 'Pedal Assy, Accelerator' (Part No. 78110-05021) allegedly sticking intermittantly whilst driving the vehicle.

Total number of reported cases within this FTR = 1.

概要 :

このFTRの目的は、下記が初期の段階で関係のあるTME、TMAUK、TMMTおよびTMCの注意にもたらすこと次のとおりです：
TGBはディーラー報告を受け取りました……関係のあること……その「ペダルASSY、アクセラレータ」(品番78110-05021)固着(申し立てによると)乗り物を運転する間にintermittantlyに。
このFTR=1以内の報告された場合の合計。

Condition :

Customer Complaint:

The customer's of the headline vehicle alleged to the dealership that their vehicle has suffered from the throttle pedal sticking intermittantly whilst the vehicle is being driven.

The husband and wife who own the headline vehicle explained to the dealership that they had both experienced the throttle pedal sticking intermittantly.

The customer's advised the dealership that the throttle could stick intermittantly at any time and had no set pattern when it would occur.

The customer stated that 'she had to lift the accelerator pedal off the vehicle floor with her toe' when the throttle pedal stuck down.

AR2 / NMSC Inspection/Findings:

The AR2 technician inspected the headline vehicle and noted that it is fitted with Toyota Accessory Floor Mats and they are secured into place with the supplied fixing brackets.

The AR2 technician checked the headline vehicle for any diagnostic trouble codes and none were found to be recorded within the vehicle ECU.

The AR2 technician investigated the reported symptom and could not confirm that the throttle pedal stuck open.

The AR2 technician road tested the headline vehicle and did not experience any of the reported symptoms whilst test driving the vehicle.

Vehicle usage details:

The area in which the vehicle is used:

Motorway 25%

Highway 10%

Country Roads 10%

Town/City 55%

Motorway = 2, 3, 4 lane roads with national speed limit 112 Km/h - Speed achieved by Drivers 140 km/h +

Highway = 1, 2 lane road with national speed limit 112 Km/h - Speed achieved by Drivers 40 - 130 km/h

Country Roads = Single lane roads with maximum speed limit 80 Km/h - Speed achieved by Drivers 50 - 100 km/h

Town/City = 1, 2 lane road with national speed limit 32 - 48 Km/h - Speed achieved by Drivers 30 - 60 km/h

Environmental Condition:

The reported symptom is not believed to be affected by e

状況 :

お客様苦情:

乗り物が運転されている間、それらの乗り物がスロットル・ペダル固着から intermittantlyに受けた販売店に主張されたヘッドライン乗り物のお客様の。

ヘッドライン乗り物を所有する夫および妻は、それらが両方ともスロットル・ペダル固着を intermittantlyに経験したことを販売店に説明しました。

お客様は、スロットルが intermittantlyに常時突き刺さることができ生じるときセットパターンを持っていなかったと販売店に助言しました。

お客様は次のことを述べました「彼女は、トローを備えた乗り物フロアからアクセルペダルを持ち上げなければなりませんでした」いつ……スロットル・ペダル・スタック……を下って。

AR2/NMSC点検/発見物:

AR2テクニシャンはヘッドライン乗り物を検査し、それにTOYOTA付属品フロアマットが取り付けられ、担保がブラケットを固定する捕給を備えた箇所へそれらにつけられることに注目しました。

AR2テクニシャンは任意の診断の問題コードがあるかヘッドライン乗り物をチェックしました。また、どれも、乗り物ECUの内に記録されると分かりませんでした。

AR2テクニシャンは報告された症状を調査し、スロットル・ペダルが開いていて突き刺さることを確認することができませんでした。

AR2テクニシャン道はヘッドライン乗り物をテストし、乗り物をテストドライブする間に報告された症状のうちのどれも経験しませんでした。

Vehicle使用法詳細:

乗り物が使用されるエリア:

高速道路.....

25%

<Continues>

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ハイウェイ.....
10%
カントリー道.....
10%
町/シティー.....
55%
高速道路=2(ドライバ140km/hの+によって達成されたスピード)、3、全国最高制限速度112km/hを備えた4本のレーン道
ハイウェイ.....1、全国最高制限速度112km/h(ドライバ40によって達成されたスピード)を備えた2本のレーン道.....130km/h
最大の最高制限速度80km/h(ドライバ50によって達成されたスピード)を備えたカントリー道=シングル・レーン道 100km/h
町/シティー=1、全国最高制限速度32—48km/hを備えた2本のレーン道(ドライバ30—60km/hによって達成されたスピード)
環境上の状態:
報告された症状はeによって影響されると考えられません。

Correction : Repair:
The AR2 technician has yet to replace the 'Pedal Assy, Accelerator' (Part No. 78110-05021) as a precautionary measure which should correct the reported symptom.
Repair History:
The AR2 technician was unable to reproduce the reported symptom. Due to the nature of the reported symptom the AR2 technician contacted TGB's technical department.
The AR2 technician was advised by TGB to replace the 'Pedal Assy, Accelerator' (Part No. 78110-05021) as a precautionary measure so that the Accelerator pedal assembly could be investigated by TME.

修理内容 : 修理:
AR2テクニシャンはまだ交換していません……その「ペダルASSY、アクセラレータ」(品番78110-05021)報告された症状を修正すべき予防策として。
修理歴:
AR2テクニシャンは報告された症状を再生することができませんでした。
報告された症状の性質により、AR2テクニシャンはTGBの技術的な部と連絡をとりました。
AR2テクニシャンは、TGBによって交換するように助言されました……その「ペダルASSY、アクセラレータ」(品番78110-05021)TMEによってアクセルペダル・アセンブリーを調査することができるかもしれないように予防策として。

Cause : TGB would respectfully suggest that the reported symptom may be as a result of an electrical abnormality within the throttle pedal assembly.
原因 : TGBは、スロットル・ペダル・アセンブリー内の電気的な異常の結果報告された症状があることを丁寧に提案するでしょう。

Result : 5 - Point Evaluation Scale:
TGB's evaluation for this symptom after repair is completed is expected to be 3.5+.
Customer Reflection:
The customer's of the headline vehicle are extremely dissatisfied that the reported symptom occurred to their vehicle and have lost all faith in the product.

結果 : 5 - ポイント評価規模:
TGBの修理の後のこの症状のための評価は終わります……3.5+であると予想されます。
お客様リフレクション:
報告された症状がそれらの乗り物にoccuredし、製品に対する信頼をすべて失わせた、ヘッドライン乗り物のお客様は非常に不満に思われます。

Comments : TGB is concerned regarding the nature of the reported symptom that this issue may have occurred to the customer vehicle.
The reported symptom may cause customer buy-backs if this symptom is experienced by other future customers.
TGB have also reported a similar symptom on Auris vehicles in ITEM No. K74084608W on TSIN which may have the same technical root cause.

コメント : TGBは、この問題がお客様乗り物にoccuredしたかもしれない、報告された症状の性質に関して関係しています。
この症状が他の将来のお客様によって経験される場合、報告された症状はお客様バイバックを引き起こすかもしれません。
TGB……ITEM No. の中のAuris乗り物でさらに同様の症状を報告した。
同じ技術的な真の原因を持っているかもしれないTSINの上のK74084608W。

other_Veh. :
他車両 :

Request : TGB would respectfully request that TMC, TME, TMMT and TMUK:
1. Inspect the returned parts to identify the root cause of the condition.
2. Introduce relevant production improvement.

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要望事項 :

3. Advise TGB of investigation/production improvement/field fix results via T.I. or TSB.
TGBは丁重に次のことを要求するでしょう……TMC、TME、TMMTおよびTMUK:
1. 状態の真の原因を識別するために返された部品を検査します、
 2. 適切な号口改良を導入します、
 3. T. I. またはTSBによって調査/号口改良/対策品結果のTGBに助言してください。

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型式= ZGR21R-GRXEPW	フレームNo. = R009417	L/O= 090903	登録= 091029
荷姿=	ライン= R1 TMMT	Eng= 2ZR-FAE	Eng No. = U189208
T/M= CK311	車種コード= 424W		
部位コード= Z0000	現象コード= 700	重要度= S	
【配布先】 処理No. = 20091204-E0010-0			
*TMMT/TMMT		2セン/Z	E/Z E 1
2シャ/2 1 C		1車実/2 D G	
車実航/1 G		車実航/P G	
理品管/技術員		客 品/2 車両	
TNE/RSD		関東自動車/関東自	
			処理G = TNE/ECQE

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1570449 for TQ-NET

FIELD TECHNICAL REPORT

Louwman & Parqui B.V.

(Approved)

FTR No.	Country, Region, Territory	Created by	Issue Date
2010/001/NL	Holland	Ivan Marijnissen	2010/01/04
Model	Model Code	Year Model	Priority
AYGO - TPCA	KGB10L-AHGGKW	2007	C
VIN/Frame No.	Engine No.	Mileage	Number of Cases
JTDKG18C80N156198	1KR5484146	23852Km	1
Component Code	Component	Production	
K33	Accelerator - Accelerator Pedal	03-2007	
Original failed parts No.	Correction Parts No.	Status of original failed parts	Main Responsibility
78110-0H010	78110-0H011	Shipped to TME (as FTR part)	Unknown
TMME/TMC Receiving Date	Delivery Date	Repair Date	First Complaint Date
2010/01/04	2007/04/20	2009/12/31	2009/12/30

Subject

Aygo KGB10: Sudden rpm increase / vehicle acceleration due to accelerator pedal sticking. (2nd report)

Introduction

The purpose of this 2nd report FTR is to inform TME/TMC about the following issue:

Aygo KGB10: Sudden rpm increase / vehicle acceleration due to accelerator pedal sticking.

We mentioned this issue earlier in our FTR 2009/161/NL and the problem is also mentioned in T/I: K91UG5255D (Aygo & Yaris)

Symptom/Condition

Customer complaint

The customer of the headline mentioned vehicle brought in her car with the following complaint: She sometimes experienced that the rpm of her engine would increase while she was waiting for a traffic light. She also experienced once that the vehicle would accelerate due this rpm increase during driving. As soon as she could stop the car and turn the ignition off and on again, the problem was gone.

AR?/ NMSC Investigation

The dealer investigated the problem but couldn't reproduce the problem at first. They made several testdrives and even read out the ECU by using the Intelligent Tester 2. But no DTC's were stored. They checked our local dealer database and asked us for advice. Based on our information the problem could be found in the accelerator pedal. The partnumber has also been changed, so they decided to replace this one.

Usage conditions

販売管理部署 / 販売部 : お客様品質部第1車両室海外G (0424-)

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Headline mentioned vehicle is completely privately owned. The customer uses it for about 50% to commute and the 50% for private purposes only.

Highway usage 50%
City usage 50%
Driver only 50%

Environmental conditions

The environmental conditions were normal at the time the problem occurred. The last weeks the weather conditions were very cold. It even snowed sometimes and the outside temperature was around 0 degrees Celcius.

Vehicle History

The vehicle has had it's normal 15.000 km service in the 15.000 km schedule.

Correction

Repair Inspection

After collecting information about this problem the dealer decided to order a new accelerator pedal assy. P/N 78110-0H011. This part has been modified.

Repair Method

After replacing the accelerator pedal assy (P/N 78110-0H011) the problem could be solved.

Measurement Results

N/A

Parts

The used part in this case is a accelerator pedal assy P/N 78110-0H011

Probable Cause

The probable cause is an internal failure in the accelerator pedal itself. Probably an electronic failure.

Result

Repair result

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Replacement of the accelerator pedal assy (P/N 78110-DH011) the problem could be completely solved.

Customer reflection

At first the customer was not so pleased to experience that her vehicle could accelerate of it's own, due the accelerator pedal problem. But after the dealer could fix the problem the first time right by replacing the accelerator pedal assy, she expressed her complete satisfaction.

Comments

General

We will send the replaced part to TME-PRC for further investigation by TNT on 04-01-2010.

Consignmentnumber: 171043110

Warranty/ parts sales data

We have checked our warranty database on partnumber but found no other cases so far.

Other Affected Vehicles (Model Code, VIN/Frame No., km)

No other affected vehicles present.

Request

We respectfully request TME/TMC to investigate the returned parts and report back to us the findings via T/I or TSB.

Attachment (Illustration,Photo,Chart,etc.)

▼ Other Affected Vehicles (Model Code, VIN/Frame No., km)

▶ Information Public Area

▶ Approval Persons

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標 題 :

Aygo KGB10: Sudden rpm increase / vehicle acceleration due to accelerator pedal sticking. (2nd report)
Aygo KGB10:
アクセルペダル固着による突然のrpm増加/車両加速。
(第2報)

Intro : The purpose of this 2nd report FIR is to inform TME/TMC about the following issue:
Aygo KGB10: Sudden rpm increase / vehicle acceleration due to accelerator pedal sticking.
We mentioned this issue earlier in our FIR 2009/161/NL and the problem is also mentioned in T/I: K91UG5255D (Aygo & Yaris)

概 要 : この第2報FIRの目的は下記問題に関してTME/TMCに通知すること次のとおりです:
Aygo KGB10:
アクセルペダル固着による突然のrpm増加/車両加速。
私たちは、FIRの中でこの問題に以前に言及しました……2009/161/NLおよびその不具合もT/Iの中で言及されます:
K91UG5255D (Aygo&YARIS)

Condition : Customer complaint
The customer of the headline mentioned vehicle brought in her car with the following complaint: She sometimes experienced that the rpm of her engine would increase while she was waiting for a traffic light. She also experienced once that the vehicle would accelerate due this rpm increase during driving. As soon as she could stop the car and turn the ignition off and on again, the problem was gone.
AR2/ NMSC Investigation
The dealer investigated the problem but couldn't reproduce the problem at first. They made several testdrives and even read out the ECU by using the Intelligent Tester 2. But no DTC's were stored. They checked our local dealer database and asked us for advice. Based on our information the problem could be found in the accelerator pedal. The partnumber has also been changed, so they decided to replace this one.
Usage conditions
The headline mentioned vehicle is completely privately owned. The customer uses it for about 50% to commute and the other 50% for private purposes only.
Highway usage -- -50%
City usage - - - - -50%
Driver only - - - - -50%
Environmental conditions
The environmental conditions were normal at the time the problem occurred. The last weeks the weather conditions were very cold. It even snowed sometimes and the outside temperature was around 0 degrees Celcius.
Vehicle History
The vehicle has had it's normal 15.000 km service in the 15.000 km schedule.

状 況 : お客様苦情
ヘッドラインのお客様は、次の苦情を備えた彼女の車にもたらされた車両に言及しました:
彼女は時々それを経験しました……彼女が信号を待っていた間、彼女のエンジンのrpmは増加するでしょう。
さらに、彼女はそれを以前経験しました……車両は加速するでしょう……予定されている……ドライビング中のこのrpm増加。
彼女が車を止めることができ、断続的に再びイグニッションをつけることができたと直ちに、その不具合はなくなりました。
AR2/NMSC調査
ディーラーはその不具合を調査したが、初めはその不具合を再生することができませんでした。
それらはいくつかの試乗および読出しさえに知的なテスター2の使用によりECUを追い出させました。
しかし、DTCは格納されませんでした。
彼らは私たちのローカルのディーラー・データ・ベースをチェックし、アドバイスを私たちに求めました。
その不具合を見つけることができるかもしれない私たちの情報に基づいた……アクセルペダル。
品番も変更されました。したがって、それらは、これを交換することを決定しました。
使用法の状態
ヘッドラインは、車両が完全に私的に所有されると言いました。
お客様は、個人の目的だけのために、切り替える約50%および他の50%で、それを使用します。
ハイウェイ使用 -50%
都市使用-----50%
ドライバーのみ-----50%
環境条件
環境条件はその不具合が生じた時の通常でした。
先週、天候は非常に寒かった。
雪が時々さらに降りました。また、外気温は約0度のCelciusでした。
車両経歴
車両はそれを持っていました……15.000kmのスケジュール中の通常15.000kmのサービスです。

Correction : Repair Inspection
<Continues>

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on : After collecting information about this problem the dealer decided to order a new accelerator pedal assy. P/N 78110-0H011. This part has been modified.
Repair Method
After replacing the accelerator pedal assy (P/N 78110-0H011) the problem could be solved.
Measurement Results
N/A
Parts
The used part in this case is a accelerator pedal assy P/N 78110-0H011

修理内容 : 修理点検
この不具合に関する情報を集めた後に、ディーラーは、新しいアクセルペダルASSYを命じることを決定しました。
P/N 78110の0H011。
この部分が修正されました。
修理方法
アクセルペダルASSY(P/N 78110の0H011)を交換した後に、その不具合を解決することができるかもしれません。
計測結果
N/A
部品
使用された部分はこの場合アクセルペダルASSY 78110のP/N 0H011です。

Cause : The probable cause is an internal failure in the accelerator pedal itself. Probably an electronic failure.
原因 : 考えられる原因はアクセルペダル自体中の内部不具合です。
恐らく電子不具合。

Result : Repair result
After replacement of the accelerator pedal assy (P/N 78110-0H011) the problem could be completely solved.
Customer reflection
At first the customer was not so pleased to experience that her vehicle could accelerate of it's own, due the accelerator pedal problem. But after the dealer could fix the problem the first time right by replacing the accelerator pedal assy, she expressed her complete satisfaction.

結果 : 修理結果
アクセルペダルASSY(P/N 78110の0H011)の交換の後に、完全にその不具合を解決することができるかもしれません。
お客様リフレクション
初めは、それを経験して、お客様はそうに嬉しくありませんでした……彼女の車両はそれに加速することができました……自分自身のものである、予定されている……アクセルペダル不具合。
しかし、ディーラーがちょうどアクセルペダルASSYの交換により不具合第1段目期限を固定することができた後、彼女は完全な満足を示しました。

Comments : General
We will send the replaced part to TME-PRG for further investigation by TNT on 04-01-2010.
Consignmentnumber: 171043110
Warranty/ parts sales data
We have checked our warranty database on partnumber but found no other cases so far.

コメント : 全般
私たちは04-01-2010の上のTNTによるより遅んだ調査のためにTME-PRGに交換された部分を送るでしょう。
Consignmentnumber:
171043110
保証/部品売上高データ
私たちは、品番上の保証データ・ベースをチェックしたが、他の場合をここまで見つけませんでした。

other_Veh. : No other affected vehicles present.
他車両 : 他の影響を受けた車両現在はありません。

Request : We respectfully request TME/TMG to investigate the returned parts and report back to us the findings via I/I or TSB.
要望事項 : 私たちは、丁寧に返された部品を調査し、かつI/IまたはTSBによって私たちに発見物を報告することをTME/TMGに要求します。

20100105-G0019-0(5/6)

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型式= KGB10L-AH8CKW	PL-No. = N156198	L/O= 070325	登録=
荷姿=	ライン= PI TPCA	Eng= IKR-FE	Eng No. = 5484146
T/U= NC551A	車種コード= 270W		
部位コード= F2102	現象コード= 700		重要度= S
[品番先] 処理No. = 20100105-G0019-0			
*アボ設/3UB		2セン/Z	P/Z P 1
2車突/2KG		1車突/2DG	
車突杭/1G		2電開/21F	
高品質/技術員		2車電/5LF	
容品/2車両		TPCA/QA	
処理G = TME/ECOE			

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IFB1132 for TQ-NET

FIELD TECHNICAL REPORT

Toyota (GB) PLC

FTR No.	Country, Region, Territory	Created by	Issue Date
2010/020/GB	U.K.	Simon Fenn	2010/01/15
Model	Model Code	Year Model	Priority
AURIS - TMUK	ADE150R-DHFNYW	2006	A
VIN/Frame No.	Engine No.	Mileage	Number of Cases
SB1KD56E50F016032	5294669	29414Km	5
Component Code	Component		Production
K33	Accelerator - Accelerator Pedal		03/10/2007
Original failed parts No.	Correction Parts No.	Status of original failed parts	Main Responsibility
78110-02070	78110-02071	Shipped to TME (as FTR part)	TMUK Production
TMME/TMC Receiving Date	Delivery Date	Repair Date	First Complaint Date
2010/01/15	2007/11/06	2010/01/10	2010/01/08

(Approved)

Subject

Auris TMUK ##E15# - Engine Revs Allegedly Sticking Intermittantly - 5th Report

Introduction

This is a follow up report to our previous FTR's 2009/545/GB, 2009/562/GB, 2009/566/GB and 2009/582/GB.

The purpose of this FTR is to bring to TME, TMUK, TMMT and TMC's attention the following concern at an early stage:

TGB has received 6 additional dealer reports concerning the 'Pedal Assy, Accelerator' (Part No.78110-02070) allegedly sticking intermittantly whilst driving the vehicle.

Total number of reported cases within this FTR = 6.

This brings the total number reported for this symptom to 15.

Symptom/Condition

Customer Complaint:

The customer of the headline vehicle alleged to the dealership that their vehicle has suffered from the accelerator pedal sticking intermittantly whilst the vehicle is being driven.

The customer advised the dealership that the accelerator stuck on several occasions when changing gears.

The customer advised that the engine rpm stuck between 2000 and 3000 rpm.

The customer stated that this occurred when the weather conditions were wet and damp at a cold ambient temperature.

The customer stated that 'the only way he managed to reduce the engine rpm was to pull the throttle pedal back by hand. This occurred when the weather conditions were cold and damp'.

AR2 / NMSC Inspection/Findings:

品質管理部管工帳票No: お客様品質部第1中肉室沙外C 0424-1

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AR2 technician inspected the headline vehicle and noted that Toyota Floor Mats were fitted and secured correctly.

The AR2 technician checked the headline vehicle for any diagnostic trouble codes and none were found to be recorded within the vehicle ECU.

The AR2 technician was unable to confirm the reported symptom.

Vehicle usage details:

The area in which the vehicle is used:

Motorway 20%

Highway 35%

Country Roads 25%

Town/City 20%

Motorway = 2,3,4 lane roads with national speed limit 112 Km/h – Speed achieved by Drivers 140 km/h +

Highway = 1,2 lane road with national speed limit 112 Km/h – Speed achieved by Drivers 40 – 130 km/h

Country Roads = Single lane roads with maximum speed limit 80 Km/h – Speed achieved by Drivers 50 – 100 km/h

Town/City = 1,2 lane road with national speed limit 32 – 48 Km/h – Speed achieved by Drivers 30 – 60 km/h

Environmental Condition:

The reported symptom may be affected by cold and wet external weather conditions.

Service Maintenance History:

TGB is unable to locate the service history of the headline vehicle.

There are no warranty claims which may have had an affect on the reported symptom.

5 – Point Evaluation Scale:

TGB's evaluation rating for this symptom is 2.0.

**Correction
Repair:**

The AR2 technician has replaced the 'Pedal Assy, Accelerator' (Part No.78110-02070) which has corrected the reported symptom at present.

Repair History:

The AR2 technician carried out a road test on the headline vehicle and could not reproduce the reported symptom.

The outside temperature during the road test was approximately 2 to 3° C and the weather conditions were wet.

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headline vehicle was left outside overnight and tried again first thing in the morning to see if the accelerator stick re-occured; however, accelerator stick was not present during testing.

The outside temperature was approx 1° C and the weather conditions were damp.

The AR2 technician removed the accelerator pedal assembly to investigate the issue and found that the operation of accelerator pedal to be rough (not smooth) and 'sticky feeling'.

As a precautionary measure the accelerator pedal was replaced and the technician noted that the replacement accelerator pedal's action was a lot smoother.

Probable Cause

TGB would respectfully suggest that the reported symptom may be as a result of an electrical or mechanical abnormality within the accelerator pedal assembly.

Result

5 - Point Evaluation Scale:

TGB's evaluation for this symptom after repair is completed is 3.5+.

Customer Reflection:

The customer of the headline vehicle is extremely dissatisfied that the reported symptom occurred to their vehicle and have lost all faith in the product.

Comments

TGB is concerned regarding the nature of the reported symptom that this issue has occurred to the customer vehicle.

The reported symptom may cause customer buy-backs if this symptom is experienced by other future customers.

TGB have reported this symptom on several Auris vehicles in ITEM No.K9CA85407L on TSIN.

TGB is aware that the 'Pedal Assy, Accelerator' has been modified within the ITEM No.K74084608W on TSIN, however the change was only to the physical design of the pedal and not to the internal components within it.

Other Affected Vehicles (Model Code, VIN/Frame No., km)
See Below for further affected vehicles.

Request

TGB would respectfully request that TMC, TME, TMMT and TMUK:

1. Inspect the returned parts to identify the root cause of the condition,
2. Introduce relevant production improvement.
3. Advise TGB of investigation/production improvement/field fix results via T.I. or TSB.

Attachment (Illustration,Photo,Chart,etc.)

▼ Other Affected Vehicles (Model Code, VIN/Frame No., km)

Control	Original Failed	VIN	Model Code	Production Month		Status of Deliverance	
						Engine	Delivery

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Parts No.	Year Model	No.	Date	Status	Remarks	Dist		TD		QD		Div	
						OUT	IN	OUT	IN	OUT	IN	OUT	IN
78110-02070	SB1KE56E10F092019	ZRE151R-DHFNPW	2009/07	Shipped to TME (as FTR part)									
	2006	U193958	2009/08/24										
	06805	4,698km	2010/01/07										
78110-02070	SB1KT56E80F009255	NRE150R-DHFNKW	2009/06	Shipped to TME (as FTR part)									
	2006	0102113	2009/08/18										
	06826	3,843Km	2010/10/05										
78110-02070	SB1KV56E30F068675	ZRE151R-DHMNKW	2008/03	Shipped to TME (as FTR part)									
	2006	U084155	2008/05/06										
	06935	41,167Km	2010/01/07										
78110-02070	SB1KV56E20F013330	ZRE151R-DHMNKW	2007/04	Shipped to TME (as FTR part)									
	2006	U014639	2007/06/18										
	06805	14,558Km	2010/01/14										
78110-02070	SB1KD56E10F001401	ADE150R-DHFNYW	2007/02	Shipped to TME (as FTR part)									
	2006	5192686	2007/05/17										
	06537	16,778Km	2010/01/07										

Information Public Area

Approval Persons

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件 題 : Auris TMUK #E15# - Engine Revs Allegedly Sticking Intermittantly - 5th Report
Auris TMUK#E15#(申し立てによると、エンジンは固着しintermittantlyの回転を増します) 第5の報告

Intro : This is a follow up report to our previous FTR's 2009/545/GB, 2009/562/GB, 2009/566/GB and 2009/582/GB.
The purpose of this FTR is to bring to TME, TMUK, TMMT and TMC's attention the following concern at an early stage:
TGB has received 6 additional dealer reports concerning the 'Pedal Assy, Accelerator' (Part No. 78110-02070) allegedly sticking intermittantly whilst driving the vehicle.
Total number of reported cases within this FTR = 6.
This brings the total number reported for this symptom to 15.
概要 : これは私たちの前のFTRへの続報報告です...2009/545/GB, 2009/562/GB, 2009/566/GB...そして2009/582/GB.
このFTRの目的は、下記が初期のステージで関係のあるTME, TMUK, TMMTおよびTMCの注意にもたすこと次のとおりです:
TGBは6つの追加のディーラー報告を受け取りました...関係のあること...その「ペダルASSY, 促進剤」(品番78110-02070)固着(申し立てによると)車両を運転する間にintermittantlyに。
このFTR=6以内の報告された場合の合計。
これは、この症状のために報告された合計を15にします。

Condition : Customer Complaint:
The customer of the headline vehicle alleged to the dealership that their vehicle has suffered from the accelerator pedal sticking intermittantly whilst the vehicle is being driven.
The customer advised the dealership that the accelerator stuck on several occasions when changing gears.
The customer advised that the engine rpm stuck between 2000 and 3000 rpm.
The customer stated that this occurred when the weather conditions were wet and damp at a cold ambient temperature.
The customer stated that 'the only way he managed to reduce the engine rpm was to pull the throttle pedal back by hand. This occurred when the weather conditions were cold and damp'.
AR2 / NMSC Inspection/Findings:
The AR2 technician inspected the headline vehicle and noted that Toyota Floor Mats were fitted and secured correctly.
The AR2 technician checked the headline vehicle for any diagnostic trouble codes and none were found to be recorded within the vehicle ECU.
The AR2 technician was unable to confirm the reported symptom.
Vehicle usage details:
The area in which the vehicle is used:
Motorway 20%
Highway 35%
Country Roads 25%
Town/City 20%
Motorway = 2, 3, 4 lane roads with national speed limit 112 Km/h - Speed achieved by Drivers 140 km/h +
Highway = 1, 2 lane road with national speed limit 112 Km/h - Speed achieved by Drivers 40 - 130 km/h
Country Roads = Single lane roads with maximum speed limit 80 Km/h - Speed achieved by Drivers 50 - 100 km/h
Town/City = 1, 2 lane road with national speed limit 32 - 48 Km/h - Speed achieved by Drivers 30 - 60 km/h
Environmental Condition:
The reported symptom may be affected by cold and wet external weather conditions.
Service Maintenance History:
TGB is unable to locate the service history of the headline vehicle.
There are no warranty claims which may have had an affect on the

状 況 : お客様苦情:
車両が運転されている間、それらの車両がアクセルペダル固着から intermittantlyに受けた販売店に主張されたヘッドライン車両のお客様。
お客様は、ギアを変える場合いくつかのものの上の促進剤スタックが引き起こす販売店に助言しました。
お客様はそれに助言しました...2000~3000rpmの間のエンジンrpmスタック。
お客様は次のことを述べました...これ...天候が寒い周囲の温度でぬれて湿っていた時、occuredされました。
お客様は次のことを述べました「彼がどうにかエンジンrpmを縮小した、ただ一つの方向は手によってスロットル・ペダルを退却させることでした。
これ...天候が寒く湿っていた時、occuredされた。」
AR2/NMSC点検/発見物:
AR2テクニシャンはヘッドライン車両を検査し、TOYOTAフロアマットが正確に適合され、担保がつけられたことに注目しました。
AR2テクニシャンは任意の診断の問題コードがあるかヘッドライン車両をチェックしました。また、どれも、車両ECU内に記録されると分かりませんでした。
AR2テクニシャンは報告された症状を確認することができませんでした。
車両使用詳細:
車両が使用されるエリア:
高速道路.....

<Continues>

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20%
 ハイウェイ.....
 35%
 カントリー道.....
 25%
 町/シティー.....
 20%
 高速道路=2(ドライバー140km/hの+によって達成されたスピード)、3、全国速度限界112km/hを備えた4つのレーン道路
 ハイウェイ.....1、全国速度限界112km/h(ドライバー40によって達成されたスピード)を備えた2つのレーン道路.....130km/h
 最大速度を備えた=シングル・レーン道路が80km/h(ドライバー50によって達成されたスピード)100km/h制限するカントリー道
 町/シティー=1、全国速度限界32—48km/hを備えた2つのレーン道路(ドライバー30—60km/hによって達成されたスピード)
 環境条件:
 報告された症状は、寒くぬれた外部天候によって影響されるかもしれませんが。
 Service Maintainance経歴:
 TGBは、ヘッドライン車両のサービス経歴を見つけることができません。
 affectを持ったかもしれない保証請求はオンではありません.....その

Correction : Repair:
 The AR2 technician has replaced the 'Pedal Assy, Accelerator' (Part No. 78110-02070) which has corrected the reported symptom at present.

Repair History:
 The AR2 technician carried out a road test on the headline vehicle and could not reproduce the reported symptom.
 The outside temperature during the road test was approximately 2 to 3—C and the weather conditions were wet.
 The headline vehicle was left outside overnight and tried again first thing in the morning to see if the accelerator stick re-occured; however, accelerator stick was not present during testing.
 The outside temperature was approx 1—C and the weather conditions were damp.
 The AR2 technician removed the accelerator pedal assembly to investigate the issue and found that the operation of accelerator pedal to be rough (not smooth) and 'sticky feeling'.
 As a precautionary measure the accelerator pedal was replaced and the technician noted that the replacement accelerator pedal's action was a lot smoother.

修理内容 : 修理:
 AR2テクニシャンは交換しました.....その「ペダルASSY、促進剤」(品番78110-02070)それは報告された症状を現在修正しました。
 修理歴:
 AR2テクニシャンは、ヘッドライン車両上のロードテストを実行し、報告された症状を再生することができませんでした。
 。
 ロードテスト中の外気温はapproximatelyに2~3でした—Cおよび天候は湿気でした。
 ヘッドライン車両は夜通し外部にしておかれ、促進剤が再occuredを突き刺すかどうか確かめるために朝第1のものを再び試みました:
 しかしながら、促進剤スティックは試験中の現在ではありませんでした。
 外気温はapprox 1でした—Cおよび天候は湿っていました。
 AR2テクニシャンは、問題を調査するためにアクセルペダルassyを削除し、それが荒い(滑らかでない)アクセルペダルおよび「粘質のフィーリング」の作動と分かりました。
 予防策として、アクセルペダルは交換されました。また、テクニシャンは、交換アクセルペダルのアクションがずっと滑らかであることに注目しました。

Cause : TGB would respectfully suggest that the reported symptom may be as a result of an electrical or mechanical abnormality within the accelerator pedal assembly.
 原因 : TGBは、アクセルペダルassyの内の電気的機械的異常の結果報告された症状があることを丁寧に提案するでしょう。

Result : 5 - Point Evaluation Scale:
 TGB's evaluation for this symptom after repair is completed is 3.5+.
 Customer Reflection:
 The customer of the headline vehicle is extremely dissatisfied that the reported symptom occurred to their vehicle and have lost all faith in the product.

結果 : 5 -ポイント評価スケール:
 TGBの修理の後のこの症状のための評価は終わります.....3.5+です。
 お客様リフレクション:
 報告された症状がそれらの車両にoccuredし、プロダクトに対する信頼をすべて失わせた、ヘッドライン車両のお客様は非常に不満に思われます。

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- TGB is concerned regarding the nature of the reported symptom that this issue has occurred to the customer vehicle.
The reported symptom may cause customer buy-backs if this symptom is experienced by other future customers. TGB have reported this symptom on several Auris vehicles in ITEM No. K9CA85407L on TSIN.
TGB is aware that the 'Pedal Assy, Accelerator' has been modified within the ITEM No. K74084608W on TSIN, however the change was only to the physical design of the pedal and not to the internal components within it.
- コメント : TGBは、この問題がお客様車両にoccuredした、報告された症状の性質に関して関係しています。
この症状が他の将来のお客様によって経験される場合、報告された症状はお客様バイバックを引き起こすかもしれません。
TGB...ITEM No. の中のいくつかのAuris車両でこの症状を報告した。
TSINの上のK9CA85407L。
TGBは知っています...それ...その「ペダルASSY, 促進剤」ITEM No. の内に修正された。
TSINの上のK74084608W、しかしながら、交替はペダルの物理的設計に、そしてその内の内部部品にはないのみありました。
- other_Veh. : See Below for further affected vehicles.
他車両 : さらなる影響を受けた車両に関しては、下に見てください。
- Request : TGB would respectfully request that TMC, TME, TMMT and TMUK:
1. Inspect the returned parts to identify the root cause of the condition.
2. Introduce relevant production improvement.
3. Advise TGB of investigation/production improvement/field fix results via T.I. or TSB.
- 要望事項 : TGBは丁重に次のことを要求するでしょう...TMC、TME、TMMTおよびTMUK:
1. 状態の真の原因を識別するために返された部品を検査します。
2. 適切な号口改善を導入します。
3. T.I. またはTSBによって調査/号口改善/対策品結果のTGBに助言してください。

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