

10-092

Closed

26/02/2020

File No.s: 10/6232 f 179
Supplier Name: TOYOTA
Received date: 02-Aug-10
Imported? ☐
APRUP? ☐
Officer Initials: _____
Manufacturer.: Toyota A/ market
Make/Model: Seat
Recall File#: _____
Defect: Came loose in crash
Invest. Code: seat
Veh. Code: light goods vehicle
Received Date: 02-Aug-10
Received From: _____
Manufacture Start: _____
End : _____

request file 27/2/20



s. 22(1)(a)(ii)

96.

From: s. 22(1)(a)(ii)
Sent: Tuesday, 3 August 2010 19:33
To: s. 22(1)(a)(ii)
Subject: Fwd: Re: Toyota Hi ace crash [SEC=UNCLASSIFIED]

note additional information regarding the rear seat

----- Original Message -----

Subject: Re: Toyota Hi ace crash [SEC=UNCLASSIFIED]
Date: Tue, 03 Aug 2010 18:58:28 +1000
From: s. 22(1)(a)(ii)
Organisation: Presbyterian Church of Victoria
To: s. 22(1)(a)(ii)

letter
21/7/2010

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

21/07/2010

Federal Department of Transportation
PO Box 594
Canberra, ACT 2601

Dear Friends,

On Monday the 19th of July I was in an accident driving a 2007 Toyota Hi-Ace.
The car was a "write off".

As an agency that is dedicated to vehicle safety I need to call to your attention two defective features of this vehicle. Also, if possible I would like to have a professional assessment including a tangible explanation regarding :

- 1) Why the rear seat detached and flew forward upon impact
- 2) Why neither air bag deployed upon impact.

Both of these deficiencies could have caused death or serious injury.

Included in this letter are photos of the rear seat and the mechanism for securing it; the dashboard to show that the airbags never deployed; the exterior of the car to show the impact. Also, below you will see the ANCAP assessment.


Sincerely,

s. 22(1)(a)(ii)

Appendix

Crash test results

<http://www.ancap.com.au/crashTestResults.aspx?Search=1>

<u>Make & Model</u>	<u>Variant</u>	<u>Year</u>	<u>Airbags</u>	<u>Vehicle Type</u>	<u>Star Rating</u>	<u>Published</u>
Toyota Hiace	LWB Van	2005-on	Dual front airbags		★★★	08/09/2006



13-034

Active

4/03/2013

File No.s: 13/1944

Supplier Name: TOYOTA

Received date: 03-Mar-13

Imported? ☐

APRUP? ☐

Officer Initials: s. 22(1)(a)(ii)

Manufacturer.: TOYOTA

Make/Model: PRADO

Recall File#:

Defect: MOONROOF EXPLODED

Invest. Code: *** Unknown ***

Veh. Code: off-road pass car

Received Date: 03-Mar-13

Received From: s. 22(1)(a)(ii)

Manufacture Start:

End :

Loxton Sue

13/1944 7
13 - 034

From: s. 22(1)(a)(ii)
Sent: Sunday, 3 March 2013 4:44 PM
To: vinvestigations
Cc: s. 22(1)(a)(ii)
Subject: Notification of a safety defect [SEC=UNCLASSIFIED]

Reporter Details

Name: s. 22(1)(a)(ii)
Address: s. 22(1)(a)(ii)
Suburb: s. 22(1)(a)(ii)
State: New South Wales
Postcode: s. 22(1)(a)(ii)
Phone: s. 22(1)(a)(ii)
Email: s. 22(1)(a)(ii)
Fax:

Owner/Driver of Vehicle

Name: s. 22(1)(a)(ii)
Address: s. 22(1)(a)(ii)
Suburb: s. 22(1)(a)(ii)
State: New South Wales
Postcode: s. 22(1)(a)(ii)
Home Phone: s. 22(1)(a)(ii)
Work Phone: s. 22(1)(a)(ii)
Driver Details:

Purchase Details

Dealer or Retailer Involved: s. 22(1)(a)(ii)
Phone: s. 22(1)(a)(ii)
Purchase Date: 31/05/2012
New or Used: New

Vehicle Details

Make: Toyota
Model: Landcruiser Prado
Engine No: s. 22(1)(a)(ii)
Built Date: 11/02/2012
Compliance Plate Date: 03/12
Compliance Plate No.: 41621
Vehicle Identification No. (VIN): s. 22(1)(a)(ii) **Engine Capacity:** 3.0 Litres
Fuel: Diesel Only
Odometer: 18053
Manual or Automatic: Automatic
Seating Capacity: 7
Gross Vehicle Mass (GVM): 02900
Operational Details: Vehicle was unloaded on a sealed highway in good condition, being driven below the posted speed limit. The weather conditions were dry and clear. No objects were positioned above the vehicle at the time of the incident. From new, the vehicle has traveled just over 18,000 kilometres.

Problem, Defective Component or System

Part Name: Toyota Prado Moonroof

Part Number: Unknown

Problem or defect: TOYOTA PRADO SUNROOF/MOONROOF DEFECT

On Sunday the 17th of February 2013, at approximately 1:05pm, I was driving my 2012 Toyota Landcruiser Prado along the s. 22(1)(a)(ii) when I heard a loud noise. The sound was the deep 'boom' of an explosion, rather than a 'crack' or shattering sound. I soon realised it was the sunroof/moonroof above me that had blown out. At the time I had the internal sun cover closed, which actually acted as a shield against the extensively shattered glass. Without this cover, I would have been covered in minute shards and slivers of glass and no doubt seriously injured. Upon inspection I saw that the moonroof glass exploded up and outward, with the remaining glass angled upward.

At the time of the explosion I was travelling at approximately 80-90 kilometres per hour on a sealed roadway that was in good condition. There were no other vehicles around me and no objects above the roadway. Furthermore, I found no foreign objects inside the vehicle.

I have since had contact with representatives of s. 22(1) (Toyota service department and Toyota Australia Customer Service, both of whom have advised me that Toyota Australia has no explanation as to why the moonroof in my vehicle exploded. At this time, Toyota has made no attempt to contact me to organize a full inspection of my vehicle's damaged moonroof. Furthermore, Toyota has made no attempt to gather samples of the damaged glass for inspection and testing regarding glass integrity. It is my intention to have the moonroof independently inspected by industry experts as soon as practicable.

X I am forwarding you written correspondence including photographs of the damage to my vehicle, and it is clearly evident in the photographs that the vehicle's moonroof exploded upward and outward. In addition to these photographs, my vehicle is available for inspection by your department, with it being in the same condition it was in at the time of the incident as it is being stored and not driven. My vehicle is approximately 9 months old with just over 18,000 kilometres travelled.

Considering the nature of the damage, along with Toyota's failure of offer an explanation of the incident, I believe that there is a serious and dangerous fault with the construction of the moonroof fitted to Toyota Landcruiser Prado models, being Toyota factory-fitted and supplied as imported.

Research I have conducted has revealed numerous other manufacturers vehicles having suffered similar or identical issues. I respectfully bring to your attention results of recalls on the Australian Competition and Consumer Commission website, more recently involving the recall of Hyundai Veloster glass roof products in 2013; the recall of Audi Q5 glass roof products in 2012; and Webasto glass roof products in 2011 resulting in the recall of nearly 50,000 products worldwide. Further research has revealed instances of similar incidents occurring in Toyota Kluger products and other international Toyota products. All of these instances appear to be similar or identical to the incident with my moonroof.

I believe that the defect with glass moonroof products fitted to Toyota Landcruiser Prado models is as serious as the above-mentioned recalls, and that this matter deserves to be investigated at a matter of urgency. The failure of my vehicle's moonroof would definitely have resulted in injuries to myself (and others were I carrying passengers), were the internal sunshade in the open position. The moonroof failure poses a 100% injury risk to occupants of Toyota vehicles fitted with the same moonroof product, which I believe are the Toyota Landcruiser, the Toyota RAV4, and the Toyota Kluger models.

As mentioned, my vehicle remains stored in my own personal garage and remains unmodified from the time of the original incident. It is available for inspection by your department. I rely on my vehicle for work and presently I have a friend taking care of my daily transport needs, consequently I would like to request that you contact me as soon as possible to advise me if my vehicle will be required for inspection by your department.

I would like to thank you in advance for your attention and consideration of this serious matter involving public safety, and I encourage you to contact me regarding any further information you may require.

Reported to Manufacturer or Dealer (give details) s. 22(1)(a)([redacted] Service Manager s. 22(1)([redacted] Toyota - Reported in person 18/02/2013 s. 22(1)(a)([redacted] Toyota Customer Experience Centre - Reported in writing 25/02/2013

Action to date: s. 22(1)(a)([redacted] Service Manager s. 22(1)([redacted] Toyota - 3-5 minute inspection at the dealership on 18/02/2013 s. 22(1)([redacted] Toyota and Toyota Australia do not have an explanation for why the moonroof exploded and have stated that the vehicle will not be inspected in detail and that the matter is closed.

s. 22(1)(a)(ii)

Sunday, 3rd March 2013

Department of Infrastructure and Transport
Defect Notifications
GPO Box 594
Canberra
ACT 2601

13-034

13/1944

RE: TOYOTA PRADO SUNROOF/MOONROOF DEFECT

Dear Sir/Madam

My name is s. 22(1)(a)(and I am writing to you regarding what I feel is a serious defect with a Toyota manufactured vehicle.

On Sunday the 17th of February 2013, at approximately 1:05pm, I was driving my 2012 Toyota Landcruiser Prado along the s. 22(1)(a)(ii) near the town of s. 22(1)(when I suddenly heard a loud noise. The sound was the deep 'boom' of an explosion, rather than a 'crack' or shattering sound. I soon realised it was the sunroof/moonroof above me that had blown out. At the time I had the internal sun cover closed, which actually acted as a shield against the extensively shattered glass. Without this cover, I would have been covered in minute shards and slivers of glass and no doubt seriously injured. Upon inspection I saw that the moonroof glass exploded up and outward, with the remaining glass angled upward.

At the time of the explosion I was travelling at approximately 80-90 kilometres per hour on a sealed roadway that was in good condition. There were no other vehicles around me and no objects above the roadway. Furthermore, I found no foreign objects inside the vehicle.

I subsequently attended my local Toyota dealer s. 22(1)(a) Toyota, to have the vehicle thoroughly inspected. Both the service manager and the assistant service manager merely looked at my vehicle, with the service manager taking several photographs. I have since had contact with representatives of s. 22(1)(Toyota service department and Toyota Australia Customer Service, both of whom have advised me that Toyota Australia has no explanation as to why the moonroof in my vehicle exploded. At this time, Toyota has made no attempt to contact me to organize a full inspection of my vehicle's damaged moonroof. Furthermore, Toyota has made no attempt to gather samples of the damaged glass for inspection and testing regarding glass integrity. It is my intention to have the moonroof independently inspected by industry experts as soon as practicable.

I am including photographs of the damage to my vehicle with this correspondence, and it is clearly evident in the photographs that the vehicle's moonroof exploded upward and outward. In addition to these photographs, my vehicle is available for inspection by your department, with it being in the same condition it was in at the time of the incident as it is being stored and not driven. My vehicle is approximately 9 months old with about 18,000 kilometres travelled.

Considering the nature of the damage, along with Toyota's failure of offer an explanation of the incident, I believe that there is a serious and dangerous fault with the construction of the moonroof fitted to Toyota Landcruiser Prado models, being Toyota factory-fitted and supplied as imported.

Research I have conducted has revealed numerous other manufacturers vehicles having suffered similar or identical issues. I respectfully bring to your attention results of your department's inquiries on the Australian Competition and Consumer Commission website, more recently involving the recall of Hyundai Veloster glass roof products in 2013; the recall of Audi Q5 glass roof products in 2012; and Webasto glass roof products in 2011 resulting in the recall of nearly 50,000 products worldwide. Further research has revealed instances of similar incidents occurring in Toyota Kluger products and other international Toyota products.

I believe that the defect with glass moonroof products fitted to Toyota Landcruiser Prado models is as serious as the above-mentioned recalls, and that this matter deserves to be investigated at a matter of urgency. The failure of my vehicle's moonroof would definitely have resulted in injuries to myself, were the internal sunshade in the open position. The failure poses a 100% injury risk to occupants of Toyota vehicles fitted with the same moonroof product, which I believe are the Toyota Landcruiser, the Toyota RAV4, and the Toyota Kluger models.

As mentioned, my vehicle remains stored in my own personal garage and remains unmodified from the time of the original incident. It is available for inspection by your department. I rely on my vehicle for work and presently I have a friend taking care of my daily transport needs, consequently I would like to request that you contact me as soon as possible to advise me if my vehicle will be required for inspection by your department.

I would like to thank you in advance for your attention and consideration of this serious matter involving public safety, and I encourage you to contact me regarding any further information you may require.

Sincerely,

s. 22(1)(a)(ii)

