



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100184

Date Received

Repository ☐

26-MAR-2004

Reference No.
10065060

AM 9:56

OWNER INFORMATION (Type or Print)

Name

Address

City ZEBULON

State NC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of an authorization, NHTSA will not reveal your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 4-16-04

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

JT2BK18U6

Make

TOYOTA

Model

PRUIS

Model Year

2002

Date Purchased

1-15-02

Dealer's Name and Telephone Number

Toyota of Durham 919-493-5599

Engine:

No. Cylinders

Fuel Type:

Hybrid
gas/electric

Original Owner

☒

Dealer's City

Durham

State

NC

Zip Code

27607-2386

Transmission Type

Automatic

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

08000 ENGINE AND ENGINE COOLING

Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-APR-2003

Failure Mileage

27000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM15ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e. parts repaired or replaced (and if old part is available).

AFTER PARKING VEHICLE AND RETURNING BACK TO IT LATER VEHICLE STARTED UP, BUT THEN STALLED. AFTER STALLING VEHICLE DID NOT RESTART UNTIL THE NEXT DAY. DEALER HAS EXAMINED THE VEHICLE FIVE TIMES AND WAS NOT ABLE TO RESOLVE THE PROBLEM. ALSO, GAS TANK AND STEERING LINKS HAD BEEN REPLACED. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-578 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(es)

5 different times from April 2003 to March 2004 my vehicle left me stranded by "shutting off" right after I tried to start it. The dashboard lit up with warning lights & the car would not restart. Three times I waited for a tow truck - 5 times I drove rental cars - one time I drove the rental for 33 days straight! I drove my car about 50% of the time for this time period. I was lucky each time I had a cell phone, one time my 72 year old Mom had to pick me up after I waited on a cold January evening for the wrecker! I have no confidence in this vehicle. I bought this car for several reasons one of which is reliability. I know it will cut off again and I can't even feel comfortable with my wife driving it alone as well as taking a long trip! They have replaced computers, gas tank and rebuilt the short block. Now what's next?

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAILING TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.safercar.gov/questionnaire

**CONSUMER
COMPLAINT
(Motor Vehicle)**

**MAIL TO: CONSUMER PROTECTION
ATTORNEY GENERAL'S OFFICE
POST OFFICE BOX 629
RALEIGH, NC 27602
Telephone: (919) 716-6000
Fax: (919) 716-6050**

FROM:

YOUR NAME(S) _____

ADDRESS _____

CITY Zebulon **STATE** NC **ZIP** _____

TELEPHONE: HOME _____

(List spouse's business telephone number if both are
filing the complaint and indicate whose number it is)

DEALER OR REPAIR SHOP COMPLAINED ABOUT:

NAME _____

ADDRESS _____

CITY _____ **STATE** _____ **ZIP** _____

TELEPHONE: (____) _____

Is your complaint about: ☐ New car sales practices ☐ Used car sales practices ☐ Warranty

☒ Manufacturing defect ☐ Repairs ☐ Financing or leasing?

Did you buy your vehicle: ☒ New ☐ Demo ☐ Used?

Make, Model & Year Toyota Prius 2002 **Date of Purchase** 1-15-02

Where Financed (if relevant): Name State Employees Credit Union

Address _____ **City** Oxford **State** NC **Zip** _____

WHAT DOES THE CONSUMER PROTECTION OFFICE DO?

The Attorney General's Consumer Protection Office acts to protect the public from unlawful business practices. While we can often assist with the mediation of a dispute, we do not have the authority or resources to act as a lawyer for consumers in individual disputes. We encourage citizens to send us information about suspect business practices because this helps us identify areas for enforcement.

INSTRUCTIONS

Please explain your complaint on the reverse side of this form. You may use additional sheets if necessary. We will send a copy of this complaint to the business involved for a response, so please write or type clearly. Try to be brief, but be sure to tell what happened, when it happened and who was involved.

If this is a vehicle sales problem, please include copies (not originals) of your bill of sale, credit contract and any correspondence relating to the problem. If this is a used car warranty problem, please include a copy of the warranty and describe specifically any oral warranties or promises made about the condition of the car. If this is a repair problem, please include copies of the repair orders or written estimates.

Starting in April, 2003, my 2002 Toyota Prius, with only 25,649 miles on the odometer, started cutting off and not starting back. Toyota of Henderson installed an 'Engine Computer' on 5-16-03. In October, with 37,190 miles, Toyota of Henderson replaced an 'Engine Computer'. This after being stranded with a 'dead' vehicle, while at work, and receiving a rental car (which I drove for 33 days). In December (13) with 46,537 miles, I'm stranded again, (Cold, getting dark + middle of nowhere) I ask my Mother to pick me up while the tow truck is on its way. I drive a rental car for 7 days. Leith Toyota replaces the 'Hybrid ECU' a computer, yet again. Now it is 2004 and in January (24th) with 43,327 miles I'm stranded again. I drive a rental car for 15 days and they replace a 'relay' they think might be overheating. Guess what? The car won't start again on March 11th, I drive a rental for 16 days and Leith Toyota rebuilds the 'Short block'. Some 'scoring' had been observed inside one or more of the cylinders. This was with 44,429 miles on the odometer. So within the last 6 months (October to March) I've driven a rental vehicle 71 days - that's about 40% of the time driving a rental vehicle. I have no confidence in this particular car - I believe it is a lemon and feel like the problem is not fixed. I can't imagine my wife alone in this car when it just won't start back! We couldn't (can't) take it on any trip because we don't rely on it. They also replaced the steering link + gas tank.

WHAT DO YOU WANT THE COMPANY TO DO? I want this vehicle replaced with a 2004 Toyota Prius or a complete re-fund

Customer Claim Form

CONTACT USE CASE NUMBER

CUSTOMER NAME AND ADDRESS

☒ Mr. First name ☐ Mrs. ☐ Ms. Street address City <u>Zebulon</u> State <u>N.C.</u> Zip code Day phone Fax: ()
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VEHICLE INFORMATION

Name(s) that appears on vehicle title:			
If vehicle is used for business:	What percent of time is vehicle used for business purposes?	%	How many other vehicles are owned or leased by the business?
Make: <u>Toyota</u>	Model: <u>Prius</u>	Year: <u>2002</u>	Current mileage: <u>45,666</u>
Vehicle Identification Number: <u>1T1K18U62</u>			
Selling dealer and address: <u>Toyota of Durham</u>			
Dominant Servicing Dealer: <u>Leith Toyota - Raleigh + Toyota of Henderson - Henderson</u>			

If vehicle was purchased, complete the following:

Purchase date: <u>1-15-02</u>	Mileage at purchase: <u>5</u>
Purchased as (check): ☒ new ☐ used ☐ demo ☐ fleet	
Are your loan payments current? ☒ Yes ☐ No	
Is the vehicle in your possession? ☒ Yes ☐ No	
Lienholder's name & address: <u>S.E. Co. of NC</u>	
Account number: <u>86043-01</u>	
Lienholder's phone number: <u>(919) 690-0556</u>	

If vehicle was leased, complete the following:

Lease date:	Mileage at lease:
Leased as (check): ☐ new ☐ demo ☐ fleet	
Are your lease payments current? ☐ Yes ☐ No	
Is the vehicle in your possession? ☐ Yes ☐ No	
Leasing company's name & address:	
Account number:	
Leasing company's phone number: ()	

VEHICLE PROBLEM(S)

Indicate problem.	List dealer(s) that have repaired or attempted repair (include city and state).	List date, mileage and repair order number for each repair attempt.	Does the problem currently exist? (circle)
Engine cuts off - won't start back	Toyota of Henderson Henderson N.C.	5/16/03 27,244 miles #067222	☒ yes ☐ no
" "	Toyota of Henderson Henderson N.C.	10/3/03 37,190 #64540	☒ yes ☐ no
" "	Leith Toyota Raleigh N.C.	12/3/03 40,537 TOCS285D16	☒ yes ☐ no
" "	Leith Toyota Raleigh	1/24/04 43,327 TOCS290057	☒ yes ☐ no
" "	Leith Toyota Raleigh	3/11/04 44,409 TOCS290105	☒ yes ☐ no

Has the vehicle been involved in an accident? ☐ Yes ☒ No

If yes, date of accident: Area of vehicle damaged:

Resolution sought:

Vehicle replaced with 2004 Prius
or Complete refund

Return all copies of this form to:

National Center for Dispute Settlement
 P.O. Box 881100
 Dallas, TX 75288-1100

SIGNATURE(S)

DATE