



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
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1220

Date Received

01-NOV-2004

Repository ☐

Reference No.
10099078

OWNER INFORMATION (Type or Print)

Name

Address

City PASADENA

State MD

Zip Code

Daytime Telephone Number

E-mail Address

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 provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 11/12/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
JTDKB20U240

Make
TOYOTA

Model
PRIUS

Model Year
2004

Date Purchased
8/30/04

Dealer's Name and Telephone Number
R & H Toyota

Engine:
No. Cylinders

Fuel Type:
HYBRID

Original Owner
A

Dealer's City
DOWNS MILLS MD

State
MD

Zip Code
21117

Transmission Type
AUTO

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code:

06000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
29-OCT-2004

Failure Mileage
4008

Failure Speed
60 MPH

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: DOTM19ABC036)

☐ 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

Number of Deaths

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).

WHILE DRIVING THE VEHICLE AT 60 MPH. THE VEHICLE COMPLETELY SHUT DOWN. THE CONSUMER PRESSED ON THE ACCELERATOR PEDAL FOR SPEED, HOWEVER THE VEHICLE CONTINUED TO LOSE POWER. THE CONSUMER HAD THE VEHICLE TOWED. THE VEHICLE IS STILL AT THE DEALERSHIP. PLEASE PROVIDE ANY FURTHER INFORMATION.*JB

The failure was due to a "computer glitch"
Repaired/reprogrammed computer per Toyota Technical
Service Bulletin (P3191 code) EG047-04/EG4017

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

PHSA DENA MO

Prius Breakdown Diary

Ref # 10099076

Fri. 10/29/04 - I was driving home alone from work on Friday evening at a speed of 60 mph when the car totally shut down. Warning lights came on (red triangle with an explanation point in the middle, abs orange warning light, and orange symbol to check engine.) When I tried to accelerate speed pushing the gas pedal to the floor, I found that I continued to lose speed. I put on my turn signal and moved over two lanes to get to the right shoulder. I called R & H Toyota Dealer who arranged for a tow truck. After 45 minutes, the Apex Tow truck arrived and the car was towed to R & H Toyota dealer. Before my husband and I left, I reported this incident to the Sales Manager, Tracy Reich and the sales person who sold me the car - Jeff Gelzinis. I told them that I was extremely concerned for my safety and would be scared to drive the car again.

Fri. 10/29/94 - My husband took a call from Cindy, the service writer, who told him that the computer had to be re-calibrated and the battery that was dead had to be recharged. She gave my husband the impression that we could pick the car up on Saturday, 10/30/04.

Sat. 10/30/04 - At approximately 10:30 a.m. I called the service department. The person who answered checked the computer and told me it said the car was not ready. I asked to talk to a service advisor. She said that all service advisors were busy with customers and she would have an advisor call me back. At approximately 3:00 p.m. I called again. She apologized that an advisor had not call me but she said they were still busy with customers and she would give the service advisor a message to call me. I never received a call back.

Sat. 10/30/04 - I called Jeff Gelzinis and asked him if he could possibly get involved in understanding what was wrong with the Prius. He asked me about having a loaner car and told me he could arrange for a shuttle to pick me up Monday morning but he would have to talk to the Sales Manager Tracy Reich first and then would call me back. I did not receive any call back or message on my answering machine.

Sat. & Sun. 10/30/04 and 10/31/04 - I had trouble sleeping worrying about what happened, the danger I was in, R & H Toyota not calling me back, and not having a car to drive on Monday.

Mon. 11/1/04 - At 8:30 a.m. I called the DOT Safety Highway commission and reported the total breakdown while driving at a speed of 60 mph. A person named Carolyn wrote the report, told me that she was going to mail it to me and when I receive it sign it and send it back with any supporting documentation from the dealer. She told me that the Safety commission would deal directly with the manufacturer concerning the report.

Mon. 11/1/04 - At 9:00 am. I called the dealer's service department. The receptionist, Valarie, told me that Cindy, the service writer, would not be in until 3 p.m. I would have to call back then. I told her that I called twice on Sat. and was told that a service advisor would call me back but I never received a call. She then put me on hold and came back

and said that the Shop Foreman may be able to give me some information about the Prius and his name is Chuck. She told me he would call me at 12 Noon. I gave her my work number.

Mon. 11/1/04 - I called the service department at R & H Toyota at 12:30 p.m. as I did not receive a call from the Shop Foreman, Chuck. Valarie said she would remind him again and I would have to talk to him to get some answers. I told Valarie that I was very unhappy. She told me that if I wanted to find out about my vehicle I needed to talk to him.

Mon. 11/1/04 - I called Toyota Corporate at 1-800 GO TOYOTA and spoke to Julissa. I explained to her what happened and told her I felt I was put in jeopardy and was in a very unsafe situation when the Prius lost total power while I was traveling at a speed of 60 mph. I told her I could put the gas peddle to the floor and was still quickly losing speed. I also told her I reported the incident to DOT. She agreed that it was unsafe and would not want it to happen to her. She told me that she was going to write up a report and also report the incident to the Prius Specialist Team who would call me in 24 hours. She gave me case # 200411010647 and told me when I call to provide that number. I gave her the VIN number for the Prius.

I told her that I felt I was getting no help or answers from R&H Toyota. She told me to call Marlene Bloomfield who is the R&H Toyota customer relations person.

11/1/04 - The Shop Foreman, Chuck, called me at 12:30 p.m. while I was talking to Toyota Corporate to report this. He left me a message that said "I have looked in to your vehicle and have some ideas as to what is going on with it but I am waiting for my night time shop foreman who was here on Friday night to call me back to verify what he saw on Friday night versus what I am seeing now. As soon as I hear back from him I'll put a plan together and hopefully have you back in your vehicle tonight. When you get a chance, please call me back at 410-654-8444.

11/1/04 - At 12:38 I called Chuck but was told he went to lunch and to call back in an hour. I called back at 2:15 and the receptionist said she would take a message to have him call me.

11/1/04 - At 2:30 I left a message for Jeff to call me. They said he was with a customer.

11/1/04 - At 3:00 I left a message for Marlene Bloomfield to call me. I was told that she was busy with a customer.

11/1/04 - At 3:15 p.m. Jeff Gelzinis called me to let me know that he spoke to the shop foreman, Chuck, who told him that the battery that went dead was the 12 volt battery that operates the computer system not the large hybrid battery. He told me that the car was taken on a long road test by Chuck and the car ran fine. I told Jeff that I was still concerned. The car is only 2 months old. What could have possibly made the 12-Volt battery go dead? I told him that they told me that the battery was being recharged. Shouldn't they put a new battery in the car rather than recharging it? What's to say that it

• wouldn't go dead again? He went on to tell me that he had a similar experience with his 1995 GMC Jimmy Truck when the alternator went dead. He said his car actually stopped running. I told him I have never heard of this happening to anyone.

He told me that he would have Chuck the Shop Foreman call me to answer my questions. I told him that I would be leaving work at 4 o'clock and he can reach me at my home number.

11/1/04 - It is 3:15 p.m. and I still have not heard from Marlene Bloomfield.

11/1/04 - At 3:30 Chuck the Shop Foreman called me. He explained that a glitch in the computer caused the engine to shut down. He told me the technical service code diagnosing the problem was 3191 or 3190. He told me that he had a Technical Service Bulletin from Toyota dated October 13, 2004 advising him that that code meant it was a computer glitch and the software fell outside the parameter. When the engine shuts down, the hybrid battery is no longer charged and everything stops. He said that the 12-volt battery that went dead was because of my using the flashers when I was sitting on the shoulder. He said that Ken worked on the car Friday night and he "reflashed the computer." Chuck told me that he took the car for a road test and it is running fine. I asked him what is to keep it from happening again. He said that he was sure that it would not happen again. He told me the car was safe and it was ok to pick it up tonight. He said that Ken would be there if I or my husband had any questions.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**