



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 100222

Date Received

13-DEC-2004

Repository ☐

Reference No.
10103849

OWNER INFORMATION (Type or Print)

Name

Address

City MONTARA

State CA

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 answer, we will use your name or address to the vehicle manufacturer.

Signature of Owner

Date 12/22/04

VEHICLE INFORMATION

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

JTDK820U14

Make

TOYOTA

Model

PRIUS

Model Year

2004

Date Purchased

6/15/04

Dealer's Name and Telephone Number

PUTNAM TOYOTA 650.340.6900

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Burlingame

State

CA

Zip Code

94010

Transmission Type

AUTOMATIC

☒ Anti-lock Brakes

☐ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

181000 VEHICLE SPEED CONTROL/ACCELERATOR PEDAL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12-OCT-2004

Failure Mileage

800

Failure Speed

Accelerator pedal

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:

Airport, Montara, Pacifica

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).

THE ACCELERATOR STUCK CONTINUOUSLY, CAUSING THE VEHICLE TO STALL AND SHUTDOWN. DEALER HAS BEEN UNABLE TO DUPLICATE THE PROBLEM, AND THE MANUFACTURER OFFERED NO SOLUTION. *AK

FAILED TO
ACCELERATE

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 92-579) 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 response, or a statistical summary thereof, may be used in support of the agency's action.

→
accelerator
failure

In June I purchased a 2004 Prius from Putnam Toyota in Burlingame, CA. I paid in full at that time. I did not purchase an extended warranty. On July 26, 2004, my car stalled and various emergency and warning lights lit on the dash. I had it towed to the nearest dealer which is Ron Goode Toyota. The car's computer showed multiple codes yet they could not find anything wrong with the car.

On August 3rd, 2004, the car coasted to a stop while I was driving it and the accelerator failed to work. I took it to Putnam Toyota (where I purchased the car) and they could not find a problem, although they drove the car for 300 miles during the week they had it. My car's computer did not register any problems.

Then the same problem happened twice, two days in a row, first the car felt like it was "dragging" as if the emergency brake was on and then a day later it coasted to a stop while I was driving on level ground. This incident was on a winding cliff top road with no shoulder. My car stalled on a blind curve and a car behind me slammed into the car in front of it. My vehicle was not hit. I tried the accelerator again and it worked. The next day it coasted to a stop again so I arranged to take it to the dealer's. Their computer did not show any problems.

The car was returned to me. It is not safe to drive, especially where I live on a high cliff with narrow roads, and I am left with a new car that is not reliable.

My research on the problem showed that it might be:

"P1120" or "1120" <-- the error code that is stored when the error lights come up, indicating that the accelerator pedal assembly needs to be replaced

"TSB EG018-02" or "EG018-02" <-- The TSB that describes how to fix a P1120

I sent this information to Putnam Toyota service manager.

A Toyota Case number was assigned to my car the first time it came in: 042080060