



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

8:03 MAR-2008

Repository ☐

Reference No.
10716134

OWNER INFORMATION (Type or Print)

Name

Address

City

EAST PITTSBURGH

State PA

Zip Code

Daytime Telephone Number

Email 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 a signature, please print your name or address to the vehicle manufacturer.

Signature of Owner

Date 3/21/08

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

02/26/04

Dealer's Name and Telephone Number

Robich Toyota 412 344 6012

Engine

No. Cylinders

4

Fuel Type:

GASOLINE

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☒ Anti-lock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

110000 ELECTRICAL SYSTEM

Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-NOV-2004

03-MAR-2008

Failure Mileage

16,900

Failure Speed

30MPH

Computer SOFTWARE

(Possibly ALSO computer HARDWARE

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:

Seat Type:

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

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 VEHICLE WILL JUST STOP. CONSUMER STATES THERE IS A SOFTWARE PROBLEM WITH ENGINE BEING FAULTY FROM THE COMPUTER. CONSUMER RECEIVES A DOZEN WARNING LIGHTS. VEHICLE WAS TOWED TO A DEALERSHIP SO THAT THE VEHICLE COULD BE DIAGNOSED. CONSUMER IS AWARE OF OTHER SIMILAR COMPLAINTS. *AK

I have pulled from the internet A few of the MANY other reports of this failure. Most of us love this CAR... but it is difficult to not feel that TOYOTA is AS ONE of the "REPORTERS" SAYS "JUST Burying this Problem"

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 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(ies)

3-13-05 (APPROX 6:30 PM) Vehicle has performed normally all day. I start vehicle which has been parked 2 hours. (Temp approx 20°F) All warning lights which test at start up - stay on. Additional warning light in dash. Red "P" Also the following symbol appeared in upper left of GPS display. (Symbol Brown of Range). It is Sunday night I try to drive home (3-4 miles). After 1 mile the car acts as though I have run out of gas. I glide into an illegal space. Car is in accessory mode. Car won't turn off from accessory mode. About 5 to 10 minutes later it did turn off. I have had previous experience with car refusing to shut off from accessory mode. I called AAA. AAA still not there 90 min later. I tried to start. Success. Still getting all warning lights. Got home. Next morn. All warning lights still lit & car starts. Rental car guy gets here before tow truck. I move car to driveway for tow driver. No warning lights. CAR ADJUAL. RobRich Toyota (great service Dept) ATTACH ADDITIONAL SHEETS IF NECESSARY
Replaces, After lots of communication with Toyota, the electronic control unit

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 73175 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. 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

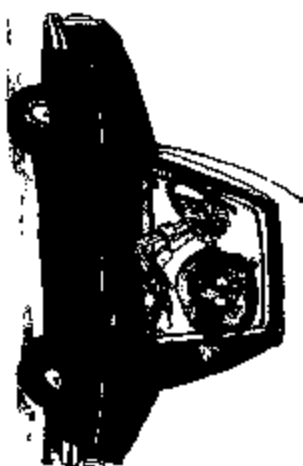
DASH2DOT

and dial toll free at

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DOT Auto Safety Hotline
(DASH) 2 DOT



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Subject: Other people whose Prius experience is virtually the same as mine...car just quit runnin

Attach a file

TO RANDY FROM STEVE HOLSTEIN

ENTRIES IN TOWNHALL-TALK EDMUNDS.COM

First forum letter re. failure in Prius

#142 of 180 Re: Engine problem- faulty computer? (md_sailor) by hybrid2 Feb 28, 2005 (4:11 pm)

My 2004 Prius had the same problem that you describe. It has 24,000 miles. It also was toyed and I have also lost confidence in this car. I have also not had a real explanation for this failure. The car was reprogrammed and we'll see how it goes.

Second forum letter re. engine failure problem in Prius
I sent a two page letter to To

yota Motor Sales, FAX 9310-488-7814. They responded by having someone call me who said that Toyota's message to me was: "wait and hope that it doesn't happen again". They refused to provide a written response to my specific questions about the computer failure, and said that I would only hear from them if they had a recall on the car. My 04 has been flawless since the reprogramming, but I do not have the same confidence in the car since no explanation for the failure was given.

Please post any similar experiences, Toyota seems to be just burying these failures, but together we can find out how widespread they are.

Third Forum entry re. engine failure in Prius

My wife has experienced this problem twice. A half dozen warning lights, loss of power, running only on battery. Both times the car has gotten into a state where it wouldn't start and then has spontaneously corrected the condition after something over an hour. The dealer (Symes, Pasadena, CA) said that she had run it out of gas, but I am quite certain that this was not the case.

We were paying pretty close attention to the mileage and what we managed to get into the tank.

(Bladder problems have gotten worse and I am taking it in for TSB EL010-04 next week. Magic words: "The fuel gauge is inaccurate" and "I can't fill the tank all the way." My vin is slightly before 40[redacted] so I get both fixes.)