Form Approved: O.M.B. No. 2127-0008

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 100148

Date Received	Repository ☐
23-MAY-2005 10: 01	Reference No. 10121920

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City ITHACA	State NY	Zip Code	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 provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 6/1/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
JTDKB20U440	TOYOTA	PRIUS	2004

Date Purchased	Dealer's Name and Telephone Number			Engine: No. Cylinders	Fuel Type:
01-MAY-04	KENT BROWN TOYOTA			4	Gas
Original Owner ☒	Dealer's City ELMIRA	State NY	Zip Code 14903		

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	FRONT WHEEL DRIVE	114200 ELECTRICAL SYSTEM:WIRING:INTERIOR/UNDER DASH Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed
22-JAN-2005	8600	See attached

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: DOTMALSABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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).

~~DT: THE CONTACT OWNS A 2004 TOYOTA PRIUS. AFTER DRIVING ABOUT A BLOCK EVERYTHING ELECTRONIC ON THE DASHBOARD WENT BLANK. ALSO, THE STEERING BECAME DIFFICULT. AFTER A COUPLE OF MINUTES EVERYTHING CAME BACK ON THE DASHBOARD, INCLUDING A SERVICE ENGINE LIGHT. SINCE THE INCIDENT HAPPENED ON A SATURDAY THE VEHICLE WAS TAKEN TO THE DEALER ON MONDAY. BY THEN EVERYTHING WAS WORKING FINE, SO THE DEALER REPLACED THE RELAY SWITCH. NOTHING HAS HAPPENED LIKE THIS AGAIN." AK~~

See attached description of incident, written soon afterwards.

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 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.

VIN: JTDKB20U440 [redacted]

Problem with 2004 Prius.
Driver: [redacted] Ithaca NY [redacted]

About 9:30 AM on Saturday Jan. 22, 2005, I drove downtown, about 2 miles. It was very cold (about 0 F), but everything seemed okay with the car. I parked outside the Book Sale and went in. I came out about 10 AM and started the car. I immediately noticed that the steering was very difficult. At first I thought I was merely stuck in ruts in the snow. But after driving a block or two I noticed that all the dashboard lights were out – the MPH indicator and everything. I believe the touch screen was still displaying, but I'm not perfectly sure. After another block the dashboard lights all came on, and the steering became easier.

But now too many lights were on. I had (a) the BRAKE light, (b) the ABS (antilock brake system) light, (c) the general warning symbol – the symbol ! within a triangle, (d) I believe at this time I was already getting a pink square on the touchscreen, with a symbol that means "Take vehicle to dealer immediately." At that time I didn't know what that last symbol meant, so I drove home (about 2 miles). Despite the BRAKE light being on continuously, the vehicle didn't behave as if the emergency brake were on; for instance, it didn't lurch to a stop when I took my foot off the accelerator.

Throughout this whole incident my speeds were very low – perhaps about 20 mph – since I was in a city and the roads were covered with snow.

After the car had sat in my driveway about an hour, I went out and turned it on again to see what would happen. The dashboard lights came on immediately. This time I got no BRAKE or ABS light, but I still had the general warning symbol (the ! within a triangle) and the pink square meaning "Take vehicle to dealer immediately." I then looked up that symbol and learned what it meant. I then called the dealer who said they were just about to close for the weekend, so I made an appointment for Monday.

On Sunday we turned the car on and again got the general warning symbol, so turned it off without driving it.

On Monday it was much warmer. The car started perfectly, with no unusual warning lights. My wife drove the car to the dealer, who couldn't find anything wrong. They changed a "relay," but admitted that was just a wild guess. The problem hasn't recurred since. But I don't think it has been that cold since then.

Written by [redacted]

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).