



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: 10-JUN-2006
Repository:
Reference No.: 10124807

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: ANTIOCH State: CA Zip Code: [REDACTED]
Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
in the absence of an authorization, NHTSA WILL NOT disclose your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: / / YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JTDK870U7 [REDACTED]
Make: TOYOTA Model: PRIUS Model Year: 2005
Date Purchased: 25-APR-05 Dealer's Name and Telephone Number: ANTIOCH TOYOTA 925-778-4800
Engine: No. Cylinders: Fuel Type: Other
Original Owner: Dealer's City: ANTIOCH State: CA Zip Code: 94509
Transmission Type: AUTOMATIC Antilock Brakes Powertrain: FRONT WHEEL DRIVE
Vehicle Component Code: 110000 ELECTRICAL SYSTEM
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 24-MAY-2006
Failure Mileage: Failure Speed: 68

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/85R15)
DOT No. (Example: DOTM19A9C036) 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).

DT: CONTACT STATES WHILE DRIVING AT APPROXIMATELY 68 MPH VEHICLE BEGAN LOST SPEED. CONSUMER WAS ABLE TO PULL THE VEHICLE OFF TO THE SIDE OF THE ROAD AND PARK. A. HOW LONG AND AT WHAT SPEED WAS THE CONSUMER DRIVING BEFORE THE VEHICLE LOST POWER? DRIVING ABOUT 1 HOUR; 68 MPH. B. WAS THE CONSUMER ACCELERATING, DECELERATING, OR DRIVING AT A STEADY-STATE WHEN THE VEHICLE LOST POWER? ACCELERATING, DRIVING AT A STEADY RATE; VEHICLE LOST POWER WHILE ACCELERATING. C. AFTER THE VEHICLE LOST POWER, WAS THE DRIVER ABLE TO CONTINUE DRIVING THE VEHICLE? IF SO, HOW LONG AND AT WHAT SPEED? NO. D. DID ANY WARNING LIGHTS APPEAR BEFORE AND/OR AFTER THE INCIDENT OCCURRED? NO IF SO, DESCRIBE THE LIGHTS THAT WERE LIT. E. DID THE VEHICLE EVENTUALLY STALL AND COME TO A STOP? HOW LONG DID THIS OCCUR AFTER THE WARNING LIGHTS WERE LIT? F. WAS THE DRIVER ABLE TO RESTART THE VEHICLE RIGHT AFTER IT STALLED? THE VEHICLE WAS NEVER TURNED OFF. ONLY PUT THE VEHICLE INTO PARK. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 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 redacted summary thereof, may be used in support of the agency's action.

PROBLEM WITH BRAND NEW 2005 TOYOTA PRIUS LOSING POWER
purchased 4/25/05

PROBLEM / SITUATION – Friday, May 6, 2005

I had just returned from a trip to Brookings, CA, had dropped off my passengers in Concord and got onto Hwy. 4 from the "Solano" ramp. Well before the incline, doing 68 mph, I heard one beep, then the Prius completely lost power. It dropped to 63, to 58, to 52 and kept dropping. I pressed the accelerator to the floor but it failed to respond.

I pulled to a relatively safe area (between two merging freeways) and sat there for approximately 1 ½ minutes with the car in park and running. I turned the power off then on again and put it into gear – it responded as it should have.

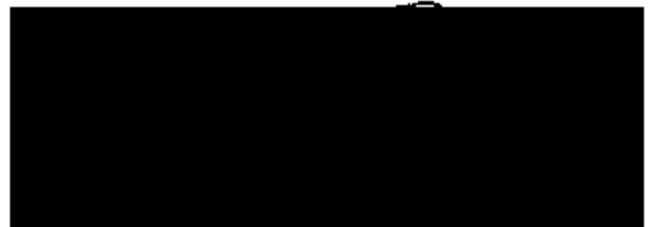
SERVICE DESK

It was approximately 6:35 pm. when I pulled into Antioch Toyota. I explained the problem I had just encountered with the gentleman at the Service desk; he said that he had never heard of anything like that and that the two men who worked on the Prius's were gone, to return it in the morning.

May 9, 2005 (Monday)

SERVICE DEPARTMENT

I brought the car in this morning. (I also had them check for a bad "rattle" which turned out to be a loose bolt which they repaired). They had checked it out and road tested the car finding nothing wrong. I was advised to bring it back should it lose power again.



Printed out + given to me by Danie? (Service manager) 6/14/05

**STATEMENT AND Q&A REGARDING
PRELIMINARY NHTSA INVESTIGATION OF REPORTS FOR
ALLEGED STALLING OF 2004 AND 2005 MODEL YEAR PRIUS VEHICLES**

Statement

he told me this was the only report they've received regarding the Prius, + that mine was the first ever to be reported to them with this problem

The National Highway Traffic Safety Administration ("NHTSA") has received thirty three consumer complaints alleging that their 2004 or 2005 model year Prius vehicle stalled. Based upon these reports, NHTSA opened an early-stage inquiry, called a Preliminary Evaluation. This is an early-stage inquiry to determine if further analysis (an Engineering Analysis) is warranted, not a recall. Toyota is currently cooperating fully with the agency to investigate the allegations. Toyota will provide complete results of its investigation to NHTSA within the agency's required time frame.

Q&A

Q1: When did NHTSA begin its investigation of the reported cases?

A1: NHTSA opened the investigation on May 31st. However, Toyota has not yet received the Preliminary Evaluation inquiry letter.

Q2: What prompted NHTSA to open the investigation?

A2: The preliminary information Toyota has been able to gather indicates that NHTSA has received 33 consumer complaints alleging that their 2004/2005 model year Prius vehicle stalled.

Q3: Is this related to the recent Wall Street Journal article?

A3: Yes. The original Wall Street Journal article stated 13 cases were reported to the NHTSA, but additional consumers have filed reports with the agency since the article was published.

Q4: What seems to be the source of the problem?

A4: Toyota is in the midst of its investigation. It is premature to comment on the cause until the investigation is completed.

Q5: Are these 33 complaints the only vehicles you are aware of that have experienced this problem?

A5: Our initial focus is on the 33 complaints reported by NHTSA. However, our investigation will tell us if there are more vehicles involved.

Q6: Is this a recall?

A6: No. This is not a recall. A Preliminary Evaluation is an early-stage inquiry to determine if further analysis by NHTSA (an Engineering Analysis) is warranted.

Q7: What if customers have questions or safety concerns regarding this issue, should they go to their dealer?

A7: We remain confident in the safety of these vehicles, but if customers have any concerns at all they should feel free to contact our Toyota Customer Experience Center 1.800.331.4331.

Q8: Have there been any cases of deaths or injuries?

A8: There were no deaths or injuries reported in the 33 consumer complaints.

Q9: How many 2004 and 2005 Model Year Prius vehicles has Toyota sold?

A9: There were approximately 88,216 model year 2004 and 2005-Prius vehicles sold in the United States. (2004 CY sales totaled 34,225, current CY2005 sales through April are 53,991)

Q10: The Wall Street Journal article reported that there was a "programming error" in 23,900 Prius vehicles last year, is this related to the stalling issue?

A10: No and that statement was not quite accurate. Last year we instituted a special service campaign on approximately 24,000 2004 model year vehicles to correct a programming error in their communication software that works with the On-Board Diagnostic software, when communicating with the hand held technician scantools.