



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

2005 AUG 12 AM 7:17
07-JUL-2005Repository ☐

17

Reference No.

10127845

OWNER INFORMATION (Type or Print)

Name

Address

City

GREENWICH

State CT

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?

In the absence of an authorization, NHTSA will NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 7/25/05

VEHICLE INFORMATION

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

JTDK020084

Make

TOYOTA

Model

PRIUS

Model Year

2004

Date Purchased

15-FEB-04

Dealer's Name and Telephone Number

TOYOTA OF GREENWICH

Engine:

No. Cylinders

Fuel Type:

Other

Original Owner

☒

Dealer's City

GREENWICH

State

CT

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes☒ Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

081000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

21-JUN-2005

Failure Mileage

9,900?

Failure Speed

25MPH

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: DOTM198BC036)

☐ 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.

E.g. parts repaired or replaced (and if old part is available).

DT: VEHICLE STALLED INTERMITTENTLY AND LOST POWER. *AK

(See enclosed sheets)

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

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 summarized summary thereof, may be used in support of the agency's action.

[REDACTED]
Greenwich, CT [REDACTED]

Tel [REDACTED]

Fax [REDACTED]

e-mail [REDACTED]

Tuesday, June 21, 2005, about 9 am I left our house in our 2004 Prius. About five minutes later, traveling at about 25 mph, as I approached the intersection of Parsonage and North Maple, emergency lights came on. I was in commuter traffic with little opportunity to pull over. Since I was less than a mile from Toyota of Greenwich, I decided to drive there slowly.

When I turned from Stanwich onto the Old Post Road, which parallels East Putnam Avenue, the car stopped dead and would not restart. At this point, I could see the Toyota dealership.

I called the Toyota dealership and explained my problem but was told they could not help as they did not have road service. They suggested I call AAA, which I did. AAA arrived 45 minutes later, not a pleasant wait for me. I had my emergency blinkers on and was waving traffic by, but this was rush hour on a very well-traveled route.

The Service Department told me they didn't know what the matter was and would hook the car up to a computer. In early April I had brought the Prius in for an appointment in response to notices from Toyota - a recall for a brake light problem and a notification of a software upgrade for the GPS. Because it had less than 5,000 miles, it was suggested that I wait for the first service on the car.

At the time of this incident - in which I was lucky not to be injured or killed - I remembered reading a report in the paper about the NHTSA (National Highway Traffic Safety Administration) looking into sudden stalling in Priuses (press release was June 2). When I later searched the internet, I realized my situation was described in the investigation - sudden stalling at highway speeds, unable to start again.

At no time have I received any information from Toyota regarding the risk of sudden stalling.

Toyota called the next day and said they had corrected a software problem and we could pick it up. I did not feel safe driving the care and was dissatisfied with their rude service. We sold the car back to the dealership for \$19,000. The day after we sold it, my husband saw it being detailed at a nearby carwash where they told him it had already been sold.

I feel this situation is being swept under the rug by Toyota. This is a potentially fatal defect and I don't understand why they have not voluntarily instituted a recall. A friend asked the dealership in Stamford what they were doing about problems with the Prius and they told her "there are no problems."

I filed a complaint by telephone with the NHTSA on Thursday, July 7, 2005, ODI# 10127845. On July 25, 2005 I received an email from the NHTSA - ODI (Office of Defects Investigation) requesting more information which I replied to. Also, the same day I received by mail the DOT Auto Safety Hotline Vehicle Owners' Questionnaire which I replied to.

July 25, 2005

Report for NHTSA by Lucy Day, regarding sudden stalling in 2004 Prius, June 21, 2005
ODI # 10127845

- a. How long and at what speed was the consumer driving before the vehicle lost power? Ten minutes, 25 mph.
- b. Was the consumer accelerating, decelerating, or driving at a steady-state when the vehicle lost power? Driving at a steady state.
- c. After the vehicle lost power, was the driver able to continue driving the vehicle? No
- d. Did any warning lights appear before and/or after the incident occurred? Yes.
If so, describe the lights that were lit. Everything seemed to light up on the dashboard including a large red exclamation point.
- e. Did the vehicle eventually stall and come to a stop? Yes
How long did this occur after the warning lights were lit? Within five minutes.
- f. Was the driver able to restart the vehicle right after it stalled? No
- g. Was the driver able to restart the vehicle after letting it sit awhile? No.
- h. Was the vehicle towed? Yes.
- i. What did the dealer say was wrong with the vehicle? Initially, that they didn't know. Later that it was a computer problem.
- j. Did the dealer reprogram the ECU (Electronic Control Unit) or any software? Yes.
- k. Has the vehicle had Special Service Campaigns 40A or 40 D performed on it prior to the incident? No
(Note: The consumer would have received a letter in the mail notifying them to bring his or her vehicle in for repair.) - Never received any letter.
- l. Has the vehicle had any problems since the repair? Don't know. We sold it back to the dealer who resold it the next day.