U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

NOV 3 2005

[redacted]
Dallas, TX [redacted]

NVS-216 aae
Ref. No. 10141036

Dear [redacted]

Thank you for your correspondence dated August 31, 2005, concerning your 2004 Toyota Prius vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on October 18, 2005. Due to limited resources we were not able to respond to you in a more timely manner. We regret any inconvenience our delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

A review of our database relative to problems associated with the battery system and its failure when not in use for extended periods of time in 2004 Toyota Prius vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database. It will be considered with other reports to identify any safety defect trends that may require our attention.

The instructions provided on the service bulletins are for dealerships when storing the vehicle for more than 10 days. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Texas Office of the Attorney General regarding your problem and your rights under the Texas Lemon Law. You may also ask your dealership for a meeting with Toyotas district manager regarding your concern.

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You can contact our toll-free Vehicle Safety Hotline (Hotline) at 1-888-327-4236. One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A Hotline representative will return your call.

Additionally, we have an Internet Web site at http://www.nhtsa.dot.gov that you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at http://www.nhtsa.dot.gov/ivoq. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at http://www.nhtsa.dot.gov/cars/problems.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure