



Office of Defects Investigation

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Complaints

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Contact

1-888-DASH-2-DOT
(1-888-327-4236)

TTY

- 1-800-424-9153 or
- 1-202-484-5238

Help

Consumer » Complaint » Vehicle » Preview

VOQ Information

Completed

- ☒ Edit consumer
- ☒ Edit complaint
- ☒ Edit vehicle

Optional

- Add tires
- Add equipment
- Add childrestraint

NOTE: Please review your Complaint information and click on "Submit Complaint" button located at the bottom of this page to Submit your complaint to NHTSA.

Consumer Information

Name : [REDACTED]

Org. Name :

Address : [REDACTED]

City, State, Zip : La Jolla, CA [REDACTED]
USA

Daytime Phone : [REDACTED]

Ext :

Evening Phone : [REDACTED]

Fax :

Email : [REDACTED]

top

Complaint Information

Description : I was checking over my shoulder to see if there were in any cars in my blind spot when the 2nd car ahead of me stopped abruptly. The van ahead of me stopped abruptly, and when I hit the brakes -- nothing happened. The car has been, now, for 2 MONTHS due to both body and mechanical problems (which the dealer doesn't seem to know how to fix). I wasn't sure whether to report this or not, but in the past 2 months I've found several reports by individuals (edmunds.com, mycarstats.com, and nhtsa.dot.gov...complaintsummary) and have heard anecdotally about other people in San Diego to whom this same thing has happened. There are no recalls or TSBs on this problem, but all the vehicles involved were 2004 Priuses. Someone else had told me, though I couldn't find documentaiton online, that there was one production run of 2004 Priuses all affected with this brake problem, though no one 'official' I asked seems to know anything about it.

Incident Date : 9/6/2005

Fire : No

Num. Failures : 1

Property Damage : No

Amman
12/7/05

Num. Deaths : 0
Num. Injured : 0
Referral Source : INTERNET OTHER SITE

Crash : Yes
Police Report : No

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Vehicle Information

VIN : JTDKB20U840 [REDACTED] **Purchase Date :** 8/15/2004
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Year, Make and Model : 2004/TOYOTA/PRIUS **Original Owner :** Yes
of Cylinders : 4 **Trans. Type :** AUTOMATIC
Engine Size : 16-valve **VehicleDetails Usage :** RECREATIONAL
Cruise Control : No **Antilock Brakes :** Yes
Current Mileage : 10391 **Speed :**
Failure Mileage : 10391 **Powertrain :** UNKNOWN
Body Style : **Fuel System :** FUEL INJECTION
Fuel Type : HYBRID ELECTRIC **Vehicle Type :**

Vehicle Component Information

Component 1: SERVICE BRAKES, ELECTRIC **OEM:** Yes

Vehicle Dealer Information

☒ **Dealer :** 1
Name : Toyota of Glendale **Dealer Type :** SALES DEALER
Address : 1260 South Brand Blvd
Glendale
CA 91204
Dealer Phone: (323) 461-7228 **Dealer Fax:** (818) 241-5771
Email: Ecom@toyota-of-glendale-04649.dlrmail.com

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Error Occurred While Processing Request

Error Executing Database Query.

[Macromedia][Oracle JDBC Driver][Oracle]ORA-00921: unexpected end of SQL command

The Error Occurred in D:\cfwebroot\ivoq\save\SaveVehicle.cfm:
line 24

Called from D:\cfwebroot\ivoq\save\SaveData.cfm: line 283

Called from D:\cfwebroot\ivoq\save\SaveData.cfm: line 20

Called from D:\cfwebroot\ivoq\save\SaveData.cfm: line 344

Called from D:\cfwebroot\ivoq\Confirm.cfm: line 33

Called from D:\cfwebroot\ivoq\save\SaveVehicle.cfm: line 24

Called from D:\cfwebroot\ivoq\save\SaveData.cfm: line 283

Called from D:\cfwebroot\ivoq\save\SaveData.cfm: line 20

Called from D:\cfwebroot\ivoq\save\SaveData.cfm: line 344

Called from D:\cfwebroot\ivoq\Confirm.cfm: line 33

22 : <!--

23 : if prod_id is not found--->

24 : <cfif search_product.recordcount eq 0>

25 : <cflocation url="/ivoq/preview.cfm?ecode=V_PROD">

26 : </cfif>

SQL SELECT max(prod_id) prod_id FROM products_artemis p WHERE p.model_yr = '2004' AND p.make = " AND
p.model = " AND p.mfr_id =

DATASOURCE ivoq

VENDORERRORCODE 921

SQLSTATE HY000

Please Try The Following:

- Check the [CFML Reference Manual](#) to verify that you are using the correct syntax.
- Search the [Knowledge Base](#) to find a solution to your problem.

Browser Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.0.3705)

Remote Address 66.27.70.55

Referer https://www-odi.nhtsa.dot.gov/ivoq/preview.cfm?tostep=4&CFID=1464727&CFTOKEN=56518431

Date/Time 02-Nov-05 07:15 PM

[Stack Trace \(click to expand\)](#)

Forums - Post Reply

6. [Rules of the Road](#)
7. [Help](#)

Today's Chats

1. [Chat Schedule](#)

Mazda Mania Chat
(6-7 PT/9-10 ET)
[Open in 8:39]

Browse By Vehicle

Select Make

Select Model

[View All Vehicles](#)

Browse by Board

Select a Board

Browse by Topic

Select a Topic

[View All Topics](#)

Search Forums

Enter Keyword(s)

#331 of 396 **Re: operator error** by loverand Jul 28, 2005 (1:22 pm)

Thanks for responding. It is a 2001 model. I am sure that I hit the brake pedal-as hard as I could. Had I hit the accelerator, I believe alot more damage would have ocured and subsequently hit my daughter and my ex who were in direct path (in the garage.) So no, I don't believe it was an operator error. Not that it makes much of a difference, but I've maintained a clean driving record (not even a speeding/parking ticket.)

I spoke to the service tech just a minute ago, and he's stumped at the data/codes that came up. There were two engine computer codes (p3191 and p3101) and two hybrid computer codes (204 with information code 1 and 205 with information code 0.) Although he did his best to explain what that means, I don't think he knew any more than I did. He said the last two hybrid codes contradicted themselves. He also said there was an ABS brake code but didn't have that info handy. (He had turned the paperwork in to mgt and was telling me off the top of his head.) He thinks it was ABS C1259. I'm going to pick up a copy of that paper work this afternoon and have a tech at Atlanta Toyota to look at it. Thankfully, he didn't reset anything yet. Does this make sense to you? Have you seen this before?

Replies to this message:

- [molokai](#) (Jul 28, 2005 2:48 pm)
- [stewewa](#) (Aug 07, 2005 4:11 am)

Title:

Re: operator error [loverand]

Message:

This is what I just posted in reply to Reluctant to Post This:

I also had a problem like that. I was checking over my shoulder to see if there were any cars in my blind spot when the 2nd car ahead of me stopped abruptly. The van ahead of me stopped abruptly, and when I hit the brakes -- I didn't stop. Car has been in the shop for 2 weeks (body and mechanical problems) and est. completion date is Oct. 7.

I didn't feel as if the brakes slowed me much. My son, who was in the car at the time, said he didn't feel the brakes at all.



Format Help: Close all open formatting commands.

Emoticons SM

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☒ Check to include on Custom Report Create Custom Report Create	CONSUMER COMPLAINT: ODI Case Number: 10119405 Component: SERVICE BRAKES, AIR:CONTROLS:FOOT CONTROL Details: MY WIFE AND I BOUGHT A NEW PRIUS IN EARLY MARCH OF 2005. MY WIFE WAS COASTING TO STOP (AROUND 5 MPH) FOR A STOP SIGN AND WHEN SHE PUT HER FOOT ON THE BRAKE THE CAR STARTED TO ACCELERATE. SHE CAME TO A STOP AFTER HITTING ANOTHER CAR HEAD ON. BEFORE SHE HIT THE CAR (SHE ALSO SIDESWIPE ANOTHER CAR) SHE WAS ABLE TO LOOK AT HER FEET TO CONFIRM THAT SHE WAS INDEED PRESSING ON THE BRAKE PEDAL. Cause: Result: Occurrences: 1 Injuries: 0 Fail Date: 04/12/2005 Deaths: 0 Internal use: 5/2/2005
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Complaints Summary

Make: TOYOTA
Model: PRIUS
Type: PASSENGER CAR
Year: 2004
Complaint Number: 10134474

Summary:

DT: THE CONTACT OWNS A 2004 TOYOTA PRIUS. THE CONTACT COMPLAINED ABOUT BRAKE PROBLEMS. THE CONTACT STATED THE PEDAL HIT A STOP BEFORE LOCKING THE WHEELS TO BRAKE. THE CONTACT COMPLAINED ABOUT THE VEHICLE TO THE SERVICE DEALERSHIP AND THEY DID CHECK BRAKES ON THIS VEHICLE AS WELL AS OTHER VEHICLES OF THIS MAKE AND MODEL, BUT S IT WAS A NORMAL BRAKING PROCEDURE WITH THIS VEHICLE. THE DEALERSHIP REPLACED THE BRAKE PADS. THE CONTACT STATED WHEN HE PRESSED THE BRAKES, THERE WAS A MINIMUM BRAKING CAPABILITY IN STOP AND GO TRAFFIC. THE CONSUMER HIT A VEHICLE THAT WAS IN FRONT OF HIS VEHICLE BECAUSE HE COULD NOT STOP IT. THE CONTACT DID NOT HAVE MECHANICAL KNOWLEDGE, AND DID FEEL THIS WAS A PROBLEM, EVEN THOUGH THE DEALERSHIP STATED THERE WAS NO PROBLEM.*AK

[Close Window](#)



Office of Defects Investigation

Technical Service Bulletins - Search Results

Report Date : **September 21, 2005 at 01:31 AM**
SEARCH TYPE : **VEHICLE**
YEAR : **2004**
Make : **TOYOTA**
Model : **PRIUS**
Type : **PASSENGER CAR**

Make : TOYOTA

Model : PRIUS

Year : 2004

Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.

Service Bulletin Num : 4497C

Date of Bulletin: FEB 08, 2005

NHTSA Item Number: 10015562

Component: SERVICE BRAKES, HYDRAULIC:ANTILOCK:CONTROL UNIT/MODULE

Summary:

REPAIR MANUAL CORRECTION FOR THE SIDE CONTROL ECU ASSEMBLY (BRAKE). 00400-RM107-5U3. *TT