

Tuesday, March 7, 2006

Re: 2004 Toyota Prius Hybrid
Vehicle I.D. No: JTDKB22U04

NHTSA
National Highway Traffic Safety Administration
U.S. Department of Transportation
Washington, D.C. 20590

Dear Sirs:

On May 8, 2004 I buy a Toyota Prius Hybrid System car. Eversince I bought my car I have been compliant with the maintenance requirements with the Toyota dealer. However, in spite of it the car have been presenting the problem of turning on lights such as the ABS and others. The problem is that since last year, specifically December, my car started to turn on ABS light. By then the maintenance was required and the letter for the Prius recall had been received so I took the car to the Toyota dealer. It was checked, apparently everything was well, except they did not have the part for the ABS and it was ordered. By January it turns on another lights (red triangle, yellow triangle with the word PROBLEM beside, another yellow circle and the hybrid system symbol. I went again to the dealer and the car had to be left there for several days and after checking given to me with the problem corrected as per the dealer information ABS part had been installed and scanner did not reveal any malfunctioning.

About fifteen days later the car again turned on the same lights and I had to leave car at dealer which was there from a Wednesday to next Wednesday because they could not ascertain what happened with my car. After a week they gave me the car (I had other inconvenients at dealer but it is too long to write here) telling me that it was intervened by the chief mechanic and took about three days to determine diagnoses. Also the car presented increase in temperature, something that it never did before, so they kept the car so long time to be sure that it did not get hot and everything function well. As you can see these "problems" of my car meant hours and days out of my job because I live in the countryside and I work in the city (64 miles round trip). The attendants at dealer did not give me transportation eventhough they knew the distance from my home and work. Yesterday, March 6, 2006 my car again turned on all the same lights as before just during my trip back home in the routing to the dealer. I entered there and I spoke with the mechanic and the service man about the problem.

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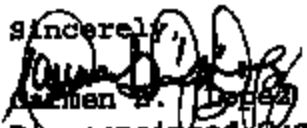
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However, they told me that it had the same code as before but I should leave the car. Since I explained that I could not because of my job they told me to take car when I can which I told would be Friday when I leave job until Monday. Meanwhile I run my car with this dysfunction to my risk since at Toyota dealer does not use to give transportation(another car) to clients even if your car is taken there for the same problem. You can request the computer record of my car.

I want you to know about my situation because is my best understanding that if my new car has a problem which seems to be fabrication defect that even the dealer can not manage effectively they at least can bring transportation to the client and inclusive a new car if it can not be fixed. I'm really tired of being without car weekends or weeks because Toyota does not know how to fix my car. I bought this car mainly to travel everyday to my job and I am having problems with my attendance due to this problem. Right now I am using my car with all lights on but if an accident happens to me in that car because of the malfunction Toyota will have a responsibility. I just want that you know about my problem and help me to solve it. I would appreciate your prompt response to my petition.
Thanks.

Sincerely,


Carmen P. Lopez
Dissappointed Customer



P.D. See copies of service maintenance record.

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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).**