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2006 AUG

Berkeley, CA

August 2, 2006

Toyota Motor Sales
National Customer Relations
19001 Southwestern Avenue
Department WC11
Torrance CA 90509

Dear Sir or Madam:

I am writing to inform you about my concerns about the safety of our 2004 Prius. Recently our car has begun to hesitate—that is, to lose power momentarily—typically within one half mile of leaving our home in the morning. This hesitation occurs on a slight incline, a dashboard light, the slip indicator, comes on and then the car resumes full power. I reported this to our local Toyota dealer, and we did bring in the car on July 26, but the technician could find nothing wrong with it. I resumed driving and again the problem has reoccurred, this morning three times in succession. Our car was recently serviced by Toyota on a recall for a similar problem. Apparently, the “fix” was not successful. Previously I’d had no problems with hesitation. Now I do.

We purchase Toyota vehicles because of their typically high degree of reliability and anticipate you will give a prompt response to guide us and your dealer in making the appropriate repair.

Your attention to this matter will be greatly appreciated.

Cc National Highway Traffic Safety Administration
US Department of Transportation
Washington, D.C. 20590

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