

10168027

San Juan, Puerto Rico

- E-Mail:

- Fax:

Friday, August 18, 2006

2006 SEP -5 P 3:32

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Administrator
National Highway Traffic Safety Administration
400 Seventh Street S.W.
Washington, D.C. 20590

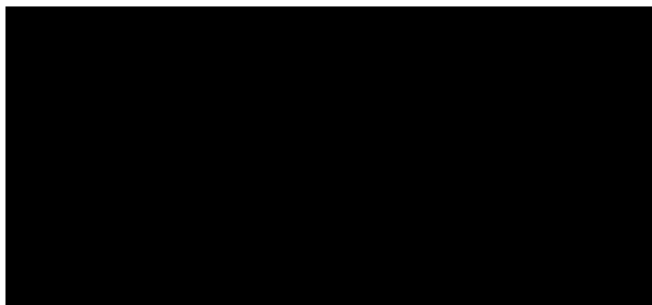
Re: Toyota Prius Multi-Information Display Screen

Gentlemen:

Enclosed you will find my letter to the top management of Toyota which explains the problem I am having with the display screen of my 2004 Toyota Prius.

I am copying this to you to inform you so that you may take notice since apparently this piece of equipment is causing problems to others.

I thank you in advance and look forward to your comments.



Marin
9/7/06

San Juan, Puerto Rico

E-Mail:

-- Fax:

Friday, August 18, 2006

Mr. Fujio Cho
Chairman of the Board
Toyota World Headquarters
1, Toyota-cho, Toyota City
Aichi Prefecture 471-8571
Japan
Phone: 81 (565) 28-2121

Mr. Katsuaki Watanabe
President & CEO
Toyota World Headquarters
1, Toyota-cho, Toyota City
Aichi Prefecture 471-8571
Japan
Phone: 81 (565) 28-2121

The first 100 days of my Prius, VIN: JTDKB22U340

Gentlemen:

I started writing this letter two years ago, unfortunately for a variety of reasons (death in the family, etc.) I never got around to finishing it. The idea at the time was to share with you the positive experiences I had been having with my Prius, plus some constructive feedback. And now I am forced to write to you with a different tone given a not too pleasant experience I had a fortnight ago with my local dealer. But first, the constructive feedback.

Although I had followed with great intensity the development of the 2004 Prius through your website and frequent e-mail notifications throughout 2003, it was not until I road tested it here in Puerto Rico that I became convinced. I will always remember the words of Carlos Gonzalez, the sales representative of Triangle Toyota on my maiden voyage: "Step on it!". I've driven my Prius on an average of 2'000 miles per month! And the average mileage through December 2004 was 42.0 MPG, December 2005, 40.0, and up until the last fill up, 40.9 (see statistics below).

No car is perfect, but here are some of the highlights of my experience:

- *What is the optimal driving speed? Since the car has no tachometer I have deduced, from my driving experience, that it should be somewhere between 45 and 65 mph at highway speeds. I am sure that tests have been conducted or could be conducted in wind tunnels so as to advise drivers.*
- *Low gear starting in a hill. I've had problems starting from stand still going up a hill mainly because, as you well know, the belt transmission does not have a "low" gear. Probably some programming needs to be done with the computer.*
- *Radio antenna. It would be nice to have one that is not visible; I had mine stolen!*
- *Automatic door locks. Some cars now have this feature. When you start driving, the doors lock automatically. This is not too important, but a nice feature for you to consider in the future.*

So, as you can see, my experience has been very good and the mileage excellent. Now for the sad news. Although I am attaching a copy of my fax to the customer service department, since it is in Spanish, I will translate it now.

Dear Mr. Garcia:

I make reference to today's conversation during which I explained the following:

A few weeks ago I received a notice (SSC 60C – Steering Intermediate Shaft Replacement) from you and I quickly called and made an appointment with my dealer, Triangle Toyota of San Juan.

I took it in for service on Wednesday, 2 August, please refer to attached invoice. That day the car was returned without having performed the replacement for the parts were not available. I was informed that as soon as the parts arrive, that I would be notified. A couple of days later, I noticed an erratic behavior in the multi-information display screen, for it was telling me that the air conditioning was not connected, when in fact it was working very well. This has continued to degrade, and it now works whenever it pleases.

Then on Thursday, 10 August, when I took it in for the shaft replacement I instructed Roberto Nieves, the assistant service manager in charge of my Prius, to please look into the display screen problem and also, since it already had 49,117 miles, to perform the 50,000 miles checkup, see invoice attached.

When I went to pick it up, Roberto told me that the shaft had been changed and the checkup made. With regards to the display screen, he told that there was a problem. In the past they have had to change a few of the display screens but that in my case, since it was past 36,000 miles the basic guarantee would not cover it. He told me that he had tried to get it through the hybrid system guarantee, but of no avail. When I asked about the price, he mentioned \$4,000.00.

I simply left in shock! During the weekend I checked with various sources and the consensus was that (1) it is strange that the screen works intermittently for the signal arrives so this could be a computer problem, and (2) the display screen in part of the components of the hybrid system for without it one cannot detect it's functioning.

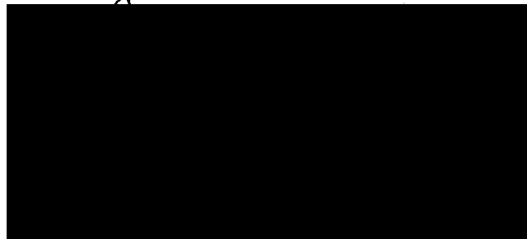
In the Owner's Manual, Guarantee and Maintenance Program, page 4, the components of the hybrid system are enumerated: HV Battery, Computer to Control the Battery, Computer to Control the HV System, Inverter of Converter.

I would very much appreciate that when launching your investigation you will please acknowledge receipt of this letter together with the complaint number. I thank you very much in advance.

As of today I am still waiting for at least the courtesy of a reply of acknowledgement. I even left word in Mr. Garcia's voice mail.

I am thus turning to you for advice as to how to handle this most uncomfortable situation. All of the sudden, a sense of distrust has taken over me by the lack of response from you local dealer/agent. If possible, I would have liked that a trained Japanese examine my car for I am starting to distrust the local technicians.

I thank you very much and look forward to your response.



	Dates	Miles	Liters	US\$	MPG	L/100	Cost/Mile	Cost/L
2004	Jan	0	0.0	0.00	0.0	0.0	0.000	0.00
	Feb	1,472	143.5	57.00	38.8	6.1	0.039	0.40
	Mar	2,199	202.2	83.00	41.2	5.8	0.038	0.41
	Abr	2,121	189.7	82.50	42.3	5.6	0.039	0.43
	May	2,348	212.5	101.75	41.8	5.7	0.043	0.48
	Jun	2,103	189.2	92.50	42.1	5.6	0.044	0.49
	Jul	2,222	199.2	98.00	42.2	5.6	0.044	0.49
	Ago	239	23.1	11.50	39.2	6.1	0.048	0.50
	Sep	2,484	226.5	114.50	41.5	5.7	0.046	0.51
	Oct	2,590	226.4	106.00	43.3	5.5	0.041	0.47
	Nov	735	66.4	31.00	41.9	5.7	0.042	0.47
	Dec	2,748	239.0	103.50	43.5	5.4	0.038	0.43
		-----	-----	-----	-----	-----	-----	-----
		21,261	1,917.7	881.25	42.0	5.6	0.041	0.46
2005	Jan	1,798	165.0	68.50	41.2	5.7	0.038	0.42
	Feb	1,674	160.5	69.50	39.5	6.0	0.042	0.43
	Mar	2,172	202.5	94.00	40.6	5.8	0.043	0.46
	Abr	2,141	207.7	108.00	39.0	6.1	0.050	0.52
	May	1,716	171.4	86.00	37.9	6.3	0.050	0.50
	Jun	691	74.0	38.00	35.3	6.7	0.055	0.51
	Jul	760	71.9	38.00	40.0	5.9	0.050	0.53
	Ago	1,909	175.8	104.50	41.1	5.8	0.055	0.59
	Sep	239	22.5	17.00	40.2	5.9	0.071	0.76
	Oct	1,030	103.4	72.00	37.7	6.3	0.070	0.70
	Nov	1,234	112.2	68.00	41.6	5.7	0.055	0.61
	Dec	2,753	245.3	131.50	42.5	5.6	0.048	0.54
		-----	-----	-----	-----	-----	-----	-----
		18,117	1,712.2	895.00	40.0	5.9	0.049	0.52
2006	Jan	932	86.1	48.00	41.0	5.8	0.052	0.56
	Feb	304	31.1	17.00	37.0	6.4	0.056	0.55
	Mar	2,812	256.5	152.50	41.5	5.7	0.054	0.59
	Abr	2,031	190.3	134.00	40.4	5.9	0.066	0.70
	May	698	66.5	47.00	39.7	6.0	0.067	0.71
	Jun	669	69.9	48.00	36.2	6.5	0.072	0.69
	Jul	2,213	198.3	143.00	42.2	5.6	0.065	0.72
	Ago	1,131	99.3	71.50	43.1	5.5	0.063	0.72
	Sep				0.0	0.0	0.000	0.00
	Oct				0.0	0.0	0.000	0.00
	Nov				0.0	0.0	0.000	0.00
	Dec				0.0	0.0	0.000	0.00
		-----	-----	-----	-----	-----	-----	-----
		10,790	998.0	661.00	40.9	5.8	0.061	0.66

Fecha/Hora: Ago.14. 2006 12:37PM

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2107	Trans. Memoria	7877517492	P. 5	OK	

Causa del Error
E.1) Colgaron o fallo línea
E.3) No contesta

E.2) Comunica
E.4) No es un fax.

[Redacted]
[Redacted] San Juan, Puerto Rico
[Redacted] E-Mail: [Redacted] Fac: [Redacted]

lunes, agosto 14, 2006

Sr. Manuel García
Servicio al Cliente
Toyota de Puerto Rico, Corp.
1064 Ave Muñoz Rivera
Río Piedras, P.R.
(787) 641-3800 - Fax (787) 751 7492

Re: Toyota Prius VIN: JTDKB22U340 [Redacted]

Muy estimado Sr. García:

Hago referencia a nuestra conversación de hoy en la cual le explique lo siguiente:

Hace unas semanas recibí una notificación (SSC 60C - Cambio de Eje Intermedio de Dirección del Prius) de ustedes y rápidamente llame e hice cita con mi concesionario, Triangle Toyota de San Juan.

Lo lleve el miércoles 2 de agosto, véase factura adjunta. Ese día se me regreso el automóvil sin haberse podido lograr el cambio pues por lo visto no tenían la pieza. Se me indicó que tan pronto llegase me llamarían para traerlo. Un par de días después, me percate de un comportamiento algo errático en la pantalla pues esta me indicaba que el aire acondicionado no estaba conectado, cuando en realidad funcionaba muy bien. Esta se fue degradando paulatinamente y ahora funciona cuando le da la gana.

Luego el jueves 10 del corriente, cuando lo lleve para el cambio del eje intermedio le indique a Roberto Nieves, el asistente de servicio a cargo de mi vehículo, que por favor le diesen un vistazo a la pantalla y que además, como ya tenía 49,117 millas, que le hiciesen la revisión de las 50,000 millas junto con el asunto de garantía, véase factura adjunta.

Al pasar a buscarlo, Roberto me indicó que se le había cambiado la pieza y hecho la revisión. En cuanto a la pantalla, me comunico que había un problema. En el pasado ellos han tenido que cambiar varias pero que en mi caso, como ya tenía mas de 36,000 millas, la garantía básica no cubría. El me indicó que trato de

lunes, agosto 14, 2006

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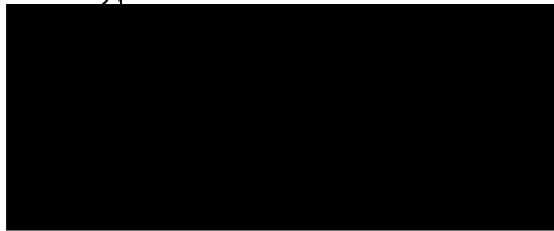
pasarla por la garantía del sistema híbrido pero que no paso. Al yo indagar sobre el costo de la misma, este me dijo que alrededor de unos \$4,000.00.

Yo simplemente me fui en "shock". Durante el fin de semana me asesore con varias personas y el consenso es que (1) es raro que la pantalla funcione intermitentemente pues quizás el problema este en la computadora ya que la señal llega, y (2) dicha pantalla forma parte de los componentes del sistema híbrido, pues sin ella uno no puede detectar el funcionamiento del mismo.

En el Manual del Propietario, Garantía y Programa de Mantenimiento, pagina 4, se enumeran los componentes del sistema, a saber: Batería HV, Computadora de Control de Batería, Computadora de Control HV, Invertidor con convertidor.

Mucho agradeceré que al lanzar su investigación me comunique la buena recepción de estas líneas junto con el numero de referencia de la querella. Gracias mil por adelantado.

Atentamente,



THE ATTACHMENTS TO THIS
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).