



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

10-MAR-2008

Reference No.
10220683

2008 APR -8 AM 7:30

OWNER INFORMATION (Type or Print)

Name

Address

City

NORTH HIGHLANDS

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 3/7/08

VEHICLE INFORMATION

17-Digit Vehicle Identification Number Located at bottom of windshield on driver's side

JTDKB20U873

Make

TOYOTA

Model

PRIUS

Model Year

2007

Date Purchased
04-AUG-07

Dealer's Name and Telephone Number
MAITA TOYOTA 916-481-0855

Engine:
No: Cylinders 4

Fuel Type:
Gas

Original Owner
☒

Dealer's City
SACRAMENTO

State
CA

Zip Code
95821

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
180000 VEHICLE SPEED CONTROL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
05-FEB-2008
JAN

Failure Mileage
4500

Failure Speed
2

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☒ Yes ☐ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

Y

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2007 TOYOTA PRIUS. WHILE APPROACHING A RED LIGHT AT 2-3 MPH, THE VEHICLE AUTOMATICALLY ACCELERATED. THE CONTACT BROADSIDED THE FRONT PASSENGER SIDE OF ANOTHER VEHICLE. HER VEHICLE WAS DESTROYED. A POLICE REPORT WAS FILED. THE CURRENT AND FAILURE MILEAGES WERE 4,500.

03/07/2008

03/07/2008

03/07/2008

03/07/2008

03/07/2008

03/07/2008

03/07/2008

03/07/2008

03/07/2008

03/07/2008

03/07/2008

03/07/2008

03/07/2008

03/07/2008

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

To whom it may concern;

March 26, 2008

This is a more detailed account of the events leading up to the crash of my Toyota Prius on January 5, 2008, which I believe was caused by unintended acceleration.

I was traveling West on Whitney Avenue in Sacramento, California on January 5, 2008. I was approaching Eastern Avenue. I have no recall of anything from this point on except horror that I was suddenly going really fast and was going to hit a car and I could not stop my car. Fortunately, there were two witnesses traveling the same direction I was, just behind me. They report that I had decelerated and was almost stopped at the red light, when suddenly my car shot forward. The car coming from the northbound lane had the green light and was in the lane closest to me. I shot forward so fast that the resulting crash totaled my car. The distance couldn't have been more than 10 to 15 yards, if that. I was almost stopped at the red light, according to the witnesses, so my foot must have been on the brake.

So why did I shoot forward so fast and so suddenly?

I had received an e-mail before I bought this Prius that warned about the potential problem of unintended acceleration and had decided not to buy one. But then I received another e-mail stating that Toyota had decided the problem was the floor mats were slipping under the accelerator. Toyota started installing backward hooks on the floor and put grommets in the floor mats so they could be secured from slipping. I assumed the problem had been solved. Now I have my doubts. My floor mats were still hooked securely after the crash. I made sure someone at the repair facility was with me when I went to look at the car after it was towed. The floor mats were still hooked securely and could not have moved. The person is willing to testify to that fact.

I am enclosing a copy of the police report and copies of other reports of unintended accelerations that have been reported to several internet sites.

[REDACTED]

[REDACTED]

North Highlands, Ca [REDACTED]

[REDACTED]

TRAFFIC COLLISION REPORT

CHP 555 CARS PAGE 1 (REV 11-06) OPI 065

THE DOT OR CORONER INSC.

PAGE 1 OF 7

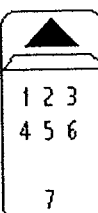
SPECIAL CONDITIONS		NUMBER INJURED 0	HIT & RUN FELONY ☐	CITY UNINCORPORATED	JUDICIAL DISTRICT SACRAMENTO SUPERIOR		LOCAL REPORT NUMBER 0089	
		NUMBER KILLED 0	HIT & RUN MISDEMEANOR ☐	COUNTY SACRAMENTO	REPORTING DISTRICT	BEAT 051	DAY OF WEEK SATURDAY	TOW AWAY ☒ YES ☐ NO
LOCATION	COLLISION OCCURRED ON: EASTERN AVE				MO 01/05/2008	DAY 1320	NCIC # 9250	OFFICER I.D. 012893
	MILEPOST INFORMATION:				GPS COORDINATES LATITUDE		PHOTOGRAPHS BY: ☒ NONE	
	☒ AT INTERSECTION WITH: OR: WHITNEY AVE				STATE HWY REL ☐ YES ☒ NO			
PARTY 1	DRIVER'S LICENSE NUMBER		STATE CA	CLASS C	AIR BAG M	SAFETY EQUIP. G	VEH. YEAR 07	MAKE / MODEL / COLOR TOYT PRIUS GOL
DRIVER	NAME(FIRST, MIDDLE, LAST)				OWNER'S NAME		☐ SAME AS DRIVER	
PEDES- TRIAN	STREET ADDRESS				OWNER'S ADDRESS		☐ SAME AS DRIVER	
PARKED VEHICLE	CITY / STATE / ZIP NORTH HIGHLANDS CA				DISPOSITION OF VEHICLE ON ORDERS OF:		☐ OFFICER ☒ DRIVER ☐ OTHER	
BICY- CLIST	SEX F	HAIR GRY	EYES BRN	HEIGHT 5-04	WEIGHT 150	BIRTHDATE MO DAY YEAR	RACE W	ALL VALLEY TOW -
OTHER	HOME PHONE		BUSINESS PHONE		VEHICLE IDENTIFICATION NUMBER:		JTDKDB20U873	
	INSURANCE CARRIER HARTFORD		POLICY NUMBER		VEHICLE TYPE		DESCRIBE VEHICLE DAMAGE	
	DIR OF TRAVEL W		ON STREET OR HIGHWAY WHITNEY AVE		SPEED LIMIT 35		SHADE IN DAMAGED AREA CONTACT TOP	
PARTY 2	DRIVER'S LICENSE NUMBER		STATE CA	CLASS C	AIR BAG M	SAFETY EQUIP. G	VEH. YEAR 03	MAKE / MODEL / COLOR ACUR 3.2TL MRN
DRIVER	NAME(FIRST, MIDDLE, LAST)				OWNER'S NAME		☐ SAME AS DRIVER	
PEDES- TRIAN	STREET ADDRESS				OWNER'S ADDRESS		☐ SAME AS DRIVER	
PARKED VEHICLE	CITY / STATE / ZIP SACRAMENTO CA				DISPOSITION OF VEHICLE ON ORDERS OF:		☐ OFFICER ☒ DRIVER ☐ OTHER	
BICY- CLIST	SEX F	HAIR BLN	EYES BLU	HEIGHT 5-07	WEIGHT 160	BIRTHDATE MO DAY YEAR	RACE W	DRIVEN AWAY FROM SCENE
OTHER	HOME PHONE		BUSINESS PHONE NONE		VEHICLE IDENTIFICATION NUMBER:		19UUA566X3A	
	INSURANCE CARRIER USAA		POLICY NUMBER		VEHICLE TYPE		DESCRIBE VEHICLE DAMAGE	
	DIR OF TRAVEL N		ON STREET OR HIGHWAY EASTERN AVE		SPEED LIMIT 40		SHADE IN DAMAGED AREA CONTACT TOP	
PARTY 3	DRIVER'S LICENSE NUMBER		STATE	CLASS	AIR BAG	SAFETY EQUIP.	VEH. YEAR	MAKE / MODEL / COLOR
DRIVER	NAME(FIRST, MIDDLE, LAST)				OWNER'S NAME		☐ SAME AS DRIVER	
PEDES- TRIAN	STREET ADDRESS				OWNER'S ADDRESS		☐ SAME AS DRIVER	
PARKED VEHICLE	CITY / STATE / ZIP				DISPOSITION OF VEHICLE ON ORDERS OF:		☐ OFFICER ☐ DRIVER ☐ OTHER	
BICY- CLIST	SEX	HAIR	EYES	HEIGHT	WEIGHT	BIRTHDATE MO DAY YEAR	RACE	PRIOR MECHANICAL DEFECTS
OTHER	HOME PHONE		BUSINESS PHONE		VEHICLE IDENTIFICATION NUMBER:		DESCRIBE VEHICLE DAMAGE	
	INSURANCE CARRIER		POLICY NUMBER		VEHICLE TYPE		SHADE IN DAMAGED AREA	
	DIR OF TRAVEL		ON STREET OR HIGHWAY		SPEED LIMIT		CONTACT TOP	
PREPARER'S NAME R. RIOS 012893				DISPATCH NOTIFIED ☐ YES ☐ NO ☒ N/A		REVIEWER'S NAME [Signature]		DATE REVIEWED 1-14-08

TRAFFIC COLLISION CODING

CHP 555 CARS PAGE2 (REV. 11-06) OPI 065

PAGE 2 OF 7

DATE OF COLLISION (MO. DAY YEAR) 01/05/2008		TIME(2400) 1320	NCIC # 9250	OFFICER I.D. 012893	NUMBER
OWNER			OWNER ADDRESS		NOTIFIED ☐ YES ☐ NO
PROPERTY DAMAGE		DESCRIPTION OF DAMAGE			

SEATING POSITION  1 - DRIVER 2 TO 6 - PASSENGERS 7 - STA. WGN REAR 8 - RR. OCC TRK. OR VAN 9 - POSITION UNKNOWN 0 - OTHER	OCCUPANTS A - NONE IN VEHICLE B - UNKNOWN C - LAP BELT USED D - LAP BELT NOT USED E - SHOULDER HARNESS USED F - SHOULDER HARNESS NOT USED G - LAP/SHOULDER HARNESS USED H - LAP/SHOULDER HARNESS NOT USED J - PASSIVE RESTRAINT USED K - PASSIVE RESTRAINT NOT USED	SAFETY EQUIPMENT L - AIR BAG DEPLOYED M - AIR BAG NOT DEPLOYED N - OTHER P - NOT REQUIRED CHILD RESTRAINT Q - IN VEHICLE USED R - IN VEHICLE NOT USED S - IN VEHICLE USE UNKNOWN T - IN VEHICLE IMPROPER USE U - NONE IN VEHICLE	M/C BICYCLE - HELMET DRIVER PASSENGER V - NO X - NO W - YES Y - YES EJECTED FROM VEHICLE 0 - NOT EJECTED 1 - FULLY EJECTED 2 - PARTIALLY EJECTED 3 - UNKNOWN	INATTENTION CODES A - CELL PHONE HANDHELD B - CELL PHONE HANDSFREE C - ELECTRONIC EQUIPMENT D - RADIO / CD E - SMOKING F - EATING G - CHILDREN H - ANIMALS I - PERSONAL HYGIENE J - READING K - OTHER
--	--	--	--	---

ITEMS MARKED BELOW FOLLOWED BY AN ASTERISK (*) SHOULD BE EXPLAINED IN THE NARRATIVE.

PRIMARY COLLISION FACTOR LIST NUMBER (#) OF PARTY AT FAULT		TRAFFIC CONTROL DEVICES			SPECIAL INFORMATION			MOVEMENT PRECEDING COLLISION		
		1	2	3				1	2	3
1	A VC SECTION VIOLATED: CITED ☐ YES ☒ NO 21453(A)	A CONTROLS FUNCTIONING			A HAZARDOUS MATERIAL			A STOPPED		
	B OTHER IMPROPER DRIVING*	B CONTROLS NOT FUNCTIONING*			B CELL PHONE HANDHELD IN USE		X	B PROCEEDING STRAIGHT		
	C OTHER THAN DRIVER*	C CONTROLS OBSCURED			C CELL PHONE HANDSFREE IN USE			C RAN OFF ROAD		
	D UNKNOWN*	D NO CONTROLS PRESENT / FACTOR*	X	X	D CELL PHONE NOT IN USE			D MAKING RIGHT TURN		
WEATHER (MARK 1 TO 2 ITEMS)		TYPE OF COLLISION			E SCHOOL BUS RELATED			E MAKING LEFT TURN		
A CLEAR	A HEAD - ON				F 75 FT MOTORTRUCK COMBO			F MAKING U TURN		
B CLOUDY	B SIDE SWIPE				G 32 FT TRAILER COMBO			G BACKING		
X C RAINING	C REAR END				H			H SLOWING / STOPPING		
D SNOWING	D BROADSIDE				I			I PASSING OTHER VEHICLE		
E FOG / VISIBILITY FT.	E HIT OBJECT				J			J CHANGING LANES		
F OTHER*	F OVERTURNED				K			K PARKING MANEUVER		
G WIND	G VEHICLE / PEDESTRIAN				L			L ENTERING TRAFFIC		
LIGHTING		H OTHER*:						M OTHER UNSAFE TURNING		
X A DAYLIGHT	A NON - COLLISION				N			N XING INTO OPPOSING LANE		
B DUSK - DAWN	B PEDESTRIAN				O			O PARKED		
C DARK - STREET LIGHTS	C OTHER MOTOR VEHICLE				P			P MERGING		
D DARK - NO STREET LIGHTS	D MOTOR VEHICLE ON OTHER ROADWAY	1	2	3	Q			Q TRAVELING WRONG WAY		
E DARK - STREET LIGHTS NOT FUNCTIONING*	E PARKED MOTOR VEHICLE				OTHER ASSOCIATED FACTORS (MARK 1 TO 2 ITEMS)			SOBRIETY - DRUG PHYSICAL (MARK 1 TO 2 ITEMS)		
ROADWAY SURFACE		F TRAIN			A VC SECTION VIOLATED: CITED ☐ YES ☐ NO			A HAD NOT BEEN DRINKING		
A DRY	G BICYCLE				B VC SECTION VIOLATED: CITED ☐ YES ☐ NO			B HBD - UNDER INFLUENCE		
X B WET	H ANIMAL:				C VC SECTION VIOLATED: CITED ☐ YES ☐ NO			C HBD - NOT UNDER INFLUENCE*		
C SNOWY - ICY	I FIXED OBJECT:				D			D HBD - IMPAIRMENT UNKNOWN*		
D SLIPPERY (MUDDY, OILY, ETC.)	J OTHER OBJECT:				E VISION OBSCUREMENT:			E UNDER DRUG INFLUENCE*		
ROADWAY CONDITION(S) (MARK 1 TO 2 ITEMS)		PEDESTRIAN'S ACTIONS			F INATTENTION*:			F IMPAIRMENT - PHYSICAL*		
A HOLES, DEEP RUT*	X A NO PEDESTRIANS INVOLVED				G STOP & GO TRAFFIC			G IMPAIRMENT NOT KNOWN		
B LOOSE MATERIAL ON ROADWAY*	B CROSSING IN CROSSWALK AT INTERSECTION				H ENTERING / LEAVING RAMP			H NOT APPLICABLE		
C OBSTRUCTION ON ROADWAY*	C CROSSING IN CROSSWALK - NOT AT INTERSECTION				I PREVIOUS COLLISION			I SLEEPY / FATIGUED		
D CONSTRUCTION - REPAIR ZONE	D CROSSING - NOT IN CROSSWALK				J UNFAMILIAR WITH ROAD					
E REDUCED ROADWAY WIDTH	E IN ROAD - INCLUDES SHOULDER				K DEFECTIVE VEH. EQUIP.: CITED ☐ YES ☐ NO					
F FLOODED*	F NOT IN ROAD	X	X		L UNINVOLVED VEHICLE					
G OTHER*:	G APPROACHING / LEAVING SCHOOL BUS				M OTHER*:					
X H NO UNUSUAL CONDITIONS					N NONE APPARENT					
					O RUNAWAY VEHICLE					

SKETCH FOR SKETCH DIAGRAM, SEE PAGE 4

INDICATE NORTH

MISCELLANEOUS

DATE OF COLLISION (MO. DAY YEAR)		TIME(2400)		NCIC #		OFFICER I.D.		NUMBER																	
01/05/2008		1320		9250		012893																			
WITNESS ONLY	PASSENGER ONLY	AGE	SEX	EXTENT OF INJURY ('X' ONE)				INJURED WAS ('X' ONE)					PARTY NUMBER	SEAT POS.	AIR BAG	SAFETY EQUIP.	EJECTED								
				FATAL INJURY	SEVERE INJURY	OTHER VISIBLE INJURY	COMPLAINT OF PAIN	DRIVER	PASS.	PED.	BICYCLIST	OTHER													
☒ # 1	☐	48	M	☐	☐	☐	☐	☐	☐	☐	☐	☐													
NAME / D.O.B. / ADDRESS																		TELEPHONE							
[REDACTED] SACRAMENTO CA [REDACTED]																		[REDACTED]							
(INJURED ONLY) TRANSPORTED BY:																		TAKEN TO:							
DESCRIBE INJURIES:																									
																		☐ VICTIM OF VIOLENT CRIME NOTIFIED							
☒ # 2	☐	47	F	☐	☐	☐	☐	☐	☐	☐	☐	☐													
NAME / D.O.B. / ADDRESS																		TELEPHONE							
[REDACTED] SAME AS WITNESS #1																									
(INJURED ONLY) TRANSPORTED BY:																		TAKEN TO:							
DESCRIBE INJURIES:																									
																		☐ VICTIM OF VIOLENT CRIME NOTIFIED							
☐ #	☐			☐	☐	☐	☐	☐	☐	☐	☐	☐													
NAME / D.O.B. / ADDRESS																		TELEPHONE							
(INJURED ONLY) TRANSPORTED BY:																		TAKEN TO:							
DESCRIBE INJURIES:																									
																		☐ VICTIM OF VIOLENT CRIME NOTIFIED							
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NAME / D.O.B. / ADDRESS																		TELEPHONE							
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NAME / D.O.B. / ADDRESS																		TELEPHONE							
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DESCRIBE INJURIES:																									
																		☐ VICTIM OF VIOLENT CRIME NOTIFIED							
☐ #	☐			☐	☐	☐	☐	☐	☐	☐	☐	☐													
NAME / D.O.B. / ADDRESS																		TELEPHONE							
(INJURED ONLY) TRANSPORTED BY:																		TAKEN TO:							
DESCRIBE INJURIES:																									
																		☐ VICTIM OF VIOLENT CRIME NOTIFIED							
PREPARER'S NAME																		I.D. NUMBER		MO. DAY YEAR		REVIEWER'S NAME		MO. DAY YEAR	
R. RIOS																		012893		01/05/2008					

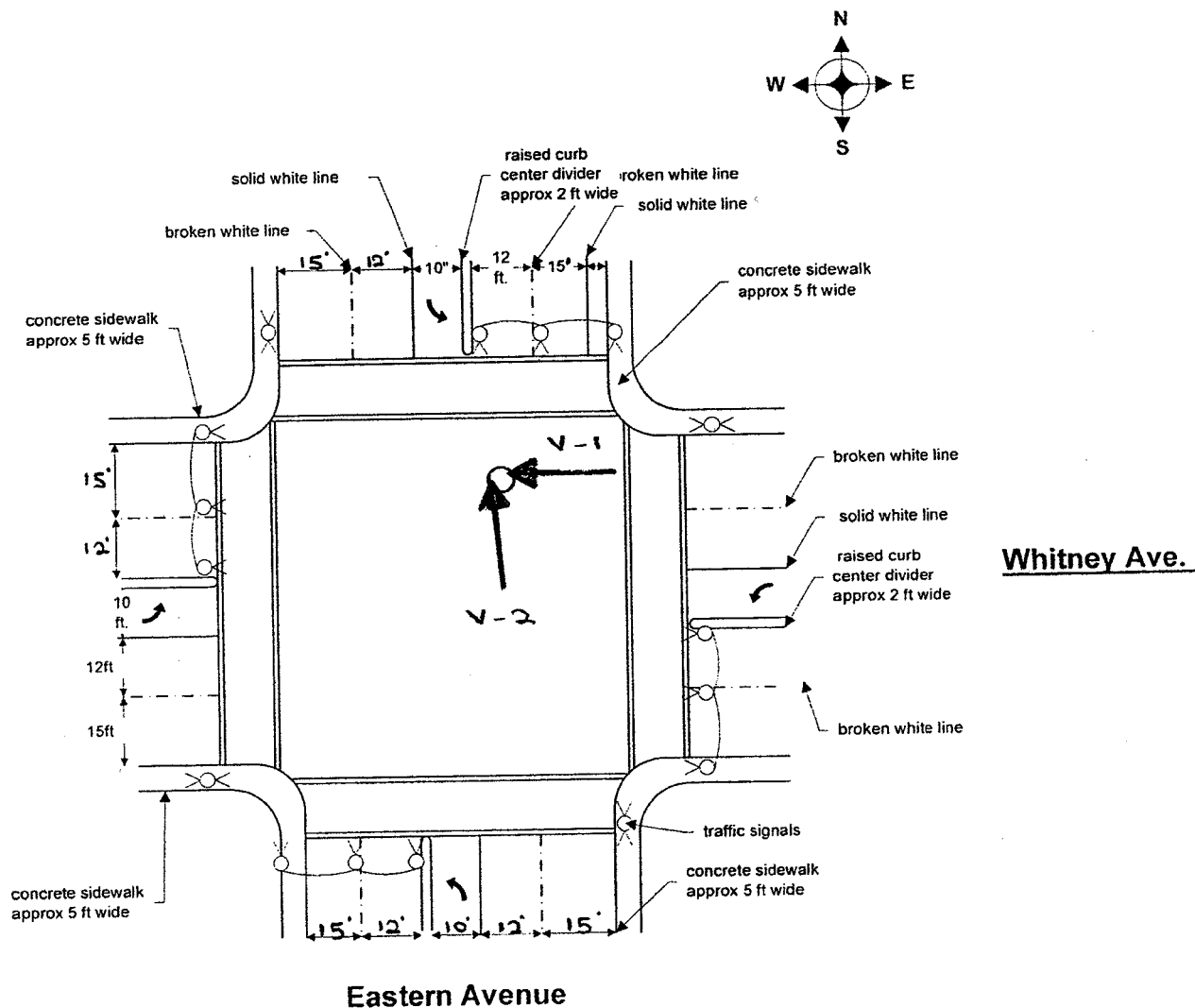
SKETCH DIAGRAM

CHP 555 Page 4 (Rev. 8-97) OPI 042

PAGE 4 OF 7

DATE OF INCIDENT	TIME	NCIC NUMBER	OFFICER I.D.	NUMBER
01/05/2008	1320	9250	012893	

ALL MEASUREMENTS ARE APPROXIMATE AND NOT TO SCALE UNLESS STATED (SCALE=)



PREPARED BY	I.D. NUMBER	DATE	REVIEWER'S NAME	DATE
R. RIOS	012893	01/05/2008		

NARRATIVE/SUPPLEMENTAL

DATE OF INCIDENT	TIME	NCIC NUMBER	OFFICER I.D. NUMBER
01/05/2008	1320	9250	012893

1 NOTIFICATION:

2

3 I received a call of a property damage accident at approx. 1324 hours. I responded from Auburn
4 Blvd. at Madison Ave. and arrived on scene at approx. 1338 hours.

5

6 Note: All times, speeds and measurements are approximate. Measurements were obtained from
7 estimation.

8

9 STATEMENTS:

10

11 PARTY #1 () stated she was traveling on Whitney Ave. W/B E/of Eastern Ave. in the
12 W-2 lane at approx. 30-35 MPH. P-1 said just before she was about to enter the intersection, she
13 observed V-2 approaching her location from Eastern Ave. N/B. P-1 said she applied the brakes
14 to her vehicle, but was unable to avoid a collision as the left front of her vehicle collided into the
15 right front of V-2. I asked P-1 if she noticed the light cycle as she approached the intersection?
16 P-1 said she thought she remembered the light being green, but she said it may have changed by
17 the time she approached the intersection.

18

19 PARTY #2 () stated she was traveling on Eastern Ave. N/B S/of Whitney Ave. in the N-1
20 lane at approx. 35-40 MPH. P-2 said when she approached the intersection, the lights for N/B
21 Eastern Ave. were solid green. P-2 said when she was about to enter the intersection, she
22 observed V-1 approaching her location from the east. P-2 said she braked and steered towards
23 the left in an attempt to avoid a collision. P-2 said she was unable to avoid contact as the right
24 front of her vehicle collided into the left front of V-1. P-2 said she was positive she had a green
25 light.

26

27

28

PREPARED BY	I.D. NUMBER	DATE	REVIEWER'S NAME	DATE
R. RIOS	012893	01/05/2008		

DATE OF INCIDENT	TIME	NCIC NUMBER	OFFICER I.D.	NUMBER
01/05/2008	1320	9250	012893	

1 STATEMENTS

2

3 WITNESS #1 [REDACTED] stated he observed the collision while traveling on Whitney Ave.
4 W/B in the W-1 lane and approx. 4/5 car lengths behind V-1, which was in the W-2 lane. [REDACTED]
5 said he started to decelerate when he noticed the traffic signal light was red for W/B traffic.
6 [REDACTED] said he observed V-1 also decelerating as if it was going to stop. [REDACTED] said when V-1
7 was nearly at a stop and near the limit line, he observed V-1 proceed into the intersection while
8 the light was still red. [REDACTED] said when V-1 entered the intersection, it was struck by V-2 which
9 was traveling on Eastern Ave. N/B. [REDACTED] said he was positive the traffic signal light was red for
10 W/B traffic on Whitney Ave. at the time of the collision.

11

12 WITNESS #2 [REDACTED] was the right front passenger in the vehicle being driven
13 by Witness #1. [REDACTED] stated the same in essence as Witness #1.

14

15 SUMMARY:

16

17 P-1 was traveling on Whitney Ave. W/B approaching Eastern Ave. in the W-2 lane at approx.
18 30-35 MPH. P-2 was traveling on Eastern Ave. N/B approaching Whitney Ave. in the N-1 lane at
19 approx. 35-40 MPH. The traffic signal lights for N/B Eastern Ave. were green and the lights for
20 W/B Whitney Ave. were red. P-1 failed to notice the red traffic signal light when she entered the
21 intersection. P-2 entered the intersection about the same time on a green light. P-2 observed V-1
22 approaching her location from the east. P-2 applied the brakes to her vehicle and steered towards
23 the left, but was unable to avoid a collision as the left front of V-1 collided into the right front of
24 V-2.

25

26

27

28

PREPARED BY	I.D. NUMBER	DATE	REVIEWER'S NAME	DATE
R. RIOS	012893	01/05/2008		

DATE OF INCIDENT	TIME	NCIC NUMBER	OFFICER I.D.	NUMBER
01/05/2008	1320	9250	012893	

1 AREA OF IMPACT (A.O.I.):

2

3 The A.O.I. was located approx. 20 ft. W/of the E/roadway edge of 10 ft. S/of the N/roadway edge
4 of Whitney Ave. The A.O.I. was established from vehicle damage, statements obtained and
5 physical evidence (vehicle debris).

6

7 CAUSE:

8

9 P-1 [REDACTED] caused this collision by failing to stop for a red traffic signal light, a violation of
10 section 21453 (a) VC. The cause was based on statements obtained, vehicle damage and
11 physical evidence (vehicle debris).

PREPARED BY	I.D. NUMBER	DATE	REVIEWER'S NAME	DATE
R. RIOS	012893	01/05/2008		

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Toyota Prius 2007

2007 Mariner Hybrid

20

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News

Prius Owners Report More Unintended Acceleration Incidents

Toyota denies the problem exists, but consumers say otherwise

By Joe Benton
ConsumerAffairs.Com

August 12, 2007

The Toyota Prius Hybrid continues to generate complaints of unintended acceleration episodes suggesting the possibility of a serious flaw in the vehicle's computer system, electronic controls or software program.

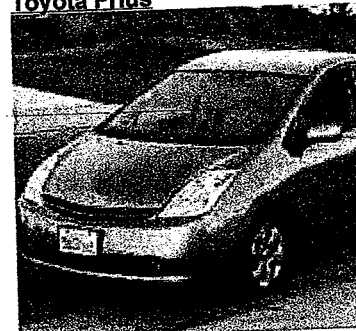
Toyota service technicians have dismissed the dangerous events as driver error or nothing more than a floor carpet jamming accelerator pedal.

ConsumerAffairs.Com readers who have experienced these harrowing events disagree.

Last week, we reported the story of a brand-new Prius with only 600 miles on the odometer that suffered from "uncontrollable acceleration" on a freeway near Everett, Washington.

Now, Ben in Walnut Creek,

Toyota Prius



- Availability
- Battery
- Fuel Gauge
- Insurance Costs
- Service Delays
- Tires
- Transmission
- Happy Hybrid Owners

Test Drive

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- Prius Again Tops Owner Satisfaction Survey
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California writes: "I had a very similar case with the Prius owner you mentioned in your lemon of the week." Ben said he was "coming up on a red light and there was a large crease or bump in the road."

"When my Prius hit the bump in the road the traction control systems kicked in, and at the same time the brakes felt unresponsive and the car felt as if it was accelerating or lunging forward," he said.

Ben said the he almost rear-ended the car in front of him.

ConsumerAffairs.Com first reported the unintended acceleration problem with the Prius early last year, when one of the popular hybrids rampaged out of control on a Michigan highway, endangering the driver as well as those nearby.

At the time, the incident was the second known incident involving uncontrolled acceleration in the computer-controlled Prius. The driver of the 2005 Prius, Herbert of Battle Creek, Michigan, experienced a probable software problem.

He found it necessary to speed up while passing a slower vehicle on the highway. The problem began after he passed the slower car and tried to slow down.

"I let off the accelerator and pressed the brakes several times, but the vehicle continued to accelerate under full power," Herbert said at the time.

Toyota recalled the Prius hybrids to examine the software but the unintended acceleration reports are continuing.

"Twice, on July 29, 2007, our 2006 Toyota Prius took off like a rocket in circumstances just like Herbert's wild ride in Michigan last October," Irwin in Studio City, California writes.

His Toyota service manager told Irwin that no one has ever had this problem before and Toyota is unable to recreate the unintended acceleration.

Acceleration

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- [Runaway Acceleration Plagues Prius](#)
- [Toyota Delays Third-Generation Prius](#)
- [Sales Top 1 Million but Some Owners Find Prius Doesn't Age Well](#)
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The service technician was either uninformed of intentionally misleading his customer, since ConsumerAffairs.Com has received – and published – numerous such complaints.

And while the Toyota service manager may not be familiar with the problem, Marvin in Los Lunas, New Mexico certainly is.

"I have had an incident of acceleration, beyond what was commanded, in my Toyota Prius two times. The cause is unknown," he wrote.

"In each case, the vehicle was accelerating at a rate below maximum and went to and stayed at maximum without driver command." Marvin told ConsumerAffairs.Com.

"A simple touching of the lever that disengages the cruise control caused the system to immediately go back to a normal condition with the cruise control off," Marvin told us.

Marvin said he is "a qualified professional engineer and systems analyst." His work "has involved automobiles as well as aircraft and industrial systems."

"I can assure you," Marvin told ConsumerAffairs.Com, "that the incidences that I had did not involve mechanical sticking or jamming of the accelerator pedal because of a piece of carpet. It was not driver error."

In Marvin's opinion, "the problem may be in the cruise control system itself, either a mechanical, electronic or electrical problem in the cruise control system."

"The problem could easily cause a serious accident if the driver, caught unaware, did not take immediate remedial action," according to our reader in New Mexico.

Toyota did not respond to requests for comment.

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News

A Wild Ride in a Prius

Cruise Control Switches to Runaway Mode

By Joe Benton
ConsumerAffairs.Com

January 9, 2006

A Toyota Prius rampaged out of control on a Michigan highway recently, endangering the driver as well as those nearby. It's the second known incident of sudden, uncontrolled acceleration in the computer-controlled hybrids.

The driver of the 2005 Prius, Herbert of Battle Creek, Mich., experienced an as-yet unsolved software problem quite unlike any previously reported. In an earlier incident, a Prius stalled on a highway near Fremont, Calif., then took off on its own and smashed into the tow truck that had come to rescue it.

The Toyota Prius gasoline-and-electric engine combination is coordinated by a sophisticated software program that more and more consumers are reporting as suspect. Toyota has recalled the Prius to examine the software but in a least one case sold a Prius that contained the faulty program.

The story of the latest runaway Prius shows that diagnosing often serious



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problems with the complex hybrid can prove difficult while leading to lengthy maintenance delays.

In October, Herbert was traveling down the road in his Prius with the cruise control active at 55 miles per hour.

He found it necessary to speed up while passing a slower vehicle on the highway. That is when the problem with the Prius began. "I let off the accelerator and pressed the brakes several times, but the vehicle continued to accelerate under full power," Herbert said.

"I tried to slow the vehicle by pushing the power button, manipulating the cruise control lever, and putting the vehicle in neutral. All attempts were unsuccessful," he told ConsumerAffairs.Com.

Herbert found himself barreling down the road with the cruise control stuck wide open, running approximately 20 miles over the posted speed limit, all the while continuing to accelerate.

Still searching for someway to slow his runaway hybrid, Herbert "elected to apply full braking force to the Prius while 'laboring' the vehicle to a standstill on the gravel shoulder of the road."

Once he had regained his composure, Herbert pushed the main power button, and the vehicle shut down. "The cabin of the Prius exhibited a strong odor reminiscent of an electrical motor smell," Herbert said.

A tow truck hauled the disabled Prius to Herbert's Toyota dealer to begin what he expected to be a "root cause analysis" of the frightening problem that led to his wild ride.

Many Toyota dealers and technicians however, are not yet up to the level of electronic sophistication problems the complex Prius hybrid can present. "The dealer informed me that they were able to recreate the safety issue, but they were not able to identify the cause," Herbert said.

Three days later, "the Service Manager informed me that they were unable to detect the cause and stated that they would like to ship the vehicle to Cincinnati for further testing," the Prius owner said.

Finally, more than a week after Herbert's Prius was first towed into the Toyota dealership he was told that, "they could not find

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1/7/2008



anything wrong with the vehicle after driving it 300 miles," and that he must return the loaner vehicle the dealer had provided and pick up his Prius.

Herbert was given no information or evidence of any testing or other effort to discover what caused his Prius to run amok.

"The manager indicated that the person who experienced the issue is a porter and was not authorized to make any technical assessments," Herbert said.

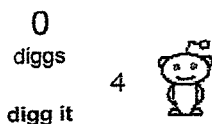
Herbert took his questions about his Prius into arbitration with Toyota but the matter was not resolved satisfactorily. That means that Toyota refuses to concede there is a problem with Herbert's Prius or any problem that Toyota is unable to identify and isolate.

In the meantime, Herbert is reluctantly driving the 2005 Prius hybrid that carried him on perhaps the wildest ride of his life.

M

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News

Prius Runs Amok After Stalling, Hits Tow Truck

By Joe Benton
 ConsumerAffairs.Com

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November 15, 2005

A Toyota Prius suddenly stalled, then unaccountably took off and smashed into the tow truck that had come to remove it. Toyota has warned Prius owners of a software glitch that can cause the hybrid cars to suddenly stall or shut down and federal safety regulators are looking into the problem.

The warning from Toyota did not carry a sense of urgency. The sudden stall, however, can be extremely dangerous and frightening when it occurs, as a ConsumerAffairs.Com reader discovered.

Venu I. was driving along the Dumbarton Highway near Fremont, California, when his 2004 Prius suddenly shut down.

The Dumbarton at that point, Venu explains, is a bridge. □ Luckily I was in the slow lane, □ he writes. □ My car froze all of a sudden with four or five warning lights coming on. I couldn't turn the car off and could not drive it either. □

Venu says that if he had been driving in one of the other fast lanes he might have been the cause of a serious accident or worse.



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□I would be dead by this time. The situation was real panicky. None of the controls worked. I left the car with emergency lights on.□

to Software Glitch
• Toyota Probes Prius Stalling Problem

Toyota explained in its warning to owners that the stalling problem may cause several of the warning lights in the vehicles to come on, prompting the Prius to enter a fail-safe mode that will cause the gasoline engine to stall.

Toyota also reassured drivers that the electric motor in the vehicles would have sufficient power to allow the driver to pull the vehicle over and away from traffic.

But Venu was unable to drive his Prius to safety.

□Again I would like to reiterate that I left the car as is with all the warning indicators on as I couldn't do anything with them as all the controls froze. My car was towed to a nearby safe place.□

Then something very strange happened which was not covered in the Toyota warning to Prius owners. □The moment my car was detached from the tow truck, I saw the car moving forward and it hit the truck. My car was damaged on the front fender.□

Venu is about to give up on his hybrid. □I am now very scared and have totally lost confidence in this car.□

The vehicles involved in the Toyota service notice to owners are from the 2004 and 2005 model years. Toyota sold 53,991 of the Prius in 2004 and more than 100,000 so far this year.

The National Highway Safety Administration (NHTSA) is compiling complaints about the 2004 and some 2005 Toyota Priuses that have shut down while driving. Several owners have told NHTSA that the car completely loses power at highway speeds.

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07-07-2005, 10:17 AM

#1

postjmm

Join Date: Jul 2005
 Posts: 1
 My Car:
 Package:

Unintended acceleration

Frighteninly, twice this month on my 2004 Prius with less then 1100 miles, without any warning my Prius has accelerated when my feet are off both the brakes and the gas pedal, the second time uphill! The only way to slow down the car is to jam on the brakes extremely hard until I get it to stop completely or to put the prius in neutral. When I put it back in drive or "D" my Prius started to accelerate again! While I had cruise control on earlie, cruise control was off, I know because I turned it on and then off again to make sure! I repeat no feet were on the pedals and this happended while going uphill. Both times I had been going at freeway speeds (60 mph +) and slowed down because of slow traffic, down to 35 mph the second time when it kept creeping up to 50 mph with my feet off the pedals. Im guessing that cruise control is mistakenly kicking in or that the accelerator pedal is not springing back up. Since I didn't think to stick my toe under the pedal while this was happening to force it back up I can't be sure. I've heard of some 2004's stalling on the freeway but not this problem. Otherwise I like the Prius, but this is so scary I fear Im going to have to sell it at with what the options and warranties were a \$9000 dollar loss. Please advise, Thank you.
 James,

2004 Prius owner.



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07-07-2005, 10:38 AM

#2

kirbinster

Join Date: Jun 2005
Location: Morris County - New Jersey
Posts: 572
My Car:
Package:

Why would you take a \$9K loss -- these things really maintain their value. Before you decide to sell, why not take it to the dealer it is still under warrantee and I'm sure they can fix it. Relax, it should be fine.



07-07-2005, 10:41 AM

#3

RBW111

Senior Member

Join Date: Feb 2005
Location: El Dorado, AR
Posts: 138
My Car: 2007 Prius
Package: #5

Take it back to your dealer, it should be fixed under warrenty. Something is wrong and dangerous not only to you, but also anyone else around you.



07-07-2005, 10:48 AM

#4

onerpm

Senior Member

Join Date: Aug 2004
Location: n/a
Posts: 455
My Car: 2006 Prius
Package: #9

Re: Unintended acceleration

check your floormat.
rpm



07-07-2005, 12:56 PM

#5

mikepaul

Senior Member



Join Date: Dec 2003
 Location: Columbia, SC
 Posts: 1,622
 My Car: 2004 Prius
 Package: #9

<div class='quotetop'>QUOTE(onerpm\";p=\"105018)</div>

Quote:

Check your floormat.[/b]

I agree. Until I installed the clips to keep my rubber floormat in the right place, I had two acceleration incidents. Since then, and prior to having thick floormats at all, none...

2004 Seaside #9/BC as of 1/3/2004, using Amsoil Series 2000 0W-30 synthetic oil.

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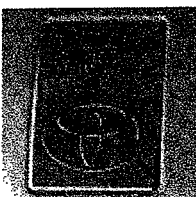


07-07-2005, 01:15 PM

#6

DaveG

Senior Member



Join Date: Jan 2004
 Location: Vancouver, BC
 Posts: 803
 My Car:
 Package:

Just to clarify the floormat comment, some people have reported that their floormat "catches" the bottom of the accelerator pedal and jams it against the mat and the flooring.

Dave



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Home » News Blog » Hybrid » Toyota Prius: Unintended Acceleration, Traction Control Problems and Throttle Failure or... Owner Error?

Toyota Prius: Unintended Acceleration, Traction Control Problems and Throttle Failure or... Owner Error?

By Frank Williams

August 13, 2007 - 4,153 Views



ConsumerAffairs.com has collected complaints from Toyota Prius owners regarding throttle control. One, a new Prius with 600 miles on the odometer, accelerated wildly while the owner was attempting to merge onto a busy interstate. On another occasion, the traction control system (itself another problem reported on the site) kicked in and the car accelerated. A third time the car refused to slow after passing another car. One Prius owner, an engineer, discovered that tapping the lever that disengages the cruise control solved the problem— even though the

cruise control system was already turned off. Toyota denies any mechanical or software problem exists. They suggest that a wadded carpet may have caused a sticky go-pedal.

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News

Toyota Recalls Floor Mats, NHTSA Warns Prius Owners

Not all Prius owners buy the floor mat theory

By Joe Benton
ConsumerAffairs.Com

September 27, 2007

The Toyota Motor Corp. and the National Highway Traffic Safety Administration (NHTSA) have agreed that faulty floor mats are the cause of runaway acceleration in the Toyota Prius hybrid as well as several other Toyota vehicles.

Toyota announced it will conduct a recall of 55,000 floor mats which are used in the 2007/2008 Lexus ES 350 as well as the 2007/2008 Camry.

At the same time, NHTSA is strongly urging owners "make sure the driver-side, all weather floor mat is properly secured before driving the vehicles."

NHTSA and Toyota noted that, if unsecured, the mats being recalled can slip forward and trap the accelerator pedal, causing the vehicle to accelerate uncontrollably.

The floor mats in the Prius are not

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part of the recall but NHTSA urged drivers of Toyota Avalons and Prius hybrids to check the driver-side floor mats to make sure they are properly installed.

"Of course, depending on vehicle design, it is possible for unsecured floor mats to interfere with accelerator or brake pedals in a wide range of vehicles," NHTSA said in a press release.

"Therefore, NHTSA reminds all drivers of all makes and models to check the driver-side floor mats for secure installation and to follow manufacturer instructions for installing the mats."

For more information on the floor mat recall, consumers can contact the NHTSA Hotline at 888-327-4236 or their Toyota or Lexus dealer.

NHTSA has also reported complaints of unintended acceleration in the RAV 4 and Tacoma pickup.

Earlier this month, NHTSA spokesman Rae Tyson told ConsumerAffairs.Com that regulators at NHTSA were "aware of" complaints of runaway acceleration in the popular Toyota Prius hybrid and were in a "monitoring mode."

Prius owners skeptical

Prius owners who have reported the unintended acceleration problem with their Prius hybrid to ConsumerAffairs.Com remain wary that the problem can simply be traced to floor mats.

"Here is the rub," one California reader told us. "If it truly were the mat catching the accelerator, why did turning the car off solve the problem? There is nothing with the power button that would do this. And yet each time when I restarted the Prius it was fine. If the accelerator were caught under the mat once the car was turned off the problem did not persist," she wrote.

The California consumer said her test of the Prius will continue.

"I've decided to remove the mat and drive the car for a month to

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On August 22, Dan in San Dimas, California reported an unintended acceleration problem with his Prius.

"I was almost stopped for a red light, my foot was on the brake (NOT on gas), the car was surging forward being held back by brakes. I quickly checked for anything under the accelerator including the floor mat, foot on the gas, or any other cause. All were negative."

Dan pulled into a gas station on the corner with the engine still revving at maximum rpms. He turned the Prius off, double checked for external causes and found none. He then turned the hybrid back on and it “behaved normally,” Dan told us.

When Dan reported the unintended acceleration problem to his Toyota dealer, "he said there was a service bulletin on the 2004-2005 models but not on the 2006. He offered to re-flash the computer." Dan told us.

Karen in Los Gatos, California has a 2007 Prius she has driven since December of 2006.

"After driving the car approximately 1,000 miles, Toyota Prius hybrid had an uninitiated full-throttle acceleration while driving on an expressway," she told ConsumerAffairs.Com.

"Startled, I slammed on the brakes. The accelerator fought my braking as I pulled over and turned off the car, shocked and taking a deep breath," Karen wrote us.

Karen did not think about the problem with unintended acceleration again until it happened with about 13,000 miles on the odometer.

"I had been stopped at a traffic light. It changed to green and I started to move forward. The Prius took off charging toward the car in front of me. Standing on the brakes, I pulled over and turned off the car. Very frightened, I sat wondering what I should do next. What happens if I turn the car on and it takes off again?" she asked herself.

Karen said that all was normal when she re-fired the hybrid engine.

"I called Toyota and talked to a sales person and explained this dangerous experience. He confirmed that he was familiar with the problem and also experienced this himself when driving one of the earlier models of the Prius," Karen wrote.

Karen took the runaway Prius to her Toyota dealer and listened as the service manager blamed everything that occurred on "nothing more than a carpet jamming the accelerator pedal."

"As I explained to him, I didn't have floor mats when this happened the first time," Karen wrote.

A concerned friend sent Karen a link to earlier stories published by ConsumerAffairs.Com.

"I forwarded the link to the owner of the Toyota dealership. He too expressed concern and asked me to keep the loaner for a few more days while they get someone for Toyota to look further into this," Karen said.

About the same time that Janet was crashing into a garage wall with her Prius, Lois in Las Vegas was wrestling with her 2005 Toyota hybrid's tendency to accelerate suddenly.

"It has hesitated several times on me. This last time I almost got in an accident. It chugged along several times in a row. No lights went on. It has 99,000 miles and has a warranty to 100,000 miles. It has been at the Toyota dealership 5 days. they cannot find any problems," Lois said.

In Tustin, California, Lupe reported this problem with her 2006 Prius. "Three weeks ago I went to pick up my daughter from school, I decided to back up my car and wait for her to come out. Suddenly my car accelerated while I had my foot pressing the brakes, it was going too fast I had no time to do anything, I crashed onto a wall about 10 feet in front of me."

Lupe said the wall was not damaged and she was not hurt but the Prius suffered \$14,000 in damages.

An engineer's theory

In Los Lunas, New Mexico, Marvin had a similar experience.

"In each case, the vehicle was accelerating at a rate below maximum and went to and stayed at maximum without driver

command." Marvin told ConsumerAffairs.Com.

"A simple touching of the lever that disengages the cruise control caused the system to immediately go back to a normal condition with the cruise control off," Marvin told us.

Marvin said he is "a qualified professional engineer and systems analyst." His work "has involved automobiles as well as aircraft and industrial systems."

"I can assure you," Marvin told ConsumerAffairs.Com, "that the incidences that I had did not involve mechanical sticking or jamming of the accelerator pedal because of a piece of carpet. It was not driver error."

In Marvin's opinion, "the problem may be in the cruise control system itself, either a mechanical, electronic or electrical problem in the cruise control system."

"The problem could easily cause a serious accident if the driver, caught unaware, did not take immediate remedial action," according to our reader in New Mexico.

Toyota's advice

Toyota spokesman Sam Butto said owners who encounter a an unintended acceleration problem "can contact our Customer Experience Center Monday thru Friday from 6:00 AM -6:00 PM Pacific time at 1-800-331-4331 to have their concern documented so the Center can look into it."

Butto also advised that customers can consult any Toyota dealer for an inspection or diagnostic test. "If an abnormal condition is found repairs will be covered by the Prius warranty of 8 years/100,000 miles or in California and states adopting California standards 10 years/150,000 miles," he said.

If no problem is found Toyota may charge a fee for the inspection or diagnostic test.

Report Your Experience

If you've had a bad experience with a consumer product or service, we'd like to hear about it. All complaints are reviewed by class action attorneys and are considered for publication on our site. Knowledge is power! Help spread the word. [File your consumer report now.](#)

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**Dr Antony
Anderson
C.Eng FIEE**

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9.5.1 AUDI Google Search

- **Aug 6 2005** Audi A4 speed regulator stuck at 90km/hr in built-up area in France. [Comment by driver in LeBlog Auto on 10th August 2005](#)
- **March 11 2005** Audi A3, Lille area, France. Speed regulator failed to disengage over a distance of 1km

- **February 20th 2006 1997 Toyota Lexus : HAMDEN, Conn.** – A 52-year-old man died Sunday when he was struck by a sport utility vehicle as it was coming out of a carwash building, WTNH-TV reported.
<http://www.moderncarcare.com/hotnews/62h207455663352.html>
- **January 9 2006 ConsumerAffairs.com: A wild ride in a Prius:** A 2005 Toyota Prius driven by Herbert of Battle Creek rampaged out of control on a Michigan highway in October 2005, endangering the driver as well as those nearby. It's the second known incident of sudden, uncontrolled acceleration in the computer-controlled hybrids. The incident occurred with cruise control engaged at 55 mph when driver accelerated to overtake a slower vehicle. The driver let off the accelerator and pressed the brakes several times, but the vehicle continued to accelerate under full power. The driver unsuccessfully tried to slow the vehicle by pushing the power button, manipulating the cruise control lever, and putting the vehicle in neutral. By applying full braking power the driver was eventually able to bring the vehicle to a halt. On pushing the power button the vehicle then shut down. The dealer was able to reproduce the fault but could not identify the cause.
http://www.consumeraffairs.com/news04/2006/01/prius_rampage.html
- **January 9 2006 Automotive News: Toyota wins at NHTSA ...but loses a customer** On July 5, Jordan Ziprin's 2002 Toyota Camry shot backward out of a driveway and crashed. Since then, the 74-year-old Phoenix lawyer has insisted that the electronic throttles of some 2002-05 Toyota and Lexus vehicles are defective. Ziprin inundated the National Highway Traffic Safety Administration with documents that he says prove his point. But last week, NHTSA - which has a long history of ruling against claims of unintended vehicle acceleration - rejected Ziprin's petition. Agency officials, who say driver error causes most sudden-acceleration incidents, found no evidence of a defect. In 2004 NHTSA reached the same conclusion after it investigated similar complaints about 2002-03 Toyota and Lexus vehicles. But Ziprin told Automotive News last week: "I'm not going to let this go. I would be more than happy to cross-examine" NHTSA's experts.
- **November 15 2005 ConsumerAffairs.com: Prius Runs Amok After Stalling, Hits Tow Truck:** A Toyota Prius suddenly stalled, then unaccountably took off and smashed into the tow truck that had come to remove it. Toyota has warned Prius owners of a software glitch that can cause the hybrid cars to suddenly stall or shut down and federal safety regulators are looking into the problem.
http://www.consumeraffairs.com/news04/2005/prius_stalls5.html
- **August 11, 2005** The National Highway Traffic Safety Administration (NHTSA) has launched an investigation of several Toyota models because of uncontrollable and unintended acceleration while the vehicle is in reverse. The agency has received 13 reports of accidents because of the uncontrollable acceleration. NHTSA has received complaints involving the Camry, Solara, Lexus, ES, ES 300, ES 330 losing throttle control while the vehicle is reversing out of a driveway. The vehicles were all manufactured between 2000 and 1005. [NHTSA Action Number: DP05002]
http://www.consumeraffairs.com/recalls04/2005/nhtsa_toyota.html
- **Feb 22 2005 France:** Toyota Corolla speed regulator fails to disengage at a toll station on the Chambéry - Grenoble Autoroute. 5 people hospitalised. [Le Monde](#)
- **July 27 2004 Reuters :** US Closes Safety Probe of Camry, Lexus Models
- **April 13 2004 :** Statement from Toyota Motor Sales USA Media Relations re. NHTSA Camry and Lexus Investigation
http://pressroom.toyota.com/photo_library/display_release.html?id=20040413
- **April 1, 2004** Federal safety officials are investigating reports that the Toyota Camry and other models may have a defect that causes sudden acceleration surges. The National Highway Traffic Safety Administration (NHTSA) says it has received reports of 30 crashes that injured at least five people, when some Toyota Camry, Camry Solara and Lexus ES300 vehicles suddenly and unexpectedly surged forward. [Link not valid Aug 05 <http://www.thewbalchannel.com/automotive/2966685/detail.htm>]
- **February 4 2004 : Toyota Camry 2002 Model:** Report of Sudden Acceleration Problem when approaching traffic lights to turn left. Vehicle went straight on. Brakes and handbrake of no effect. Travelled 1/4 mile and brought to halt in a snow bank. <http://www.complaints.com/directory/2004/february/10/29.htm>
- **March 2001:** 53,061 Toyota Camrys built between 1998-2001 were recalled. "On certain passenger vehicles

TEXAS LEMON LAW BLOG

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Posted On: August 23, 2007 by Kevin Le

Lemon Car: Toyota Prius may be a defective car by design

Consider the danger of driving a vehicle and having it suddenly surge or lunge forward uncontrollably. This is what happened to several Toyota Prius owners recently who described their experience as an "uncontrollable acceleration." One Prius owner stated that his car "took off like a rocket."

According to two articles, published by ConsumerAffairs.com, despite repeated complaints and requests for repair by these owners, Toyota service centers minimized the concern and insisted that this was nothing more than "a carpet jamming the accelerator pedal or error."

If this has happened only once before, then this rationale may be a plausible reason for an abnormal defect. However, if there has been numerous complaints of similar problems from different Prius owners, then either Toyota or its technicians are careless in its diagnosis. It seems, to me, that there may be intentional misrepresentations here. This is a product liability issue.



If you happen to be in a similar situation with your lemon vehicle, it is important to be following to preserve your rights as a consumer:

First, get everything in writing. For example, if the service manager indicates to you it is merely driver error, then ask him to write that on the repair invoice. Thereafter, remove the carpet from your vehicle and see if the same problem reoccurs. If it does, then it is difficult for the same service manager to negate his or her diagnostic error when you bring your vehicle in again for the same problem.

Second, make sure that the service manager closes the ticket after each visit to the service center. Most state lemon law measures the "lemonability" of a vehicle based upon the number of attempts that the customer brings the vehicle in for repair. Most dealerships are trained to leave the ticket open so that they only have to issue one (1) repair order for two (2) visits.

Third, write complaint letters to the manufacturer addressing your concern with the service center. Describe the haphazard job that the particular service center or dealership is doing. Manufacturers rate dealerships on customer satisfaction and this will put pressure on the dealership to take your concern more seriously. At minimum it will provide both the manufacturer and the dealership notice of your problems in case you elect to pursue a law claim in the future.

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HybridCars.com Community > Cars > Toyota Prius > prios hybrid surging.

PDA

View Full Version : prios hybrid surging.

Dave Nelson

01-01-2006, 11:24 AM

I have a 05 prius and have noticed lately that under full acceleration to pass or enter hiway speeds the car seems to surge and pulse. Like it is lurching and then cutting back on power, almost like it has a govener. Anyone else have the problemM

L Blum

05-07-2006, 06:05 PM

I have a 2001 Prius with ~75000 miles on it. It has had a similar problem with surging at freeway speeds. It also has had a lag problem which happens when I am on the freeway and the speed drops unexpectedly and simultaneously, the engine loses power. Toyota could not duplicate the problem when I took it in. This past Friday, every major light went on and it had a major power loss. Currently at the dealer awaiting diagnostics. I am awaiting a damage report.

len

05-07-2006, 10:38 PM

When the rare computer glitch came out I read through some of the DOT reports. Although the Prius is an astonishingly reliable car, it appears when there are problems they are not fun. There is also the system that protects the electrical motor/generator from overspeed, the TRAC system and the Stability program. Some times I read of instances that really describe the vehicle behaving as it was designed but differently than what most people would expect. The gas engine doesn't 'wind out' when you'd expect and the electric motor 'loses power' on occasion when 'spinning out' (broken pavement and loose material like sand accumulated from the winter will do it). I've simply become used to the way my car behaves and drive it accordingly. The CV Transmission and the refusal of Toyota to bring to market a 'plug in' hybrid at this time were 'as they say' an attempt to make the hybrid simple so people would 'just drive it'. I guess they didn't quite succeed on this account and maybe should have just built it for geeks. I wonder if anybody who purchased an older Honda Civic Hybrid with a manual transmission has any experience in this regard? They should have had more of a feel for the dynamics of dual motive power.

Jon

05-08-2006, 05:58 PM

Although I own a 2004 HCH w/CVT, other than the engine "auto-stop" and a slight lag in acceleration, there isn't much of a noticable difference.

I've become used to the HCH's IMA system just like you in your Prius' HSD, but I drive to optimize fuel efficiency and to "time" traffic lights.

Charmaine

11-29-2006, 09:37 AM

My 2001 Prius (71,000 miles) was surging and fading in city traffic just before the warning light came on. The information panel icon, a vehicle outline with exclamation mark, lit up.

I had the car towed to the dealer, who diagnosed the problem as a faulty fuel pedal relay.

The fuel pedal relay was replaced--to the tune of over \$600 dollars--and the problem now seems resolved.

The shop gave me the bad part and, as I look at it, I can't see anything that seems to be exceptionally delicate or electronic. It seems to be a mechanical part. Why would this kind of part fail? How common is a failure of this part?

I want to know how many other Prius owners have experienced this difficulty, diagnosis and fix.

gdfritsch

05-23-2007, 09:27 PM

I'm so relieved to see this thread; it means I'm not crazy! Today I took my '05Prius (30K miles) to the dealer for the second time in two years because of this random surge problem. Once again the service mgr told me

there's no physical way the car could surge/accelerate as I described - he's positive that the floor mat gets in the way of the gas pedal. I know the floor mat is not the issue - and now I can show the service department this thread. In my case the car surged ("self-accelerated") four times in the two years I've owned it - several times as I sped up to pass another vehicle at highway speed and once as I pulled away from a stop sign. (It actually feels as though the cruise control acceleration feature is somehow engaging.) The surge cuts off only when I hit the brake a couple of times....very scary. I regard this random surge problem as a definite life safety issue - we'll see if replacing the fuel pedal relay does the trick. Otherwise, the Prius is a great little car....my husband has an '06 Prius and so far has not encountered this problem.

FL_Prius_Driver

06-03-2007, 07:35 PM

I have a 2001 Prius and have noticed two slightly detectable behaviors. The first is on rare occasion the engine seems to be close to stalling when coasting down from a sustained cruise. This stops once the engine shuts down or I start moving again. The second is while cruising on the interstate at around 65 mph, there is a definite, but transient, reduction in speed for a couple of seconds. Neither one of these caused much concern, since they were just at the edge of noticing and were very rare (5 times in 6 years of driving).

A month ago I was cruising on the interstate to work when the power dropped down considerably and the Engine Check Light, and "!" in the triangle came on. Limped (at idle speed) to the dealer, got the Accelerometer pedal replaced and the car was fixed. Took the Accelerometer home to see that it is just a dual potentiometer (i.e. two independent variable resistors in one housing). I checked the potentiometer and did not find anything obvious but did notice that at the low end of acceleration setting, there was a mismatch in resistance (500 vs 810 Ohms).

I do not know if the previous surge behaviors were linked to the Accelerometer potentiometers but I have not noticed them at all since the replacement. Time will tell.

Please keep in mind that the repair technicians were directed by the hybrid control unit to replace the accelerometer since the fault detection locks in the trouble part identification. The surging problem could be very hard for the repair technician to reproduce if it is caused by the accelerometer being in a certain position when it occurs.

kcrockner

10-08-2007, 07:53 PM

On a few occasions, I've also noticed momentary drops of power, mostly while cruising at freeway speeds. Yesterday, the console lit up and the power dropped off. I limped off the freeway and had the car towed to the dealer. They diagnosed a faulty accelerator pedal assembly. I assume that is what others on this thread refer to as the fuel pedal relay. The engine check code was "PS main battery". I believe the PS stands for power steering. The dealer said the relevant code in the computer was "P0300 random misfire" and could be caused by a faulty accelerator pedal assembly or bad fuel injectors (or both), but the technician was strongly leaning toward the pedal assembly. They're not inexpensive to fix (\$750)! Like FL_Prius_Driver, time will tell. If I have further problems, I'll post an addendum.

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