

CL-10230691-2775

Sterling, VA [REDACTED]

In regards to: brake failure in our Prius

NHTSA Headquarters
1200 New Jersey Ave, SE
Washington, DC 20590

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To Whom it may concern,

We've enclosed a copy of a letter we've sent to the Toyota dealership where we purchased our car. After having two problems with it, we decided to do some research and found out that many, many Prius owners have had the same dangerous problem. There is a web site: <http://www.hybridcars.com/forums/brake-failure-2007-t1013.html> that lists complaint after complaint. Hopefully, this is something the NHTSA will take very seriously. Although, the incidents involve slow speed accidents, the next accident could be a Prius going very slowly through a red light at an intersection, after not being able to stop, and getting hit by a large truck going very fast. We are hoping to see Toyota recall the Prius and fix the problem. It is very likely that we will trade the car in soon, if Toyota can't or won't fix it for us.

It's a shame for us, other Prius owners, Toyota, and the other people whose cars were hit by the Priuses. We were really enjoying the car, particularly the gas mileage, but at what cost?

Sincerely,

[REDACTED]

A/A
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8:17
KB

[REDACTED]
Sterling, VA [REDACTED]

In regards to: brake failure in our Prius

Jim Melton *Bill Page Toyota*

2923 Annandale Rd.

Falls Church, VA 22042

Dear Mr. Melton,

We, [REDACTED] have been driving for a combined total of over 65 years. In these 65 years of driving, neither of us have ever had a single accident prior to owning our 2007 Toyota Prius. In the last 3 months we've had two. In both cases, we were driving at very, very slow speeds, probably 5 mph or less.

In one case, [REDACTED] had safely backed out of a driveway. Going 5 mph or less, she put her foot on the brake but the Prius kept moving slowly, while [REDACTED] went to press park. But, the brake did not stop the car. The Prius was stopped by hitting another car before park could be engaged; [REDACTED] was pressing on the brake the entire time.

In the next instance, [REDACTED] was driving in stop and go traffic and had taken his foot off the accelerator as he was approaching a car stopped for a red light. The roads were slightly wet. The Prius had already slowed down to about 5 mph when he put his foot on the brake. The car did not slide, did not skid, did not hydroplane, nor did it stop. When he realized that pressing on the brake wasn't stopping the car, he tried to pump the brake. Pumping the brake also had no effect on stopping the car. The only thing that stopped his car was the car in front of him.

Damage occurred to the Prius and the other cars involved in both cases. Prior to this, the Prius was our car of choice out of the 3 our family owned. Now, we're all too nervous to drive it. Our insurance has risen, we've paid deductibles to get the front end fixed, still have damage to the rear bumper, and now have a \$24,000+ car that we're afraid to drive.

After [REDACTED] incident, we realized something is terribly wrong with the car. We both knew we were pressing on the brake and it wasn't working. It was a strange sensation to have a mechanical failure such as what we experienced. [REDACTED] immediately drove his car to the Toyota dealership where he purchased it, right after his incident, to have the brakes checked. The Toyota dealership found no problem. When [REDACTED] returned to work, he did some research on the internet and discovered that ours is not the first Prius to have this kind of problem. <http://www.hybridcars.com/forums/brake-failure-2007-t1013.html> lists complaint after complaint of very similar problems. Consumer Affairs is aware of this problem too, see their website at http://www.consumeraffairs.com/news04/2007/09/prius_accelerate.html. This is something Toyota needs to take very seriously and address immediately. The next incident could involve a Prius not stopping at an intersection and be slow-speed, but be deadly nonetheless. The Prius is unsafe and clearly has a problem. We expect an immediate response. We cannot afford to own a car we're afraid to drive.

Sincerely,

[REDACTED]



Cc:

Toyota Motor Sales, Inc, USA

Better Business Bureau Auto Line

Consumer Affairs

AllState Insurance

National Highway Traffic Safety Administration

Virginia Department of Motor Vehicles

Virginia State Police

Virginia Department of Transportation