

CL-10237130-8758

July 17, 2008

National Highway Transportation Safety Commission
Office of Defects Investigation
1200 New Jersey Avenue, S.E.
Washington, DC 20590

2008 JUL 30 AM 8:48

To Whom It May Concern:

I am the owner of a 2004 Toyota Prius, Manufacturer's Serial number
JTDEKB20U340 [REDACTED] This car has been driven 64,000 miles.

The defect that I have discovered is a problem in the cars automatic transmission shift control on the dashboard. When the car was working properly and the shift lever was moved into the drive position, the lever sprang back into the previous position allowing the driver, when stopped to engage the Park button. The function of the Park button would lock the transmission and prevent the car from rolling.

The internal spring that moves the transmission control lever back to the previous position became worn and now it doesn't return to it's neutral position when putting it in reverse or drive. Since this is not readily noticeable pushing the Park button had no effect on the transmission. On a number of occasions when exiting the car, having pushed the Park button, and believing the car was safe, the car began to roll. On one occasion the engine was still on and the car began to move away. This is unsafe.

I returned my car to the local Toyota dealership as requested by the customer service representatives. They said it needed to be diagnosed??? The shifter lever was sticking in drive or reverse, what was to be diagnosed? The Toyota representative I spoke to said they would probably charge for that service. They opened a case file # 200807140550. They told me that they have had similar complaints. They told me they would repair it but the cost was going to be \$700. I have had my car repaired at an independent mechanic, because I felt the car was unsafe to drive in that condition. I would be happy to sell the defective part back to you so you can analyze and correct this malfunction.

I am writing to you as a concerned citizen. I believe that it is only a matter of time until someone is seriously injured or killed due to the failure of this internal spring.

Sincerely
[REDACTED]

N. Hollywood, CA [REDACTED]

CC: Mr. Shigeru Hayakawa, President
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Mr. Kasuaki Watanabe, President
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