

From: [Reid, Randy \(NHTSA\)](#)
To: [Jackson, Norris CTR \(NHTSA\)](#)
Subject: FW: Prius NOT REPAIRED - make sure not to pay! claim#464305187
Date: Tuesday, November 10, 2009 2:51:17 PM
Attachments: [prius electric motor.pdf](#)

From: [REDACTED]
Sent: Wednesday, November 04, 2009 10:49 PM
To: Lopez,Albert
Cc: Test, Crash (NHTSA); Renny Hellickson; Megan INGLE
Subject: Fw: Prius NOT REPAIRED - make sure not to pay! claim#464305187

Albert,

I have not been driving the Prius since I last picked it up because it has continued to have the acceleration and lower gas mileage issues that have made me not feel safe in it. Today I had to drive it to work (downtown) because my husband had our van and I found that it is STILL accelerating in odd ways like it did when we got it back in September. Today while in stop and go traffic at a low speed when I went to accelerate to a higher speed (appx. 50mph) it wasn't accelerating properly, then suddenly "kicked into" acceleration then I had to slow it down with the brakes. Your information manual (attached) on page 1 #1-5 shows how the vehicle *should* be operating. As I've described since August, the day I first picked it up, this is NOT how it's functioning.

I heard about the known issue from the news about people dying in Toyota Prius (and other) vehicles because it was accelerating and they couldn't stop. I am **VERY concerned** that I was told by your service expert that if you "...can't find the problem because it doesn't register on any of the computer tests, it can't be fixed..."

In light of the news today by the National Highway Traffic Safety Administration found "no defect exists in vehicles with properly installed floor mats." and in fact, the NHTSA said, Toyota vehicles have a "very serious defect." I would like to know what Toyota can do NOW to get my Prius working properly before I (or my family) are in a horrible accident like the 16 people who have already died or the 200+ who have had serious accidents as a result of this:

<http://abcnews.go.com/Blotter/RunawayToyotas/sudden-acceleration-toyota-cars-owners-rebel-accidents/story?id=8980479>

<http://www.autonews.com/article/20091104/ANA05/911049962/1292>

When I was asked to come in to see if I could help replicate or identify the issue I took off from work and did this. I understand that Toyota paid for a rental car for me while you tried to find the problem. When I picked up the Prius the last time I refused to sign that it was acceptable because we agreed there was no way to tell if it was repaired or if the issue still existed.

I have cc'd this to the only email address I found on the NHTSA website, crash.test@dot.gov in hopes of getting an answer from Toyota versus "...we can't find anything wrong....".

Please call me at your earliest convenience.



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----- Original Message -----

From: [Megan INGLE](#)

To: [REDACTED]

Sent: Monday, August 24, 2009 11:24 AM

Subject: RE: Prius NOT REPAIRED - make sure not to pay! claim#464305187

That is good news, at least you have some support there!!

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Date: Mon, 24 Aug 2009 12:11:00 -0500

From: [REDACTED]

To: meganingle@msn.com

Subject: Re: RE: Prius NOT REPAIRED - make sure not to pay! claim #464305187

I spoke with Albert this morning. He agreed it could be dangerous to drive my Prius at this point and they took it in under the same case and paid for a rental again.

Aug 23, 2009 11:15:38 PM, meganingle@msn.com wrote:

It sounds as though it has mechanical issues besides the body issues, and should be taken to the automotive repair at a Toyota, as I doubt the body shop can fix what is wrong with it. See if Albert can send it over to the actual automotive dept of Toyota, they should have already looked at it, given the collision that happened. If the automotive shop at Toyota has not looked at it, they need to asap, we will call Kempter tomorrow and advise them that there are mechanical problems from the wreck, as well as the body repair.

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From: [REDACTED]
To: meganingle@msn.com
CC: Ichrestman@ekemper.com; Albert.Lopez@classicrr.com
Subject: Prius NOT REPAIRED - make sure not to pay! claim #464305187
Date: Sun, 23 Aug 2009 21:44:18 -0500

Megan,

I spoke with Albert Lopez Friday after picking up my Prius Thursday evening at 4:30 pm. I explained there are several items that show it is NOT repaired. He was going to ask the Toyota dealership because they are mainly body repair and do not know all the details about how a Prius "should" be performing. I did not hear back from him on Friday, but after driving it to Houston for work and back home today I am returning it to Collision Repair first thing tomorrow morning.

The main items of concern:

1. It is **not shifting properly** - (sounds to be stuck in low gear or something!)
2. It **does not ride smoothly** (bounces - as though the shocks or alignment or something is "OFF")
3. it is appx. **20% less mpg than prior to the accident** (26-39 m.p.g.now versus the 48-52 mpg it has always averaged (we've only seen it at 42 mpg one week when it needed tires and a tune up!)
4. It is **extremely "loud" sound** while moving (wheel noise? unable to tell)
5. it **does not accelerate properly** (it always did before)
6. **"kicks" in and out** of the motor running frequently **versus running on the electric motor** in stop and go traffic (probably why the low mpg!!)
7. the **electric motor does not hold a charge** (twice it went from fully charged battery to low/none after just going through a fast food line-which had NEVER occurred in the past) - could this be why it does not stay on in stop and go traffic??!!
8. the volume knob to the radio intermittently does not work (no reaction when turned)

While things like the volume control is "not a big" item, other problems like the lack of acceleration and the electric motor not functioning properly are key to what makes it the Hybrid I bought, not to mention what the cost might be if the electric components are not functioning. Please take any action needed to ensure that Kemper DOES NOT pay on this (even if DIRECT Ins. was paying!) because it is NOT repaired even though the body (external) of the car looks right.

Please call me tomorrow morning to advise me on this. Rod (the manager at Collision) and I spoke at length Thursday about the "what ifs" and that giving me back a vehicle that is repaired to the standard I had before the accident was what they were hired to accomplish. He said that I needed to bring it

back immediately and that it was not to be just "under warranty work" that some things may not be found until after I drove it. This vehicle is NOT what I had before the accident in too many critical areas.



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