

From: Wells, Cynthia CTR (NHTSA)
Sent: Tuesday, January 05, 2010 9:34 AM
To: Fogle, Brenda CTR (NHTSA)
Subject: FW: Prius problem

Attachments: Prius maintenance history 1.pdf

From: Yon, Scott (NHTSA)
Sent: Tuesday, January 05, 2010 8:50 AM
To: Reid, Randy (NHTSA)
Cc: Wells, Cynthia CTR (NHTSA)
Subject: FW: Prius problem

Can you have someone add the attached to ODI 10292409 please?

Scott

From: [REDACTED]
Sent: Thursday, December 10, 2009 2:01 PM
To: Yon, Scott (NHTSA)
Subject: RE: Prius problem

Scott,

Here is the 60K service as well as some additional Toyota service receipts.

The car still has the problem and it seems to be getting worse.

[REDACTED]



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MVR # 24107830

MIAMI BEACH, FL

SERVICE ADVISOR OSCAR VIZCARRA

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
08OCT08	08OCT08		JTDKB20U240	0061552	T400RR		08OCT08	152055
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:41	13:49	04	TOYOTA PRIUS		0.00	16MAY05	389	389
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
60209	60211							

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUSTOMER REQUEST MULTI POINT VEHICLE INSPECTION					
MPIY CUSTOMER REQUEST MULTI POINT VEHICLE INSPECTION					
	29 ITFL	0.00		0.00	0.00
B ENG LOF, INTALD BATT PADS, ROT, BAL&SET TIRE PRESSURE, REPL A/C FILTER, REPL, ENG AIR FILTER, CLEAN&ADJ RR BRAKES, REPL COOLANT, REPL TRANS FLUID, REPL SPARK PLUGS (RESISTOR OR PLAT ONLY) REPL WIPERS, RESET MAINT LITE, TOP OFF FLUIDS					
60MAX ENG LOF, INTALD BATT PADS, ROT, BAL&SET TIRE PRESSURE, REPL A/C FILTER, REPL, ENG AIR FILTER, CLEAN&ADJ RR BRAKES, REPL COOLANT, REPL TRANS FLUID, REPL SPARK PLUGS (RESISTOR OR PLAT ONLY) REPL WIPERS, RESET MAINT LITE, TOP OFF FLUIDS					
	29 CTOY	3.70		230.00	230.00
	1 90915-YZZF1 FILTER				
	S/A, OIL		5.41	5.41	5.41
	1 90430-12028 GASKET		1.21	1.21	1.21
	1 17801-21040 ELEMENT				

DESCRIPTION		TOTALS
LABOR AMOUNT		
PARTS AMOUNT		
GAS, OIL, LUBE		
SUBLET AMOUNT		
MISC. CHARGES		
TOTAL CHARGES		
LESS DEDUCTION		
SALES TAX		
PLEASE PAY THIS AMOUNT		

NOTE: Estimate amounts are based on initial inspection only. Additional parts and labor may be required. You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by \$10 or 10%, whichever is greater, not to exceed \$50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$50.00.

CANCELLATION OF REPAIR: In the event that the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Replaced genuine Toyota parts and labor are warranted for 1 year unlimited mileage. All other parts and labor are warranted for 90 days or 4000 miles whichever occurs first after date of repair. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF.

CUSTOMER SIGNATURE

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATION, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE. Thank you for giving our service department this opportunity to service your automobile needs. If you have any questions about your bill or are not completely satisfied with the repairs as performed, please contact your service advisor or our customer relations representative.

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MILEAGE IN	MILEAGE OUT	LICENSE NO.						
60209	60211							

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
SUB-ASSY, AI			17.00	17.00	17.00
1 87139-47010-83					
ELEMENT, AIR REFINER			20.00	20.00	20.00
1 00289-2BC00 NON-CHLOR					
BRAKE CLNR			4.56	4.56	4.56
1 BATT-PAD BATT-PAD			4.95	4.95	4.95
1 00272-1LLAC-01					
ANTIFREEZE GALLON W			27.42	27.42	27.42
1 836-U WW.SOLVENT			1.95	1.95	1.95
1 85222-YZZ18-TM					
WIPERBLADE,U-HOOK650			11.49	11.49	11.49
1 85212-YZZ04-TM					
WIPERBLADE,U-HOOK450			8.41	8.41	8.41
LUBE OIL					
CTOY				5.00	5.00
C AIR CONDITIONER POWER FOAM CLEANING					
14ACPF AIR CONDITIONER POWER FOAM					
CLEANING					
29 CTOY 0.80				67.05	67.05
1 00054-00008 A/C EVAP					
CLNR			26.30	22.90	22.90
D** THROTTLE BODY SERVICE					
6TBS THROTTLE BODY SERVICE					
29 CTOY 0.80				49.00	49.00

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DEDUCTION	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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MILEAGE IN	MILEAGE OUT	LICENSE NO.						
60209	60211							

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
1	00054-00100 TOP ENG CLNR KIT		21.95	21.95	21.95
E**	REPLACE FRONT DISC BRAKE PADS & RESURFACE ROTORS				
10A	REPLACE FRONT DISC BRAKE PADS & RESURFACE ROTORS				
	29 CTOY	2.00	150.00		150.00
1	04465-47050 PAD KIT, DISC BRAKE		61.24	61.24	61.24
	CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER				24.95

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DESCRIPTION	TOTALS
LABOR AMOUNT	496.05
PARTS AMOUNT	208.49
GAS,OIL, LUBE	5.00
SUBLET AMOUNT	0.00
MISC. CHARGES	24.95
TOTAL CHARGES	734.49
LESS DEDUCTION	0.00
SALES TAX	49.66
PLEASE PAY THIS AMOUNT	784.15

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ADVISED CUST AIR BAG LIGHT IS BECAUSE SENSOR AR
T DRIVER SEAT IS MISSING SEAT POSITION SENSOR I
S NO SAFTEY DRIVE

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DADE (305) 625-8326 * N. BROWARD (954) 480-6991

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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/09/08	834258	55464	646565	285155	C	92TOZ0A2A43D	5K SVC DLR REC
05/13/08	825944	52889	646565	9414	I	09TOZ09	WINDOW INOP/BINDS
03/17/08	816433	50760	646565	268366	I	12TOZ	ELECTRICAL/BODY
12/06/07	799691	45477	646565	268366	C	92TOZ0A2A63D	10K SVC DLR REC
				427196	C	01TOZ	GENERAL MAINTENANCE
					C	92TOZ0A2A93D	15K SVC DLR REC

SALESPERSON NO.

S E R V I C E

STATE REG# AR 321

METHOD OF PAYMENT ☐ CASH ☐ CHECK ☐ VISA ☐ MAS. CARD	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	JTDKB20U240	04/TOYOTA/PRIUS				900022
	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
	216208					11/09/09
BASIS FOR CHARGE ☐ FLAT RATE ☐ HRLY RATE ☐ BOTH	MIAMI, FL	TURBO	M/MC	AIR COND.	P. S.	TRANS
		TOZZ				
RETAIN PARTS ☐ YES ☒ NO	RESIDENCE PHONE	BUSINESS PHONE	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.			
APPOINTMENT ☐ Yes ☒ No	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	LABOR RATE	X	
	09:31am	11/09/09 07:00pm				

1 C 92TOZ0A2A93D 15K SVC DLR REC
 *** 15,000 Mile Interval Service at 75000 ***
 M11PTCK Up to a 11 Point Inspection All
 MINSFL Inspect Fluid Levels All
 MINSTP Tires, LF ____/32, RF ____/32, LR ____/32, RR ____/32 All
 MOFS Oil & Filter Change W/ Lube 01/05
 MROT Rotate Tires All
 *** Additional Dealer 15,000 Mile Interval Service at 75000 ***
 MAFR Air Filter, r&r 04/09
 MBAS Battery Service All
 MCARB Clean & Adjust Rear Brakes/Adjust Parking Brake All
 MFIS Fuel Induction Service All
 MVPWB Value Part Front Wiper Blade Assembly, r&r 04/09 Both
 APPLIES TO 15K 45K 75K 105K DEALER RECOMMENDED MILEAGE SERVICES

2 C 25TOZ13 WHEEL BALANCE SPEC
 CUSTOMER REQUESTS WHEEL BALANCE

ORIGINAL ESTIMATE \$	DATE	TIME
ADDITIONAL AUTHORIZED AMOUNT \$	ADD'L REPAIRS AUTHORIZED BY	
REVISED AUTHORIZED ESTIMATE \$	AUTHORIZATION RECEIVED BY	
NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADD'L REPAIRS		
CHARGE FOR ESTIMATE \$	DESCRIPTION OF ADD'L WORK AUTHORIZED	
STORAGE CHARGES ARE \$20.00/DAY AS OF THE THIRD DAY FOLLOWING JOB COMPLETION.		

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

For SECURITY PURPOSES: Vehicles left in service after 2 PM on Saturday will not be available for pickup until Monday morning, Thank You.

"These charges include costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal."



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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

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				268366	C	01TOZ	GENERAL MAINTENANCE
				427196	C	92TOZ0A2A93D	15K SVC DLR REC

SALESPERSON NO.

S E R V I C E

STATE REG# AR 321

METHOD OF PAYMENT ☐ CASH ☐ CHECK ☐ VISA ☐ MAS. CARD	VEHICLE I.D. NO. JTDKB20U240	YEAR/MAKE/MODEL 04/TOYOTA/PRIUS	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 900022
BASIS FOR CHARGE ☐ FLAT RATE ☐ HRLY RATE ☐ BOTH	RESIDENCE PHONE	BUSINESS PHONE	CUSTOMER NO. 216208	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
RETAIN PARTS ☐ YES ☐ NO	TIME RECEIVED 09:31am	DATE/TIME PROMISED 11/09/09 07:00pm	PRIORITY	COLOR	CONTRACT NO.	EXPIRATION DATE
APPOINTMENT ☐ Yes ☒ No	LABOR RATE	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.				
JOB	X					

- 3 **C** 21TOZ04 ***4 WHEEL ALIGN SP**
CUSTOMER REQUESTS 4 WHEEL ALIGNMENT
- 4 **C** 00TOZACCEPT-MPI **MULTIPOINT INSPECT**
CUSTOMER REQUESTS MULTIPOINT VEHICLE INSPECTION.
- 5 **C** 02TOZ **ENGINE DRIVEABILITY**
CUST. STATES VEHICLE FEELS LIKE IT WANTS TO TAKE OFF ON IT'S OWN

ORIGINAL ESTIMATE \$	DATE	TIME
ADDITIONAL AUTHORIZED AMOUNT \$	ADD'L REPAIRS AUTHORIZED BY	
REVISED AUTHORIZED ESTIMATE \$	AUTHORIZATION RECEIVED BY	
NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADD'L REPAIRS		
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