



DOT Auto Safety Hotline

U.S. Department
of Transportation

Vehicle Owner's Questionnaire

National Highway
Traffic Safety
Administration

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

07-DEC-2009

Repository ☐Reference No.
10294799

OWNER INFORMATION (Type or Print)

Name

Address

City

MURRIETA

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

JTDKB20U853

Make

TOYOTA

Model

PRIUS

Model Year

2005

Date Purchased

Jan 25, 2005

Dealer's Name and Telephone Number

Toyota Temecula Valley (951) 695-0575

Engine:

No: Cylinders

4

Fuel Type:

Regular

Original Owner

☒

Dealer's City

Temecula

State

CA

Zip Code

92591

Transmission Type

Hybrid
Automatic☒ Antilock Brakes☒ Cruise Control

Powertrain

Hybrid System

Multiple Failure:

Incident Date(s)

29-AUG-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

55810

Failure Speed

0

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: DOTM9ABC036)

☐ 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

1

Number of Deaths

0

Reported to Police

N

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 2005 TOYOTA PRIUS. AFTER PARKING THE VEHICLE, IT ROLLED DOWN-HILL. SHE ATTEMPTED TO RE-ENTER THE VEHICLE TO STOP IT, BUT SHE WAS UNSUCCESSFUL. CONSEQUENTLY, THE VEHICLE CRASHED INTO A POLE. SHE WENT TO THE HOSPITAL FOR KNEE INJURIES AND LACERATIONS. THE MANUFACTURER WAS NOTIFIED, BUT NO ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS 55,810.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See Attached pages: #1 Narrative

#2 Photo of House column damage

#3 ER Hospital care

#4 Toyota FTS Inspection at Dealer

#5 Toyota Motor Sales U.S.A., Inc. Response

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

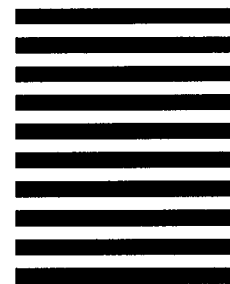
FIRST-CLASS MAIL

PERMIT NO. 1888

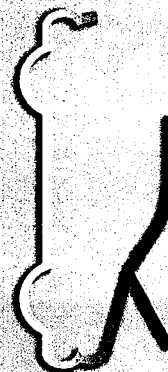
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



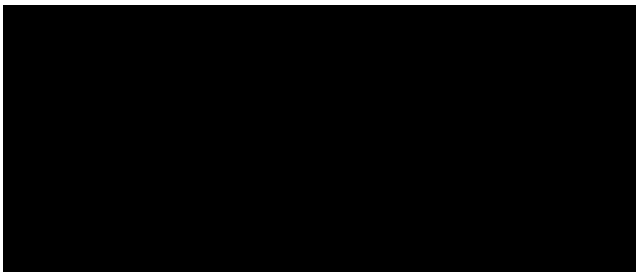
Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



TOYOTA PRIUS ACCIDENT ON AUGUST 28, 2008
CRASHING INTO HOUSE PILLAR

The Contact owns a 2005 Toyoto Prius. After parking the vehicle at the top of the driveway, she stepped out of the car and as she bent down to pick up a newspaper, she was shocked to see the car behind her beginning to roll forward. She attempted to jump back in the car, but was unsuccessful and was only able to grab at the steering wheel, hand over hand, pulling the car toward the left as it accelerated, changing it's direction from aiming at the double front doors of the house, to instead crash into a stucco column post a few feet to the left. The Contact had already been thrown from the car about halfway down the driveway when she could no longer hold onto the steering wheel because of the momentum. Fortunately she was not run over by the car though the tires passed by her with only inches to spare. She went to the Hospital for knee injuries and lacerations. The Manufacturer was notified and later examined the Prius at the Temecula Valley Toyota Dealer on September 8, 2008. A letter was received from Toyota Motor Sales, U.S.A.Inc. on October 15, 2008 disavowing any responsibility or liability for the incident and declining to repair the minor damage to the finish on the front bumper. The Contact has never repaired this damage to date, choosing to ignore the offending scratches.

Submitted by [REDACTED] Contact
December 10, 2009





83096

516923



26631 Ynez Road
Temecula, CA 92591
(951) 695-0575
(800) 829-0575

TOYOTA

INVOICE

Temecula Valley

Service & Parts Hours

6:00 AM to 7:00 PM M-F

7:00 AM to 6:00 PM Sat

Closed Sunday

www.toyotas4u.com
FAX: (951) 694-3540

MURRIETA, CA

HOME:

BUS:

CELL:

PAGE 1

TOYOTA everyda

SERVICE ADVISOR: 100 TOYOTA OF TEMECULA V

CELL#							
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
MILLENNIUM-	05	TOYOTA PRIUS	JTDKB20U853		55810/55815	TY91	
DEL. DATE	PROD. DATE	WARR. EXP.	DATE / TIME PROMISED	PO NO.	LABOR RATE	PAYMENT	INV. DATE
25JAN05	DD01DEC04		16:00 19SEP08		93.00	CASH	18SEP08

TIME RECEIVED	READY	OPTIONS:
	11:54 18SEP08	ENG:1.5 LITER

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER REQUEST FTS INSPECTION

00 QUICK SERVICE

100 ISP

(N/C)

TOYOTA TO RESPOND WITH IN 30 BUSINESS DAYS

FEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within ____ days of the date shown above if I choose not to authorize the service recommended.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

"HAZARDOUS WASTE DISPOSAL" WHICH INCLUDES SUCH ITEMS AS ENGINE OIL, AUTOMATIC TRANSMISSION FLUID, ANTIFREEZE, FILTERS, DIFFERENTIAL FLUID, BATTERIES, ETC. WILL BE CHARGED AS A SEPARATE CHARGE IF REMOVED IN THE SERVICING OF YOUR VEHICLE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS REQUESTED BY THE CUSTOMER

☐ SAVE

ALL PARTS NEW UNLESS OTHERWISE SPECIFIED.

FOR CALIFORNIA BUYERS ONLY:

WARRANTY NOTICE

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not effect the protections or remedies the buyer has under other laws.

(800) 829-0575
(951) 694-0575

Direct Service Line
(951) 695-0575

www.toyotas4u.com

HAZARDOUS WASTE DESCRIPTION
THERE MAY BE FEES OF UP TO
\$5.00 FOR DISPOSAL OF
HAZARDOUS WASTE.

CUSTOMER SIGNATURE

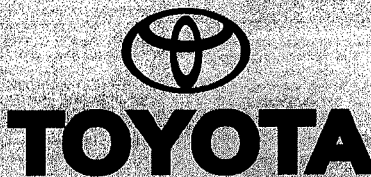
DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

BAR # AA 158347 EPA # CAD 983593229

Notice to Consumer: Please read important information on back.

(800) 829-0575
(951) 694-0575

Direct Service Line
(951) 695-0575
www.toyotas4u.com



Temecula Valley
26631 Ynez Road Temecula, CA 92591

NO RETURNS WITHOUT THIS NOTICE
NO REFUNDS OR EXCHANGES ON ELECTRICAL
PARTS OR SPECIAL ORDERED PARTS.
REFUNDS PAID AFTER CHECK CLEARS BANK.
ALL RETURNS MUST BE SALEABLE CONDITION
AND IN ORIGINAL PACKAGE.
ALL RETURNS SUBJECT TO 15% RESTOCKING

Service & Parts Hours
6:00 AM to 7:00 PM M-F 7:00 AM to 6:00 PM Sat Closed Sunday

DISCLAIMER OF WARRANTIES

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 said products.

**ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE
AS BEING USED OR REMANUFACTURED.**

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
04 SEP 08		04 SEP 08		201027

SOLD TO ACCOUNT NO. 5061 RETAIL PARTS COUNTER SHIP TO PAGE 1 OF 1

SHIP VIA			SLSM.	B/L NO.	TERMS	F.O.B. POINT		
			182		CASH	TEMCULA, CA		
ORD	QUANTITY SHIP	E.O.	PART NO.	DESCRIPTION		LIST	NET	AMOUNT
1	1	0	90981-15011	C2	BULB	7.54	7.54	7.54
1	1	0	00234-00194	A1	BULB	0.73	0.73	0.73
PAID SEP 04 2008 By <u>MSH</u>								

Thank
You
For
Your
Business!!

Notice to Consumer: Please read important information on back.

04 SEP 17:33

TOYOTA

Writers Direct Telephone (310) 468-5638
Writers Direct Fax (310) 381-5017

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501

October 15, 2008

[REDACTED]
MURRIETA CA [REDACTED]

Re: Date of Loss: August 28, 2008
 Vehicle: 2005 Toyota Prius
 VIN: JTDKB20U853 [REDACTED]

Dear [REDACTED]

This letter is in response to your communication with our Customer Experience Center regarding the above-captioned incident. Toyota Motor Sales, USA, Inc. ("TMS") has completed its inspection of your vehicle.

You reported that you stopped the vehicle in your driveway and placed the shifter to Park to retrieve your newspaper and as you were outside of the vehicle it started to roll down your driveway. You attempted to reenter the vehicle to stop it but it had picked up too much speed. You were able to move the steering wheel which avoided the vehicle running into your home.

The inspection of the vehicle found that while stopped with the transmission in Park, the shift-lock mechanism operated normally by holding the vehicle in place. Additionally, when the parking brake was engaged, the vehicle could not be moved. No evidence of any sort of manufacturing or design defect as found during the inspection.

We are very sorry to learn of this unfortunate incident, however the inspection of your vehicle determined that this incident was not a result of any type of manufacturing or design defect, and we are unable to offer further assistance.

Thank you for allowing us the opportunity to address your concerns.

Very truly yours,


Troy H. Higa
Claims Administrator

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.