

Law Firm of
RICHARD B. BOREN
1712 Dunlap Square Bldg. - Suite 21
P.O. Box 316
Marinette, WI 54143
boren@new.rr.com

NOV 02 2010

Licensed in:
WI & MI

Phone: 715-732-4357
Fax: 715-732-4358

October 27, 2010

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Ave.
Dept. WC11
Torrance, CA 90501

COPY

RE: 2007 PRIUS HID Intermittent Headlight Problem
VIN # JTDKB20U877 [REDACTED]
Toyota Case # 1010271584

To Whom It May Concern:

I own the above vehicle. It has low 40 k mileage. Quite frequently and for a long time, one of my HID headlights will go out completely when the headlights are in the "on" position. Sometimes it is the driver side and sometimes it is the passenger side. If I turn the headlights off and then back on, the problem will temporarily resolve itself only to happen again at a later time. Here are 2 web links showing someone with the exact same problem twice, once with each headlight:

<http://www.youtube.com/watch?v=96NGhSdoNII> You tube 07 Prius failure #1

<http://www.youtube.com/watch?v=w1F8H7HimFE> You tube same car failure #2

This is a serious safety issue, not to mention being an open invitation to be pulled over by law enforcement at any time. I have sent an email outlining my problem to NHTSA today.

I have previously taken the car to my dealer, Le Mieux & Son Toyota of Green Bay, WI, which is about 50 miles away from me. But of course, since the problem was not manifesting itself at the time, the service department said that it could do nothing.

Judging from searches on the internet, this is a widespread problem. It may apparently be a due to a defective computer control. I need this to be fixed once and for all. My wife and I both own Toyotas, but if this defect isn't promptly fixed to my satisfaction, they will be the last. And I will be dumping this car for another brand.

MC
111910
TGW

Please respond at your earliest convenience. Thank you for your anticipated attention to this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'RBB', is written over a horizontal line.

Richard B. Boren

Copy:

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Le Mieux & Son Toyota
2550 South Oneida Street
Green Bay, WI 54304

Law Firm of RICHARD B. BOREN
P.O. Box 316
Marinette, WI 54143

ADDRESS SERVICE REQUESTED



**NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590**

