

DOT Auto Safety Hotline Vehicle Owner's Questionnaire 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 MAR 01 2011 21 JAN 2011	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: AVON State: CT Zip Code: [REDACTED]				Repository ☐	
				Reference No. 10378129	
				Daytime Telephone Number: [REDACTED] 600 Evening Telephone Number: [REDACTED]	
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 JTKKB20U577 [REDACTED]				Make: TOYOTA Model: PRIUS Model Year: 2007	
Date Purchased: MAR 2007 Original Owner: ☒		Dealer's Name and Telephone Number: HOFFMAN TOYOTA Dealer's City: AVON State: CT Zip Code: 06001		Engine: No: Cylinders Fuel Type: HYBRID	
Transmission Type: AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control		Powertrain: Multiple Failure: <i>Headlights + INSTRUMENT PANEL</i>		Incident Date(s): 30-NOV-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 120000 EXTERIOR LIGHTING				Failure Mileage: 31000 Failure Speed: 25 MPH?	
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: DOTM19ABC036) ☐ 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:		Number of Deaths:	
				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 2007 TOYOTA PRIUS. THE CONTACT STATED THAT WHILE DRIVING THE HEADLIGHTS AND THE DASHBOARD LIGHTS SHUT OFF. HE HAD TO DRIVE ONTO THE EMERGENCY LANE AND WITHIN A COUPLE OF MINUTES THE LIGHTS CAME BACK ON. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY WERE UNABLE TO DUPLICATE THE FAILURE. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS 31,000 AND THE CURRENT MILEAGE WAS 31,500.					
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.					



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
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

21-JAN-2011

Repository ☐

Reference No.
10378129

OWNER INFORMATION (Type or Print)

Name

Address

City

AVON

State

CT

Zip Code

06001

Daytime Telephone Number

cell

E-mail Address

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VEHICLE INFORMATION

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

JTDKB20U577

Make

TOYOTA

Model

PRIUS

TOURING PKG

Model Year

2007

Date Purchased

MAR. 2007

Dealer's Name and Telephone Number

HOFFMAN TOYOTA

Engine:

No: Cylinders

Fuel Type:

HYBRID

Original Owner

☒

Dealer's City

AVON

State

CT

Zip Code

06001

Transmission Type

AUTOMATIC

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

(B/D) Headlights +
INSTRUMENT PANEL

Incident Date(s)

30-NOV-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 120000 EXTERIOR LIGHTING

Failure Mileage
31000

Failure Speed
25 MPH?

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: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Seat Type:

Date Manufactured:

Model No./Name:

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

Number of Deaths

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).

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Avon, Ct

On 11/30/10 at 6:45PM I took my 2007 Prius out of the garage and noticed the left Headlight was out. By the time I drove it up my L shaped driveway, it was back on. Because it was also lightly raining I elected to avoid rt 44 over Avon Mt, b/o of its history of accidents. On my way back from Hartford, at about 10PM, I took Talcot Notch rd. This is a country road, with one lane each way and no lights I believe. I was using my hi beams intermittently when suddenly, both headlights and the dash Instrument cluster went black. The hazard light button was also black. There was no place to go. I believe I flicked the hi beam switch a few times. The lights came on within a minute or so. I was able to proceed home. I called the service person I dealt with at Hartford Toyota, the next morning. He seemed not to have heard of this happening with anyone else and suggested I try to duplicate this in my driveway or near home. I used the car only in the daytime and did notice the L light went on and off, on occasion and once or twice the R light. Ultimately I made an appt. at Hartford Toyota to discuss this further and have the electric water pump replaced on recall. Enclosed is copy of their service sheet. She indicated that the problem could not be duplicated, as to the lights and that it was known that when they began to fail, associated electrical problems could occur. I considered replacing one or both but wanted to hear what Toyota had to say about this and what their responsibility was. There was no time to repair it by then and I opted to wait until I learned more. The service person could see that safety was my prime concern and she gave Toyota's # in California. I called when I got home and was given a case #1012171118 and told that I would be hearing from the store Service mgr. He called that evening, heard the story, again, spoke about repairing it. He heard from me that I was concerned about my safety and that off the public and that I could defer repairing it (and, frankly I did not have any confidence that they knew the full scope of the problem). I had the impression he was going to get back to me with more info. In the meantime I was learning on line that this was a burgeoning problem. I got surveys from Toyota to fill out. These were innocuous. I have enclosed one brief response of mine. Finally, I called your hot line to file a claim, on 21 Jan 11. Not long after, I called Toyota, again. At 1-800-331-4331 They told me about the class action law suit and terms and that I should be hearing Feb or Mar about bringing it in for repairs. Except for that. We have heard nothing of this lawsuit, that I know of, in the Hartford area. No mention of it in the Hartford Courant. Since there has been so much denial and secrecy on the part of Toyota one has to wonder. Will they fix the real problem? A new bulb won't start acting up right away. My warranty (extended) will be up in 2012. There have been problems with the strength of the battery (not much larger than on a mower one service person told me). My outside mechanic wondered if the more than usual use of this hi-beam switch led to an overheating situation? Did the battery run down, briefly, then recover? Why exempt this from a recall?

2/20/11



www.hartfordtoyota.com

158 Weston Street, Hartford, CT 06120
Tel: 860-278-5411 • Fax: 860-244-9873



www.hartfordscion.com

Archie B. B. B.

Case # 1012171118

Maleka

*Customer Support.
1-800-331-4331*

CUSTOMER NO. 96050	ADVISOR SHANNON LAFONTAINE 90431	TAG NO. 6582	INVOICE DATE 12/17/10	INVOICE NO. T0CS288688
	LABOR RATE 98.00	LICENSE NO.	MILEAGE 30,968	COLOR WHITE/
AVON, CT	YEAR/MAKE/MODEL 07/TOYOTA/PRIUS/4DR SDN HYBRID CVT-E		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. JTDKB20U577		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/17/10	
BUSINESS PHONE	COMMENTS			MO: 30969

JOB# 1 CHARGES

LABOR-----
 J# 1 91TOZ CAMPAIGN HOURS: 1.20 TECH(S):1149 WARRANTY
 AON CAMPAIGN
 OPEN CAMPAIGN. REPLACE THE ELECTRIC WATER PUMP
 SSC COMPLETED. ALL IS OK AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	04000-32528	HV ELECTRIC WAT			
	1	00272-SLLC2-01	SUPER/COOLANT			
TOTAL - PARTS						0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX T0CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR-----
 J# 2 51TOZ01 BODY ELECT CONCERN HOURS: TECH(S):1149 0.00
 C/S WAS DRIVING AND LEFT FRONT HEADLIGHT AN ENTIRE PANEL WAS
 INOP 45SEC. HASNT HAPPEN AGAIN SHOULD HE BE CONCERNED
 LED BULBS ARE KNOWN FOR INOP OF USE. TECH RECOMMENDS
 REPLACING BULB TO STOP FURTHER ISSUE.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX T0CS JOB# 2 TOTAL 0.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----
 WAIT

TOTALS

THANK YOU FOR CHOOSING HARTFORD TOYOTA SUPERSTORE
 FOR QUESTIONS OR CONCERNS PLEASE CONTACT
 DOUG BEAULIEU SERVICE DIRECTOR
 860-278-5411 EXT 222

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

VISA MASTER CARD DISCOVER CARD

TOTAL INVOICE \$ 0.00

PERSONAL CHECK TOYOTA EXTRA CARE/ADVANTAGE WARRANTY

CUSTOMER SIGNATURE

Thank You For Your Business

 TOYOTA Vehicle Service Survey


8b If yes, how would you rate the following?

	Excellent	Good	Average	Fair	Poor
Efforts of dealership personnel to resolve the concern	☐	☐	☐	☐	☒
Outcome of the contact	☐	☐	☐	☐	☐

Comments on question 8b

Please limit your response to 400 characters.

I value my car and my life. I understand that Toyota has been besieged with other issues. I did not bring my vehicle in until the second recall for the accelerator issue, because I knew my car did not have that problem. I am not driving my vehicle at night because of safety concerns for self and others. It's time for Toyota to be proactive about this problem.

[Previous](#) | [Help](#) | [Next](#)

From: customercare@mail1.rap.tns-online.com (customercare@mail1.rap.tns-online.com)
To: [REDACTED]
Date: Wed, December 22, 2010 5:30:41 PM
Cc:
Subject: Toyota Contact Survey

Dear [REDACTED]

Toyota strives to continually improve by listening to feedback from our customers.

You recently contacted us for assistance and we would like to ask you some questions about your experience.

The link below will allow you to provide us with your feedback quickly and conveniently on-line. We appreciate how valuable your time is and expect that this should take no longer than 5 minutes.

<http://rap1.tns-online.com/s.asp?ID=2B805DA9DF0945599755E14D8B494C0D>

Please accept our thanks in advance for taking the time to provide us with your feedback. It is very much appreciated. Continual improvement is our philosophy.

Sincerely,

Dave Zellers
 Vice President - Customer Retention

Emails sent to this address will not receive a response. If you have additional questions or comments, please call the Toyota Customer Experience Center at 800-331-4331 between 5:00 am and 6:00 pm PT, Monday through Friday or 7:00 am to 4:00 pm PT, Saturday. You may also contact us through email by clicking on the following link: http://toyota.custhelp.com/cgi-bin/toyota.cfg/php/enduser/ask_intercept.php

To be removed from this list, reply with REMOVE in the subject line or click [HERE](#)

Handwritten:
 7/9 / Follow up on my call to you yesterday. I would appreciate your clarifying what I heard then + noted to hi that a Class Action lawsuit was recently settled on class. that elig. owners will refer case of 12/17/10. I have a hearing vehicle @ mile some incident occurred on 11/30 - Do I automatically qualify for Class Action suit or for a Subsequent Recall? Also there is a Recall for that model near a lot longer wait def I do. 24h use of my car again. Given that I had to call you I am looking for compensation here! GET MORE INFO C.L., DID NOT SEND, C.L. 11/11/11



BLOG: New Salon Opens In Hollywood



Different Option On Pro Football In LA



PHOTOS: SAG Awards



PHOTOS: Celebrity Baby Boom!

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CT. MHL Exec line 860-263-5735 Transfer
Complaints unit - hold
→ X 860-263-5405 home?

The suggested email: Toyota Cust Expense to get a response in writing: clarifying my call to "yesterday" - Daniel

1/28 Call to Toy C. Supp 1-8-331-4331 Spoke to Daniel: Class Action Lawsuit, recently settled, will hear late Feb/early March for more info. re eligibility '06-'09