 <p>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</p>		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 24-JAN-2011	Repository <input type="checkbox"/> Reference No. 10378464
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Address [REDACTED]		Evening Telephone Number [REDACTED]	
City SPRING HILL	State FL	Zip Code [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 JTDKB20U050 [REDACTED]		Make TOYOTA	Model PRIUS
Model Year 2005		Date Purchased 10/12/2004	
Dealer's Name and Telephone Number SUN TOYOTA 1-727-842-9735		Engine: No. Cylinders	
Fuel Type: GAS		Original Owner <input checked="" type="checkbox"/>	
Dealer's City NEWPORT RICHEY FL 34652		State FL Zip Code 34652	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
Incident Date(s) 10-DEC-2010		Failed Component(s)/Part(s) Information	
Vehicle Component Code: 110000 ELECTRICAL SYSTEM		Failure Mileage 76063	Failure Speed 60
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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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).	
*THE CONTACT OWNS A 2005 TOYOTA PRIUS. WHILE DRIVING APPROXIMATELY 60 MPH, THE CONTACT NOTICED THAT ALL THE WARNING LIGHTS ILLUMINATED ON THE DASHBOARD. THE CONTACT PULLED OVER AND TURNED THE VEHICLE OFF. WHEN ATTEMPTING TO RESTART THE VEHICLE, HE NOTICED THAT THE VEHICLE WOULD NOT RESTART. THE VEHICLE WAS TOWED TO THE DEALER WHERE THEY PERFORMED A DIAGNOSTIC TEST WHICH CONCLUDED THAT THERE WAS MOISTURE INTRUSION IN THE TRANS AXLE; THE DEALER REMOVED THE TRANS AXLE AND WATER. THE MANUFACTURER WAS NOTIFIED WHO OFFERED NO ASSISTANCE AND STATED THAT THEY COULD NOT PROVIDE HIM WITH A REIMBURSEMENT. THE CURRENT MILEAGE WAS 78,270 AND THE FAILURE MILEAGE WAS 76,063.			
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 sheets.

*I feel that I have to explain again because
Toyota Loyola changed the story of what they did
after I talked to them.*

Thank



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

TAMPA FL 336
SAINT PETERSBURG FL
04 FEB 2008 10 10



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATE.**

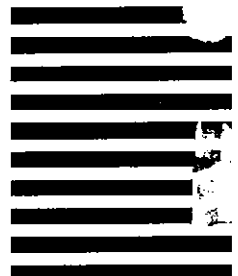
BUSINESS REPLY MAIL

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**

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
 6975 POST ROAD
 NORTH KINGSTOWN, RHODE ISLAND 02852
 401-884-5438 401-294-0400
 www.tarbox-toyota.com
 www.tarbox-scion.com

CELL: [REDACTED]

CUSTOMER NO. 22228	ADVISOR ERNEST EDWARDS	TAG NO. 30625 994	INVOICE DATE 12/14/10	INVOICE NO. TOCS183107
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 76,063	COLOR RED/
SPRING HILL, FL	YEAR / MAKE / MODEL 05/TOYOTA/PRIUS/4DR SDN HYBRID CVT-E		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. J T D K B 2 0 U 0 5 0		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.C. DATE 12/13/10	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 76066

JOB# 1 CHARGES

LABOR	WONT START	HOURS	TECH(S)	RATE
# 1 10TOZ08		4.00	807	420.00

CUSTOMER STATES ENGINE WONT START
 FOUND MOISTURE INTRUSION IN TRANSAXLE
 REMOVED TRANSAXLE AND REMOVED WATER AND AND MOISTURE.
 VEHICLE IS OPERATING AS DESIGNED

JOB# 1 TOTALS

LABOR	420.00
JOB# 1 JOURNAL PREFIX TOCS	JOB# 1 TOTAL
	420.00

MISC	CODE	DESCRIPTION	CONTROL NO	AMOUNT
JOB # A	CI	SHOP SUPPLIES		19.95
TOTAL - MISC				19.95

TOTALS

TOTAL LABOR	420.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	19.95
TOTAL MISC DISC	0.00
TOTAL TAX	1.40
TOTAL INVOICE \$	441.35

SERVICE HOURS : MONDAY THRU SATURDAY 7:30 AM - 6:00 PM
 EXPRESS SERVICE OPEN SUNDAYS 7:30 AM - 4:00 PM
 THANK YOU FOR SERVICING YOUR VEHICLE AT TARBOX TOYOTA.
 IF THERE ARE ANY QUESTIONS OR CONCERNS REGARDING
 THE SERVICE PERFORMED, PLEASE FEEL FREE TO CONTACT
 BRIAN RENAUD, SERVICE MANAGER 401-884-5438

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DISPOSAL OF HAZARDOUS WASTE
 The State of Rhode Island requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charge for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

MAR 07 2011

The Reynolds and Reynolds Company

SALES
 Batch: 000003
 16:33:34
 441.35

CUSTOMER COPY

[END OF INVOICE] 03:17pm

➤ Beyond Tampa Bay



THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION has opened a preliminary investigation into reports of stalling engines in more than 40,000 Toyota Highlander hybrids. The NHTSA said on its website it had received 32 complaints alleging stalling engines in Highlander hybrids from the 2006 model year. Some drivers reported the vehicle could not be restarted or was towed to the dealership. Nearly all of the reports were received within the past year.

To Whom it may concern:

December 28, 2010

On December 10, 2010 I was driving from Florida to Cape Cod, Mass. As I entered Rhode Island all the warning lights came on and I was lucky it happened just before the entrance to the Welcoming Center. We pulled into the center and shut off the motor and when I went to start up the motor again it would not start. It had been & was raining very heavy and I had to call my step-son to come & pick us up with his car & truck because we had a dog and a lot of clothes in the car because we were staying until after Christmas. The Welcome Center people were very nice and told us where to take the car and have it repaired. On Monday, December 13 I called the towing company to take the car to Tarbox Toyota in North Kingstown R.I.. They had it ready by four pm & I picked it up around five.

They said that they had to pull the transaxle and dry it because the rain & moisture caused the problem and that I was lucky not to have shorted the electric motor. It cost me \$441.35 plus the expense of having people to pick us up and then to drive me to the garage. It was a very scary experience and it could have cost us our lives. I don't believe I should have to pay for the repairs and that Toyota should investigate why this happened. This vehicle has a defect that could cause injury or injury and death.

Before I left Florida I had Sun Toyota in New Port Richey check everything and told them I was going up North. They changed the oil & said that everything was ok.

Enclosed is the bill on what the Tarbox Toyota garage worked on the car.

I've had this car since 2005 and never had any trouble with water problems. It has 76,036 miles. My wife and I enjoy the car very much and has taken us plenty of places. I was never told that the rain would affect the car.

Sincerely yours,



Spring Hill, FL.



2/23/2011

After I returned to Florida I had the car serviced at Sun Toyota at New Port Richey and asked to check the transaxle and the Service Manager Manny Oliveiro Tel.727-842-9735 at 4023 U>S>19 New Port Richey, Fl 34652 told me that there was no indication that the transaxle had been removed. He suggested to call the General Manager at TARBOX Toyota 401-884-5438. He told me that the Service Manager was new and didn't know how to write the work order. He said that the problem was with the NGI Resolver. He couldn't tell me where the NGI Sensor was located on the engine. I called Toyota Customer Relations Tel 800-331-4337 to see if it was true that TARBOX had called to ask them for advice. Javier verified that they had called and gave me a case #1101280548 and said that they couldn't do anything because TARBOX is an independent dealership and that I had to settle the problem with them.

After I called Brian Renaud, Service Manager at TARBOX to find out exactly what repairs they did. He put me through to the General Manager Ray and he said that the problem was with a wiring harness M connector, M2-M4 & M9 and that I could find it on the 2005 Prius Electrical Wiring diagram on Page 45. The he told me off because he didn't know why I was harassing his technicians and that I should not be calling any more . He said they fixed the car and that it was OK.

I feel that they only dried those connectors and the problem could happen again. I read an article in the newspaper today and I am sending a copy to you about 40,000 Toyota Highlander Hybrid the engines from the 2006 model year. They couldn't start or restart the vehicle and was towed to the dealership.

The same happened to me. I am concerned that this may happen again to me or also my wife when she is driving alone. I feel I should be compensated for the stress and the lack of Public Relations from TARBOX Toyota.

Thank you,

