INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Form Approved: O.M.B. No. 2127-0008

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	Repository
APR 19 2011 22-MAR-2011	☐
Reference No. 10392510	

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
[redacted]	[redacted]	[redacted]
Address [redacted]	Evening Telephone Number	
City ST PETERSBURG / 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	Make	Model	Model Year
JTDKN3DU9A[redacted]	TOYOTA	PRIUS	2010

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
10/09	Auto way toyota			4 ?	gas
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type			Powertrain	Multiple Failure:	Incident Date(s)
Auto	☑ Antilock Brakes	☑ Cruise Control	Hybrid	Constant Inaccuracies	01-OCT-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 350000 EQUIPMENT, 353500 EQUIPMENT: ELECTRICAL: NAVIGATIONAL SYSTEM(GLOBAL POSITIONING SYSTEM)	Failure Mileage	Failure Speed
	10	ALL

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(S), Crash(es), and Injury(les).
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 2010 TOYOTA PRIUS. THE CONTACT STATED THAT THE INTEGRATED NAVIGATION SYSTEM WAS PROVIDING INACCURATE READINGS WHEN ENTERING ANY STREET ADDRESS. HE NOTICED THAT THE NAVIGATION SYSTEM WOULD PLACE HIM ABOUT ONE QUARTER OF A MILE OFF FROM HIS DESTINATION. BOTH THE DEALER AND MANUFACTURER ADVISED THE CONTACT THAT THERE WAS NOTHING WRONG WITH THE NAVIGATION SYSTEM AND ADVISED HIM TO TAKE THE VEHICLE THROUGH THE ARBITRATION PROCESS. THE CURRENT MILEAGE WAS 28,000 AND THE FAILURE MILEAGE WAS 10. toyota is knowledgeable about this problem. the car Navigation was examined by toyota. they say all is within specs. it has placed me almost 1/4 mile a few times. Usually its a few hundred yards one way or the other. Example- it says I live at [redacted] yards one way or the other. I live at [redacted] Not even close. was told by toyota there was nothing they could do about it

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. DOT was faxed 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 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.

Dear Sir or Madam,

I decided to include this typed letter with my questionnaire, bluntly put, my handwriting is very poor. Reference No. 10392510
First off they have my name wrong on the form, which I fixed. Its [redacted] As for the failure mileage, the reality is it is a manufactures defect. I cant say if it is a defect due to the way the navigation system reads the information on the disk, or the information on the disk is just wrong. I tend to believe that it is a data problem. The car has always appeared very accurately as to what road I am on and where on the road I physically am. The problem lies in the address system. None of the street addresses match the actual address I am located at. The best and simplest example is the nav system shows I live at [redacted] I live a[redacted] When I put in address for my destination, it gets me on the correct street. When it tells me I "have arrived" at my destination. It is never accurate. It even says on the boot screen that it could be at least 300 ft off, but which way? More then once it has been a lot further then 300 Ft. I have owned the car for a year. I have traveled from upper Michigan to upper New York as well as a large chunk of Florida, my home state. There isn't a place, or state I have been to that the address system has even been close. Points of interest are also based on the address system. While trying to find hotels in the evening, my arrival point and there actual locations have left me in some rather unsavory locations, usually calling the hotel for accurate directions. Most times the hotels havnt even been in my line of site. But here again, it shows me on the street I am on at exactly the spot I am parked. I was told by a Toyota rep at my dealer that he was told by his area rep that Toyota does the address thing intentionally. "Because you know what people do with GPS's". My reply was that the GPS was to get me from door to door safely, and I asked him to elaborate. He could not.
I have heard all sorts of interesting things from it was a windy street, The towns numbering system is off, etc. To be honest I wouldn't let my 18 yr old daughter use this car (if I had one) if she relied on the GPS to safely get her to a destination. I live in a city. 5 or 6 houses off can be a major difference. Epically when the 4 inch high numbers aren't always in the most obvious place. Not to be dramatic, but 5 or 6 houses can be the difference between safehouse and crackhouse. I am 56 and it isn't fun to have to slow down to a speed where I can read the numbers on the homes so I can actually be where I want to be. I have nearly been rear ended a few times. I have talked to some older people, they cant read them at all.
I have taken this problem as far up the Toyota latter as I have been able. I wish I could say I have spoken to at least one person from the company that would like the problem addressed. I have been told to take the car thru the arbitration process. Doing that might get me my $2500.00 back, the cost of the built in Navigation, but that isn't what I want. I want the problem fixed so the system can be used safely and accurately. I don't know about cars older then 2010, but I have been told that the same navigation system is used on the 2011's , and is slated to be used on the 2012's . I asked if an upgrade disk would fix my problem. I was told it would not. It would just give me some additional roads and points of interest.
Just as a point of interest. Before the purchase of this vehicle, I used a $200.00 Magellan that suction cupped on the windshield. It always got me from door to door. No problems even though I used it for about 5 years approximately.

Toyota's answer is always that it is within specs. The data supplier notated on my disk is ***teleatlas*** . I would have no problem with anyone coming to my location and showing them the problem. But it would be easier for you to go to your local Toyota dealer and test drive one of their cars. Drive to a residential neighborhood. Go into a driveway and press the map button. I think you will be surprised at the difference between what the car tells you and the numbers on the house. My car is a Prius, but I have been told the same navigation system is used in all Toyotas vehicles. Personally, I doubt that to be accurate. I recently had a problem with the Bluetooth system in the car. Toyota replaced the radio, which I was told had the navigation as well as the Bluetooth built in the same unit. I havnt had any more problem with the Bluetooth, Navigation remains the same, but the mechanic said that there was 3 possible units that would have been used. I see the only commonality as the data disk, if this is in deed a fact. This is my 5th Toyota. 4 of them were bought new. I have found them to be a reliable company who up till this time has stood 100% behind their product. In some cases I would say they even have gone above and beyond my expectations. Frankly with the price of gas, Prius is still my best bet.
I can't say I personally know of anyone getting hurt so far as a result of this inaccuracy. I can however see it happening. I have had to pull back into traffic from a left hand turn lane a few times because my destination is 5 or 6 hundred feet further down the road and not ½ a block behind me on the left. It has left me on the top of a bluff with no houses in site. I was lucky. I had cell phone reception. When I called my friend, I found out I had missed it by about ¼ mile. He had time to walk from his house to the street before I got there so I knew where he was located. He lives on a 6 acre lot. His house is set back quite a ways from the street.
Sorry if I have seemed long winded. I have done my best to give you accurate examples of why I feel this is a safety issue. Hopefully, with your help, someone from Toyota will actually fix the issue. I have heard that some other GPS manufacturers have had to fix their units for safety issues. Hopefully Toyota will become one of them before any major damage is done.

Respectfully:

[redacted]

CUSTOMER #: 3602325

207578

AutoWay Toyota - Scion

8501 U.S. Highway 19 North
Pinellas Park, Florida 33781
(727) 577-2600

INVOICE

[redacted]

ST PETE, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

PAGE 1

STATE OF FLORIDA REGISTRATION NUMBER #MV-43289

SERVICE ADVISOR: 96003 ROBERT BOIVIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
08V1/FB60	10	TOYOTA PRIUS	JTDKN3DU9A1[redacted]		869/869	T1510

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29OCT09 DD			WAIT 16NOV09			CASH	21NOV09

R.O. OPENED	READY	OPTIONS:
08:00 16NOV09	12:20 21NOV09	STK:A1081858 DLR:09196 ENG:2.4_Liter TRN:A

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A Autoway Toyota Service Drive Process. I have complete a walk around inspection, reviewed the manufacturer's maintenance requirements, offered a multipoint inspection, and reviewed your completed repair order with you.
SDP Autoway Toyota Service Drive Process. I have complete a walk around inspection, reviewed the manufacturer's maintenance requirements, offered a multipoint inspection, and reviewed your completed repair order with you.
97188 IPS (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

B MULTI POINT INSPECTION
MP MULTI POINT INSPECTION
97188 IPS (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C CUST STATES NAVIGATION SYSTEM INACCURATE
CAUSE: INCORRECT DISC MALF
866991 OTHERS R&R*
97188 W (N/C)
1 86271-GEN06-09 09CY NAV DISC UPDATE (N/C)
FC: 8799
PART#: 86271GEN0609
COUNT:
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIESAND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 43289

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 INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER COPY

CUSTOMER #: 3602325

272445

INVOICE

AutoWay Toyota - Scion

8501 U.S. Highway 19 North
Pinellas Park, Florida 33781
(727) 577-2600

[redacted]

ST PETE FL [redacted]

PAGE 1

STATE OF FLORIDA REGISTRATION NUMBER #MV-43289

HOME: [redacted] CONT: [redacted]

BUS: CELL:

SERVICE ADVISOR: 91627 CHRISTOPHER CHAPMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
08V1/FB60	10	TOYOTA PRIUS	JTDKN3DU9A1[redacted]		24880/24887	T7972

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29OCT09 DD			WAIT 20DEC10			CASH	21DEC10

R.O. OPENED	READY	OPTIONS: STK:A1081858 DLR:09196 ENG:2.4_Liter TRN:A
11:36 20DEC10	16:59 21DEC10	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CUST. STATES: NAV SYSTEM IS VERY INACCURATE, HAS HAD DISTANCES TO FINAL LOCATIONS BE OFF BY .25 TO .5 MILE, ADDRESSES & POINTS OF INTRESTS ARE INNACCURATELY DISPLAYED - ADV

CAUSE: INSPECTED AT CUSTOMER REQUEST

NORMAL NORMAL CHARCTERISTIC FOUND ON CUSTOMER CONCERN

97188 IPS (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

,,,,24885 ROADTESTED WITH NAVIGATION SYSTEM ON. ATTEMPTED TO NAVIGATE
,,,,TO 2 NEARBY ADDRESS AND 1 LOCAL POINT OF INTEREST. FOUND SYSTEM TO BE
,,,,ACCURATE WITHIN 1 CITY BLOCK OF ALL 3 ADDRESS. CONTACTED TOYOTA
,,,,TECHNICAL ASSISTANCE TO ASSIST WITH DIAGNOSIS (TAS CASE 10354030?).
,,,,PERFORMED SATELLITE TRACKING DIAGNOSIS. FOUND SYSTEM PICKING UP 3
,,,,SATELLITES WHILE DRIVING AND TESTING VEHICLE WOULD PICK UP ANYWHERE
,,,,FROM 2-4 SATELLITES DEPENDING ON LOCATION. AS PER CUSTOMER REQUEST
,,,,INQUIRED IF UPDATED NAV DISC (V. 10.1) WOULD HELP TO CORRECT IT.
,,,,TECHNICIAN WAS ADVISED THAT NEWER VERSION IS FOR UPDATED INFORMATION
,,,,FOR STREETS AND POINTS OF INTEREST AND WILL LIKELY NOT EASE CUSTOMER'S
,,,,CONCERN. EXPLAINED TO CUSTOMER THAT STANDARD DEVIATION OF NAVIGATION
,,,,SYSTEM IS 300 FT AND VARYING CONDITIONS CAN ALLOW FOR GREATER
,,,,DEVIATION. ADVISED CUSTOMER THAT VEHICLE IS OPERATING AS DESIGNED AND
,,,,NO REPAIRS ARE NECESSARY.

****

B Multi Point Inspection not completed this visit.

MULTI-N Multi Point Inspection not completed this visit.

97188 IPS (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.

The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

X

CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 43289

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 INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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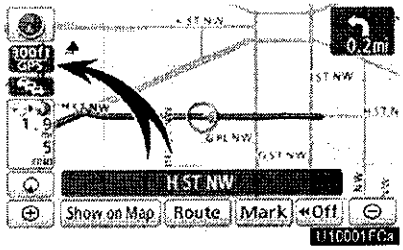
CUSTOMER COPY

Limitations of the navigation system

This navigation system calculates the current vehicle position using satellite signals, various vehicle signals, map data, etc. However, the accurate position may not be shown depending on the satellite condition, road configuration, vehicle condition or other circumstances.

The Global Positioning System (GPS) developed and operated by the U.S. Department of Defense provides an accurate current vehicle position, normally using 4 or more satellites, and in some case 3 satellites. The GPS system has a certain level of inaccuracy. While the navigation system will compensate for this most of the time, occasional positioning errors of up to 300 feet (100 m) can and should be expected. Generally, position errors will be corrected within a few seconds.



When your vehicle is receiving signals from the satellites, the "GPS" mark appears at the top left of the screen.

The GPS signal may be physically obstructed, leading to inaccurate vehicle position on the map display. Tunnels, tall buildings, trucks, or even the placement of objects on the instrument panel may obstruct the GPS signals.

The GPS satellites may not send signals due to repairs or improvements being made to them.

Even when the navigation system is receiving clear GPS signals, the vehicle position may not be shown accurately or inappropriate route guidance may occur in some cases.

NOTICE
The installation of window tinting may obstruct the GPS signals. Most window tinting contains some metallic content that will interfere with GPS signal reception of the antenna in the instrument panel. We advise against the use of window tinting on vehicles equipped with navigation systems.

(a) Accurate current vehicle position may not be shown in the following cases:

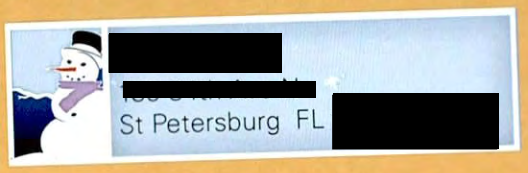
- When driving on a small angled Y-shaped road.
- When driving on a winding road.
- When driving on a slippery road such as in sand, gravel, snow, etc.
- When driving on a long straight road.
- When motorway and surface streets run in parallel.
- After moving by ferry or vehicle carrier.
- When a long route is searched during high speed driving.
- When driving without setting the current position calibration correctly.
- After repeating a change of direction by going forward and backward, or turning on a turntable in the parking lot.
- When leaving a covered parking lot or parking garage.
- When a roof carrier is installed.
- When driving with tire chains installed.
- When the tires are worn.
- After replacing a tire or tires.
- When using tires that are smaller or larger than the factory specifications.
- When the tire pressure in any of the four tires is not correct.

INFORMATION

If your vehicle cannot receive GPS signals, you can correct the current position manually. For information on setting the current position calibration, see page 251.

(b) Inappropriate route guidance may occur in the following cases:

- When turning at an intersection off the designated route guidance.
- If you set more than one destination but skip any of them, auto reroute will display a route returning to the destination on the previous route.
- When turning at an intersection for which there is no route guidance.
- When passing through an intersection for which there is no route guidance.
- During auto reroute, the route guidance may not be available for the next turn to the right or left.
- It may take a long time to operate auto reroute during high speed driving. In auto reroute, a detour route may be shown.
- After auto reroute, the route may not be changed.
- An unnecessary U-turn may be shown or announced.
- A location may have multiple names and the system will announce one or more.
- Some routes may not be searched.
- If the route to your destination includes gravel, unpaved roads or alleys, the route guidance may not be shown.
- Your destination point might be shown on the opposite side of the street.
- When a portion of the route has regulations prohibiting the entry of the vehicle that vary by time or season or other reasons.
- The road and map data stored in your navigation system may not be complete or may not be the latest version.



National Highway trafic Safety Admin
1200 New Jersey Avenue S.E
Washington DC
20590