

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(a)

FOR AGENCY USE ONLY 100148

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration**Vehicle Owner's Questionnaire**
To Report Vehicle Safety Defects1-888-DASH-2-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

Date Received

MAY - 4 2011
04-APR-2011Repository ☐Reference No.
10394161**OWNER INFORMATION (Type or Print)**

Name

Address

City

NEEDHAM

State

MA

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

JTDKN3DU6A

Make

TOYOTA

Model

PRIUS

Model Year

2010

Date Purchased

08/18/2009

Dealer's Name and Telephone Number

WELLESLEY TOYOTA

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

WELLESLEY

State

MA

Zip Code

Transmission Type

Auto

☒ Antilock Brakes☒ Cruise Control

Powertrain

Auto / CVT / Hybrid

Multiple Failure:

STEERING
ESC

Incident Date(s)

01-APR-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

31634

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: 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 2010 TOYOTA PRIUS. THE CONTACT STATED THAT THE VEHICLE STABILITY CONTROL LIGHT BEGAN FLASHING AS HE WAS DRIVING AND THE CONTACT STARTED TO FEEL A DISCONNECTION WITH THE STEERING CAUSING HIM TO CRASH INTO A MEDIAN. THE CONTACT WAS ONLY ABLE TO ACCELERATE FORWARD AND BACKWARDS AFTER THE FAILURE WITHOUT ATTEMPTING ANY TURNS BECAUSE THE STEERING WAS NO LONGER OPERABLE. THE VEHICLE WAS TOWED AND THE TOWING COMPANY DISCOVERED THAT THE FRONT DRIVER SIDE WHEEL WAS FACING STRAIGHT AND THE FRONT PASSENGER SIDE WHEEL WAS FACING AT A 45 DEGREE ANGLE. THE FAILURE AND CURRENT MILEAGE WAS 31,634.

REPLACE WITH ATTACHED.

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.

VEHICLE OWNER'S QUESTIONNAIRE

[REDACTED]

[REDACTED]

Needham, MA [REDACTED]

[REDACTED]

[REDACTED]

Reference Number: 10394161

Narrative Description of Incident, crash and injury

Incident occurred during early morning rush hour traffic on state highway Rt. 128 near Boston. During normal commute on 3-lane highway traveling eastbound, traveling in left lane, vehicle indicator lights began to flash with simultaneous loss of steering and brake feedback to driver. Driver attempted to slow vehicle and merge into center lane. Vehicle did not respond and continued in a straight trajectory for approximately 500-1000 feet. Roadway began a gradual turn right and as vehicle continued its straight trajectory it did not follow turn in road but lightly contacted inside galvanized guardrail on driver's side of vehicle resulting in minor scratches on front and rear quarter panels and light scratching on driver's door handle.

Vehicle then turned right and came to a complete stop between the first and second lanes of travel, perpendicular to direction of travel. No collision occurred with any other vehicles traveling on roadway. Driver attempted to steer vehicle into direction of travel to remove vehicle from roadway. The steering was locked and would not allow wheels to turn. Driver was able to advance vehicle under its own thrust to right-hand breakdown lane. Driver attempted several start/restarts of vehicle to unlock steering but steering remained locked. State police arrived 20 minutes later and summoned flatbed wrecker to remove vehicle. Upon arrival operator of flatbed wrecker attempted to steer wheels of vehicle but was unable to steer wheels. Traffic was temporarily diverted from right-hand lane of travel to allow operator of flatbed wrecker to reverse vehicle under its own thrust into highway to allow vehicle position to allow winch onto flatbed.

After vehicle was secured onto flatbed it was observed that left-hand front wheel was facing straight ahead while right-hand front wheel was directed right 30-45 degrees. No airbags were deployed and front of vehicle shows no evidence of frontal impact. Vehicle was towed directly to Toyota dealership.

[REDACTED]

24/11



Driver side of vehicle showing light scratches and denting on front quarter panel from light contact with galvanized highway guardrail. Note 0 degree (straight) orientation of left front wheel.



Driver side of vehicle showing scratches and denting on rear quarter panel from light contact with galvanized highway guardrail.



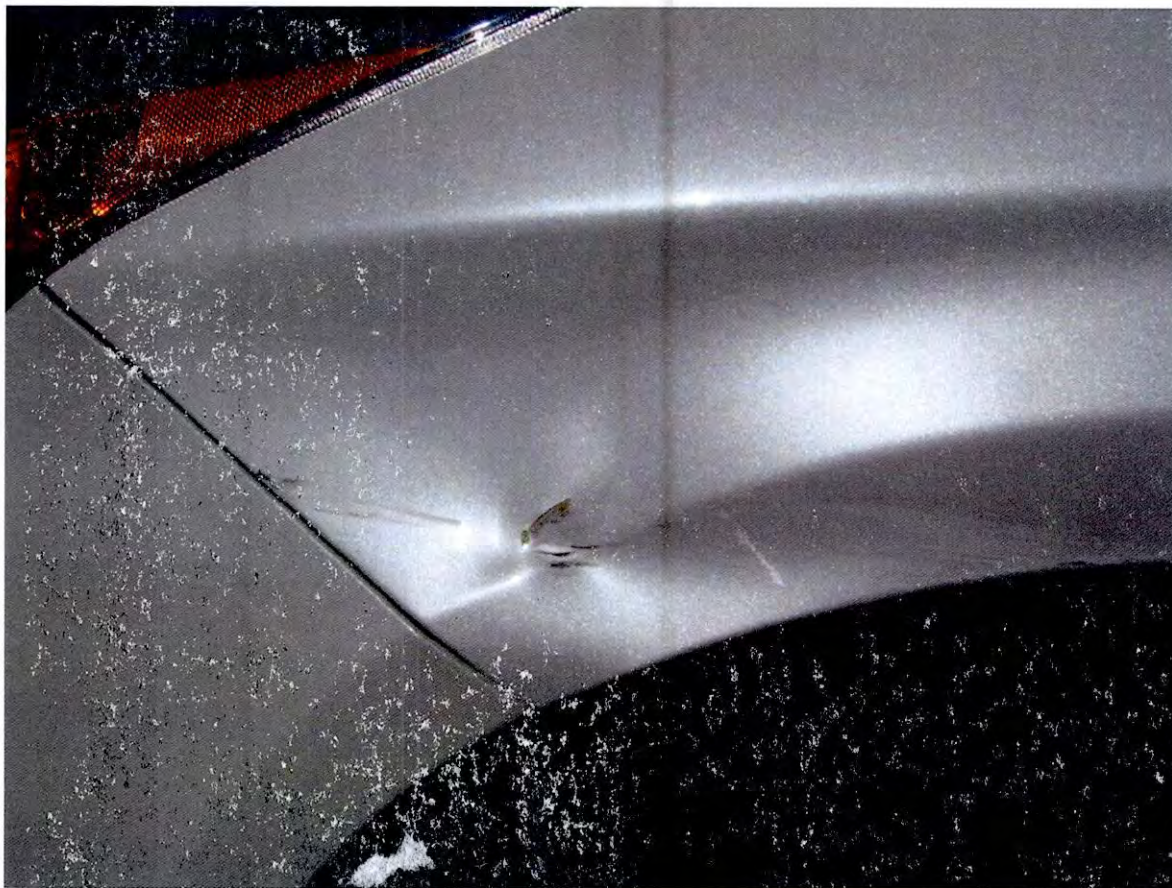
Passenger side of vehicle showing no impact damage to right side. Note plastic bumper panel loosened at right wheel well, 2 inch crack in plastic bumper panel at base. Note also approximately 30 degree orientation of right wheel that is misaligned with left side front wheel.



Rear of vehicle with no indication of collision or impact.



Front of vehicle with no indication of collision or impact.



Close image of minor extent of scratch and dent on left front quarter panel from light contact with galvanized highway guardrail.



Close image of rear quarter panel showing slight dent and scratching from light contact with galvanized highway guardrail.



Right front wheel.



Left front wheel.

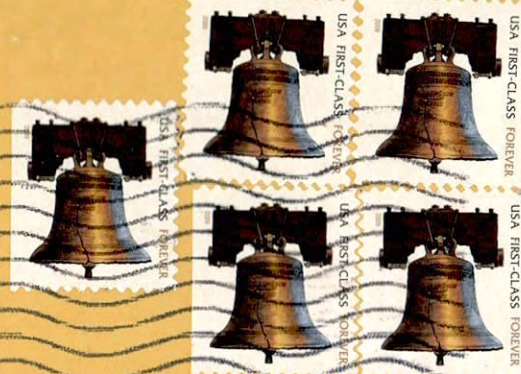


Underpanel of vehicle as seen from right front corner of vehicle. No presence of scratching to indicate under-carriage collision.



Close shot of plastic undercarriage shielding located at right front wheel (viewed from front of vehicle).
Note no presence of scratching to indicate under-carriage collision.

Boston PS&DC 02205
MON 25 APR 2011 PM



[REDACTED]
Needham, MA [REDACTED]

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



OFFICIAL