

 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 FEB 9 2012 28-DEC-2011	Repository ☐ Reference No. 10441538
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address	
City LOS ANGELES	State CA	Zip Code [REDACTED]	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 JTDKN3DU01B [REDACTED]		Make TOYOTA	Model PRIUS
			Model Year 2011
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner ☐	Dealer's City	State	Zip Code
Transmission Type	☐ Antilock Brakes	Powertrain	Incident Date(s) 15-JUL-2011
	☐ Cruise Control	Multiple Failure:	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 130000 VISIBILITY		Failure Mileage 5	Failure Speed
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)	☐ 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 2011 TOYOTA PRIUS. THE CONTACT STATED THAT THE SIDE WINDOWS WOULD BECOME EXTREMELY FOGGY AND THE CONTACT WAS UNABLE TO UTILIZE THE SIDE-VIEW MIRRORS WHEN NEEDED. THE CONTACT WOULD HAVE TO OPEN THE WINDOWS IN AN ATTEMPT TO CLEAR THE WINDOWS BUT TO NO AVAIL. THE CONTACT SPOKE WITH THE MANUFACTURER AND WAS ADVISED THAT THE FAILURE WAS NOT CONSIDERED A SAFETY DEFECT AND THAT THEY WOULD BE UNABLE TO ASSIST. THE FAILURE MILEAGE WAS 5 AND THE CURRENT MILEAGE WAS 6,000. KMJ			
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 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.			

These are the necessary sheets to complete the report.

This problem is from the factory, when I bought the car.

I mentioned it to the dealer immediately and I was told to wait til the first 5000 mile service, and they will look in to it.

My first service was on Nov. 9-2011 at 5000 miles. I complained to the service dept. about the windows when fogged or dew I have no visibility at all to both sides of the car, only the front and rear as I use the wipers.

Have to lower all the windows down so I can see what is around me, and all the moisture from the roof runs down on me and the arm rest, and so on so I have to get drenched in order for me to have visibility and be safe. Only the right rear window scrapes partially.

On Dec. 14-2011 (3:15 PM) I talked to Toyota corporate, they said it is a design problem, and nothing can be done about, it is not a safety issue. For me to take it to another dealer and maybe they can do something about it. I really felt like I was brushed away. They gave me a corporate case # 1112142036.

December 28-2011 (2:20 PM) I called Toyota corporate again , they looked at my case number and said no solution yet, why don't I squeegee it in the mornings or water hose it down. I told the man this is a 3-4 month old car and you expect me to go out there in a suit in the morning and hose down my car so I can have visibility.

The rep. Told me to drive it and it will clear in 1 or 2 blocks. I tried it and it takes about 10 to 15 blocks to start clearing out. But if a pedestrian is within 2 feet of my car, it is critically dangerous.

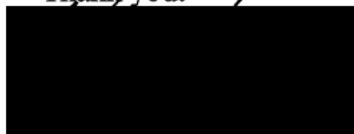
I live half a block from an elementary school , the parents with their kids are dropping them off at the school 6:30 to 9 AM. Every day. If I hit one of them because I can not see them, would this fall under safety category. Then will come the multiple lawyers.

On January 25-2012 I took it in to Glendale Toyota for the same complaint, the service writer wrote on the invoice, it is normal design and no repairs or service to be performed on the bell moldings.

At my age I have owned many new cars and 4 new Toyotas since 2005, all these cars cleared the windows when I rolled them down and up, all of them except my 2011 Prius.

Please do something about this dangerous situation, it is a safety hazzard.

Thank you: /



CUSTOMER #: 403491

447645



INVOICE

GLENDALE

1260 S. Brand Blvd · Glendale, California 91204
(818) 244-4196 · FAX (818) 241-5771
www.ToyotaofGlendale.com
www.ScionofGlendale.com

LOS ANGELES, CA

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 459 PETER ATMAJIAN

BAR# AJ201469

EPA# CAD981441975

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	TOYOTA PRIUS	JTDKN3DU0B		8439/8439	T889	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JUL11	DD15JUL11		21:42 25JAN12			CASH	25JAN12
R.O. OPENED		READY	OPTIONS: ENG:1.8_Liter				
10:44 25JAN12		16:42 25JAN12					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES LEFT REAR VIEW MIRROR VIBRATES AT HIGH SPEEDS... WAS ROADTESTED WITH SHOP FOREMAN AND VERIFIED....

CAUSE: LOOSE MIRROR HOUSING.

752051 OUTER REAR VIEW MIRROR ASSY (REMOTE CONTROL TYPE)

463 W

1 87945-47020-J1 COVER, OUTER MIRROR,

1 87940-47180 MIRROR ASSY, OUTER R

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

8439 REPLACED LEFT REAR VIEW MIRROR /// ROIADTESTED AGAIN BY SHOP FOREMAN. NO MORE VIBRATION. CALLED TAS AND OPENED CASE SINCE IT IS THE SECOND TIME. CASE # 120250562.

B CUSTOMER REQUESTED TO DOCUMENT ABOUT BELL MOLDINGS NOT CLEANING....

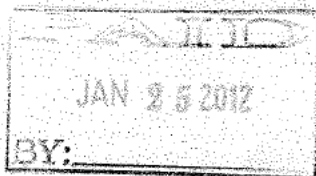
HAD TALKED TO TOYOTA TECHNICAL DEPARTMENT. WE HAD TALKED TO FTS...NORMAL DESIGN AS PER TOYOTA... NO REPAIRS AND OR

SERVICES TO BE PERFORMED ON BELL MOLDINGS....

ACC INSTALL ACCESSORY(S)

463 W

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



OUR SERVICE STAFF WOULD LIKE TO THANK YOU FOR YOUR BUSINESS. OUR PROCESSES ARE DESIGNED TO PROVIDE YOU WITH AN EXCELLENT EXPERIENCE EACH TIME YOU REQUIRE SERVICE. IF IN ANY WAY WE FALL SHORT OF EXCELLENT WE WOULD LIKE TO CORRECT IT IMMEDIATELY. PLEASE CONTACT ANY OF OUR MANAGEMENT STAFF PRIOR TO LEAVING TODAY.

HOURS		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.	DESCRIPTION	TOTALS
OPEN 7:00AM - 10:00PM MONDAY - FRIDAY			LABOR AMOUNT	0.00
SATURDAY 8:00AM - 5:00PM			PARTS AMOUNT	0.00
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.			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
			CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT
(SIGNED)	DEALER, GENERAL MANAGER OR AUTHORIZED PERSON	(DATE)		

CUSTOMER #: 403491

439841



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LOS ANGELES, CA

HOME: CONT:N/A

BUS: CELL:

DUPLICATE 1

PAGE 1

SERVICE ADVISOR: 459 PETER ATMAJIAN

COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN / OUT		TAG
	11	TOYOTA PRIUS	JTDKN3DU0B			5188/5188		T431
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
15JUL11	DD15JUL11		21:42 08NOV11			TCM	09NOV11	
R.O. OPENED		READY	OPTIONS: ENG:1.8 Liter					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A 5,000 MILE SYNTHETIC VEHICLE SERVICE - COMP MAINT							
05KSYN 5,000 MILE SYNTHETIC VEHICLE SERVICE -							
COMP MAINT							
463CPTCM						29.40	29.40
PARTS:	0.00	LABOR:	29.40	OTHER:	0.00	TOTAL LINE A:	29.40

5188 PERFORMED 5K SERVICE. BRAKES ARE AT 90% ... TIRES ARE AT 8-9/32....

B CUSTOMER STATES LEFT REAR VIEW MIRROR VIBRATES AND IS BLURRY....CHECK AND ADVISE.... (ON HIGH SPEEDS)....

ACC INSTALL ACCESSORY(S)						0.00	0.00
463 CT							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

5188 REMOVED ADDITIONAL MIRROR THAT CUSTOMER HAD INSTALLED... NO MORE VIBRATION...

C CUSTOMER STATES WINDOW STRIPS (BELL MOLDINGS) ARE NOT WIPING WINDOWS IN THE MORNINGS.. REPORT....

ACC INSTALL ACCESSORY(S)						0.00	0.00
463 CT							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

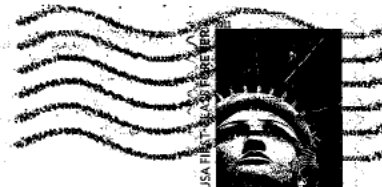
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			TOTAL CHARGES	29.40
			LESS INSURANCE	29.40
			SALES TAX	0.00
(SIGNED)	DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

LOS ANGELES, CA.

LOS ANGELES CA 900

31 JAN 2012 PM 9 L



US DEPT. OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.
OFFICE OF DEFECTS INVESTIGATION, NVS-210
1200 NEW JERSEY AVE. SE.
WASHINGTON, D.C. 20077-9382

200779382

