

C1-10453247-9170

MAY 22 2012

May 17, 2012

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

**Attn: Mr. Randy Reid**  
Chief Correspondence Research Division  
Office of Defects Investigation Enforcement  
National Highway Traffic Safety Administration (NHTSA)  
1200 New Jersey Ave. SE  
Washington, DC 20590  
Yr. Phone: 1-888-327-4236

**Re: Your Reference # 10453247**

My 2011 Toyota Prius's seat belt failed/driver and knee airbags failed due to a severe impact from my auto accident on March 20, 2012 – plus front center console gear shift assembly was ripped off from the floor. This complaint is already reported to you on April 12, 2012.

Dear Mr. Randy Reid!

Attached please find a letter received yesterday directly from Toyota Motor Sales indicating the outcome of their own investigation regarding the failure of above safety equipments. They totally denied these failures due to their own lack of equipment safety. The Toyota Motor's lack of safety compliances have been well known in the news media and also by NHTSA.

I knew for fact that above failures did happen, and I felt the sever pains to my body damage, and I am still going thru Physical Therapy to this day.

To support the above 2011 Toyota Prius's safety failures, attached please find photos of the areas related to above equipments with their safety features. These photos were taken directly from the original 2011 Toyota Prius's sales hand book.

If any action from your side in this regards will be taken by your Division regarding Toyota's safety failures, please let me know. Thank you, I remain

Las Vegas, NV.

Phone: [REDACTED]

Encl: Toyota response letter; (4) photos

MC  
05232  
DW

# TOYOTA

Nekii Montgomery  
Direct Phone (310) 468-7436  
Fax (310) 381-6982

Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
310 468-4000

May 11, 2012

[REDACTED]  
Las Vegas, NV [REDACTED]

RE: Date of Loss: March 20, 2012  
Vehicle: 2011 Toyota Prius  
Vin #: JTDKN3DU3B0 [REDACTED]

Dear [REDACTED]

This letter will acknowledge our receipt of your communication with our Customer Relations Department in regards to the above referenced incident.

It is our understanding that you were proceeding through an intersection after been stopped at a 4 way stop when a vehicle hit you on the right front side, then another hit you in the right rear of the vehicle. You wish to know why the airbags did not deploy and the seatbelt failed to stay latched.

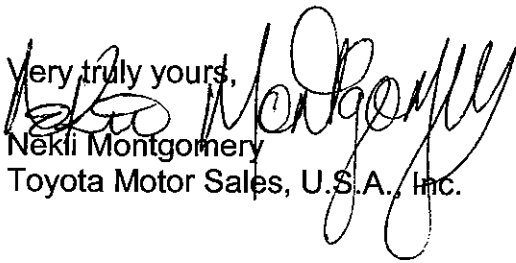
As you are aware, your vehicle was inspected on April 23, 2012 at CoPart Auction Yard. The seatbelts operated as designed within manufacture specifications. The photographs from the inspection revealed that this was not a direct frontal impact, but an impact to the right front side of the vehicle/ door area the more yielding portions of the vehicle. There was insufficient abrupt forward deceleration of the vehicle to deploy the air bags.

Also, the impact forces were not directed towards the rocker panel and hence deployment was not warranted. The rocker panel was still in good condition nor was there intrusion into the occupant compartment of the vehicle, so deployment was not warrant.

We are very sorry to learn about this most unfortunate incident; however our review of your claim confirmed that the air bags performed correctly by not deploying in this accident. Also, there was no manufacture design or defect with the seatbelt. At this time, we cannot honor the claim.

Thank you for allowing us the opportunity to address your concerns.

Thank you for allowing us the opportunity to address your concerns.

Very truly yours,  
  
Nekli Montgomery  
Toyota Motor Sales, U.S.A., Inc.

# Prius 2011



# What about safety features?

Prius is as concerned with your well-being as it is with the planet's. That's why it offers the Toyota Star Safety System™ as standard equipment. This integration of innovative safety technologies is designed to help drivers avoid accidents. The Star Safety System™ in the 2011 Toyota Prius includes Enhanced Vehicle Stability Control (VSC); Traction Control (TRAC), Anti-lock Brake System (ABS), Electronic Brake-force Distribution (EBD) and Brake Assist (BA):

**STAR**<sup>™</sup>  
SAFETY SYSTEM



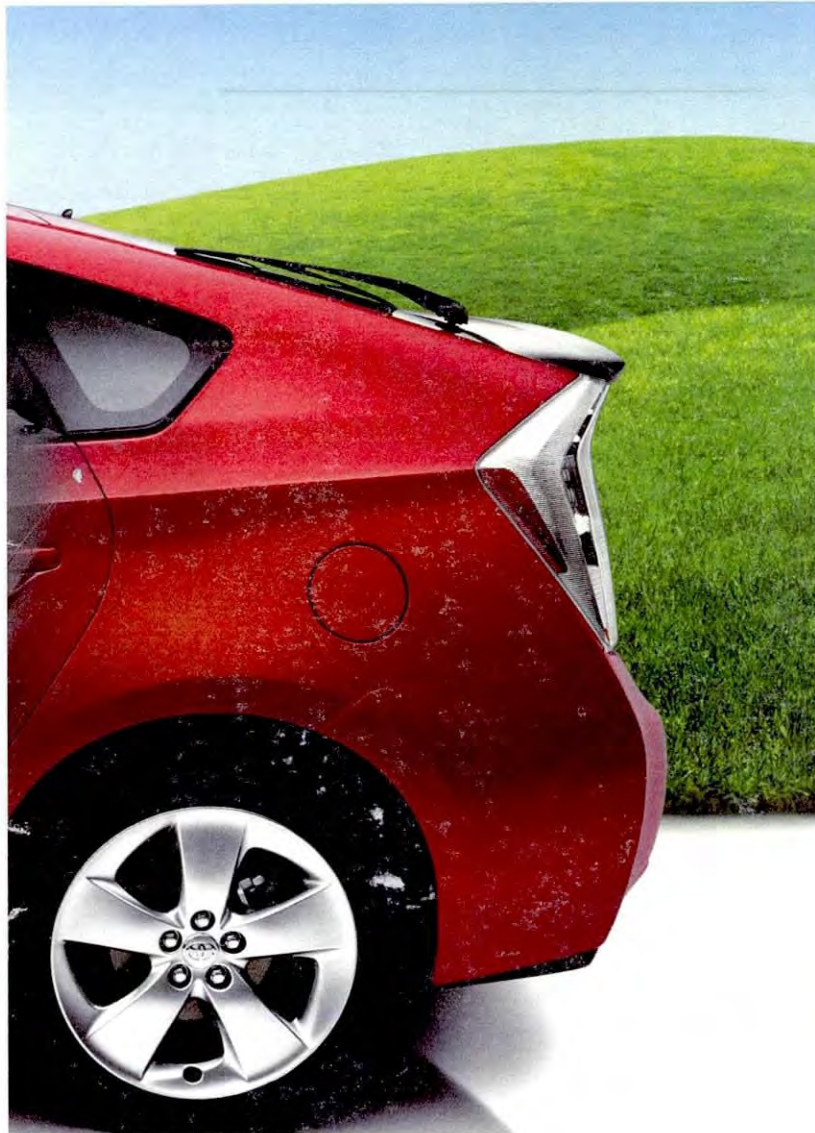
### ACTIVE FRONT HEADRESTS<sup>9</sup>

The front seats incorporate active headrests, which move up and forward, helping to reduce the severity of whiplash injuries to the driver and front passenger in the event of certain lower-speed rear-end collisions.



### SAFETY CONNECT<sup>®4, 5</sup>

Via Toyota's 24/7 call center, available Safety Connect<sup>®</sup> offers subscribers helpful features such as Emergency Assistance, Stolen Vehicle Locator, Roadside Assistance and Automatic Collision Notification. Safety Connect<sup>®</sup> also offers the reliability of embedded cellular and GPS technology.



1

### DRIVER AND FRONT PASSENGER AIRBAGS<sup>6</sup>

In a frontal collision, the standard dual stage front airbag system senses impact severity while adjusting airbag deployment force accordingly.

2

### FRONT SEAT-MOUNTED SIDE AIRBAGS

Side collisions are the second-most dangerous type, after frontal collisions. That's why Prius helps protect front passengers with front seat-mounted side airbags that deploy in .02 of a second.

3

### SIDE CURTAIN AIRBAGS

Prius is equipped with side curtain airbags, which can help to soften the impact to the head and neck during certain types of side-impact collisions. In fact, Toyota was the first automaker in the world to use this remarkable technology.

4

### DRIVER'S KNEE AIRBAG

The driver's knee airbag on Prius does more than what its name suggests. In the event of a frontal collision, it can also help reduce force on the chest and abdomen by controlling movement of the driver's lower body.

### PET SAFETY

Ask your Toyota dealer about the wide range of available pet safety accessories. They are designed to help you transport pets in comfort and security.

### SMART STOP TECHNOLOGY<sup>7</sup>

Smart Stop Technology is designed to automatically reduce engine power when both brake and accelerator pedals are pressed at the same time under certain conditions, helping to bring the vehicle to a stop.

### ENHANCED VEHICLE STABILITY CONTROL (VSC)

To help prevent a slip sideways while cornering, Prius uses Enhanced VSC. It adjusts engine power, braking and steering-assist torque to help the vehicle go in the direction in which it is being steered.

### ANTI-LOCK BRAKE SYSTEM (ABS)

To help avoid wheel lockup and help maintain steering control, Prius uses a sophisticated computer-controlled system that modulates brake pressure during hard braking or when braking on a slippery surface.





Prius Four interior shown in Bisque leather with available Navigation Package<sup>2,3</sup>

### 1. MULTI-INFORMATION DISPLAY

The instrument panel and Multi-Information Display on Prius provide a digital readout of instantaneous mpg, vehicle speed, past-trip fuel consumption, battery-charge level, energy flow from gasoline and electric systems and, when equipped, Dynamic Radar Cruise Control (DRCC)<sup>4</sup>, Pre-Collision System (PCS)<sup>5</sup> and Lane Keep Assist (LKA).<sup>5</sup>

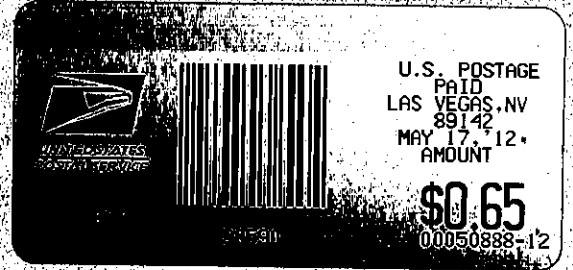
### 2. VOICE-ACTIVATED TOUCH-SCREEN DVD NAVIGATION<sup>2,3</sup>

With the available DVD navigation system, it's easy to get where you're going. Start by using the touch-screen controls to locate your destination on the map. Once under way, a voice prompt guides you through every turn. Need to find a nearby ATM, restaurant or gas station? Issue a voice command to the system to locate what you're looking for on the map. And with available XM NavTraffic<sup>®2,3</sup> your routes are based on real-time traffic updates.

### 3. ELECTRONIC SHIFT LEVER

Prius is all about advanced technology that doesn't require an advanced degree to operate. And the electronic shift lever is a case in point. Its drive-by-wire design and ergonomically arranged shift pattern make it nearly effortless to put Prius in gear.

Las Vegas, NV



Office of Defects Investigation  
Enforcement  
National Highway Traffic Safety  
Administration (NHTSA)  
1200 New Jersey Ave. S.E.  
Washington, DC  
20590

Attn: Mr. Randy Reid  
Chief Correspondence Research Div.

