



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, DC 20590

February 27, 2013

[REDACTED]  
Middleboro, MA [REDACTED]

NVS-216 nam  
Ref. No. 10487746

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2012 Toyota Prius vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that your MY 2012 Toyota Prius has a harsh transition when it switches from battery power to the gas motor that you attribute to a software problem. In addition, you indicate that the brake pedal went to the floor and a dashboard warning light flashed which you allege is also related to a software problem. You had the vehicle towed to the dealer and it was evaluated by a Toyota district service manager. However, after the evaluation the dealership service manager pronounced that your vehicle was free of problems and had no computer error messages. You picked up your vehicle and as you were leaving the dealership the brake pedal went the floor again which was verified by a salesperson and technician. You request that NHTSA investigate software problems in MY 2012 Toyota Prius vehicles that cause brake failures and harsh transitions between motive power modes.

ODI is monitoring all available data concerning the brake system in MY 2005 through MY 2012 Toyota Prius vehicles; however, no determinations have been reached at this time. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the NHTSA investigation and recall process can be found on our web site at [www.nhtsa.gov](http://www.nhtsa.gov).



Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely yours,



Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement