

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Lajuan CTR \(NHTSA\)](#)
Subject: FW: Upload
Date: Thursday, June 13, 2013 8:24:47 AM
Attachments: [Prius steering.pdf](#)

EQ-10510722-8027

From: [REDACTED]
Sent: Tuesday, May 14, 2013 5:59 PM
To: Chan, Steve (NHTSA)
Subject: Re: Your report to NHTSA; ref: 2005 Toyota Prius

I don't have pictures of the steering column before the repair.

----- Original Message -----

From: Steve.Chan@dot.gov
Date: Monday, May 13, 2013 2:49 pm
Subject: Your report to NHTSA; ref: 2005 Toyota Prius
To: [REDACTED]

> Dear [REDACTED]
>
> Thank you for reporting to the National Highway Traffic Safety
> Administration (NHTSA) concerning:
>
> "I PULLED INTO A GAS STATION TO FUEL UP AND WHEN I LEFT THE GAS
> STATION I SUDDENLY LOST STEERING IN MY CAR. I COULD ONLY MOVE
> FORWARD AND BACKWARD."
>
>
> 1. If the vehicle has been repaired, please email me a
> copy of the repair invoice.
>
> 2. If available, please email me pictures showing the
> steering component where the failure had taken place.
>
>
> Thank you.
>
> Steve Chan
> Safety Defects Engineer
> Office of Defects Investigation /NHTSA
>

TOYOTA

BAY RIDGE TOYOTA, INC.

CUSTOMER #: 3474465614

487733

6401 6th Ave.
BROOKLYN, NEW YORK 11220
718 * 439-3737

SHOWROOM
6401 6th Ave.
718 * 439-7888

INVOICE

PAGE 1

NYS * DLR. LIC. NO. 6240170 / NYC * C/A LIC. NO. 0887023

BROOKLYN, NY
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 3342 CHRISTOPHER CRUZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	TOYOTA PRIUS	JTDKB20UX53	[REDACTED]	105402/105405	T127	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12SEP05 DD			16:00 03MAY13		99.00	CASH	02MAY13

R.O. OPENED: 13:53 01MAY13 READY: 17:13 02MAY13
 OPTIONS: DLR:31097 ENG:1.5 Liter 1) PLEASE NOTE NO MORE TAC COUPONS AVAILABLE FOR THIS VEHICLE 5) OCT/09

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STERRING IS INOP							
CS CUSTOMER STATES							
			20	CH	6.50		
	1	45209-12201	YOKE SUB-ASSY, STEER		161.00	650.71	650.71
	3	90080-11555	BOLT, W/WASHER		3.21	161.00	161.00
	1	84306-0E010	CABLE SUB-ASSY, SPIR		346.47	3.21	9.63
						346.47	346.47

105402 found steering intermediate shaft yolk lower splines stripped and rotating. found intermediate shaft upper spline section stripped. DONE : replaced intermediate shaft ,yolk and 3- bolts and performed wheel alignment. Also found airbag light on, steering mounted switches inoperative and and vsc lights on due damaged "spiral cable" which appears to have been the result of steering intermediate sheaft disconnection. DONE : replaced spiral cable,performed vsc system "0" point calibration.

B CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION							
25 CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION							
			20	CH	0.00	0.00	0.00

C WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS OR PERSONAL CHECKS. STORAGE CHARGES ARE \$75 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.							
PAY WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS OR PERSONAL CHECKS. STORAGE CHARGES ARE \$75 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.							
			20	CH	0.00	0.00	0.00

D TENTATIVE APPOINTMENT SET FOR
 TENT TENTATIVE APPOINTMENT SET FOR

DESCRIPTION	TOTALS
NO CARS RELEASED AFTER 7PM. STORAGE CHARGE \$75.00 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.	
LABOR AMOUNT	
A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
PAYMENT IN CASH ONLY	
CUSTOMER'S INVOICE	
THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BY PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE _____ ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED SERVICE * PARTS * COLLISION REPAIRS.

TOYOTA

BAY RIDGE TOYOTA, INC.

CUSTOMER #: 3474465614

487733

6401 6th Ave.
BROOKLYN, NEW YORK 11220
718 * 439-3737

INVOICE

SHOWROOM
6401 6th Ave.
718 * 439-7888

BROOKLYN, NY

PAGE 2

NYS * DLR. LIC. NO. 6240170 / NYC * C/A LIC. NO. 0887023

CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 3342 CHRISTOPHER CRUZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	TOYOTA PRIUS	JTDKB20UX53		105402/105405	T127	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12SEP05 DD			16:00 03MAY13		99.00	CASH	02MAY13

R.O. OPENED	READY	OPTIONS:	LIST	NET	TOTAL
13:53 01MAY13	17:13 02MAY13	DLR:31097 ENG:1.5 Liter 1) PLEASE NOTE NO MORE TAC COUPONS AVAILABLE FOR THIS VEHICLE 5) OCT/09		0.00	0.00

E** TOWED IN TO SHOP
TOW TOWED IN TO SHOP
20 CH 0.00 150.00 150.00

F** CUSTOMER REQUEST TO PERFORMED COT RECALL
CAUSE: Y
2510LA COT INSPECT BOLT HOLE AND RE PLACE BOLT ONLY - PRIUS
20 WH 0.70 (N/C)
1 04001-41212 EXTENSION KIT, STEER (N/C)
FC: 2510LA PART#: COUNT:
CLAIM TYPE: WH
AUTH CODE:

105402 2510la perf. cot recall
G** PLEASE BE ADVISED THAT THERE WILL BE A DIAGNOSTIC CHARGE FOR ANY ITEM CHECKED OR DECLINED FOR REPAIRS, THIS DOES NOT APPLY TO WARRANTY COVERED ITEMS X.
D PLEASE BE ADVISED THAT THERE WILL BE A DIAGNOSTIC CHARGE FOR ANY ITEM CHECKED OR DECLINED FOR REPAIRS, THIS DOES NOT APPLY TO WARRANTY COVERED ITEMS X.
20 CH 0.00 0.00 0.00

H** APPROVAL COE BY PHONE 2606
NOTE SEE NOTE
20 CH 0.00 0.00 0.00

I** CUSTOMER REQUESTS NEW YORK STATE INSPECTION. PLEASE NOTE STATE INSPECTION IS PASS OR FAIL.

DESCRIPTION	TOTALS
NO CARS RELEASED AFTER 7PM. STORAGE CHARGE \$75.00 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.	
A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.	
PAYMENT IN CASH ONLY	
CUSTOMER'S INVOICE	
THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BY PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.	
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 3474465614

487733

TOYOTA BAY RIDGE TOYOTA, INC.

6401 6th Ave.
BROOKLYN, NEW YORK 11220
718 * 439-3737

INVOICE

SHOWROOM
6401 6th Ave.
718 * 439-7888

BROOKLYN, NY

PAGE 3

NYS * DLR. LIC. NO. 6240170 / NYC * C/A LIC. NO. 0887023

CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 3342 CHRISTOPHER CRUZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	TOYOTA PRIUS	JTDKB20UX53		105402/105405	T127	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12SEP05 DD			16:00 03MAY13		99.00	CASH	02MAY13

R.O. OPENED	READY	OPTIONS:	LIST	NET	TOTAL
13:53 01MAY13	17:13 02MAY13	DLR:31097 ENG:1.5 Liter 1) PLEASE NOTE NO MORE TAC COUPONS AVAILABLE FOR THIS VEHICLE 5) OCT/09			

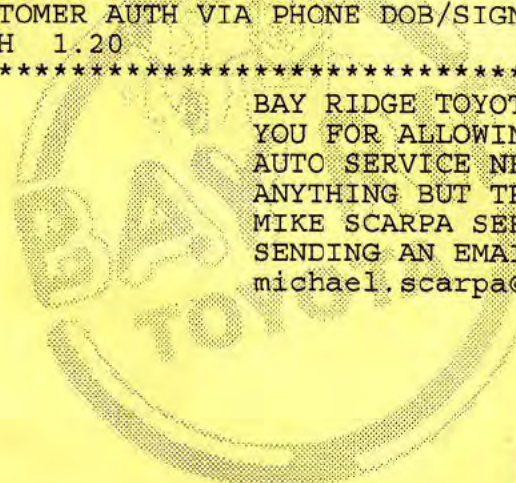
NYSI CUSTOMER REQUESTS NEW YORK STATE INSPECTION.
PLEASE NOTE STATE INSPECTION IS PASS OR FAIL.

20CNYSI 0.50	37.00	37.00
105402 perf. nys inspection		

J** PER OUR INSPECTION FOUND STEERING WHEEL OFF CENTER PLEASE PERFORM 4-WHEEL ALIGNMENT AS PER CUSTOMER AUTH VIA PHONE DOB/SIGNATURE ALIGNMENT PER OUR INSPECTION FOUND STEERING WHEEL OFF CENTER PLEASE PERFORM 4-WHEEL ALIGNMENT AS PER CUSTOMER AUTH VIA PHONE DOB/SIGNATURE

20 CH 1.20	149.00	149.00
------------	--------	--------

BAY RIDGE TOYOTA/SCION WOULD LIKE TO THANK YOU FOR ALLOWING US TO TAKE CARE OF ALL YOUR AUTO SERVICE NEEDS. IF YOUR VISIT WITH US WAS ANYTHING BUT TRULY EXCEPTIONAL, PLEASE LET MIKE SCARPA SERVICE DIRECTOR KNOW BY SENDING AN EMAIL TO:
michael.scarpa@bayridgetoyota.com



Bus CK

BAY RIDGE TOYOTA

MAY 3 2013

6401 6TH AVE

NO CARS RELEASED AFTER 7PM. STORAGE CHARGE \$75.00 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

PAYMENT IN CASH ONLY

CUSTOMER'S INVOICE

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST, WARRANTY REPAIRS TO BY PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.

DESCRIPTION	TOTALS
LABOR AMOUNT	986.71
PARTS AMOUNT	517.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1503.81
LESS INSURANCE	0.00
SALES TAX	130.18
PLEASE PAY THIS AMOUNT	1633.99

CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED

SERVICE * PARTS * COLLISION REPAIRS.

CUSTOMER COPY