

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 OCT 31 2013 06-SEP-2013		Repository ☐ Reference No. 10542290			
OWNER INFORMATION (Type or Print)						Daytime Telephone Number		E-mail Address	
Name						Evening Telephone Number			
Address									
City		State		Zip Code					
IRVINE		CA							
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				Make		Model		Model Year	
JTDKN3DP4C3				TOYOTA		PRIUS		2012	
Date Purchased		Dealer's Name and Telephone Number				Engine:		Fuel Type:	
Original Owner		Dealer's City		State		No: Cylinders			
☐									
Transmission Type		Antilock Brakes		Powertrain		Multiple Failure:		Incident Date(s)	
		☐						01-AUG-2013	
		☐							
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Code: BRAKES (PWS)						Failure Mileage		Failure Speed	
						4600		35	
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		Failure Location:					
		☐ Prior Repair							
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		Fire		Number of Persons Injured		Number of Deaths		Reported to Police	
☐ Yes ☒ No		☐ Yes ☒ No		0		0		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 2012 TOYOTA PRIUS. THE CONTACT MENTIONED THAT WHILE DRIVING 35 MPH, THE BRAKES FAILED TO RESPOND. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE FAILURE. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 4,600 AND THE CURRENT MILEAGE WAS 4,900.									
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.									

[REDACTED]
[REDACTED]
Irvine CA [REDACTED]

October 23, 2010

Randy Reid
Correspondence Research Division
Office of Defects Investigation NVS 210
US Dept of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington D.C. 20077-9382

Enclosed is the paper work requested.

I wish to emphasize and expand on material quoted in my letter to Akio Toyoda:
There is a partial brake failure recall already instituted on the 2010 model Prius that I also own.
The nature of that failure is identical to that encountered on my 2012 Prius (the vehicle in question).

Upon learning of the recall in my 2010 I asked the Toyota dealer to identify if there are similar or identical parts on my 2012; the part numbers and manufacture's identification were identical. Therefore I instituted this notification to Toyota and to US NHTS.

The Toyota USA response culminated in another perfunctory observation of the system and a repeat of the scenario of the factory investigator driving the auto briefly (13 miles on the odometer) and not being able to reproduce the defect. Invoking the usual concept of "could not reproduce" the Toyota conclusion was that there was no defect exists and no further work is needed.

I am not writing this letter to coerce Toyota to rebuild the power brake assembly etc. but to notify NHTS that the problem encountered in the 2010 model may exist in the 2012. I am asking the NHTS to open a file for a pertinent study.

Toyota's description of "What is the condition inciting the recall" is quoted from their letter to me announcing the 2010 recall: "The condition requiring a recall is a partial (unheralded) braking failure due to the emergence of a gas bubble in the brake lines. The bubble occurs as there is a porous assembly allowing nitrogen to seep into the brake fluid allowing this intermittent loss of effective braking. The description of the incidents in the 2010 model is strikingly similar to my problem with the 2012 Prius.

It would be most unlikely that a simple field inspection of my auto would reveal such a problem.

I do not know of how the original 2010 diagnosis was made, but it would seem from the paper work provided to me, that no such investigation was performed on my automobile.

Conjecturally, precedence for the causation of this issue is established as these components of the braking assembly are the same in the 2010 through 2013 models. This remarkable co-incidence is the basis for my concern".

[REDACTED]



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

5734393

826398

AutoNation

AutoNation Toyota Irvine

AutoNation Scion Irvine

9101 RESEARCH DR.
IRVINE, CALIFORNIA 92618
(949) 585-6888

WORKORDER

PAGE 1

IRVINE, CA

HOME:

CONT:

B.A.R. #ARD150000

E.P.A. #CAR000111500

BUS:

CELL:

SERVICE ADVISOR: 1888 MODESSA, ALAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLIZZARD P	12	TOYOTA PRIUS PLUG IN	JTDKN3DP4C3		4135/	T427A	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT12 DD			** WAITER **			CASH	
R.O. OPENED	READY	OPTIONS: STK:C3					
03JUL2013 10:14		DLR:30956 ENG:1.8L_4_Cyl					

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A				CUSTOMER STATES WHEN DRIVING YESTERDAY BRAKES SEEMED TO NOT ENGAGE WHEN APPLIED - VEH. SLOWED GRADUALLY - VSC LIGHT CAME ON . SINCE THAT ONE INCIDENT, VEH. NOW SEEMS O.K. - ADVISE
	BR001		WT	Miscellaneous Brakes - Repair
	NOTES: Include:		Notes:	Labor:
# B				TIRE INFLATION RULE CK ALL TIRES FOR ACCURATE PSI PER MANUFACTURER SPECIFICATIONS AND DOCUMENT PSI
	TIR		CT	
# C				Cusotmer Has Requested A Multi-Point Inspection
	MULTI-A		CT	
# D				ENTER TIME NEEDED BY 11:30
	WAITER		CT	ENTER TIME NEEDED BY

Not responsible for loss or damage to car or articles left in car, in case of fire, theft, or any other cause beyond your control. I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repair thereto.

PRELIMINARY ESTIMATE \$ 0.00

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

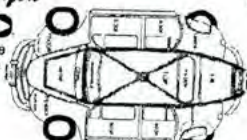
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

Thank You

AutoNation

AutoNation Toyota Irvine

AutoNation Scion Irvine

PRIOR
BODY
DAMAGEFOR YOUR CONVENIENCE:
PARTS AND SERVICE DEPT. HOURSMONDAY - FRIDAY
7:00 AM - 7:00 PM
SATURDAY
7:00 AM - 9:00 PMVEHICLES CANNOT BE
RELEASED AFTER NORMAL
SERVICE DEPARTMENT
BUSINESS HOURS

"By law, you may choose another licensed smog check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."
(**HAZARDOUS MATERIAL) THERE WILL BE A REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE. THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE, SECTION 262.12 OF TITLE 40 OF CODE OF FED. REG.
IF THE VEHICLE DESCRIBED HEREIN IS NOT CALLED FOR WITHIN THREE (3) DAYS AFTER SUCH NOTICE IS GIVEN, A STORAGE CHARGE OF \$10.00 PER DAY WILL BE MADE FOR EACH DAY THEREAFTER.

Copyright 2009 ADP Inc. SERVICE WORKORDER #2 XSWZC

Revised Estimate Parts.	Labor.	Total.	\$	Phone#
Date	Time			BY
Revision Details				E-mail
				In Person
Revised Estimate Parts.	Labor.	Total.	\$	Phone#
Date	Time			BY
Revision Details				E-mail
				In Person

I acknowledge notice an oral approval of an increase in the original estimated price.

(Signature or initials)

Notice to Consumer: Please read important information on back.

ADVISOR COPY

CUSTOMER #: 5734393

826398

AutoNation

AutoNation Toyota Irvine

AutoNation Scion Irvine

9101 RESEARCH DR.
IRVINE, CALIFORNIA 92618
(949) 585-6888

INVOICE

IRVINE, CA

PAGE 1

B.A.R. #ARD150000

E.P.A. #CAR000111500

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1888 ALAN MODESSA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLIZZARD P	12	TOYOTA PRIUS PLUG IN	JTDKN3DP4C3		4135/4138	T427A	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT12 DD			WAIT 03JUL13			CASH	03JUL13
R.O. OPENED		READY	OPTIONS: STK:C3 DLR:30956 ENG:1.8L_4_Cyl				
10:14 03JUL13		11:18 03JUL13	TRN:A				

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

A CUSTOMER STATES WHEN DRIVING YESTERDAY BRAKES SEEMED TO NOT ENGAGE
WHEN APPLIED - VEH. SLOWED GRADUALLY - VSC LIGHT CAME ON .
SINCE THAT ONE INCIDENT, VEH. NOW SEEMS O.K. - ADVISE

BR001 Miscellaneous Brakes - Repair

1745 WT

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
4135 PERFORMED A HEALTH CHECK AND THERE WERE NO DTC'S LISTED FOR
THE ABS/TRAC CONTROL SYSTEMS PERFORMED A ROAD TEST AND ACTIVATED THE
ANTI LOCK BRAKES AND THE SYSTEM OPERATED AS DESIGNED AS WELL AS THE CAR
STOPPED SAFELY.

B TIRE INFLATION RULE CK ALL TIRES FOR ACCURATE PSI PER MANUFACTURER
SPECIFICATIONS AND DOCUMENT PSI

TIR TIRE INFLATION RULE CK ALL TIRES FOR ACCURATE
PSI PER MANUFACTURER SPECIFICATIONS AND
DOCUMENT PSI

1745 CT

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
4135 OK AT 33PSI

C Cusotmer Has Requested A Multi-Point Inspection
MULTI-A Cusotmer Has Requested A Multi-Point
Inspection

1745 CT

0.00

0.00

GBATT BATTERY GREEN GOOD TO GO

1745 CT

0.00

0.00

GTIRE TIRES-GREEN-PLEASE SEE YOUR SERVICE ADVISOR
ON YOUR NEXT VISIT

1745 CT

0.00

0.00

GBK BRAKES-GREEN-PLEASE SEE YOUR SERVICE ADVISOR
ON YOUR NEXT VISIT

1745 CT

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
"By law, you may choose another licensed smog check facility to perform
any needed repairs or adjustments which the Smog Check test indicates
are necessary."

(**HAZARDOUS MATERIAL) THERE WILL BE A REMOVAL CHARGE FOR
ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE,
THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE, SECTION
262.12 OF TITLE 40 OF CODE OF FED. REG.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A
REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO
ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

IF THE VEHICLE DESCRIBED HEREIN IS NOT CALLED FOR WITHIN THREE
(3) DAYS AFTER SUCH NOTICE IS GIVEN, A STORAGE CHARGE OF
\$10.00 PER DAY WILL BE MADE FOR EACH DAY THEREAFTER.

FOR YOUR CONVENIENCE:

PARTS AND SERVICE DEPT. HOURS

MONDAY - FRIDAY
7:00 AM - 7:00 PM
SATURDAY
7:00 AM - 6:00 PM

VEHICLES CANNOT BE
RELEASED AFTER NORMAL
SERVICE DEPARTMENT
BUSINESS HOURS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

Notice to Consumer: Please read important information on back.
CUSTOMER COPY

CUSTOMER #: 5734393

826398

AutoNation

AutoNation Toyota Irvine

AutoNation Scion Irvine

9101 RESEARCH DR.
IRVINE, CALIFORNIA 92618
(949) 585-6888

INVOICE

IRVINE, CA

PAGE 2

B.A.R. #ARD150000

E.P.A. #CAR000111500

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 1888 ALAN MODESSA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLIZZARD F	12	TOYOTA PRIUS PLUG IN	JTDKN3DP4C3		4135/4138	T427A	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT12 DD			WAIT 03JUL13			CASH	03JUL13
R.O. OPENED		READY	OPTIONS: STK:C3 DLR:30956 ENG:1.8L_4_Cyl				
10:14 03JUL13		11:18 03JUL13	TRN:A				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D	ENTER TIME	NEEDED BY	11:30				
	WAITER	ENTER TIME	NEEDED BY				
		1745	CT			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

D ENTER TIME NEEDED BY 11:30

WAITER ENTER TIME NEEDED BY

1745 CT

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

EST: 0.00

03JUL13 10:14 SA: 1888

WE LOOK FORWARD TO SEEING YOU AT YOUR NEXT SERVICE, WHICH WILL BE IN FOUR MONTHS OR 5,000 MILES. YOU WILL RECEIVE A FOLLOW UP CONFIRMATION, REGARDING YOUR NEXT SERVICE VISIT.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
"By law, you may choose another licensed smog check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

(**HAZARDOUS MATERIAL) THERE WILL BE A REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE, THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE, SECTION 262.12 OF TITLE 40 OF CODE OF FED. REG.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

IF THE VEHICLE DESCRIBED HEREIN IS NOT CALLED FOR WITHIN THREE (3) DAYS AFTER SUCH NOTICE IS GIVEN, A STORAGE CHARGE OF \$10.00 PER DAY WILL BE MADE FOR EACH DAY THEREAFTER.

FOR YOUR CONVENIENCE: PARTS AND SERVICE DEPT. HOURS

MONDAY - FRIDAY
7:00 AM - 7:00 PM
SATURDAY
7:00 AM - 6:00 PM

VEHICLES CANNOT BE
RELEASED AFTER NORMAL
SERVICE DEPARTMENT
BUSINESS HOURS

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE/DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 X512C

Notice to Consumer: Please read important information on back.
CUSTOMER COPY

Copy of letter sent to Toyota - Toyota is local dealer &
Toyota - USA did nothing to resolve issue

[REDACTED]
Irvine, California [REDACTED]

September 12, 2013

Akio Toyoda
CEO Toyota Motor Corporation
1 Toyota-Cho
Toyota City
Aichi Prefecture 471-8571
Japan

Re: Brake Failure 2012 Prius
Vin # JTDKN3DP4C3 [REDACTED]

Sir:

I have owned six Toyota Corp. vehicles since the year 2000, biannually purchasing three Lexus automobiles and then three Prius automobiles. I have been pleased with those automobiles and it is my intention to continue my relationship with Toyota. I presently own a 2010 Prius IV and a new 2012 advanced plug-in model Prius purchased October 28, 2012. However, I must now seek aid from the corporate headquarters in solving a serious problem that developed with the model 2012 plug-in Prius. I have not received any such aid from the selling dealer or from Toyota Motor Corporation USA. The 2012 plug-in Prius auto Vin # JTDKN3DP4C3 [REDACTED] had been driven 4100 miles at the time of the following incident:

On July 5, 2013, the auto concerned was being driven by my wife when she experienced an alarming (she estimates eighty per cent) loss of braking ability. The brake pedal traveled a greater than usual distance almost falling to the floorboard. The auto gradually slowed despite my wife applying as much brake-pedal pressure as a 125 pound woman could muster. The dash board symbol denoting an error with the electronic control system concurrently illuminated and remained illuminated as the car was driven back to our home. The symbol disappeared only after the ignition was finally turned off. My wife perceived no pulsations in the brake even when exerting her maximum pressure. the symbol for the ABS system did not illuminate. Search of the area of the auto under the pedal revealed no foreign material to restrict pedal motion.

Another failure is possible, the automobile was returned to the dealership to resolve the problem. They tested the car by driving and stopping the automobile over 50 times. They also noted no further brake failure. Proclaiming "the complaint could not be re-duplicated", the dealership deemed no further action was necessary. The problem of a future unheralded brake failure is unresolved and remains a potential unpredictable threat despite that there has not been a repeated brake failure since. As any physicist knows the behavior of gasses emerging from a fluid under varying pressure and temperature in the systems prevents predictability.

The dealership also made note that the computer system responsible for storing braking mal-functions did not record a fault in the braking system. There was also no fault recorded concerning the electronic control system.

I have personally driven the auto another 1000 miles subsequently and also experienced no repetition. However, analyzing the situation statistically, it took 4000 miles before the first incident (with hundreds of brake applications) and the lack of repetition is not unexpected. The problem is obviously that a repetition of the incident may result is bodily harm to the driver

⊙ Electronic Stability Control System

(nominally my wife) or inflict property damage and injury to others. The problem must be resolved before a further episode is incurred.

Since no further objective evidence or data has arisen, I have no choice but to continue driving this automobile. However, a further complication in this issue occurred when I received notification from Toyota Corp. concerning my older 2010 Prius (that has been working well). A recall for replacement of a defect in the "Brake Booster Pump Assembly" was issued and was confirmed by the local dealer. The suspect parts are now being replaced.

Toyota's description of "What is the condition inciting the recall" is quoted: "The condition requiring a recall is a partial (unheralded) braking failure due to the emergence of a gas bubble in the brake lines. The bubble occurs as there is a porous assembly allowing nitrogen to seep into the brake fluid allowing this intermittent loss of effective braking. The description of the incidents in the 2010 model is strikingly similar to my problem with the 2012 Prius. Conjecturally, precedence for the causation of this issue is established as these components of the braking assembly are the same in the 2010 through 2013 models. This remarkable coincidence is the basis for my concern.

On September 10, 2013, I telephone Toyota of North American in Torrance CA. and repeated the above litany. I was told by a very courteous representative that a case would be opened and a "case manager" would call me within 24 hours.

A person named "Alice" did call the next day. I asked this person if she had any engineering training and she said she has had none. She proclaimed she was the case manager and exerted total control of this matter. She stated she reviewed the case and since the dealer could not duplicate the problem, Toyota would have no further interest in this matter. The agent abruptly blocked further action. She refused a referral to an automotive engineer for further evaluation. She exhibited no understanding of the behavior of bubbles in any fluid that appear and resorb depending on varying ambient temperature and pressures encountered.

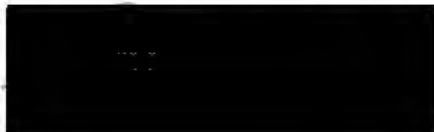
It is rational to believe that there will certainly be another unheralded brake failure that could result in disastrous consequences. To correct this matter by replacing the power boost assembly was been estimated by my dealer (Power Toyota of Irvine now renamed AutoNation) to cost \$2000 or more for the private individual. This obviates private repairs

This matter simply has not been thoroughly investigated. The causation of the failure may not be solely with the braking system as there appears to be a failure in the computerized control recalling that it did not recognize and record the malfunction. The matter of the appearance of the ECT symbol on the dash concurrent with this event combined with the subsequent lack of the auto's "black box" computer not recording this event also has to be evaluated.

This matter demands more detailed investigation by automotive engineers at a corporate level. However, since Toyota Motor Sales, USA Corp. is not interested in pursuing this matter and is not offering any investigation and curative remedies. I am seeking your help.

Considering the gravity of the situation, a file has been opened with the U.S. National Highway Traffic and Safety Administration

I thank you for any possible help you can assign to resolve this complex issue.



Cc: Kazuo Ohara

Toyota's Reply to my letter 9/12/13

HEAD OFFICE
1, TOYOTA-CHO, TOYOTA,
AICHI, 471-8571 JAPAN

TOYOTA

NAGOYA OFFICE
4-7-1, MEIEKI, NAKAMURA-KU, NAGOYA
AICHI, 450-8711 JAPAN

TOYOTA MOTOR CORPORATION

Our Ref. NCR-0057495-01-N
September 18, 2013

[REDACTED]
California [REDACTED]
USA

Dear [REDACTED]

This is to acknowledge your letter of September 12, 2013, addressed to our President, Mr. Akio Toyoda, which has been directed to us for reply.

We are sorry to learn of the situation you have encountered.

In order to ensure a thorough review of the situation as described, your letter has been referred to Toyota Motor Sales U.S.A. Inc., whom you have already contacted, since they are responsible for resolving customer concerns.

Sincerely,

TOYOTA MOTOR CORPORATION

M. Mizutani

Motoki Mizutani
General Manager
Overseas Operations Department
Customer Relations Division

MM/TS/yk
cc. Toyota Motor Sales U.S.A. Inc.

Dealer Work Order & response for factory authorized
Repeat Exam Refuse

CUSTOMER #: 5734393

839574

AutoNation

AutoNation Toyota Irvine
AutoNation Scion Irvine

9101 RESEARCH DR
IRVINE, CALIFORNIA 92618
(949) 585-6888

INVOICE

PAGE 1

B.A.R. #ARD150000

E.P.A. #CAR000111500

IRVINE, CA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 1888 ALAN MODESSA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLIZZARD	12	TOYOTA PRIUS PLUG IN	JTDKN3DP4C3		5369/5382	T22	
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PONO	RATE	PAYMENT	INV DATE
26OCT12	DD		21:00 13OCT13			CASH	30SEP13

R.O. OPENED	READY	OPTIONS	SOLD-STK:C3	DLR:30956
11:17 25SEP13	19:58 30SEP13	ENG:1.8L_4_Cyl TRN:A		

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

A CUSTOMER STATES WHEN DRIVING, BRAKES WERE APPLIED, PEDAL WENT TO FLOOR AND CAR WOULD NOT STOP. VSC LIGHT CAME ON DURING THIS EVENT. TOYOTA INSPECTION SCHEDULED FOR 09/27. CUSTOMER IS AWARE OF INSPECTION DATE, BUT OPTED TO DROP OFF VEHICLE EARLIER AS HE IS GOING OUT OF TOWN FOR 2+ WEEKS AND WILL NOT RETURN FOR HIS CAR UNTIL 10/14/13.

BR001 Miscellaneous Brakes - Repair

2065 WT

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

(N/C)
0.00

5369 09/27/2013: FTS INSPECTION. INSPECTED VEHICLE FOR THE BRAKE CONCERN ON LINE A. PERFORMED STATIC AND DYNAMIC INSPECTION OF THE BRAKE SYSTEM AND A COMPLETE HEALTH CHECK WITH THE SCANTOOL (TECHSTREAM). ALSO TEST DROVE VEHICLE FOR ABOUT 13 MILES AND OPERATED THE BRAKING SYSTEM MANY TIMES. VEHICLE IS OPERATING NORMALLY AND AS DESIGNED. NO REPAIRS NEEDED AS VEHICLE IS OPERATING NORMALLY.

B CUSTOMER STATES FUEL MILEAGE POOR - AVERAGING 35-40 IN HYBRID MODE

EN001 Miscellaneous Engine - Repair

2065 WT

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

(N/C)
0.00

C TIRE INFLATION RULE CK ALL TIRES FOR ACCURATE PSI PER MANUFACTURER SPECIFICATIONS AND DOCUMENT PSI

TIR TIRE INFLATION RULE CK ALL TIRES FOR ACCURATE PSI PER MANUFACTURER SPECIFICATIONS AND DOCUMENT PSI

2065 CT

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

0.00
0.00

D Multi-Point Inspection Not Applicable at This Time
MULTI-N Multi-Point Inspection Not Applicable at This Time

2065 CT

0.00 0.00

GTIRE TIRES-GREEN-PLEASE SEE YOUR SERVICE ADVISOR

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
"By law, you may choose another licensed smog check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

("HAZARDOUS MATERIAL) THERE WILL BE A REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE, THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE, SECTION 262.12 OF TITLE 40 OF CODE OF FED. REG.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

IF THE VEHICLE DESCRIBED HEREIN IS NOT CALLED FOR WITHIN THREE (3) DAYS AFTER SUCH NOTICE IS GIVEN, A STORAGE CHARGE OF \$10.00 PER DAY WILL BE MADE FOR EACH DAY THEREAFTER.

FOR YOUR CONVENIENCE:
PARTS AND SERVICE DEPT. HOURS

MONDAY - FRIDAY
7:00 AM - 7:00 PM
SATURDAY
7:00 AM - 6:00 PM

VEHICLES CANNOT BE
RELEASED AFTER NORMAL
SERVICE DEPARTMENT
BUSINESS HOURS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

SALES/ADP INC. SERVICE INVOICE #1 X506

Notice to Consumer: Please read important information on back.
CUSTOMER COPY

Irvine, CA



SA P&DC 927 #3

THU 24 OCT 2013 PM

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

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Penalty for Private Use \$300



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