


From: Wells, Cynthia CTR (NHTSA)
To: Johnson, Lajuan CTR (NHTSA)
Subject: FW: Toyota Prius V questionnaire
Date: Tuesday, January 07, 2014 10:21:25 AM
Attachments: letter to US department of transportation.pdf

From: [REDACTED]
Sent: Thursday, January 02, 2014 11:17 AM
To: DataQuality, DataQuality (NHTSA)
Subject: Toyota Prius V questionnaire

Hi. I have received your letter and pdf file. I am way too old to figure out how to work pdf the right way - so I messed with it until I added what I felt it still needed. I would like to state again, that the local dealer went far beyond what they probably had to, to make sure I was taken care of. I can't express how grateful I feel. Anyone who has experienced a unwanted acceleration would know exactly how scary that is.

On the other hand, The Corporate Toyota was less than helpful. I'd love to see this car destroyed so it will never be out on the road again. I hope that by reporting this, others will see it if they try to purchase this car. Thank you very much for making it safer for all of us.

Sincerely, [REDACTED]

 U.S. Department of Transportation National Highway Traffic Safety Administration		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 18-DEC-2013	Repository <input type="checkbox"/>		Reference No. 10556533
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
TRABERSE	MI				
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JTDZN3EU2D3		Make TOYOTA	Model PRIUS	Model Year 2013	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code		
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 13-DEC-2013	
	<input type="checkbox"/> Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: BRAKES (PWS), 180000 VEHICLE SPEED CONTROL			Failure Mileage 7500	Failure Speed 5	
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)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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					
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	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).					
<p>TL* THE CONTACT OWNS A 2013 TOYOTA PRIUS. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 5 MPH, THE BRAKES FAILED. THE VEHICLE ACCELERATED ABNORMALLY, TRAVELED OVER A SIDEWALK AND THEN OVER THE STEPS OF THE CONTACT'S RESIDENCE. THE VEHICLE WAS TAKEN TO A DEALER HOWEVER, THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE PROBLEM. THE CONTACT STATED THAT THE ACCELERATION FAILURE WAS RECURRING. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 7,500. The second time it accelerated was on Sunday the 15th. I was traveling at 30mph the car took off on it's own. I was able to stop it within about ten seconds. It was this second incident that convinced me that it was not something I was doing to cause this problem. Corporate Toyota will not admit or do anything to compensate. However, Traverse Motors listened and responding immediately to help me. Although they never said whether the car was defective, they said they believed that I was convinced of it and therefore afraid to drive it. They have traded me my Prius for a Rav4 and I could not be happier.</p> <p>They are to be commended for doing the right thing. It is my hope that no one else drive this car and if sending in this report helps then I'm glad. Thank you for being here for all of us. Sincerely, [REDACTED]</p>					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
<small>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 to 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.</small>					