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|  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 24-JAN-2014 | | Repository <input type="checkbox"/> Reference No. 10561351 | |
| OWNER INFORMATION (Type or Print) | | | | | | | |
| Name | | | | Daytime Telephone Number | | E-mail Address | |
| Address | | | | Evening Telephone Number | | | |
| City SPANAWAY | | State WA | | Zip Code | | | |
| 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 JTDZN3EU9C3 | | | | Make TOYOTA | | Model PRIUS | Model Year 2012 |
| Date Purchased 2-27-2012 | | Dealer's Name and Telephone Number LARSON TOYOTA OF TACOMA (253) 475 4816 | | | Engine: GAS HYB No: Cylinders 4 | Fuel Type: GASOLINE | |
| Original Owner <input type="checkbox"/> | | Dealer's City | | State | Zip Code | | |
| Transmission Type HYBRID 4G1-4G2 SUN+PLANETS | <input checked="" type="checkbox"/> Antilock Brakes | <input checked="" type="checkbox"/> Cruise Control | Powertrain HYBRID | | Multiple Failure: ENGINE JWC ELECTRONICS LOTS BRAKES LOTS | | Incident Date(s) 03-JAN-2014 |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | | | | | |
| Vehicle Component Code: 110000 ELECTRICAL SYSTEM | | | | | Failure Mileage 32775 | Failure Speed 0 - 5 MPH | |
| 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: DOTM4L9ABC036) | | <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 (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).) | | | | | | | |
| 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). | | | | | | | |
| TL* THE CONTACT OWNS A 2012 TOYOTA PRIUS HYBRID. THE CONTACT STATED THAT THE AUTOMATIC STARTUP ENGAGED INDEPENDENTLY WITH A LOUD CLUNKING NOISE. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER FOR DIAGNOSIS. THE TECHNICIAN WAS UNABLE TO DUPLICATE THE PROBLEM. THE VEHICLE WAS ALSO DIAGNOSED BY A DIFFERENT DEALER WHO REFUSED TO REPAIR THE VEHICLE. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE VEHICLE HAD NOT BEEN REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 32,775. ALSO TOYOTA EXECUTIVE OFFICER MR CALVIN WAKAMANI VOIDED MY CASE NUMBER ISSUED BY ROBIX 1-800-331-4331 MR WAKAMANI - 1-310-974 7474 FILED REPAIR FROM TOYOTA JASON TOLD TOYOTA WOULD TRY TO FEAR UP THE REPAIR ORDER. VEHICLE STILL UNDER WFC WARRANTY TILL 36K MILES TOYOTA DOES NOT WANT TO REPAIR. I TRADED IT IN FOR A NON HYBRID TOYOTA RAV4 AT A COST TO ME OF 11900.00 DOLLARS DIFF. | | | | | | | |
| 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 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. | | | | | | | |

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I'VE BEEN THROUGH NCD'S CASE # 1313020 MARCH 25 2013

ALSO WASHINGTON STATE LEMON LAW CASE # 130095

TOYOTA IS COVERING UP THESE PROBLEMS

YOURS TRULY



ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration