

CL-10609372-8057

June 18, 2014

Nat. Highway Traffic Safety Admin.
1200 New Jersey Ave. SE
West Building,
Washington, DC. 20590

JUN 26 2014

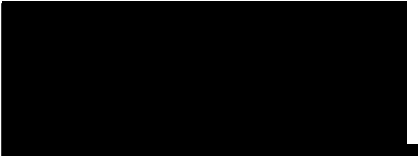
I have attached two letters and the service document written to Toyota in reference to my problems and to this date, I have not received any correspondence from Toyota.

My main question is why there was no alarm retained in the computer for them to check when I took the Prius in just to find out what was wrong.

Next, in speaking with, I believe to be qualified persons at the Chuck Hutton Toyota Dealership, on asking, I was told that I would have minimum steering and braking when the engine fails. I do not wish to have this happen again as the outcome could be a lot worse.

On reading the service form attached, you will see that they did not know what the trouble was. GREAT.

On speaking with other people, that had problems with their Toyota auto and their dealer says there was no problem, namely no retained alarms.


Hernando, MS 

NAM
7714
SMD

May 21, 2014

Toyota Motor Sales, USA, Inc.
Attn: Customer Services
19001 S. Western Ave.
Torrance, CA 90501

I am writing about my new 2014 Toyota Prius Three. On Sunday, the 18th, it had about 380 miles on the speedometer when I was driving on the interstate at about 65 MPH and the engine failed. I had a brown colored alarm on my dash which flashed on then off, as the vehicle started to slow. If I tried to accelerate, the light would go on but no response to increase speed. The system was failed. I slowed and pulled off the interstate. Stopped the engine. After a few seconds, I tried to restart the engine and it did restart.

Since, I have had no trouble with the Prius. I contacted Chuck Hutton Toyota of Memphis, TN and they said there should be an alarm code in the computer. I made arrangements and had an appointment Tuesday morning, and they checked the computer on the car. No alarms were present. They even took the Prius for a test drive of 45 miles and had no alarms. I don't understand why there was no alarm held in the Prius computer to aid in possible repairs. The dealer doesn't know what to do to fix the problem. This problem is similar to the one I had with my 2011 Prius.

The vin # for the Prius is JTDKN3DU7E1 [REDACTED] Do you have a modification/upgrade for this computer?

Since I have so few miles on the Prius, this problem or something possibly worse, may happen and soon, with the driving of the Prius. I want this problem solved and soon before I or some one else may get hurt.

I request a reply on this matter.

[REDACTED]
Hernando, MS
[REDACTED]

Jun. 9, 2014

Toyota Motor Sales, USA, Inc.
Attn: Customer Services
19001 S. Western Ave.
Torrance, CA 90501

I am attaching my previous letter and wish to add more to what I encountered when the engine failed. I was on cruise control, on a down grade, not steep but was on the electric engine, as I reached the lowest point, the gasoline engine should have taken over, it did not. I now have about 1200 miles driven and no further problems. I hope no more. I am still waiting on your reply or is this going to be another General Motors fiasco?



Hernando, MS

96306

CHUCK HUTTON TOYOTA SCION

4601 HUTTON WAY

MEMPHIS, TN 38116

OFFICE LINE (901) 345-3200

SERVICE DIRECT LINE (901) 345-2648

www.chuckhuttontoyota.com



TOYOTA



CUSTOMER NO. 98757	SERVICE ADVISOR 4667 MARK TYE	TAG NO. T906	INVOICE DATE 20MAY14	INVOICE NO. 96306
[REDACTED]	HOURLY RATE 0.00	LICENSE NO.	COLOR NAUTICAL B	NO. STOCK / STOCK NO.
	YEAR/MAKE/MODEL 14 TOYOTA PRIUS	PO NO.	MILEAGE IN 419	MILEAGE OUT 419
HERNANDO, MS	VEHICLE IDENTIFICATION NO. JTDKN3DU7E1		PROD. DATE	IN SERVICE DATE 24APR14
[REDACTED] home	CELL PHONE	PROMISED 17:00 20MAY14	R.O. DATE 20MAY14	WAR EXP.
[REDACTED]	COMMENTS SOLD-STK:E1 [REDACTED] ENG:1.8_LITER			

A customer states that the vehicle died on the interstate @65 mph

CAUSE: AS PER CUSTOMER REQUEST

01 DRIVE ABILITY

4350 WT

(N/C)

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

INSPECTED WITH TECHSTREAM, NO dtc CODES PRESENT AT THIS TIME, ALL SOFTWARE UP TO DATE. FUEL LEVEL LESS THAN 1/4 TANK. ADD FUEL FOR TEST DRIVE AND EVAL. TEST DROVE 41.6 MILES COULD NOT RE-CREATE CUST. STATED CONDITION,

Vehicle driven from 417 to 462 miles total 45 miles

*0219
901-362-0643
Towing*

DISCLAIMER OF WARRANTY: All warranties on these parts are the manufacturer's. The seller, Chuck Hutton Toyota Scion, hereby EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Chuck Hutton Toyota Scion neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, Chuck Hutton Toyota Scion, in no way affects the terms of the manufacturer's warranty.

The customer hereby authorizes the repair work set forth to be done along with the necessary parts and materials and agrees that Chuck Hutton Toyota Scion is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or for any delays caused by parts availability or delays in parts shipments. The undersigned grants Chuck Hutton Toyota Scion employee's permission to operate the vehicle described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above vehicle. The undersigned also agrees to pay storage fees of \$30 per day on said vehicle if left in excess of 5 days after the repairs have been completed as well as, all cost, including attorney's fees.

DEFINITION OF FLAT RATE HOURS: Our labor charges are calculated on a "flat rate" basis rather than charging the actual time it takes our technician to perform the repairs. We use Toyota Labor Time Guide to help establish the flat rate for every repair. In addition to using this guide, we consider the age and condition of the vehicle and the type of repairs to be performed when establishing flat rate, therefore, the labor hours charged by Chuck Hutton Toyota Scion may be more or less in certain instances than the price guide. Our labor charge is calculated by multiplying the determined amount of flat rate times our labor rate. THE NUMBER OF FLAT RATE HOURS CHARGED DOES NOT NECESSARILY CORRESPOND WITH THE ACTUAL TIME SPENT BY THE TECHNICIAN SERVICING YOUR VEHICLE.

Service Hours:


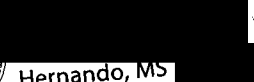
MONDAY - FRIDAY
7:00 A.M. to 6:00 P.M.

SATURDAY
7:00 A.M. to 5:00 P.M.

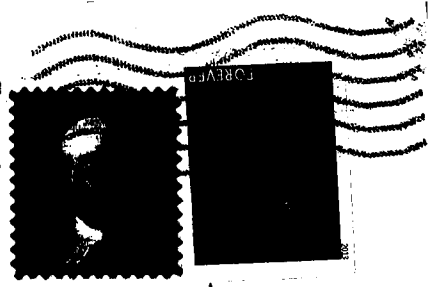


CUSTOMER'S SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS	0.00
GAS, OIL, LUBE	0.00
SUBLET REPAIRS	0.00
MISC/ENVIRON CHGS	0.00
TOTAL CHARGES	0.00
LESS DISC/INS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

 
Hernando, MS

MEMPHIS TN 380
19 JUN 2014 PM 5 L



NHTSA
1200 New Jersey Ave. SE
West Building
Washington, DC 20570

20570

