

CL-10609379-2552

Portland, Oregon
June 20, 2014

Toyota Motor Sales USA
National Customer Relations
19001 South Western Avenue
Department W C II
Torrance, California 90501

JUN 27 2014

REF: Toyota Prius V - VIN: JTDZN3EU2D3
CASE Number 1406190117

During the past 7 months my Prius V has had an electrical system failure twice.

The first time as on November 23, 2013. My wife drove approximately 12 miles, parked the car, got out and realized that the lights were not on – they are set to remain on for a brief period after the engine is turned off. She got back into the car and the electrical system had failed – no lights, no door lock, no engine start. The only functioning electrical item we could identify were the brake lights. We tried several times and eventually had a technician start the car and we drove it to Toyota of Gladstone where they were unable to find a problem. The mileage when the car was taken into the shop was 7,387.

The second time was on May 31, 2014. I drove the car approximately 3.6 miles, parked it, and returning about 4 hours later was unable to unlock the driver's door. Eventually I removed the physical key from the electronic key fob, opened the door, but was unable to start the car. The only sign of electrical activity was the two green turn signal lights flashing simultaneously when I pushed the power button. The car had approximately 9,500 miles on it.

We returned about two and one-half hours later and the car started immediately; however, the clock had zeroed out confirming the power failure. We took the car to Gladstone Toyota on June 18 and they were again unable to find a problem.

When I contacted Toyota Customer care at 1.800.331.4331 on the morning of June 19, I was advised that Toyota had "no repair to suggest" and that Toyota considered the vehicle to be "operating as designed".

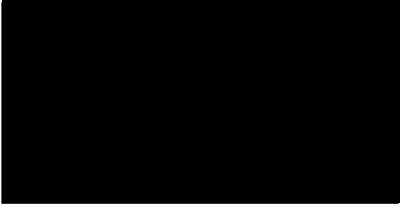
I do not believe that an electrical system failure which renders the car inoperable is "operating as designed". In addition, we have been fortunate that the two incidents occurred while the car was parked. If the electrical system had failed while driving, a

NM
7814
SMD

catastrophic accident was certainly possible.

I was asked why I had called Toyota. My answer was I want the car repaired so that the problem does not reoccur, or replaced. I consider it to be a significant safety hazard

Sincerely yours

A large black rectangular redaction box covers the signature and the name of the sender.

Cc:

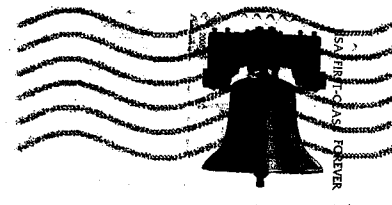
Toyota of Gladstone
19375 McLoughlin Blvd
Gladstone, OR 97027

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
Washington, DC 20590

Portland, Oregon

PORTLAND OR 970

21 JUN 2014 PM 4 L



U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
Washington, DC 20590

20590

