

6/19/14

CL-10609388-8556

TOYOTA MOTOR SALES USA, INC
19001 SOUTH WESTERN AVE.
DEPT. WC 11
Torrance, CA 90501

JUL - 1 2014

COPY TO: NHTSA HEADQUARTERS
1200 NEW JERSEY AVENUE, SE
WEST BUILDING
WASHINGTON, D.C. 20590

WE HAVE OWNED TOYOTA VEHICLES SINCE 1977
WITHOUT PROBLEMS OF ANY KIND. THAT IS UNTIL
I TOOK OUR 2011 PRIUS TO TOYOTA OF ORANGE
FOR THE ELECTRONIC SYSTEM RECALL THIS SPRING.
THE INSTRUMENT PANEL NEVER SHOWED ANY WARNING
SIGNALS EXCEPT AN OCCASSIONAL "SKID MARK" LIGHT
WHICH OCCASSIONALLY WOULD LIGHT UP WHEN STOPPING
IN TRAFFIC AND WOULD DISSAPPEAR UPON ACCELERATION.

THE CAR WAS ALWAYS SERVICED AT TOYOTA OF ORANGE
SO, I TOOK IT THERE ON 3/13/14 FOR THE RECALL.
THAT'S WHEN OUR PROBLEMS STARTED.

I TRIED TO START THE CAR AS I HAD DONE FOR
OVER THREE YEARS. THE FRONT PANEL WOULD LIGHT UP,

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SMD

BUT THE "READY" LIGHT WOULD NOT LIGHT UP, COULD NOT SHIFT GEARS AND COULD NOT TURN THE CAR OFF. AFTER MANY, MANY FRUSTRATING ATTEMPTS, THE CAR WOULD EVENTUALLY TURN OFF. SO, I WOULD REPEAT THE NORMAL SEQUENCE, DEPRESS THE EMERGENCY BREAK AND THE BRAKE PEDAL, WHILE HOLDING BOTH DOWN, PRESSED THE START BUTTON, BUT THE READY LIGHT WOULD STILL NOT APPEAR. APPROX. TEN MINUTES LATER, AFTER REPEATING THIS SEQUENCE OVER AND OVER, THE "READY" LIGHT FINALLY LIT UP AND THE CAR OPERATED NORMALLY.

THE SAME THING HAPPENED TWICE WITHIN 6 DAYS AFTER THE RECALL REPAIR, SO, ON 3/19/14 I WAS BACK AT THE DEALER TO CHECK IT OUT. AFTER THE NORMAL 2 1/2 HOUR WAIT THE VERDICT WAS: "WE FOUND NOTHING WRONG. YOUR "SMART KEY" BATTERIES MAY BE THE PROBLEM AND NEED REPLACEMENT." WE REPLACED THEM.

THE "SMART KEY" WAS NOT THE PROBLEM AND REPLACEMENT BATTERIES NOT THE SOLUTION. TWO WEEKS LATER, ON 4/2/14 I WAS BACK AT THE DEALER WITH THE SAME COMPLAINT. AGAIN THEY FOUND NOTHING WRONG, BUT THIS TIME WAS TOLD THE CAR NEEDS A \$300 BATTERY. I DID NOT BUY THE BATTERY BECAUSE THE ^{LIGHT} ~~TURNING~~ PANEL SHOWS THE BATTERY SYSTEM IS OK.

THE CAR FUNCTIONED PROPERLY FROM 4/2/14 TO YESTERDAY 6/17/14 WHEN THE SAME PROBLEM RE-OCCURRED.

IT DOES NOT SEEM LOGICAL TO ME THAT A CAR WITH A BAD BATTERY WOULD FUNCTION WITHOUT ANY PROBLEMS FOR 2 1/2 MONTHS. I AM CONVINCED THAT THE COMPUTER SYSTEM REPAIRS DONE ON 3/13/14 BY TOYOTA OF ORANGE ARE THE REAL CULPRIT.

I HEREBY REQUEST THAT TOYOTA AUTHORIZE THE RECALL WORK BE RE-DONE BY SOMEONE OTHER THAN TOYOTA OF ORANGE AT NO COST TO ME. THE FEAR OF BEING STRANDED AS A RESULT OF THIS PROBLEM IS ALWAYS WITH US.

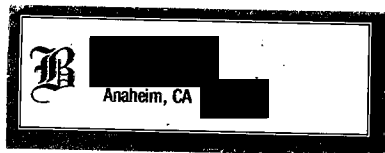
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[REDACTED]

YORBA LINDA, CA [REDACTED]

TEL. [REDACTED]

P.S.: IT WOULD BE IMPOSSIBLE FOR ME TO SELL THIS VEHICLE ONCE I INFORM A POTENTIAL BUYER OF THIS PROBLEM.



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