

NHTSA Ref.# 691 269

Toyota Motor Sales, USA., Inc
P.O. Box 5720
Hopkins, MN 55343
9/25/14
Toyota Customer Experience Center:

DL-10638772-3563

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

RE: Toyota Prius 2014 VIN: JTDKN3DU1E1 [REDACTED]

Dear Robin,

OCT -1 2014

As previously reported, I experienced a near fatal accident in my new prius.

I had taken my Prius into Hansel Toyota Service because of erratic steering going around curves at moderate speeds. The car was test driven on a straight away only and reported ok.

That same morning, on Hiway 101 near Hopland, CA traveling 60 MPH on a 65 posted MPH, the prius went over a dip in the pavement. The back of the Prius went Airborne as if it was on a hydraulic lift. I had no control of steering or braking. The Prius started veering toward the cliff on the mountainous road.

What saved me was the left rear brake and tire jerked on the payment and pulled the car back straight. This was an extremely upsetting experience. I have never experienced suspension and steering behavior such as this on any car.

I later had another experience with the prius feeling as if the back of the car went airborne while going over a dip on the pavement. This experience was not as dangerous as I have been driving the Prius **extremely cautious and below posted speed.**

I took the car to Mid City Toyota also but the Service Manager was not able to duplicate the same road and driving speed condition that is unsafe in this Toyota. Please note I have driven other prius' under the same conditions and never noticed this unsafe suspension and steering problem.

This prius has a very potentially serious safety problem that needs to be corrected immediately, or I need a safer car.

[REDACTED]
[REDACTED]
Brisbane, CA [REDACTED]

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