

Toyota Motor Sales, U.S.A., Inc
19001 South Western Ave
Dept WC11
Torrance, CA 90501

March 8, 2015

Dear Toyota Motor Sales, U.S.A., Inc,

MAR 16 2015

I am writing to report a catastrophic brake defect on my 2010 Prius 4DR HB IV on February 4, 2015. As I was leaving a hospital garage parking lot at my work at 8PM on February 4, 2015, I noticed that my brakes were not as "hard" as usual and braking took longer than usual. By the time I was out of the garage the brakes were "very soft" and had to be pumped to come to a stop. While driving a few blocks further the brake light and a shrilling alarm came on and I then noticed that I could not completely stop the car, but could slow down the car. Since I was driving through an unsafe city neighborhood in Baltimore and felt unsafe to stop, I continued on to a freeway and drove at 30 mph with my emergency flashers on until I located an uphill exit with a gas station at the top of the exit. The car finally came to a stop uphill with the parking brake.

The car was then towed at my expense to Jones Junction Toyota, Belair, Maryland for repair. This was a very distressing situation especially since I had just had the Prius in for the 110,000 mile service on 1/23/2015 (12 days prior to the brake failure). The diagnostic repair on February 5, 2015 was relayed to me as "failed master cylinder and brake booster". (See attached service records). As a search of the internet has shown this to be a problem with the 2010 Prius.

Originally the brake repair costs were quoted as \$5015.77 to repair the master cylinder and brake booster. By working with the service manager, the bill was reduced to \$3421.51 for the brake repair. The cost of this repair is inexcusable for many reasons, but primarily the fact that my safety while driving this vehicle was at stake and no one is willing to acknowledge this or accept that the car had a defective brake system. Further, allowing brakes to fail on a vehicle after a service call 12 days prior to the catastrophic brake failure is unacceptable quality control.

In the past I have owned only Toyota vehicles (Celica, Tercel, 2 Camrys and Prius). As a previously loyal Toyota customer I always adhered to the service schedule for my vehicles; but have now lost my faith in the reliability of Toyota vehicles. Knowing that Toyota does not stand behind there service or their product I will no longer purchase Toyota vehicles.

Sincerely,

[Redacted Signature]
Freeland, MD

✓ cc. NHTSA
1200 New Jersey Ave. SE
West Building
Washington, DC 20590

NM
32013
SMD

CHRYSLER

DODGE



JONES JUNCTION, INC.

T/A JONES TOYOTA, T/A JONES CHRYSLER JEEP DODGE

1510 BELAIR ROAD, BEL AIR, MD 21014 • 410-879-6400 • 410-838-8020 • www.jonesjunction.com

Jeep

RAM

SERVICE & PARTS HOURS: MON. - FRI.: 7:00 AM - 7:00 PM SAT.: 7:00 AM - 5:00 PM • BODY SHOP HOURS: MON. - FRI.: 7:30 AM - 6:00 PM



01011T0CS462691

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	CELL:
	SEAN GILBERT	110592	02/10/15	
	LABOR RATE	LICENSE NO	MILEAGE	
			111,248	
	YEAR / MAKE / MODEL		111,248	BLUE RIBBON
FREELAND, MD	10/TOYOTA/PRIUS/4DR HB IV		12/30/09	4
	VEHICLE ID NO		100	
	J T D K N 3 D U 8 A 0			
	P.T.E. NO			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	02/05/15	
		E#		

TOTALS

MO: 111248

 * WE WANT YOU TO BE *
 * "COMPLETELY SATISFIED"! *

TOTAL LABOR.... 1072.00
 TOTAL PARTS.... 3476.98
 TOTAL SUBLET.... 231.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 28.17
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 208.62

TOTAL INVOICE \$ 5016.77

() CASH () CHECK# () CREDIT CARD
 DATE SVC ADV INITIALS

3,421.51

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Storage charges will be imposed twenty-four hours after work has been completed when applicable at the rate of \$5.00 a day. Not responsible for damage from freezing due to lack of antifreeze.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

X

CUSTOMER'S SIGNATURE

NO CLAIMS WITHOUT THIS NOTICE

THANK YOU



JONES JUNCTION, INC.

T/A JONES TOYOTA, T/A JONES CHRYSLER JEEP DODGE

1510 BELAIR ROAD, BEL AIR, MD 21014 • 410-879-6400 • 410-838-8020 • www.jonesjunction.com

SERVICE & PARTS HOURS: MON. - FRI: 7:00 AM - 7:00 PM SAT: 7:00 AM - 5:00 PM • **BODY SHOP HOURS:** MON. - FRI: 7:30 AM - 6:00 PM



0101ITOC5462691

CUSTOMER NO	SEAN GILBERT	110592	324T	02/10/15	CELL: [REDACTED]
LABOR RATE	LICENSE NO	MILEAGE	111,248	BLUE RIBBON	
YEAR MAKE MODEL	10/TOYOTA/PRIUS/4DR HB IV			DELIVERY DATE	12/30/09
VEHICLE ID NO	J T D K N 3 D U 8 A 0			SELLING DEALER NO	100
FTE NO	R.O. NO			R.O. DATE	02/05/15
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
[REDACTED]		E# [REDACTED]		MO: 111248	

JOB# 1 CHARGES

LABOR
J# 1 40TOZ01 BRAKE CONCERN TECH(S):110608 110967 1072.00
CUSTOMER STATES ABS LIGHT CAME ON AND CUSTOMER HAD
NO BRAKES WHEN DRIVING. CHECK AND ADVISE.
TECH MADE CASE WITH TOYOTA, RECOMMENDED TO REPLACE
BRAKE CYLINDER ASSY. AND BRAKE BOOSTER.
2 HOURS DIAG TO START

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	47070-47060	PUMP ASSY. BRAKE	1062.99	1062.99
	1	47050-47140	CYLINDER ASSY. BR	2389.93	2389.93
	2	00475-1BF03	BRAKE FLUID	12.03	24.06
TOTAL - PARTS					3476.98

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
	770867		02/05/15	TOWING	231.00
TOTAL - SUBLET					231.00

JOB# 1 TOTALS

LABOR	1072.00
PARTS	3476.98
SUBLET	231.00

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 4779.98

JOB# 2 CHARGES

LABOR
J# 2 00TOZC1 *COURTESY INSPECTION TECH(S):110608 INTERNAL
CUSTOMER REQUEST COURTESY INSPECTION
COMPLETE MULTI-POINT INSPECTION REPORT

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	DATA	ELECTRONIC STORAGE FEE		1.00
JOB # A	DISP	ENVIRONMENTAL FEE		1.00
JOB # A	100	SHOP SUPPLIES		26.17
TOTAL - MISC				28.17

RECOMMENDATIONS

YOUR NEXT SERVICE APPOINTMENT WAS SET FOR
JULY, 23 2015 @ 10AM FOR THE FACTOR RECOMMENDED 115K MAINTENANCE
ANY QUESTIONS PLEASE CALL SEAN @ (443) 762-8363
THANK YOU FOR CHOOSING JONES TOYOTA

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Storage charges will be imposed twenty-four hours after work has been completed when applicable at the rate of \$5.00 a day. Not responsible for damage from freezing due to lack of antifreeze.

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X

CUSTOMER'S SIGNATURE

NO CLAIMS WITHOUT THIS NOTICE

THANK YOU

46269

JONES JUNCTION, INC

8 Toyota, Va Jones Chrysler Jeep Dodge

1510 Belair Road

BEL AIR, MD 21014

(410) 879-6400 * (410) 838-8020

www.jonesjunction.com

DISCLAIMER OF WARRANTIES

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle and all articles therein for repairs thereto.

STATE REG# 0000070

E#

RECOMMENDATIONS FROM RO# YOUR
NEXT SERVICE APPOINTMENT WAS SET FOR

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
15TOZ	MAINTENANCE	MI	0.00
00TOZ	OIL LUBE AND FILTER	MI	12.00
00TOZFLT	ONES FOR LIFETIME	MI	0.00
00TOZRENTAL	OIL CHANGE & ROTATE	MI	38.95
02TOZ035TCPCON	TOYOTA CARE PLUS 35K	MO	650.00
02TOZ100BB	100000MILE SERV BB	MI	29.95

AN EXPLANATION OF OUR CHARGES

Labor charges are based on Flat Rate Units specified in the JONES JUNCTION PRICING GUIDE and variable labor rates based on the skill level required for the work requested. There is a ten percent of labor charge - not to exceed \$30.00 - for HAZARDOUS WASTE DISPOSAL and SHOP SUPPLIES. This is a standard charge in the automotive industry and is not unique to JONES JUNCTION. Most dealerships and independent repair facilities have this charge. This charge covers the expense to store, handle and dispose of HAZARDOUS MATERIALS; such as used oils, oil filters, antifreeze, freon, tires, contaminated gasoline and the disposal of batteries and exhaust parts. This charge also covers the expense for cleaning solvents, silicone spray, grease, non-special nuts and bolts, rags, etc. that are used in servicing cars.

The Reynolds and Reynolds Company BRANTWORTH, OH 44006-0001

SERVICE HISTORY

CELL: [REDACTED]

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/23/15	[REDACTED]	110675	110592	167982	I	00TOZ0CL	OIL CHANGE FOR LIFE
				167982	C	02TOZZ110	110000 MILE SERVICE
				167982	C	15TOZFATB	THROTTLE BODY SERVIC
				167982	I	00TOZCI	*COURTESY INSPECTION
				167982	I	97TOZZ	CHECK FOR RECALL
11/14/14	[REDACTED]	106546	110592	110967	C	02TOZZ105	105000MILE SERV BB

SERVICE

SALESPERSON NO. 0384

CHARLES A. MCALEER 4

VEHICLE ID NO JTDKN3DU8A0		YEAR / MAKE / MODEL 10/TOYOTA/PRIUS/4DR HB IV		STOCK NO	LICENSE NO	R.O. NO
CUSTOMER NO		SERVICE CONTRACT		DELIVERY DATE 12/30/09	DELIVERY MILES 4	SELLING DEALER NO 100
COLOR BLUE RIBBON MET/B		CONTRACT NO		EXPIRATION DATE	EXPIRATION MILES	TAG NO 324T
TURBO N		M / MC TOZZ	AIR COND Y	P. S Y	TRANS A	MILEAGE 111,248
ADVISOR NO 110592		PRODUCTION DATE				
TIME RECEIVED 07:06am						WARRANTY PARTS RECEIVED
LABOR RATE						
DATE / TIME PROMISED 02/05/15 07:00pm		PRIORITY 1				
APPOINTMENT ☐ Yes ☒ No		ADVISOR: SEAN GILBERT				
X						CUSTOMER WANTS OLD PARTS ☐ YES ☐ NO

JOB

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: **110967** PARTS **LABOR** **110607** TOTAL **By 12 Noon**

X **C 40TOZ01 BRAKE CONCERN**
CUSTOMER STATES ABS LIGHT CAMES ON AND CUSTOMER HAD NO BRAKES WHEN DRIVING. CHECK AND ADVISE.
wouldnt work 100% ABS Flashing

2 **I* 00TOZCI *COURTESY INSPECTION**
CUSTOMER REQUEST COURTESY INSPECTON
Pressed on brakes very hard and wouldnt stop it would slow down

Case # [REDACTED]

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

TIRES
☒ 32 ☒ 32
☒ 32 ☒ 32
 BRA
☒ ☒

*You agree that we may contact you in writing, by email, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may contact you in these other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you.

CELL: [REDACTED]

01/23/15 [REDACTED] 110675 110592 167982 I 00TOZOCL OIL CHANGE FOR LIFE
167982 C 02TOZZ110 110000 MILE SERVICE
167982 C 15TOZFATB THROTTLE BODY SERVICE
167982 I 00TOZCI *COURTESY INSPECTION
167982 I 97TOZZ CHECK FOR RECALL
110967 C 02TOZZ105 105000MILE SERV BB
11/14/14 [REDACTED] 106546 110592
SALESPERSON NO. 0384 CHARLES A. MCALEER 4
S E R V I C E

JTDKN3DU8A0 [REDACTED] 10/TOYOTA/PRIUS/4DR HB IV
[REDACTED] 12/30/09 4 100 02/05/15
FREELAND, MD [REDACTED] BLUE RIBBON MET/B 324T
[REDACTED] N TOZZ Y Y A 111,248 110592
07:06am

STATE REG# 0000070
E# [REDACTED]

02/05/15 07:00pm 1

X

ADVISOR: SEAN GILBERT

RECOMMENDATIONS FROM RO# [REDACTED] YOUR
NEXT SERVICE APPOINTMENT WAS SET FOR

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X

15TOZ	MAINTENANCE	MI	0.00
00TOZ	OIL LUBE AND FILTER	MI	12.00
00TOZJFLT	JONES FOR LIFETIME	MI	0.00
00TOZRENTAL	OIL CHANGE & ROTATE	MI	38.95
02TOZZ035TCPCON	TOYOTA CARE PLUS 35K	MO	650.00
02TOZZ100BB	100000MILE SERV BB	MI	29.95

1 C 40TOZ01 **BRAKE CONCERN**
CUSTOMER STATES ABS LIGHT CAMES ON AND CUSTOMER HAD
NO BRAKES WHEN DRIVING. CHECK AND ADVISE.

2 I* 00TOZCI ***COURTESY INSPECTION**
CUSTOMER REQUEST COURTESY INSPECTON



B.A.T.T.
BROOKHART'S AUTO TRANSPORT & TOWING

Light • Medium • Heavy Duty

1305 B Enterprise Ct.

Bel Air, MD 21014

brookhartstowing.com

(410) 638-0090 Fax (410) 638-2800

DATE 2-4-15	TIME 9:50	A.M. (P.M.)	REQUESTED BY Jones Toyota
LOCATION OF VEHICLE Wt Carmel Rd X 83			
NAME [REDACTED]		PHONE [REDACTED]	
ADDRESS [REDACTED]			
MILEAGE		SERVICE TIME	
FINISH _____		FINISH _____	
START _____		START _____	
TOTAL 34		TOTAL _____	
EXTRA PERSON			
FINISH _____		FINISH _____	
START _____		START _____	
TOTAL _____		TOTAL _____	
YEAR 10	MAKE / MODEL / COLOR Toyota Prius Blue		DRIVER Justin #15
STATE MD	LIC NO. [REDACTED]	VEHICLE I.D. NO. JTDKN3DUBAO [REDACTED]	
☐ SLING/HOIST TOW ☐ WHEEL LIFT ☒ FLAT BED/RAMP ☐ START ☐ LOCK OUT		☐ FLAT TIRE ☐ OUT OF GAS ☐ WRECK ☐ RECOVERY	SPECIAL EQUIPMENT ☐ SINGLE LINE WINCHING ☐ DUAL LINE WINCHING ☐ SNATCH BLOCKS ☐ SCOTCH BLOCKS ☐ DOLLY
VEHICLE TOWED TO Jones Toyota			
REMARKS 111248 miles		MILEAGE CHARGE	136.00
		TOWING CHARGE	95.00
		LABOR CHARGE	
		STORAGE CHARGE	
		TOTAL	
OPERATOR'S SIGNATURE [Signature]			
AUTHORIZED SIGNATURE [REDACTED]			

Road Service

Vehicle Diagnostic Report

2010 Prius

Production Date - 11/2009

JTDKN3DU8A0

nes Toyota

10 Bel Air Rd. Bel Air, MD 21014

Jonesjunction.com

Printed By: Default User(1)

2/5/2015 9:15:26 AM

Diagnostic Trouble Code Report ABS/VSC/TRAC(1 of 1)

Code	Description	Current	Pending	History	Summary	Freeze Frame
C1252	Brake Booster Pump Motor on Time Abnormally Long	X			Icon C	Y
C1256	Accumulator Low Pressure	X			Icon C	Y

Vehicle Diagnostic Report

2010 Prius

Production Date - 11/2009

JTDKN3DU8A0

Jones Toyota

1510 Bel Air Rd. Bel Air, MD 21014

Jonesjunction.com

Printed By: Default User(1)

2/5/2015 9:17:00

Diagnostic Trouble Code Report ABS/VSC/TRAC(1 of 1)

Code	Description	Current	Pending	History	Summary	Freeze Frame
C1252	Brake Booster Pump Motor on Time Abnormally Long	X			Icon C	Y
C1256	Accumulator Low Pressure	X			Icon C	Y

Freeze Frame Data Report C1252(1 of 1)

Parameter	-3	-2	-1	0	1	Unit
Detailed Freeze DTC	N/A	N/A	N/A	311	N/A	
Elapsed Time after Freeze Trigger	N/A	0	0	210	N/A	msec
Number of IG ON	N/A	3	3	3	N/A	
Elapsed Time	N/A	N/A	N/A	3234	N/A	sec
Buzzer	N/A	OFF	OFF	ON	N/A	
Stop Light SW	N/A	OFF	OFF	OFF	N/A	
Parking Brake SW	N/A	OFF	OFF	OFF	N/A	
Reservoir Warning SW	N/A	OFF	OFF	OFF	N/A	
Shift Lever Position	N/A	P.N	P.N	P.N	N/A	
Operated System	N/A	Non	Non	Non	N/A	
Stroke Sensor	N/A	0.86	0.86	0.86	N/A	V
Accumulator Sensor	N/A	N/A	N/A	3.21	N/A	V
Yaw Rate Sensor	N/A	0	0	0	N/A	degrees/s
Lateral G	N/A	-0.19	-0.19	-0.19	N/A	m/s2
Forward and Rearward G	N/A	0.19	0.19	0.19	N/A	m/s2
FR Wheel Speed	N/A	0	0	0	N/A	MPH
FL Wheel Speed	N/A	0	0	0	N/A	MPH
RR Wheel Speed	N/A	0	0	0	N/A	MPH
RL Wheel Speed	N/A	0	0	0	N/A	MPH
Vehicle Speed	N/A	0	0	0	N/A	MPH
Accelerator Opening Angle %	N/A	0.0	0.0	0.0	N/A	%
ECB Motor Relay	N/A	N/A	N/A	OFF	N/A	
ECB Main Relay	N/A	N/A	N/A	ON	N/A	
IG1 Voltage Value	N/A	N/A	N/A	0.00	N/A	V
IG2 Voltage Value	N/A	N/A	N/A	0.00	N/A	V
BS1 Voltage Value	N/A	N/A	N/A	11.84	N/A	V
V/M1 Voltage Value	N/A	N/A	N/A	10.98	N/A	V
Motor Relay Voltage Value	N/A	N/A	N/A	12.00	N/A	V
Steering Angle Sensor	N/A	0.0	0.0	0.0	N/A	degrees
TRAC/VSC Off Mode	N/A	Normal	Normal	Normal	N/A	
Regulator Pressure Sensor Output	N/A	0.50	0.49	0.49	N/A	V
Regulator Pressure Sensor Output Variant	N/A	0	0	0	N/A	MPa/s
Wheel Cylinder Pressure Sensor	N/A	N/A	N/A	0.50	N/A	V
SLA Solenoid Current	N/A	N/A	N/A	0.00	N/A	A
SLR Solenoid Current	N/A	N/A	N/A	0.00	N/A	A
Target Oil Pressure	N/A	N/A	N/A	0.00	N/A	Mpa
ECB Solenoid (SSC)	N/A	N/A	N/A	OFF	N/A	
ECB Solenoid (SCC)	N/A	N/A	N/A	ON	N/A	
ECB Solenoid (SMC)	N/A	N/A	N/A	OFF	N/A	
ECB Solenoid (SRC)	N/A	N/A	N/A	OFF	N/A	

Vehicle Diagnostic Report

2010 Prius

Production Date - 11/2009

JTDKN3DU8A0

Jones Toyota

1510 Bel Air Rd. Bel Air, MD 21014

Jonesjunction.com

Printed By: Default User(1)

2/5/2015 9:16:25 AM

Diagnostic Trouble Code Report

ABS/VSC/TRAC(1 of 1)

Code	Description	Current	Pending	History	Summary	Freeze Frame
C1252	Brake Booster Pump Motor on Time Abnormally Long	X			Icon C	Y
C1256	Accumulator Low Pressure	X			Icon C	Y

Freeze Frame Data Report

C1256(Current)(1 of 1)

Parameter	Value	Unit
Detailed Freeze DTC	341	
Elapsed Time after Freeze Trigger	0	msec
Number of IG ON	3	
Elapsed Time	33	sec
Buzzer	ON	
Stop Light SW	ON	
Parking Brake SW	OFF	
Reservoir Warning SW	OFF	
Shift Lever Position	DM	
Operated System	Non	
Stroke Sensor	1.13	V
Accumulator Sensor	2.03	V
Yaw Rate Sensor	0	degrees/s
Lateral G	0.00	m/s2
Forward and Rearward G	0.00	m/s2
FR Wheel Speed	0	MPH
FL Wheel Speed	0	MPH
RR Wheel Speed	0	MPH
RL Wheel Speed	0	MPH
Vehicle Speed	0	MPH
Accelerator Opening Angle %	0.0	%
ECB Motor Relay	OFF	
ECB Main Relay	ON	
IG1 Voltage Value	14.90	V
IG2 Voltage Value	14.90	V
BS1 Voltage Value	14.90	V
VM1 Voltage Value	14.03	V
Motor Relay Voltage Value	0.00	V
Steering Angle Sensor	-231.1	degrees
TRAC/VSC Off Mode	Normal	
Regulator Pressure Sensor Output	0.84	V
Regulator Pressure Sensor Output Variant	0	MPa/s
Wheel Cylinder Pressure Sensor	0.78	V
SLA Solenoid Current	0.00	A
SLR Solenoid Current	0.00	A
Target Oil Pressure	1.64	Mpa
ECB Solenoid (SSC)	OFF	
ECB Solenoid (SCC)	OFF	
ECB Solenoid (SMC)	OFF	
ECB Solenoid (SRC)	OFF	

Vehicle Diagnostic Report

2010 Prius

Production Date - 11/2009
JTDKN3DU8A0

Jones Toyota
1510 Bel Air Rd. Bel Air, MD 21014

Jonesjunction.com

Printed By: Default User(1)

2/5/2015 9:20:07 AM

Diagnostic Trouble Code Report ABS/VSC/TRAC(1 of 1)

Code	Description	Current	Pending	History	Summary	Freeze Frame
C1252	Brake Booster Pump Motor on Time Abnormally Long	X			Icon C	Y
C1256	Accumulator Low Pressure	X			Icon C	Y

Vehicle Diagnostic Report

2010 Prius

Production Date - 11/2009

JTDKN3DU8A0

nes Toyota
10 Bel Air Rd. Bel Air, MD 21014

Jonesjunction.com

Printed By: Default User(1)

2/5/2015 9:19:53 AM

Diagnostic Trouble Code Report ABS/VSC/TRAC(1 of 1)

Code	Description	Current	Pending	History	Summary	Freeze Frame
C1252	Brake Booster Pump Motor on Time Abnormally Long	X			Icon C	Y
C1256	Accumulator Low Pressure	X			Icon C	Y

Freeze Frame Data Report C1256(Current)(1 of 1)

Parameter	Value	Unit
ailed Freeze DTC	341	
apsed Time after Freeze Trigger	0	msec
mber of IG ON	3	
apsed Time	33	sec
zzer	ON	
p Light SW	ON	
king Brake SW	OFF	
ervoir Warning SW	OFF	
ift Lever Position	D/M	
erated System	Non	
oke Sensor	1.13	V
umulator Sensor	2.03	V
v Rate Sensor	0	degrees/s
eral G	0.00	m/s2
ward and Rearward G	0.00	m/s2
Wheel Speed	0	MPH
Wheel Speed	0	MPH
Wheel Speed	0	MPH
Wheel Speed	0	MPH
icle Speed	0	MPH
celerator Opening Angle %	0.0	%
B Motor Relay	OFF	
B Main Relay	ON	
I Voltage Value	14.90	V
I Voltage Value	14.90	V
I Voltage Value	14.90	V
I Voltage Value	14.03	V
or Relay Voltage Value	0.00	V
ering Angle Sensor	-231.1	degrees
AC/VSC Off Mode	Normal	
gulator Pressure Sensor Output	0.84	V
gulator Pressure Sensor Output Variant	0	MPa/s
eel Cylinder Pressure Sensor	0.76	V
A Solenoid Current	0.00	A
E Solenoid Current	0.00	A
get Oil Pressure	1.64	Mpa
B Solenoid (SSC)	OFF	
B Solenoid (SCC)	OFF	
B Solenoid (SMC)	OFF	
B Solenoid (SRC)	OFF	

Vehicle Diagnostic Report

2010 Prius

Production Date - 11/2009

JTDKN3DU8A0

Jones Toyota

1510 Bel Air Rd. Bel Air, MD 21014

Jonesjunction.com

Printed By: Default User(1)

2/5/2015 9:19:37 AM

Diagnostic Trouble Code Report

ABS/VSC/TRAC(1 of 1)

Code	Description	Current	Pending	History	Summary	Freeze Frame
C1252	Brake Booster Pump Motor on Time Abnormally Long	X			Icon C	Y
C1256	Accumulator Low Pressure	X			Icon C	Y

Freeze Frame Data Report

C1252(1 of 1)

Parameter	3	2	1	0	1	Unit
Detailed Freeze DTC	N/A	N/A	N/A	311	N/A	
Elapsed Time after Freeze Trigger	N/A	0	0	210	N/A	msec
Number of IG ON	N/A	3	3	3	N/A	
Elapsed Time	N/A	N/A	N/A	3234	N/A	sec
Buzzer	N/A	OFF	OFF	ON	N/A	
Stop Light SW	N/A	OFF	OFF	OFF	N/A	
Parking Brake SW	N/A	OFF	OFF	OFF	N/A	
Reservoir Warning SW	N/A	OFF	OFF	OFF	N/A	
Shift Lever Position	N/A	P.N	P.N	P.N	N/A	
Operated System	N/A	Non	Non	Non	N/A	
Stroke Sensor	N/A	0.86	0.86	0.86	N/A	V
Accumulator Sensor	N/A	N/A	N/A	3.21	N/A	V
Yaw Rate Sensor	N/A	0	0	0	N/A	degrees/s
Lateral G	N/A	-0.19	-0.19	-0.19	N/A	m/s2
Forward and Rearward G	N/A	0.19	0.19	0.19	N/A	MPH
FR Wheel Speed	N/A	0	0	0	N/A	MPH
FL Wheel Speed	N/A	0	0	0	N/A	MPH
RR Wheel Speed	N/A	0	0	0	N/A	MPH
RL Wheel Speed	N/A	0	0	0	N/A	MPH
Vehicle Speed	N/A	0	0	0	N/A	MPH
Accelerator Opening Angle %	N/A	0.0	0.0	0.0	N/A	%
ECB Motor Relay	N/A	N/A	N/A	OFF	N/A	
ECB Main Relay	N/A	N/A	N/A	ON	N/A	
IG1 Voltage Value	N/A	N/A	N/A	0.00	N/A	V
IG2 Voltage Value	N/A	N/A	N/A	0.00	N/A	V
BS1 Voltage Value	N/A	N/A	N/A	11.84	N/A	V
VM1 Voltage Value	N/A	N/A	N/A	10.98	N/A	V
Motor Relay Voltage Value	N/A	N/A	N/A	12.00	N/A	V
Steering Angle Sensor	N/A	0.0	0.0	0.0	N/A	degrees
TRAC/VSC Off Mode	N/A	Normal	Normal	Normal	N/A	
Regulator Pressure Sensor Output	N/A	0.50	0.49	0.49	N/A	V
Regulator Pressure Sensor Output Variant	N/A	0	0	0	N/A	MPa's
Wheel Cylinder Pressure Sensor	N/A	N/A	N/A	0.50	N/A	V
SLA Solenoid Current	N/A	N/A	N/A	0.00	N/A	A
SLR Solenoid Current	N/A	N/A	N/A	0.00	N/A	A
Target Oil Pressure	N/A	N/A	N/A	0.00	N/A	Mpa
ECB Solenoid (SSC)	N/A	N/A	N/A	OFF	N/A	
ECB Solenoid (SCC)	N/A	N/A	N/A	ON	N/A	
ECB Solenoid (SMC)	N/A	N/A	N/A	OFF	N/A	
ECB Solenoid (SRC)	N/A	N/A	N/A	OFF	N/A	

Shop Notes for RO# [REDACTED]

02/05/15 12:13 PM

Perry MacBurney

1 47070-47060	PUMP ASSY, BRA	1	1220.60	1220.60	1
2 47050-47140	CYLINDER ASSY,	1	2389.93	2389.93	19

02/05/15 12:13 PM

Perry MacBurney

parts not in stk

02/05/15 02:55 PM

Sean Gilbert (443) 762-8363

3610.53

804 labor

268 diag..

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SUMMARY HISTORY PRINTOUT

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CUSTOMER NAME

SERIAL NO. JTDKN3DU8A0

TOTAL R/O'S

TOTAL SERV. DAYS 34

MAKE TO TOYOTA

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1		01/23/2015	110675	A	110592			
				T	167982	1 I	00TOZOCL	OIL CHANGE FOR L
				T	167982	2 C	02TOZZ110	110000 MILE SERV
				T	167982	3 C	15TOZFATB	THROTTLE BODY SE
				T	167982	4 I	00TOZCI	*COURTESY INSPEC
				T	167982	5 I	97TOZZ	CHECK FOR RECALL
2		11/14/2014	106546	A	110592			
				T	110967	1 C	02TOZZ105	105000MILE SERV
				T	110967	2 I	00TOZCI	*COURTESY INSPEC
				T	110967	3 I	97TOZZ	CHECK FOR RECALL
3		09/12/2014	102320	A	110592			
				T	BL00	1 C	45TOZ06	4 WHEEL ALIGNMEN
				T	110608			
				T	110967			
				T	110824			
				T	BL00	2 C	46TOZ07	4 MOUNT AND BALA
				T	110608			
				T	110967			
				T	110824			
4		08/14/2014	100573	A	110592			
				T	OR00	1 I	00TOZOCL	OIL CHANGE FOR L
				T	OR00	2 C	02TOZZ100	100000 MILE SERV
				T	110171			
				T	110535			
				T	186742			
				T	OR00	3 I	00TOZCI	*COURTESY INSPEC
				T	OR00	4 I	97TOZZ	CHECK FOR RECALL
5		05/16/2014	95511	A	110682			
				T	BR00	1 I	00TOZCI	*COURTESY INSPEC
				T	BR00	2 I	02TOZZ095	95000 MILE SERVI
				T	110371			
				T	110966			
				T	110376			
				T	BR00	3 I	97TOZZ	CHECK FOR RECALL
				T	BR00	4 I	00TOZOCL	OIL CHANGE FOR L
				T	110371			
				T	110966			
				T	110376			
				T	BR00	5 C	15TOZECR	*SERVICE COOLANT
				T	110371			
				T	110966			
				T	110376			
6		02/21/2014	90294	A	110682			
				T	110966	1 W	97TOZZ	CHECK FOR RECALL
				T	BR01	2 I	00TOZOCL	OIL CHANGE FOR L
				T	BR01	3 I	15TOZTR	*TIRE ROTATION
				T	110966			
				T	110376			
				T	BR01	4 I	00TOZCI	*COURTESY INSPEC
				T	BR01	5 C	02TOZZ090	90000 MILE SERVI

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CUSTOMER NAME

TOTAL R/O'S

TOTAL SERV. DAYS 34

SERIAL NO. JTDKN3DU8A0

MAKE TO TOYOTA

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....	
7	[REDACTED]	11/15/2013	85589	T			110966		
				T			110376		
				T	BR01	6	C	10TOZ07	4 CYL TUNE UP
				T			110966		
				T			110376		
				A			110682		
				T	BR00	1	I	15TOZFTR	*TIRE ROTATION
				T			110371		
				T			110966		
				T			110376		
				T	BR00	2	I	00TOZCI	*COURTESY INSPEC
				T	BR00	3	I	97TOZZ	CHECK FOR RECALL
				T	BR00	4	I	00TOZOCL	OIL CHANGE FOR L
				T	BR00	5	C	02TOZZ085	85000 MILE SERVI
				T			110371		
8	[REDACTED]	09/07/2013	80602	T			110966		
				T			110376		
				A			110682		
				T	BR01	1	I	00TOZCI	*COURTESY INSPEC
				T	BR01	2	I	97TOZZ	CHECK FOR RECALL
				T	BR01	3	I	00TOZOCL	OIL CHANGE FOR L
				T	BR01	4	I	15TOZTR	*TIRE ROTATION
				T			110966		
				T			110241		
				T	BR01	5	C	02TOZZ080	80,000 MILE SERV
				T			110966		
				T			110241		
				T	BR01	6	C	46TOZ03	*ROAD FORCE BALA
				T			110966		
				T			110241		
				T	BR01	7	C	15TOZRPFT	*POLLEN AIR FILT
				T			110966		
				T			110241		
				T	BR01	8	C	45TOZ06	4 WHEEL ALIGNMEN
				T			110966		
				T			110241		
T	BR01	9	C	15TOZAFR	*REPLACE AIR FIL				
T			110966						
T			110241						
9	[REDACTED]	05/24/2013	75140	A			110993		
				T	TE00	1	I	00TOZCI	*COURTESY INSPEC
				T	TE00	2	I	00TOZOCL	OIL CHANGE FOR L
				T			110417		
				T			110423		
				T			110535		
				T	TE00	3	I	15TOZTR	*TIRE ROTATION
				T			110417		
				T			110423		
				T			110535		
T	TE00	4	I	02TOZZ001	DECLINED SERVICE				

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CUSTOMER NAME
TOTAL R/O'S

TOTAL SERV. DAYS 34

SERIAL NO. JTDKN3DU8A0
MAKE TO TOYOTA

LN#	RO. NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
10		03/01/2013	70239	A	110101			
				T	PU00	1	I 00TOZCI	*COURTESY INSPEC
				T	PU00	2	I 97TOZZ	CHECK FOR RECALL
				T	PU00	3	I 00TOZOCL	OIL CHANGE FOR L
				T	110556			
				T	110444			
				T	11087899			
				T	PU00	4	I 15TOZTR	*TIRE ROTATION
				T	110556			
				T	110444			
				T	11087899			
				T	PU00	5	C 15TOPCV	*REPL PCV CLEAN
				T	110556			
				T	110444			
				T	11087899			
				T	PU00	6	C 15TOZTBS	THROTTLE BODY SE
				T	110556			
				T	110444			
				T	11087899			
11		12/08/2012	65169	A	110101			
				T	110587	1	I 00TOZCI	*COURTESY INSPEC
				T	110587	2	I 97TOZZ	CHECK FOR RECALL
				T	AQ00	3	I 00TOZOCL	OIL CHANGE FOR L
				T	110587			
				T	110787			
				T	AQ00	4	I 15TOZTR	*TIRE ROTATION
				T	110587			
				T	110787			
				T	110587	5	C 15TOZWB	REPL WIPER INSER
				T	AQ00	6	C 15TOZRPFT	*POLLEN AIR FILT
				T	110587			
				T	110787			
				T	AQ00	7	C 51TOZ01	BODY ELECT CONCE
				T	110587			
				T	110787			
12		09/22/2012	59849	A	110101			
				T	PU00	1	I 00TOZOCL	OIL CHANGE FOR L
				T	110444			
				T	110556			
				T	110117			
				T	PU00	2	I 00TOZCI	*COURTESY INSPEC
				T	PU00	3	I 97TOZZ	CHECK FOR RECALL
				T	PU00	4	I 15TOZTR	*TIRE ROTATION
				T	110444			
				T	110556			
				T	110117			
13		06/29/2012	54748	A	110101			
				T	110948	1	I 51TOZ	BODY ELEC DIAGNO
				T	110948	2	I 00TOZOCL	OIL CHANGE FOR L
				T	110948	3	I 00TOZCI	*COURTESY INSPEC

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CUSTOMER NAME
TOTAL R/O'S

TOTAL SERV. DAYS 34

SERIAL NO. JTDKN3DU8A0
MAKE TO TOYOTA

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
14		05/18/2012	52423	A	110101			
				T	PU00	1	C 46TOZ07	4 MOUNT AND BALA
				T	110444			
				T	110556			
				T	110555			
				T	PU00	2	C 45TOZ06	4 WHEEL ALIGNMEN
				T	110444			
				T	110556			
				T	110555			
				T	PU00	3	I 00TOZCI	*COURTESY INSPEC
15		03/31/2012	49572	A	110101			
				T	110580	1	I 00TOZCI	*COURTESY INSPEC
				T	110580	2	I 97TOZZ	CHECK FOR RECALL
				T	110535	3	I 00TOZOCL	OIL CHANGE FOR L
				T	110580	4	I 02TOZZ050BB	50000 MILE SERVI
				T	110580	5	C 15TOZAFR	*REPLACE AIR FIL
16		01/14/2012	44660	A	110101			
				T	PU00	1	I 00TOZOCL	OIL CHANGE FOR L
				T	110117			
				T	110556			
				T	110321			
				T	PU00	2	C 00TOZCI	*COURTESY INSPEC
				T	PU00	3	C 97TOZZ	CHECK FOR RECALL
				T	PU00	4	C 02TOZZ045BB	45000MILE SERVIC
				T	110117			
				T	110556			
				T	110321			
				T	PU00	5	C 51TOZ01	BODY ELECT CONCE
				T	110117			
				T	110556			
				T	110321			
				T	PU00	6	C 15TOZTBS	THROTTLE BODY SE
				T	110117			
				T	110556			
				T	110321			
				T	PU00	7	W 47TOZ01	AXLE CONCERN
				T	110117			
				T	110556			
				T	110321			
17		10/15/2011	39367	A	110101			
				T	110321	1	C 02TOZZ040	40000 MILE SERVI
				T	110321	2	I 00TOZCI	*COURTESY INSPEC
				T	110321	3	I 97TOZZ	CHECK FOR RECALL
				T	110321	4	I 00TOZOCL	OIL CHANGE FOR L
18		07/28/2011	34486	A	110679			
				T	110636	1	I 00TOZCI	*COURTESY INSPEC
				T	110636	2	I 97TOZZ	CHECK FOR RECALL
				T	110636	3	C 46TOZ10	1 MOUNT AND BALA
				T	110636	4	C 15TOZRPFT	*POLLEN AIR FILT
				T	110636	5	C 45TOZ06	4 WHEEL ALIGNMEN

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CUSTOMER NAME

TOTAL R/O'S

TOTAL SERV. DAYS 34

SERIAL NO. JTDKN3DU8A0

MAKE TO TOYOTA

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
19		05/19/2011	29639	T 110636	6	C	46TOZ05	UPGRADE ROTATE
				T 110636	7	I	00TOZOCL	OIL CHANGE FOR L
				A 0849				
				T BL00	1	I	00TOZCI	*COURTESY INSPEC
				T BL00	2	C	02TOZZ030BB	30000MILE SERVIC
				T 110386				
				T 110907				
				T 110647				
				T BL00	3	I	97TOZZ	CHECK FOR RECALL
				T BL00	4	I	00TOZOCL	OIL CHANGE FOR L
				T 110386				
				T 110907				
				T 110647				
20		03/03/2011	24657	A 0849				
				T 110321	1	I	00TOZCI	*COURTESY INSPEC
				T 110321	2	I	97TOZZ	CHECK FOR RECALL
				T 110321	3	C	02TOZZ025	25000 MILE SERVI
				T 110321	4	I	00TOZOCL	OIL CHANGE FOR L
21		12/10/2010	20086	A 110101				
				T 0237	1	I	61TOZ01	EXT TRIM CONCERN
22		12/02/2010	19534	A 110101				
				T 0237	1	C	02TOZZ020	20000 MILE SERVI
				T 0237	2	I	00TOZCI	*COURTESY INSPEC
				T 0237	3	I	00TOZOCL	OIL CHANGE FOR L
				T 0237	4	I	97TOZZ	CHECK FOR RECALL
				T 0237	5	C	09TOZ01	FUEL SYSTEM CONC
				T 0237	6	C	46TOZ06	TIRE REPAIR/PLUG
				T 0237	7	C	45TOZ06	4 WHEEL ALIGNMEN
23		09/16/2010	14622	A 110441				
				T 110171	1	I	00TOZOCL	OIL CHANGE FOR L
				T 110171	2	C	02TOZZ015BB	15000MILE SERVIC
				T 110171	3	C	00TOZCI	*COURTESY INSPEC
24		06/18/2010	9476	A 110101				
				T 548548	1	C	02TOZZ010	10000 MILE SERVI
				T 548548	2	I	00TOZOCL	OIL CHANGE FOR L
				T 548548	3	I	00TOZCI	*COURTESY INSPEC
				T 548548	4	I	51TOZ01	BODY ELECT CONCE
25		03/29/2010	4556	A 110101				
				T 548548	1	C	00TOZCI	*COURTESY INSPEC
				T 548548	2	C	02TOZZ005	5000 MILE SERVIC
				T 548548	3	I	00TOZOCL	OIL CHANGE FOR L
26		02/15/2010	1752	A 110101				
				T 110289	1	W	40TOZAOB	PRIUS ABS AOB RE
27		12/30/2009	1	A 477				
				T 0578	1	I	55TOZGETREADY	GET READY
28		12/28/2009	1	A 110441				
				T WH00	1	I	75TOZPRIUS	PRIUS PDI
				T 155155				
				T 110730				

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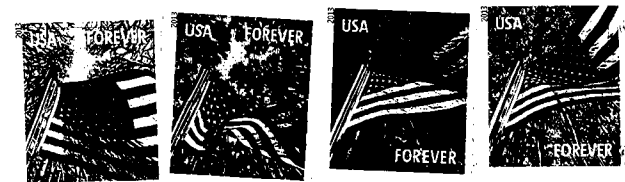
CUSTOMER NAME
TOTAL R/O'S

TOTAL SERV. DAYS 34

SERIAL NO. JTDKN3DU8A0
MAKE TO TOYOTA

LN# RO.NO. RO. DATE.. MILES. ADV/TECH J# T OPERATION CODE. DESCRIPTION.....

[REDACTED]
Freeland, MD [REDACTED]



Attn. Safety
Vehicles Complaint

National Highway Traffic Safety Administration
NHTSA
1200 New Jersey Ave. SE
West Building
Washington, DC 20590