

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY 100148	
				Date Received 25-MAR-2015 JUL 28 2015	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State	Zip Code	Evening Telephone Number	
ROME		NY			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
JTDKB20U873		TOYOTA	PRIUS	2007	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
May 2007	Nye Toyota 315-363-1000		No: Cylinders 4	Gas	
Original Owner	Dealer's City	State	Zip Code		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
Automatic	☒ Cruise Control	Hybrid			12-JAN-2015
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage	Failure Speed
				60000	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM9ABC036)	☐ Original Equipment ☐ Prior Repair		Failure Location:		
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	Date Manufactured:		Model No./Name:		
Seat Type:	Installation System:				
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2007 TOYOTA PRIUS. THE CONTACT STATED THAT THE INSTRUMENT PANEL FAILED. THE CONTACT ALSO STATED THAT THE IGNITION SWITCH FAILED TO RELEASE THE KEY OR TURN IT IN ORDER TO SHUT OFF THE VEHICLE. IN ADDITION, THE PASSENGER AIR BAG WARNING LIGHT CONTINUOUSLY ILLUMINATED. THE FAILURE OCCURRED MULTIPLE TIMES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 60,000.					
This problem was intermittent and occurring increasingly frequently. On one occasion when this occurred, I drove to the dealership so that they could see what was happening. However, the					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

panel booted up en route - about 1/2 hour trip. I brought in information obtained via internet citing a number of other Prius owners describing same problem + service bulletin + -SB-0172-09 (combo display) - repair instructions. I paid \$830 for the repair which Toyota would not refund since problem had not been duplicated. Problem has been corrected + this was obviously a fundamental problem with Prius + should most definitely be a recall. It is dangerous to be able to drive car without knowing speed, how much gas + not having access to alarm lights.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

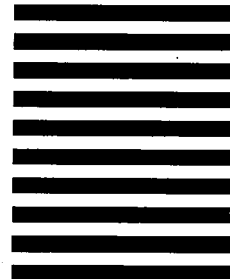
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

SYRACUSE
NY 130
20 JUL 15
PN 2 L



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

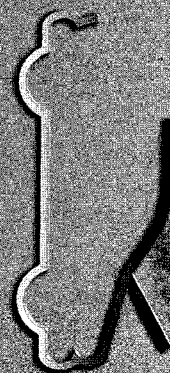
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

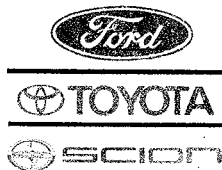
www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration



1479 Genesee Street
Oneida, New York 13421
315-363-0600
1-800-921-3673
www.nyeauto.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	CELL:
	JOSEPH VENTURINI	8534	03/24/15	
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
	84.95		72,356	RED/FAWN
YEAR MAKE MODEL	VEHICLE ID NO.	DELIVERY DATE	DELIVERY MILES	
07/TOYOTA/PRIUS/4DR HYBRID	J T D K B 2 0 U 8 7 3	05/16/07	23	
ROME, NY	EYE NO.	P.O.	P.O. DATE	
			03/24/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
		E#		

MO: 72356

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

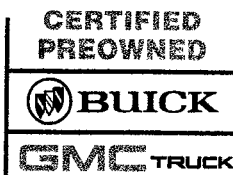
TOTAL LABOR.... 127.43
TOTAL PARTS.... 635.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 6.35
TOTAL MISC DISC 0.00
TOTAL TAX..... 61.50

TOTAL INVOICE \$ 830.28

NOT RESPONSIBLE FOR LOSS
OR DAMAGE TO CARS OR
ARTICLES LEFT IN CARS IN CASE
OF FIRE, THEFT OR ANY OTHER
CAUSE BEYOND OUR CONTROL.

N.Y. STATE
REPAIR SHOP #
7100793

WE APPRECIATE THE OPPORTUNITY TO PROVIDE YOU WITH QUALITY
SERVICE. THANK YOU FOR YOUR BUSINESS !!!
YOU MAY RECEIVE A MANUFACTURER'S SURVEY RELATING TO YOUR
SERVICE VISIT-IF FOR ANY REASON YOU CAN NOT ANSWER
COMPLETELY SATISFIED-PLEASE GIVE US THE OPPORTUNITY TO
RECTIFY ANY CONCERNS BY CONTACTING OUR SERVICE DIRECTOR.
**** YOUR SATISFACTION IS OUR HIGHEST PRIORITY ****



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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	CELL:
	JOSEPH VENTURINI	8534	03/24/15	
	LABOR RATE	84.95	72,356	
	YEAR / MAKE / MODEL	07 / TOYOTA / PRIUS / 4DR HYBRID	RED / FAWN	
ROME, NY	VEHICLE ID NO.	JTDKB20U873	05/16/07	23
	P.T.E. NO.		R.O. DATE	
			03/24/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
		E#		

MO: 72356

JOB# 1 CHARGES

LABOR
JOB# 1 5110Z BODY ELECTRICAL HOURS: 1.50 TECH(S): 1914 127.43

CUSTOMER STATES AT TIMES VEHICLE WONT BOOT UP.
SOP TO BE INSTALLED
REPLACED COMBINATION METER ASSEMBLY PER CUST REQUEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	83291-47360-RP	COMPUTER, COMBINA	801.91	635.00	635.00
TOTAL - PARTS						635.00

JOB# 1 TOTALS

LABOR	127.43
PARTS	635.00

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 762.43

JOB# 2 CHARGES

LABOR
JOB# 2 0110Z MULTI POINT INSP HOURS: 0.00 TECH(S): 1914 0.00

PERFORM A COMPLIMENTARY MULTI POINT INSPECTION
AS PER CHECK OVER
SEE RECOMMENDED SERVICES
SHEET ATTACHED

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX TOCS	JOB# 2 TOTAL
	0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	TEPA	TOYOTA ENVIRONMENTAL CHARGE	
TOTAL - MISC			6.35

COMMENTS
WAIT

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7100793

DISCLAIMER
OF WARRANTIES

THE SELLER HEREBY
EXPRESSLY DISCLAIMS ALL
WARRANTIES EITHER
EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED
WARRANTY OF MERCHANT-
ABILITY OR FITNESS FOR A
PARTICULAR PURPOSE, AND
SELLER NEITHER ASSUMES
NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME
FOR IT ANY LIABILITY IN
CONNECTION WITH THE
SALE OF SAID PRODUCTS.

ALL PARTS INSTALLED ARE
NEW UNLESS OTHERWISE
SPECIFIED.

CUSTOMER ACKNOWLEDGES
REC. OF COPY

X

THANK YOU!