

TO: U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY
ADMINISTRATION

FROM: [REDACTED]

ATASCADERO, CA [REDACTED]
[REDACTED]

JUL 17 2015

RE 2007 BX TOYOTA PRIUS
VIN; JTDKB20U573 [REDACTED]

I PURCHASED THIS 2007 TOYOTA PRIUS FROM THE DECEASED OWNER'S WIFE IN SEPTEMBER 2014. WE COULD NOT FIND ANY OF THE SERVICE/MAINTENANCE RECORDS. WE DID HOWEVER, FIND AN INVOICE DATED 8-27-07 FROM TOYOTA OF SANTA MARIA. 700 E. BETTERAVIA RD., SANTA MARIA, CA. 93456 805-928-3881. A COPY OF THIS INVOICE IS ATTACHED AS # 1.

ON APRIL 7TH, 2015 AT 9 PM, THE HEADLIGHTS AND DASH LIGHTS ALL STOPPED WORKING IN THE PRIUS THE VERY NEXT DAY, DRIVING ABOUT 20 MILES PER HOUR THE RED SYMBOL WENT ON THE DASH INDICATING THEIR WAS AN AIR BAG PROBLEM. THE VEHICLE WAS THEN TAKEN ON APRIL 10TH, 2015 TO SAN LUIS TOYOTA WHICH DIAGNOSED THE CONDITION AS A FAULTY SPIRAL COIL LOCATED IN THE STEERING WHEEL. PLEASE SEE COPY OF TOYOTA BILL, ATTACHMENT #2. AND 2A. IN CALLING THE TOYOTA CORPORATION UPON MY PERSONAL MECHANICS ADVICE, I WAS TOLD THAT THIS SAME PRIUS HAD BEEN RECALLED 3 SEPARATE TIMES. ONCE JANUARY 15TH, 2014 FOR REPLACEMENT OF STEERING SHAFT ASSEMBLY BUILT WITH METAL SPINES; RECALLED JANUARY 15, 2014 FOR A WATER PUMP PROBLEM, AND RECALLED SOMETIME IN 2012 FOR A GAS PETAL PROBLEM.

MY QUESTION FOR THE MOST RECENT NON-RECALL EVENT, THE NEED FOR A NEW SPIRAL CASING FOR THE STEERING WHEEL IS THIS ;

BASED ON THE PICTURES I HAVE SEEN, (SEE NUMBER 3 AND NUMBER 4) ATTACHMENTS, IF THE TECHNICIAN FORGOT TO LOCK THE STEERING WHEEL WHEN THEY REPLACED THE METAL SHAFT STEERING ASSEMBLY, COULD AN INCORRECT OR FAULTY PLACEMENT OF THIS STEERING WHEEL COMPONENT CAUSE, AT SOME TIME LATER, THE SPIRAL CLUTCH CABLE LOCATED IN THE STEERING WHEEL TO GO BAD?

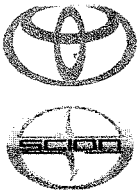
I TALKED TO 2 MECHANICS THAT EACH HAD 30 YEARS REPAIRING A VARIETY OF VEHICLES. NEITHER OF THEM HAD EVER HAD TO REPLACE A BROKEN SPIRAL CABLE SPRING IN THE STEERING WHEEL.

I AM ALSO ENCLOSING THE SPIRAL CABLE THAT SAN LUIS TOYOTA REMOVED FROM MY VEHICLE. SINCE I DIDN'T SEE THE TECHNICIAN ACTUALLY REMOVE THIS CABLE, I CAN NOT VERIFY IT ACTUALLY CAME FROM MY CAR. HOWEVER, I AM HOPING THIS

ET
72215
SND

INFORMATION WILL HELP YOU TO DETERMINE WHY AT 85,000 THIS SPIRAL CABLE HAD TO BE REPLACED.

IF I CAN BE OF FURTHER ASSISTANCE, PLEASE LET ME KNOW.



TOYOTA & SCION OF SANTA MARIA

700 E. BETTERAVIA ROAD
P.O. Box 1217
SANTA MARIA, CA 93456
www.toyotasm.com
(805) 928-3881



CUSTOMER NO.	ADVISOR FELIPE LIMON	TAG NO. 197 2784	INVOICE DATE 08/29/07	INVOICE NO.
	LICENSE NO.	MILEAGE 695	COLOR SILV PINE M	
ATASCADERO, CA	YEAR / MAKE / MODEL 07/TOYOTA/PRIUS/4DR SDN HYBRID CVT-E	DELIVERY DATE 08/11/07	DELIVERY MILES 7	
	VEHICLE I.D. NO. J T D K B 2 0 U 5 7 3	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/29/07	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# 1NZ4683214	MO: 695	

LABOR & PARTS
J# 1 24TOZOUT PAINT SEALANT TECH(S):164 INTERNAL
APPLY EXTERIOR PAINT SEALANT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	85866	MICRO-FIBER	
JOB # 1	1	54290	WAX PAD	

JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT
INFORMATION ON BACK.

B.A.R. #AD013309
E.P.A. #CAL000215016

J# 2 24TOZINT FABRIC SEALANT TECH(S):164 INTERNAL
APPLY INTERIOR FABRIC / LEATHER PROTECTANT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 2 TOTAL PARTS 0.00
				JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
COMMENTS

TOTALS

TOTAL LABOR...	0.00
TOTAL PARTS...	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G...	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

FOR YOUR CONVENIENCE, APPOINTMENT SCHEDULING CAN NOW
BE MADE BY CALLING YOUR SERVICE WRITER DIRECTLY:

* FELIPE LIMON J.R. EDIGER JULIE ALLEN DOUG SHARP *
* * * * *
* 805-361-2371 805-361-2372 805-361-2373 805-361-2374 *

THANK YOU FOR YOUR BUSINESS!!

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN
INCREASE IN THE ORIGINAL ESTIMATE PRICE."

CUSTOMER SIGNATURE

AUG 29 2007



TOYOTA
SAN LUIS OBISPO



12350 Los Osos Valley Road
San Luis Obispo, CA 93405

(805) 543-7001

Thank You

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction.

R/O	VIN	DATE IN	
YEAR	MAKE	MODEL	COLOR
2007	TOYOTA	PRIUS	GREEN
MILES IN	MILES OUT	FIRST USE	LISC.
85006	85006	00/00/00	00/00/00
SEE ALSO	RES.	BUS.	WRITER
			LEHREIFELD

(1) CUSTOMER STATES: AIRBAG LIGHT IS ON
FOUND OPEN CIRCUIT IN SPIRAL CABLE
REPLACE SPIRAL CABLE FOR AIRBAG

(50- RED 20-24-37-) A

Labor	T50	172.50
84306-0E010 (CABLE SUB-ASSY)	1	285.05
Total Labor		172.50
Total Parts		285.05
Total Repair (Customer)		457.55

(2) CUSTOMER STATES: PRICE OUT TIRES
GOODYEAR INTEGRITY \$508.00 INSTALLED PLUS TAX
(50- RED 20-24-37-) A

Labor	T50	.00
Total Repair (Customer)		.00

(3) PERFORM TOYOTA MULTI POINT INSPECTION

(50- RED 20-24-37-) A

LAMPI	LAMPI LAMPI T50	.00
Total Repair (Customer)		.00

(4) CUSTOMER STATES: ADD TOUCH UP PAINT

(50- RED 20-24-37-) A

Labor	T50	.00
00258-006U0-21 (SILVER PINE)	1	11.40
Total Parts		11.40
Total Repair (Customer)		11.40

CR# [redacted]
4-10-15
SL

4.10.15 Toyota SL 0 Says -
Spiral Cable not under warranty,
Not on Recall list - not peak
investigated

#2

Next Service		Lube-Oil-Filter	W/C	INT.	CUSTOMER
ORIGINAL ESTIMATE		REVISED ESTIMATE	I acknowledge notice and oral approval of an increase in the original estimated price.		
\$		\$	CUSTOMER SIGNATURE X		
Customer ack		and/or receipt of vehicle.			
CUSTOMER SIGNATURE		[redacted]			
Page 1 of 1		Customer Copy			
RETURN OF ANY PARTS WILL BE AT THE SOLE DISCRETION OF TOYOTA SAN LUIS OBISPO IN ACCORDANCE WITH TOYOTA		ANY PARTS RETURNED TO A 25% HANDLING CHARGE. NO PARTS MAY BE			
NO REFUND ON AND FOR ANY LABOR		USE, OR DAMAGE. SPECIAL ORDER ITEMS MUST BE			
CUSTOMER		[redacted]			

Labor	172.50
Parts	296.45
Sublet	.00
Waste Dispos	.00
Oil/Grease	.00
Sub Total	468.95
Tax	23.71
Total (Cash)	492.66

11.40
481.26



TOYOTA SAN LUIS OBISPO



Service Excellence Award

12350 Los Osos Valley Road
San Luis Obispo, CA 93405

(805) 543-7001

R/O

VIN

J T D K B 2 0 U 5 7 3

YEAR

MAKE

MODEL

COLOR

2007

TOYOTA

PRIUS

GREEN

O

MILES IN

USC

ATASCADERO CA

85006

00/00/00

00/00/00

SERVICE CONTRACT

Expires:

RES.

BUS.

H:

W:

DATE

04/10/15

TIME

13:21

02:30

WRITER

LEHRFELD

1) CUSTOMER STATES: AIRBAG LIGHT IS ON

(C-50-A)

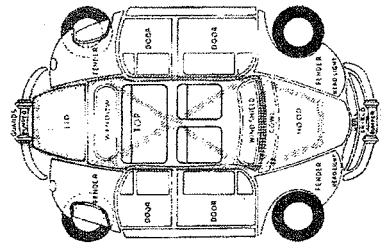
2) CUSTOMER STATES: PRICE OUT TIRES

(C-50-A)

3) PERFORM TOYOTA MULTI POINT INSPECTION

(C-50-A)

PRIOR BODY DAMAGE



REVISE ESTIMATE	ADD'L COST
\$	\$
DATE	TIME
PERSON CONTACTED	BY WHOM
PHONE	REASON
REVISED ESTIMATE	ADD'L COST
\$	\$
DATE	TIME
PERSON CONTACTED	BY WHOM
PHONE	REASON

(**HAZARDOUS MATERIAL) Removal charge for all hazardous materials removed from your automobile, that must be disposed of as a hazardous waste. EPA# CAL000142739

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO **NOT** ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

FOR YOUR CONVENIENCE OUR SERVICE DEPT. HOURS
MONDAY - FRIDAY 7:30 A.M. TO 6:00 P.M.
SATURDAYS 9:00 A.M. TO 5:00 P.M.

VEHICLES MUST BE PICKED UP DURING SERVICE DEPT. HOURS

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within _____ days of the date shown above, unforeseen complications not withstanding. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made. Customer agrees to pay any portion of repairs that are determined by the manufacturer as unwarrantable conditions, i.e. accident damage, abuse, neglect or mileage discrepancy etc. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE

BAR# AP

ORIGINAL ESTIMATE

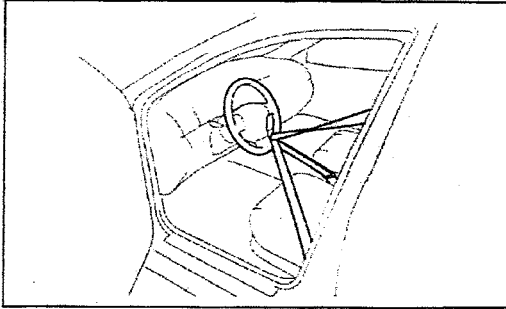
\$ 115.00

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION

4.11 - Call Toyota for total repair

2A



14. CONFIRM THE STEERING WHEEL AND THE WHEELS ARE POINTED STRAIGHT AHEAD

15. SECURE THE STEERING WHEEL IN THE STRAIGHT AHEAD POSITION

a) Use the seat belt to secure the steering wheel.

NOTE:

- **DO NOT** damage the steering wheel.
- If the steering wheel is not secured, the spiral cable may be damaged.

16. LOWER THE VEHICLE SO THE WHEELS ARE ON THE GROUND

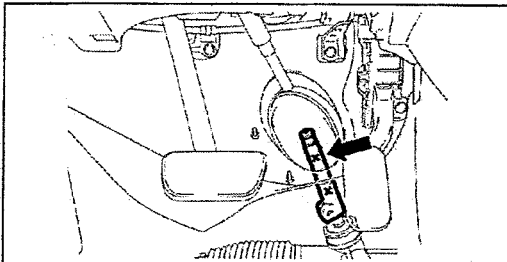
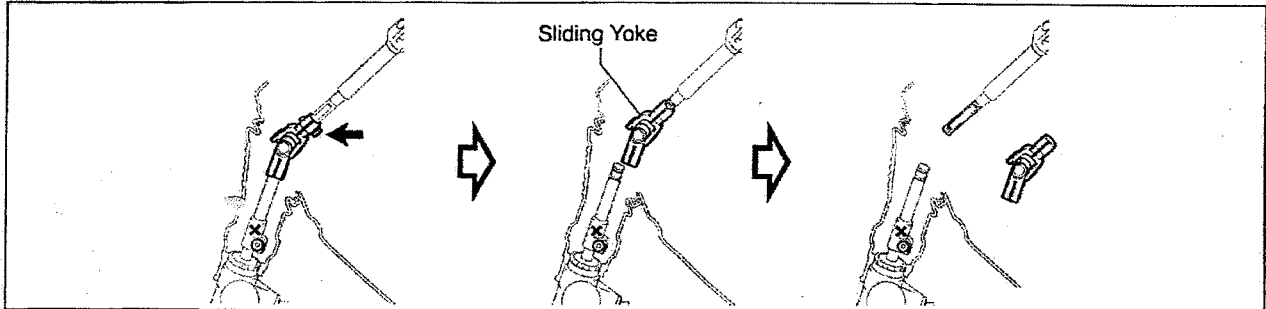
a) Confirm the steering wheel is still centered.

NOTE: The shaft **MUST** be exchanged while the wheels are on the ground to prevent the gear from becoming misaligned.

17. REMOVE THE STEERING SLIDING YOKE SUB-ASSEMBLY

- a) Remove the upper yoke bolt and the sliding yoke.
b) Mark the bolt so it is not reused.

STOP After removing the shaft and yoke, **DO NOT** do anything that will cause the wheels to move, this may change the alignment of the steering wheel.

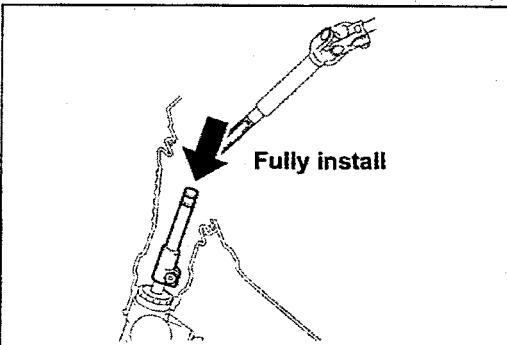


18. REMOVE THE EXTENSION SHAFT

- a) Remove the extension shaft.
b) Mark the shaft so it is not reused.

STOP

The new shaft in the kit (04001-41212) is manufactured with a countersink, mark the NG shaft to confirm it is not reused.



19. INSTALL THE NEW EXTENSION SHAFT

- a) Install the **NEW** shaft so that it is fully seated.

STOP

- **DO NOT** use any cleaner on the shaft, this will change the bolt tightening friction.
- The shaft can be installed in any position, but it should be installed in a position that allows for access to the bottom bolt.

43

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To: All Toyota Dealers
From: Product Support Division

Preliminary Notification**Safety Recall on 2004 to certain 2009 Model Year Prius Vehicles**

C0T (pre-remedy: C1T (phase 1) and C2T (phase 2)) - Steering Intermediate Extension Shaft

C0U (pre-remedy: C1U) - Hybrid Electric Water Pump

*****URGENT*****

On November 14, 2012, Toyota will file two separate Defect Information Reports (DIR's) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct two voluntary Safety Recalls on 2004 to Certain 2009 Model Year Prius vehicles.

This preliminary information is being provided to keep you informed of the filing. Toyota is currently working on preparing the remedies and additional information will be provided at a later date.

C0T - Steering Intermediate Extension Shaft (All 2004 to certain 2009 model year Prius)

- The steering shaft system of the subject vehicles consists of a steering intermediate shaft assembly, steering sliding yoke sub assembly, and steering intermediate extension shaft assembly. Due to insufficient hardness of the extension shaft supplied by a specific supplier, the splines which connect the extension shaft to the steering gear box may deform if the steering wheel is frequently and forcefully turned to the full-lock position while driving at a slow speed. This may create an increased backlash, and splines may eventually wear out over time, which could result in loss of steering ability.
- C0T will be launched in two phases.
- There are approximately 670,000 vehicles covered by this Safety Recall in the U.S.

C0U - Hybrid Electric Water Pump (Only certain vehicles are covered. Always verify TIS)

- There is a possibility that the coil wire of the electric motor installed in the Water Pump for the Hybrid System may have been scratched during the coiling manufacturing process at the supplier. In this condition, the coil wire may corrode at the scratched portion and in some cases break. If this occurs, the water pump could stop, leading to the illumination of various warning lights in the instrument panel. In limited instances, a short circuit can occur between adjacent coil wires, resulting in an open fuse for the electric power supply circuit. If the fuse is open, the hybrid system will stop while the vehicle is being driven, which may increase the risk of an accident.
- Toyota is currently preparing parts for C0U. It is anticipated that parts preparation will be sufficient starting in January, 2013. Until the remedy is launched vehicles will be designated "C1U".
- There are approximately 350,000 vehicles covered by this Safety Recall in the U.S.

Status

- Preliminary Notification documents will be posted on TIS starting the morning of Wednesday, November 14, 2012. **For reference purposes only**, VINs covered by this Safety Recall will be searchable on TIS starting Wednesday morning, November 14, 2012 (Pacific Time).
- C0T will entail inspecting the steering intermediate extension shaft. Based upon the inspection results the steering intermediate extension shaft will be replaced. Toyota anticipates approximately 50% of the steering intermediate extension shafts will require replacement.
- C0T Phase 2 will be launched concurrently with C0U Remedy. When available the C0U remedy will involve replacing the vehicles Hybrid Electric Water Pump.

#4

2007 Toyota Prius L4-1.5L (1NZ-FXE) Hybrid

Vehicle » Technical Service Bulletins » All Technical Service Bulletins » Recall 12V537000: Steering Shaft Replacement

VEHICLE MAKE/MODEL: MODEL YEAR(S):

Toyota/Prius 2004-2009

MANUFACTURER: Toyota Motor North America, Inc.

REPORT RECEIPT DATE: November 14, 2012

NHTSA CAMPAIGN ID NUMBER: 12V537000

NHTSA ACTION NUMBER: N/A

COMPONENT: Steering

POTENTIAL NUMBER OF UNITS AFFECTED: 669,705

SUMMARY:

Toyota is recalling certain model year 2004-2009 Prius vehicles manufactured August 5, 2003, through March 30, 2009. The affected vehicles have a steering intermediate extension shaft assembly built with metal splines that complete the connection from the steering wheel to the steering gear. These splines may have been manufactured with an insufficient hardness.

CONSEQUENCE:

Over time, the splines may wear and eventually fail resulting in a loss of steering ability, increasing the risk of a vehicle crash.

REMEDY:

Toyota will notify owners, and dealers will inspect the extension shaft and replace it if it is one with insufficient hardness, free of charge. The recall is expected to begin in December 2012. Owners may contact their Toyota dealer or the Toyota Customer Experience Center at 1-800-331-4331.

NOTES:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov

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II. IDENTIFICATION OF AFFECTED VEHICLES**A. COVERED VIN RANGE**

WMI	Year	VIN Range	
		VDS	Range
JTD	2004	KB20U	0 [REDACTED] 0
		KB22U	0 [REDACTED] 0
	2005	KB20U	0 [REDACTED] 0
			3 [REDACTED] 3
			7 [REDACTED] 7
		KB22U	0 [REDACTED] 0
			3 [REDACTED] 3
			7 [REDACTED] 7
	2006	KB20U	3 [REDACTED] 3
			7 [REDACTED] 7
		KB22U	3 [REDACTED] 3
			7 [REDACTED] 7
	2007	KB20U	3 [REDACTED] 3
			7 [REDACTED] 7
	2008	KB20U	3 [REDACTED] 3
			7 [REDACTED] 7
	2009	KB20U	3 [REDACTED] 3
			7 [REDACTED] 7

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

b1d