

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

21-OCT-2015

Repository ☐

Reference No.
10785232

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City MILPITAS

State CA

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Evening Telephone Number

[REDACTED]

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
JTDKN3DU9A0 [REDACTED]

Make
TOYOTA

Model
PRIUS

Model Year
2010

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

21-OCT-2015

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)

Failure Mileage
96000

Failure Speed
25

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: DOTM19ABC036)

☐ 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

Number of Deaths

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).

VEHICLES BRAKES ARE SPONGY AND UNPREDICTABLE. THE DEALER RECOMMENDED TO DO A BRAKE FLUID EXCHANGE AND NOW THE PROBLEM HAS GONE AWAY. THIS ISSUE SEEMS VERY SIMILAR TO NHTSA CAMPAIGN ID NUMBER: 13V235000, WHERE NITROGEN ENTERS THE BRAKE FLUID AND MAKES THE BRAKES LESS RESPONSIVE. HOWEVER, THE DEALER SAID THIS VEHICLE IS NOT COVERED BY THAT RECALL AND I WAS CHARGED \$150 FOR THE REPAIR.

Update Nov 25,2015 : Brakes are feeling spongy and showing unpredictable response at low speeds (< 20mph) again.

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.

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ---10785232-----
Date: Monday, November 30, 2015 12:29:33 PM
Attachments: [10785232.pdf](#)

From: EVOQ (NHTSA)
Sent: Monday, November 30, 2015 12:01 PM
To: Abbew, Margaret CTR (NHTSA)
Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ---10785232-----

From: [REDACTED]
Sent: Thursday, November 26, 2015 4:21 PM
To: EVOQ (NHTSA); DataQuality, DataQuality (NHTSA)
Subject: Re: FW: FW: NHTSA: Follow up to ODI Complaint: ---10785232-----

Thanks for the followup. I have updated the complaint with this note "Update Nov 25,2015 : Brakes are feeling spongy and showing unpredictable response at low speeds (< 20mph) again." Please see attached.

Best Regards,

[REDACTED]

On 11/23/2015 07:16 AM, EVOQ@dot.gov wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

