

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



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

DR AGENCY USE ONLY 100148

Date Received 19-DEC-2016 <b>FEB 15 2017</b>	Repository <input type="checkbox"/>
	Reference No. 10936275

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: GAHANNA State: OH 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: JFDKN3DUG DJ [REDACTED]  
Make: TOYOTA Model: PRIUS Model Year: 2013  
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: TOYOTA DIRECT 614-476-1979 Engine: No: Cylinders: [REDACTED] Fuel Type: [REDACTED]  
Original Owner:  Dealer's City: COLUMBUS State: OH Zip Code: 43230  
Transmission Type:  Auto  Antilock Brakes  Cruise Control Powertrain: STANDARD Multiple Failure: Incident Date(s): 11-DEC-2016 18 DEC 2016

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage: 42000 42,850 Failure Speed: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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: 1 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 2013 TOYOTA PRIUS. WHILE THE VEHICLE WAS PARKED WITH THE SHIFT LEVER IN THE PARK POSITION, THE VEHICLE INDEPENDENTLY ROLLED BACKWARDS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 42,000. THE VIN WAS NOT AVAILABLE.

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 to 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.

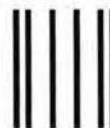
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

SEE ATTACHED STATEMENT

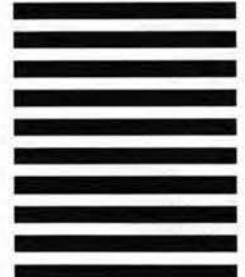
WHS 7 835

ATTACH ADDITIONAL SHEETS IF NECESSARY

COLUMBUS  
OH 430  
04 FEB '17  
PM 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, NEF-100  
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**



www.nhtsa.gov

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



IN DECEMBER 18, 2016

I exited my home to find that my car was covered with a layer of ice. I opened the driver door and prepared to spray the windshield with a deicer.

I started the car by using the Power button and started the heater to heat the car and melt the ice. I did NOT put the car in gear.

I was cleaning the windshield of ice when the car started moving in gear rearward. I had to move around the open door, on the ice, in order to access something to stop the car. I fell to my knees and crawled along with the car, ahead of the open drivers door, in order to keep from being run over by the moving Prius.

I reached inside to reach the Park button but when it was pushed, the car continued to move backward. I tried again to push the Park button but again nothing happened. I was still crawling when I pushed the Brake Pedal and the car then stopped.

When the car was checked by the service department, I was told that the review of the systems, by the dealer, revealed the problem was the trunk battery was partly discharged. I was told that the dealer had contacted Toyota in California about the problem.

I questioned why the Park button did not immediately stop the moving car. I was told that the since the trunk battery was not fully charged, the Park button would not actuate.

I questioned why, as the owner, I was not aware that the car was not FULLY functional. How would I know that the trunk battery was low? The car had started, which would indicate that the systems were all functional. There are no dash indicators that the battery was not fully functional. I was disappointed that the trunk battery weakness did not allow the Park button to activate the brakes, as the car was moving on its own, after I was out of the car.

I was told that I would need to replace the battery by my service manager, Chris Grossman. I agreed to the replacement, not realizing that I had driven the car after the incident, the day of the incident, and when I had driven to the Dealer for inspection on December 21, 2016.

The battery was replaced at the cost of \$374.15 plus tax of \$28.06 for a total of \$402.21

When no notification of this problem, I could have easily been run over, and or KILLED.



SAHANWA, CH

From: Toyota <Toyota@express.medallia.com>

Sent: Monday, January 2, 2017 10:41 PM

To: 