

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

 U.S. Department of Transportation National Highway Traffic Safety Administration		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 22-DEC-2016		Repository ☐ Reference No. 10937151	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	BELLINGHAM	State	WA	Zip Code	
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	
JTDKARFU3G1		TOYOTA		PRIUS	
Model Year		2016			
Date Purchased	Dealer's Name and Telephone Number		Engine:		Fuel Type:
7/17/16	Foothills Toyota/Scion (360) 757-7575		No: Cylinders		Regular, unleaded
Original Owner	Dealer's City	State	Zip Code		
	Burlington	WA	98233	4 Hybrid	
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
Automatic, Continuously variable	☒ Cruise Control	1.8 L DOHC 16v WT-1			02-SEP-2016
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 250000 ELECTRONIC STABILITY CONTROL, 180000 VEHICLE SPEED CONTROL, 110000 ELECTRICAL SYSTEM				Failure Mileage	Failure Speed
				~1500	
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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 2016 TOYOTA PRIUS. THE CONTACT STATED THAT THE SPEEDOMETER GAUGE DID NOT ALLOW THE ABILITY TO SWITCH FROM MILES PER HOUR TO KILOMETERS. THE VEHICLE WAS TAKEN TO THE DEALER, BUT WAS UNABLE TO BE DIAGNOSED OR REPAIRED DUE TO A MANUFACTURER DEFAULT. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 1,500.					
See attached sheet					
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.					

Basic operation instructions missing/unfindable from manual

Page 1 of 1

Subj: Basic operation instructions missing/unfindable from manual [Incident: [REDACTED]]
Date: 11/19/2016 9:51:11 A.M. Pacific Standard Time
From: toyota_cares@toyota.com
To: [REDACTED]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.; we received your email.

This email is an automated acknowledgement of your inquiry and we hope to have a tailored response to you as quickly as possible. We appreciate your patience.

Our office hours are Monday through Friday from 7 AM to 7 PM CT and Saturday 7 AM to 4:30 PM CT.

If you need immediate assistance, we recommend you contact the Customer Relations Manager at your local Toyota dealership.

Sincerely,
Toyota Customer Experience .

Discussion Thread

Customer By Web Form [REDACTED]

11/19/2016 09:51 AM

I cannot find some basic & important operating info about our 2016 Prius (3) in the manuals, and online info is incorrect (for previous models):

- * 1. How to switch speedometer display between MPH and KPH? (Vital when crossing Canadian border) *SEE ATTACHED NEGATIVE REPLY*
- ✓ 2. How to turn off - or at least lower the volume - the annoying beeping when in reverse gear? *FIXED BY DEALER*
- ✓ 3. How to set driver's door to unlock all doors when unlocking/entering car (as already works with passenger door)? *FIXED BY SETTINGS*
- ✓ 4. How to adjust parking brake tension? *FIXED BY RECALL*
- ✓ 5. How to adjust sunvisors to shield sunlight glare from the side? (They do not extend far enough to block glare from the side.) *VISOR EXTENSION CRAFTED BY SELF*

PLEASE, provide detailed step-by-step instructions for these adjustments.

Thank you,

[REDACTED]
New mostly satisfied Prius owner

[—001:001121:48443—]

Basic operation instructions missing/unfindable from manual

Page 1 of 4

Subj: Basic operation instructions missing/unfindable from manual [Incident: [REDACTED]]
Date: 11/21/2016 8:55:55 A.M. Pacific Standard Time
From: toyota_cares@toyota.com
To: [REDACTED]

Thank you for contacting Toyota.

Below is a summary of your most recent email message received and our response.

We appreciate the continued opportunity to be of service to you.

Subject

Basic operation instructions missing/unfindable from manual

Discussion Thread

Response Via Email (Roy G.)

11/21/2016 08:55 AM

Dear [REDACTED]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.

We are sorry to hear of your experience with locating information for your 2016 Toyota Prius.

With regard to your on line experience, each owners manual is written specifically for that model year, and we do not recommend referring to previous models for information for your vehicle.

We apologize for your dissatisfaction with the quality and user friendliness of our web site and are very sorry for the concern you experienced while trying to use and navigate it.

We make every effort to offer an accurate, user friendly, feature-laden, informative, and technologically advanced website.

We appreciate your feedback about our website. It is through communications such as yours that we become aware of the reactions and expectations of our customers and consumers and are able to review and improve our website and rectify any errors that are brought to our attention.

With regard to your first question question, we are aware on some early model 2016 Prius models, and depending on the audio unit in your 2016 Prius 3, it may not be possible to make the change you are requesting.

* Our best recommendation is, to make the change from MPH to Kilometers, go to the App screen, select "Setting", then "General" and scroll down to units measures and select MPH or Kilometer.

As we have mentioned, depending on the audio unit in your 2016 Prius, if your audio unit does not support the steps noted above, then the change to Kilometers cannot be completed. **AUDIO DOES NOT SUPPORT**

Concerning your second, fourth and fifth question, we apologize as we do not recommend or assist with modifying our vehicles from the original factory specifications.

Toyota's warranty covers repairs and adjustments needed to correct defects in materials or workmanship of any part supplied by Toyota.

Modifications to your vehicle could affect the performance, safety or durability, and may violate government regulations. Non-Toyota parts, or any damage or failures resulting from their use, are not covered by any Toyota warranty.

Pertaining your third question for unlocking all the doors when unlocking or entering the vehicle, information can be found on page 166 in the 2016 Toyota Prius owners manual.

We have included a copy of the page below for your reference.

Friday, January 6, 2017 AOL

Basic operation instructions missing/unfindable from manual

Page 2 of 4

Your email has been documented at our National Headquarters. If we can be of further assistance, please feel free to contact us.

Sincerely,

Roy G.
Toyota Customer Experience Center

Friday, January 6, 2017 AOL

Fax

TO: **TSA/Office of Defects
Investigation**

FROM: [REDACTED]

FAX: **(202) 366-1767**

PAGES: **5**

RE: **Ref # 10937151**

DATE: **1/13/2017**

Hello Defects Investigator:

Attached is my Vehicle Owner's Questionnaire and supporting documentation –

- Completed Questionnaire
- Detailed Narrative (below)
- Email correspondence with Roy G. at the Toyota Customer Experience Center

Because room is tight on the Questionnaire, the following is my detailed narrative of the problem with the **2016 Toyota Prius (early build) electronic display**:

The contact owns an early build 2016 Toyota Prius 3 Touring. The contact states that the speedometer gauge does not allow the ability to switch between metric and Imperial scales (miles per hour vs. kilometers per hour). The vehicle was taken to the dealership, but it was unable to be repaired due to a manufacturer design oversight (defect). The manufacturer was notified and was well aware of the problem, although several representative did not initially disclose the limitation.

The bottom line is, there is no way to display KPH with this vehicle. This is both a safety and legal compliance issue when driving in a metric country, specifically, Canada, which we do frequently (we live adjacent to the border). As mentioned above, Toyota is well aware of the problem and had fixed it midway through the 2016 production year. My dealer's Service Manager, Mr. Randy Jager, has noted numerous complaints about this problem, but so far, Toyota has not been responsive to correcting the deficiency. Calls to Toyota mostly result in run-arounds of misinformation, but one manufacturer's representative confirmed that KPH indeed could not be displayed on **early build 2016 Prius models**; the problem was resolved by substituting a different audio system in later models (see attached conversation thread with "Roy G."). The only "fixes" suggested by Toyota reps were to make a conversion chart or use a smartphone GPS app (the latter is not possible because we do not have data coverage in Canada). I did make and post a conversion chart, but this requires frequent consultation while driving, which is, itself, a safety problem. The other alternative is to just follow the flow of traffic, but this is not advisable especially in the Vancouver, B.C. area because – frankly – Vancouverites are often notoriously aggressive speeders!

I also consulted with Transport Canada and discovered that they were not aware of this Prius model's deficiency (they are now!). They are checking with Canadian dealerships to find if there are comparable problems with early 2016 build Canadian models (i.e., inability to display Imperial scales when driven in the USA). They are also now aware that some American Prius drivers may have difficulty adhering to Canadian local speed limits and advisements. They would like updates on any actions that NHTSA may take.

Thank you,

[REDACTED]