



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

Repository

22-MAR-2018

APR 26 2018

Reference No.

11080932

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SEABRING State FL 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: JTDKN3DU9DS [REDACTED]
Make TOYOTA Model PRIUS Model Year 2013
Date Purchased 7/2013 Dealer's Name and Telephone Number Alan Jay Toyota 863-402-4240
Original Owner Dealer's City Seabring State FL Zip Code [REDACTED] Engine: No: Cylinders 4 Fuel Type: Reg.
Transmission Type Auto Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 19-MAR-2018
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 250000 ELECTRONIC STABILITY CONTROL, 030000 BRAKES (PWS) Failure Mileage 90000 Failure Speed 50

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) 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 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 2013 TOYOTA PRIUS. WHILE DRIVING APPROXIMATELY 50 MPH AND ATTEMPTING TO STOP THE VEHICLE, THE DRIVER DEPRESSED THE BRAKE PEDAL AND THE FRONT END OF THE VEHICLE BEGAN TO SWERVE AND VIBRATE. THE ECU SENSOR INDICATOR ILLUMINATED AND THE BRAKES FAILED. THE DRIVER WAS UNABLE TO IMMEDIATELY STOP THE VEHICLE. THE VEHICLE EVENTUALLY STOPPED IN THE MIDDLE OF A BUSY INTERSECTION. THE VEHICLE WAS DRIVEN DIRECTLY TO ALLEN JAY TOYOTA (40 US HWY 27 NORTH, SEABRING, FL) WHO INITIALLY WAS UNABLE TO DETERMINE THE CAUSE OF THE FAILURE. AFTER RETRIEVING THE VEHICLE, THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE ECU WAS FAULTY AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED AND NO SOLUTION WAS OFFERED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 90,000.

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.

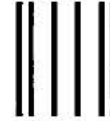
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Toyota dealer was unable to replicate code for ECU failure. Cost to repair \$3875. Due to their inability to guarantee the repair would fix problem car was traded.

Prior to brake failure - car seemed to suddenly accelerate for a spurt after going over a speedbump. I did not pay much attention as I thought I was imagining incident. Serious concern over safety of this vehicle.

ATTACH ADDITIONAL SHEETS IF NECESSARY

TAMPA
FL 335
09 APR '18
PM 5:1



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



U.S. Department
of Transportation
**National Highway
Traffic Safety
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Penalty for Private Use \$300

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**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**



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