

11104163 and Recall 13-235 ISSUE=

NHTSA Hotline <nhtsahotline@telesishq.com>

Reply-To: <nhtsahotline@telesishq.com>

To:

Thu, Jul 5, 10:44 AM

JUL 24 2017

When replying, type your text above this line.

OL-11104163-8485

Notification of Case Change (All times are GMT-0400)

Workspace: NHTSA Hotline Center

Case: 11104163 and Recall 13-235

Case Number:

ODI # 11104163

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

Date: 07/05/2018 **Time:** 13:43:46

Creation Date: 07/03/2018 **Creation Time:** 12:22:05

Symptom:

Entered on 07/05/2018 at 1:43:46 PM EDT (GMT-0400) by L Thomas:

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

In some cases, an investigator from the Office of Defects Investigation (ODI) may call to clarify or verify information from your report. Unfortunately, the large volume of reports received by the agency does not permit a return call for each report filed.

NHTSA technical staff conducts a continuous analysis of these reports to determine whether an unusual number of complaints of potential safety-related problems have been received on any specific line of vehicles. The number of reported complaints and the severity of the consequences are carefully reviewed by technical staff and measured against the number of vehicles manufactured, and how many years the vehicles have been in service.

This ongoing evaluation process allows NHTSA technical staff to determine whether complaints represent isolated reports or a trend. If a trend is suspected and a problem has a potential for causing a risk to safety, the agency will open an investigation for more detailed analysis of the problem.

If you would like to update your complaint or have questions about whether your concern involves an investigation or recall are best answered by contacting the Defects Investigation Team, you may do so by mailing in your inquiry of a status update to:

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

(Note: Please provide your ODI "Complaint" number on all copies)

AM
7-21-18
WD

11104163 and Recall 13-235

To: <nhtsa.webmaster@dot.gov>

Tue, Jul 3, 9:21 AM

To whom it may concern:

I filed a complaint because the brakes on my 2010 Toyota failed on the freeway. I rear ended another vehicle and was injured myself. Your recall from 2013 shows Toyota's made between March 31 and October 9, 2009 were recalled for a vibrational fatigue crack that occurs in the brake booster pump assembly, and leaks gas into the brake fluid. That's about a \$5,000 per car repair. The door sticker on my car shows it was made October, 2009 with no day in the date.

I believe more cars are impacted than what was originally stated.

If you look at recall 10v-039, Toyota recalled 133,459 2010 Priuses made between 4/20/09 and 1/27/10 for brake problems. They said the fix was a software update. Then in recall 13v-235, they recalled 87,060 cars that needed the brake booster pump and accumulator replaced.

The first recall included vins from A0001044-A0124257.

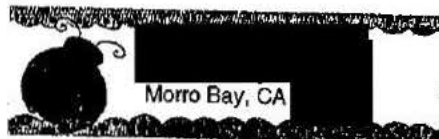
The second recall included vins from A0001044-A0067875.

The vin on my car is A0081095, which would have conveniently put it in the recall corrected by the software update with the first 133,000 cars but not in the second one that was expensive to fix. You've received 1235 complaints about this same issue. Why do you wait until there are fatalities before you investigate anything.

My last email said someone would get back to me in a couple of days but it's been a couple of weeks and nothing.

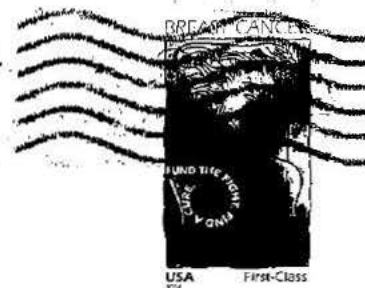
*Please don't continue to let Toyota get away with this.
We don't live in Japan.*





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NHTSA
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

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