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Printed: 8/8/2018

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

CL-1119149-8197

NHTSA #: ES18-002910

XREF #:

Delivery: EML

Rec'd Date: 8/8/2018

Doc Type: CNG

Address To:

Referred By: NAD-200

Doc Date: 8/7/2018

Due Date: 9/5/2018

S10 #:

DOT/I #:

RMP #:

**Subject: LETTER FROM CONGRESSMAN OLSON ON BEHALF OF CONSTITUENT
REGARDING TOYOTA BRAKE RECALL ON HER 2010 TOYOTA PRIUS**

Ack Date:

**Sign Office: DIRECTOR,
GOVERNMENTAL AFFAIRS**

Cleared Date:

File Loc:

Added By: RBRANSOM x63756

Ack By:

Signature: BRIAN BARNARD

Cleared By:

XREF File:

Modified By: Rhonda.Bransom

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE PETE OLSON
MEMBER, U.S. HOUSE OF REPRESENTATIVES
1920 COUNTRY PLACE PARKWAY, SUITE 140
PEARLAND, TX 77584
Tel: 281-485-4855 Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	8/8/2018	9/5/2018	
NGA-010	SIGN	8/8/2018		

RR
8-9-18
LD

PETE OLSON
22ND DISTRICT, TEXAS

2133 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-5951

1650 HIGHWAY 6
SUITE 150
SUGAR LAND, TX 77478
(281) 494-2600

1320 COUNTRY PLACE PARK
SUITE 140
PEARLAND, TX 77584

22333 GRAND CORNER DRIVE
SUITE 151
Katy, TX 77494
(BY APPOINTMENT ONLY)



COMMITTEE ON
ENERGY AND COMMERCE
VICE CHAIR
SUBCOMMITTEE ON ENERGY
SUBCOMMITTEE ON ENVIRONMENT
SUBCOMMITTEE ON
COMMUNICATIONS AND TECHNOLOGY

Congress of the United States
House of Representatives
Washington, DC 20515

In accordance with the Privacy Act of 1974, I [REDACTED] my personal authorization to Congressman Pete Olson, and/or his staff, designated by him, to make a proper inquiry on my behalf concerning the following:

2010 Toyota Prius, Faulty accumulator & actuator -
Please see Attached documentation, 5 pages. Some
PRIUS 2010 were given enhanced warranties, but
because our Prius was MFR in August 2010 it
was not included.

I ☒ DO ☐ DO NOT authorize the office of Congressman Pete Olson to release information regarding my case to Third Party individuals. If you checked "DO", you may list 1 authorized contacts (ex. Legal Representative, Spouse, Friend, etc.) below. We will only share information with those listed below only if they contact our office.

Name: [REDACTED]

Relationship: SPOUSE

Name (Please Print)

Social Security Number (Not needed for USCIS or DOS)

Address

Claim Number (If Applicable)

Katy, TX

City State Zip

Preferred Phone Number

Signature

Date

Email Address

08/07/18

THIS FORM MUST BE SIGNED BY THE PERSON NEEDING HELP, OR, HIS/HER DESIGNATED POWER OF ATTORNEY

Please note that while I strive to assist my constituents, completing this form does not guarantee that my office will be able to assist you if your concern does not fall under the jurisdiction of the federal government.

Visit us at: <http://www.house.gov/olson>

PRINTED ON RECYCLED PAPER

ES18-002910

[REDACTED]
Katy, TX [REDACTED]

July 17, 2018

Toyota Motor Sales, U. S. A. Inc.
P. O. Bo 259001
Plano, TX 75025-9001

RE: Case [REDACTED]
2010 Toyota/Prius/ 4 DR HB V
Vehicle ID # JTDKN3DUX [REDACTED]
Mileage 116,823

Dear Toyota Motor Sales U. S. A., Inc.

I am filing a written complaint after speaking with Emily, a Customer Service Representative who was not able to assist me. On July 10, 2018 the Brake, ABS and SKID lights came on my 2010 Prius came and stayed on. This was a major safety issue because the brakes did not work properly. It was determined by Toyota of Katy Service Department and Louetta Automotive that the ABS Accumulator and the Actuator needed to be replaced.

I found an article dated June 5, 2013, USA Today, "Toyota recalls Prius due to fault brakes". I do not understand why I was not notified of a potential safety issue with the brakes which could endanger my family and others.

Attached please find copies of:

- June 5, 2013, USA Today, "Toyota recalls Prius due to fault brakes"
- Toyota of Katy Service Department's estimate for repair of \$4,594.40, plus tax
- Louetta Automotive's repair invoice of \$3,200.00.

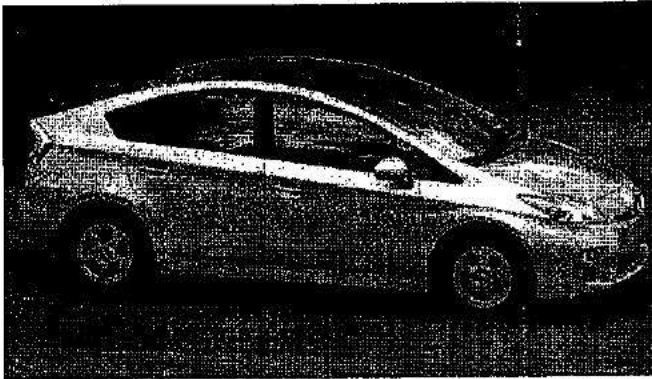
I am requesting you that you review the recall and reimburse me for my expenses.

CC: Congressman Pete Olson

Regards,
[REDACTED]

Toyota recalls Prius due to faulty brakes

Chris Woodyard, USA TODAY Published 2:43 a.m. ET June 5, 2013 | Updated 6:55 a.m. ET June 5, 2013



The 2010 Toyota Prius is being recalled (Photo: David Dawhurst / Toyota)

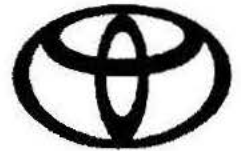
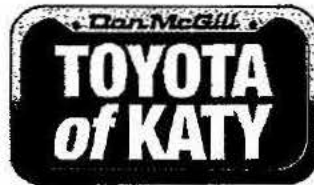
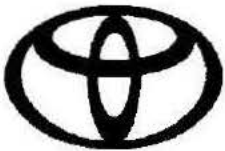
Toyota puts its Prius on a bit of a pedestal, a car that is held in high esteem by its owners and the gold standard of all things hybrid. So this recall has to sting.

Toyota says it is recalling about 87,000 2010 Toyota Prius and Lexus HS 250h vehicles because of a brake problem.

The issue involves a brake pressure accumulator that may develop a fatigue crack on an internal part due to vibration. Toyota doesn't say what the result could be, but it sounds like it would be a loss of braking pressure. Toyota says it has had no reports of any accidents or injuries due to the problem.

Owners of vehicles subject to this recall will receive a notification by first class mail. The recall remedy will involve inspection of the brake booster pump assembly to see if it is equipped with an involved accumulator. If so, the dealer will replace the brake booster pump assembly with an improved one at no cost to the customer.

Read or Share this story: [\[REDACTED\]](#)



Parts Department Hours:
Monday - Friday 7 am to 7 pm
Saturday 7 am to 5 pm
(832) 772-1700

21555 Katy Freeway • Katy, Texas 77450
Service: (832) 772-1700
Time Appointments: (832) 772-1836

Service Department Hours:
Monday - Friday 7 am to 8 pm
Saturday 7 am to 5 pm
Sunday 9 am to 2 pm (by appointment only)

02011T0CS20

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR CLINT	2712	TAG [REDACTED]	INVOICE DATE 07/10/18	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 116,823 /	COLOR	STOCK NO.
KATY, TX	107 TOYOTA/PRIUS/4DR HB V	DELIVERY DATE	DELIVERY MILES		
[REDACTED]	VEHICLE ID NO. JTDNRN3DUXA5 [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE		
[REDACTED]	R.T.E. NO.	P.O. NO.	R.O. DATE 07/10/18		
[REDACTED]	BUSINESS PHONE	COMMENTS	MO: [REDACTED]		

JOB# 1 CHARGES

LABOR

CUST STATES THAT THE ABS AND SKID LIGHTS ARE STAYING ON
PLEASE CHECK AND ADVISE.....\$85.00
CHECKED OUT AND DIAGNOSED, NEED TO REPLACE ABS ACCUMULATOR
AND ACTUATOR, \$4594.40 + TAX, CUST INFORMED AND DECLINED
AT THIS TIME

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

COMMENTS

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller, Don McGill Toyota of Katy, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Don McGill Toyota of Katy, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOTICE PURSUANT TO PROPERTY CODE, §70.001
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF A PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, UNHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKE OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

Signature of Person Responsible or Agent for
Person Responsible for Payment



4019 FM 1463
Katy, TX 77494
(832) 437-5722



Invoice # [REDACTED]
Your Service Advisor is: **QUINTON COL**
Page: 1
Date: 7/12/2018
Orig Est #: [REDACTED]
Center: 1

YOUR COMPLETE FIRST CLASS AUTOMOTIVE CENTER

Customer: [REDACTED]	Vehicle: 2010 TOYO PRIUS
Address: [REDACTED]	License: [REDACTED] PROD: [REDACTED]
City: KATY, TX	VIN: JTDKN3DUXA5 [REDACTED]
Phone 1: [REDACTED] Ext: CELL	Engine: 4-1798 1.8L DOHC Trans: AUTO
Phone 3: [REDACTED] Ext: MR. 1ST	Mileage: 16841 MODL: [REDACTED]

Op	Tech	Description	Part Description	Reason for Replacement	Job Total
Quan	Part Number				
0		JN CUSTOMER STATES BRAKE LIGHT, TRACTION CONTROL LIGHT, AND ABS LIGHT ARE ON. PLEASE INSPECT AND ADVISE. THE TECHNICIAN INSPECTED THE VEHICLE AND FOUND CODE C1391 FOR LEAK @ ACCUMULATOR. THE TECHNICIAN RECOMMENDS REPLACEMENT OF BOTH MASTER CYLINDER AND BOOSTER PUMP ASSEMBLY. CUSTOMER ADVISED AND APPROVED REPAIR.			
MS 001	1.00	MJ REMOVE AND REPLACE BOOSTER AND MASTER CYLINDER PUMP			3212.11
		BOOST AND MASTER CYLIND			
BG 001	1.00	MJ BRAKE FLUSH - REMOVE ALL FLUID FROM SYSTEM AND REPLACE WITH BG DOT 4 BRAKE FLUID (\$124.95)			124.95
		BG 84032 BRAKE FLUID			
DW 001	1.00	JN **DISCOUNT APPROVED BY GENERAL MANAGER**			-212.05
		GM APPROVED DISCOUNT			

Payments:

VISA, \$3200.00, on 07/12/18

CardNo: [REDACTED], AuthorizationNo: [REDACTED]

ACCEPTANCE OF POSSESSION

I have examined the invoice and changes and I accept them without dispute. I accept possession of the vehicle and acknowledge that I have examined it & I release you from any claims for theft, damage or loss to the vehicle. I further acknowledge that my acceptance of the vehicle constitutes my prior authorization for you to perform the work and my approval of the work.

Phone

Signature of Responsible Person



We Employ ASE
Certified Technicians

NOTICE PURSUANT TO § 70.001, TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ON BEHALF OF THE PERSON RESPONSIBLE TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THIS REPAIR CONTRACT. I UNDERSTAND THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, TEXAS BUSINESS & COMMERCE CODE, IF A CHECK, MONEY ORDER OR A CREDIT CARD TRANSACTION GIVEN FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED FOR LACK OF FUNDS, NO FUNDS OR BECAUSE THE MAKER OR CREDIT CARD HOLDER HAS NO ACCOUNT UPON WHICH IT IS DRAWN OR THE ACCOUNT HAS BEEN CLOSED. I AGREE TO PAY ALL COSTS FOR REPOSSESSION INCLUDING REASONABLE ATTORNEY FEES.

Phone

SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT FOR SAME

Parts & Labor: 3,125.01

Sublet: \$0.00

Other Fees: \$0.00

Supply Charges: \$74.99

Subtotal: \$3,200.00

Sales Tax: \$0.00

Total: \$3,200.00

Paid: \$3,200.00

Due: \$0.00

THANK YOU - WE APPRECIATE YOUR BUSINESS! IT IS OUR GOAL TO PROVIDE YOU WITH FIRST CLASS SERVICE. IF FOR ANY REASON YOU FEEL WE HAVE FALLEN SHORT, PLEASE CALL US AT 832-220-8626 OR EMAIL US.

Unless otherwise noted, all work performed by Louetta Automotive carries a 3 year or 36,000 mile parts and labor warranty. If the need for warranty service does arise, Louetta Automotive has the right to choose where the work will be performed and a written authorization will be provided to the customer.

customercare@louettaauto.com

LouettaAutomotive.com

7/12/2018 2:17:55 PM Auth: [REDACTED] Ref: [REDACTED]

SUCCESS

\$ 3,200.00

Agrees to Pay Total Amount According

VISA ***** [REDACTED] to Card Issuer Agreement

Signature X

Phone



4019 FM 1463
Katy, TX 77494
(832) 437-5722



Products Dealer

Invoice #

Your Service
Advisor Is:
QUINTON COL
Orig Est #:

Page : 2
Date : 7/12/2018
Center : 1

YOUR COMPLETE FIRST CLASS AUTOMOTIVE CENTER

Customer :
Address :
City : KATY, TX
Phone 1 :
Phone 3 :
Ext : CELL
Ext : MR. 1ST

Vehicle : 2010 TOYO PRIUS
License :
VIN : JTDKN3DUXA5
Engine : 4-1798 1.8L DOHC
Mileage : 16841
PROD :
Trans : AUTO
MODL :

Op	Tech	Description		Job Total
Quan	Part Number	Part Description	Reason for Replacement	

Bransom, Rhonda CTR (NHTSA)

From: Korkor, Julie (NHTSA)
Sent: Wednesday, August 08, 2018 7:51 AM
To: Bransom, Rhonda CTR (NHTSA)
Subject: FW: Rep. Olson - [REDACTED]
Attachments: Privacy Act Form 2018 - 2010 Toyota.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Hello Rhonda,

Please control and notify me when done.

Thanks,

Julie Korkor

Office of Executive Correspondence
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590
202-366-5470 (office)
julie.korkor@dot.gov (email)



From: Caldwell, Megan (NHTSA)
Sent: Tuesday, August 07, 2018 4:36 PM
To: Korkor, Julie (NHTSA) <julie.korkor@dot.gov>
Cc: Barnard, Brian (NHTSA) <brian.barnard@dot.gov>
Subject: FW: Rep. Olson - [REDACTED]

Hi Julie,

Please control.

Thank you!

Megan

From: Davis, Mary [<mailto:Mary.Davis@mail.house.gov>]
Sent: Tuesday, August 07, 2018 4:34 PM
To: Caldwell, Megan (NHTSA) <megan.caldwell@dot.gov>
Subject: Rep. Olson - [REDACTED]

Megan,

[REDACTED] contacted our office regarding her 2010 Toyota Prius. Toyota issued a recall of the Toyota Prius due to fault brakes, but didn't inform [REDACTED]. She would like to know why she wasn't informed and would like a full reimbursement of her repair charges. Any assistance in this matter is greatly appreciated. Please let me know if I should be sending this directly to Toyota.

Best,

Mary Davis

CASEWORK DIRECTOR | REP. PETE OLSON (TX-22)

1920 COUNTRY PLACE PKWY, SUITE 140 | PEARLAND, TX 77584 | 281.485.4855

