



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

09-JAN-2019

Reference No.
11166043

APR 09 2019

OWNER INFORMATION (Type or Print)

Name

Daytime Telephone Number

E-mail Address

City HARRISBURG

State PA

Zip Code

Evening Telephone Number

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

Model Year

JTDKN3DU9DS

TOYOTA

PRIUS

2013

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

No: Cylinders

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

Cruise Control

04-OCT-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE (PWS), 100000 HYBRID POWERTRAIN

Failure Mileage

Failure Speed

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 2013 TOYOTA PRIUS. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 18V684000 (HYBRID PROPULSION SYSTEM). THE CONTACT CALLED FREDERICK CHEVROLET AT 717-406-1727 (LOCATED AT 1505 QUENTIN RD, LEBANON, PA 17042) AND WAS INFORMED THAT THE PARTS WERE NOT AVAILABLE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND WAS NOT ABLE TO CONFIRM WHEN THE PARTS WERE TO BECOME AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

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.

* Address is [redacted]

To: US Department of Transportation

The attached document is a paper received on 12/4/2018 from a Toyota dealer stating that no services were performed. The only thing to do is wait for another letter, regarding the recall.



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



INTERIM NOTICE
 We are currently preparing the final remedy. We will notify you again when the remedy is available.

This notice applies to your vehicle:
 VIN JTDMK3DU9D5[REDACTED]

IMPORTANT SAFETY RECALL (Interim Notice)

**Certain 2010-2014 Model Year Prius
 Certain 2012-2014 Model Year Prius V
 Hybrid System Software Update
 NHTSA RECALL NO. 18V-684**

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2010–2014 model year Prius and certain 2010–2014 Prius V vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

The involved vehicles were designed to enter a failsafe driving mode in response to certain hybrid system faults. Toyota has found that the vehicle may not enter a failsafe driving mode as intended. If this occurs, the vehicle could lose power and stall. While power steering and braking would remain operational, a vehicle stall could increase the risk of a crash.

This recall remedy, when available, will address a new condition in the vehicles involved in previous Safety Recalls E0E & F0R. The previous recalls E0E & F0R did not anticipate the new condition remedied with this recall.

What will Toyota do?

Toyota is currently preparing the remedy for this condition. When the remedy becomes available, dealers will perform a software update for the hybrid system **FREE OF CHARGE**. For customer satisfaction, if the vehicle has experienced an inverter failure with certain hybrid system faults related to this condition, the inverter assembly will be repaired or replaced **FREE OF CHARGE**.

NOTE: This vehicle was involved in a previous Safety Recall that involved a software update to the motor generator ECU and power management ECU. According to Toyota's records, the previous Safety Recall has been completed on this vehicle. *Please note that the remedy for this new Safety Recall J0V will address a separate issue and you should have Safety Recall J0V completed when the remedy is available.* Toyota will send you another notification when the remedy becomes available.

What Should You Do?

We appreciate your patience while we prepare the remedy.

You will receive a second owner notification when the remedy is available.

Your local Toyota dealer will be more than happy to answer any of your questions.

- ✓ To find a dealer near you, visit www.toyota.com/dealers
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.toyota.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 a.m. to 7:00 p.m., Saturday 7:00 a.m. to 4:30 p.m., Central Time.

Until the remedy is available, drivers should avoid placing a high load on the hybrid system by avoiding full throttle application when possible. As indicated in your Owner's Manual, Toyota does not recommend towing with your vehicle, and we urge you to follow this recommendation to avoid placing a high load on the system.

If your vehicle is experiencing the condition described and you are unable to drive it to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pickup.



What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and ownership information to the following address for reimbursement consideration:

Toyota Customer Experience Center – TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

What if you are not the owner or operator of this vehicle?

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/owners. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at **1-888-327-4236 (TTY: 1-800-424-9153)**, or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.



CUSTOMER REIMBURSEMENT CHECKLIST

Documentation Showing the Repairs are Related to the Covered Condition

- Examples of documentation would be a repair order or invoice showing the following information:
 - Mileage on the date the repair order was created.
 - Description showing the repair addressed the covered condition, including (1) the reason the vehicle was brought to the repair facility, (2) the repair facility's diagnosis, and (3) the repair that was performed.
 - Itemized breakdown of labor charges for each repair performed, if more than one repair is on the same repair order or invoice.

Proof-Of-Payment for the Repair

- Examples include one of the following items as valid proof-of-payment:
 - Copy of a cancelled check.
 - Copy of a signed credit card receipt.
 - Copy of a credit card statement.
 - (If paid by cash) receipt for cash. If receipt was not provided or is not available, a letter from the repair facility, on company letterhead, signed by the manager, verifying the amount paid by cash.

Vehicle Identification (Including Make, Model, Model Year, and Vehicle Identification Number)

- Examples of valid vehicle identification:
 - Campaign notification letter with name and vehicle identification number.
 - Receipt, such as a repair order, with vehicle identification number, make, model, and year.
 - State registration.
 - Copy of the bill of sale.
 - Copy of the title.

Documentation Showing the Name and Address of the Owner or Purchaser of the Vehicle at the Time the Repair was Made and Who is Submitting the Claim for Reimbursement.

- See examples above.
- Providing a phone number and/or email would also be helpful if we need to contact you about any of the information submitted.
- Please print your name and address on all documents.

Documentation Showing the Name and Address of the Owner of the Vehicle at the Time of the Repair (If Different from the Person Making the Claim for Reimbursement)

- See examples above.

VIN Search

Vehicle Identification Number Search

Enter a 17 Digit VIN below to search for applicable information:

VIN:

2013 Prius TWO (1223) Hybrid - 2ZR-FXE, CVT/2WD, 01F7-CLASSIC SILVER METALLIC [JTJDN3DU9D5] - Fleet Vehicle

Vehicle Info **Specifications** **Sov Rating**

Prod Date: 01/11/2013	Date of First Use: 03/05/2013	Engine Oil Type: Synthetic	Trans/Drive: CVT/2WD
Plant Code: 1 - JAPAN - TMC	Original Selling Dealer: HEADQUARTER (09163)	Engine Oil: 0W-20 4.4 qt. (4.2 lt.)	Trans Oil: Info not available
Grade: TWO (1223)	Color: 01F7-CLASSIC SILVER METALLIC/FB60-MISTY GRAY	Engine Family: Hybrid - 2ZR-FXE	VIN Destination: USA
Remote Capable: Info not available	Remote Opted In: Info not available	Engine #: 2ZR 5676027	Monroney: Info not available
	Next Service Apt: 02/17/2015	Fleet Rate Plan:	Standard Equipment: +

Service Connect

Diagnostics Capable: Info not available	Diagnostics Opted In: Info not available	Transmitting: Info not available	Preferred Dealer: Info not available
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FE: 50 State Emissions

Campaign **Service History** **Toyota Care** **Warranty** **FS Products** **Roadside Assistance** **Telematics** **DTC History** **Diagnostic Report** **Customer Survey**

Campaign Description: Safety Recall J1V - Interim Notice, Certain 2010-2014 Model Year Prius, Certain 2012-2014 Model Year Prius V, Hybrid System Software Update

Campaign Status: Remedy Not Available

Completion Status: Not Completed

[\[Show Documents\]](#)

Campaign Description: STOP SALE - Safety Recall E0E - Remedy Available - Certain 2010 - 2014 MY Prius Vehicles - Software Update for Motor Generator ECU and Power Management ECU

Campaign Status: Remedy Available

Completion Status: Completed

Date Serviced: 03/20/14

Dealer Name: DON JOSEPH TOYOTA

Dealer Code: 34037

[\[Show Documents\]](#)

Tech Cert Requirements:

Maint	Certified				Expert					Master	MDT	Special Courses	Addnl Info
	EG	DT	CH	EL	EG	DT	CH	EL	HY				
									✓	✓	✓		

[\[Show Eligible Tests\]](#)




Toyota Motor Sales, U.S.A., Inc.
Owner Notification Processing Center
No General Correspondence
P.O. Box 149300, Austin, TX 78714-9300

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
ISPM


SAFETY RECALL NOTICE (Interim Notice)
Certain 2010–2014 Model Year Prius Vehicles
Certain 2012–2014 Model Year Prius V Vehicles — Hybrid System Software Update
PLEASE READ THIS IMPORTANT INFORMATION

IMPORTANT SAFETY RECALL INFORMATION

Issued in Accordance
With Federal Law



U.S. Department of
Transportation



U.S. Department of
Transportation

J1V Interim