



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

30-JAN-2019

APR 29 2019

Reference No.
11173044

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: AUSTIN State: TX Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with 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: JTDMK3DU8B5 [REDACTED]
Make: TOYOTA Model: PRIUS Model Year: 2011
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]
Original Owner: Dealer's City: Austin State: TX Zip Code: 78758
Transmission Type: [REDACTED] Antilock Brakes Cruise Control Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 12-JAN-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 BRAKES (PWS) Failure Mileage: 119384 Failure Speed: 65

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): [REDACTED] Original Equipment Prior Repair Failure Location: Austin, TX
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 2011 TOYOTA PRIUS. WHILE DRIVING 65 MPH, THE BRAKE PEDAL WAS APPLIED AND WAS STIFF. THE CONTACT HAD TO TAP THE BRAKE PEDAL TO SLOW DOWN THE VEHICLE. IN ADDITION, THE BRAKE AND ABS INDICATORS WERE ILLUMINATED. THE VEHICLE WAS TAKEN TO CHARLES MAUND TOYOTA (8400 RESEARCH BLVD, AUSTIN, TX 78758 (866) 797-4354) WHERE IT WAS DIAGNOSED THAT THE BRAKE ACTUATOR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS CONTACTED AND PROVIDED CASE NUMBER: [REDACTED] NO FURTHER ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS 119,384.

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.

MAKE: Toyota MODEL YEAR(S): 2011 MILE: 119314
 MODEL: Prius 10/19 OPTION(S): 2WD PL: 6
 ENGINE(S): 1.8L HV 4 Cyl (2ZRFX) TOTAL \$ 5326.10

VIN: JTDKN3DUBS [REDACTED]

LN	JB	OPCODE	OPERATION SUMMARY	DESCRIPTION	INFO CODES	CP
					PART AVAIL	
* 1.		16TOZ2		27 Point Quality Inspection - All		4.99
* 2.		111051		Timing Cover, r&r (ADD Oil & Filter) - 1 Y	Y	2298.03
* 3.		SPR4I		Spark Plugs, r&r (Iridium) - 10/11	Y	307.12
* 4.		16TOZZATS		Service Automatic Trans, Minor - 10/11	Y O	178.63
* 5.		16TOZZCSF1Z		Drain & Refill Inverter System (Incls 1	Y	197.77
* 6.		BRSD		BRAKE ACTUATOR - All	Y	2368.85

PARTS: \$ 1605.77
 LABOR: \$ 3553.30
 HAZARDOUS WASTE/SHOP SUPPLIES: \$ 34.55
 TAX: \$ 132.48
 TOTAL: \$ 5326.10

E=ENTER) (LINE#) (A=ADD) (CO=COMBINE) (X#=EXPAND) (M#=MAP OP) (TAB)



warranty Enhancement 261
 1-800-331-4331

Computer part of ABS accumulator

Charles Mann Service
 512-645-2145

CHARLES MAUND TOYOTA-PAR
8400 RESEARCH BOULEVARD
AUSTIN, TX 78758
512-458-2222

SALE

MD: 4960 Store: 1001 Term: 0282

REF#: [REDACTED]

Batch #: [REDACTED] RRN: 901520006776
01/15/19 14:27:53

Invoice #: [REDACTED]

Trans ID: 0115MDJY8N7TA

APPR CODE: 682245

MASTER CARD Chip

***** [REDACTED]

AMOUNT \$2,368.85

APPROVED

Debit MasterCard

AID: A000000004 [REDACTED]

TVR: 00 00 00 80 00

TS: E8 00

THANK YOU

CUSTOMER COPY



Toyota Customer Experience Center Case # [REDACTED]

1 message

Toyota_Customer_Experience@toyota.com

Mon, Jan 14, 2019 at

<Toyota_Customer_Experience@toyota.com>

11:14 AM

To [REDACTED]

Dear [REDACTED]

Thank you for contacting Toyota Motor Sales, USA, Inc. Your case is filed at our headquarters office under your name and file # [REDACTED].

If you have any further questions, please contact us at 800-331-4331. Our hours of operation are 7:00 a.m. to 7:00 p.m. CT Monday through Friday and 7:00 a.m. to 4:30 p.m. CT Saturday.

Sincerely,

Kia L.
Toyota Customer Experience

Please do not attempt to respond to this message. We cannot accept electronic replies to this e-mail.



Warranty enhancement ZG1 [Incident: ██████████]

1 message

Ask Toyota <toyota@mailva.custhelp.com>
Reply-To: Ask Toyota <toyota@mailva.custhelp.com>
To ██████████

Thu, Jan 17, 2019 at 10:04 AM



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

Warranty enhancement ZG1

Response By Email (Kristy C.) (01/17/2019 10:04 AM)

Dear ██████████

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

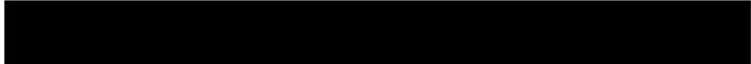
We appreciate your interest in the Special Service Campaigns (SSC), warranty enhancement program for ZGI brake actuator for your 2011 Toyota Prius.

As Special Service Campaigns (SSC) or Safety Recalls are specifically based on your vehicles' 17-digit Vehicle Identification Number (VIN), we invite you to visit our web site <http://www.toyota.com/recall> and enter your 17-digit VIN to verify your vehicle has no outstanding recalls.

We have conducted this search on your behalf:

Results for VIN: JTDMN3DU8B5█████████
2011 Toyota Prius

There are no open Safety Recalls or Service Campaigns for this vehicle regarding the brake actuator. This means your vehicle is not affected by any recalls and no further action is needed at this time. If we do initiate any type of Safety Recall Campaign (SSC) in the future, you will be notified directly via first



class mail.

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

Sincerely,

Kristy C.
Toyota Customer Experience Center

Customer By CSS Web ██████████ (01/13/2019 12:13 AM)

Please forward information regarding warranty enhancement notice ZGI (brake actuator) for this VIN#

Thank you,

Question Reference # ██████████

Date Created: 01/13/2019 12:13 AM PST
Date Last Updated: 01/17/2019 10:04 AM PST
Status: Response Sent

(512) 458-2222 Service Direct 458-3300
 E-Mail service@charlesmaundtoyota.com
 charlesmaundtoyota.com
 Schedule Your Next
 Service Appointment Online at
 www.charlesmaundtoyota.com



goal at Charles Maund Toyota.
 If we have not fulfilled this obligation
 please let one of our managers know.
 Mon-Fri: 7:00 am - 7:00 pm
 Sat: 7:00 am - 5:00 pm
 Sunday: Closed

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR WILL MANNELLA	131975	TAG NO. 4754	INVOICE DATE 01/15/19	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 119,314	COLOR BLK/	BOOKING NO.
	YEAR / MAKE / MODEL 11 / TOYOTA / PRIUS / 4H		DELIVERY DATE 05/14/14	DELIVERY MILES 45,857	
AUSTIN, TX	VEHICLE ID. NO. JT D K N 3 D U 8 B 5		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/12/19		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MD: 119349

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 6 TOTAL PARTS	0.00
			JOB # 6 TOTAL LABOR & PARTS	0.00
J# 7	7	97	TOZRFUELCARB FUEL CLEAN NOW HOURS: 0.00 TECH(S):96298 FUEL SYSTEM CLEANING/DECARBONING DUE NOW	0.00
			JOB # 7 TOTAL PARTS	0.00
			JOB # 7 TOTAL LABOR & PARTS	0.00
J# 8	8	97	TOZRSRSPARKPLUG SPARK PLUGS DUE HOURS: 0.00 TECH(S):96298 SPARK PLUGS CONDITION, NEEDS IMMEDIATE ATTENTION. CUSTOMER DECLINED AT THIS TIME	0.00
			JOB # 8 TOTAL PARTS	0.00
			JOB # 8 TOTAL LABOR & PARTS	0.00
MISC			SS HAZARDOUS WASTE/SHOP SUPPLIES	34.55
			TOTAL - MISC	34.55
COMMENTS	LACK...WAITER			

DISCLAIMER OF WARRANTIES: Any warranties on the parts and/or accessories sold hereby are made solely by the manufacturer. The undersigned purchaser understands and agrees that: (i) Charles Maund makes no warranties of any kind, express or implied, and disclaims all warranties, including but not limited to warranties of merchantability and fitness for a particular purpose, with regard to the parts and/or accessories purchased; and (ii) in no event shall Charles Maund be liable for incidental, consequential or punitive damages, or commercial losses, arising out of such purchase. The undersigned purchaser further understands and agrees that the warranties excluded by Charles Maund include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle (or any of its systems) to perform with reasonable safety, efficiency and/or comfort.

AUTHORIZATION FOR REPAIRS: I hereby authorize the repair work herein set forth to be done along with the purchase of the necessary materials and agree that Charles Maund is not responsible for loss or damage to my vehicle, or articles left in my vehicle, in case of fire, theft, weather-related events (including but without limitation freezing temperatures), or any other cause beyond Charles Maund's control, and that Charles Maund is not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant Charles Maund and/or Charles Maund's employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purposes of testing and/or inspection. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing of that data with the manufacturer for diagnostic and/or research purposes.

NOTICE PURSUANT TO PROPERTY CODE, §78.001
 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 PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER 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.

I hereby consent to receive voice and electronic communications from or on behalf of Charles Maund at any telephone numbers or email addresses provided. I understand that consent is not a condition of purchase.

I hereby acknowledge and agree to the above DISCLAIMER OF WARRANTIES, AUTHORIZATION FOR REPAIRS, as well as acknowledge the above NOTICE PURSUANT TO TEXAS PROPERTY CODE SECTION 70.001

TOTAL LABOR....		970.77
TOTAL PARTS....		1256.98
TOTAL SUBLET...		0.00
TOTAL G.O.G....		0.00
TOTAL MISC CHG.		34.55
TOTAL MISC DISC		0.00
TOTAL TAX.....		106.55
TOTAL INVOICE \$		2368.85

THE CHARLES MAUND PARTS AND SERVICE TEAM THANKS YOU FOR YOUR BUSINESS. WE UNDERSTAND THERE ARE A LOT OF CHOICES IN OUR INDUSTRY AND APPRECIATE YOUR PATRONAGE. OUR HOPE IS TO CONTINUE TO EARN YOUR BUSINESS ONE VISIT AT A TIME. WE TRUST THAT WE HAVE PROVIDED "EXCELLENT" SERVICE DURING THIS VISIT. IF YOU DONT AGREE, PLEASE REACH OUT TO EITHER OUR SERVICE MANAGER WES NEWMAN OR FERNANDO LERMA THE ASST MANAGER.

YOU MAY RECEIVE A SATISFACTION SURVEY VIA EMAIL FROM TOYOTA MOTOR COMPANY BASED ON YOUR VISIT. IF YOU HAVE A CONCERN OR UNSWHERED QUESTION, PLEASE LET US KNOW BEFORE COMPLETING THE SURVEY.

THANKS AGAIN FOR YOUR BUSINESS! REGARDS, WES NEWMAN
 OUR NEXT SERVICE APPT HAS BEEN SET 4 MONTHS FROM THIS VISIT

PAID
 JAN 15 2019
 PAID
 BY: [Signature]

CUSTOMER SIGNATURE

X
 SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT
 TERMS: STRICTLY CASH OR

(512) 458-2222 Service Direct 458-3300
 E-Mail service@charlesmaundtoyota.com
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goal at Charles Maund Toyota.
 If we have not fulfilled this obligation
 please let one of our managers know.
 Mon-Fri: 7:00 am - 7:00 pm
 Sat: 7:00 am - 5:00 pm
 Sunday: Closed

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	WILL MANNELLA	131975 4754	01/15/19
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			119,314
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			JOB # 8 TOTAL PARTS	0.00
			JOB # 8 TOTAL LABOR & PARTS	0.00
DISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	HAZARDOUS WASTE/SHOP SUPPLIES		34.55
			TOTAL - MISC	34.55
COMMENTS	LACK...WAITER			

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TOTALS

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CUSTOMER SIGNATURE

PAID
 JAN 15 2019
 PAID BY: [Signature]

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