



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

October 8, 2019

1200 New Jersey Avenue, SE
Washington, DC 20590

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

NEF-109 cjb
Ref. No. 11190710

[REDACTED]
Bradenton, FL [REDACTED]

Dear [REDACTED]

Thank you for your letter about your model year (MY) 2011 Toyota Prius Hybrid vehicle. I am pleased to respond.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. You believe that the crash you had on July 18, 2017 in your MY 2011 Toyota Prius Hybrid is related to the stalling defect identified in NHTSA Safety Recall Campaign No. 18V-684. According to your police accident report, your crash occurred on July 18, 2017, which is before Recall 18V-684 was initiated and parts became available in February 2019.

Please accept our sincere sympathy for the damage your vehicle sustained in the crash. When provided with all necessary details and particularly after an opportunity to examine the vehicle involved in a crash, an expert in crash reconstruction can provide an educated opinion on what caused a specific crash. We recommend that you contact Toyota if you require further assistance in determining whether the safety defect in Recall 18V-684 or another mechanical issue caused the crash. We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

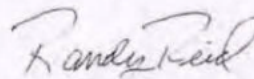
Your request for a reimbursement does not fall under our jurisdiction and suggest that you contact Toyota regarding any claims. You may consider contacting your local Consumer Protection Agency or the Florida Attorney General's Office regarding your problem and rights under the state laws. You may also ask your dealership for a meeting with a Toyota district

manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over remuneration matters and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement