

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



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

1200 New Jersey Avenue SE.
Washington, DC 20590

[REDACTED]

Ontario, CA [REDACTED]

NEF-109 ela
Ref. No. 11205302

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2013 Toyota Prius Hybrid vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. 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 us. ODI has received reports similar to yours regarding a brake problem in certain Toyota Prius vehicles. On September 30, 2019, ODI opened an investigation, Defect Petition (DP) 19-004 (resume enclosed) to further analyze brake actuator solenoid valve wear, which may result in a reduction in braking force in certain MY 2010 through MY 2015 Toyota Prius vehicles. To date our investigation continues and no determinations have been reached. We entered your information into our database. It will be included with other reports in our investigation. You can learn more about NHTSA's investigation and recall process on our website at

https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

The recall your dealer completed was NHTSA Safety Recall No. 18V-684. This recall addresses a problem with excessive voltage in the Intelligent Power Module (IPM) within the inverter, which may cause the hybrid system to shut down, causing the vehicle to stall while being driven. The IPM defect identified in Recall 18V-684 is not related to the brake actuator solenoid valve problem being investigated in DP19-004. We entered your vehicle identification number (VIN) into our VIN Look-Up Tool. The enclosed report shows no open recalls on your vehicle.

In addition, we reviewed our database to identify whether a safety defect trend exists with an overheating problem caused by the hybrid battery pack, electric pump assembly, super long cooler, and inlet water sub-assembly in MY 2013 Toyota Prius vehicles. At this time, our review

did not identify enough evidence to open a safety defect investigation or to initiate a recall for the overheating. 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.

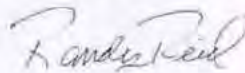
We recommend that you contact Toyota or continue to work with your local dealer to resolve any vehicle problems unrelated to DP19-004 and Recall 18V-684. You may consider contacting your local Consumer Protection Agency or the California Attorney General's Office regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Toyota district manager or technical advisor to discuss your problems.

In addition, the Federal Trade Commission (FTC) has jurisdiction over warranty and dealership problems, 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 warranty 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 have 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

Enclosures

JTDZN3EU9D3

17/17



Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

[Learn More →](#)

2013

TOYOTA Prius V



VIN: JTDZN3EU

Recall data refreshed on Apr 22, 2020

0 Unrepaired Recalls associated with this VIN

What if my car isn't recalled now? Could it be recalled later?

Yes. Whether a manufacturer independently conducts a safety recall or NHTSA orders one, the manufacturer must file a public report describing the safety-related defect or noncompliance. Manufacturers are also required to notify owners by mail within 60 days of notifying NHTSA of a recall decision.

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

Issued in Accordance
With Federal Law



Look for this distinct label to distinguish critical safety recall information from other marketing material.

Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.



What this VIN search tool will show

- An unrepaired vehicle affected by a vehicle safety recall in the past 15 calendar years
- Vehicle safety recalls from [major light auto automakers](#), [motorcycle manufacturers](#) and some [medium/heavy truck manufacturers](#)

What this VIN search tool will not show

- A vehicle with a repaired safety recall. If your vehicle has no unrepaired recalls, you will see the message: "0 Unrepaired recalls associated with this VIN"



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

02-MAY-2019

Repository ☐Reference No.
11205302**OWNER INFORMATION (Type or Print)**

Name

Address

City ONTARIO

State CA

Zip Code

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 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

JTDZN3EU9D3

Make

TOYOTA

Model

PRIUS V

Model Year

2013

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders 4

Fuel Type:

Other

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes☐ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Multiple Failure:

1

Incident Date(s)

25-APR-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 030000 BRAKES (PWS), 200000 WHEELS, 250000 ELECTRONIC STABILITY CONTROL, 110000 ELECTRICAL SYSTEM

Failure Mileage

106853

Failure Speed

20

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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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 2013 TOYOTA PRIUS V. WHILE DRIVING APPROXIMATELY 20 MPH AND ATTEMPTING TO BRAKE, THE VEHICLE DID NOT STOP AND THE TIRE PRESSURE MONITORING SYSTEM, ANTI-LOCK, BRAKE, AND ELECTRONIC STABILITY CONTROL INDICATORS ILLUMINATED. THE VEHICLE WAS TOWED TO JOHN ELWAY'S CROWN TOYOTA (1201 KETTERING DR, ONTARIO, CA 91761) WHERE IT WAS DIAGNOSED THAT THE BRAKE BOOSTER/BRAKE BOOSTER PUMP AND MASTER CYLINDER NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DETERMINED THAT THE VEHICLE HAD A SOFTWARE FAILURE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 106,853.

THE CONSUMER STATED THE VEHICLE OVER HEATED. THE HYBRID BATTERY PACK NEEDED TO BE REPLACED AND THERE WAS ALSO AN ISSUE CONCERNING THE ELECTRIC PUMP ASSEMBLY. A RECALL REPAIR WAS COMPLETED ON THE VEHICLE THAT CAUSED ISSUES WITH THE MASTER CYLINDER AND BRAKE BOOSTER PUMP ASSEMBLY. THE CONSUMER HAS SINCE NOT DRIVEN THE VEHICLE. *JS

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.

NEF-DIO

AMENDED NHTSA COMPLAINT

Complaint #11205302, Reference [REDACTED]

CL-11205302-4235

Please amend the following wording to the above mentioned complaint:

On 10/10/18 I took my car into John Elway Crown Toyota because the car was overheating. The inspection concluded that the Hybrid Battery Pack needed to be replaced there was also an issue with the Electric Pump Assembly, Super Long Long Cool and Inlet Sub-Assy Water. Prior to taking the car into John Elway for inspection I called NHTSA to see if there was a recall for my car. At that time I was informed that there was a recall and that I needed to wait a month for further explanation.

Since the car over heated in October 2018 my vehicle has not been the same. Today my car sits in the garage as I cannot drive it due to an electrical issue associated with the master cylinder and brake booster pump assembly.

Please investigate these issues as they are associated with the software safety recall issue. I took my car for the software update three weeks ago. I cannot drive the car due to the brake issues. I cannot risk driving the car and getting into an accident.

Sincerely,

[REDACTED]

72

EA
7.22.19
UD

[REDACTED]
Ontario, CA

SANTA ANA
CA 926
10 MAY '19
PM 2 L



WHL-306

NHTSA
1200 New Jersey Ave. SE West Building
Washington, DC 20590

20590-

