

**From:** EVOQ (NHTSA)  
**Subject:** FW: URGENT FOLLOW UP: Complaint Number: 11298645

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RE: RECURRING "CHECK HYBRID SYSTEM..." SAFETY ISSUE ON PRIUS 2013, JOV SOFTWARE UPDATE FAILED  
- JTDKN3DU6D5 [REDACTED]

# Prius inverter defect

Toyota issued a recall in 2014 for overheating problems in the inverter, which controls the power flow to the electric motors.

To Whom It May Concern,

This is my second complaint to raise awareness on the non-safety issue of my Prius (2013) that will cause a crash risking lives soon. This affects many other Prius drivers as well.

"CHECK HYBRID SYSTEM" WARNING MESSAGE ON, # 1

1- Last year, The JOV Software update on my Prius 2013 failed and I was lucky to be driving in a parking lot as otherwise I wouldn't be here writing to you, again.

WHAT HAPPENED:

My car stopped working entirely and abruptly without any prior warning messages. On this day, I drove it only for 1.2 miles, from my home to the gym.

When my car stopped entirely while I was trying to park it, it didn't go into a fail-safe driving mode. It didn't go into neutral either. There're 3 witnesses including myself when this happened on December 24, 2019.

After 4 hours, a tow truck driver managed to tow it to Toyota Hollywood who accused the car's power loss on the regular battery. My vehicle's regular battery was working perfectly fine before and on the day of and during towing and there were no messages about the battery!

Since the JOV Software update from 2019 failed on my car, the bad "overheated" inverter most probably caused it and drained the battery.

So Toyota Hollywood only fixed my regular battery ignoring the fact that the JOV software update failed and I/others could've gotten killed if I was driving on a freeway and the car loses power, abruptly.  
This is very concerning and I urge you to help me with this problem and ask Toyota to check the inverter with a borescope or any other methods at hand before my car is released again.

After Toyota Hollywood asked me to pick up my car, I contacted Toyota's executive offices to have this matter resolved and requested an inverter replacement.

Toyota's executive office send out their specialist ("FTS inspection) who solely drove the car for another 55 miles to recreate the DTC code and did some tests without looking into the inverter and thereafter said it's safe to drive and asked me to pick up my car.

I assured Toyota's executive offices that the inverter issue will cause a problem again and it has not been fixed. My car is still unsafe to drive and it's a risk for anyone in the car as well as other drivers on the road.

Sure enough, the same problem and message occurred only a few weeks later.

"CHECK HYBRID SYSTEM.." WARNING MESSAGE ON AGAIN JANUARY 16, 2020; # 2

2- On Sunday, January 16, I arrived at my car at 9:22pm and the hybrid warning message was ALREADY on my display before I even started my car. On this day, I drove my car ONLY for 1.6 miles, from my home in West Hollywood to a location nearby Hollywood.

Then I started my car and this warning message "CHECK HYBRID SYSTEM..." remained on display until I drove it home for 1.6 miles going around 15 miles per hour with blinkers on. I parked it in my spot at home until the next day.

This is the same warning code that appeared on December 24 (2019) when my car got towed to Toyota Hollywood. They kept my car for a couple days before anyone could check it out due to the holidays. And then they somehow erased the message and DTC code to possibly show that the inverter is bad since the JOV Software update failed:

Public and worldwide news:

"The inverters have been overheating, causing the software that controls the vehicles to shut down the power or put the vehicle into what is known as a limp-home mode that is supposed to allow drivers to get to the side of the road safely."

Toyota headquarters' FTS technician and Toyota Hollywood drove my car to re-create the DTC code but both failed. So the inverter wasn't replaced and now a few weeks later the same warning code appears. This recurring problem is unsafe for myself and anyone else on the road.

"In a news release Friday, Toyota acknowledged that the vehicles sometimes do not go into limp-home mode at all, but lose all power."

Currently, Toyota Culver City has my car since Tuesday (Jan 18) and the only issue they could see is a "low voltage battery". I spoke to their master technician yesterday who said they still don't know what the issue is.

The Prius Hybrid system depends on the inverter that boosts voltage from the car's battery to its motors and then reduces the voltage when the brakes recharge the battery. To solve the problem, I reckon the inverter needs to be replaced based on numerous researches I have conducted online as well seeking advice.

"Toyota has found that in rare situations, the vehicle may not enter a fail-safe driving mode as intended," the statement said. "If this occurs, the vehicle could lose power and stall. While power steering and braking would remain operational, a vehicle stall while driving at higher speeds could increase the risk of a crash."

Herewith, I'm raising a massive concern to your attention that the received software update last year did not work and it is very possibly that it is overheating my vehicle's inverter which is why it LOST ALL POWER on December 24 and was released and proclaimed safe. But the the same "CHECK HYBRID SYSTEM" warning code appeared again on Sunday, January 16.

What will it take for Toyota, the largest auto manufactures in the world to replace my inverter? A crash. I hope not.

I'm writing and making a second official complaint with you again hoping your input can help remedy the situation. I hope that instead of Toyota wanting to save \$2,000 - \$3,000 to replace my inverter, they will ensure safety and fix the root cause of the HYBRID WARNING SYSTEM.

Thank you for your work and time and to ensuring safeness on the road.

Sincerely,

[REDACTED]

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FIRST COMPLAINT: January 11, 2020

Complaint Number: 11298645

Vehicle Identification Number: JTDKN3DU6D5 [REDACTED]

Your Vehicle's Make Model and Model Year: TOYOTA PRIUS 2013

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Unknown or Other

What happened?

I was driving my Prius 2013 model in a parking lot on 12/24/2019 when it abruptly (without prior warning messages) shut down with this message: "CHECK HYBRID SYSTEM STOP THE VEHICLE IN A SAFE PLACE." My car would not move an inch, didn't go into limp mode and didn't go into neutral either. My Prius had a 2nd recall Software update in 2019 and it was suppose to prevent my car from

shutting down completely and should have gone into failsafe mode but that did not happen and the software update seems to be just a bandaid. It was towed to a dealership who didn't look at it for 2 days due to the holidays and the bad inverter drained the normal battery and the hybrid warning code with it. The dealership did not replace the inverter as they said they couldn't recreate the DTC code which I believe doesn't qualify for not wanting to ensure safety after I had 2 witnesses seeing the hybrid system inverter failure as well. Where is the original DTC code? It should not evaporate after a bad inverter drains the battery and I have the hybrid warning message on video but was told by the dealership and manufacturer that it's not sufficient. And they did not offer to check the inverter or the IGBT to ensure its safeness. Instead, I was asked to pick up my car after they fixed a 'battery cell' issue that was NEVER the problem until it was at the dealership. I picked up my car today still with a bad inverter, an accident waiting to happen and I hope it won't be on a freeway.

Files you uploaded.

\* Hybrid inverter failure message.jpg

When did this happen? 12/24/2019

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph) 15

About how many miles were on your vehicle at the time of the incident? 1

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED] Phone [REDACTED]

[REDACTED]  
C: [REDACTED]  
[REDACTED]

[REDACTED]

Customer Service Representative



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