

March 31, 2020

To Whom it may concern:

I am hoping you can help with a major problem. I have a 2011 Prius (page 2 will give you all the details and Vin#).

I have been having a problem that is evidently break related for about a year and a half. I believe it is related to your extended warranty ZIB, which applies to my model, year, ect. Right now the car is stopping okay, but as you will see on the attachment, I have warning lights galore and brakes making a weird noise.

I also have an electrical problem which I cannot prove is related to a recall repair that Sun Toyota made, but can't figure out why the problem would even be there otherwise.

These two problems amount to about \$5,000 in repairs, and expect to have to buy a new Hybrid battery I feel sure in the next year or so. I planned on the battery when I bought the car, but not the other. In fact, I am [REDACTED] and live on Social Security, and my game plan when I purchased this auto was to buy a car that would last me the rest of my life (i.e., my last car) and do the environment a good deed also. Not your problem I understand, but I am reaching out to you because I have been told by several "car" professionals to do that.

I have to drive the car right now to see after my brother each week about 80 miles one way on Interstate 75, so you can see another reason for my concern.

Outside contacting NHTSA, I am really at a loss about what else to do. Can you PLEASE review the attached information and see if there is anything in there that would warrant you covering these problems under your recalls or extended warranty programs.

My contact information is below. Thank you in advance for your time and hopefully, kind consideration.

[REDACTED]
[REDACTED]
Safety Harbor, Florida [REDACTED]

Cell: [REDACTED]

cc: NHTSA Administrator, 1200 New Jersey Ave SE, Washington, DC

CHRONOLOGICAL HAPPENINGS

DEC. 2014: PURCHASED 2011 PRIUS FROM TAMPA HYBRIDS The owner of a used Prius only car lot, Todd, is a Prius specialist and has an on site garage to make simple repairs. He recommends Tampa Toyota for maintenance and more involved repairs to his many customers. I have found him to be very honest, knowledgeable and certainly a Prius Guru.

Oct. 27, 2017: I had Recall #16V-487 (Curtain Shield Airbag) completed at Sun Toyota, Holiday, Florida.

Mid 2018: Brakes started making a honking, barking noise (coming generally from the lower floor board area). It made this noise several times when I kept my foot on the break at red lights or had to keep my foot on the break for more than a brief light break pump. A very light touch on the break does not produce the noise. It continues to do that today. I have had two certified foreign car mechanics tell me they are aware of the problem and it is about a \$2300 repair involving the accumulator, actuator pump and master cylinder.

March 07, 2019: I had Recall #18V-684 (JOV Hybrid System Software Update) performed by Sun Toyota.

April, 2019: You issued ZIB Phase 2 Warranty Extension (that applies to my car) on Brake Booster Assembly replacement. Naturally I assumed this had something to do with the brake noise I had been experiencing for about a year then.

October 01, 2019: I hit a speed bump and brakes about the same time, going no more than 15 MPH. Immediately at that time the yellow Master Warning Light and red Air Bag symbol came on. I thought perhaps this was an indication that Toyota would perform the extended warranty on the brake problem.

October 02, 2019: Took the vehicle to Sun Toyota to see if they could pull up the Codes required for the needed repair. They did not and really were not very informative or helpful. They charged me \$160.00 for simply looking for the codes and telling me I need an electrical air bag harness for about \$2500, and documenting their work.

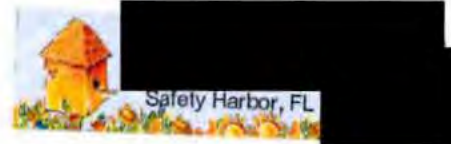
October 15, 2019: I was sitting at a light and looked at my dash, and in addition to the master warning and airbag warning lights that had been there for a long time now, the brake system and slip indicator light was on. On that trip, I had to hit the brakes rather hard when a cat ran across in front of me (a black cat I presume) and the two newer warning lights went back out.

March 02, 2020: The master warning light and airbag lights came on again and went back off again in a few seconds, on their own. I wanted to take a picture...but was not quick enough.

March 29, 2020: Took car to Tampa Hybrids to see if Todd (the owner) could pull up the Codes needed (he charges me nothing for this brief test since I bought the car from him). They were not there, which was a huge disappointment since I was told that once the lights came on the codes would be recorded by the car, the evidence needed for the extended warranty work. He also said I have two problems. One is the air bag harness (and he added the problem might have been caused by the recall work done at Sun). The other problem is the break issue. So, I have two problems, none of which I caused and I believe none of which the car would be displaying if it did not have two malfunctions.

➤ KEY WORDS: Sun Toyota

- Master Warning Light (yellow triangle) **Been on since mid 2019**
- Air Bag Light (red) **Been on since mid 2019...came on with the Master Warning Light**
- Slip Indicator Light (skid like symbol)
- Brake System Warning Light (red)
- Actuator Pump / Accumulator / Master Cylinder
- Curtain Shield Airbag recall (had done 10-27-17)
- JOV Software Update SHTSA Recall #18V-684 (03-07-19)
- VIN # JTDKN3DU8BC [REDACTED]
- Tampa Toyota



TAMPA FL 335
SAINT PETERSBURG FL
12 APR 2020 PM 5 L



NHTSA ADMINISTRATOR
1200 NEW JERSEY AVE SE
WASHINGTON, DC 20590

Re: TOYOTA PRIUS 2011
WARRANTY EXTENSION ZJB PHASE 2 20590-

