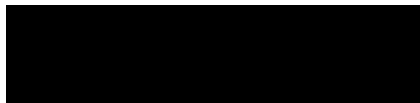




U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

September 18, 2020



Safety Harbor, FL [REDACTED]

NEF-109 br
Ref. No. 11349454

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2011 Toyota Prius vehicle. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). 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 motor 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 and is monitoring all available data concerning allegations of brake booster pump failures in MY 2010 through MY 2015 Toyota Prius vehicles. While we continue to monitor this issue, no determinations have been reached at this time.

We are aware of Toyota's Special Coverage Adjustment (Bulletin No. POL18, enclosed) that addresses a problem with internal malfunctions of brake booster and brake booster pumps in certain MY 2010 through MY 2015 Toyota Prius vehicles. Please note that the issuance of a Special Coverage Adjustment does not mean a vehicle has a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue a special coverage to address a known problem and restore customer satisfaction. Therefore, NHTSA does not have authority to require Toyota to perform the corrective action described in the special coverage adjustment, regardless of eligibility.

We reviewed our database to identify whether a safety defect trend exists with malfunctioning warning lights illuminating in MY 2011 Toyota Prius vehicles. We also looked into the air bag warning light problem that your dealer told you was caused by a faulty wiring harness. At this

time, NHTSA has not identified sufficient evidence to support the opening of a safety defect investigation or to initiate a recall for this problem. You mentioned that your problem could be related to the work performed during NHTSA Safety Recall 16V-487. However, we have no evidence that Toyota's remedy for Recall 16V-487 is inadequate or fails to correct the issue. In addition, NHTSA cannot guarantee that the dealer is going to perform a recall successfully. We recommend that you contact Toyota for further assistance. You may also ask your dealership for a meeting with a Toyota district manager regarding your problem. 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 https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

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. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, 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 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,

A handwritten signature in dark ink, appearing to read "Randy Reid". The signature is fluid and cursive, with the first name "Randy" and last name "Reid" clearly distinguishable.

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

Attachment: Bulletin POL18

DISTRIBUTE TO: ☒ Service Manager ☒ Warranty Administrator	 TOYOTA <i>Customer Support Program Bulletin</i>	No.: POL18-03 Date: 8/9/2018 Page: 1 of 3 REVISED 8/29/18
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**SUBJECT: *CUSTOMER SUPPORT PROGRAM BULLETIN (ZJB):
REPAIR COVERAGE FOR BRAKE BOOSTER AND BRAKE
BOOSTER PUMP ASSEMBLIES ON CERTAIN 2010 MY
PRIUS AND CERTAIN 2010 MY PRIUS PHV VEHICLES***

Background

Toyota has received reports indicating various brake system related warning lamps illuminate due to internal malfunctions.

Applicability*

The Brake Booster and Brake Booster Pump are covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first). However, because we at Toyota care about each customer's ownership experience, Toyota is now offering a voluntary Customer Support Program that applies to various brake system related warning lamps of covered vehicles as a result of internal malfunctions, regardless of whether the vehicle is out of warranty. The timing of any repair under this voluntary Customer Support Program is subject to parts availability.

The Customer Support Program will be offered for all vehicles until **November 30, 2019, regardless of mileage.**

In addition, the Customer Support Program will be available for **10 years from the date of first use, or 150,000 miles whichever occurs first.**

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

**This Customer Support Program does not cover brake boosters and brake booster pump assemblies that have suffered damage from abuse, accident, theft, vandalism, misuse, alteration, lack of proper maintenance, fire, water contamination or any vehicles that are currently or previously titled as "scrap," "salvage," or "dismantled".*

Covered Vehicles

Not all vehicles are covered by this Customer Support Program. Verify VIN applicability by checking TIS before completing any repairs.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Expert Hybrid
- Master
- Master Diagnostic Technician

Claims for repairs that were performed by non-qualified technicians are subject to debit.

Claim Submission

Claim Type: Repair Program

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Opcode	Model	Description	Labor Time
ZJB001	Prius	R & R Brake Booster Assembly With Master Cylinder, R & R Brake Booster Pump Assembly, and Reprogram Skid Control ECU	5.8 hr./vehicle
ZJB002	Prius HV	R & R Brake Booster Assembly With Master Cylinder, R & R Brake Booster Pump Assembly	5.3 hr./vehicle

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Rental

The rental car cost will be reimbursed for the rental period of maximum 1 day at the rental rate of maximum \$35/day. Use "RT" sublet type and "LNM" as the sublet reason code. A rental invoice must be attached to all rental claims.

Replacement Parts

All parts replaced for this repair are subject to warranty parts recovery. To determine the applicable part number for a specific VIN, refer to the EPC. Alternatively, the Inspection Application will also show an applicable part number for a specific VIN as part of the inspection process.

Model		Part Number	Description	Quantity
Prius	15inch	04002-33347	Brake Booster Assy w/ Master Cylinder	1
	17inch	04002-33447		1
	Both	04006-22147	Pump Assy, Brake Booster	1
Prius PHV		04002-33647	Brake Booster Assy w/ Master Cylinder	1
		04006-22147	Pump Assy, Brake Booster	1

Technical Instructions (Repair Procedures)

Technical instructions can be found in T-SB-0079-18. Please refer to TIS for additional information.

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

**Toyota Customer Experience Center
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

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]
Safety Harbor, Florida [REDACTED]

Cell: [REDACTED]

Email: [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 ZJB 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 # JTDKN3DU8B0 [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 20550-

