

From: [DataQuality_DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: [REDACTED] brake booster issue. Please copy and paste the links I provided
Date: Friday, March 10, 2023 8:51:33 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, March 9, 2023 11:06 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: [REDACTED] brake booster issue. Please copy and paste the links I provided

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Thank you for getting back to me. I am in need of assistance. I have been having problems with dealing with Toyota since my car failure. They have not been too accommodating and have put a lot of stress in my life. Which I hope you can help me resolve this issue. I'm sure you know there are many people having this problem. If you need to further speak my number is [REDACTED] Thank you once again for trying to resolve my issue

Form Approved: O.M.B. No. 2127-0008

 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 19-DEC-2022		Repository <input type="checkbox"/> Reference No. 11496122											
OWNER INFORMATION (Type or Print)																	
Name		Address		City		State		ZIP Code		Daytime Telephone Number		Evening Telephone Number		E-mail Address			
		[REDACTED]		Los Angeles		CA		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]			
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 (FDZNEUKC) [REDACTED]				MAKE TOYOTA *		Model PRUS V		Model year 2012		Date Purchased 11/6/14		Dealer's Name and Telephone Number Unknown		Engine No. Cylinders		Fuel Type	
Transmission Type		<input type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure: 5		Incident Date(s) 28-SEP-2022		Original Owner <input type="checkbox"/>		Dealer's City Culver City		STATE CA		ZIP Code 90232	
FAILED COMPONENT(S)/PART(S) INFORMATION																	
Vehicle Components Codes: 030000 SERVICE BRAKES HYDRAULIC C1203, C1345, C1451						Failure Mileage 211000.0		Failure Speed 40									
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 DOTMML9ABC036)					
Tire Component Code				<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair				Failure Location				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), 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), 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).

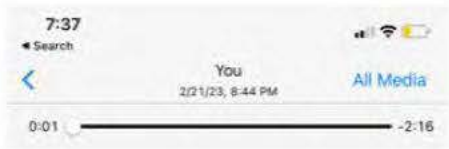
The contact owns a 2012 Toyota Prius V. The contact stated while driving approximately 40 MPH, the brake pedal was depressed with excessive force; however, the brakes failed to respond as needed. The contact stated that five unknown warning lights were illuminated. The contact then stated that the failure was recurring while driving at various speeds. The vehicle was taken to the dealer where an outside technician diagnosed the failure as five unknown fault codes related to the brakes. The contact stated that the brake booster and actuator needed to be replaced. The vehicle was not repaired. The manufacturer was notified of the failure and the contact was informed that the VIN was not included in a recall. The failure mileage was approximately 211,000.

BOSCH the company who made the
brakes sent an outside contractor to
Inspect the car

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.



Sent from my iPhone