




INFORMATION REDACTED PURSUANT TO THE FREEDOM

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Case number 11498122 Toyota Prius V : Brake booster complaint
Date: Thursday, March 16, 2023 2:18:15 PM
Attachments: 

From: 
Sent: Thursday, March 16, 2023 12:25 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Case number 11498122 Toyota Prius V : Brake booster complaint

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.

They are planning to tow my car out of Culver City Toyota if I don't "act". I need NHTSA HELP. My number is 

November 15, 2019

U.S. Department of Transportation
Federal Highway Traffic Safety Administration

U.S. Department of Transportation
Federal Highway Traffic Safety Administration
Office of Defect Investigation
1120 New Jersey Avenue Southeast
West Building
Washington, D.C. 20590

Re: PETITION FOR DEFECT INVESTIGATION – Toyota Hybrid Brake Failures Causing Crashes & Injury

Dear Administrator Zervas and Federal Highway Traffic Safety Administrator Mark:

My name is Roger Huggin, and I am the President of Capistrano Toyota and Capistrano Toyota of Southern California. I write to report the existence of a dangerous safety defect in the brakes of certain Toyota hybrid vehicles, and hereby, in accordance with 49 U.S.C. 30052 and 49 C.F.R. § 552.1, petition NHTSA to initiate a Defect Investigation into defective brake booster pump assemblies (with master cylinder) in 2015-2015 Prius, 2012-2014 Camry Hybrid, and 2013-2015 Acura Hybrid vehicles. This brake defect is causing crashes that are causing people – and Toyota's misleading it.

The reliable operation of brake booster pump assemblies with the master cylinder ("brake boosting assembly" or "brake") is crucial to a vehicle's ability to stop itself. Toyota has issued at least two safety (or recall/fix) notices on hybrid vehicles containing these defective brake assemblies – DMV in 2013 (NHTSA ID 13V-265) and 408 in 2015 (NHTSA ID 15V-544).

Toyota has put innocent lives at risk by knowingly including hundreds of thousands of hybrids with defective brakes from past safety recall campaigns. I have written Toyota letters requesting answers about these dangerous decisions, but Toyota has refused to answer. The Federal Highway Traffic Safety Administration should immediately investigate this safety defect and prevent additional injuries and

TOYOTA EXCLUDED HYBRIDS WITH DEFECTIVE BRAKES FROM PAST SAFETY RECALLS (DMV & 408)

The 2015, Camry Hybrid, and Acura Hybrid vehicles recall covers only with 2015 hybrids. Recalling brake booster assembly enhancements 208 & 290 are sufficient to cause dangerous consequences from brake booster pump assembly failures in those Toyota covered by their previous safety recalls (DMV & 408). By excluding hybrids with defective brakes from the 208 and 408 safety recalls, Toyota is leaving the owners of hybrids experience the life-threatening brake failure or malfunctions before Toyota will provide the replacement brake components needed to make the vehicle safe.

20191115 10:00 AM
The Honorable Administrator
U.S. Department of Transportation



static.nhtsa.gov



9:40



X No Response Letter.docx



 **TOYOTA**
December 5, 2022

[REDACTED]
LOS ANGELES, CA [REDACTED]

Dear [REDACTED]

We appreciate you taking the time to contact the Toyota Brand Engagement Center. I am your Case Manager assigned to your case for handling and follow-up. My recent attempts to reach you by telephone have been unsuccessful; however, your question is important to us.

Accordingly, should you require any further assistance regarding this matter, I encourage you to contact our office at 800-331-4331, select option 3 and enter extension to reach me or another available Case Manager. Our Case Managers are available Monday through Friday from 8:00 a.m. – 8:00 p.m. ET, and Saturday from 9:00 a.m. – 7:00 p.m. ET.

Your contact has been documented at our National Headquarters under case [REDACTED]

Sincerely,

Toyota Brand Engagement Center

Toyota Motor Sales, U.S.A., Inc.
Brand Engagement Center
P.O. Box 259001
Plano, TX 75025-9001

11:48



You
12/6/22, 9:46 AM

All Media

October 26, 2022

Via Email at

[Redacted]
[Redacted]
Los Angeles, CA [Redacted]

RE: Date of Incident: September 20, 2022
Vehicle: 2012 Toyota Prius V
VIN: JTDKNEUKC1 [Redacted]

Dear [Redacted]

Thank you for contacting our Brand Engagement Center (BEC) regarding the above-referenced incident. You reported that your 2012 Toyota Prius V was involved in a motor vehicle incident wherein the brakes may not have functioned as expected. A vehicle inspection was requested.

In response to your concern, Toyota Motor North America, Inc. (TMNA) assigned Engineering Analysis Associates (EAA) to perform an inspection and the readout of the electronic data of your vehicle. The vehicle was inspected at Culver City Toyota in Culver City, California on October 14, 2022.

The vehicle had an odometer reading of 236,128 miles when it was inspected. The brake pedal was high but did not feel firm when depressed. The right front brake pads have 2 mm remaining on the inside brake pad. The upper caliper slide pin was found stuck and did not move freely. All accessible brake lines and hoses were found in good condition and free of damage. The right front tire has 0/32" tread measurement and the left rear tire has 0/32" - 3/32"; the steel belts were showing on both before-mentioned tires. The brake master cylinder is free of leaks or damage. The left front lower ball joint was found worn and loose. The brake fluid level was within owner's manual specification and was noted to be "dirty" in appearance. When a limited driving examination was conducted, the vehicle stopped when the brakes were applied.

Our inspection found no evidence that this incident was the result of a defect in your vehicle. Please note that brake system, tires and some suspension components do require routine maintenance for optimal performance. See your owner's manual regarding proper scheduled maintenance of your vehicle. We are very sorry to hear about this unfortunate incident and we do appreciate the opportunity to address your concerns. However, we are unable to offer any assistance based on the inspection of the vehicle.



FILTER COMPLAINTS BY AFFECTED COMPONENTS

- All (465)
- AIR BAGS (32)
- BACK OVER PREVENTION (1)
- ELECTRICAL SYSTEM (63)
- ELECTRONIC STABILITY CONTROL (14)
- ENGINE (56)
- ENGINE AND ENGINE COOLING (2)
- EQUIPMENT (1)
- EQUIPMENT ADAPTIVE/MOBILITY (3)
- EXTERIOR LIGHTING (17)
- FORWARD COLLISION AVOIDANCE (3)
- FUEL SYSTEM, OTHER (4)
- FUEL/PROPULSION SYSTEM (12)
- HYBRID PROPULSION SYSTEM (1)
- POWER TRAIN (22)
- SEAT BELTS (11)
- SEATS (7)
- SERVICE BRAKES (177)**
- SERVICE BRAKES, AIR (3)
- SERVICE BRAKES, HYDRAULIC (8)
- STEERING (23)
- STRUCTURE (25)
- SUSPENSION (6)
- UNKNOWN OR OTHER (39)
- VEHICLE SPEED CONTROL (24)
- VISIBILITY (2)
- VISIBILITY/WIPER (29)
- WHEELS (5)

January 23, 2023

NHTSA ID NUMBER: 11503239



Components: **ELECTRICAL SYSTEM, ENGINE**

January 23, 2023

NHTSA ID NUMBER: 11503257



Components: **SERVICE BRAKES**

AA

nhtsa.gov



8:53

5G+



You
12/2/22, 10:39 AM

People also ask

What does it mean when the ABS and emergency brake light come on at the same time?

If both the ABS and the brake system light come on at the same time, **your vehicle is no longer safe to drive**. This means there is a serious problem with the car's braking system and continuing to drive puts yourself and others at risk.

 [What Do The ABS And Brake System Lights Mean? - Earnhardt ...](#)

They knew this





Sent from my iPhone

> On Mar 14, 2023, at 1:54 PM, [REDACTED] > wrote:

>
>

> I am following up in regards to my Toyota Prius V brake booster complaint. Thanks

>
>

> Best

> [REDACTED]

> Sent from my iPhone