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: [redacted]

From: [redacted]
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

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

5:58

[illegible]

[illegible]

US Department of Transportation
National Highway Traffic Safety Administration (NVS-212)
Office of Defect Investigations
1200 New Jersey Avenue Southeast
West Building
Washington, D.C. 20590

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

Dear Administrator [illegible] and National Highway Traffic Safety Administration Staff,

My name is [illegible] [illegible] Toyota and Capistrano Toyota in Southern California. [illegible] 2010-2015 Prius, 2012-2014 Camry Hybrid, and 2013-2015 Avalon Hybrid vehicles. [illegible]

[illegible]

[illegible]

TOYOTA EXCLUDED HYBRIDS WITH DEFECTIVE BRAKES FROM PAST SAFETY RECALLS [illegible]

[illegible] **before** [illegible]

[illegible]

Capistrano TOYOTA

[redacted]

static.nhtsa.gov

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.

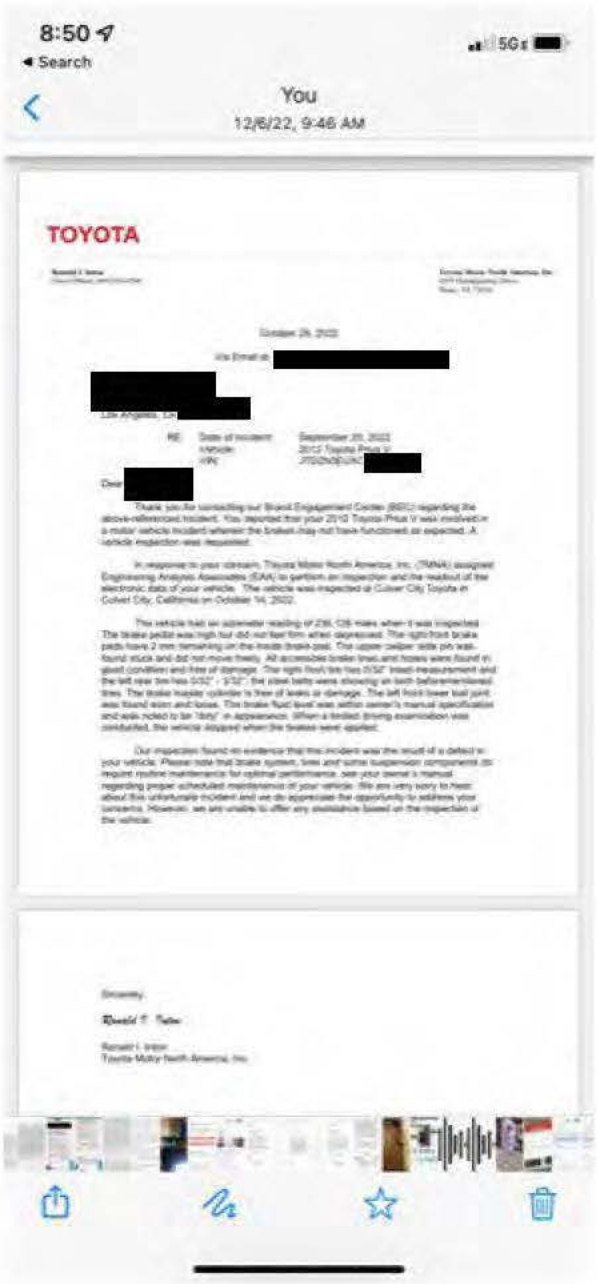
Accordingly, should you require any further assistance regarding this matter, I encourage you to contact our office at 800-331-4331, select option 3 and enter extension to reach me or another available Case Manager. Our Case Managers are available Monday through Friday from 8:00 a.m. – 8:00 p.m. ET,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

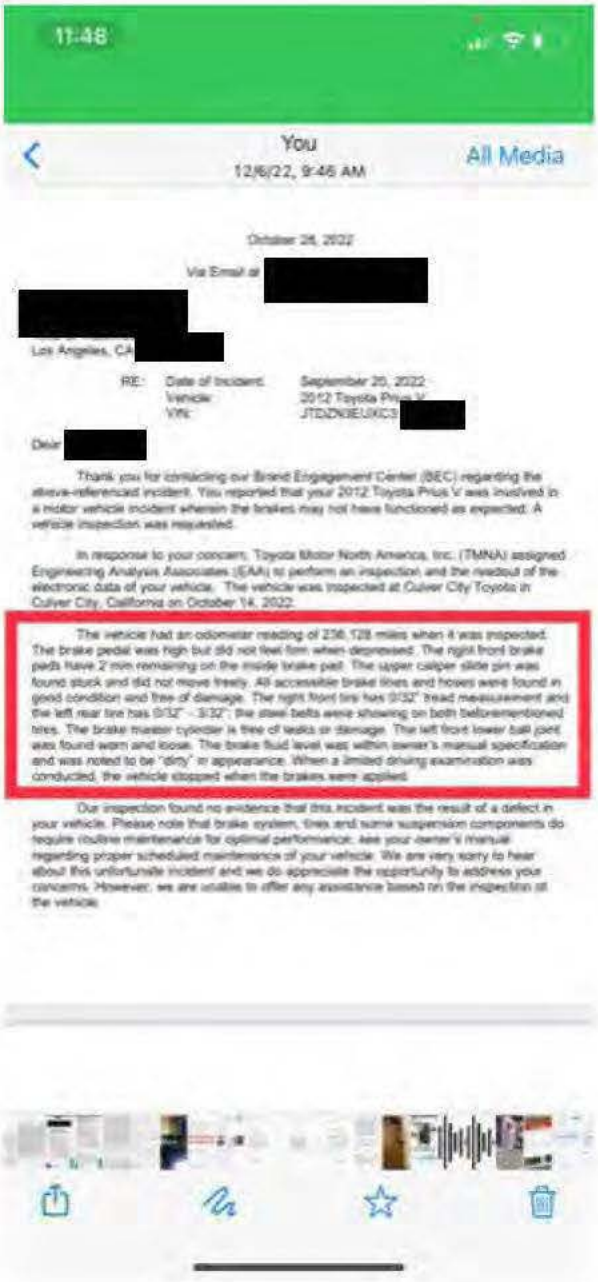
Your contact has been documented at our National Headquarters under case [redacted]

Sincerely,

Toyota Brand Engagement Center

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


8:50
Search
5G
You
12/6/22, 9:46 AM
TOYOTA
October 26, 2022
RE: Date of Incident: September 20, 2022
Vehicle: 2012 Toyota Prius V
VIN:
Dear
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 236,126 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 5/32" tread measurement and the left rear tire has 5/32" - 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.
Sincerely,
Ronald I. Tellez
Toyota Motor North America, Inc.



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: JTDZN3EU0C3[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.

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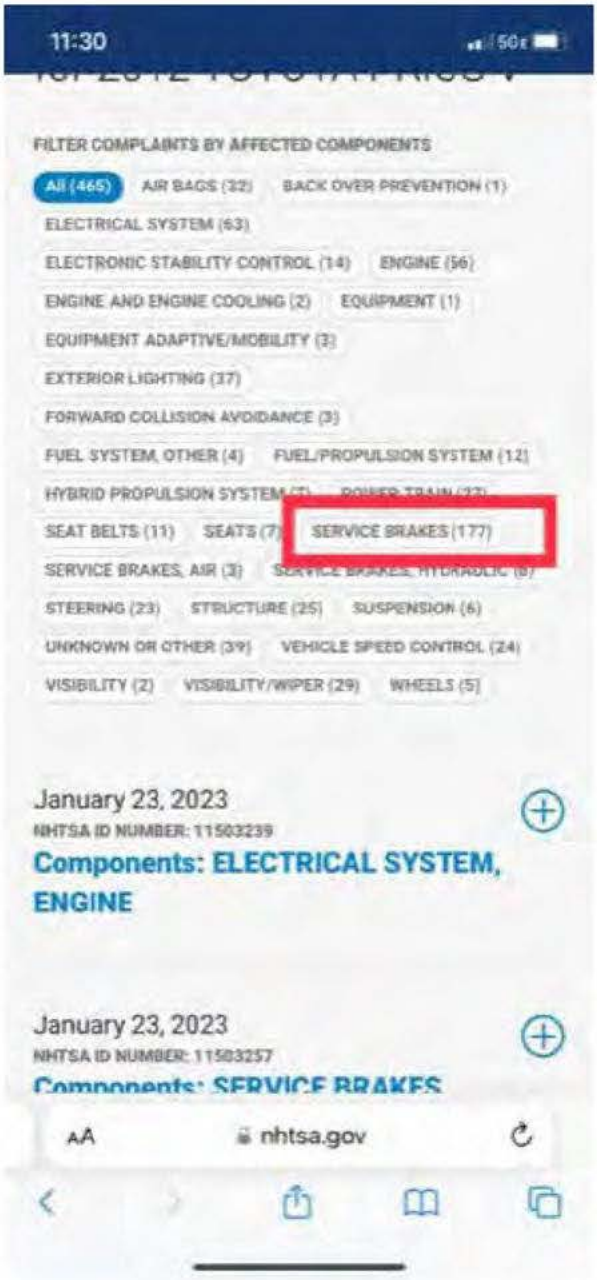
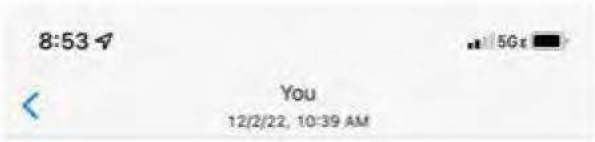

11:30
FILTER COMPLAINTS BY AFFECTED COMPONENTS
All (465)
AIR BAGS (32)
BACK OVER PREVENTION (1)
ELECTRICAL SYSTEM (63)
ELECTRONIC STABILITY CONTROL (14)
ENGINE (56)
ENGINE AND ENGINE COOLING (2)
EQUIPMENT (1)
EQUIPMENT ADAPTIVE/MOBILITY (3)
EXTERIOR LIGHTING (37)
FORWARD COLLISION AVOIDANCE (3)
FUEL SYSTEM, OTHER (4)
FUEL/PROPULSION SYSTEM (12)
SEAT BELTS (11)
SEATS (7)
SERVICE BRAKES (177)
SERVICE BRAKES, AIR (3)
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
AA
nhtsa.gov



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.

[redacted]
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