

[REDACTED]  
Louisville, KY [REDACTED]

December 29, 2023

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE

Washington, DC 20590

Dear Sir,

On December 4, 2023, I took my 2013 Toyota Prius (VIN # JTDKN3DU4D [REDACTED]) to Oxmoor Toyota, 8003 Shelbyville Road, Louisville, KY 40222 for the 120,000 miles service. I go to the dealership every 5,000 miles and have the required maintenance performed. The service department said that everything looked fine and I paid my bill and left. On my way home I stopped for an errand. When I turned the ignition on I found that on the dashboard the ABS, Brake, and Transition Lights were on and that I had little or no brake action. I immediately returned the car to Oxmoor Toyota Service Department. The next day I was contacted by Stephen Coffey, Service Manager, at Toyota. The code causing the failure was C1391 for abnormal leak in accumulator. It is a known issue according to T-SB-0024-19. The parts would be ordered and it would cost \$3,051.31. It could be up to 3 weeks before the repair could be made. Since this was my only vehicle, I contacted Enterprise for a car rental.

I am providing the following information.

|                                                                                              |                |
|----------------------------------------------------------------------------------------------|----------------|
| Diagnosis of problem                                                                         | \$119.95       |
| R & R Booster Assembly with Master Cylinder and R & R Brake Booster Pump Assembly TSB-002-19 | \$1320         |
| Repair Kit, Brake Ma 0408-11347                                                              | \$715          |
| Pump Assy, Brake Boo                                                                         | \$692.62       |
| Brake Fluid 00475-1BF03                                                                      | \$7.49         |
| Hazardous Material Handling                                                                  | <u>\$25.86</u> |
|                                                                                              | \$2881.42      |
| Discount                                                                                     | -\$119.95      |
| KY Sales Tax                                                                                 | \$165.68       |
| Total Payment                                                                                | \$292715       |

*[Handwritten signature]*

I have included the original repair paperwork for the service provided on December 11, 2023. I have included as well the text that I received from Stephen Coffey, Service Manager, of Toyota. He stated that this is a known concern by Toyota and he sees this failure often.

Should you require further information, please feel free to contact me:

e-mail: [REDACTED]

phone: [REDACTED]

postal mail: [REDACTED] Louisville, KY [REDACTED]

Sincerely,

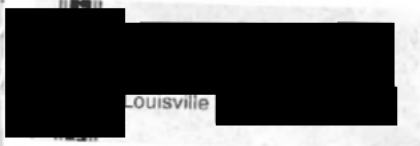
[REDACTED]

December 5, 2028

Good morning Stephen service manager at Toyota. The codes causing the failure in your vehicle are directly related to an internal leak in the brake accumulator. The code is C1391. Has nothing to do with spark plug replacement unfortunately. This is a known concern by Toyota and we see this failure often. The fix is to replace the brake booster assembly with master cylinder and a new booster pump. The repair is \$3,051.31 total cost. the parts are a little over a week out. Let me know if you would like to move forward with the repair or if you have any questions.  
-- STEPHEN COFFEY

[REDACTED]  
Louisville, KY [REDACTED]  
[REDACTED] [REDACTED] [REDACTED]

Toyota Prius 2013 [REDACTED]  
Vin ( JTOKN3DU4D [REDACTED] )



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