



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

1200 New Jersey Avenue SE.
Washington, DC 20590

July 7, 2025

The Honorable Mark Warner
United States Senator
101 West Main Street, Suite 7771
Norfolk, VA 23510

NEF-109 rrr
Ref. No. 11670687

Dear Senator Warner:

Thank you for the letter on behalf of your constituent, [REDACTED], concerning his model year (MY) 2014 Toyota Prius Hybrid vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, motor vehicle safety standards, and enforcement activity.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. In his letter, [REDACTED] indicates he experienced a brake issue in his MY 2014 Toyota Prius. A local Toyota dealer diagnosed the problem and determined that the brake booster pump failed. [REDACTED] stated the customer support program applicable to this repair expired for his vehicle on June 22, 2024. [REDACTED] requests assistance from Toyota in the repair of his vehicle.

We researched [REDACTED] problem and identified two Toyota Customer Support Programs that addressed brake booster and brake booster pump assembly problems in MY 2014 Toyota Prius vehicles (Bulletin ZJB - August 9, 2018, and 21TE01 - May 20, 2021, enclosed). The Customer Support Programs both offered a warranty extension for the condition for 10 years or 150,000 miles from the date of first use, whichever comes first.

Please note that issuance of a customer support program by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect under the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. The manufacturer remains responsible for all aspects of customer support programs including the nature and scope of the repair and the vehicle make, model and years at issue.

On September 19, 2023, ODI received a defect petition requesting ODI reevaluate ODI's decision to deny defect petition (DP) (DP19004, resume enclosed) concerning a brake actuator valve problem in certain MY 2010 through MY 2015 Toyota Prius vehicles, among other Toyota vehicles. The DP19004 was denied as moot because the petitioner withdrew his petition. The petition concerned reports that the brake actuator solenoid valve may experience wear and cause excessive brake booster cycling, which may cause a longer stopping distance. The new petition (DP23005, resume enclosed) was opened on November 22, 2023, to reevaluate DP19004. To date, our investigation continues and ODI has not determined any issue concerning his brakes, we entered his information into our database where it will be included with any other reports detailing brake issues in the above-described vehicles. He can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf. We also encourage [REDACTED] to monitor our website at www.nhtsa.gov for future updates to our investigation.

While we conduct our investigation, we encourage [REDACTED] to continue to work with Toyota and his local dealer to explore the potential for an amicable resolution to his problem. He can ask his dealership for a meeting with a Toyota district manager to discuss his issue. [REDACTED] may also consider contacting his local Consumer Protection Agency or the Virginia Attorney General's Office regarding his rights under State law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty disputes, dealership problems, reimbursement matters, and unfair, deceptive, or fraudulent practices in the marketplace. Therefore, if [REDACTED] believes this issue potentially relates to such a practice, he may contact the FTC to discuss the matter. He can contact the FTC by toll free telephone at 877-FTC-Help or by using the internet complaint form at ftc.gov/complaint.

I hope this information is helpful. If you have any questions, please feel free to contact me at david.bell@dot.gov.

Sincerely,

—
[REDACTED]

David Bell
Director of Governmental
and Legislative Affairs

Enclosures

Original Publication Date: August 9, 2018

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

Subject: Customer Support Program ZJB
Certain 2010 Model Year Prius and Prius PHV Vehicles
Certain 2011-2015 Model Year Prius Vehicles
Certain 2012-2015 Model Year Prius PHV Vehicles
Coverage for Brake Booster and Brake Booster Pump Assemblies

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for brake booster and brake booster pump assemblies on certain 2010 model year Prius and Prius PHV vehicles, certain 2011-2015 model year Prius vehicles and certain 2012-2015 model year Prius PHV vehicles.

Background

Toyota has received reports about certain internal malfunctions of the brake booster assemblies in some of the subject vehicles.

Although the brake booster and brake booster pump assemblies are covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), Toyota is now offering a voluntary Customer Support Program that applies to certain internal malfunctions of the brake booster assemblies.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Customer Support Program Details

This Customer Support Program provides coverage as it applies to the brake booster and brake booster pump assemblies. The specific condition covered by this program refers to certain internal malfunctions of the brake booster and brake booster pump assemblies. One or more of the following specific Diagnostic Trouble Codes (DTCs) C1391, C1252, C1256, or C1253 will be stored in the vehicles memory to be used as verification. If the condition is verified, the vehicle will be repaired with a new brake booster and brake booster pump assemblies under the terms of this Customer Support Program.

2010 MY Prius and Prius PHV Vehicles – Phase 1

- The **Primary Coverage** will be offered until November 30, 2019, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

2011-2015 MY Prius Vehicles and 2012-2015 MY Prius PHV Vehicles – Phase 2

- The **Primary Coverage** will be offered until August 31, 2021, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

Original Publication Date: May 20, 2021

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

CUSTOMER SUPPORT PROGRAM 21TE01

Certain 2012-2014 Model Year Prius c Coverage for Brake Booster and Brake Booster Pump Assemblies

Model / Years	Production Period	Approximate Total Vehicles
2012-2014 Model Year Prius c	Mid-July 2011 – Early December 2014	129,080

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for Brake Booster and Brake Booster Pump Assemblies on certain 2012-2014 Model Year Prius c Vehicles.

Background

Although the Brake Booster and Brake Booster Pump Assemblies are covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. Toyota is providing coverage for repairs related to certain internal malfunctions of the Brake Booster and Brake Booster Pump Assemblies in some of the subject vehicles.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Customer Support Program Details

This Customer Support Program provides coverage as it applies to Brake Booster and Brake Booster Pump Assemblies on certain 2012-2014 Model Year Prius c Vehicles. The specific condition covered by this program is related to certain internal malfunctions of the Brake Booster Assembly. One or more of the following specific Diagnostic Trouble Codes (DTCs) C1391, C1252, C1256 or C1253 will be stored in the vehicles memory to be used as verification. If the condition is verified, the vehicle will be repaired with new Brake Booster and Brake Booster Pump Assemblies under the terms of this Customer Support Program.

- The **Primary Coverage** will be offered until November 30, 2022, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years or 150,000 miles from the date of first use, whichever comes first.

This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

Covered Vehicles

There are approximately 129,080 vehicles covered by this Customer Support Program. Approximately 3,198 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will begin to notify owners in late May 2021 and will be mailed over several months. A sample of the owner notification letter has been included for your reference.



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

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION

Investigation: DP19004

Date Opened: 09/30/2019

Date 01/21/2021

Closed:

Investigator: Kareem Habib

Reviewer:

Approver:

Subject: Brake Actuator Valve Wear

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Toyota Motor Corporation

Products: 2010-2015 TOYOTA PRIUS PLUG-IN HYBRID, 2010-2015 TOYOTA PRIUS,
2012-2014 TOYOTA CAMRY HYBRID, 2013-2015 TOYOTA AVALON HYBRID

Population: 1,120,507

Problem Description: The brake actuator may experience solenoid valve wear, which may result in a progressive series of symptoms from excessive brake booster pump duty cycle to escalating levels of failsafe operation.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
All Incidents:	0	0	0	0	0	0
Crashes/Fires:	0	0	0	0	0	0
Injury Incidents:	0	0	0	0	0	0
Number of Injuries:	0	0	0	0	0	0
Fatality Incidents:	0	0	0	0	0	0
Number of Fatalities:	0	0	0	0	0	0

Description of Other:

ACTION/SUMMARY INFORMATION

Action: This defect petition has been denied.

Summary:

On September 19, 2019, the Office of Defects Investigation (ODI) received a defect petition from Mr. Roger Hogan requesting that the Agency investigate and recall certain Toyota Prius, Prius PHV, Camry Hybrid and Avalon Hybrid vehicles for a brake actuator valve wear condition covered under Toyota Customer Support Programs ZJB and ZKK (subject CSP's). In support of his request, the petitioner identified 117 NHTSA complaints allegedly related to the subject CSP condition, including 60 reporting crashes. On September 30, 2019, ODI opened Defect Petition DP19-004 to evaluate the petitioner's request for an investigation. In August 2020, the petitioner notified the Agency that he was withdrawing his petition. Because the petitioner has withdrawn the petition, we are denying the petition as moot and no further analysis of this petition is necessary. NHTSA is authorized to issue an order requiring notification and remedy of a defect if the Agency's investigation shows a defect in the design, construction, or performance of a motor vehicle that presents an unreasonable risk to safety. 49 U.S.C. §§ 30102(a)(9), 30118. Because the petitioner has withdrawn the petition, the petition is denied as moot. This action does not constitute a finding by NHTSA that a safety-related defect does not exist. The Agency notes that it is not required to receive a defect petition prior to opening a defect investigation and will take further action if warranted by future circumstances.



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

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION

Investigation: DP23005
Prompted By: Defect Petition
Date Opened: 11/22/2023
Investigator: Tariq Bond **Reviewer:**
Approver:
Subject: Brake Actuator Valve Wear

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Toyota Motor Corporation
Products: Certain MY 2010-2015 Toyota Prius/Camry HV/Avalon HV
Population: 0

Problem Description: The petition alleges brake actuator valve wears over time and may eventually cause an Malfunction Indication Light (MIL) and eventually a possible increase in stopping distance.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
All Incidents:	1	0	0	0	1	0
Crashes/Fires:	0	0	0	0	0	0
Injury Incidents:	0	0	0	0	0	0
Fatality Incidents:	0	0	0	0	0	0

ACTION/SUMMARY INFORMATION

Action: Further evaluation of the Defect Petition for a grant or deny decision.

Summary:

The Office of Defects Investigation (ODI) has received a petition dated September 19, 2023 from the owner of a 2012 Toyota Prius V requesting that ODI reevaluate its decision to deny DP19-004. In the letter, the petitioner reported experiencing an unexpected and complete loss of brake power while driving, accompanied by multiple dashboard warning lights.

This petition is based on the petitioner's direct experience and assessment that ODI closed DP19-004 because its prompting petition was withdrawn by that petitioner.

ODI will review the work conducted during DP19-004 and a review of any additional related complaints and crashes via a new defect petition

The petition and related materials can be reviewed at NHTSA.gov under the following ODI number:11553736.