

DP19-004
CAPISTRANO TOYOTA
9-19-2019
ATTACHMENT
SECTION 1.1

SECTION 1

A compilation of Safercar.gov complaints detailing crashes, injuries, and various dangerous scenarios caused by brake failures and/or malfunctions in Toyota Prius hybrid vehicles, Toyota Camry Hybrid vehicles, and Toyota Avalon Hybrid vehicles.

SAFERCAR.GOV
TOYOTA HYBRID BRAKE COMPLAINTS
CRASHES, INJURIES, AND BRAKE MALFUNCTIONS
2010-2015 TOYOTA PRIUS

2015 PRIUS HYBRID

November 19, 2015 NHTSA ID NUMBER: 10794873

Components: SERVICE BRAKES

NHTSA ID Number: 10794873

Incident Date October 16, 2015

Consumer Location COVINGTON, LA

Vehicle Identification Number JTDKN3DU1 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES0

DEATHS0

I HAVE NOTICED THAT THE BRAKES SOMETIMES DO NOT APPEAR TO WORK PROPERLY, AND ONCE I WAS INVOLVED IN AN ACCIDENT DUE TO THE POOR BRAKING PERFORMANCE. ONCE I QUICKLY TRANSITIONED FROM THROTTLE TO FULL BRAKING AND THE CAR DIDN'T SEEM LIKE IT WAS APPLYING FULL BRAKING. IT DIDN'T SEEM TO DECELERATE LIKE IT SHOULD HAVE. I REAR ENDED A VEHICLE BECAUSE OF THE BRAKING PERFORMANCE. ANOTHER TIME I HAD TO SLAM ON THE BRAKES COMING OFF AN INTERSTATE AND THE BRAKES ALSO DIDN'T SEEM POWERFUL ENOUGH. IT'S AS IF THE BRAKES DON'T FULLY "CATCH" UNTIL THE LAST MINUTE. BOTH TIMES WEATHER CONDITIONS WERE DRY.

1 Affected Product

☐ Request Research (Services fees apply)

November 18, 2016 NHTSA ID NUMBER: 10927047

Components: SERVICE BRAKES

NHTSA ID Number: 10927047

Incident Date November 10, 2016

Consumer Location LA PALMA, CA

Vehicle Identification Number N/A

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

WAS DRIVING ON THE FREEWAY AT ABOUT 45 MPH WHEN I CAR ABRUPTLY CHANGED LANES IN FRONT OF ME. I IMMEDIATELY SLAMMED ON THE BREAKS BUT THE CAR DID NOT COME TO A COMPLETE STOP. IT KEPT GOING FORWARDS AND WAS NOT DECELERATING FAST ENOUGH. TO AVOID HITTING THE CAR IN FRONT OF ME I HAD TO SWERVE TO THE RIGHT, WHICH IMMEDIATELY CAUSED THE ESC TO TURN OFF AND MY CAR KEPT SWERVING.

1 Affected Product

Request Research (Services fees apply)

July 13, 2019 NHTSA ID NUMBER: 11231660

Components: SERVICE BRAKES

NHTSA ID Number: 11231660

Incident Date July 1, 2018

Consumer Location SAN DIEGO, CA

Vehicle Identification Number JTDKN3DU4

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

VIOLENT SHAKING WHEN APPLYING BRAKES IN FORWARD AND REVERSE. VEHICLE DOES NOT SLOW AND STOP PROPERLY WHEN BRAKING. VEHICLE INTERMITTENTLY SKIPS WITH NO SLOWING OR STOPPING EFFECT WHEN BRAKING.

1 Affected Product

Request Research (Services fees apply)

June 11, 2019 NHTSA ID NUMBER: 11219354

Components: SERVICE BRAKES

NHTSA ID Number: 11219354

Incident Date June 3, 2019

Consumer Location SOUTH EASTON, MA

Vehicle Identification Number JTDKN3DU [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

SENT AN ALERT ON CERTAIN INTERNAL MALFUNCTION OF INTERNAL ASSEMBLIES OF THE BRAKE BOOSTER FROM TOYOTA. ASKING ME TO BRING IT IN FOR EXAMINATION. BRAKES HAVE BEEN ACTING SPONGY AND AM LOSING A SMALL AMOUNT OF BRAKE FLUID MONTHLY.

1 Affected Product

☐ **Request Research** (Services fees apply)

August 13, 2017 NHTSA ID NUMBER: 11014878

Components: SERVICE BRAKES

NHTSA ID Number: 11014878

Incident Date August 13, 2017

Consumer Location Unknown

Vehicle Identification Number JTDKN3DU8 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

I CAN'T PUT BREAK .THE SIGN LIGHT ON IS SLIP SIGN, ABS SIGN AND HAND BREAK SIGN.

THE SIGN LIGHT ON IN 2 TIME . 07/31/2017 IS SAME THING AND THEN ALSO CHECK HYBRIDS SYSTEM CHECK SIGN LIGHT ON AND TRIANGLE SIGN LIGHT ON .

1 Affected Product

☐ **Request Research** (Services fees apply)

June 22, 2016 NHTSA ID NUMBER: 10876015

Components: SERVICE BRAKES

NHTSA ID Number: 10876015

Incident Date June 22, 2016

Consumer Location AUSTIN, TX

Vehicle Identification Number JTDZN3EU6 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES 1

DEATHS0

I APPLIED THE BRAKE WHEN THE CAR IN FRONT OF ME STOPPED SUDDENLY AND MY CAR SEEMED TO ACCELERATE AND I HAD TO PUT THE BRAKE ON AGAIN TO GET THE CAR TO STOP RESULTING IN A COLLISION. I WAS DRIVING AT A SPEED OF LESS THAN 25 MILES AN HOUR.

1 Affected Product

☐ Request Research (Services fees apply)

June 21, 2016 NHTSA ID NUMBER: 10875685

Components: SERVICE BRAKES, VEHICLE SPEED CONTROL

NHTSA ID Number: 10875685

Incident Date June 17, 2016

Consumer Location GIG HARBOR, WA

Vehicle Identification Number JTDKN3DUX [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2015 TOYOTA PRIUS. WHILE DRIVING APPROXIMATELY 5 TO 10 MPH AND APPROACHING THE DRIVEWAY, THE BRAKES FAILED. THE VEHICLE ACCELERATED AND CRASHED INTO A GATE.

THE BRAKE PEDAL WAS RE-APPLIED AND THE VEHICLE STOPPED. THE CONTACT STATED THAT THE VEHICLE TRAVELED 20 FEET BEFORE IT STOPPED. A POLICE REPORT WAS NOT FILED AND THERE WERE NO INJURIES. THE AIR BAG FAILED TO DEPLOY. THE VEHICLE WAS TOWED TO THE DEALER FOR DIAGNOSTIC TESTING AND REPAIR. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 17,000.

1 Affected Product

☐ Request Research (Services fees apply)

2014 PRIUS HYBRID

April 8, 2015 NHTSA ID NUMBER: 10704553

Components: SERVICE BRAKES

NHTSA ID Number: 10704553

Incident Date August 28, 2014

Consumer Location PARADISE, CA

Vehicle Identification Number JTDKN3DU1 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

I PULLED MY 2014 TOYOTA PRIUS SLOWLY OUT OF A PARKING SLOT IN A SMALL PARKING LOT TURNING IT THE DIRECTION I WANTED TO GO ON A VERY SLIGHT SLANT DOWNHILL. BEFORE I COULD PUT IT IN DRIVE FROM REVERSE IT STARTED ROLLING DOWNWARD ON ITS OWN. WHEN I WENT TO APPLY THE BRAKES, THEY WERE SQUISHY AND DID NOT ENGAGE. I TRIED SEVERAL TIMES TO GET THEM TO ENGAGE BUT THEY NEVER DID. I WENT TO PUT THE EMERGENCY BRAKE ON BUT IT IS LOCATED SO HIGH UP IT WAS DIFFICULT TO GET MY FOOT UP THERE QUICKLY. MEANWHILE THERE WAS A TRUCK PARKED ACROSS THE END OF THE PARKING LOT LANE SO MY CAR ROLLED INTO THE TRUCK CREATING DENTS IN THE FRONT DOOR PANEL AND REAR DOOR PANEL. THIS WAS OBVIOUS BRAKE FAILURE. I WENT TO THE LOCAL TOYOTA REPAIR AND DEALERSHIP AND SPOKE WITH A SHOP EMPLOYEE. HE TOLD ME

THAT THIS CAN ACTUALLY HAPPEN WHERE YOU CAN BACK A CAR UP AND TURN IT AND IT WILL GO ON ITS OWN (BUT IT SEEMS HE IMPLIED THAT THE "READY" LIGHT MIGHT NOT HAVE ENGAGED) AND THAT HE "HAD SEEN IT HAPPEN HIMSELF". IF THE TRUCK HAD NOT BEEN THERE, MY CAR WOULD HAVE ROLLED DIRECTLY OUT INTO ONCOMING TRAFFIC ON THE MAIN THOROUGHFARE THROUGH TOWN WHICH HAD THE HUGE POTENTIAL OF CAUSING A MAJOR ACCIDENT WITH INJURIES. I DID TRY TO RECREATE THE EVENT IN A NONPOPULATED AREA IN A VERY SAFE MANNER AND WAS UNABLE TO DO SO. THAT EVEN SCARES ME MORE!!! AS YOU HAVE NO IDEA IF IT CAN OR WILL HAPPEN AGAIN. I SPENT \$20,000 PLUS FOR A NEW CAR THAT I AM ALWAYS HYPER-CAUTIOUS IN BECAUSE NO ONE WILL FESS UP TO PROBLEMS. IF I SELL THE CAR IT WILL BE AT A GREAT LOSS WHICH I CANNOT AFFORD! IN THE INTERNET I NOTE THAT THERE WERE SIMILAR PROBLEMS WITH THE BRAKES, ESPECIALLY AROUND 2007 - MANY WERE DOCUMENTED BUT TOYOTA WAS NEVER TAKEN TO TASK RE: THESE CONSUMER COMPLAINTS AS I SUPPOSE THE CONSUMERS JUST COULDN'T "PROVE" THEM. AS USUAL MONEY TRUMPS HUMAN LIVES AND SAFETY. TOYOTA SHOULD BE ASHAMED OF THEMSELVES. *TR

1 Affected Product

Request Research (Services fees apply)

November 13, 2018 NHTSA ID NUMBER: 11151142

Components: SERVICE BRAKES, ELECTRONIC STABILITY CONTROL, ELECTRICAL SYSTEM

NHTSA ID Number: 11151142

Incident Date November 12, 2018

Consumer Location NORTH CHARLESTON, SC

Vehicle Identification Number JTDKN3DU0 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

THE CAR BRAKES FAILED AT LOW SPEEDS (10-15 MPH) AND BUMPED INTO THE CAR IN FRONT IN A STOP-AND-GO TRAFFIC ON THE WET FREEWAY AFTER A RECENT RAIN. THE BRAKE PEDAL WENT ALL THE WAY DOWN TO TOUCH THE FLOOR, AS IF THE BRAKE PEDAL WAS DISENGAGED FROM THE BRAKING SYSTEM AND THE ABS LIGHT DID NOT TURN ON AT THE TIME OF BRAKING.

THE CAR WAS DRIVING IN THE STRAIGHT LINE AND IMMEDIATELY BEFORE THIS I WAS ABLE TO SUCCESSFULLY BRAKE THE CAR ON THE VERY SAME TRIP. SO THE PROBLEM IS INTERMITTENT. THIS IS THE SECOND TIME WITH THIS CAR, AS MY SPOUSE ALSO EXPERIENCED THE SIMILAR BRAKE FAILURE AT EVEN LOWER SPEEDS (<10 MPH) RESULTING IN TOUCHING THE CAR IN FRONT AND MINOR SCRATCH ON THE BUMPER. IT WAS A DRY DAY THEN AND ALMOST SIMILAR CIRCUMSTANCES. ASSOCIATED GEICO CLAIM NUMBER IS [REDACTED]. WE OPENED A CASE WITH TOYOTA TO CHECK THE DATA RECORDER. ASSOCIATED TOYOTA CASE NUMBER IS 181112370.

1 Affected Product

☐ Request Research (Services fees apply)

July 15, 2015 NHTSA ID NUMBER: 10734278

Components: SERVICE BRAKES, AIR BAGS

NHTSA ID Number: 10734278

Incident Date July 15, 2015

Consumer Location ROMEOVILLE, IL

Vehicle Identification Number JTDKDTB31 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

TL* THE CONTACT OWNS A 2014 TOYOTA PRIUS. WHILE DRIVING APPROXIMATELY 25 MPH, THE CONTACT ATTEMPTED TO DEPRESS THE BRAKE PEDAL, BUT THE VEHICLE DID NOT STOP. AS A RESULT, A CRASH OCCURRED AND THE AIR BAGS DID NOT DEPLOY. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE CONTACT WAS NOT INJURED AND A POLICE REPORT WAS FILED. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 3,200.

1 Affected Product

☐ Request Research (Services fees apply)

February 1, 2015 NHTSA ID NUMBER: 10680404

Components: SERVICE BRAKES

NHTSA ID Number: 10680404

Incident Date January 31, 2015

Consumer Location CUPERTINO, CA

Vehicle Identification Number JTDKN3DU5 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES0

DEATHS0

I WAS CROSSING THE TRAIN TRACKS IN PALO ALTO ON CHARLESTON ST NEAR ALMA AND TRIED TO STOP AT A STOP LIGHT RIGHT AFTER THE TRACKS. WHEN I STEPPED HARD ON THE BRAKES, THE BRAKES DID NOT WORK AT ALL. MY CAR DID NOT SLOW DOWN AT ALL AND I HIT THE CAR IN FRONT OF ME. *TR

1 Affected Product

☐ Request Research (Services fees apply)

August 24, 2014 NHTSA ID NUMBER: 10627821

Components: VEHICLE SPEED CONTROL, SERVICE BRAKES

NHTSA ID Number: 10627821

Incident Date July 10, 2014

Consumer Location TEMPE, AZ

Vehicle Identification Number JTDKN3DU1 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES1

DEATHS0

I WAS PULLING INTO A CONVENIENCE STORE IN MY 2014 PRIUS. AS I WAS GLIDING IN, I DEPRESSED THE BRAKE PEDAL AND THE CAR KEPT GOING. I CONTINUED TO PRESS IT AND THE CAR STARTED TO ACCELERATE, I COULD FEEL THE SURGE OF POWER. I WAS COMPLETELY UNABLE TO STOP THE CAR AND RAN INTO PARKING POSTS AT THE FRONT OF THE STORE. ALL AIRBAGS

WERE DEPLOYED. I GOT A CUT ON MY FOREHEAD, AN AMBULANCE CAME BUT I DECLINED AND MY HUSBAND DROVE ME TO THE ER LATER WHERE I RECEIVED TREATMENT. I WAS COMING HOME FROM THE GYM AT 9 AM I HAVE NEVER BEEN AT FAULT IN AN ACCIDENT BEFORE. I HAVE A WITNESS THAT SAID HE HEARD A CHIRPING SOUND COMING FROM THE BRAKES BEFORE I CRASHED. TOYOTA COMPLETELY DENIES THERE IS ANYTHING WRONG WITH THE CAR, BUT GIVES NO EXPLANATION AS TO HOW THIS COULD HAVE OCCURRED. THEY WILL NOT HELP AT ALL. SOMEONE IS GOING TO GET SERIOUSLY INJURED OR KILLED. THIS NEEDS TO BE INVESTIGATED BY SOMEONE OTHER THAN TOYOTA. *TR

1 Affected Product

☐ **Request Research** (Services fees apply)

April 11, 2017 NHTSA ID NUMBER: 10971881

Components: SERVICE BRAKES

NHTSA ID Number: 10971881

Incident Date April 10, 2017

Consumer Location Unknown

Vehicle Identification Number JTDKDTB32 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2014 TOYOTA PRIUS. WHILE DRIVING, THE BRAKE PEDAL WAS APPLIED, BUT THE VEHICLE FAILED TO RESPOND. THE VEHICLE WAS TAKEN TO A DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT INCLUDED IN A RECALL. THE CONTACT DID NOT WANT TO PAY FOR THE REPAIR BECAUSE THE VEHICLE WAS STILL NEW AND SHOULD NOT HAVE ANY ISSUES. THE FAILURE MILEAGE WAS 30,000.

1 Affected Product

☐ **Request Research** (Services fees apply)

November 29, 2018 NHTSA ID NUMBER: 11154835

Components: SERVICE BRAKES

NHTSA ID Number: 11154835

Incident Date November 21, 2018

Consumer Location SANTA CLARITA, CA

Vehicle Identification Number JTDKN3DU4 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES 3

DEATHS0

BRAKES COMPLETELY FAILED AND I REAR ENDED A CAR. I WAS STOPPING NORMALLY ON A CITY STREET. ACCORDING TO DASHCAM I WAS TRAVELING AT ABOUT 25MPH. THE CAR SLOWED TO ABOUT 12MPH WHEN THE BRAKES WENT DOWN TO THE FLOOR AND THE CAR ACCELERATED.

1 Affected Product

☐ Request Research (Services fees apply)

May 3, 2017 NHTSA ID NUMBER: 10983408

Components: SERVICE BRAKES, VEHICLE SPEED CONTROL

NHTSA ID Number: 10983408

Incident Date April 26, 2017

Consumer Location LODI, CA

Vehicle Identification Number JTDKN3DU2 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES0

DEATHS0

VEHICLE INCREASED ACCELERATION WHILE MAKING A RIGHT-HAND TURN AND BRAKING, INTO A COVERED PARKING STALL. VEHICLE DID NOT STOP UNDER BREAKING UNTIL FRONT END WENT OVER CEMENT PARKING BUMPER.

1 Affected Product

☐ Request Research (Services fees apply)

January 31, 2019 NHTSA ID NUMBER: 11173353

Components: SERVICE BRAKES, ELECTRONIC STABILITY CONTROL, UNKNOWN OR OTHER

NHTSA ID Number: 11173353

Incident Date November 12, 2018

Consumer Location NORTH CHARLESTON, SC

Vehicle Identification Number JTDKN3DU0 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

THE EDR REPORT CLEARLY SHOWED THAT THE BRAKE OIL PRESSURE CHANGES DID NOT CORRELATE WITH THE PROGRESSIVELY INCREASING VEHICLE DECELERATION. THE ISSUE IS OCCASIONAL, RARE AND CANNOT BE REPRODUCED EVERY SINGLE TIME. THIS LEADS TO DISPARITY IN ASSUMED BRAKING DISTANCE FROM ROUTINE EXPERIENCE BY DRIVING THE VEHICLE AND ACTUAL BRAKING DISTANCE AT THE TIME OF FAILED BRAKING WHICH SUPPOSEDLY MAY BE AS A RESULT OF INVERTER ISSUES THAT ARE RESPONSIBLE FOR EXCLUSIVELY REGENERATIVE BRAKING AT LOW (<50 MPH) SPEEDS.

1 Affected Product

☐ Request Research (Services fees apply)

January 23, 2018 NHTSA ID NUMBER: 11064519

Components: STRUCTURE, SERVICE BRAKES, VEHICLE SPEED CONTROL

NHTSA ID Number: 11064519

Incident Date January 22, 2018

Consumer Location CALEDONIA, MI

Vehicle Identification Number JTDKN3DU0E [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

ON A WINTER DAY MY CAR SLID DOWN A STEEP ROAD AND WOULD NOT STOP WHILE BREAKING, BOTH FRONT FENDER FLARES BROKE OFF CAUSING THE CAR TO ACT LIKE IT WAS ON A SLED. THE CAR EVENTUALLY STOPPED AFTER I PLACED IT IN NEUTRAL AND THEN SLID AGAIN AND THEN IT FINALLY STOPPED. I ALMOST KILLED MYSELF.

1 Affected Product

☐ Request Research (Services fees apply)

2013 PRIUS HYBRID

July 29, 2019 NHTSA ID NUMBER: 11240240

Components: SERVICE BRAKES

NHTSA ID Number: 11240240

Incident Date April 9, 2019

Consumer Location SARASOTA, FL

Vehicle Identification Number JTDKN3DU6 [REDACTED]

Summary of Complaint

CRASH No

FIRE No

INJURIES 0

DEATHS 0

BRAKE ACCUMULATOR FAILURE RESULTING IN NOT BEING ABLE TO STOP PROPERLY.

BRAKES BEGAN PULSATING AND MAKING SOUNDS UNDER PASSENGER SEAT. ELECTRIC PUMPING SOUND BECAME MORE AND MORE PROMINENT OVER TIME. BRAKES FAILED AND WARNING LIGHTS CAME ON, RESULTING IN

INABILITY TO STOP PROPERLY, AND HITTING THE CURB IN A PARKING LOT.

THIS IS OBVIOUSLY A MAJOR ISSUE WITH THE PRIUS. SERVICE MANAGER ADMITTED THEY SEE IT ALL THE TIME. WHEN I ASKED WHY WE WERE NOT NOTIFIED IN ADVANCE, THEY SAID A 'HIDDEN WARRANTY' EXISTED, BUT YOU HAVE TO WAIT FOR THE PROBLEM TO HAPPEN.

THIS PROBLEM HAPPENED TWICE IN OUR 2005 PRIUS. THANK GOODNESS WE DID NOT HAVE ANY ACCIDENTS AS A RESULT OF THE BRAKE FAILURE.

BRAKES ARE THE MOST IMPORTANT SYSTEM IN A CAR, AND WITHOUT THEM, WELL, YOU CAN'T STOP. PLEASE WORK WITH TOYOTA TO NOTIFY OWNERS OF THIS DANGEROUS DEFECT IN THEIR PRIUSES FROM THE YEAR 2004 ON.

1 Affected Product

☐ Request Research (Services fees apply)

March 14, 2019 NHTSA ID NUMBER: 11186947

Components: SERVICE BRAKES

NHTSA ID Number: 11186947

Incident Date March 6, 2019

Consumer Location SARASOTA, FL

Vehicle Identification Number JTDKN3DU6 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

SOMETHING STARTED BUZZING EVERY FEW SECONDS IN ENGINE COMPARTMENT TOWARD DRIVERS SIDE FIREWALL. AT SLOW SPEEDS, BRAKES PULSATED WITH UNEVEN BRAKING. AS TIME WENT ON, BUZZING WAS MORE FREQUENT. WARNING LIGHTS FLASHED ONCE BUT WENT OUT. AFTER THAT, WHEN PARKING CAR, THE BRAKES WENT ALL THE WAY TO THE FLOOR AND I HIT ANOTHER CAR AT PARKING SPEEDS. DEALER SAYS 'BRAKE ACTUATOR PUMP' AND WILL COST NEARLY \$3000 TO FIX. THIS PUMP ALSO WENT OUT ON MY 2005 PRIUS! BUT THAT WAS COVERED BY A 'HIDDEN' WARRANTY THAT I FOUND WHILE GOOGLING THE ISSUE. WOULD HAVE PAID FULL PRICE FOR THAT REPAIR IF I HAD NOT RUN ACROSS THAT TSB. THIS IS OBVIOUSLY A BIG MONEY MAKER FOR TOYOTA FIXING THESE BUT IS A HUGE

DANGER TO THE MANY DRIVERS THIS HAS HAPPENED TO OVER THE YEARS. PLEASE DO SOMETHING ABOUT IT BEFORE SOMEONE GETS HURT. IT IS A RECURRING AND SUBSTANTIAL THREAT TO DRIVER SAFETY THAT MANY DRIVERS WILL OVERLOOK BECAUSE OF THE INFLATED COST OF THE PARTS. THANK YOU.

1 Affected Product

Request Research (Services fees apply)

November 2, 2016 NHTSA ID NUMBER: 10923921

Components: AIR BAGS, SERVICE BRAKES, SEAT BELTS

NHTSA ID Number: 10923921

Incident Date October 17, 2016

Consumer Location TUCSON, AZ

Vehicle Identification Number JTDKN3DP4

Summary of Complaint

CRASHYes

FIRENo

INJURIES1

DEATHS0

I WAS DRIVING STRAIGHT ON A CITY ROAD WITH THE FLOW OF HEAVY TRAFFIC AT ABOUT 40 MILES PER HOUR WHEN THE CAR IN FRONT OF ME CAME TO A SUDDEN STOP. I IMMEDIATELY SLAMMED ON MY BRAKES VERY HARD. AT THE TIME I DID THIS I HAD PLENTY OF SAFE DISTANCE BETWEEN US. BUT, THE BRAKES NEVER CAME ON AND I ENDED UP RUNNING INTO THE REAR END OF AN SUV AT APPARENTLY FULL SPEED WITHOUT ANY NOTICEABLE SLOWDOWN. THE BRAKES DID NOT COME ON. THEY DIDN'T GRAB, AND THEY DIDN'T MAKE ANY SCREECHING NOISE AND THERE WERE NO TIRE MARKS ON THE ROAD. ALSO ALL OF THE AIRBAGS DEPLOYED AND THIS WAS A FRONTAL IMPACT, WHICH WAS VERY SURPRISING AND SUFFOCATING. A CLOUD OF DUST FILLED THE CABIN OF THE CAR AND I COULD NOT BREATHE. I WAS LITERALLY SUFFOCATING UNTIL I WAS ABLE TO OPEN THE DOOR AND GET OUT OF THE VEHICLE. I DIDN'T EVEN FEEL THE SEAT BELT TIGHTEN UP BEFORE THE CRASH. THE BRAKES NEVER FELT LIKE THEY CAME ON AT ALL.

*TR *JS

1 Affected Product

2 Associated Documents

☐ Request Research (Services fees apply)

March 19, 2014 NHTSA ID NUMBER: 10573591

Components: STRUCTURE, SERVICE BRAKES, WHEELS

NHTSA ID Number: 10573591

Incident Date March 6, 2014

Consumer Location HOUSTON, TX

Vehicle Identification Number JTDKN3DU8 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES0

DEATHS0

WHILE THE CAR WAS GOING DOWN THE RAMP TO THE PARKING BASEMENT, THE BRAKE IN OUR PRIUS DIDN'T FUNCTION EVEN THOUGH THE DRIVER SLAMMED ON IT AND THE CAR CONTINUED TO PICKED UP ACCELERATION. NONE OF THE AIRBAGS DEPLOYED EITHER, AMAZINGLY. THE DRIVER WAS ABLE TO MAKE A RIGHT TURN AND MISSED THE WALL/CONCRETE PILLAR, BUT THE DRIVER HIT A PARKED CAR AND THAT'S WHAT STOPPED THE PRIUS FROM MOVING FURTHER. *TR

1 Affected Product

☐ Request Research (Services fees apply)

August 12, 2019 NHTSA ID NUMBER: 11243249

Components: SERVICE BRAKES, VEHICLE SPEED CONTROL

NHTSA ID Number: 11243249

Incident Date August 7, 2019

Consumer Location ENNIS, TX

Vehicle Identification Number N/A

Summary of Complaint

CRASH Yes

FIRENo

INJURIES 1

DEATHS0

TL* THE CONTACT OWNED A 2013 TOYOTA PRIUS. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 10 MPH, THE DRIVER PRESSED THE BRAKE PEDAL TO STOP THE VEHICLE BUT THE VEHICLE ACCELERATED FORWARD AND CRASHED INTO A SECOND VEHICLE. DURING THE CRASH THE DRIVER SUSTAINED MULTIPLE CONTUSIONS TO THE BODY INCLUDING THE CHEST AREA WHICH REQUIRED MEDICAL TREATMENT. THE VEHICLE WAS DESTROYED AND TOWED AWAY. A POLICE REPORT # [REDACTED] WAS TAKEN AT THE SCENE. THE LOCAL DEALER TOYOTA OF RICHARDSON (1221 N. CENTRAL EXPY. RICHARDSON TX.) THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 120,000.

1 Affected Product

☐ Request Research (Services fees apply)

January 11, 2016 NHTSA ID NUMBER: 10819439

Components: SERVICE BRAKES

NHTSA ID Number: 10819439

Incident Date December 29, 2015

Consumer Location SHERMAN OAKS, CA

Vehicle Identification Number JTDKN3DU6 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES 1

DEATHS0

I WAS DRIVING HOME IN MY 2013 TOYOTA PRIUS ON TUESDAY, DECEMBER 29, 2015, AT APPROXIMATELY 4:30P.M. WHILE TURNING RIGHT FROM THE STREET ON WHICH I LIVE INTO MY DRIVEWAY, THE CAR, AFTER I APPLIED THE BRAKES, SUDDENLY SURGED FORWARD. IN SPITE OF CONTINUOUSLY PUSHING DOWN ON THE BRAKES, THE CAR WOULD NOT STOP. THE DRIVEWAY SHOWS SKID MARKS FROM MY ATTEMPTS TO STOP THE CAR. THE CAR DID NOT STOP. THE BRAKES FAILED.

THE CAR SHOT FORWARD, CRASHING INTO THE CLOSED WOODEN GARAGE DOOR AND THE WALL TO THE LEFT OF THE GARAGE DOOR. THE GARAGE

DOOR BROKE AND ONE HALF OF THE GARAGE DOOR SPLIT AND WAS PUSHED INTO THE GARAGE. THE GARAGE DOOR COLLAPSED ON MY CAR AS WELL AS ITEMS STORED IN THE GARAGE INCLUDING PARTS OF THE GARAGE STRUCTURE AND LARGE SECTIONS OF A STORAGE UNIT, WHICH WAS BOLTED TO THE WALL. APPROXIMATELY 90% OF MY CAR WAS INSIDE THE GARAGE. I TRIED TO EXIT THE CAR THROUGH THE DRIVER'S SIDE BUT THE DOOR WOULD NOT OPEN. I CRAWLED TO THE TRUNK AREA AND COULD NOT FIND A MECHANICAL RELEASE FOR THAT DOOR. FINALLY I FORCED OPENED THE DRIVER'S SIDE REAR DOOR AND EXITED THE CAR THROUGH THE BROKEN WALL.

IF THE BRAKES HAD NOT FAILED THIS WOULD HAVE NOT HAVE HAPPENED. AS A RESULT OF THE BRAKE FAILURE, I HAVE INCURRED SUBSTANTIAL LOSS, INCLUDING THE GARAGE DOOR (A TOTAL LOSS), DAMAGE TO STRUCTURAL SUPPORT TO THE GARAGE WALL, A BUILT-IN GARAGE STORAGE UNIT, CONTENTS STORED IN THE GARAGE AND SUBSTANTIAL DAMAGE TO THE CAR. FORTUNATELY, I DID NOT SUFFER ANY MAJOR PHYSICAL INJURIES, ALTHOUGH FOLLOWING THE COLLISION I EXPERIENCED AND CONTINUE TO EXPERIENCE MUSCLE, JOINT, HIP, NECK AND BACK PAIN AND DISCOMFORT. IN ADDITION, I CONTINUE TO EXPERIENCE EMOTIONAL DISTRESS FROM THIS INCIDENT.

I WANT TOYOTA TO PERFORM A COMPLETE DIAGNOSTIC SAFETY CHECK OF ALL SYSTEMS INCLUDING THE BRAKES AND ANY SOFTWARE THAT CONTROLS THE BRAKING SYSTEM.

1 Affected Product

☐ Request Research (Services fees apply)

May 19, 2014 NHTSA ID NUMBER: 10592400

Components: SERVICE BRAKES, VEHICLE SPEED CONTROL

NHTSA ID Number: 10592400

Incident Date October 25, 2011

Consumer Location Unknown

Vehicle Identification Number JTDKN3DU6 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

TL * THE CONTACT OWNS A 2013 TOYOTA PRIUS. WHILE DRIVING 40 MPH, THE CONTACT DEPRESSED THE BRAKE PEDAL AND THE VEHICLE ACCELERATED. THE VEHICLE RESUMED TO 40 MPH ONCE THE BRAKE PEDAL WAS DEPRESSED AGAIN. THE CONTACT DEPRESSED THE BRAKE PEDAL AGAIN AND THE VEHICLE ACCELERATED. A CRASH OCCURRED. THERE WERE NO INJURIES AND A POLICE REPORT WAS FILED. THE FAILURE RECURRED ON THREE SEPARATE OCCASIONS. THE MANUFACTURER WAS NOTIFIED. THE VEHICLE WAS TAKEN TO A MECHANIC WHO STATED THAT THERE WAS A DELAY IN THE BRAKING SYSTEM. THE FAILURE MILEAGE WAS 12,000.

1 Affected Product

☐ Request Research (Services fees apply)

October 29, 2016 NHTSA ID NUMBER: 10919990

Components: SERVICE BRAKES

NHTSA ID Number: 10919990

Incident Date October 5, 2016

Consumer Location LINCOLN, CA

Vehicle Identification Number JTDKN3DU0 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

I WAS TRAVELING LESS THAN 25 MPH ON A CITY STREET WHEN THE CAR IN FRONT SUDDENLY STOPPED. I PANIC STOPPED - MOVING MY FOOT OFF THE GAS PEDAL AND I BELIEVE THAT I HIT THE BRAKE PEDAL. THE BRAKES DID NOT APPLY, AND I REAR-ENDED THE CAR IN FRONT. I LEFT NO SKID MARKS. OBVIOUSLY I COULD HAVE NOT ACTUALLY PUSHED THE BRAKE PEDAL, BUT I SINCERELY BELIEVE THAT I DID. THE CAR BRAKES SEEM TO BE FINE, SO IF THE CAR FAILED TO STOP THE PROBLEM HAD TO BE IN THE COMPUTER. *TR

1 Affected Product

☐ Request Research (Services fees apply)

March 28, 2016 NHTSA ID NUMBER: 10851950

Components: AIR BAGS, SERVICE BRAKES

NHTSA ID Number: 10851950

Incident Date March 24, 2016

Consumer Location AUSTIN, TX

Vehicle Identification Number JTDKN3DU1 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 1

DEATHS 0

TL* THE CONTACT OWNS A 2013 TOYOTA PRIUS. WHILE DRIVING APPROXIMATELY 25 MPH ON A ROADWAY, THE BRAKE PEDAL WAS APPLIED AND MADE AN ABNORMAL NOISE. ANOTHER VEHICLE CRASHED INTO THE FRONT PASSENGER SIDE OF THE CONTACT'S VEHICLE WHILE THE CONTACT WAS MAKING A TURN. WHEN THE BRAKE PEDAL WAS APPLIED, THE VEHICLE SURGED FORWARD AT A HIGH RATE OF SPEED. THE FRONT AND REAR DRIVER SIDE AND THE REAR PASSENGER SIDE CURTAIN AIR BAGS DID NOT DEPLOY. THE FRONT AND REAR PASSENGER SIDE AIR BAGS DEPLOYED. THE VEHICLE WAS TOWED TO A YARD AND THEN TOWED TO A REPAIR SHOP FOR FURTHER INSPECTION BY THE INSURANCE COMPANY. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CONTACT WAS WAITING TO DETERMINE IF AN INVESTIGATOR WOULD BE SENT. A POLICE REPORT WAS FILED. THE DRIVER SUSTAINED A HEAD INJURY THAT REQUIRED MEDICAL TREATMENT AND WAS HAVING DIFFICULTY WITH VISIBILITY DUE TO THE IMPACT OF THE CRASH AND NO AIR BAG DEPLOYMENT. THE APPROXIMATE FAILURE MILEAGE WAS 64,000.

1 Affected Product

☐ **Request Research** (Services fees apply)

April 14, 2016 NHTSA ID NUMBER: 10855586

Components: SERVICE BRAKES

NHTSA ID Number: 10855586

Incident Date April 14, 2016

Consumer Location AUSTIN, TX

Vehicle Identification Number N/A

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

WHEN THE DRIVER HAS TO SLAM ON THE BRAKES REALLY QUICKLY THE CAR DOES NOT SLOWDOWN AT ALL. THE SKID LIGHT COMES ON THE DASH BOARD, BUT OTHERWISE THE CAR DOES NOT STOP. THIS HAPPENS EVEN ON A DRY SURFACE, WITH NO MOISTURE ON THE SURFACE, AT SPEEDS AS LOW AS 20-30 MILES PER HOUR. IT ALMOST ALWAYS DOES IT. IF THE DRIVER LIGHTLY TAP THE BREAKS, THEN THE CAR WILL DECELERATE, BUT NOT IF THE DRIVER HAS TO ABRUPTLY STOPPED. THIS IS QUILT A PROBLEM GIVEN THAT SOMETIMES YOU NEED THE CAR TO STOP SUDDENLY IT IT SIMPLY WON'T AT SPEEDS OF 20 MORE. THE CAR JUST STARTS TO SKID. IT WILL NOT STOP OR GAIN TRACTION WITH THE SURFACE THAT IT IS ON. THIS MEANS THAT IN A SITUATION WHERE THE DRIVER NEEDS TO HIT THE BREAKS ALL THE WAY DOWN, THE CAR STILL WON'T STOP. THIS PROBLEM IS MUCH WORSE IF ON WET OR NEGATIVE SLOPING ROADS. HOWEVER, IT CAN HAPPEN EVEN ON COMPLETE DRY SURFACE.

1 Affected Product

☐ Request Research (Services fees apply)

April 17, 2019 NHTSA ID NUMBER: 11197067

Components: SERVICE BRAKES, ELECTRONIC STABILITY CONTROL

NHTSA ID Number: 11197067

Incident Date April 17, 2019

Consumer Location WASHINGTON, DC

Vehicle Identification Number JTDKN3DU8

Summary of Complaint

CRASH No

FIRE No

INJURIES 0

DEATHS 0

2013 PRIUS, MILEAGE 29,409. CAR IN MOTION DRIVING ON CITY STREETS. WHILE BREAKING ON UNEVEN ROADS/POTHOLE, THE CAR SKIDS AND FRONT

WHEELS LOCK UP AND TRACTION CONTROL/BREAK ASSIST LIGHT APPEARS ON THE DASHBOARD. WHEN THIS OCCURS THE CAR IS DANGEROUSLY SLOW TO BREAK AND TAKES FAR TOO LONG TO STOP. THIS HAPPENS ALMOST DAILY ON MY COMMUTE TO WORK IN BOTH DRY AND WET CONDITIONS. THIS SEEMS TO BE AN ISSUE WITH THE BREAKING/STABILITY SYSTEM.

1 Affected Product

☐ Request Research (Services fees apply)

April 4, 2019 NHTSA ID NUMBER: 11193820

Components: SERVICE BRAKES

NHTSA ID Number: 11193820

Incident Date April 2, 2019

Consumer Location TALLAHASSEE, FL

Vehicle Identification Number JTDKN3DU8 

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

EXPERIENCED WHAT APPEARS TO BE A COMMON MALFUNCTION OF THE ABS SYSTEM, WENT OVER A REGULAR ROAD BUMP ON A CITY STREET, NOTHING DRASTIC, WHILE BRAKING. IMMEDIATELY AFTER, THE TRACTION CONTROL, BRAKE, AND ABS LIGHTS CAME ON SOLID. THERE WAS STILL SOME BRAKING AVAILABLE, BUT IT REQUIRED MUCH MORE FORCE AND PEDAL TRAVEL TO ACHIEVE THE SAME LEVEL OF BRAKING AS BEFORE. THIS COULD BE VERY DANGEROUS IF SOMEONE THEN NEEDED TO STOP SUDDENLY. I WAS ABLE TO DRIVE HOME. FOUND SOME FORUMS ON LINE ABOUT THIS PROBLEM, WHICH APPEARS TO BE WIDESPREAD. USING A PAPERCLIP, I WAS ABLE TO "RESET" THE SYSTEM, CLEARING THE WARNING LIGHTS AND REESTABLISHING ABS AND REGENERATIVE BRAKING...BUT ONLY FOR A SHORT WHILE. LATER IN THE DAY, THE SAME MALFUNCTION OCCURRED, WITH THE SAME WARNING LIGHTS APPEARING, LOSS OF ABS AND REGEN BRAKING.

1 Affected Product

☐ Request Research (Services fees apply)

February 2, 2019 NHTSA ID NUMBER: 11173721

Components: SERVICE BRAKES

NHTSA ID Number: 11173721

Incident Date January 30, 2019

Consumer Location MESA, AZ

Vehicle Identification Number JTDKN3DU7

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

BRAKE ACTUATOR WENT BAD AFTER RECENT (SERVICE APPT 1/26/19) INSTALL OF NEW 12 VOLT BATTERY AND SOFTWARE UPDATE DUE TO NHTSA RECALL #18V-684. WHILE TRAVELING DOWN THE HIGHWAY ON 1/30/19 LIGHTS CAME ON FOR BRAKE, ABS AND SKID CONTROL. VEHICLE WAS NOT BRAKING AT THE TIME. CONDITION CAUSED REDUCTION OF BRAKE CONTROL. THE NEXT DAY WHILE AGAIN TRAVELING ON HIGHWAY AT HIGHWAY SPEED TO TOYOTA DEALER FOR SERVICE, THE LIGHTS WENT OFF AND BRAKES WORKED PROPERLY. SERVICE WAS NOT ABLE TO RESET CODE AND I WAS TOLD THAT MEANS THE BRAKE ACTUATOR NEEDS TO BE REPLACED. I WAS QUOTED \$3,400 FOR REPAIR

1 Affected Product

☐ Request Research (Services fees apply)

December 5, 2018 NHTSA ID NUMBER: 11156466

Components: SERVICE BRAKES, ELECTRONIC STABILITY CONTROL, VEHICLE SPEED CONTROL

NHTSA ID Number: 11156466

Incident Date June 15, 2018

Consumer Location MYRTLE BEACH, SC

Vehicle Identification Number JTDKN3DP4

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

I NOTICED WHEN I WAS DRIVING ON A DRY CLEAR DAY TRACTION CONTROL/BRAKE LIGHT/ABS ILLUMINATED MY BRAKES BECAME EXTREMELY HARD TO PRESS AND COME TO A STOP ALSO MY CRUISE CONTROL WILL NOT ENGAGE. THE LIGHTS ON THE DASH WOULD GO OFF AND THE CAR WOULD DRIVE NORMAL FOR A FEW DAYS. IT REPEATED THIS SCENARIO A FEW TIMES BEFORE THE TRACTION CONTROL/BRAKE LIGHT/ABS LIGHTS STAYED ON PERMANENTLY AS WELL AS THE CRUISE CONTROL WILL NOT ENGAGE.

1 Affected Product

Request Research (Services fees apply)

2012 PRIUS HYBRID

November 1, 2018 NHTSA ID NUMBER: 11144698

Components: SERVICE BRAKES

NHTSA ID Number: 11144698

Incident Date October 28, 2018

Consumer Location SULLIVAN, IN

Vehicle Identification Number JTDKN3DU4 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES0

DEATHS0

I WAS TRAVELING NORTH ON THE HIGHWAY. I WAS GOING BETWEEN 50 AND 55 MPH WHEN THE TRAFFIC LIGHT TURNED TO YELLOW AND THEN TO RED. WHEN I APPLIED THE BREAKS NOTHING HAPPENED. MY VEHICLE ACTUALLY APPEARED TO SPEED UP. I RELEASED THE BRAKE THEN PUMPED THE BREAK TWICE THEN AGAIN APPLIED THE BREAK, THIS TIME STOMPING HARDER AND WITH BOTH FEET. MY VEHICLE DID NOT STOP OR EVEN SLOW. I WENT

THROUGH THE LIGHT, RESULTING IN A CAR ACCIDENT. I T BONED ANOTHER CAR.

1 Affected Product

☐ Request Research (Services fees apply)

December 3, 2018 NHTSA ID NUMBER: 11155778

Components: SERVICE BRAKES

NHTSA ID Number: 11155778

Incident Date December 2, 2018

Consumer Location ORLANDO, FL

Vehicle Identification Number JTDKN3DU7

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE VEHICLE WAS TRAVELING OVER 60 MPH WHEN THE ABS, BRAKE AND TRACTION LIGHTS CAME ON AND THE BRAKE BECAME IMMEDIATELY SPONGY AND I HAD TO DEPRESSED EVEN HARDER (PAST THE FOAMINESS) TO REDUCE SPEED. A MOTOR COULD BE HEARD TRYING TO TURN OVER ON THE BRAKE SYSTEM. THE CAR SPEED WAS REDUCED TO 25-30 MPH ON THE HIGHWAY BUT THE SPONGY BRAKES CONTINUED. WITHIN 5 MIN I PULLED OFF THE HIGHWAY AND INTO A PARKING LOT. PARKED THE CAR, TURNED IT OFF AND ON TO SEE IF THAT WOULD REMEDY THE SITUATION AND NOTHING CHANGED. I THEN CALLED THE TOYOTA DEALERSHIP'S SERVICE DEPARTMENT TO BOOK AN IMMEDIATE APPOINTMENT AND ARRIVED AT THE DEALERSHIP APPROXIMATELY 40 MINUTES LATER. THE CAR WAS LOOKED AT AND I WAS TOLD THAT THE BRAKE ACTUATOR WAS THE ISSUE AND THAT THEY WOULD LIKE TO CONTACT TOYOTA TO SEE IF THIS WAS IN WARRANTY OR PART OF THE RECALL. I WAS TOLD THE NEXT DAY THAT THE COST OF INSTALLATION AND PARTS WOULD BE AT LEAST \$4,000 AND THAT I WOULD NEED TO PAY THE FULL AMOUNT AS TOYOTA WAS TAKING NO RESPONSIBILITY. I CALLED THE TOYOTA CUSTOMER SERVICE LINE, EXPLAINED MY SITUATION AND WAS TOLD THE SAME THING AS I WAS TOLD AT THE DEALERSHIP. I FEEL THAT THIS BRAKE ACTUATOR (ITS PARTS, ITS COMPOSITION AND/OR ITS INSTALLATION) IS A SYSTEMIC ISSUE WITH TOYOTA PRODUCTS AND A KNOWN ISSUE WITH TOYOTA PRIUS' IN 2009 AND 2010. TANGENTIAL TO THIS ISSUE, MY FATHER OWNS A TOYOTA CAR AS WELL AND HAS ALSO HAD TO HAVE HIS ACTUATOR

REPLACED THIS YEAR. TOYOTA SHOULD BE HELD RESPONSIBLE FOR ALL FAULTY PARTS AND INSTALLATION AND PURCHASE OF NEW PARTS. MY MAINTENANCE RECORD IS EXEMPLARY AND MY DRIVING RECORD IS AS WELL SO THIS IS NOT REGULAR WEAR AND TEAR IN MY OPINION.

1 Affected Product

☐ Request Research (Services fees apply)

July 26, 2019 NHTSA ID NUMBER: 11235210

Components: SERVICE BRAKES

NHTSA ID Number: 11235210

Incident Date July 26, 2019

Consumer Location CLEARWATER, FL

Vehicle Identification Number JTDZN3UXC [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

COMPLETE BRAKE FAILURE ON THE FREEWAY!!! ABS, BRAKE AND TRACTION CONTROL LIGHTS LIT UP. ALMOST CRASHED! CODE C1391-ABNORMAL LEAK IN BRAKE ACTUATOR PUMP.

HOW LONG WILL IT TAKE THIS AGENCY TO MAKE TOYOTA FIX THIS?? ITS A SAFETY ISSUE!!! STOP PICKING YOUR ASSES AND DO SOMETHING ABOUT IT!!!!

1 Affected Product

☐ Request Research (Services fees apply)

October 30, 2013 NHTSA ID NUMBER: 10550179

Components: SERVICE BRAKES, HYDRAULIC

NHTSA ID Number: 10550179

Incident Date October 30, 2013

Consumer Location MINNETONKA, MN

Vehicle Identification Number N/A

Summary of Complaint

CRASH Yes

FIRENo

INJURIES0

DEATHS0

THE BRAKE DOESN'T WORK WHEN I WAS DRIVING OUT OF THE HIGHWAY. I PRESSED HARD ON THE BRAKE AND CANNOT STOP THE CAR. AND I CRUSHED INTO A BIG TRUCK. THE CAR CRUSHED ONCE WITH THE TRUCK AND THE MOMENTUM MADE THE CAR TO HIT THE TRAFFIC LIGHT POLE AGAIN. TERRIBLE. *TR

1 Affected Product

☐ Request Research (Services fees apply)

May 14, 2019 NHTSA ID NUMBER: 11207636

Components: SERVICE BRAKES

NHTSA ID Number: 11207636

Incident Date May 14, 2019

Consumer Location RIVERVIEW, FL

Vehicle Identification Number JTDKN3DU1 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TRACTION, BRAKE AND ABS LIGHTS ALL CAME ON AT ONCE, PRACTICALLY LOST ALL BRAKING WHILE DRIVING BUT ABLE TO SLOWLY STOP. SQUISHY BRAKES. "PUMP" SOUNDING NOISE LIKE IT'S HAVING TROUBLE PUMPING BRAKE FLUID.

1 Affected Product

☐ Request Research (Services fees apply)

September 8, 2019 NHTSA ID NUMBER: 11253950

Components: SERVICE BRAKES

NHTSA ID Number: 11253950

Incident Date June 27, 2019

Consumer Location LAWRENCEVILLE, GA

Vehicle Identification Number JTDKN3DU9 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

CAR WAS IN MOTION AND BRAKE PEDAL WENT HALF WAY TO FLOOR AND ABS, BRAKE, TRACTION CONTROL AND TIRE SENSOR LIGHTS CAME ON. MASTER CYLINDER OR BRAKE BOOSTER SEEM TO HAVE FAILED. DEALER DIDN'T RECOGNIZE CODES AND COULD ONLY RECOMMEND CHANGING SPARK PLUGS WHEN I JUST HAD THEM REPLACE 6-8 MONTHS PRIOR. EXPLAINED THAT DID THINK THAT HAD ANYTHING TO DO WITH BRAKES GIVING OUT. THEY RESET CODES AND SURE ENOUGH HAPPENED AGAIN WITHIN THE NEXT 30 DAYS. TOYOTA ADMITTED TO SINCE RECEIVING MANY REPORTS OF CERTAIN INTERNAL MALFUNCTIONS OF BRAKE BOOSTER ASSEMBLIES. 4 TRIPS LATER TO DEALER THE RESPONSE IS THE CODES ARE NOT COMING UP (DTCS) C1391, C1252, C1256 OR C1253 IN ORDER TO BE COVERED IT'S VOLUNTARY CUSTOMER SUPPORT PROGRAM WHICH HAS BRAKE BOOSTER AND BRAKE BOOSTER PUMP COVERAGE. VERY FRUSTRATING!

1 Affected Product

☐ Request Research (Services fees apply)

June 18, 2018 NHTSA ID NUMBER: 11102264

Components: SERVICE BRAKES

NHTSA ID Number: 11102264

Incident Date June 16, 2018

Consumer Location WILMINGTON, NC

Vehicle Identification Number JTDZN3EU2 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES0

DEATHS0

WHILE PULLING INTO A PARKING SPACE (SPEED LESS THAN 5 MPH) AND APPLYING THE BRAKES THE PEDAL WENT TO THE FLOOR AND THE CAR SEEMED TO SPEED UP. THE CAR JUMPED THE CURB AND STRUCK A TREE. A GOOD SAMARITAN ASSISTED AND ACTUALLY GOT IN THE CAR AND FOUND THE BRAKE PEDAL WENT TO THE FLOOR. SHORTLY AFTER THE ACCIDENT THE BRAKES RETURNED TO NORMAL OPERATION. THIS IS THE SECOND TIME THAT THE CAR HAS EXPERIENCED SIMILAR PROBLEMS. IN 2014 WHILE PULLING INTO THE DRIVEWAY THE BRAKE PEDAL WENT TO THE FLOOR AND STRUCK THE HOUSE. SHORTLY AFTER THE BRAKES RETURNED TO NORMAL OPERATIONS. TOYOTA WAS NOTIFIED AND INSPECTED THE CAR'S COMPUTER AND BRAKING SYSTEM PER CASE NUMBER [REDACTED]. AFTER THE INSPECTION TOYOTA SAID THAT THERE WERE NO BRAKE ISSUES FOUND WITH THE CAR AND STATED THAT IT WAS SAFE TO DRIVE. OBVIOUSLY THERE IS AN ISSUE WITH THE BRAKING SYSTEM IN THESE CARS.

1 Affected Product

Request Research (Services fees apply)

November 7, 2017 NHTSA ID NUMBER: 11044156

Components: SERVICE BRAKES

NHTSA ID Number: 11044156

Incident Date November 4, 2017

Consumer Location BENSLEM, PA

Vehicle Identification Number JTDZN3EU2 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

NOVEMBER 4, 2017 - CAR WAS PARKED IN OUR DRIVEWAY. PUT THE CAR IN REVERSE TO BACK OUT OF OUR DRIVEWAY. THE BRAKES FAILED. NO MATTER HOW MANY TIMES THE BRAKE PEDAL WAS REPEATEDLY PUSHED DOWN, THE CAR JUST WOULD NOT STOP. IT ACTUALLY FELT LIKE THE CAR WAS ACCELERATING!

THE CAR RAN OVER OUR MAILBOX AT THE END OF OUR DRIVEWAY. THE MAILBOX GOT DRAGGED UNDER THE CAR AND THE CAR ROLLED OUT ONTO THE STREET. FINALLY, WE PUSHED IN THE POWER BUTTON AND THAT WAS HOW WE WERE ABLE TO GET THE CAR TO STOP.

OUR MAILBOX GOT TOTALED AND DAMAGE WAS DONE TO THE UNDERCARRIAGE OF OUR CAR, AS THERE IS TWISTED METAL HANGING DOWN SCRAPING THE GROUND. THE BRAKES STARTED TO WORK AGAIN A FEW MINUTES LATER, AS I WAS ABLE TO PULL IT BACK INTO THE DRIVEWAY OFF OF THE STREET.

ON SEPTEMBER 19, 2017 – CAR WAS PARKED IN A PARKING LOT. WHEN REVERSING OUT OF THE PARKING SPACE, THE BRAKES DID NOT WORK. AFTER REPEATEDLY PUMPING THE BRAKES, THEY FINALLY ENGAGED JUST BEFORE IT HIT A CAR PARKED BEHIND US. WE THOUGHT THIS WAS A FREAK ONE-TYPE EVENT, SO WE DIDN'T REPORT IT.

1 Affected Product

☐ Request Research (Services fees apply)

September 6, 2019 NHTSA ID NUMBER: 11253725

Components: SERVICE BRAKES

NHTSA ID Number: 11253725

Incident Date July 1, 2019

Consumer Location DOBBS FERRY, NY

Vehicle Identification Number JTDKN3DU4

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MY CAR HAS THE SAME BRAKE BOOSTER/MASTER CYLINDER DEFECT THAT THE 2010/11 MODEL PRIUS WERE RECALLED FOR.

BRAKE BOOSTER OR BRAKE PRESSURE ACCUMULATOR FAILURE ON 2012 MODELS CAUSES LOSS OF BRAKING EFFECTIVENESS. SERIOUS SAFETY ISSUE THAT CAN CAUSE DEATH. TOYOTA IS WELL AWARE OF THIS.

THIS HAPPENS IN MOTION AT HIGHWAY SPEEDS.

1 Affected Product

☐ Request Research (Services fees apply)

July 24, 2014 NHTSA ID NUMBER: 10616134

Components: STRUCTURE, STEERING, SERVICE BRAKES

NHTSA ID Number: 10616134

Incident Date June 17, 2014

Consumer Location NEWPORT BEACH, CA

Vehicle Identification Number JTDKN3DU3 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

I WAS DRIVING ON MY RESIDENTIAL STREET AND STEPPED ON THE BRAKE TO SLOW DOWN TO MAKE A LEFT TURN INTO MY DRIVEWAY. THE CAR FAILED TO SLOW DOWN OR STOP, AND INSTEAD WENT OVER THE CURB, VEERING TO THE RIGHT AND SIDE SWIPED THE LEFT SIDE OF MY NEIGHBOR'S CAR, NARROWLY MISSING HIS GARAGE. THE CAR THEN SIDE SWIPED A TREE ON MY LEFT (ON PROPERTY BETWEEN MY AND NEIGHBOR'S PROPERTY.) THE FRONT END OF THE CAR CRASHED INTO A TREE, SAVING ME FROM ROLLING ABOUT 900 FEET TO THE STREET BELOW. THE ENTIRE TIME OF THIS INCIDENT THE BRAKES NEVER ENGAGED (PEDAL WAS DOWN TO FLOOR) AND I FRANTICALLY TRIED TO STEER TO AVOID HITTING ANYTHING. A WITNESS, STANDING ON THE STREET, CONFIRMED MY BRAKE LIGHTS WERE ON. CAR WAS SERVICED BY TOYOTA (WORLD CLASS INSPECTION) 15 DAYS BEFORE THE INCIDENT. INSPECTION REPORT INDICATED BRAKE FLUID LEVEL AND BRAKE LINING WERE "CHECKED AND OK." AFTER THE INCIDENT THE CAR WAS TOWED TO A REPAIR SITE WHERE THE OPERATOR DEMONSTRATED TO ME THAT THE BRAKES WERE NONEXISTENT AND THE BRAKE FLUID LEVEL WAS STILL APPROPRIATE. CAR WAS DEEMED TOTALED. *TR

1 Affected Product

☐ Request Research (Services fees apply)

June 21, 2016 NHTSA ID NUMBER: 10875625

Components: SERVICE BRAKES

NHTSA ID Number: 10875625

Incident Date May 24, 2016

Consumer Location SMITHTOWN, NY

Vehicle Identification Number JTDKN3DU8 [REDACTED]

Summary of Complaint

CRASHYes

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2012 TOYOTA PRIUS. WHILE DRIVING 20 MPH, THE BRAKE PEDAL WAS DEPRESSED, BUT FAILED TO ENGAGE. AS A RESULT, THE CONTACT'S VEHICLE CRASHED INTO THE REAR OF ANOTHER VEHICLE. THE AIR BAGS FAILED TO DEPLOY. A POLICE REPORT WAS NOT FILED AND THERE WERE NO INJURIES. THE CONTACT WAS ABLE TO DRIVE THE VEHICLE AWAY FROM THE CRASH SCENE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT STATED THAT THE FAILURE RECURRED INTERMITTENTLY. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 135,000.

1 Affected Product

☐ Request Research (Services fees apply)

July 13, 2019 NHTSA ID NUMBER: 11231596

Components: SERVICE BRAKES

NHTSA ID Number: 11231596

Incident Date July 1, 2018

Consumer Location HOUSTON, TX

Vehicle Identification Number JTDKN3DU2 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

VSA, AVS, AND BRAKE LIGHTS ON WITH DECREASED RESISTANCE IN PETAL. BRAKES WILL RETURN TO NORMAL WITHOUT WARNING PERIODICALLY WHILE DRIVING. THIS MAKES DRIVING AND STOPPING UNSAFE AND UNPREDICTABLE.

1 Affected Product

☐ Request Research (Services fees apply)

April 24, 2014 NHTSA ID NUMBER: 10584723

Components: SERVICE BRAKES

NHTSA ID Number: 10584723

Incident Date April 21, 2014

Consumer Location CAMPBELL, CA

Vehicle Identification Number JTDKN3DUX [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

I WAS TRAVELING ABOUT 20 MILES AN HOUR DURING TRAFFIC HOUR WHEN I SAW THE CAR STOPPED IN FRONT OF ME. I HAD AT LEAST 4 CAR DISTANCE WHEN I APPLIED BRAKES. NORMALLY, I CAN FEEL THE SEAT BELT TIGHTEN, CARS JERKING OR SHAKE DUE TO ANTI-LOCK BRAKE WHEN YOU STEP ON THE BRAKE HARD. BUT THIS TIME, I DID NOT FEEL THE CAR SLOW DOWN WHEN I STEPPED ON BRAKE ALL THE WAY DOWN, IT CONTINUE TO CRUISE A LITTLE BEFORE IT SLOW DOWN, BUT BY THEN, I HAVE ALREADY HIT THE CAR IN FRONT OF ME.

THIS CAR WAS SERVICED REGULARLY, DURING MY LAST VISIT 3 WEEKS AGO, I WAS NOTIFIED THAT MY CAR IS ON THE RECALL LIST FOR SOFTWARE UPDATE. *TR

1 Affected Product

☐ Request Research (Services fees apply)

August 18, 2015 NHTSA ID NUMBER: 10749388

Components: SERVICE BRAKES

NHTSA ID Number: 10749388

Incident Date August 14, 2015

Consumer Location BETHLEHEM, PA

Vehicle Identification Number JTDKN3DU2 [REDACTED]

Summary of Complaint

CRASHYes

FIRENo

INJURIES0

DEATHS0

VEHICLE HAD LITTLE OR NO BRAKING POWER IN A PANIC STOP SITUATION. THIS WAS LIKELY CAUSE BY A DELAY SWITCHING FROM REGENERATIVE BRAKING TO MECHANICAL BRAKES.

1 Affected Product

☐ Request Research (Services fees apply)

August 12, 2017 NHTSA ID NUMBER: 11014797

Components: STRUCTURE, SERVICE BRAKES, ELECTRONIC STABILITY CONTROL

NHTSA ID Number: 11014797

Incident Date July 28, 2017

Consumer Location FREDERICA, DE

Vehicle Identification Number JTDKN3DU7 [REDACTED]

Summary of Complaint

CRASHYes

FIRENo

INJURIES0

DEATHS0

ON JULY 28, 2017, I WAS DRIVING ALONG WITH MY THREE CHILDREN. I PULLED INTO A DRIVEWAY TO PARK MY VEHICLE BEHIND A PARKED VEHICLE. THERE WAS APPROXIMATELY A 2 FOOT SPAN BETWEEN THE BACK OF THE VEHICLE AND THE FRONT OF MY 2012 TOYOTA PRIUS. TO THE RIGHT OF THE PARKED VEHICLE WAS A PARKED TRUCK. BEING THAT I WAS PULLING INTO A SPACE TO PARK MY VEHICLE, I WAS TRAVELING EXTREMELY SLOWLY. I BEGAN TO PRESS ON MY BRAKE TO PARK THE VEHICLE AND INSTANTLY KNEW THERE WAS A PROBLEM. UPON DEPRESSING THE BRAKE, SEVERAL LIGHTS BEGAN TO FLASH WITHIN THE DASH TO INCLUDE BUT NOT LIMITED TO THE ABS, WARNING LIGHT, AND THE LIGHT WITH VEHICLE SWERVE LINES. OTHER

LIGHTS WERE ALSO FLASHING, BUT I DO NOT RECALL EACH ONE. THE BRAKE PAD INSTANTLY WENT STRAIGHT TO THE FLOOR WITH NO PRESSURE. THE VEHICLE WOULD NOT STOP AND CONTINUED TO TRAVEL FORWARD WITH ACCELERATION. TO AVOID HITTING THE VEHICLE IN FRONT OF ME I BEGAN TO TURN MY WHEEL TO THE RIGHT. THE VEHICLE CONTINUED TO ACCELERATE AND CAME INTO CONTACT WITH THE TRUCK THAT WAS TO MY FRONT-RIGHT. MY PRIUS FAILED TO SLOW OR STOP. IT CONTINUED TO ACCELERATE AND BEGAN PUSHING THE TRUCK UP THE DRIVEWAY AND INTO THE METAL GARAGE DOOR WITH THE BRAKE PEDAL BEING DEPRESSED THE ENTIRE TIME. EVENTUALLY, THE CAR CAME TO A STOP AND THE LIGHTS CONTINUED TO FLASH PRIOR, DURING, AND AFTER THE INCIDENT. AFTER THE CAR WAS TOWED TREAD WHEEL MARKS WERE FOUND ON THE DRIVEWAY WHERE THE WHEELS SPUN AND LEFT AN IMPRINT IN THE ASPHALT. I AND MY CHILDREN WERE UNINJURED HOWEVER, THE INCIDENT WAS INCREDIBLY TRAUMATIC. THE VEHICLE WAS DEEMED A TOTAL LOSS BY MY INSURANCE COMPANY AND AS OF YET TO BE PROCESSED FOR DIAGNOSTIC TESTING BY TOYOTA. THE TOYOTA CARE SERVICE WAS INFORMED OF THE ACCIDENT. TOYOTA BELIEVES IT TO BE ASSOCIATED WITH THE INTELLIGENCE COMPONENT OF THE VEHICLE, HOWEVER DETERMINATION IS CURRENTLY UNKNOWN UNTIL DIAGNOSTIC IS PERFORMED.

1 Affected Product

☐ Request Research (Services fees apply)

April 25, 2019 NHTSA ID NUMBER: 11203834

Components: SERVICE BRAKES

NHTSA ID Number: 11203834

Incident Date April 24, 2019

Consumer Location Unknown

Vehicle Identification Number JTDKN3DU8 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

I HAVING A PROBLEM WITH THE BRAKE BOOSTER ON MY PRIUS AND THE TOYOTA DEALERSHIP I WENT TO SAID I NEED TO REPLACE BOTH THE MASTER CYLINDER AND BOOSTER PUMP WHICH WOULD BE 3000 DOLLARS WORTH OF PARTS AND LABOR. AFTER RESEARCH THIS ISSUE I HAVE FOUND SERVAL

PEOPLE HAVE THE SAME ISSUE. ALSO THE PARTS ARE ON BACK ORDER, SHOWING YOU HOW BIG OF ISSUE THIS IS. THE BREAKING SYSTEM FELT SPONGY, MY TRACTION CONTROL BRAKING SYSTEM AND ABS LIGHTS CAME ON. THANKFULLY I HAD JUST A COUPLE OF FEET TO MY DRIVEWAY.

1 Affected Product

☐ Request Research (Services fees apply)

April 24, 2019 NHTSA ID NUMBER: 11203591

Components: SERVICE BRAKES

NHTSA ID Number: 11203591

Incident Date April 24, 2019

Consumer Location APOLLO BEACH, FL

Vehicle Identification Number JTDZN3EU2 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

CAR EXPERIENCED GREATLY DIMINISHED BRAKING POWER ON INTERSTATE 75 PRIOR TO APPROACHING HEAVY TRAFFIC BACKED UP TO EXIT. MANY WARNING LIGHTS ILLUMINATED ON THE DASH: BRAKE, ABS, ETC. TOYOTA HAS ALREADY ISSUED A WARRANTY EXTENSION FOR THIS ISSUE FOR THE STANDARD MODEL PRIUS, AND I BELIEVE THIS IS A SAFETY HAZARD ON THE PRIUS V WAGON AS WELL.

1 Affected Product

☐ Request Research (Services fees apply)

April 2, 2019 NHTSA ID NUMBER: 11193354

Components: SERVICE BRAKES

NHTSA ID Number: 11193354

Incident Date February 1, 2019

Consumer Location FARMINGTON, CT

Vehicle Identification Number JTDKN3DU9 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

WHEN THE BRAKES ARE APPLIED AND GOING OVER A ROUGH ROAD SURFACE, OR POT HOLE, THE BRAKE WARNING LIGHT APPEARS, AND THE BRAKES SUDDENLY STOP FUNCTIONING UNTIL BACK ON A SMOOTH ROAD SURFACE. THIS HAPPENS ALL OF THE TIME UNDER THESE CONDITIONS. IT IS REALLY SCARY WHEN THE VEHICLE SUDDENLY LOSES ALL BRAKING WHILE TRYING TO STOP. I HAVE A 2012 TOYOTA PRIUS AND A 2010 TOYOTA PRIUS. THEY BOTH HAVE THE SAME PROBLEM WITH THE ABS BRAKING SYSTEM. CANNOT UNDERSTAND WHY THIS IS NOT A FULL RECALL ON THIS POTENTIALLY DANGEROUS CONDITION.

1 Affected Product

☐ Request Research (Services fees apply)

September 22, 2018 NHTSA ID NUMBER: 11130742

Components: SERVICE BRAKES

NHTSA ID Number: 11130742

Incident Date September 18, 2018

Consumer Location SILVER SPRING, MD

Vehicle Identification Number N/A

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

ABS BRAKE IS NOT WORKING. WHILE I WAS DRIVING ON A CITY TRAFFIC AND COME TO A COMPLETE STOP AT THE TRAFFIC LIGHT, THE BRAKE PEDAL WENT DEEP WHEN I STEP ON IT AND IT TOOK ME MORE TIME TO STOP THAN I EXPECTED IT. I WENT AND GOT IT RED THE CODE C1391 ABNORMAL LEAK IN ACCUMULATOR.

1 Affected Product

☐ Request Research (Services fees apply)

September 17, 2018 NHTSA ID NUMBER: 11129946

Components: SERVICE BRAKES

NHTSA ID Number: 11129946

Incident Date October 10, 2017

Consumer Location MIAMI, FL

Vehicle Identification Number JTDKN3DU3 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

A NUMBER OF LIGHTS CAME ON...ABS, ANTI SKID, SYSTEM FAILURE, ETC. THE BRAKES STARTED TO FEEL VERY FUNNY AND STARTED TO MAKE A STRANGE NOISE. TOOK IT TO TOYOTA AND THEY SAID IT WAS NOT SAFE TO DRIVE BECAUSE OF THE BRAKES. NEEDED THE BRAKE SYSTEM (ACTUATOR IS THE NAME I BELIEVE).

1 Affected Product

☐ Request Research (Services fees apply)

2012 PRIUS HYBRID

January 1, 2019 NHTSA ID NUMBER: 11164336

Components: SERVICE BRAKES

NHTSA ID Number: 11164336

Incident Date November 2, 2018

Consumer Location BOCA RATON, FL

Vehicle Identification Number JTDKN3DU7 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MY CAR ONLY HAD 120K MILES AND THE BREAK BOOSTOR AND ACTUATOR BREAKS DOWN WHILE WE WERE ON THE ROAD. MY WIFE DRIVES THE CAR WITH MY 3-CHILDRENS. SHE WAS ALMOST HIT THE OTHER CAR ON HIGHWAY BECAUSE THE BREAKS SYSTEM STOPS WORKING AT NORMAL MODE. THE DASH BOARD SHOWS ALL KINDS OF BREAK, TRACTION CONTROL, AND ABS LIGHTS . THIS IS A LIFE THREATNING ISSUE AND TOYOT NEEDS TO REPLACE THIS PART WITH NO CHARGE BECASUE IT HAS A MANUFACTURING DEFECTS AND THOUSANDS OF PRIUS OWNER HAS THE SAME ISSU.

1 Affected Product

☐ Request Research (Services fees apply)

February 14, 2013 NHTSA ID NUMBER: 10498096

Components: SERVICE BRAKES, SEATS, AIR BAGS

NHTSA ID Number: 10498096

Incident Date February 10, 2013

Consumer Location KIRKLAND, WA

Vehicle Identification Number JTDKN3DU2 [REDACTED]

Summary of Complaint

CRASHYes

FIRENo

INJURIES2

DEATHS0

I AM AN EXCELLENT DRIVER. I PURCHASED THIS PRIUS IN THE SUMMER OF 2011. WE (MY WIFE AND YOUNG DAUGHTER) WERE PROCEEDING ON JUANITA DRIVE N.E. IN KIRKLAND, WA. MY WIFE AND I AGREE THAT OUR SPEED WAS APPROXIMATELY 30-33 MPH AND THAT THERE WERE APPROXIMATELY 3+ CAR LENGTHS BETWEEN US AND THE VEHICLE IN FRONT OF US. THE WEATHER WAS DRY AND SUNNY. SUDDENLY, A VEHICLE THREE VEHICLES AHEAD OF US STOPPED TO MAKE A LEFT TURN, AND THE TWO VEHICLES BEHIND IT WERE ABLE TO STOP. I IMMEDIATELY APPLIED MY BRAKES TO THE FLOOR AS SOON AS I OBSERVED THE STOPPED VEHICLE AHEAD. I FELT NO RESPONSE - NO

GRIPPING OF THE BRAKES OR GRIPPING OF THE WHEELS TO THE ROAD, NO SQUEALING, NO SKIDDING, NO SENSE OF THE BRAKES SLOWING THE VEHICLE IN THE THREE SECONDS I APPLIED THEM. DUE TO VEHICLES IN THE OPPOSING LANE, A NARROW ROAD AND NO SHOULDER (A DITCH WITH TELEPHONE POLES ON THE RIGHT), I WAS FORCED TO DESIGN THE LEAST HARMFUL IMPACT - MY FRONT RIGHT CORNER TO THE REAR LEFT CORNER OF THE VEHICLE IN FRONT. THE IMPACT TORE OPEN THE RIGHT FRONT OF THE VEHICLE, SHATTERING THE WINDSHIELD NEXT TO MY WIFE AND CAUSING HER LEGS TO FLY UP AND STRIKE THE DASHBOARD, INJURING HER LEGS IN SEVERAL PLACES. HER AIRBAG DID NOT DEPLOY. MY 7-YEAR-OLD WAS IN HER CAR SEAT IN THE BACK SEAT. THE LARGER SPLIT BACK WAS BEHIND HER. THE BACK BECAME UNHINGED AT IMPACT AND FLIPPED FORWARD, FORCING MY DAUGHTER'S UPPER BODY FORWARD. SHE SUSTAINED MINOR FACIAL INJURIES. WHILE IT IS POSSIBLE THAT THE AIRBAG NON-DEPLOYMENT WAS APPROPRIATE (I AM NOT CERTAIN OF THIS), THERE IS NO QUESTION THAT THE BRAKING WAS SOFT, SQUISHY, NON-EXISTENT, AND THE BACK SEAT SHOULD NOT HAVE BECOME UNHINGED. *TR

1 Affected Product

☐ Request Research (Services fees apply)

June 13, 2019 NHTSA ID NUMBER: 11219901

Components: SERVICE BRAKES

NHTSA ID Number: 11219901

Incident Date January 15, 2019

Consumer Location HOUSTON, TX

Vehicle Identification Number JTDKN3DU5 

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MY CAR WAS PARKED ON THE STREET, I GOT INTO IT, TURNED IT ON, SHIFTED TO DRIVING AND STARTED PROCEEDING FORWARD. I THEN NOTICED 3 LIGHTS (THE ABS LIGHT, BRAKE LIGHT, AND TRACTION CONTROL LIGHT) SUDDENLY APPEARED ON THE DASHBOARD. NOTHING OUT OF THE ORDINARY OCCURRED PRIOR TO THE LIGHT COMING ON, IT JUST SUDDENLY APPEARED.

THE ERROR CODE IN THE COMPUTER SYSTEM READ C1391. THE DETAILS

READ THERE WAS "ABNORMAL LEAK IN ACCUMULATOR".

THE CAR NO LONGER DRIVES SAFELY. IF THE BRAKES ARE PRESSED SUDDENLY THE CAR SKIDS INSTEAD OF SLOWING DOWN. IN ORDER FOR THE CAR TO COME TO A COMPLETE STOP A LOT MORE PRESSURE HAS TO BE APPLIED TO THE BRAKE COMPARED TO BEFORE ABS PROBLEM. THE STOPPING DISTANCE HAS INCREASED BY APPROXIMATELY TWICE ITS LENGTH. THE CAR IS NO LONGER CAPABLE OF SHARP TURNS, THE BACK END OF THE CAR SKIDS DANGEROUSLY LEFT OR RIGHT WHILE TURNING, DEPENDING ON THE DIRECTION THE DRIVER IS TURNING. THE BRAKING, HANDLING AND CONTROL OF THE CAR DECREASES SO MUCH WHEN THE ROADS ARE WET THAT AT TIMES THE CAR SKIDS EVEN WHEN GOING AT A CAUTIOUS SPEED IN RAIN. FOR MY SAFETY AND FOR OTHERS I DRIVE IN "B" INSTEAD OF "D" WHEN IT RAINS.

1 Affected Product

☐ Request Research (Services fees apply)

November 29, 2018 NHTSA ID NUMBER: 11154783

Components: SERVICE BRAKES, ELECTRONIC STABILITY CONTROL, ELECTRICAL SYSTEM

NHTSA ID Number: 11154783

Incident Date November 29, 2018

Consumer Location OXFORD, GA

Vehicle Identification Number JTDKN3DU1

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

DRIVING VEHICLE DOWN HIGHWAY, TAPPED BRAKES BUT BRAKES DID NOT WORK, ALL THE LIGHTS ON MY DASH LIT UP. I LOST TRACTION IN BRAKES CAUSING VEHICLE TO LOSE CONTROL.

1 Affected Product

☐ Request Research (Services fees apply)

June 16, 2014 NHTSA ID NUMBER: 10598545

Components: STRUCTURE, SERVICE BRAKES

NHTSA ID Number: 10598545

Incident Date March 27, 2014

Consumer Location ANACORTES, WA

Vehicle Identification Number JTDKN3DU1 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

WHILE PULLING INTO A PARKING SLOT IN A PARKING LOT, WHICH WAS ON A SLOPE, I APPLIED THE FOOT BRAKE WITHOUT ANY RESPONSE WHATSOEVER. THE VEHICLE GAINED ENOUGH SPEED TO JUMP THE SMALL STOP-CURB AND HIT A CONCRETE WALL NEXT TO IT. THE DAMAGE TO THE FRONT OF THE CAR WAS JUST OVER \$4000. I THOUGHT I HAD MISSED THE PEDAL. ON JUNE 12TH AND 15TH, I HAD TWO MORE INCIDENTS OF THE BRAKE PEDAL GOING ALL THE WAY TO THE FLOOR WHILE EITHER AT SLOW SPEED OR STOPPED. MY DEALER SAYS IT WAS A PROBLEM ON THE 2010, BUT HE HAS NOT SEEN IT ON A 2011. MY WIFE NOW REFUSES TO DRIVE THE CAR. *TR

1 Affected Product

☐ Request Research (Services fees apply)

June 28, 2019 NHTSA ID NUMBER: 11228248

Components: SERVICE BRAKES

NHTSA ID Number: 11228248

Incident Date December 27, 2018

Consumer Location LAFAYETTE, LA

Vehicle Identification Number JTDKN3DU2 [REDACTED]

Summary of Complaint

CRASH No

FIRE No

INJURIES 0

DEATHS0

WHILE DRIVING DOWN THE HIGHWAY OR INTERSTATE, MY TRACTION WARNING LIGHT, THE BRAKE LIGHT, AND THE ABS WARNING LIGHT ALL CAME ON, AND THE BRAKES BECAME HARD TO PRESS. WHEN LETTING OFF THE BRAKE, THERE WAS AN AIRY, SUCTION SOUND. AFTER A WHILE, WHILE DRIVING, ALL OF THE WARNING LIGHTS WENT OFF, AND THE BRAKE PRESSURE NORMALIZED. THERE IS STILL AN AIRY SOUND WHEN I USE THE BRAKE PEDAL, THOUGH, WHICH ALWAYS SEEMS TO BE THERE, EVEN WHEN THE WARNING LIGHTS ARE OFF. THIS HAS HAPPENED ABOUT 4 TIMES WITHIN THE PAST SIX MONTHS. I HAD A DIAGNOSTIC TEST RUN, AND IT GAVE CODE #1391, LEAKAGE IN ACCUMULATOR ABNORMAL, WHICH POINTED TO AN INTERNAL LEAK IN THE BRAKE BOOSTER/MASTER CYLINDER ASSEMBLY. I NOTICED THAT TOYOTA HAS ISSUED RECALLS FOR THIS SAME PROBLEM IN 2010 AND PRIOR PRIUS MODELS, BUT MINE DOES NOT QUALIFY BECAUSE IT IS A 2011. SINCE THIS ISSUE HAS NOT BEEN RESOLVED AND APPEARS TO BE A DEFECT IN TOYOTA'S BRAKE BOOSTER ASSEMBLY, I WOULD LIKE TO SEE THIS RECALL EXTENDED TO COVER MODELS BEYOND 2010.

1 Affected Product

Request Research (Services fees apply)

October 12, 2013 NHTSA ID NUMBER: 10547701

Components: SERVICE BRAKES

NHTSA ID Number: 10547701

Incident Date October 10, 2013

Consumer Location KETTERING, OH

Vehicle Identification Number JTDKN3DUX [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

LOVE MY PRIUS UNTIL I STARTED TO BECOME SCARED DAILY BY THE UNSAFE DRIVING CONDITIONS DUE TO THE CAR'S TENDENCY TO LURCH FORWARD WHILE BRAKING OVER BUMPY GROUND OR POTHOLES WHEN COMING TO A STOP OR SLOWING DOWN TO TURN. IT'S RATHER STARTLING AND FORTUNATELY HAS NOT CAUSED AN ACCIDENT YET FOR NO OTHER CAR HAS BEEN AROUND WHEN THIS HAPPENS. A DIFFERENT STORY WITH THE OTHER MORE SERIOUS ISSUE WITH THE BRAKING SYSTEM WHEN NEEDING TO COME

TO AN IMMEDIATE STOP DUE TO SUDDEN STOPPING OF THE CAR IN FRONT. ABOUT A MONTH AGO, I EXPERIENCED THE "NO BRAKE" ISSUE WHEN SUDDENLY NEEDING TO PRESS HARD ON THE BRAKE FOR A STOPPED CAR IN FRONT OF ME. I HAD PLENTY OF DISTANCE FOR STOPPING BUT BECAUSE OF THE "NO BRAKE" ISSUE HAD TO STEER OFF TO THE SIDE TO MISS THE CAR. SHOCKED AND CONFUSED AT WHAT HAPPENED, THOUGHT MAYBE I DID SOMETHING WRONG BY NOT PUMPING THE BRAKE. THEN TWO DAYS AGO, I WAS SITTING AT A RED LIGHT WHEN IT TURNED GREEN, TRAFFIC STARTED MOVING BUT THEN SUDDENLY STOPPED FOR AN EMERGENCY VEHICLE TO GO THROUGH THE INTERCEPTION. I PRESSED ON THE BRAKE HARD AND JUST KEPT MOVING RIGHT INTO THE REAR OF THE TRUCK IN FRONT. I NOW HAVE ABOUT \$1,800 OF DAMAGES FOR THE TRUCK (NO DAMAGE CAUSED TO IT) HAD AN HITCH WHICH PUNCTURED MY BUMPER AND BENT THE AIR CONDENSER. I HAVE DECIDED NOT TO FIX IT FOR IT COULD HAPPEN AGAIN. WHEN I DECIDE WHAT'S MY NEXT SAFE CAR TO PURCHASE, I WILL HAVE IT FIXED AND TRADE IT IN FOR IT AS SOON AS POSSIBLE FOR I'M NOW SCARED TO DRIVE IT. THE DEALERSHIP REPLY TO MY CONCERN IS THE SAME AS WITH EVERYONE ELSE'S COMPLAINT AND REVIEW I HAVE READ, THIS IS HOW THE BRAKE SYSTEM WORKS AND NO ERROR. THEY DO NOT WANT TO TAKE RESPONSIBILITY OF THIS FAULTY BRAKE SYSTEM WHICH CREATES UNSAFE DRIVING CONDITIONS. FORTUNATELY IT WAS A TRUCK IN FRONT OF ME THIS TIME. BUT WHAT IF IT'S A PERSON WALKING ACROSS THE ROAD IN FRONT OF ME NEXT TIME?? *TR

1 Affected Product

☐ Request Research (Services fees apply)

July 11, 2018 NHTSA ID NUMBER: 11110691

Components: SERVICE BRAKES

NHTSA ID Number: 11110691

Incident Date September 12, 2013

Consumer Location WAYNE, NJ

Vehicle Identification Number JTDKN3DUS [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

MY BRAKES CONSISTENTLY LOCK AND THE CAR LUNGES FORWARD WHEN I HIT A POTHOLE WHILE BRAKING. THIS CAUSED A CRASH WHEN THE CAR WAS ONLY A COUPLE YEARS OLD WHEN THE BRAKES FAILED TO STOP THE VEHICLE AND IT LUNGED FORWARD INTO THE BACK OF A CAR. THIS IS EXTREMELY DANGEROUS AND I'VE SEEN THIS COMMENT OFTEN WITH THIS VEHICLE. I DON'T UNDERSTAND WHY TOYOTA HAS NOT ADDRESSED THIS ISSUE.

1 Affected Product

☐ Request Research (Services fees apply)

February 26, 2019 NHTSA ID NUMBER: 11182610

Components: SERVICE BRAKES

NHTSA ID Number: 11182610

Incident Date February 26, 2019

Consumer Location FORT LAUDERDALE, FL

Vehicle Identification Number JTDKN3DU8 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE CAR HAS BEEN SUFFERING ALL OF THE BRAKE SYMPTOMS FOR THE RECALL OF THE 2010 PRIUS BRAKE BOOSTER SYSTEM. I'VE REPEATEDLY COMPLAINED ABOUT LOSING BRAKING POWER WHEN THE ABS LIGHT COMES ON WHEN I GO OVER UNEVEN SURFACES SUCH AS RAILROAD TRACKS OR A POTHOLE. THE BRAKES HAVE BEEN FARTING FROM DAY ONE WHILE SITTING AT A LIGHT OR PARKED IF THE BRAKES ARE DEPRESSED AND THEN SLIGHTLY RELEASED. AND NOW TODAY THE ABS BRAKES ARE ON WITH THE BATTERY LIGHT AND THERE IS LIMITED BRAKING POWER. I HAVE TO PUSH ALMOST ALL THE WAY DOWN BEFORE THE BRAKE ENGAGES. TOYOTA TELLS ME I NEED TO REPLACE THE BRAKE BOOSTER SYSTEM FOR \$3500 AND THERE ARE ONLY 70,000 MILES ON MY 2012 CAR. I FEEL MY BRAKES HAVE THE SAME ISSUES AS THE 2010 RECALL AND MORE YEARS INCLUDING MINE ARE AFFECTED AND SHOULD BE RECALLED.

1 Affected Product

☐ Request Research (Services fees apply)

January 7, 2019 NHTSA ID NUMBER: 11164990

Components: SERVICE BRAKES

NHTSA ID Number: 11164990

Incident Date December 31, 2018

Consumer Location ORLANDO, FL

Vehicle Identification Number JTDKN3DU5 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

BRAKE BOOSTER AND ACTUATOR FAILED AND ERROR CODE C1391. VEHICLE IS UNSAFE TO DRIVE AND TOYOTA KNOWS THIS PROBLEM BECAUSE OF THE NUMBER OF CASES INVOLVED WITH THIS ISSUE. THE YEAR PRIOR SAW A MASSIVE RECALL OF 87,000 VEHICLES WITH THE SAME ISSUE. THE SAME ISSUE HAS CARRIED OVER AND TOYOTA REFUSES TO BE HELD RESPONSIBLE FOR THIS ISSUE.

1 Affected Product

☐ Request Research (Services fees apply)

May 14, 2019 NHTSA ID NUMBER: 11207630

Components: SERVICE BRAKES, UNKNOWN OR OTHER

NHTSA ID Number: 11207630

Incident Date November 5, 2018

Consumer Location NORTH FORT MYERS, FL

Vehicle Identification Number JTDKN3DU9 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE FOLLOWING DASHBOARD LIGHTS CAME ON ON OUR VEHICLE AT THE SAME TIME: TRACTION MODE, EMERGENCY BRAKE, ABS, AND BRAKE SYSTEM WARNING LIGHT. SINCE THE LIGHTS HAVE CAME ON, I HAVE NOTICED THAT I

HAVE TO PRESS DOWN FURTHER DOWN ON THE BRAKE TO STOP THE VEHICLE. MY STOPPING DISTANCE IS FURTHER NOW AS WELL.

1 Affected Product

☐ Request Research (Services fees apply)

March 29, 2019 NHTSA ID NUMBER: 11192342

Components: SERVICE BRAKES

NHTSA ID Number: 11192342

Incident Date March 28, 2019

Consumer Location AGAWAM, MA

Vehicle Identification Number JTDKN3DU4 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

WHEN I BRAKE ON AN UNEVEN SURFACE (POTHOLE, BUMPS, ETC) THE CAR WILL SOMETIMES JUMP FORWARDS. I AM UNSURE WHETHER IT IS REFERRED TO AS BRAKES SLIPPING BUT IT IS EXACTLY THE SAME THING THAT I'VE READ HAPPENING TO MANY PEOPLE. IT WAS AN ISSUE IN THE 2010, WHICH LED TO A RECALL, YET THERE IS NO RECALL ON THE 2011. IT DOESN'T MAKE ANY SENSE, PEOPLE HAVE SAID THAT THE ACTUATOR WAS THE PART THAT NEEDED REPLACING, YET IT IS A \$3-4K PART AND SHOULD NOT BE LEFT UP TO THE CONSUMER. THIS IS A SAFETY ISSUE AND IS A KNOWN PROBLEM AND NEEDS TO BE ADDRESSED BY TOYOTA. IT HAS BEEN HAPPENING EVER SINCE I'VE OWNED THE CAR. I HAVE BEEN LUCKY SO FAR THAT IT HASN'T ACCELERATED ME INTO ANOTHER CAR OR PERSON.

1 Affected Product

☐ Request Research (Services fees apply)

March 7, 2019 NHTSA ID NUMBER: 11184751

Components: SERVICE BRAKES

NHTSA ID Number: 11184751

Incident Date March 1, 2019

Consumer Location BUENA PARK, CA

Vehicle Identification Number JTDKN3DU6 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

I'M CONSTANTLY HEARING A BARKING/ PURGING NOISE COMING FROM THE BRAKE ACCUMULATOR PUMP WHENEVER I DO HARD BRAKING. WHENEVER I HIT POTHOLES OR ROUGH ROADS, THE CAR WOULD STILL ROLL DURING BRAKING AS IF THE ABS IS GETTING TRIGGERED. I WAS QUOTED BY TOYOTA DEALER OF AN ESTIMATE OF \$3000 TO REPLACE THE BRAKE ACCUMULATOR PUMP AND BOOSTER. I'M AFRAID THAT THE BRAKES WOULD FAIL WHILE DRIVING.

1 Affected Product

☐ **Request Research** (Services fees apply)

March 2, 2019 NHTSA ID NUMBER: 11183661

Components: SERVICE BRAKES

NHTSA ID Number: 11183661

Incident Date December 12, 2018

Consumer Location SAN DIEGO, CA

Vehicle Identification Number JTDKN3DU3 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

I WAS ON DRIVING ON THE FREEWAY WHEN SUDDENLY TRACTION CONTROL LIGHT WAS ON AND BRAKES SEEMED TO HAVE LOCKED. THE CONDITIONS OF THE ROAD WERE DRY AND I WAS DRIVING THE SPEED LIMIT. THIS OCCURED ON A FEW DIFFERENT OCCASIONS. ONE DAY BRAKE LIGHT, ABS AND TRACTION LIGHT ALL APPEARED. TOOK IT INTO TOYOTA DEALERSHIP AND WAS INFORMED IT WAS BRAKE BOOSTER.

1 Affected Product

☐ Request Research (Services fees apply)

February 28, 2019 NHTSA ID NUMBER: 11183178

Components: SERVICE BRAKES

NHTSA ID Number: 11183178

Incident Date February 26, 2019

Consumer Location SAN ANTONIO, TX

Vehicle Identification Number JTDKN3DU9 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE VEHICLE WAS IN MOTION. SEVERAL WARNING LIGHTS ON THE DASH CAME ON AT ONCE, AND THE BRAKES REQUIRED SIGNIFICANT ADDITIONAL PRESSURE TO OPERATE. WE DROVE HE VEHICLE HOME, AND THEN TO A NEARBY REPAIR SHOP. WE WERE INFORMED THAT THE BRAKE BOOSTER HAD AN INTERNAL LEAK, AND REQUIRED REPLACEMENT. THIS IS THE SAME PART THAT WAS ADDRESSED IN A CUSTOMER SUPPORT PROGRAM FOR THE 2010 MY PRIUS; HOWEVER, THE 0211 PRIUS IS NOT COVERED. 110,000 MILES.

1 Affected Product

☐ Request Research (Services fees apply)

February 3, 2019 NHTSA ID NUMBER: 11173804

Components: SERVICE BRAKES

NHTSA ID Number: 11173804

Incident Date February 1, 2019

Consumer Location PEMBROKE PINES, FL

Vehicle Identification Number JTDKN3DUX [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE FOLLOWING IS A SUMMARY OF HOW I BECAME AWARE OF THE POWER BOOSTER AND MASTER CYLINDER PROBLEM WITH MY 2011 TOYOTA PRIUS.

- UPON DISCOVERY OF MULTIPLE LIGHTS DISPLAYED ON DASHBOARD SUCH AS BRAKE, ABS SYSTEM & TRACTION LIGHTS, DURING DRIVING THE BRAKING PERFORMANCE HAS CHANGED DRASTICALLY & THE CAR NO LONGER PERFORMS BRAKING FUNCTION ADEQUATELY. UNABLE TO RELY ON SAFE BRAKING DUE TO BRAKE RESISTANCE FELT WITH STIFFENING IN WHICH PEDAL DEPRESSES DEEPLY & MORE TIME IS REQUIRED TO COME TO A FULL STOP. WHEN BRAKING THE HYBRID BATTERY DOES NOT CHARGE & RUNS DANGEROUSLY LOW RESULTING IN DAMAGE TO THE HYBRID BATTERY WHICH CAN LEAD TO SUBSTANTIAL COST TO REPLACE THE BATTERY.
- CAR BROUGHT TO FIRESTONE FOR DIAGNOSTICS. UPON FURTHER INSPECTION BY THEIR TECHNICIAN IT WAS DETERMINED THAT THE POWER BRAKE BOOSTER/MASTER CYLINDER WAS DAMAGED & MALFUNCTIONING AND WAS IN NEED OF REPLACEMENT. INFORMED REPAIR WOULD BE IN EXCESS OF \$1,500.00.

SEE ENCLOSED SUPPORTIVE DOCUMENTATION FROM FIRESTONE DIAGNOSTICS.

1 Affected Product

☐ Request Research (Services fees apply)

January 30, 2019 NHTSA ID NUMBER: 11173173

Components: SERVICE BRAKES

NHTSA ID Number: 11173173

Incident Date January 3, 2019

Consumer Location LEAGUE CITY, TX

Vehicle Identification Number JTDKN3DU0 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

BRAKE ACCUMULATOR FAILURE. SPECIFICALLY REPAIR T-SB-0079-18

ABS, TRACTION, BRAKE LIGHTS ON. BRAKES NOT AS RESPONSIVE/SPONGEY.
NO REGENERATIVE ENERGY FROM BRAKING

1 Affected Product

☐ Request Research (Services fees apply)

January 30, 2019 NHTSA ID NUMBER: 11173044

Components: SERVICE BRAKES

NHTSA ID Number: 11173044

Incident Date January 12, 2019

Consumer Location AUSTIN, TX

Vehicle Identification Number JTDKN3DU8 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2011 TOYOTA PRIUS. WHILE DRIVING 65 MPH, THE BRAKE PEDAL WAS APPLIED AND WAS STIFF. THE CONTACT HAD TO TAP THE BRAKE PEDAL TO SLOW DOWN THE VEHICLE. IN ADDITION, THE BRAKE AND ABS INDICATORS WERE ILLUMINATED. THE VEHICLE WAS TAKEN TO CHARLES MAUND TOYOTA (8400 RESEARCH BLVD, AUSTIN, TX 78758 (866) 797-4354) WHERE IT WAS DIAGNOSED THAT THE BRAKE ACTUATOR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS CONTACTED AND PROVIDED CASE NUMBER: [REDACTED] NO FURTHER ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS 119,384. *TT*JB

1 Affected Product

1 Associated Document

☐ Request Research (Services fees apply)

December 18, 2018 NHTSA ID NUMBER: 11162242

Components: SERVICE BRAKES

NHTSA ID Number: 11162242

Incident Date August 1, 2018

Consumer Location CUTLER BAY, FL

Vehicle Identification Number JTDKN3DU1 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TAKATA RECALL

MY 2011 PRIUS HAS AN ISSUE WHERE THE BRAKE BECOMES SPONGY AT RANDOM WHILE DRIVING UNDER NORMAL CONDITIONS. THE BRAKE, ABS, AND TRACTION CONTROL LIGHTS ALL ILLUMINATE SIMULTANEOUSLY. AFTER RESETTNG THE COMPUTER, THE ISSUE COMES BACK WITHIN 10-30 MINUTES OF DRIVING AT RANDOM. TOYOTA TOLD ME IT IS A \$3,000 FIX AND THERE IS NO RECALL FOR MY YEAR. MY CAR HAS 110,393 MILES.

1 Affected Product

☐ **Request Research** (Services fees apply)

November 2, 2018 NHTSA ID NUMBER: 11144888

Components: SERVICE BRAKES

NHTSA ID Number: 11144888

Incident Date October 17, 2018

Consumer Location PALM HARBOR, FL

Vehicle Identification Number JTDKN3DU1 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

BRAKE ACTUATOR FAILURE. ABS, TRACTION CONTROL, AND BRAKE LIGHT ALL ON DASHBOARD. THE CAR HAS NO REGENERATIVE BRAKING. ISSUE OCCURED RANDOMLY WHILE IN MOTION.

1 Affected Product

Request Research (Services fees apply)

October 11, 2018 NHTSA ID NUMBER: 11139660

Components: SERVICE BRAKES

NHTSA ID Number: 11139660

Incident Date February 1, 2018

Consumer Location FITCHBURG, WI

Vehicle Identification Number JTDKN3DUX [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE VEHICLE TAKES LONG STOPPING DISTANCE WHILE BRAKING AND , ALSO L
HAD MANY TIMES WHEN THE CAR SLIPPED WHILE BRAKING

1 Affected Product

Request Research (Services fees apply)

August 23, 2018 NHTSA ID NUMBER: 11121916

Components: SERVICE BRAKES

NHTSA ID Number: 11121916

Incident Date August 13, 2018

Consumer Location SPARTANBURG, SC

Vehicle Identification Number JTDKN3DU0 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

WHILE DRIVING ON THE HIGHWAY, WITHOUT WARNING, I LOST POWER
ASSISTED BREAKING ABILITY - ACCOMPANIED BY A NUMBER OF DASHBOARD

WARNING LIGHTS. I WAS ABLE TO SAFELY STOP THE VEHICLE USING MANUAL BREAKING. I HAD THE CODE CHECKED AND HAVE LEARNED THAT THE (CODE 1391) BRAKE ACCUMULATOR FAILURE IS A COMMON ISSUE IN THE PRIUS AND HAS BEEN SUBJECT TO A RECALL/REPLACEMENT FOR THE YEARS PRIOR TO MY MAKE (I BELIEVE 2008-2010). CLEARLY THIS IS STILL AN ISSUE AND THE SUDDEN/NO-WARNING FAILURE OF THE SYSTEM CAUSES AN ALARMING AND POTENTIALLY DANGEROUS LOSS OF BREAKING CONTROL DURING HIGH SPEED DRIVING. LUCKILY, I WAS NOT USING THE BREAKS AT THE TIME OF THE FAILURE AND WAS ABLE TO DETERMINE THAT THE MANUAL BREAK PADS WERE SERVICEABLE BUT I NEEDED TO RAPIDLY INCREASE THE PRESSURE ON MY BREAKS TO SLOW DOWN SUFFICIENTLY TO AVOID AN ACCIDENT.

1 Affected Product

☐ Request Research (Services fees apply)

April 16, 2018 NHTSA ID NUMBER: 11088447

Components: SERVICE BRAKES

NHTSA ID Number: 11088447

Incident Date March 28, 2018

Consumer Location CONVERSE, TX

Vehicle Identification Number JTDKN3DU2 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2011 TOYOTA PRIUS. WHILE DRIVING VARIOUS LOW SPEEDS, THE ABS AND TRACTION INDICATORS ILLUMINATED WITHOUT WARNING. IN ADDITION, WHEN THE BRAKE PEDAL WAS DEPRESSED, THE VEHICLE LUNGED FORWARD. THE DEALER (UNIVERSAL TOYOTA IN SAN ANTONIO, TEXAS) DIAGNOSED THAT THE BRAKE BOOSTER AND THE PUMP FOR THE BOOSTER/ACCUMULATOR WERE FAULTY AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND PROVIDED THE CONTACT WITH CASE NUMBER: [REDACTED]. THE FAILURE MILEAGE WAS 98,000.

1 Affected Product

☐ Request Research (Services fees apply)

March 21, 2018 NHTSA ID NUMBER: 11080403

Components: SERVICE BRAKES

NHTSA ID Number: 11080403

Incident Date March 19, 2018

Consumer Location HOUSTON, TX

Vehicle Identification Number JTDKN3DU3 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

I WAS DRIVING AT ABOUT 35 MPH AND ALL OF A SUDDEN MY BRAKES STOPPED WORKING. THE BRAKE , ABS AND TRACTION LIGHTS CAME ON ALL AT ONCE. I SOMEHOW MADE IT HOME BUT I COULD HAVE EASILY CRASHED. I HAD MY 9 YEAR OLD IN THE BACK SEAT AND HE ALSO GOT VERY SCARED. NOW I CANNOT DRIVE MY CAR AND THE BRAKES FEEL AS THEY AS STUCK AND VERY HARD. I TOOK MY CAR TO A REPUTABLE MECHANIC AND HE TOLD ME IT IS GIVING HIM CODE C1391. THIS IS THE SAME PROBLEM THAT THE 2010 PRIUS HAD UNDER THE RECALL. MY PRIUS IS 2011 AND NOT UNDER THE RECALL. I FEEL THAT THE 2011 SHOULD BE UNDER RECALL BECAUSE MANY THOUSANDS OF LIVES ARE IN DANGER NOW.

1 Affected Product

☐ Request Research (Services fees apply)

January 10, 2018 NHTSA ID NUMBER: 11061959

Components: SERVICE BRAKES

NHTSA ID Number: 11061959

Incident Date January 9, 2018

Consumer Location CORPUS CHRISTI, TX

Vehicle Identification Number JTDKN3DU3 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

I WAS AT AN AUTOMATIC CAR WASH YESTERDAY AND AFTER THE WASH FINISHED I PULLED OUT OF STALL WITH HARDLY ANY BRAKES. I WAS NOT ABLE TO PUMP THEM AND HAD TO TAKE MY CAR INTO A MECHANIC THE BRAKE ACTUATOR WAS OUT AND THE CAR IS UNDRIVABLE. THE PRICE FOR THE PART ALONE IS OVER 2500.00 I WAS INFORMED BY THE DEALERSHIP THAT IS WAS A RECALLED ITEM BUT NOT FOR THE YR OF MY CAR. IF THIS WOULD HAVE HAPPENED IN TRAFFIC OR AT A HIGH RATE OF SPEED I KNOW I WOULD HAVE BEEN IN A SERIOUS ACCIDENT AND I COULD HAVE KILLED SOMEONE.

1 Affected Product

☐ Request Research (Services fees apply)

May 9, 2017 NHTSA ID NUMBER: 10984549

Components: SERVICE BRAKES

NHTSA ID Number: 10984549

Incident Date April 18, 2017

Consumer Location VEGA BAJA, PR

Vehicle Identification Number JTDKN3DU7

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

WHILE IN MOTION WHEN I PRESSED THE BRAKES THE PEDAL WENT TO THE FLOOR. BRAKES FAILED. RAPID BEEPING WITH BRAKE LIGHT ON. I PUSHED ON THE BRAKES AND THERE WAS NOTHING. I DID SOME RESEARCH AND THIS VEHICLES ARE HAVING A PROBLEM WITH THE BRAKE BOOSTER ASSY. THERE IS A RECALL FOR THE SAME PARTS FOR THE 2010 PRIUS, NOT 2011 - 2015

1 Affected Product

☐ Request Research (Services fees apply)

June 27, 2019 NHTSA ID NUMBER: 11222966

Components: SERVICE BRAKES

NHTSA ID Number: 11222966

Incident Date June 26, 2019

Consumer Location PITTSBORO, NC

Vehicle Identification Number JTDKN3DU5 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE EMERGENCY BRAKE LIGHT, ABS, AND TRACTION LIGHTS ILLUMINATED ON THE DASHBOARD.

TOOK THE CAR INTO THE DEALER AND THEY REPORTED THAT THE BRAKE BOOSTER AND MASTER CYLINDER NEEDED TO BE REPLACED. THE CAR WAS STATIONARY WHEN THE LIGHTS INITIALLY CAME ON AND THE LIGHTS STAYED ON WHILE IT WAS MOVING (HIGHWAY AND CITY STREETS). THE 2010 TOYOTA PRIUS WAS RECALLED FOR THE SAME PROBLEM. IT SEEMS THE 2011 CONTINUES TO HAVE THE SAME PROBLEM.

1 Affected Product

☐ Request Research (Services fees apply)

2010 PRIUS HYBRID

February 19, 2018 NHTSA ID NUMBER: 11073636

Components: SERVICE BRAKES

NHTSA ID Number: 11073636

Incident Date February 12, 2018

Consumer Location BALTIMORE, MD

Vehicle Identification Number JTDKN3DU9 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES0

DEATHS0

ABS LIGHT STAYS ON, I HAVE NO BRAKES WHEN EMERGENCY BRAKING, THERE WAS A TOYOTA PRIUS RECALL ON BRAKE MASTER CYLINDER AND BOOSTER PUMP BUT TOYOTA SAID IT WAS NOT FOR MY VEHICLE. MY PROBLEM IS EXACTLY THE SAME PROBLEM AS OTHER PRIUS BRAKE RECALLS BUT TOYOTA WILL NOT COVER IT. LESS THEN 65,000 MILES ON THE CAR . HOW CAN A MASTER CYL BE BAD BY NOW, THEY USUALLY LAST OVER 100,000 MILES. VERY UNSAFE , AND MAY KILL SOMEONE. THIS SHOULD BE COVERED BY TOYOTA WITH ALL THE OTHER BRAKE RECALL PROBLEMS WITH THIS YEAR AND MODEL. I HAD TO SLAM ON MY BRAKES BUT MY CAR WOULD NOT STOP CAUSING ME TO RUN INTO A WALL AT THE BALTIMORE HARBOR TUNNEL. THIS IS A RECALL AND LETTERS WERE SENT OUT BY TOYOTA ABOUT THIS FAULTY BRAKING BUT NOW TOYOTA WILL NOT HONOR THE RECALL

1 Affected Product

Request Research (Services fees apply)

October 19, 2017 NHTSA ID NUMBER: 11034572

Components: SERVICE BRAKES

NHTSA ID Number: 11034572

Incident Date October 17, 2017

Consumer Location LA MESA, CA

Vehicle Identification Number JTDKN3DU8 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES 1

DEATHS0

THE BRAKES SEEM TO DISENGAGE FOR A SECOND AT RANDOM TIMES WHILE PRESSING ON THEM IN A NORMAL MANOR. I DRIVE EVERY DAY ABUT 20 MILES AND THIS SEEMS TO HAPPEN ABOUT ONCE A MONTH. I DIDN' T THINK MUCH OF IT UNTIL A FEW DAYS AGO WHEN I HAD TO SLAM ON MY BREAKS TO TRY AND AVOID AN ACCIDENT. DURING THAT INCIDENT THEY DISENGAGED FOR A SECOND AGAIN. THIS WAS A SECOND TOO LONG AND I WAS UNABLE TO AVOID A COLLISION. I LOOKED THIS UP AFTER MY ACCIDENT AND I SURPRISINGLY SAW SIMILAR REPORTS ON GOOGLE FOR MY CAR. BUT IT LOOKS LIKE TOYOTA

IS SAYING THAT IT DOESN' T AFFECT MY VIN NUMBER? I' M HERE TO SAY THAT IT DOES.

1 Affected Product

☐ Request Research (Services fees apply)

May 25, 2016 NHTSA ID NUMBER: 10870866

Components: SERVICE BRAKES, ELECTRICAL SYSTEM, VEHICLE SPEED CONTROL

NHTSA ID Number: 10870866

Incident Date May 25, 2016

Consumer Location HENDERSON, NV

Vehicle Identification Number JTDKN3DU3 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 2

DEATHS 0

ON 05/25/2016 AT ABOUT 9AM, WHILE IN MOTION AT A RATE OF SPEED APPROX 25 MPH ON A STREET DURING CONSTRUCTION (DON'T KNOW IF THE BUMPY ROAD HAD ANYTHING TO DO WITH IT), THE CHANGE OIL SOON LIGHT APPEARED AND SECONDS LATER ALL THE LIGHTS ON THE DASH CAME ON WITH THE MESSAGE TO CHECK THE "CHECK HYBRID SYSTEM" . I TRIED TO STOP THE VEHICLE AND IT KEPT ACCELERATING. I PRESSED ON THE BREAKS REALLY HARD AND THE TRACTION CONTROL LIGHT KEPT FLASHING ON AND OFF LIKE CRAZY BUT IT BARELY HAD ANY IMPACT. ALTHOUGH THE VEHICLE SLOWED, IT DID NOT COME TO A FULL STOP. I ENDED UP HITTING THE VEHICLE IN FRONT OF ME. THANK GOD IT WAS A TRUCK AND AS ABLE TO STOP THE CAR FROM MOVING FURTHER OR I COULD OF ENDED UP IN THE MIDDLE OF AN INTERSECTION. AFTER THE COLLISION, THE CAR WOULD NOT STOP ALTHOUGH THE PARK BUTTON WAS PRESSED AND LIGHT WAS ON. I EVEN TRIED TURNING OFF THE VEHICLE AND THE VEHICLE STAYED ON AND IN DRIVE. I ENDED UP IN THE HOSPITAL AND DON'T KNOW HOW IT EVENTUALLY GOT TURNED OFF BUT THAT WAS VERY FRIGHTENING. I HAD MY CHILDREN IN THE CAR. ON IMPACT, THE SEAT BELTS DID NOT EVEN TIGHTEN.

1 Affected Product

☐ Request Research (Services fees apply)

December 1, 2016 NHTSA ID NUMBER: 10929397

Components: SERVICE BRAKES

NHTSA ID Number: 10929397

Incident Date November 30, 2016

Consumer Location PENGILLY, MN

Vehicle Identification Number JTDKN3DU7 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

COMPLETE BRAKE FAILURE WHEN STOPPING FOR STOPLIGHT ON HWY 53/MIDWAY ROAD. RESULTING IN 3 CAR ACCIDENT. THIS WAS THE SECOND BRAKE FAILURE.

THE FIRST COMPLETE BRAKE FAILURE HAPPENED WHEN BACKING OUT OF PARKING SPACE AT WORK LOCATION. BRAKES WERE PRESSED , CAR KEPT BACKING UP HITTING A PARKED CAR BEHIND US.

AFTER THE FIRST FAILURE THE LOCAL TOYOTA DEALERSHIP DROVE THE CAR AND ALSO EXPERIENCED TOTAL BRAKE LOSS AFTER DRIVING IT FOR A BIT. THE TOYOTA DEALERSHIP REPLACE THE BRAKE CYLINDER ASSEMBLY. *TR

1 Affected Product

☐ Request Research (Services fees apply)

June 27, 2018 NHTSA ID NUMBER: 11104163

Components: AIR BAGS, STRUCTURE, SERVICE BRAKES

NHTSA ID Number: 11104163

Incident Date June 21, 2018

Consumer Location MORRO BAY, CA

Vehicle Identification Number JTDKN3DU8 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES 4

DEATHS0

I WAS ON THE FREEWAY IN TRAFFIC, GOING 60 MPH. THERE WAS ROAD CONSTRUCTION COMING UP AHEAD. I DEPRESSED THE BRAKE PEDAL AND NOTHING HAPPENED. THE CAR DIDN' T SLOW DOWN AT ALL AND I CRASHED INTO ANOTHER VEHICLE. MY CAR WAS MANUFACTURED WHEN THE " VOLUNTARY SAFETY RECALL" BY TOYOTA WAS SUPPOSED TO ADDRESS THIS, BUT I RECEIVED NO NOTIFICATION, NOR DID THOUSAND OAKS TOYOTA, WHERE I HAD THE CAR SERVICED, COMMUNICATE ABOUT IT.

*JS

1 Affected Product

1 Associated Document

☐ Request Research (Services fees apply)

DP19-004

CAPISTRANO TOYOTA

9-19-2019

ATTACHMENT

SECTION 1.2

SAFERCAR.GOV

**TOYOTA HYBRID BRAKE COMPLAINTS
CRASHES, INJURIES, AND BRAKE MALFUNCTIONS
2012-2014 CAMRY HYBRID**

2014 CAMRY HYBRID

February 4, 2015 NHTSA ID NUMBER: 10681105

Components: SERVICE BRAKES

NHTSA ID Number: 10681105

Incident Date December 19, 2014

Consumer Location STRATFORD, CT

Vehicle Identification Number 4T1BD1FK3 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

TL* THE CONTACT OWNS A 2014 TOYOTA CAMRY HYBRID. THE CONTACT STATED THAT WHILE PULLING INTO A PARKING SPACE AT APPROXIMATELY 2 MPH, THE BRAKES SUDDENLY MALFUNCTIONED. THE CONTACT INDICATED THAT WHEN ENGAGING THE BRAKES, THE PEDAL FAILED TO DEPRESS AND THE VEHICLE CRASHED INTO A POLE. THE CONTACT DID NOT SUSTAIN ANY INJURIES AND A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS TAKEN TO THE DEALER WHO WAS UNABLE TO DUPLICATE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 7,400.

1 Affected Product

☐ Request Research (Services fees apply)

July 11, 2016 NHTSA ID NUMBER: 10883971

Components: SERVICE BRAKES

NHTSA ID Number: 10883971

Incident Date May 21, 2016

Consumer Location ATLANTA, GA

Vehicle Identification Number N/A

Summary of Complaint

CRASH Yes

FIRENo

INJURIES 1

DEATHS0

TL* THE CONTACT OWNS A 2014 TOYOTA CAMRY HYBRID. WHILE DRIVING VARIOUS SPEEDS AND DEPRESSING THE BRAKE PEDAL ATTEMPTING TO STOP, THE CONTACT'S VEHICLE WOULD NOT STOP AND REAR ENDED ANOTHER DRIVER. THE CONTACT SUFFERED MINOR INJURIES TO THE NECK THAT REQUIRED MEDICAL ATTENTION. A POLICE REPORT WAS FILED. THE AIR BAGS FAILED TO DEPLOY. THE VEHICLE WAS TOWED TO A COLLISION SHOP WHERE THE CONTACT WAS INFORMED THAT THE BRAKES WERE NOT FUNCTIONING. THE VEHICLE WAS THEN TAKEN TO A DEALER WHERE IT WAS CONFIRMED THAT THE HYDRAULIC BRAKING SYSTEM FAILED AND WOULD NEED TO BE REPAIRED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 20,000. THE VIN WAS NOT AVAILABLE.

1 Affected Product

☐ Request Research (Services fees apply)

2013 CAMRY HYBRID

April 10, 2017 NHTSA ID NUMBER: 10971542

Components: SERVICE BRAKES

NHTSA ID Number: 10971542

Incident Date April 6, 2017

Consumer Location KENT, WA

Vehicle Identification Number 4T1BD1FKX [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES0

DEATHS0

AROUND 11:30 AM, I WAS DRIVING SOUTH ON A TWO LANE ROAD, AT APPROX. 25 MPH. THE BLACK VEHICLE IN FRONT OF ME APPLIED THE BRAKES AND STOPPED. I WAS ABOUT 4 CAR LENGTHS BEHIND THE BLACK VEHICLE WHEN I QUICKLY APPLIED THE BRAKE PEDAL. THE BRAKE PEDAL WENT TO THE FLOOR AND MY CAR DID NOT STOP NOR EVEN SLOWED DOWN. I PUMPED THE BRAKE PEDAL TWO MORE TIMES, AGAIN, AND THE CAR DID NOT STOP NOR SLOWED DOWN UNTIL I HIT THE BLACK VEHICLE IN FRONT OF ME.

1 Affected Product

☐ Request Research (Services fees apply)

December 17, 2014 NHTSA ID NUMBER: 10664739

Components: AIR BAGS, SERVICE BRAKES

NHTSA ID Number: 10664739

Incident Date December 8, 2014

Consumer Location PALM DESERT, CA

Vehicle Identification Number 4T1BF1FK8 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 1

DEATHS 0

I WAS DRIVING FROM SHOPPING CENTER ONTO HWY 111 ,AS I SAW THE RED TRUCK IN FRONT AT THE INTERSECTION. I BEGAN TO BRAKE ,AND NOTICE THE VEHICLE WAS NOT SLOWING DOWN AFTER SEVERAL ATTEMPTS TO THE BRAKES. ME ,AND MY WIFE SUSTAIN WHIPLASH FROM HITTING A TRUCK FROM THE REAR. MY WIFE WENT TO THE DOCTOR CLINIC. POLICE OFFICER CHECKED THE BRAKES ,AND CONFIRM THAT THE BRAKES HAD GONE OUT. *TR

1 Affected Product

☐ Request Research (Services fees apply)

November 26, 2015 NHTSA ID NUMBER: 10807100

Components: SERVICE BRAKES

NHTSA ID Number: 10807100

Incident Date February 12, 2015

Consumer Location SHERWOOD, OR

Vehicle Identification Number 4T1BD1FK1 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES0

DEATHS0

I WAS ENTERING FREEWAY ON RAMP. HEAVY TRAFFIC. BEAUTIFUL DAY, DRY ROADS. VEHICLE IN FRONT OF ME MADE BRAKED SUDDENLY. I QUICKLY APPLIED MY BRAKES. MY BRAKES DID NOT ENGAGE. I WAS APPROXIMATELY 2-3 CAR LENGTHS BEHIND VEHICLE IN FRONT OF ME AND TRAVELING 25 MPH.

WHEN I APPLIED BRAKES, MY CAR DID NOT EVEN TRY TO STOP, IT BASICALLY SLID 2 1/2 CAR LENGTHS INTO REAR OF VEHICLE. MY VEHICLE ONLY STOPPED MOVING BECAUSE IT WAS STOPPED BY VEHICLE IN FRONT.

1 Affected Product

☐ **Request Research** (Services fees apply)

November 19, 2015 NHTSA ID NUMBER: 10794987

Components: SERVICE BRAKES

NHTSA ID Number: 10794987

Incident Date November 17, 2015

Consumer Location SHERWOOD, OR

Vehicle Identification Number 4T1BD1FK1 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES0

DEATHS0

I WAS DRIVING TO WORK IN MY 2013 TOYOTA CAMRY HYBRID LE. IT WAS EARLY MORNING RUSH HOUR TRAFFIC. ROADS WERE WET. TRAFFIC WAS STOP AND GO. I WAS PROBABLY GOING ABOUT 20 MPH WHEN VEHICLE IN FRONT OF ME STOPPED. I APPLIED MY BRAKES BUT MY VEHICLE DID NOT STOP. I HIT REAR OF VEHICLE IN FRONT OF ME. I DID NOT FEEL MY BRAKES

ENGAGE. I WAS MORE THAN A SAFE STOPPING DISTANCE FROM VEHICLE IN FRONT OF ME.

1 Affected Product

☐ Request Research (Services fees apply)

June 25, 2014 NHTSA ID NUMBER: 10605988

Components: SERVICE BRAKES

NHTSA ID Number: 10605988

Incident Date June 7, 2014

Consumer Location GLEN ELLYN, IL

Vehicle Identification Number 4T1BF1FK1 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES0

DEATHS0

I WAS DRIVING AROUND THE CHICAGOLAND SUBURB OF WHEATON WITH MY MOTHER ONE SATURDAY MORNING A FEW WEEKS AGO. I BEGAN APPLYING THE BRAKES AS YOU NORMALLY WOULD AS WE APPROACHED A RED LIGHT. AS WE DREW CLOSER TO THE STOPPED CAR IN FRONT OF US, I APPLIED THE BRAKES MORE TO COME TO A COMPLETE STOP. THE CAR WAS ROLLING AT ABOUT 15 MPH, BUT IT WAS NOT SLOWING AS I APPROACHED THE STOPPED CAR AHEAD. I PUT MY FOOT ALL THE WAY TO THE GROUND ATTEMPTING TO APPLY THE BRAKES ENTIRELY TO COME TO A COMPLETE STOP. THE CAR WOULD NOT STOP! MY MOM BEGAN YELLING FOR ME TO STOP, AND I SCREAMED BACK THAT I WAS TRYING! I HAD MY FOOT ALL THE WAY DOWN, AND I WAS FRANTICALLY PUMPING THE BRAKE, BUT IT KEPT ROLLING, COMPLETELY UNRESPONSIVE TO THE BRAKE PEDAL. THE PEDAL FELT "MUSHY" AND WAS GOING ALL THE WAY TO THE GROUND ALL TOO EASILY. I BUMPED THE CAR IN FRONT OF ME, WHICH IS WHAT FINALLY BROUGHT ME TO A STOP. THE BUMP WAS LIGHT ENOUGH THAT THE DRIVER DIDN'T NOTICE, AND THERE WAS NOT ANY DAMAGE. HE LET IT GO, AND A REPORT WAS NOT FILED. I SLAMMED THE CAR INTO PARK AT THE LIGHT AND GOT OUT SO I COULD LOOK AROUND THE PEDALS TO SEE IF SOMETHING WAS JAMMED IN THERE THAT WOULD HAVE CAUSED THIS. THERE WAS NOT ANYTHING AROUND THE BRAKE PEDAL THAT SHOULD HAVE STOPPED IT FROM WORKING. IT WAS NOT A FLOOR MAT PROBLEM. I PUT THE CAR BACK IN DRIVE, AND IT CONTINUED ON NORMALLY, BRAKES NOW WORKING FINE. I

TOOK IT STRAIGHT TO TOYOTA AND EXPLAINED THE INCIDENT (MY MOM SERVED AS A WITNESS), AND THEY RAN DIAGNOSTICS ON MY CAR. THEY SEEMED DISTURBINGLY UNFAZED BY THE STORY AS IF THEY GET THIS KIND OF COMPLAINT A LOT. OF COURSE, THEY FOUND NOTHING WRONG. THEY SAID THE 2013 CAMRY SE WAS FINE, AND THEY DIDN'T KNOW WHAT TO TELL ME. ALTHOUGH THE CAR HAS BEEN FINE SINCE, I AM TERRIFIED AT WHAT MIGHT HAPPEN WHEN I AM MOVING AT HIGHER SPEEDS ON THE HIGHWAY!! I LOVED THAT CAR, BUT NOW I AM SOMEWHAT AFRAID OF IT! *TR

1 Affected Product

☐ Request Research (Services fees apply)

November 29, 2018 NHTSA ID NUMBER: 11154818

Components: AIR BAGS, SERVICE BRAKES

NHTSA ID Number: 11154818

Incident Date November 26, 2018

Consumer Location FERNANDINA BEACH, FL

Vehicle Identification Number 4T1BF1FK9 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 1

DEATHS 0

AFTER FAILING BRAKES A MAJOR IMPACT HAPPENED AND THE AIRBAG DID NOT DEPLOY

1 Affected Product

☐ Request Research (Services fees apply)

June 26, 2014 NHTSA ID NUMBER: 10606258

Components: SERVICE BRAKES

NHTSA ID Number: 10606258

Incident Date June 25, 2014

Consumer Location FRESNO, CA

Vehicle Identification Number 4T4BF1FK5 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2013 TOYOTA CAMRY. THE CONTACT STATED THAT WHEN ATTEMPTING TO ENGAGE THE BRAKES, THE BRAKE PEDAL BECAME VERY HARD TO DEPRESS. AS RESULT, THE EMERGENCY BRAKE HAD TO BE APPLIED IN ORDER TO STOP THE VEHICLE. THE PROBLEM RECURRED INTERMITTENTLY SEVERAL TIMES. THE VEHICLE WAS TAKEN TO THE DEALER WHO WAS NOT ABLE TO DUPLICATE THE PROBLEM. THE VEHICLE HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 4,500.

1 Affected Product

☐ Request Research (Services fees apply)

May 16, 2014 NHTSA ID NUMBER: 10592072

Components: **SERVICE BRAKES**

NHTSA ID Number: 10592072

Incident Date September 23, 2013

Consumer Location LINCOLN, NE

Vehicle Identification Number 4T1BD1FK5 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVING ON INTERSTATE ON FLAT ROAD WITH A 3-WEEK-OLD CAR. A CLICK SOUNDED AND THE BRAKE SYSTEM, ABS SYSTEM, TRACTION CONTROL, AND BRAKE LIGHTS ALL TURNED ON. THE CAR WAS JUST ABOUT IMPOSSIBLE TO STOP. I HAD TO STOMP ON THE BRAKES WHILE COASTING UPHILL ON AN OFF-RAMP. THE ACCUMULATOR HAD MALFUNCTIONED REQUIRING A NEW BRAKE MASTER CYLINDER, BOOSTER ASSEMBLY, BRAKE CYLINDER ASSEMBLY, BRAKE BOOSTER GASKET, AND BRAKE FLUID. TOYOTA'S MULTI-CITY MASTER

TECHNICIAN COULD NOT IDENTIFY THE CAUSE. THE ERROR CODE WAS NOTED (C-1391) BUT THE PROBLEM COULD NOT BE REPLICATED. *TR

1 Affected Product

☐ Request Research (Services fees apply)

March 22, 2017 NHTSA ID NUMBER: 10967838

Components: SERVICE BRAKES

NHTSA ID Number: 10967838

Incident Date March 22, 2017

Consumer Location SILVER SPRING, MD

Vehicle Identification Number 4T1BD1FK5E [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

WHEN I COMING TO A SLOW DOWN OR STOP ON THE CITY STREET OR THE HIGHWAY, I FELT THE BRAKE PEDAL LOOSEN UP AND THE CAR STARTED TO ROLL FORWARD. THE CAR CAME TO STOP AFTER I PUSHED VERY HARD ON THE PEDAL 2 TO 3 TIMES. THIS HAPPENS MOST TIME.

1 Affected Product

☐ Request Research (Services fees apply)

2012 MODEL YEAR

June 10, 2014 NHTSA ID NUMBER: 10597316

Components: SERVICE BRAKES

NHTSA ID Number: 10597316

Incident Date May 29, 2014

Consumer Location HOPKINSVILLE, KY

Vehicle Identification Number 4T1BF1FKX [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

I WAS DRIVING WITH MY 5 GRANDCHILDREN AND WENT TO STOP AT A LIGHT AND THE BRAKES WENT ALL THE WAY TO THE FLOOR . IT REALLY SCARED ALL OF US ! SO WHEN WE CUT OUR OUTING SHORT AND GOT HOME I CHECKED THE BRAKE FLUID AND IT WAS LOW SO I HAD TO ADD SOME . THEN THE BRAKES SEEM TO WORK LIKE THEY SHOULD. THIS CAR WAS BOUGHT BRAND NEW HAS NEVER BEEN IN A ACCIDENT AND THIS SHOULD NOT BE HAPPENING ALREADY. *TR

1 Affected Product

☐ Request Research (Services fees apply)

August 18, 2014 NHTSA ID NUMBER: 10626061

Components: SERVICE BRAKES

NHTSA ID Number: 10626061

Incident Date August 15, 2014

Consumer Location FITCHBURG, MA

Vehicle Identification Number 4T1BF1FK8 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES0

DEATHS0

WHILE MY HUSBAND WAS DRIVING, THE TRUCK IN FRONT OF HIM CAME TO A STOP TO ALLOW FOR ANOTHER VEHICLE TURNING. WHEN MY HUSBAND ATTEMPTED TO STOP, THE BRAKES WHEN RIGHT TO THE FLOOR. HE ATTEMPTED TO BRAKE AGAIN AND IT FINALLY CAUGHT, BUT TOO LATE. THE SUDDEN BRAKING CAUSED THE CAR'S NOSE TO LOWER, UNDER THE TRUCK'S TAILGATE AS HE HIT THE TRUCK IN FRONT OF HIM. THE CAR MAY BE TOTALED WHICH WE SHOULD FIND OUT IN A COUPLE OF DAYS. *TR

1 Affected Product

☐ Request Research (Services fees apply)

June 19, 2014 NHTSA ID NUMBER: 10604544

Components: SERVICE BRAKES

NHTSA ID Number: 10604544

Incident Date May 5, 2014

Consumer Location MIAMI, FL

Vehicle Identification Number 4T1BF1FK3 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 1

DEATHS 0

TL* THE CONTACT OWNS A 2012 TOYOTA CAMRY. THE CONTACT STATED WHILE DRIVING APPROXIMATELY 30 MPH, THE BRAKE PEDAL WAS DEPRESSED AND THE VEHICLE FAILED TO STOP. AS A RESULT, THE VEHICLE CRASHED INTO ANOTHER VEHICLE. THE CONTACT SUFFERED FROM A NECK INJURY AND CONTUSIONS TO THE LEFT AND RIGHT LOWER LEG. A POLICE REPORT WAS FILED. THE VEHICLE WAS DESTROYED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 25,480.

1 Affected Product

☐ Request Research (Services fees apply)

March 13, 2014 NHTSA ID NUMBER: 10569158

Components: SERVICE BRAKES

NHTSA ID Number: 10569158

Incident Date January 24, 2014

Consumer Location HUNTINGTON, NY

Vehicle Identification Number 4T4BF1FK9 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES 1

DEATHS0

TL* THE CONTACT OWNS A 2012 TOYOTA CAMRY. THE CONTACT STATED THAT WHILE DRIVING 30 MPH, THE BRAKES FAILED TO RESPOND WITHOUT WARNING AND THE CONTACT CRASHED INTO A TREE. A POLICE REPORT WAS FILED. THE CONTACT WAS TAKEN TO A HOSPITAL FOR TREATMENT OF HEAD INJURIES. THE VEHICLE WAS TOWED TO AN IMPOUND LOT. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS DESTROYED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 2,300.

1 Affected Product

☐ Request Research (Services fees apply)

April 27, 2018 NHTSA ID NUMBER: 11090508

Components: SERVICE BRAKES, AIR BAGS

NHTSA ID Number: 11090508

Incident Date April 26, 2018

Consumer Location Unknown

Vehicle Identification Number 4T1BD1FK5 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES 1

DEATHS0

TL* THE CONTACT OWNS A 2012 TOYOTA CAMRY HYBRID. WHILE DRIVING 20 MPH, THE BRAKES MALFUNCTIONED. THE CONTACT ATTEMPTED TO MAKE A SUDDEN STOP BY DEPRESSING THE BRAKE PEDAL, BUT THE VEHICLE WOULD NOT STOP. AS A RESULT, THE CONTACT CRASHED INTO THE REAR OF ANOTHER VEHICLE. THE AIR BAGS DID NOT DEPLOY. A POLICE REPORT WAS NOT FILED. THE CONTACT SPRAINED HER RIGHT ANKLE FROM THE PRESSURE OF DEPRESSING THE BRAKE PEDAL CONTINUALLY. MEDICAL ATTENTION WAS REQUIRED. THE VEHICLE WAS TOWED TO NORTH HOLLYWOOD TOYOTA IN NORTH HOLLYWOOD, CALIFORNIA TO HAVE THE DAMAGES ASSESSED. IT HAD NOT BEEN DETERMINED YET WHETHER OR NOT THE VEHICLE WAS DESTROYED. THE MANUFACTURER WAS NOTIFIED AND PROVIDED THE CONTACT WITH CLAIM NUMBER: [REDACTED]. THE FAILURE MILEAGE WAS APPROXIMATELY 65,000.

1 Affected Product

☐ Request Research (Services fees apply)

December 31, 2017 NHTSA ID NUMBER: 11057737

Components: AIR BAGS, SERVICE BRAKES

NHTSA ID Number: 11057737

Incident Date December 29, 2017

Consumer Location Unknown

Vehicle Identification Number 4T1BF1FK7 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 2

DEATHS 0

DECEMBER 29TH AT 3:00 A.M MY WIFE AND I WAS GOING TO THE ATM IN GRANGER TX. AS I APPROACHED A SHARP CURVE I WENT TO APPLY THE BRAKE TO SLOW DOWN AND THE CAR SPEEDED UP HIT THE CULVERT AND WENT AIRBORNE. WE CAME DOWN ON A BOULDER AND SOMEHOW WE MANAGED TO DRIVE BACK TO MY BROTHER IN LAWS. THE AIRBAGS DID NOT GO OFF. I HAVE SEVERE WHIPLASH, I CRACKED MY L1 AND INJURED MY SIDE AND BACK. MY WIFE'S HEAD HIT THE SIDE WINDOW SO HARD SHE HAD A CONCUSSION KNOTS AND BRUISES ON HER HEAD. SHE HAS BRUISES ON HER RIGHT SHOULDER, HIT HER KNEE AND LEG. IF WE HAD NOT BEEN WEARING SEAT BELTS WE WOULD HAVE DIED. IF OUR AIRBAGS HAD WORKED WE WOULD NOT HAVE BEEN HURT AS BAD AS WE ARE. MY WIFE'S GLASSES ARE BENT AND MY WATCH IS BROKE. I AM SENDING PICTURES TO PROVE THE AIRBAGS DID NOT WORK. NOT SUR WHAT THE ODOMETER READING IS BECAUSE I AM AFRAID TO TURN THE CAR ON SINCE THERE IS NO LONGER NO OIL OR ANTIFREEZE.

1 Affected Product

☐ Request Research (Services fees apply)

October 5, 2015 NHTSA ID NUMBER: 10779877

Components: VEHICLE SPEED CONTROL, SERVICE BRAKES, AIR BAGS

NHTSA ID Number: 10779877

Incident Date September 16, 2015

Consumer Location GLIDE, OR

Vehicle Identification Number 4T4BF1FK2 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 2

DEATHS 0

TL* THE CONTACT OWNED A 2012 TOYOTA CAMRY. WHILE DRIVING 32 MPH, THE BRAKES WERE APPLIED AND THE VEHICLE ACCELERATED RAPIDLY WITHOUT WARNING. THE CONTACT STATED THAT SHE COULD NOT STOP THE VEHICLE AND CRASHED INTO A TRAILER. THE VEHICLE WAS DESTROYED. THE AIR BAGS DID NOT DEPLOY. THE CONTACT SUSTAINED A FRACTURED STERNUM AND HER HUSBAND HAD CONTUSIONS IN HIS RIB CAGE. MEDICAL ATTENTION WAS REQUIRED. A POLICE REPORT WAS FILED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 37,000. UPDATED 1/15/16 *CN

1 Affected Product

☐ **Request Research** (Services fees apply)

June 1, 2015 NHTSA ID NUMBER: 10722560

Components: SERVICE BRAKES

NHTSA ID Number: 10722560

Incident Date May 15, 2015

Consumer Location BLACKSTONE, MA

Vehicle Identification Number N/A

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

ON THE COMMUTE TO WORK IN STOP AND GO TRAFFIC I WAS IN LINE WITH SEVERAL OTHER CARS. AS THEY BEGAN TO ACCELERATE, I ALSO BEGAN TO ACCELERATE UP TO ABOUT 20 MPH WHEN ONE OF THE CARS IN THE FRONT OF THE LINE STOPPED TO MAKE A TURN ALL THE CARS INFRONT OF ME ALSO STOPPED AND AS I WENT TO ALSO STOP THE BRAKE PEDAL WOULD NOT PUSH DOWN AT ALL, FAILING TO ENGAGE THE BRAKES CAUSING MY CAR TO DRIVE INTO THE BACK OF THE STOPPED CAR IN FRONT OF ME, RESULTING IN MAJOR FRONT END DAMAGE. THE AIRBAG DID NOT DEPLOY IN THE ACCIDENT.

1 Affected Product

☐ Request Research (Services fees apply)

March 5, 2015 NHTSA ID NUMBER: 10692225

Components: SERVICE BRAKES

NHTSA ID Number: 10692225

Incident Date March 2, 2015

Consumer Location BOOTHWYN, PA

Vehicle Identification Number 4T1BF1FK0 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

TL*THE CONTACT OWNS A 2012 TOYOTA CAMRY. THE CONTACT STATED THAT WHILE DRIVING OUT OF GAS SERVICE STATION AT APPROXIMATELY 10 MPH, THE BRAKE SYSTEM FAILED TO ENGAGE CAUSING THE CONTACT TO CRASH INTO A FENCE. THERE WERE NO INJURIES REPORTED AND NO POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED TO THE DEALER. THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 3,500.

1 Affected Product

☐ Request Research (Services fees apply)

January 21, 2014 NHTSA ID NUMBER: 10560809

Components: SERVICE BRAKES, STRUCTURE

NHTSA ID Number: 10560809

Incident Date January 21, 2014

Consumer Location RESTON, VA

Vehicle Identification Number 4T1BF1FK0 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES0

DEATHS0

MY SON WAS DRIVING ABOUT 1/2 MILE AWAY FROM HOME WHILE TURNING THE BRAKE FAILED AND HE HIT THE CENTER CURB AND FURTHER TO AN ON COMING (STOPPED) VEHICLE. WHEN HE REALIZED THAT THE BRAKES ARE NOT WORKING HE PRESSED THE EMERGENCY BRAKES THAT SLOWED THE CAR. BUT THE DAMAGE HAD ALREADY OCCURRED. OUR TOYOTA IS 2012 AND HAS BEEN ROUTINELY MAINTAINED BY TOYOTA DEALERSHIPS. BRAKES SHOULD NOT FAIL. WE ARE GLAD THAT THERE WAS NO APPARENT INJURY BUT THE CAR IS LIKELY TO BE TOTALED. I REQUEST TOYOTA TO DO AN INVESTIGATION ON WHAT MIGHT HAVE CAUSED THE BRAKES TO FAIL. *TR

1 Affected Product

☐ Request Research (Services fees apply)

July 3, 2013 NHTSA ID NUMBER: 10523025

Components: SERVICE BRAKES

NHTSA ID Number: 10523025

Incident Date June 17, 2013

Consumer Location Unknown

Vehicle Identification Number 4T1BF1FK8 [REDACTED]

Summary of Complaint

CRASH Yes

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2012 TOYOTA CAMRY. THE CONTACT STATED THAT WHILE DRIVING 35 MPH AND BRAKING FOR A TRAFFIC STOP, THE BRAKES FAILED TO RESPOND. THE VEHICLE LUNGED FORWARD AND CRASHED INTO THE REAR OF ANOTHER VEHICLE. THERE WERE NO PERSONAL INJURIES. A POLICE REPORT WAS FILED OF THE INCIDENT. THE FAILURE RECURRED TWICE. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR DIAGNOSIS. THE TECHNICIAN WAS UNABLE TO EITHER DETECT A TROUBLE CODE OR DUPLICATE THE FAILURE. THE MANUFACTURER WAS NOT NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 24,875.

1 Affected Product

☐ Request Research (Services fees apply)

March 8, 2013 NHTSA ID NUMBER: 10502158

Components: SERVICE BRAKES, ELECTRONIC STABILITY CONTROL

NHTSA ID Number: 10502158

Incident Date December 22, 2012

Consumer Location PHILADELPHIA, PA

Vehicle Identification Number 4T1BF1FK1 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

I RENTED A TOYOTA CAMRY 2013 IN DECEMBER 2012. WHILE SITTING IN THE TRAFFIC AT LOW SPEED, I NOTICED THAT THE FRONT VEHICLE SUDDENLY STOPPED NEAR THE INTERSECTION OF BUCHANAN AND US 93. I IMMEDIATELY SLAMMED ON THE BRAKE PAD WHILE THE CRUISER WAS ON, HOWEVER, THE BRAKE DID NOT RESPOND. THE RENTAL CAR DID NOT SLOW DOWN AND KEPT MOVING FORWARD. EVENTUALLY, IT HIT THE FRONT VEHICLE. LUCKILY, NO ONE WAS INJURED BECAUSE OF LOW SPEED. IF IT WERE A NORMAL FUNCTIONAL CAR, THE VEHICLE WOULD HAVE STOPPED BECAUSE THE SPEED WAS VERY LOW. BUT IN THIS CASE, THE RENTAL CAR CAUSED THE ACCIDENT BECAUSE OF ITS POOR QUALITY. THE CAR WAS SEVERELY DAMAGED. IN CONTRAST, THE VEHICLE IN THE FRONT, A SUV, HAD NO DAMAGE. AFTER THE ACCIDENT, I CHECKED THE SCENE AND DID NOT FIND ANY TIRE BRAKE MARK ON THE GROUND, WHICH SUGGESTED THAT THE BRAKE SYSTEM WAS NOT WORKING PROPERLY. WHILE DRIVING ON HIGHWAY BEFORE THE ACCIDENT, I

ALSO NOTICED THAT THE RENTAL CAR HAD MUCH SLOW RESPONSE FROM THE BRAKE WHEN THE CRUISE WAS ON, AND THE BRAKE SEEMED TO BE MUCH MORE SENSITIVE WHEN THE CRUISE WAS OFF. IN ORDER TO PROTECT OTHER DRIVERS ON HIGHWAY, I STRONGLY REQUEST NHTSA TO LAUNCH AN INVESTIGATION ON TOYOTA CAMRY'S BRAKE SYSTEM. IF ANY DEFECT IS IDENTIFIED, THEY SHOULD RECALL ALL THE PROBLEMATIC VEHICLES. I CAN'T IMAGINE WHAT WOULD HAVE HAPPENED IF THE SPEED WERE HIGH, AND THINGS COULD BE BLOODY AND HOFFIFYING. I HOPE ONE FEWER ACCIDENT LIKE THAT COULD BE REDUCED BY THE RESPONSIVE ACTIONS FROM THE GOVERNMENT. *TR

1 Affected Product

☐ Request Research (Services fees apply)

July 28, 2014 NHTSA ID NUMBER: 10616767

Components: SERVICE BRAKES

NHTSA ID Number: 10616767

Incident Date July 27, 2014

Consumer Location ATTLEBORO, MA

Vehicle Identification Number 4T4BF1FK9 [REDACTED]

Summary of Complaint

CRASH Yes

FIRE No

INJURIES 0

DEATHS 0

TL* THE CONTACT OWNS A 2012 TOYOTA CAMRY. THE CONTACT STATED THE DRIVER PULLED INTO A PARKING LOT AND WAS UNABLE TO APPLY THE BRAKES AND CRASHED INTO A DIVIDER. THERE WAS NO INJURIES OR A POLICE REPORT. THE VEHICLE WAS NOT TAKEN TO A DEALER. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 47,221. UPDATED 10/02/14*LJ UPDATED 3/3/2015 *JS

1 Affected Product

1 Associated Document

☐ Request Research (Services fees apply)

October 3, 2014 NHTSA ID NUMBER: 10641347

Components: SERVICE BRAKES

NHTSA ID Number: 10641347

Incident Date September 25, 2014

Consumer Location BROOKLYN, NY

Vehicle Identification Number 4T1BD1FK2 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

ON FRIDAY THE 20TH OF SEPTEMBER, I TOOK MY VEHICLE TO QUEENSBORO TOYOTA IN NY TO CHANGE MY OIL AND CHECK WHY MY BRAKE ABS SIGNAL HAZARD LIGHTS WERE ON. THE OIL WAS CHANGED AND I WAS TOLD "NOTHING IS WRONG WITH YOUR BRAKES" AND THE SIGNAL WAS REMOVED. ON SEPTEMBER 24TH, I ALMOST GOT INTO AN ACCIDENT BECAUSE MY BRAKES FAILED ON ME, SO I RETURNED THE VEHICLE FOR A 2ND DIAGNOSTIC. I WAS THEN TOLD "WHO EVER CHANGED YOUR OIL, THEY PUT THE WRONG BRAKE FLUID AND IT DAMAGED THE BRAKE SYSTEM. MY BRAKE FLUID WAS NEVER CHANGED BECAUSE I HAVE A 2012 NEW CAR AND IT IS UNNECESSARY TO CHANGE IT NOW. I TRIED EXPLAINING MY ISSUE TO THE SUPERVISOR OF THE TOYOTA SERVICE DEPARTMENT AND I WAS TOLD TO DO MY OWN INVESTIGATION ON THE CONTAMINATION OF MY BRAKE FLUID. THE HISTORY OF THE VEHICLE SHOWS QUEENSBORO TOYOTA PERFORMED MY MAINTENCE, SO I HOLD THEM RESPONSIBLE. PLEASE HELP ME, I AM AN HONEST CONSUMER WHO CAN'T AFFORD TO SPEND UNNECESSARY FUNDS FOR AN ISSUE TOYOTA CAN RESOLVE THAT ALMOST CAUSED ME AN ACCIDENT WITH MY 3 DAUGHTERS ON THE HIGHWAY. *TR

1 Affected Product

☐ Request Research (Services fees apply)

July 16, 2014 NHTSA ID NUMBER: 10611145

Components: SERVICE BRAKES

NHTSA ID Number: 10611145

Incident Date July 16, 2014

Consumer Location HOPKINSVILLE, KY

Vehicle Identification Number 4T1BF1FKX [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THIS IS THE THIRD TIME THIS HAS HAPPENED ! I WENT TO STOP FOR THE LIGHT AND THE BRAKES GO TO THE FLOOR.. *TR

1 Affected Product

☐ **Request Research** (Services fees apply)

June 9, 2014 NHTSA ID NUMBER: 10596979

Components: SERVICE BRAKES

NHTSA ID Number: 10596979

Incident Date June 9, 2014

Consumer Location HOPKINSVILLE, KY

Vehicle Identification Number N/A

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THIS IS THE 2ND TIME I WENT TO STOP AND THE BRAKES WENT ALL THE WAY TO THE FLOOR.

THE FIRST TIME WAS ABOUT 3 WEEKS OR SO AGO AND I WENT TO THE TOYOTA DEALER AND HE COULDN'T FIND THE PROBLEM. THERE'S SOMETHING WRONG WITH THE BRAKES ! AND I TRANSPORT A HANDICAPPED CHILD AND 3 MORE CHILDREN . *TR

1 Affected Product

☐ **Request Research** (Services fees apply)

June 15, 2013 NHTSA ID NUMBER: 10519966

Components: SERVICE BRAKES

NHTSA ID Number: 10519966

Incident Date June 12, 2013

Consumer Location STEWARTSTOWN, PA

Vehicle Identification Number 2G1WG5EK9 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

BRAKES HAVE WHAT I FEEL IS EXCESSIVE AMOUNT OF FADE ESPECIALLY AFTER JUST A FEW STOPS SEEMS TO OCCUR MORE AT SPEEDS OVER 50 MPH. *TR

1 Affected Product

☐ Request Research (Services fees apply)

July 5, 2017 NHTSA ID NUMBER: 11003054

Components: SERVICE BRAKES, ELECTRICAL SYSTEM

NHTSA ID Number: 11003054

Incident Date June 29, 2017

Consumer Location PALO ALTO, CA

Vehicle Identification Number 4T1BD1FKX [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

WHEN DRIVING ON LOCAL ROADS, THE ABS, SLIP AND WARNING LIGHTS WOULD COME ON SUDDENLY. I WOULD EXPERIENCE A SEVERE DECREASE IN BRAKE FUNCTION (I WOULD NEED TO SLAM ON THE BRAKES TO GET THEM TO APPLY PROPERLY). THIS HAPPENED FOUR TIMES BEFORE THE SERVICE CENTER WAS ABLE TO DIAGNOSE A FAILED ABS ACTUATOR. THIS IS APPARENTLY A KNOWN ISSUE FOR THE CAMRY HYBRIDS, AS TOYOTA ISSUED

AN EXTENDED WARRANTY FOR 2006-2011 CAMRY HYBRIDS FOR THIS VERY PROBLEM. (UNFORTUNATELY, I HAVE A 2012 HYBRID AND THE SERVICE CENTER WOULD LIKE TO CHARGE ME OVER \$3K (!) TO FIX THIS ISSUE.).

1 Affected Product

☐ Request Research (Services fees apply)

April 15, 2015 NHTSA ID NUMBER: 10705883

Components: SERVICE BRAKES

NHTSA ID Number: 10705883

Incident Date April 13, 2015

Consumer Location IRMO, SC

Vehicle Identification Number N/A

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

BRAKES FAILED WHILE DRIVING WITHOUT WARNING, I SUDDENLY HAD NO POWER BRAKING AND HAD TO STOMP ON THE BRAKES TO AVOID A COLLISION. CAR HAS ONLY 44,000 MILES AND BEEN DRIVEN 29 MONTHS. AT THE DEALER THEY SAID IT WAS A FAILED BRAKE BOOSTER AND WOULD COST OVER \$3000 TO REPAIR. THE CAR HAS BEEN WELL MAINTAINED. I AM LUCKY NOBODY WAS HARMED BUT THIS IS A MAJOR SAFETY FAILURE ON A CAR THAT IS SUPPOSED TO BE VERY SAFE AND RELIABLE, AND A RIDICULOUSLY EXPENSIVE REPAIR IN ADDITION. AFTER I COMPLAINED THEY WROTE OFF 80% BUT STILL COST \$600 OUT OF MY POCKET TO REPLACE A DEFECTIVE TOYOTA BRAKE SYSTEM. *TR

1 Affected Product

☐ Request Research (Services fees apply)

June 22, 2016 NHTSA ID NUMBER: 10875822

Components: UNKNOWN OR OTHER, ELECTRICAL SYSTEM, SERVICE BRAKES

NHTSA ID Number: 10875822

Incident Date May 17, 2016

Consumer Location BRIGHTON, AL

Vehicle Identification Number N/A

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THIS SITUATION HAVE BEEN GOING ON FOR A MONTH. WHEN I HAVE SITTING AT A LIGHT OR ON IDLE. MY TRAC, ABS AND BRAKE LIGHT CONTINUE TO COME ON EVERY OTHER WEEK OR SO. I HAVE SEEN THIS COMPLAINT BEFORE FROM OTHER CAMRY'S OWNER ONLINE. WHEN THEY GO TO THE DEALERSHIP, THEY TELL THEM IT IS A SENSOR. BUT IT IS NEVER RESOLVED. CAN ANYBODY TELL ME WHAT IS GOING ON WITH THE CAR? I ONLY HAD THIS CAR FOR A YEAR. THIS IS SCARY FOR ME DUE TO ME HAVING 2 KIDS.

1 Affected Product

☐ **Request Research** (Services fees apply)

May 7, 2013 NHTSA ID NUMBER: 10510996

Components: SERVICE BRAKES

NHTSA ID Number: 10510996

Incident Date October 9, 2012

Consumer Location SKOKIE, IL

Vehicle Identification Number 4T1BD1FK0 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

OUR FAMILY BOUGHT A 2012 TOYOTA CAMRY IN ABOUT EARLY APRIL THE YEAR OF 2012 . A FEW MONTHS LATER WE STARTED TO NOTICE NOISE. CONSIDERING A BRAND NEW CAR WE HAD PURCHASED. IT WAS IN OUR CONCERN TO WHY THIS WAS HAPPENING. WE GET EVERYTHING DONE FROM THE DEALER LOCATED IN LINCOLNWOOD, IL. FROM WHERE WE HAD PURCHASED THE VEHICLE. WE TOOK THE CAR TO THE SAME DEALER

MULTIPLE TIMES WITH THE SAME CONCERN. WE WERE TOLD THAT THE VEHICLE WAS FINE, BUT ODDLY THE NOISE WAS CONSTANT EVEN AFTER A VISIT AT THE DEALERS. THIS VISIT WE HAD DONE WAS NOT JUST ONCE BUT MANY TIMES, RECEIVING THE SAME ANSWER. WHAT UPSETS ME IS THAT AFTER MY WARRANTY WAS OVER. SUDDENLY THE DEALER KNEW THE SOLUTION TO THE PROBLEM I WAS CONSTANTLY VERIFYING THEM ABOUT EARLIER. WHICH SUMMED UP TO ABOUT THREE THOUSAND DOLLARS. I, WHO IS REFUSING TO PAY THIS. THIS CAR STARTED GIVING ME PROBLEMS FROM DAY ONE. WHAT I CAN CONCLUDE FROM THIS IS, THAT THE CAR ITSELF IS A DEFECT. THE DEALER TOLD OUR FAMILY TO CALL THE MANUFACTURES AND LET THEM KNOW, BECAUSE THIS CAR COULD HAVE BEEN A DEFECT FROM BEGINNING, WHEN PURCHASED. THE DEALER SAYS, THE PROBLEM IN THE CAR IS " BRAKE ACTUATOR BOOSTER ASSEMBLY." *TR

1 Affected Product

☐ Request Research (Services fees apply)

February 17, 2014 NHTSA ID NUMBER: 10564619

Components: SERVICE BRAKES

NHTSA ID Number: 10564619

Incident Date December 15, 2013

Consumer Location ANAHEIM, CA

Vehicle Identification Number 4T4BF1FK2 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

I HAVE A 2012 TOYOTA CAMRY, I WAS DRIVING ON THE FREEWAY AND THERE WAS AN ACCIDENT UP AHEAD AND I HAD TO BREAK SUDDENLY. ALL MY BRAKES DID WAS MAKE A LOUD STUTTERING SOUND WHICH I COULD ACTUALLY FEEL IN THE BRAKE PEDAL AND SLOWED VERY SO SLIGHTLY I HAD LITTLE TO NO CONTROL OF MY BRAKES. I THOUGHT IT WAS ALL OVER BECAUSE IT DIDN'T APPEAR THAT I WAS GOING TO STOP BUT I MANAGED TO JUST MISS THE CAR IN FRONT OF ME STEERING OFF TO THE SHOULDER OF THE FREEWAY JUST IN TIME AND MY CAR FINALLY STOPPED. AT THE TIME, I THOUGHT IT MIGHT OF BEEN THE WAY I APPLIED MY BREAKS, OR AN ISOLATED INCIDENT UNTIL READING AN ARTICLE ABOUT A LEXUS RECALL WHICH SOUNDS LIKE THE SAME PROBLEM. THIS ISN'T MY FIRST CAR WITH

ANTI-LOCK BRAKES SO I AM FAMILIAR WITH THE WAY THEY'RE SUPPOSED TO WORK. IT APPEARS THAT TOYOTA MAY NEED ADD ONE MORE VEHICLE TO IT'S LIST BEFORE SOMEONE IS KILLED. *TR

1 Affected Product

└ Request Research (Services fees apply)

DP19-004

CAPISTRANO TOYOTA

9-19-2019

ATTACHMENT

SECTION 1.3

SAFERCAR.GOV

**TOYOTA HYBRID BRAKE COMPLAINTS
CRASHES, INJURIES, AND BRAKE MALFUNCTIONS
2013-2015 TOYOTA AVALON HYBRID**

2015 AVALON HYBRID

May 14, 2018 NHTSA ID NUMBER: 11093611

Components: **SERVICE BRAKES**

NHTSA ID Number: 11093611

Incident Date April 13, 2018

Consumer Location ORMOND BEACH, FL

Vehicle Identification Number 4T1BD1EB9 [REDACTED]

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2015 TOYOTA AVALON HYBRID. WHILE DRIVING 30 MPH, THE CONTACT DEPRESSED THE BRAKE PEDAL AND IT TRAVELED TO THE FLOORBOARD BEFORE STOPPING THE VEHICLE. THE VEHICLE WAS TOWED TO DAYTONA TOYOTA 1700 (451 N NOVA RD, DAYTONA BEACH, FL 32114, (386) 255-7475), BUT THE FAILURE COULD NOT BE DUPLICATED AND NO FAILURES WERE FOUND. THE MANUFACTURER WAS NOTIFIED AND STATED THAT NOTHING COULD BE DONE UNLESS THE BRAKE FAILURE COULD BE DUPLICATED. THE FAILURE MILEAGE WAS 16,251.

*JS *LN *TT

1 Affected Product

3 Associated Documents

- Response Letter [RL-11093611-9292.pdf](#) 184.275KB
- Complaint Letter [CL-11093611-5676.pdf](#) 4936.41KB
- EVOQ Document [EQ-11093611-2194.pdf](#) 763.127KB

☐ Request Research (Services fees apply)

2013 AVALON HYBRID

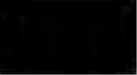
June 5, 2013 NHTSA ID NUMBER: 10515182

Components: **SERVICE BRAKES**

NHTSA ID Number: 10515182

Incident Date May 22, 2013

Consumer Location MARYVILLE, TN

Vehicle Identification Number 4T1BD1EB5 

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

WHILE DRIVING FROM KNOXVILLE TN TO ATLANTA GA, ON A DOWNGRADE JUST OUTSIDE OF CHATTANOOGA ON INTERSTATE 75 I WENT TO USE THE BRAKE PEDAL. IT DEPRESSED ALL THE WAY TO THE FLOOR AND DID NOT COME BACK. I HAD NO BRAKES WHATSOEVER AND ONLY BY THE GRACE OF GOD WAS I ABLE TO SAFELY MAKE IT OVER TO THE EMERGENCY LANE, WHICH WAS CLEAR, AND WAIT UNTIL I GOT TO THE BOTTOM OF THE GRADE FOR THE VEHICLE TO COAST TO A STOP ON IT'S OWN. I HAD TO USE THE GRASS AND GRAVEL JUST OFF THE EMERGENCY LANE TO HELP BRING THE VEHICLE TO A STOP. I HAD VEHICLE TOWED BACK TO TOYOTA OF KNOXVILLE, WHERE PURCHASED, AND WAS TOLD THERE IS NO PROBLEM WITH THE VEHICLE. HAVE DRIVEN ANOTHER 500 MILES WITHOUT INCIDENT AND NO PLAUSIBLE EXPLANATION FOR WHAT HAPPENED HAS BEEN OFFERED BY TOYOTA. *TR

1 Affected Product

☐ Request Research (Services fees apply)