

SAFERC.AR.GOV – “SERVICE BRAKE COMPLAINTS”

MODEL YEAR 2011 & 2012 PRIUS

(Excluded from Toyota’s June 2013 DOH safety recall which only covered 82,000 2010 model year Prius vehicles)

2011 MODEL YEAR PRIUS SERVICE BRAKE COMPLAINTS

17 “SERVICE BRAKE” COMPLAINTS BEFORE DOH ISSUED

2 CRASHES UNDER “SERVICE BRAKE” CATEGORY BEFORE DOH ISSUED

2 INJURIES UNDER “SERVICE BRAKE” CATEGORY BEFORE DOH ISSUED

[May 31, 2012 NHTSA ID NUMBER: 10460127](#)

Components: FUEL/PROPULSION SYSTEM, SERVICE BRAKES

NHTSA ID Number: 10460127

Incident Date April 3, 2012

Consumer Location LOS ANGELES, CA

Vehicle Identification Number JTDKN3DU6B1****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

ON APRIL 3 2012 WE DROVE OUR 2011 TOYOTA PRIUS TO A FULL AND COMPLETE STOP AT A STOP SIGN IN A RESIDENTIAL NEIGHBORHOOD. WHILE WE WERE STOPPED, THE CAR SURGED FORWARD APPROXIMATELY 5 FEET BEFORE COMING TO A STOP. MY WIFE, WHO AS DRIVING LOOKED DOWN TO CHECK THAT HER FOOT WAS ON THE BRAKE. WHILE STARING AT HER FOOT SQUARELY ON THE BRAKE, THE CAR SURGED FORWARD AGAIN ABOUT 3 FEET. THE CAR THEN SURGED FORWARD AGAIN ABOUT ONE FOOT BEFORE STOPPING. LUCKILY THERE WAS NO CROSSING TRAFFIC, PEDESTRIANS OR ANY OTHER OBSTRUCTIONS. NO COLLISION OCCURRED AND NO ONE WAS HURT.

WE CALLED TOYOTA CARE IMMEDIATELY AND THEY PROMPTLY PICKED UP THE CAR AND TOOK IT TO THE DEALER. THE DEALER LATER CALLED US AND

INFORMED US THAT THEY HAD DIAGNOSED THE CAR AND THAT NO PROBLEM COULD BE FOUND. WE DISPUTED THAT WE WERE UNWILLING TO TAKE THE CAR BACK UNTIL A PROBLEM WAS FOUND AND THEY TOLD US THAT THEY HAD DONE EVERYTHING THEY COULD DO AND EVEN HAD DRIVEN THE CAR 10 MILES WITH NO INCIDENT. I INFORMED THEM THAT WE HAD DRIVEN THE CAR NEARLY 10,000 MILES AND IT HAPPENED ONCE. ONCE IS TOO MANY TIMES.

THE DEALER TOLD US WE HAD TO TAKE THE CAR BACK. WE ASKED FOR A WRITTEN STATEMENT GUARANTEEING THE SAFETY OF THE CAR AND THAT THE ISSUE WOULD NOT OCCUR. THEY SAID THEY COULD OFFER NO WRITTEN STATEMENT, SO WE REFUSED TO TAKE THE CAR BACK

WHAT FOLLOWED WAS ESSENTIALLY THE DEALER PASSING THE BUCK TO TOYOTA CORPORATE WHO BASICALLY TOLD US THAT THERE WAS NOTHING THEY COULD DO AND THAT IF WE STILL HAD A PROBLEM WE COULD GO TO ARBITRATION. TOYOTA CORPORATE WAS NEITHER REASSURING NOR HELPFUL.

WE ARE NOW IN ARBITRATION WITH TOYOTA. WE HAVE OUR ARBITRATION HEARING TODAY. IT HAS NOW BEEN NEARLY TWO MONTHS SINCE WE HAVE HAD THE CAR, YET WE ARE STILL PAYING THE LEASE AND INSURANCE. WE ARE NOT LOOKING FOR MONEY, WE ONLY WANT ASSURANCE AND SAFETY FOR OUR FAMILY. *TR

1 Affected Product

Request Research (Services fees apply)

May 20, 2012 NHTSA ID NUMBER: 10459051

Components: SERVICE BRAKES

NHTSA ID Number: 10459051

Incident Date September 21, 2011

Consumer Location Unknown

Vehicle Identification Number JTDKN3DUXB1****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

WHEN I PUSH ON THE BRAKES AND I HAPPEN TO GO OVER A BUMP OR A POT HOLE, MY PRIUS SPEEDS UP. IT ACCELERATES WHEN I TRY TO DECELERATE. I HAVE TO PUSH HARDER ON THE BRAKES TO REALLY SLOW THE CAR DOWN. THIS PROBLEM HAPPENS WHEN I'M DRIVING AT AROUND 40MILE/HR. I HAVE A

2011 TYPE III PRIUS.

I TOOK MY CAR TO THE TOYOTA DEALER AND THEY CLAIMED THAT THEY COULD NOT REPRODUCE THE PROBLEM. THIS IS TOTAL BS BECAUSE AS SOON AS I GOT IT BACK FROM THEM I COULD REPRODUCE THE PROBLEM ON MY WAY BACK HOME.

PLEASE ADVISE ME OF WHAT TO DO.

[XXX]

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR

1 Affected Product

Request Research (Services fees apply)

May 18, 2012 NHTSA ID NUMBER: 10458927

Components: SERVICE BRAKES

NHTSA ID Number: 10458927

Incident Date August 26, 2011

Consumer Location MARIETTA, GA

Vehicle Identification Number JTDKN3DU7B0****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

NOTICED BRAKES BREAKING INTERMITTENTLY ABOUT A WEEK AFTER PURCHASE. DISMISSED IT BECAUSE OF WEATHER AND IT WAS A NEW CAR, THOUGHT IT WAS JUST DIFFERENT FEEL FROM MY LAST VEHICLE. I DON'T DRIVE OFTEN AVERAGING 10,000 MILES OR LESS PER YEAR, SO WHEN I NOTICED THIS PROBLEM REPEATING, AND ACTUALLY NEAR CAUSING AN ACCIDENT I GOT CONCERNED. TOOK IT TO THE DEALERSHIP TODAY, THEY FOUND NOTHING WRONG, AND ON THE WAY HOME EXPERIENCED THE SAME PROBLEM. THE INABILITY TO STOP COMPLETELY PRESENTS A HAZARD, ESPECIALLY WHEN THIS OCCURS UNDER NORMAL BRAKING CONDITIONS. IF THE DEALER CAN'T FIND THE PROBLEM WHAT RECOURSES DO CONSUMERS HAVE? *TR

1 Affected Product

Request Research (Services fees apply)

January 14, 2013 NHTSA ID NUMBER: 10492965

Components: SERVICE BRAKES

NHTSA ID Number: 10492965

Incident Date June 6, 2011

Consumer Location WYATT, MO

Vehicle Identification Number JTDKN3DU4B****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

WHEN I BRAKE AT THE END OF MY ROAD WHICH HAS SMALL HOLES OR BUMPS, THE CAR SHOOTS FORWARD VERY FAST BEFORE IT STOPS. THIS HAS HAPPENED NUMEROUS TIME. I THOUGHT AT FIRST I IMAGINED IT, OR MY FOOT SLIPPED, BUT SINCE IT HAS HAPPENED NUMEROUS TIMES I KNEW SOMETHING WASN'T RIGHT. SO I GOT ON WEB AND STARTED GOGGLE IT. AND SURE ENOUGH ITS HAPPENED TO OTHER DRIVERS. *TR

1 Affected Product

Request Research (Services fees apply)

December 19, 2012 NHTSA ID NUMBER: 10489219

Components: SERVICE BRAKES

NHTSA ID Number: 10489219

Incident Date December 16, 2012

Consumer Location FAIRFAX, VA

Vehicle Identification Number JTDKN3DUXB5****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

I WAS TRAVELING DOWN A MOUNTAINOUS ROAD AND THE ROAD SURFACE CHANGED FROM GRAVEL TO ASPHALT. I WAS ALSO BRAKING AT THE SAME

TIME WHEN THE BRAKES SEEM TO BECOME NONEXISTENT AND THE CAR JUST LURCHED FORWARD. THIS HAS HAPPENED 3 TIMES BEFORE. *TR

1 Affected Product

Request Research (Services fees apply)

November 14, 2012 NHTSA ID NUMBER: 10484633

Components: SERVICE BRAKES

NHTSA ID Number: 10484633

Incident Date September 10, 2012

Consumer Location GLEN COVE, NY

Vehicle Identification Number JTDKN3DU6B0****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

WHILE DRIVING ON A ROUGH ROAD SURFACE AND APPLYING THE BRAKES THE CAR LOST ITS BRAKES OR THE POWER TO THE BRAKES AND SURGE FORWARD. THERE WAS A FEELING THAT THE ABS HAD ENGAGED THAN DISENGAGED LEAVING THE CAR WITH NO BRAKES. NORMALLY THE BRAKES ARE VERY CONSISTENT, THEY SLOW AND STOP THE CAR QUICKLY AND SAFELY, HOWEVER WHEN THE BRAKES ARE APPLIED WHILE RIDING ON ROUGH ROADS THEY BECOME VERY INCONSISTENT AND UNRELIABLE. IT FEELS THAT THE BRAKES STOP FUNCTIONING, BRAKING DISTANCE BECOMES LONGER AS DOES THE TIME REQUIRED TO STOP THE CAR. I FIRST NOTICED THIS CONDITION WHILE BRAKING ON A ROUGH ROAD AT ABOUT 30 MPH. THE CONDITION NOW OCCURS NOT ONLY WHEN DRIVING ON ROUGH ROADS (PAVED ROADS WITH POTHOLES/POTHOLE REPAIRS) BUT ALSO ON WET/SLICK ROADS. THIS CONDITION IS INTERMITTENT BUT IS OCCURRING MORE FREQUENTLY AND AT ANY SPEED, ROAD SURFACE AND WEATHER CONDITION. THE DEALERSHIP HAS BEEN UNSUCCESSFUL IN REPLICATING THE CONDITION BY DRIVING THE CAR OVER ROUGH ROADS AND APPLYING THE BRAKES. THEY TELL ME THAT UNLESS THEY CAN EXPERIENCE THE CONDITION (SEE FOR THEMSELVES) THEY CAN NOT DIAGNOSE OR REPAIR THE CONDITION. TOYOTA CORPORATE TELL ME THEY STAND BEHIND THE DEALERSHIP AND CAN DO NOTHING. *TR

1 Affected Product

Request Research (Services fees apply)

October 28, 2012 NHTSA ID NUMBER: 10482485

Components: **STRUCTURE, SERVICE BRAKES**

NHTSA ID Number: 10482485

Incident Date October 5, 2012

Consumer Location MARLBORO, MA

Vehicle Identification Number JTDKN3DU0B0****

Summary of Complaint

CRASHYes

FIRENo

INJURIES0

DEATHS0

WE PURCHASED A 10 MONTH OLD TOYOTA PRIUS ON MARCH 16ND 2012 WITH ONLY 1367 MILES.

THE PRIOR OWNER WHO WAS LEASING THIS CAR RETURNED THE CAR DUE TO MILEAGE INCONSISTENCY.....

ON OCT 5TH 2012, I WAS DRIVING ON SUNNY DRY DAY AT 22MPH THE VEHICLE IN FRONT OF ME SLOWED DOWN. I STEPPED ON THE BRAKE TO SLOWDOWN BUT THE CAR DID NOT STOP. WHEN I STEPPED ON THE BRAKE IT DID NOT RESPOND IMMEDIATELY, I APPLIED COMPLETE PRESSURE TO THE BRAKE HOWEVER THE CAR STILL DID NOT SLOW DOWN ENOUGH AND I HIT THE CAR IN FRONT OF ME. PER THE REPORT FROM TOYOTA THE SPEED WENT DOWN FROM 22MPH TO 5MPH AT THE TIME OF THE IMPACT. I DO NOT AGREE WITH THE TOYOTA REPORT THAT I ONLY STEPPED ON THE BRAKE FOR 2 SECONDS AS IT WAS MUCH MORE...

BEFORE THE ACCIDENT THE BRAKE WAS MUCH HARDER AND LESS FORCEFUL PRESSURE MADE THE CAR STOP AFTER THE ACCIDENT THE BRAKE FEELS SOFTER AND MORE PRESSURE IS NEEDED TO MAKE THE BRAKE WORK.

THIS IS AN ALMOST BRAND NEW CAR WITH 7K MILES ON IT HOWEVER I DO FEEL SAFE IN THIS CAR ANYMORE AFTER THIS ACCIDENT AND I FEAR FOR MY LIFE AND PUBLIC SAFETY. WHAT WILL HAPPEN I DRIVE ON A HIGHWAY AT 60MPH AND THE BRAKE WILL NOT WORK??

TOYOTA DENIES ANY TECHNICAL ERROR WITH THE CAR AND BLAMES THE ACCIDENT ON ME. THERE ARE PLENTY OF REPORTS OF SIMILAR ACCIDENTS REPORTED BY CONSUMERS ON THIS SAME ISSUE HERE:

HTTP://TOWNHALL-TALK.EDMUNDS.COM/DIRECT/VIEW/.F0DB60B. *TR

1 Affected Product

Request Research (Services fees apply)

[September 28, 2012](#) NHTSA ID NUMBER: 10477385

Components: **SERVICE BRAKES**

NHTSA ID Number: 10477385

Incident Date September 28, 2012

Consumer Location PRINCETON, NJ

Vehicle Identification Number JTDKN3DU0B1****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THIS WAS NOT THE FIRST INCIDENT, BUT THE MOST NOTICEABLE. WHEN BRAKING AND COMING TO A STOP, IF THE TIRES HIT A POTHOLE OR ANY KIND OF HOLE OR BUMP IN THE ROAD, THE VEHICLE ACCELERATES SUDDENLY. TODAY, IT ACCELERATED AS I WAS BRAKING AND COMING TO STOP AT A RED LIGHT. MY BACK RIGHT TIRE WENT OVER A POTHOLE, AND THE CAR JUMPED AND ACCELERATED ABOUT 10 FEET. LUCKILY THERE WAS NO CAR IN FRONT OF ME. *TR

1 Affected Product

Request Research (Services fees apply)

[March 24, 2013](#) NHTSA ID NUMBER: 10504303

Components: **SERVICE BRAKES**

NHTSA ID Number: 10504303

Incident Date November 22, 2012

Consumer Location MERCED, CA

Vehicle Identification Number JTDKN3DU9B0****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

CAR WAS OFF AND PARKED. WHEN I ENTERED THE VEHICLE TO TURN THE CAR ON, I HELD THE BRAKE AND PRESSED THE POWER BUTTON IN ORDER TO START THE CAR. AND WITH MY FOOT STILL ON THE BRAKE, I SHIFTED THE CAR INTO REVERSE TO PULL OUT OF THE PARKING SPOT. AS SOON AS THE CAR WAS SHIFTED INTO REVERSE, THE CAR MOVED BACKWARDS WITH MY FOOT FULLY PRESSED ON THE BRAKE. THE CAR FELT LIKE THE BRAKES WERE NOT ENGAGED. I LOOKED DOWN TO MAKE SURE I WAS PRESSING ON THE BRAKE, AND THE BRAKE WAS COMPLETELY DEPRESSED. I COULD EVEN FEEL THE HILL ASSIST THRESHOLD BUT THE BRAKES WERE NOT ENGAGING. IN A PANIC I PRESSED THE "P" (PARK) BUTTON TO TRY TO STOP THE VEHICLE. THE VEHICLE ROCKED BACK AND FORTH AS IF THE VEHICLE WAS IN MOTION WHEN THE "P" BUTTON WAS PRESSED. I GOT OUT OF THE VEHICLE TO SEE IF I WAS ON A POTHOLE OR HILL, ANYTHING TO EXPLAIN THE MOVE, BUT NOTHING WAS THERE, COMPLETELY FLAT ROAD. THIS HAS HAPPEN QUITE A FEW TIMES WHEN AT A PARK AND I HAD TO CONTACT CDSP OVER ELECTRONIC ISSUES OVER THIS VEHICLE. I AM NO LONGER GOING TO CONTINUE WITH THIS VEHICLE. *TR

1 Affected Product

Request Research (Services fees apply)

March 13, 2013 NHTSA ID NUMBER: 10502597

Components: SERVICE BRAKES, VEHICLE SPEED CONTROL

NHTSA ID Number: 10502597

Incident Date April 22, 2011

Consumer Location DIAMOND BAR, CA

Vehicle Identification Number JTDKN3DU4B0****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

FIRST INCIDENT: WAS TRAVELING APPROX. 68 MPH ON 405 FREEWAY IN LOS ANGELES (DOWNHILL INTO THE SAN FERNANDO VALLEY). DRY CONDITIONS. ATTEMPTED TO STOP AS CARS AHEAD OF ME BEGAN TO SLOW/HALT AND CAR LURCHED FORWARD, CARRYING ME TO ALMOST HIT THE CAR AHEAD OF ME, STOPPING ONLY INCHES BEHIND. DEALERSHIP COULD NOT REPLICATE AND DISMISSED MY CONCERNS.

MULTIPLE SIMILAR INCIDENTS ALL IN GOOD WEATHER HAVE OCCURRED. MOST RECENTLY ON SURFACE ROAD WITH UNEVEN PAVEMENT, TRAVELING AT LESS THAN 15 MPH. BRAKING FOR STOPPED VEHICLES AHEAD, RESULTED IN CAR LURCHING AHEAD. *TR

1 Affected Product

Request Research (Services fees apply)

February 28, 2013 NHTSA ID NUMBER: 10500800

Components: SERVICE BRAKES, VEHICLE SPEED CONTROL

NHTSA ID Number: 10500800

Incident Date January 14, 2012

Consumer Location FALLS CHURCH, VA

Vehicle Identification Number JTDKN3DU3B5****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PERIODICALLY, AFTER GOING OVER A BUMP AT FAIRLY LOW SPEEDS, THE CAR WILL ACCELERATE. IN LIGHT OF THE OTHER UNINTENDED ACCELERATION ISSUE REPORTED UNDER ODI 10499911, I WONDER IF THESE TWO EVENTS ARE RELATED -- POSSIBLY SOMETHING TO DO WITH GOING FROM THE MOTOR TO THE BATTERY? *TR

1 Affected Product

Request Research (Services fees apply)

February 25, 2013 NHTSA ID NUMBER: 10499911

Components: SERVICE BRAKES, VEHICLE SPEED CONTROL

NHTSA ID Number: 10499911

Incident Date January 24, 2013

Consumer Location FALLS CHURCH, VA

Vehicle Identification Number JTDKN3DU3B5****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

FIRST INCIDENT: WAS TRAVELING APPROX. 15 MPH ON SIDE STREET. ICY CONDITIONS. ATTEMPTED TO STOP AT STOP SIGN AND CAR LURCHED FORWARD, CARRYING ME THROUGH INTERSECTION. DEALERSHIP COULD NOT REPLICATE AND THOUGHT MAT MIGHT NOT HAVE BEEN FULLY SEATED. TOYOTA CASE # [XXX]

2ND AND THIRD INCIDENCES ONE MONTH LATER (BOTH ON 2/23/2013) IN FINE WEATHER CONDITIONS. 25 MPH. ATTEMPTED TO STOP AT STOP SIGN AND CAR LURCHED FORWARD. TOYOTA CASE # [XXX]

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR.... UPDATED 03/08/13 *BF

1 Affected Product

1 Associated Document

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 JTDKN3DU2B0****

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)

May 23, 2013 **NHTSA ID NUMBER: 10513264**

Components: SERVICE BRAKES, ELECTRICAL SYSTEM, ELECTRONIC STABILITY CONTROL

NHTSA ID Number: 10513264

Incident Date October 1, 2011

Consumer Location COTTAGE GROVE, MN

Vehicle Identification Number JTDKN3DU0B1****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

VEHICLE LOSES BRAKING FUNCTION WHILE TRAVELING OVER POTHOLES, RECESSED MANHOLE COVERS, AND ALL OTHER TYPES OF ROUGH ROAD SURFACES. BRAKING FUNCTION IS DELAYED AND DOES NOT RETURN TO PREVIOUS POWER/BRAKING STRENGTH AFTER TRAVERSING THE OBSTACLE; THIS RESULTS IN THE NEED TO DEPRESS THE BRAKE PEDAL FURTHER TO RE-ENGAGE ENOUGH BRAKING FUNCTION TO STOP THE VEHICLE SAFELY. SERIOUS CONCERN IS THAT IF THE VEHICLE IS UNDER HARD BRAKING AT THE TIME OF THE EVENT WILL THERE BE ENOUGH TRAVEL LEFT IN THE BRAKE PEDAL TO REENGAGE THE BRAKES ENOUGH TO STOP.

I HAVE EXPERIENCED THIS REGULARLY, ONE OR MORE TIMES PER MONTH,

SINCE I PURCHASED THE CAR. UP UNTIL NOW MOST OCCURRENCES HAVE BEEN JUST A MINOR ANNOYANCE. I RESEARCHED THE PHENOMENON ON THE WEB AND MANY JUST WRITE IT OFF AS A NUISANCE / MINOR QUIRK OF THE VEHICLE SO I ACCEPTED THAT OPINION AND CONTINUED ON ENJOYING THE CAR. THAT IS UNTIL MAY 21, 2013 WHEN UNDER HARD BRAKING (30-35MPH DRIVING SPEED THEN HEAVY BRAKING TO 0MPH) THE VEHICLE TRAVELED OVER A RECESSED MANHOLE COVER AND IT FELT LIKE IT FULLY LOST ALL OF ITS BRAKING POWER AND NEARLY SENT ME INTO THE BACK OF THE VEHICLE STOPPING HARD AHEAD OF ME. I HAD TO FLOOR THE BRAKES BEFORE I FELT ANY BRAKING POWER RETURN AFTER THE BUMP.

THIS ISSUE WILL LEAD TO AN ACCIDENT IF IT HAS NOT ALREADY. PLEASE KEEP AN EYE ON IT. *TR

1 Affected Product

Request Research (Services fees apply)

May 18, 2013 NHTSA ID NUMBER: 10512632

Components: SERVICE BRAKES, ELECTRONIC STABILITY CONTROL

NHTSA ID Number: 10512632

Incident Date May 13, 2012

Consumer Location FRENCH LICK, IN

Vehicle Identification Number JTDKN3DU8B5****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

HAPPEN TWICE HIT THE BRAKES FAIRLY HARD ON ROUGH PAVEMENT NOT REAL ROUGH DIDN'T BOUNCE JUST FELT LIKE I WAS ON ICE NOTHING THERE JUST A SECOND OR SO BUT FELT LIKE A LONG TIME IF A CAR WOULD HAVE BEEN IN FRONT OF ME DON'T KNOW IF I COULD HAVE STOPPED IN TIME. *TR

1 Affected Product

Request Research (Services fees apply)

April 8, 2013 NHTSA ID NUMBER: 10507516

Components: SERVICE BRAKES

NHTSA ID Number: 10507516

Incident Date June 14, 2012

Consumer Location WESTMINSTER, MD

Vehicle Identification Number JTDKN3DU8B0****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

I WAS APPLYING MY BRAKES AS I WAS GOING DOWN A SLIGHT INCLINE OVER A BRIDGE THAT IS UNDER CONSTRUCTION SO THE ROAD IS BUMPY. THE CAR ACTED LIKE THE GAS WAS APPLIED INSTEAD OF THE BRAKES. IT LURCHED FORWARD A LITTLE BEFORE THE BRAKES FULLY ENGAGED. *TR

1 Affected Product

Request Research (Services fees apply)

March 31, 2013 [NHTSA ID NUMBER: 10505147](#)

Components: SERVICE BRAKES

NHTSA ID Number: 10505147

Incident Date October 1, 2012

Consumer Location PHILADELPHIA, PA

Vehicle Identification Number JTDKN3DU3B5****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

I HAVE EXPERIENCED BRAKE ISSUES WITH MY 2011 PRIUS MODEL SINCE I LEASED THE CAR IN DECEMBER 2011. WHEN I AM TRAVELING AT LOW SPEEDS AND I TRY TO BREAK GOING DOWN HILL AND /OR BREAK OVER A BUMP IN THE ROAD, THE CAR ACCELERATES PRIOR TO FULLY STOPPING. THIS HAS HAPPENED A TOTAL OF 5 TIMES SINCE I LEASED THE VEHICLE. IT ALWAYS SEEMS TO HAPPEN WHILE I TRAVEL AT LOWER SPEEDS AND THE CAR LURCHES FORWARD AS I HIT THE BREAKS.

I BELIEVE THIS IS AN ISSUE THAT WAS EXPERIENCED WITH 2010 MODELS OF THE PRIUS AND APPEARS TO BE ANOTHER ACCELERATION ISSUE WITH

TOYOTA MODELS IN GENERAL. WHILE THERE HAVE BEEN RECALLS ON THE 2011 PRIUS FOR DEFICIENT AIRBAGS, THIS IS AN EQUALLY CONCERNING FAULT IN THE CAR THAT SHOULD BE REVIEWED. *TR

1 Affected Product



Request Research (Services fees apply)

2012 MODEL YEAR PRIUS SERVICE BRAKE COMPLAINTS

14 "SERVICE BRAKE" COMPLAINTS BEFORE D0H ISSUED

3 CRASHES UNDER "SERVICE BRAKE" CATEGORY BEFORE D0H ISSUED

2 INJURIES UNDER "SERVICE BRAKE" CATEGORY BEFORE D0H ISSUED

October 18, 2012 NHTSA ID NUMBER: 10480948

Components: SUSPENSION, SERVICE BRAKES

NHTSA ID Number: 10480948

Incident Date August 1, 2012

Consumer Location PASADENA, CA

Vehicle Identification Number N/A

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

REPEATING SEVERAL-SECOND GROANING OR GRINDING NOISE HEARD FROM REAR WHEEL AREA UPON STARTUP MOTION. THE NOISE IS SEVERE AND SOUNDS LIKE LOW-PITCH METAL GRINDING. IT'S POTENTIALLY BRAKE RELATED BUT COULD BE SUSPENSION BUSHINGS OR OTHER COMPONENTS RUBBING AGAINST ONE ANOTHER. IT DOES NOT SOUND LIKE TYPICAL BRAKE GLAZING. THE NOISE OCCURS IN ALL WEATHER CONDITIONS AND TYPICALLY AFTER VEHICLE HAS BEEN SITTING FOR SEVERAL HOURS OR OVERNIGHT. NOISE CONTINUES FOR SEVERAL MINUTES AT STOP AND START. NOISE IS LOUD ENOUGH TO STARTLE AN EXPERIENCED DRIVER. THE ABSOLUTE SEVERITY AND INDICATION OF THE SOUND IS ENOUGH TO QUESTION SAFE ONGOING FUNCTIONALITY OF BRAKING AND/OR SUSPENSION SYSTEMS. MULTIPLE REPORTS ARE DOCUMENTED ONLINE AT PRIUSCHAT.COM. TOYOTA DOES NOT APPEAR TO HAVE A FIX OR RESOLUTION AT TIME OF WRITING, 10/2012. THIS IS FOR 2012 PRIUS V MODEL FIVE. *TR

1 Affected Product

Request Research (Services fees apply)

August 30, 2012 NHTSA ID NUMBER: 10473030

Components: SERVICE BRAKES

NHTSA ID Number: 10473030

Incident Date May 1, 2012

Consumer Location SPANAWAY, WA

Vehicle Identification Number JTDZN3EU9C3****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL * THE CONTACT OWNS A 2012 TOYOTA PRIUS. THE CONTACT STATED THAT WHILE DEPRESSING THE BRAKE PEDAL, THE BRAKES LOCKED UP. THE CONTACT CONTINUED TO DEPRESS THE BRAKE PEDAL AND SHUT THE VEHICLE ON AND OFF BY PUSHING THE START BUTTON. THE FAILURE OCCURS INTERMITTENTLY. THE CONTACT ALSO NOTICED THE BRAKE PEDAL DROPS TO THE FLOOR BOARD ABOUT A HALF INCH WHEN STARTING THE VEHICLE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND A COMPLAINT WAS FILED. THE VEHICLE WAS TAKEN TO THE DEALER WHO WAS UNABLE TO DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 3,000.

1 Affected Product

Request Research (Services fees apply)

May 15, 2012 **NHTSA ID NUMBER:** 10458505

Components: SERVICE BRAKES

NHTSA ID Number: 10458505

Incident Date May 14, 2012

Consumer Location PORTLAND, OR

Vehicle Identification Number JTDKDTB36C1****

Summary of Complaint

CRASHYes

FIRENo

INJURIES0

DEATHS0

AS I WAS APPROACHING A TURN I BEGAN TO BRAKE AND THE BRAKES FAILED. I TRIED PRESSING THE BRAKE PEDAL HARDER AND MAKING SURE THAT I HAD PROPER FOOT PLACEMENT AND IT FELT LIKE THE CAR ACCELERATED AT

THAT POINT. SINCE THE CAR WAS NOT SLOWING DOWN I WAS UNABLE TO MAKE THE TURN AND ENDED UP CROSSING THE ROAD DIAGONALLY AND GOING UP ONTO THE CURB. ONCE THE CAR WAS OVER THE CURB AND IN THE GRASS THE BRAKES FINALLY ENGAGED AND THE VEHICLE CAME TO A STOP.
*JS

1 Affected Product

Request Research (Services fees apply)

March 4, 2013 NHTSA ID NUMBER: 10501305

Components: SERVICE BRAKES

NHTSA ID Number: 10501305

Incident Date September 1, 2012

Consumer Location ROCKFORD, IL

Vehicle Identification Number JTDZN3EU3C3****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

LOUD SCRAPING NOISE COMING FROM REAR OF CAR---HAD THE CAR IN TO TOYOTA 5 TIMES. THE NOISE CONTINUES TO GET LOUDER AS TIME PASSES.-- ITS NOW LOUD ENOUGH TO DROWN OUT THE RADIO.--TOYOTA SERVICE SAYS IT IS JUST RUST ON THE ROTORS.--THIS IS THE 4TH NEW TOYOTA I HAVE OWNED,-- BUT THIS THE ONLY ONE I HAVE HA D THIS PROBLEM WITH.-- WHICH LEADS ME TO BELIEVE THAT THERE IS A FIX FOR THIS PROBLEM.--II WAS TOLD BY THE SERVICE MANAGER THAT TOYOTA KNOWS OF THIS PROBLEM AND ARE WORKING A RECALL TO FIX IT.---SO WHERE IS THE RECALL?????? *TR

1 Affected Product

Request Research (Services fees apply)

February 8, 2013 NHTSA ID NUMBER: 10496940

Components: SERVICE BRAKES

NHTSA ID Number: 10496940

Incident Date June 12, 2012

Consumer Location SANTA ROSA, CA

Vehicle Identification Number JTDZN3EU4C3****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PURCHASED PRIUS V IN MARCH 2012, JUNE 2012 TOOK VEHICLE IN FOR SERVICE AND TO HAVE DEALER LOOK INTO NOISE COMING FROM REAR BRAKES. DEALER STATED THEY COULD NOT HEAR THE NOISE AND SAW NOTHING UPON INSPECTION. NOISE BECAME MORE FREQUENT AND LOUDER, TOOK VEHICLE BACK TO DEALER AND THEY COULD HEAR THE NOISE. UPON INSPECTING THE REAR BRAKES THEY FOUND REAR ROTORS HAD ABNORMAL MARKINGS IN THEM FROM IMPROPER MACHINING. BRAKE PAD FRICTION MATERIAL GLAZED. ROTORS AND PADS REPLACED. AFTER A WEEK THE NOISE RETURNED. TOOK VEHICLE BACK TO DEALER AND WAS TOLD THIS WAS A PROBLEM WHICH TOYOTA HAS BEEN EXPERIENCING FOR MONTHS BUT HAS FOUND NO SOLUTION TOO. WAS TOLD I WOULD BE INFORMED WHEN A SOLUTION WAS FOUND AND I COULD BRING THE VEHICLE BACK THEN. I FEEL THIS IS A SAFETY CONCERN WHICH NEEDS TO BE LOOKED INTO. *TR

1 Affected Product

Request Research (Services fees apply)

November 26, 2012 NHTSA ID NUMBER: 10485993

Components: SERVICE BRAKES

NHTSA ID Number: 10485993

Incident Date October 1, 2012

Consumer Location UNIVERSITY PLACE, WA

Vehicle Identification Number JTDZN3EU2C3****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MY PRIUS V FIVE WAS PURCHASED IN AUGUST 2012. LOCATION OF THE CAR IS NW OF WA STATE WHERE TEMPERATURES ARE CURRENTLY IN THE MID 50S (AND BELOW) WITH HIGH LEVEL OF HUMIDITY. SINCE THE BEGINNING OF OCTOBER 2012, I'M EXPERIENCING A NOISE THAT WOULD BEST BE DESCRIBED AS AN "OWL HOOTING." MY PROBLEM IS ESPECIALLY NOTICEABLE AFTER THE CAR HAS PARKED FOR AN EXTENDED AMOUNT OF TIME (EG. IN THE GARAGE OVERNIGHT). SOMETIMES, MERELY PARKING FOR 10 MINUTES ON THE

SCHOOL'S PARKING LOT IS ENOUGH TO MAKE THE NOISE APPEAR AGAIN. THE "HOOTING" DEFINITELY "OSCILLATES" WITH THE ROTATION OF THE TIRE AND EMANATES FROM MY REAR RIGHT SIDE, BUT IS ESPECIALLY LOUD WHEN MAKING LEFT TURNS. THE NOISE DISAPPEARS AFTER DRIVING A FEW HUNDRED YARDS, BUT IS LOUD ENOUGH TO TURN HEADS.

I'M ABLE TO REPRODUCE THIS PROBLEM EVERY SINGLE MORNING SINCE OCTOBER 2012.

THE SERVICE TECHS WERE ABLE TO CONFIRM THE NOISE, BUT COULDN'T REPAIR THE DEFECT. INSTEAD, AN OPEN CASE/TICKET WAS SUBMITTED TO TOYOTA'S HEADQUARTER. *TR

1 Affected Product

Request Research (Services fees apply)

November 11, 2012 NHTSA ID NUMBER: 10483983

Components: SERVICE BRAKES

NHTSA ID Number: 10483983

Incident Date April 30, 2012

Consumer Location MARION, MA

Vehicle Identification Number JTDZN3EU9C3****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE VEHICLE EMITS A REPETITIVE 'WOO.....WOO.....' THAT VARIES WITH SPEED/WHEEL REVOLUTION (SOMETHING RUBBING DURING EACH REVOLUTION). TO THE BEST OF MY ABILITY TO TELL, IT SOUNDS LIKE THE GROAN IS COMING FROM THE REAR-PASSENGER SIDE.

THE SOUND IS USUALLY PRESENT AFTER THE CAR HAS SAT OVERNIGHT OR AFTER PROLONGED PARKING AND LAST FOR 100-300 FEET OF DRIVING. I'VE EVEN HEARD IT AFTER FOUR HOURS OF BEING PARKED AT WORK. IT WILL TYPICALLY MAKE THIS SOUND FOR A FEW DAYS AFTER A RAIN EVENT. THE SOUND HAS OCCURRED IN BOTH FORWARD AND REVERSE AND WITH THE EMERGENCY BRAKE ON OR OFF PRIOR TO DEPARTURE. I PURCHASED THE VEHICLE IN APRIL AND HAVE HEARD IT ALL THE WAY TO THE PRESENT.

DURING A TIRE REPLACEMENT I MADE NOTE OF THE ISSUE TO THE DEALER, WHO ATTRIBUTED IT TO ROTOR OXIDATION. I RESPONDED THAT I'VE HEARD

THE GRIND/GROAN OF RUST BEING WORN OFF THE ROTOR WHEN FIRST APPLY THE BRAKES, AND THIS IS NOT THAT SOUND. I WENT IN WITH A RECORDING ON MY PHONE AND THE TECHNICIAN AGREED IT WASN'T RUST. THEY REPAIRED THE TIRE AND TRIED TO REPRODUCE THE CONDITION WITHOUT SUCCESS. THEY DID TEAR DOWN THE BRAKE AND FOUND NOTHING OUT OF THE ORDINARY.

THE FACT THAT THIS ISSUE PERSISTS ON MULTIPLE VEHICLES OF THIS MODEL IS INDICATIVE OF A MANUFACTURER'S DEFECT THAT SHOULD BE ADDRESSED. *TR

1 Affected Product

Request Research (Services fees apply)

October 18, 2012 NHTSA ID NUMBER: 10481010

Components: SERVICE BRAKES, STEERING, WHEELS

NHTSA ID Number: 10481010

Incident Date August 27, 2012

Consumer Location SAN DIEGO, CA

Vehicle Identification Number JTDZN3EU5C3****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

VEHICLE IS PARKED OUTSIDE, AND DURING MORNING COLD START, THE VEHICLE PRODUCES A MOANING/WOOING SOUND FOR APPROX. 50-75 YARDS WITH VEHICLE MOVING UNDER 25 MPH. THE SOUND IS BEING GENERATED FROM THE FRONT WHEEL WELLS. SOUND GENERATED IS RELATED TO VEHICLE SPEED. THE FASTER THE VEHICLE MOVES, THE MORE FREQUENT THE SOUND BEING PRODUCED DURING THE FIRST 50-75 YARDS. STRANGE SOUND IS GONE AFTER THAT, AND DOES NOT RETURN UNTIL THE NEXT COOL/COLD START. OWNER TOOK THE VEHICLE BACK TO DEALERSHIP FOR INSPECTION, AND DEALER TOOK OFF THE FRONT WHEEL TO INSPECT BRAKES, WHEELS, AND TIRES, AND WAS NOT ABLE TO LOCATE OR REPRODUCE THE PROBLEM. ABNORMAL SOUND IS ONLY PRODUCED DURING MORNING COLD STARTS AND WHEN VEHICLE IS LEFT TO COOL(I.E. PARKING LOT AT WORK). *TR

1 Affected Product

Request Research (Services fees apply)

May 28, 2013 NHTSA ID NUMBER: 10513805

Components: AIR BAGS, STRUCTURE, SERVICE BRAKES

NHTSA ID Number: 10513805

Incident Date May 23, 2013

Consumer Location SANTA CRUZ, CA

Vehicle Identification Number JTDKDTB33C1****

Summary of Complaint

CRASHYes

FIRENo

INJURIES2

DEATHS0

THE BRAKES WERE APPLIED GENTLY AS THE CAR WAS APPROACHING A STOPPED CAR. THE PRIUS C THEN ACCELERATED, AT WHICH TIME THE BRAKES WERE FIRMLY APPLIED, THE ABS SYSTEM ENGAGED, BUT NOT IN ENOUGH TIME FOR THE VEHICLE TO STOP. THE PRIUS REAR ENDED THE VEHICLE IN FRONT, ALL AIRBAGS WERE DEPLOYED CAUSING INJURY TO THE DRIVER, AND THE FRONT END OF THE PRIUS WAS DESTROYED. IT CANNOT BE FIXED AND WILL NEED TO BE SCRAPPED. *TR

1 Affected Product

Request Research (Services fees apply)

May 7, 2013 NHTSA ID NUMBER: 10510907

Components: SERVICE BRAKES

NHTSA ID Number: 10510907

Incident Date October 10, 2012

Consumer Location SAN FRANCISCO, CA

Vehicle Identification Number N/A

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

BRAKE IS HAVING GROANING/ GRINDING/OWL HOOTING SOUNDS. THE GRINDING SOUND APPEARS WHEN YOU APPLIED THE BRAKE, AND WHEN THE

CAR ALMOST AT COMPLETE STOP, IS THE WORST. GROANING AND OWL HOOTING SOUND ARE ALWAYS THERE, SPECIALLY IN THE MORNING. IN THE AFTERNOON IS NOT AS LOUD AS IN THE MORNING, BUT STILL NOTICEABLE. BEEN TO TOYOTA DEALER AND THEY INSPECTED THE BRAKE AND SAID THERE IS NOTHING WRONG. ALSO SAYING THAT THE SOUND IS NORMAL FOR A REGENERATE BRAKE SYSTEM. BUT I DON'T AGREED TO IT. TOYOTA NEED TO FIND A FIX FOR IT, AND WE DON'T KNOW IS THE BRAKE REALLY SAFE! *TR

1 Affected Product

Request Research (Services fees apply)

April 24, 2013 NHTSA ID NUMBER: 10509497

Components: ENGINE, SERVICE BRAKES, VEHICLE SPEED CONTROL

NHTSA ID Number: 10509497

Incident Date December 2, 2011

Consumer Location CHICAGO, IL

Vehicle Identification Number JTDZN3EU4C3****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MY CAR HAS AN ISSUE I FIRST NOTICED SOON AFTER I BOUGHT IT, AND THAT NOW HAPPENS AT LEAST TWICE A WEEK. THE DATE I'VE ENTERED IS THE APPROXIMATE FIRST DATE I NOTICED THE PROBLEM OCCUR. I DESCRIBE BELOW A MORE RECENT INSTANCE OF THE SAME BEHAVIOR, THE TIME WHEN IT FELT THE LEAST SAFE. /// THE RECURRING BEHAVIOR IS THAT WHILE DECELERATING WITH MY FOOT ON THE BRAKE PEDAL, IF THE CAR GOES OVER AN OBSTRUCTION LIKE A ROCK, A ROUGH PATCH OF ROAD, OR A POTHOLE, IT SOMETIMES LURCHES FORWARD BEFORE RESUMING DECELERATION. THE SENSATION IS OF ACCELERATING, BUT EVEN IF IT'S ONLY THAT THE CAR MOMENTARILY STOPS DECELERATING IT'S DISCONCERTING AND IN A FEW INSTANCES HAS GOTTEN ME CLOSE TO AN ACCIDENT. /// THE TIME IT CAME CLOSEST TO CAUSING AN ACCIDENT WAS ON 3/21/13, WHEN I FEARED THE CAR WAS GOING TO ROLL INTO A CROSSWALK AS PEOPLE CROSSED. WITH MY FOOT ON THE BRAKE, COMING TO A STOP AT A STOP SIGN, WE WENT OVER UNEVEN PAVEMENT AND THE CAR LURCHED FORWARD WHILE ONLY A FEW FEET FROM THE CROSSWALK. SEVERAL PEOPLE WAITED CLOSE TO THE EDGE OF THE SIDEWALK AT A BUS STOP. ONE OF THEM SEEMED READY TO STEP OUT TO CROSS THE STREET, AND I BRACED FOR THE WORST. /// ULTIMATELY I STOPPED A FEW FEET BEFORE

THE CROSSWALK, BUT THE SITUATION FELT COMPLETELY UNSAFE SINCE IT INVOLVED LOSING STOPPING POWER WHILE COMING TO A STOP SIGN WITH PEDESTRIANS PRESENT. *TR

1 Affected Product

Request Research (Services fees apply)

April 2, 2013 NHTSA ID NUMBER: 10505322

Components: SERVICE BRAKES

NHTSA ID Number: 10505322

Incident Date March 30, 2013

Consumer Location HUDSON, FL

Vehicle Identification Number JTDZN3EU6C3****

Summary of Complaint

CRASHYes

FIRENo

INJURIES0

DEATHS0

SLOWED FOR RED LIGHT THAT WAS VISIBLE FOR A GREAT DISTANCE SO COASTING AND APPLIED BRAKES AND THEY WEREN'T THERE....I HIT THE CAR IN FRONT OF ME, HE HIT THE CAR IN FRONT OF HIM....MOSTLY DINGS IN FENDERS....MY HOOD WAS UP ON ONE SIDE, AND FRONT PANEL MOVED....NOBODY WAS HURT

POLICE CAME AND SAT IN THE CAR AND APPLIED BRAKE AND IT WENT TO THE FLOOR. HE SAID "YOU HAVE NO BRAKES; DO NOT DRIVE THE CAR, HAVE IT TOWED". *TR

1 Affected Product

Request Research (Services fees apply)

March 11, 2013 NHTSA ID NUMBER: 10502344

Components: SERVICE BRAKES

NHTSA ID Number: 10502344

Incident Date June 6, 2012

Consumer Location AMES, IA

Vehicle Identification Number N/A

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

WHEN YOU START TO DRIVE IT MAKES A LOUD HOWLING SOUND, IT IS GETTING LOUDER AS TIME GOES ON. PEOPLE LOOK AT US LIKE WE ARE CRAZY FOR DRIVING WITH BAD BRAKES. WE HAVE HAD IT IN TO THE DEALER MANY TIMES TO JUST BE TOLD IT IS THE WAY IT IS. NO REPAIR IS NECESSARY. IT IS GETTING MORE AND MORE ANNOYING TO LISTEN TO. IT LASTS LONGER AS TIME GOES ON. COME ON TOYOTA LETS GET THIS TAKEN CARE OF BEFORE THERE IS A FATAL COLLISION DUE TO THIS! IT IS GETTING SCARY TO DRIVE AND FEEL SAFE. *TR

1 Affected Product

Request Research (Services fees apply)

[May 29, 2013 NHTSA ID NUMBER: 10513986](#)

Components: SERVICE BRAKES

NHTSA ID Number: 10513986

Incident Date December 6, 2012

Consumer Location LAKE FOREST, CA

Vehicle Identification Number N/A

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MY 2012 PRIUS V HAS BEEN MAKING A GROINING, HOWLING NOISE SINCE I PURCHASED IT. NOISE COMES FROM FRONT AND REAR BRAKES. HAS TAKEN THE CAR FOR REPAIRS BUT THEY HAVE NOT BEEN ABLE TO FIX IT. IT IS VERY ANNOYING AND CAN BE VERY LOUD. PEOPLE INSIDE AND OUTSIDE THE CAR CAN HEAR IT, SO ITS QUITE EMBARRASING. NOISE COMES AND GOES ITS NOT CONSTANT. TOYOTA SAYS THEY ARE AWARE OF THE PROBLEM BUT HAVE NO REPAIRS AT THIS TIME. I DRIVE MY FAMILY IN THIS CAR AND ITS SCARY TO KNOW THERE IS AN ABNORMALITY WITH THE BRAKES. BEWARE THE DEALER WILL TELL YOU TO FOLLOW THROUGH WITH A THIRD PARTY ARBITRATION SERVICE. I DID AND MY CASE WAS DENIED. *TR

1 Affected Product

Request Research (Services fees apply)

