

Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
March 1, 2013
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

**Statement and Q&A Regarding
NHTSA Defect Petition On
2004 - 2009 Model Year Toyota Prius, Steering Intermediate Shaft
*****IMPORTANT*******

On January 30, 2013, the National Highway Traffic Safety Administration (NHTSA) received a petition from Automotive Systems Analysis of Reston, VA, to open an investigation on the upper coupler of the steering intermediate shaft in 2004 – 2009 model year Prius vehicles.

On February 21, 2013, NHTSA opened a Defect Petition (D.P.), which is the agency's formalized process to review the petitioner's claim and determine whether it has merit or not. Toyota will cooperate fully with NHTSA.

This is not a Preliminary Evaluation (PE) Investigation or a recall.

Q1: Is this a recall?

A1: No, this is not a recall. A Defect Petition (D.P.) is the agency's formalized process to review the petitioner's claim and determine whether it has merit or not.

Q2: When did NHTSA open the Defect Petition?

A2: NHTSA opened the D.P. on February 21, 2013.

Q3: What prompted NHTSA to investigate this issue?

A3: According to the Defect Petition, NHTSA has received a petition from Automotive Systems Analysis of Reston, VA. The petition was based on an inspection of their client's vehicle, a 2005 Toyota Prius. The inspection was conducted in 2011.

Q4: What seems to be the source of the problem?

A4: It would be premature to comment until the facts have been investigated. We continue to cooperate with the agency's investigation of this petition; however, based upon our preliminary review of this petition we believe it lacks merit.

Q4a: Didn't Toyota conduct a recall on the Prius Steering Intermediate Shaft?

A4a: Toyota conducted two separate Safety Recalls on the Prius Steering Shaft. One in 2006 and another one in 2012.

Q5: How many 2004-2009 Model Year Prius vehicles were sold in the U.S.?

A5: Approximately 670,000 Prius vehicles (2004 – 2009 model year) were sold in the U.S.

Q6: What is Toyota going to do?

A6: Toyota is cooperating fully with NHTSA in the agency's efforts to look into the Defect Petition.

Q7: What if customers have questions or safety concerns regarding this issue, should he/she go to their dealer?

A7: If customers have any concerns at all, they should feel free to contact our Toyota customer Experience Center.

Toyota Customer Experience Center - 1.800.331.4331