

Thank you for filing your complaint. As you requested, below is a copy of your complaint.

Within the next business day, you will receive an email acknowledging receipt of the complaint. That acknowledgment will also give you information on how you can track the status of your complaint through our website.

Complainant Information

Mr. Grant xxxxx
xxxxxxx.
Oklahoma City, OK 731xx USA
xxxxx@yahoo.com
Phone: (405)xxxxxx
Fax:

Company Information:

Toyota Motor Sales U S A, Inc.
19001 South Western Avenue Suite WC11
Torrance, CA 90509-2991
Website: <http://www.toyota.com>
Phone: (800) 331-4331

Complaint Text

Because of the design of the Hybrid system incorporated in the Prius, visual signs of battery degradation are masked because the system is designed to automatically re-calibration the user-display monitor, reflecting only the battery's current capability. This is deceptive to the consumer since these batteries cannot function as designed to achieve advertised mileage and operation. Approximately 1 year ago (80,000 Miles) I began communicating with my local Toyota service center about the 20+% mileage reduction and poor performance following an event that my Prius experienced where dash lights flashed followed by an unusual cycling of the cooling system of the hybrid battery compartment. After being stonewalled by the dealership, I sent 2 written requests to Toyota regarding my warranty claim with no written response.

My Prius was designed and marketed with approximately 110HP, 76HP of which is from the internal combustion engine and approximately 67HP is from the hybrid-electric drive. Because my Prius' batteries are extremely weak causing repeated and annoying engine cycling at low speeds accompanied with more than 20% reduction in fuel economy, my Prius is reduced to a 2900LB vehicle running on slightly more than 76HP with a screaming engine. This power to weight ratio struggles to match a golf cart which, by many, is considered a hazard on public roadways.

After 2 written request(62days).Toyota has been non-responsive regarding my warranty claim for the hybrid system.

Resolution Sought: Honor the warranty claim.

Offer disclosure conspicuously, in simple and readily understood language such as required by the Magnuson-Moss Warranty Act to enlighten consumers of how bad the batteries and the performance of the Prius must be before Toyota honors the Hybrid Warranty.

Date Problem Started: 6/1/2011

Date of Transaction:
Amount in Dispute: \$0.00
Invoice Number:
Complaint Type: Guarantees or Warranty Issues
Product or Service: 2007 Toyota Prius with 10 year 100,000 mile Hybrid warranty VIN...0421

If you have any questions regarding your complaint, please contact the Complaint Dept. at (909) 825-7280 or email info@labbb.org.

Complaint Department

BBB of the Southland, Inc.

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August 28, 2012

Grant xxxxxx
xxxxxxxxxxxxx
Oklahoma City, OK 73xxx

Re: Complaint #98715017 - Toyota Motor Sales U S A, Inc.

This is to let you know that we have sent your complaint to the company for a response, which is the first step in our complaint resolution procedure. We will notify you of the company's response as soon as we receive it, but please allow at least 14 days to hear from us. In the meantime, if the company should contact you directly, please let us know. You may do this online or by fax or mail, using the contact information on this letterhead. If you have any questions, please call us.

To check on the status of your complaint or submit a rebuttal to the company's response, please follow the instructions below.

1. Go to the Single Complaint View/Update page.
<http://www.la.bbb.org/ComplaintSingle.aspx>
1. Enter Complaint ID
2. Enter your last name
3. Click on "Consumer" button round button
4. Click on "Complaint Details" button.

If the hyperlink above is broken, you may access this by going to our home page, <http://www.la.bbb.org>, click on the "Consumer" button under the "File a Complaint" heading.

Thank you for using the Better Business Bureau.