Moisten Here 10003785 Moisten Here Moisten Here

Form Approved: O.M.B. No. 2127-0008

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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: http://www.nhtsa.dot.gov

Use a No. 2 pencil or a blue or black ink pen only.
CORRECT MARK: ●

FOR AGENCY USE ONLY
Date Received: 6-Jun-2002
Reference No.:
Old-cr ___ ___
rt-cr ___ ___
old-rt ___ ___
up-lr ___ ___

OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

[redacted]
STREET NO.
APT. NO.
Leominster Ma
CITY
STATE
ENTER ZIP CODE
ZIP CODE + 4 [redacted]
AREA CODE [redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ● Yes ○ No

In the absence of [illegible] NHTSA WILL NOT provide your name and address to the vehicle manufacturer.
X [redacted]
SIGNATURE
5/24/02
DATE

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) Located at bottom of [illegible]: JTNBN30F6100[redacted]
VEHICLE MAKE: Lexus
VEHICLE MODEL: LS 430
MANUFACTURE DATE:
MODEL YEAR: 2001

VEHICLE MANUFACTURER
○ BMW ○ Ford ○ Honda ○ Nissan ○ Subaru ○ Volvo ● Other Lexus
○ Daimler/Chrysler ○ General Motors ○ Hyundai ○ Saab ○ Toyota ○ VW

PURCHASE DATE: 7/28/02
● New ○ Used
DEALER'S NAME: Herb Chambers Norwood
CITY: Norwood
STATE: Ma
ZIP CODE:

ENGINE SIZE (CID/CC/L): ___
NO. CYLINDERS: 8
FUEL SYSTEM: ○ Turbo ● Fuel Injection
FUEL TYPE: ○ Diesel ● Gas
TRANSMISSION TYPE: ○ Manual ● Automatic
ANTILOCK BRAKES: ● Yes ○ No
RESTRAINT SYSTEM: ● Driverside Airbag ● Passengerside Airbag ○ 3-Point Belt ○ 2-Point Belt ○ Motorbelt
CRUISE CONTROL: ● Yes ○ No

DRIVETRAIN: ○ Front ○ 4-Wheel ● Rear
VEHICLE TYPE: ● Car ○ Minivan ○ Truck ○ Other ___ ○ Van ○ Sport Utility ○ Motorcycle
DOORS: ○ 2-Door ● 4-Door
BODY STYLE: ○ Hatchback ● Sedan ○ Pick Up Truck ○ Stationwagon

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT
○ Child Seat
○ Electrical Lights & Alarms
○ Engine & Cooling System
○ Equipment
○ Fuel System, Exhaust
○ Heater, Defrost, Ventilation
○ Interior
○ Parking Brake
○ Power Train
○ Service Brakes
○ Steering
○ Structure
○ Suspension
○ Visual Systems
○ Other Air Bag

NO. OF FAILURES: 01

To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).

INCIDENT DATE: 4/21/02
TIRE NAME:
COMPLETE TIRE SIZE:

MILEAGE AT INCIDENT: 9400
VEHICLE SPEED AT INCIDENT: 20 to 25 MPH
FAILED PART(S): ● Original ○ Replacement

TIRE BRAND
○ BF Goodrich
○ Cooper
○ Firestone
○ Goodyear
○ Kelly Springfield
● Michelin
○ Yokohama
○ Other ___

HANDICAPPED ADAPTIVE: ○ Yes ○ No
FAILED PART(S) AVAILABLE?: ○ Yes ○ No
NHTSA PREVIOUSLY CONTACTED?: ○ Yes ○ No

APPLICABLE INCIDENT INFORMATION

Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form.

CRASH: ○ Yes ○ No
FIRE: ○ Yes ○ No

NUMBER OF PERSONS INJURED: 01
NUMBER OF FATALITIES: 01

CAUSE OF INCIDENT
○ Wear/Corroded/Rust
○ Weak/Poor Fit/Loose
○ Cut/Torn
○ Disconnect/Fell Off
● Erratic/Poor Performance
● Excessive Effort
○ Noisy
○ Leaks
○ Short
○ Locks/Sticks/Grabs
○ Stability/Vibration
○ Broken

RESULT OF INCIDENT
○ Explosion/Fire
○ Loss of Control
○ Poor Visibility
● Inadvertent Start
○ Rollover
○ Stalls
● Sudden Acceleration

Narrative description of incident(s), failure(s), crash(es), location(s), and injury(ies). Include additional accidents if applicable.

My name is Greg A O'Donnell and I was
in a car accident on 1/31/02. I was driving
my vehicle going south bound on the
intersection at Putnam and Boulder
St. in Fitchburg Ma. 01420. At that
time a vehicle on the right side of me
passed through a red light and crossed
the intersection directly in front of my car.
The whole front end of my vehicle was
damaged and the drivers side door
of the other car was crushed. Upon
impact I believe my car was traveling
at a speed of 20-25 mph. Within five
minutes after the crash a police officer
arrived and cited the other party
for failure to stop at a traffic light.
fortunately, there were two witness that
filled out an eye witness report. As a result
of the crash, I had suffered back
injuries and am currently seeking
medical attention. My concern of this
accident is in reference to the air bag
system. It seemed strange that the
air bag did not deploy on impact.

Continue on additional page if necessary. Next Page →

Describe any additional incidents. (Include date and mileage)

The Privacy Act of 1974—Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Form 350 (Rev. 6/99)

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

2059040001

Complete and return or place in your car manual for future use

U.S. Department of Transportation
National Highway Traffic Safety Administration
400 Seventh St., S.W.
Washington, D.C. 20590
Official Business
Penalty for Private Use $300

VEHICLE OWNER QUESTIONNAIRE (VO

DOT AUTO SAFETY HOT

TO REPORT VEHICLE SAFETY DEFEC
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-D

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT

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National Highway Traffic Safety Administration

www.nhtsa.dot.gov/hot

and I had questioned Lexus Corporation of a defect in the air bag system. There response was totally inappropriate and I feel they should have a little more compassion toward a loyal customer. I would like for a more complete and accurate investigation, so I can feel a little more comfortable when I'm driving my car in the near future.

Thanks.

[redacted]