



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FDR AGENCY USE ONLY 335

Date Received

2003 MAY 27 AM
23-APR-2005

Repository ☐

Receipt No.
10017414

OWNER INFORMATION (Type or Print)

Name

Address

City MILLSBORO

State DE

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO

In the absence of a signature, this report is submitted to the vehicle manufacturer.

Signature of Owner

Date 5/18/03

Make LEXUS		Model LS400		Model Year 1993	
Date Purchased 12/19/2001		Dealer's Name and Telephone Number Unique Imports 520-519-8000		Engine: No: Cylinders 8	
Original Owner ☐		Dealer's City TUCSON		Fuel Type: GAS	
Transmission Type AUTOMATIC		☒ Antilock Brakes		Powertrain	
		☒ Cruise Control		Vehicle Component Code 110000 ELECTRICAL SYSTEM	
Multiple Failure:					

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 02-FEB-2003	Failure Mileage 93000	Failure Speed 65 MPH
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	The Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING THE VEHICLE'S DASH LIGHTS STARTED TO FLICKER THEN ALL THE LIGHTS INSIDE VEHICLE WENT OUT. THE CONSUMER WAS UNABLE TO TELL HOW MUCH FUEL WAS IN THE VEHICLE. THE TECHNICIAN STATED THAT THE ENTIRE DASH NEEDED TO BE REPLACING. *NLM

THIS VEHICLE IS COMPOSED WITH A GAUGE CLUSTER. WHEN THE CLUSTER FUNCTIONS PROPERLY IT WILL SHOW FUEL, WATER, WARMING LIGHTS, SPEEDOMETER, TACHOMETER, RPM, OILMETER, TEMPERATURE, ETC. WHEN THE GAUGE CLUSTER MALFUNCTIONS, THE GAUGE CLUSTER GOES DARK AND YOU CANNOT SEE ANYTHING NOT EVEN THE NEEDLES BECAUSE THEY ARE COMPOSED OF LASER LIGHTS.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

THIS DEFECT IS A SERIOUS SAFETY ISSUE. WHEN THE GAUGE CLUSTER IN THE VEHICLE GOES DARK, THE DRIVER CANNOT SEE ANY INFORMATION SUCH AS HIS SPEED, FUEL, WARNING/INDICATOR LIGHTS. THIS IS A COMMON PROBLEM IN THE 1ST GENERATION LEXUS LS400. I OWNED A 1992 LS400 AND HAD THE SAME PROBLEM. TO DATE I HAVE SPENT \$2600 IN REPAIRS FOR SOMETHING I FEEL SHOULD BE FIXED BY THE VEHICLE MANUFACTURER. A CUSTOMER CANNOT DRIVE A CAR WITHOUT KNOWING HOW MUCH FUEL IS IN IT OR HOW FAST HE IS GOING. WHEN THE GAUGE CLUSTER IS REPAIRED, THE ODOMETER MILEAGE OF THE VEHICLE ALSO HAS TO BE REPROGRAMMED WHICH INCURS ADDITIONAL CHARGES. BECAUSE THIS HAS HAPPENED TO ME TWICE NOW ON THE SAME VEHICLE, I FEEL A RECALL SHOULD BE MADE. ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

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Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS 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, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

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and dial toll free at

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(DASH) 2 DOT



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