



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

FOR AGENCY USE ONLY Z52

Date Received
2003 NOV 24 PM 1:47
07-JUL-2003

Repository
Reference No.
10026659

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City JACKSONVILLE State FL 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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 10/1/03

VEHICLE INFORMATION

Make LEXUS Model ES300 Model Year 1993
Date Purchased 1-30-93 Dealer's Name and Telephone Number Lexus of Jacksonville 904 721-5000 Engine: V-6 Fuel Type: Pre
Original Owner Yes No Dealer's City Tax State FL Zip Code 32225 No. Cylinders 4
Transmission Type Automatic Antilock Brakes Cruise Control Powertrain _____
Vehicle Component Code 062200 ENGINE AND ENGINE COOLING; COOLING SYSTEM; FAN
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-JUL-2003 Failure Mileage 132495 Failure Speed 10 mph
Blown Headgasket - see Japanese specialist invoice

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ Tire 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 Types: _____ 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

Narrative Description of Incident(s), Crash(es), and Injury(es).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure (e.g., parts repaired or replaced (and if old part is available)).

WHILE TRAVELING ON THE HIGHWAY AND WITHOUT ANY PRIOR WARNING THE VEHICLE WILL OVERHEAT AND SHUT DOWN. *AK

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 Administration 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.

October 24, 2003

**Administrator
National Highway Traffic Safety Administration
400 Seventh St., S.W.
Washington, D. C. 20590**

RE: 1993 Lexus ES-300 Overheating/Leaky Headgasket

Dear Administrator:

We purchased our new 1993 ES 300 Lexus in January 1993. As early as 1993, we started having A/C problems as well as oil leaks and overheating problems in 1996. These problems have persisted and the dealer has refused to fix them. Our Lexus has been unsafe to drive since 10-2-02 when the car overheated and the engine oil and other fluids ran out. Additionally, there is a strong gasoline smell in the cabin of the car, especially when the A/C is on. On 10-2-02, the Lexus Service manager insisted that the car needed a new radiator, although others confirmed the leaks were coming from the engine and water pump and not a radiator leak. For example, we had the car checked by The Japanese Specialist. This automotive company diagnosed the problem as a blown head gasket, due to poor maintenance by Lexus of Jacksonville's Service Department. The Lexus Dealer denies the head gasket is blown, refuses to repair it. Furthermore, Lexus of Jacksonville did not replace a defective radiator that the manufacture informed Lexus dealerships about, as early as 1995. However, some Eight (8) years later, Lexus of Jacksonville, on 7-13-03, removed our new upgraded radiator that we had installed on 5-19-03 by a non-Lexus shop, and installed a Toyota Radiator contrary to our instructions. See 7-13-03 Lexus Invoice and 5-19-03 Invoice BestWrench.

We have had more problems with this 1993 ES300 Lexus than any other car that we have purchased. The Toyota Camry Review Ratings done by The Consumer Guide lists Seven (7) Manufacture's problems and we have experienced Six (6) of the Seven (7) problems with our 1993 Lexus ES 300.

Finally, we have a strong warning for prospective Lexus buyers. Don't buy A Lexus. The Torrance California Customer Services Department is the worst and needs some outside scrutiny. For example, I have made several calls to Lexus Customer Service in Torrance California in November of 2002 and March of 2003 regarding the overheating problems and leaks that have persisted. Recently, I made three calls to Lexus Customer Service Representatives regarding the dealer's refusal to fix my blown head gasket. I spoke with Ms. Lizette Ezre 9-26-03, Tom, 9-29-03 and Veronica Vera 10-1-03. Ms. Ezre said, "Lexus Customer Services always take the explanations of the Lexus dealers and not that of Non-Lexus Mechanic". I asked her if I could expect a follow up response, she said, "Lexus Customer Services do not write Customers". My Lexus has about 136,040 miles and over 2,800 of those were made to and from the Lexus Service

Department. The car has been towed Six (6) times since 10-02-02 due to overheating and fluid leaks. I would like to see our Government require these Foreign Automobile Dealers to repair any known manufacture defects after the two or three year warranty. It appears that Automobile Dealerships and Manufactures are colluding on the consumers and delaying repairing known manufacture defects, such as mine, in order to make the customers pay to repair those defects years and years, down the road. I doubt that the Japanese People in Japan, who own Lexus automobiles, are treated the way Americans are, in the U.S.A.

Sincerely,


A large black rectangular redaction box covers the signature area. A small handwritten mark is visible to the left of the box.

1992-96 Toyota Camry Review, Rating, Prices Consumer Guide.

- ✓ **Air conditioner:** A problem with the expansion valve causes the air conditioner to gradually lose efficiency. (1992-93)
- ✓ **Automatic transmission:** A-40 series automatic transmissions may shift harshly because rubber check balls become smaller, blow through the plate, and get dislodged. (1992-96)
- ✓ **Coolant leak:** Head-gasket failures on 3.0-liter engines allows coolant to get into the cylinders. (All)
- ✓ **Hard starting:** Hard starting after cold soak is due to ignition-coil voltage leaking to an inappropriate ground. (All)
- ✓ **Suspension noise:** Front and rear sway-bar bushings were redesigned using a self-lubricating material. (1992-95)
- Trunk latch:** If the trunk won't stay open on sedans with a spoiler, the support torsion rod must be adjusted. (1992-96)
- ✓ **Water leak:** Water leaks on the passenger side come from two sources: the SRS wiring-harness grommet and the fresh-air intake plenum. (1992-93)

This Radiator was ordered
For a 1993 Lexus ES300
As An Updated Version
To Brass Verses Alum
The Radiator that was
Install was for and
Fit And worked Fine in
This car. For ANY Questions | Please Feel Free to call me 287-7800

Thank you



**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**