



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 1367

Date Received

Repository ☐

2004 JAN 23 2004 DEC 2003 5

Reference No.
10062017

OWNER INFORMATION (Type or Print)

Name
Address
City LA CONNER State WA 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 1/10/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
JTBUF22E8
Make LEXUS Model LS400 Model Year 1995
Date Purchased 1995 Dealer's Name and Telephone Number LEXUS OF BELLEVUE
Original Owner ☐ Dealer's City BELLEVUE State WA Zip Code
Engine: No. Cylinders 8 Fuel Type: PREMIUM
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain
Vehicle Component Code 151300 SEAT BELTS: FRONT: RETRACTOR
Multiple Failure: 1 DRIVER + PASSENGER

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 2002 Failure Mileage 80000 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

The Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM18ABC036) ☐ 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 0 Number of Deaths 0 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;
i.e. parts repaired or replaced (and if old part is available).

BOTH FRONT SEAT BELTS WERE INOPERATIVE. THEY FAILED TO RETRACT BACK INTO THE HOLSTER. DEALERSHIP REPLACED THE ENTIRE SEAT BELT MECHANISM. *AK

The promised, it has not yet been done (1-10-04).
Belts have no tension, are dangerous. I will call service dept. 1-12-04.

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

4/10/04

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

We first reported this problem to Seattle Lexus (Puyallup, WA) in Sept. 2002. A replacement cost of \$301.65+tax was quoted. In Dec. 2003 both belts needed replacing at a cost quoted of \$600 for the two. At that time I called (info) Toyota Motor Sales (1-800-25-LEXUS) and your office because this seemed grossly unfair. Toyota called back with the Seattle Lexus service manager on the line, to say our seat belts would be replaced at no charge. It has not happened yet. I will call them 1-12-04 to find out when it can be done. They were to call us. In the meantime we're driving an unsafe car. Thank you for your interest and help.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.gov