



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

FEB 19

FOR AGENCY USE ONLY 1001B4

Date Received

AM NO: 28
12-JAN-2004

Repository

Reference No.
10053839

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: MANTECA State: CA Zip Code: [Redacted]

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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, please print your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 2/4/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JTHDF30G630090053
Make: LEXUS Model: ES300 Model Year: 2003
Date Purchased: 9/21/02 Dealer's Name and Telephone Number: LEXUS of Pleasanton
Engine: 2101TP Fuel Type: unleaded
No. of Cylinders: V6
Original Owner: Dealer's City: Pleasanton State: CA Zip Code: 94588
Transmission Type: Automatic
 Antilock Brakes
 Cruise Control
Powertrain: [Redacted]
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 22-OCT-2002 Failure Mileage: 25 Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/85R15): [Redacted]
DOT No. (Example: DOTM1BABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

APPLICABLE INCIDENT INFORMATION

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

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(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).

DUE TO THE DESIGN OF THE SPEEDOMETER CONSUMER CANNOT READ THE GAUGE DURING THE BRIGHT DAYLIGHT HOURS. THE POINTER IS BRIGHT RED, AND WITH THE BRIGHT SUN SHINING DOWN, IT IS VERY HARD TO SEE WHERE THE DIAL IS ON THE DASHBOARD. *AK
The numbers are white and plainly visible but when sun shines in through the windshield, it is impossible to see the red pointer and tell how fast you are driving.

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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 summarized summary thereof, may be used in support of the agency's action.