



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects 2004 APR - 1 PM 12:35
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1368

Date Received

Repository ☐

Reference No.

10061750

OWNER INFORMATION (Type or Print)

Name

Address

City

MELROSE

State

MA

Zip Code

Declarative Telephone Number

E-mail Address

Do you authorize NHTSA
in the absence of an
Signature of Owner

Signature of your vehicle?

☒ YES

☐ NO

Date 3/22/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

JT8BD68S5Y0094134

Make

LEXUS

Model

GS300

Model Year

2000

Date Purchased

14 JAN '00

Dealer's Name and Telephone Number

LEXUS WATERTOWN, MA 1-800-264-4231

Engine

No. Cylinders

6

Fuel Type:

GAS

93 OCTA

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

AUTO

Vehicle Component Code

080000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12-FEB-2004

Failure Mileage

30100

Failure Speed

0-5

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 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(ies).)

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(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 ACCELERATING FROM A STOP VEHICLE FIRST HESITATED THEN JERKED FORWARD BEFORE ACCELERATING. THE DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. "AK I NOTIFIED THE DEALERSHIP (LEXUS DANVERS, MA 1-800-928-5898) WHERE ALL MY MAINTENANCE WAS PERFORMED. I SPECIFICALLY TOLD THE SERVICE MGR ON 3 OCCASIONS TO CORRECT THIS PROBLEM. HE TOLD ME IT IS A COMPUTER MALFUNCTION THAT COULDN'T BE CORRECTED. MY RECORDED "WORK TO BE DONE" LEXUS FORMS WILL BEAR THIS OUT. THIS HESITATION, THEN SURGE MALFUNCTION, IS DANGEROUS, ESPECIALLY WHEN ENTERING THE TRAFFIC FLOW ON MAJOR HIGHWAYS.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-598) 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.