



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 100192

Date Received: 14-APR-2004  
Repository:   
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OWNER INFORMATION (Type or Print)

Name: [REDACTED]  
Address: [REDACTED]  
City: ERIE State: PA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] 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 your name or address to the vehicle manufacturer.  
Signature of Owner: [REDACTED] Date: 6/2/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JTBHF30G330138662  
Make: LEXUS Model: ES300 Model Year: 2003  
Date Purchased: Dealer's Name and Telephone Number: Engine: No: Cylinders: Fuel Type:  
Original Owner:  Dealer's City: MENTOR State: OH Zip Code: 44061  
Transmission Type:  Antilock Brakes Powertrain: Vehicle Component Code: 103400 POWER TRAIN: AUTOMATIC TRANSMISSION: LEVER AND LINK  
 Cruise Control Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): Failure Mileage: 6 Failure Speed:

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: DDTMALBABC086)  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).

VEHICLE HESITATED FROM A STANDING START POSITION. THE RPM'S WENT UP BUT THE VEHICLE DID NOT MOVE UNTIL IT GOT INTO ANOTHER GEAR. IT WILL DRIVE FOR A WHILE AND THEN VEHICLE WILL STOP. CONSUMER DID NOT FEEL SAFE. \*AK  
LEXUS TECHNICIANS CLAIM THAT THE CABLE FROM THE GAS PEDAL TO THE ENGINE WAS REMOVED & REPLACED BY A COMPUTER IN THE 2003 MODELS.  
ALSO, ON THE HIGHWAY, IF THE VEHICLE IS SLOWED DOWN THERE IS A HESITATION WHILE PRESSING GAS PEDAL TO RESUME SPEED.  
VERY LITTLE CONTROL OVER THE GAS PEDAL BY THE DRIVER WHICH IS A SERIOUS UNSAFE CONDITION.

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.

**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).**