



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 100222

Date Received

Repository ☐

27-JUL-2004 AUG 19 11:56

10083638

OWNER INFORMATION (Type or Print)

Name

Address

City

BETHESDA

State

MD

Zip Code

20814

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 8/16/2004

VEHICLE INFORMATION

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

JT8GK13T9S0

Make

LEXUS

Model

ES300

Model Year

1995

Date Purchased

12/13/1994

Dealer's Name and Telephone Number

Lexus of Rockville (301) 762-9009

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Rockville

State

MD

Zip Code

20855

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

181000 VEHICLE SPEED CONTROL-ACCELERATOR PEDAL

Multiple Failure: *x happened twice*

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-MAR-2004

Failure Mileage

111,000

Failure Speed

47 to 50 MPH

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: 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(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

NONE

Number of Deaths

NONE

Reported to Police

NO

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 EXPERIENCED SURGING WHEN DRIVING. CONSUMER HAD TRANSMISSION REPLACED. CAR ACCELERATED ON ITS OWN. NOTHING WOULD STOP THE VEHICLE UNTIL CONSUMER TURNED THE KEY INTO THE OFF POSITION. *AK

Two invoices attached - total cost \$7,287

I had all the work done to assure that the off-road acceleration would never occur again!

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

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.

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.dot.gov/hotline>



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 7173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAIL, HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NHTSA-216
400 7th Street, SW
Washington, DC 20580

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration
400 Seventh St., S.W.
Washington, D.C. 20580
Official Business
Penalty for Private Use \$300

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

Upon reading that NHTSA had received 30 plus complaints about unexpected acceleration of Toyota cars, but found no problem, I hereby provide my example: 3/15/2004 - see attached invoice description of my narrow, awkward turn, by no accident despite speeds near 70 MPH that just was listed on Chris Bunker [key]. Lexus technician claimed it was "car has build-up" but same problem occurred again 4/18/2004. (See 4/18/2004 invoice, attached.) I spend \$7,287.71. No one ever advised me that other Toyota customers had similar complaints; rather the Lexus of Rockville staff said they had never heard of this problem. Simply what happened was that the gas pedal continuously went "down" and accelerated without my foot on it - then while I pressed the brake until the brake gave out and I turned to the nearest gas station while car was moving + turned off the motor, two horns, asked about during this accident on one minute my foot was not on the gas pedal!

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, LEXUS OF ROCKVILLE (transferor's name)
state that the odometer now reads 91 (no tenths) miles and
to the best of my knowledge that it reflects the actual mileage of the vehicle
described below, unless one of the following statements is checked.

- ☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- ☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. **WARNING - ODOMETER DISCREPANCY.**

MAKE <u>LEXUS</u>	MODEL <u>ES-300</u>	BODY TYPE <u>SDN</u>
VEHICLE IDENTIFICATION NUMBER <u>JT86K13T9 S0</u>		YEAR <u>95</u>

☒ TRANSFEROR'S SIGNATURE

DATE

TRANSFEROR'S ADDRESS (STREET)

CITY

STATE

☒ TRANSFEREE'S SIGNATURE

DATE

TRANSFEREE'S ADDRESS (STREET)

CITY

STATE

ZIP CODE

**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).**