



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

Date Received

Od or

n, dt

ed, n

up, tr

Reference No.

10091939

OWNER INFORMATION (Print)

Name

Street No.

Apt. No.

City

State

Zip Code

Daytime 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 address to the vehicle manufacturer.

Signature of Owner

Date

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (Located at bottom of windshield on driver's side)

Make

Model

Year

ATJATJ20X19

GX470

Lexus

2004

Purchased Date

Dealer's Name

April 04

Lexus of Lehigh

Engine Size (CID/CC/L)

☐ Turbo☐ Diesel☒ Gas☐ Fuel Injection☒ New ☐ Used

Dealer's City

Manufacture Date (on driver's door or plate)

Transmission Type

Restraint System

Cruise Control

Drivetrain

Vehicle Type

Body Style

3/04

☐ Manual☒ Automatic☒ Driver's Side Air Bag☐ Motorist☒ Passenger's Side Air Bag☐ 2-Point Belt☒ 3-Point Belt☒ Yes☐ No☐ Front☐ Rear☒ 4-Wheel☐ Car☐ Van☐ Minivan☐ Other☒ Sport Utility☐ Truck☐ Motorcycle☐ 2-Door☒ 4-Door☐ Station Wagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Location

☐ Left☐ Right☐ Front☐ Rear

Failed Part(s)

☐ Original☐ Replacement

Handicap Adaptive Equip

☐ Yes☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☐ Yes ☐ No

NHTSA Previously

Contacted?

☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash

☐ Yes ☐ No

Fire

☐ Yes ☐ No

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☐ Yes ☐ No

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

Filed Report with FTC (Comp. #4952399) Also checked other complaints on mycarstats.com to find twelve other complaints about the same issue. I am having. FTC says it is indeed a safety issue. The issue is that upon acceleration of vehicle it emits a sulfur/rotten egg odor every day. They told me to try switching gasolines to no avail. I finally had had enough and they put me in

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail response free or fax to 202 366 7000

THE FOLLOWING INFORMATION IS REQUIRED: Failure(s), Crash(es), and Injury(ies)

Another Gx470 (one year newer) I still had to pay tax and tags and higher lease. The same thing is happening in this car and it is due to the catalytic converter. The smell is so awful it will make you sick. The worst part is that I have my 3 year old daughter riding in the car with me. I cannot imagine this car passing an emissions test although they tell me and at least twelve other people that there is nothing wrong with this car. That odor is not good for anyone and it is unacceptable and a safety issue. Please call if you need more information. ATTACH ADDITIONAL SHEETS IF NECESSARY

Department
Transportation

National Highway
Traffic Safety
Administration

Seventh St., S.W.
Washington, D.C. 20590

Mail Business
Reply 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, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S**

QUESTIONNAIRE

(V00Q)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

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

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USER LOG
FOR YOUR USE

Welcome Penny Toll, you have 1 car(s) registered.

Report Console

Deluxe Home First Aid Kit - Does your home have one? Click for details

YOUR LIST of ADDED CARS

Add another car to your list

REPORT CONSOLE CONTROLS

Add another car to your list

Remove this car from your list

Change this car's information

INFORMATION YOU SAVED for THIS CAR

Change Rating Fair - 2 points

View Summary Ratings

Turn-Off Warranty Expiration Reminder is On for this car.

Change Date Expiration date set to: 5/18/2009

Reports

On-File CAR REPORT TYPES

22 Consumer Complaints

2 Manufacturer Recalls

18 Bulletin Summaries

0 Investigations

--Adv
Auto En
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unexpect

Click

INSTA
ON &
MISC

5/18/2009

Report Console

First Aid Kits

Auto Recalls

Service Bulletins

Car Complaints

File a Car Complaint

State Lemon Laws

Car Company Contacts

Helpful Auto Links

Extended Warranties

Extended
Warranties

Report Viewer

REPORT VIEWER CONTROLS

Quantity

22

SET Report Type to Load

SET Age of Reports to Load

Brakes

Electrical System

Engine and Engine Cooling System

Equipment

COMPONENT GROUPS EFFECTED

REPORTS IN GROUP

READ / C

Brakes

4

Read

Electrical System

0

Read

Engine and Engine Cooling System

0

Read

Equipment

0

Read

Fuel, Exhaust, Emissions Control

0

Read

Heater, Air Conditioner, Ventilation

0

Read

Interior Systems

0

Read

Lighting and Communications Systems

0

Read

Misc. Components

6

Read

Check
to
Include
on
Custom
Report

CONSUMER COMPLAINT: ODI Case Number: 1445608

Component: ENGINE AND ENGINE COOLING: EXHAUST SYSTEM

Details: A SULFUR ODOR OR ROTTEN EGG ODOR, IS PRESENT IN THE CAR WHEN ACCI COMPLAINED ABOUT THE SMELL AT MY 1,000 MILE CHECK UP AND WAS TOLD THAT IT BE GONE BY MY 5,000 MILE CHECK UP. THE CAR STILL HAS THE ODOR AT THE 5,000 M NOW I'M TOLD BY THE DEALER "SULFUR SMELL HAS NOT BEEN UNCOMMON DUE TO HI CONTENTS IN RECENT FUEL PRODUCTION. NOTHING WRONG WITH CAR, SUGGEST US FUEL SUPPLIER." I TRIED SWITCHING GASOLINES AND IT DOESN'T MAKE A DIFFERENCE THAT IT IS NORMAL AND IS BECAUSE OF THE SULFUR IN THE FUEL. I FEEL THAT THEY DISCLOSED THIS AT TIME OF SALE. THEY GAVE ME A COPY OF A MEMO DATED 2/24/03 THE SMELL, SO THEY OBVIOUSLY KNOW THAT IT IS A PROBLEM. I WOULD HAVE NEVER CAR IF I KNEW IT WAS GOING TO SMELL LIKE THIS. I AM ALSO CONCERNED ABOUT IT

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[myCarStats.com](http://www.mycarstats.com)

SULFUR FUMES THAT ARE IN THE VEHICLE. *1A

Cause:

Result:

Occurrences: 2 Injuries: 0

Fall Date: 10/01/2003 Deaths: 0

MCS Check Date: 12/15/2003

☐ Check to Include on Custom Report

CONSUMER COMPLAINT: ODI Case Number: 1440331

Component: ENGINE AND ENGINE COOLING:COOLING SYSTEM

Details: WHENEVER GIVING THE VEHICLE MODERATE TO HIGH ACCELERATION, A ROT COMES OUT OF THE AIR CONDITIONER VENTS. THE SMELL IS SO BAD THAT IT MAKES FEEL LIKE VOMITING. I'VE BEEN TOLD BY THE LEXUS DEALER THAT THIS IS A "NORMAL CHARACTERISTIC OF THE VEHICLE" BECAUSE OF THE SULFUR CONTENT IN FUEL. I HAVE SEVERAL DIFFERENT MODELS OF LEXUS VEHICLES IN THE PAST AND NEVER HAD THIS

Cause:

Result:

Occurrences: 1 Injuries: 0

Fall Date: 01/15/2003 Deaths: 0

MCS Check Date: 12/15/2003

☐ Check to Include on Custom Report

CONSUMER COMPLAINT: ODI Case Number: 1439957

Component: OTHER

Details: WHEN DRIVING WITH THE AIR CONDITION ON, A SULFUR LIKE ODOR ENTERS A/C VENT. THE CONDITION CAUSED HEADACHES AND NAUSEA. THE DRIVER ROLLED DOWN WINDOWS AND TURNED THE A/C OFF TO ALLOW THE FRESH AIR TO REMOVE ODOR. WAS TAKEN TO THE DEALER AND THEY WERE UNABLE TO LOCATE THE PROBLEM. PLEASE FURTHER INFORMATION AND COMPLETE THIS QUESTIONNAIRE. *1B

Cause:

Result:

Occurrences: 1 Injuries: 0

Fall Date: 10/24/2003 Deaths: 0

MCS Check Date: 12/15/2003

☐ Check to Include on Custom Report

CONSUMER COMPLAINT: ODI Case Number: 10054329

Component: OTHER

Details: I HAVE OWNED 2 GX470'S AND BOTH HAVE HAD A "KNOCKING" WHEN YOU S VEHICLE. IT FEELS AS THOUGH SOMEONE HAS TAPPED ME FROM BEHIND MY VEHICLE. LEXUS CUSTOMER SERVICE, DEALER AND TECHNICIAN CLAIM THIS IS NORMAL HAVE OWNED A MERCEDES ML 430 AND THERE WAS NEVER A THUMP FROM THE REAR.

Cause:

	Results: Occurrences: 1 Injuries: 0 Fall Date: 05/30/2003 Deaths: 0 NCS Check Date: 1/21/2004
☐ Check to Include on Custom Report	CONSUMER COMPLAINT: ODI Case Number: 10052400 Component: ENGINE AND ENGINE COOLING:ENGINE:GASOLINE Details: MY SUV WHEN EVER GOING UP OR DOWN A HILL AT ANY SPEED LETS OUT A I TOOK IT TO THE DEALER AND THEY CLAIMED IT WAS BAD GAS, I LET THE TANK RUN SWITCHED GAS DEALERS...THE PROBLEM GOT WORSE. MY SON CANNOT RIDE IN THE BECAUSE HE FEELS LIKE THROWING UP EVEN DURING SHORT RIDES."AK Cause: Result: Occurrences: 2 Injuries: 0 Fall Date: 09/02/2003 Deaths: 0 NCS Check Date: 1/21/2004
☐ Check to Include on Custom Report	CONSUMER COMPLAINT: ODI Case Number: 10038237 Component: ENGINE AND ENGINE COOLING:EXHAUST SYSTEM Details: WHILE DRIVING AT ANY SPEED THE VENTS SPEW OUT A HORRIBLE SULFUR O IS SO BAD THAT THE WINDOWS HAVE TO BE ROLLED DOWN. CONSUMER'S 14 MONTH RIDES IN VEHICLE. THE MANUFACTURER AND THE DEALER HAVE BEEN INFORMED OF T Cause: Result: Occurrences: 4 Injuries: 0 Fall Date: Unknown Deaths: 0 NCS Check Date: 10/13/2003
Power Train	
6	
Read	
7	
Read	