



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
2004 NOV 12
19-OCT-2004

Repository
Reference No.
10097130

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City LINDENHURST State NY Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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 ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
UNAVAILABLE JTHBA30G240 [REDACTED] Make LEXUS Model ES 330 Model Year 2004

Date Purchased 3-31-04 Dealer's Name and Telephone Number LEXUS OF MASSAPEQUA (516) 7971900 Engine: No. Cylinders Fuel Type: Gas
Original Owner Dealer's City MASSAPEQUA N.Y. State NY Zip Code 11758
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 103000 POWER TRAIN: AUTOMATIC TRANSMISSION
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 12-AUG-2004 Failure Mileage 200 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: 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).

UPON ACCELERATION THERE WAS A LONG PAUSE BEFORE THE TRANSMISSION ACCELERATED TO THE NEXT GEAR. THE CONSUMER HAS TAKEN THE VEHICLE TO THE DEALER AND WAS TOLD THAT THIS IS THE WAY IT IS SUPPOSE TO OPERATE. PROVIDE FURTHER DETAILS. *JB

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 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.

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

I returned to Texar a second time to be told Texar knows they have a problem but they do not have a fix. They told me not to leave my car. I have the third appointment on 11-10-01 to check my transmission because it feels worse now. Enclosed in the first Work Order when I had less than 1500 miles on my car.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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, NVS-216 400 7th Street, SW Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM

OR

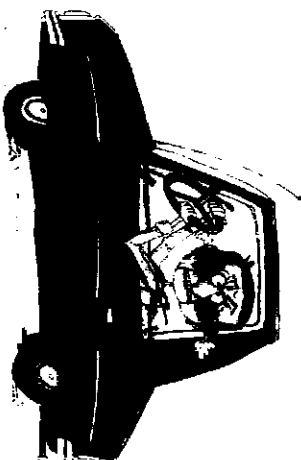
DASH2DOT

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

www.nhtsa.dot.gov/hotline

October 21, 2004

[REDACTED]
[REDACTED]
Lindenhurst, N.Y. [REDACTED]

Ref: VIN # JTHBA30G240 [REDACTED]

Lexus Customer Satisfaction Department
Lexus a Div. of Toyota Motor Sales, U.S.A., Inc.
P.O. Box 2991
Torrance, Ca. 90509-2991

Dear Sirs:

I am writing to complain about the transmission of my 2004 ES 330, purchased at Lexus of Massapequa, in March 2004. When trying to pass another vehicle, the car hesitates. In traffic it searches for a gear. I have returned it to my Service Dept. to be told there have been many complaints about this problem, and that Lexus' says it is operating properly. My Service Advisor says there is a problem, but Lexus has not come up with a "fix" yet and he has many other complaints. I have purchased 5 Lexus automobiles since 1991 and if this poor quality is now what is considered "normal", this will be my last Lexus. I had all intentions of purchasing the new 2006 Lexus GS 300, but if no solution can be found for this problem, I will not even consider purchasing another Lexus.

I have also searched the Internet and found numerous complaints about this problem from other owners, I have also written to The National Highway Traffic Safety Administration, where I also found numerous complaints about this problem.

Lexus should correct this problem before its Quality Index goes down. I have just finished my J.D. Powers survey and noted this problem on my survey.

After having 4 previous Lexus automobiles, I was extremely disappointed by the response I was given to an obvious design flaw. My question now, is will Lexus make good on its promise of quality and customer care. I would like to know what Lexus will do to make me a happy and continuous Lexus owner?

I would prefer to have this remedied by Lexus and not by arbitration, I process I know and have used before successfully.

I look forward to your prompt written reply and a prompt resolution of my problem.

Sincerely,

[REDACTED]

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).