



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

22-MAR-2005

Repository

Reference No.
10115534

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SCOTTSDALE State AZ 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 [REDACTED] Date 4/3/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JTHBA30G345 [REDACTED]
Make LEXUS Model ES330 Model Year 2005 2004

Date Purchased 1/10/04 (LEASE) Dealer's Name and Telephone Number BELL LEXUS 602 896 3300 Engine: No: Cylinders 6 Fuel Type: Gas

Original Owner Dealer's City PHOENIX State AZ Zip Code [REDACTED]

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain REAR WHEEL DRIVE Vehicle Component Code 060000 ENGINE AND ENGINE COOLING Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 09-FEB-2004 Failure Mileage 200 Failure Speed 30-65 GEAR TO GEAR SLIPPING (TRANSMISSION)

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM9ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 0 Number of Deaths 0 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).

WHEN DRIVING VEHICLE HESITATED. CONSUMER TOOK VEHICLE TO THE DEALER, WHERE THE COMPUTER SETTINGS WERE CHANGED, AND THE VEHICLE CONTINUED TO HESITATE. *AK

See attached (enclosed)

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.

Lexus concerns and history - Ed Conti

SCOTTSDALE, AZ

- Dec. 2003 Test drove an Es330
- Dec. 2003 Ordered an Es330
- Jan. 2004 Signed a 48month lease
- Feb. 2004 Noticed hesitation problem
- Mar. 2004 Telecom. To Bell service dept.
Said " they knew of the problem but offered no correction or solution.
- Apr. 2005 Took car in to Bell Lexus and asked about problems.
They said "they were aware". They attempted a fix with no success.
I left a note re. the problem asking that they put me on record as a dissatisfied owner.
- Apr.to Mar. 2005 Have had close calls in traffic, but accepted the idea that although the situation was dangerous, i would try to adjust to the problem.
- Mar. 2005 | Took the car to Scottsdale Lexus and was given the standard unable to help story.
- Mar. 2005 | telephoned Lexus customer service and was told.
"We are aware, but not concerned to the point of taking any corrective measures".
- Mar.2005 | sent a letter to Mr. Denny Clements the president of Lexus asking for his attention to the problems and dangers of the Lexus Es330.
I requested a reply.
- March. 2005 I telephoned the National Highway Traffic Safety Administration
Talked to a Shirley. She to send info. form and entered my complaint.

From: "Amadon, Ron" <RAmadon@marketwatch.com>
To: [REDACTED]
Sent: Thursday, April 15, 2004 1:07 AM
Subject: RE: Power hesitation

SCOTTSDALE, AZ

I guess I would take my case to higher authorities at Lexus

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, April 14, 2004 8:58 PM
To: ramadon@marketwatch.com
Subject: Power hesitation

I purchased a ES330 in January. I find that the car has a dangerous hesitation when trying to get immediate power in situations that call for it. An example of this is when you want to make a move into a passing lane at interstate speeds.

This puts the driver at risk. The driver asks the car to accelerate, and receives a two second hesitation about halfway into the attempt to move into the passing lane. Lexus doesn't seem too concerned about this danger.

I'm on a four year lease and my family and I will have to live or die by this dangerous situation during the lease agreement duration.

I warn others to be aware and take care.

given to Bell service rep to file

4/15/04