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

2005 APR 28 AM 8:33

FOR AGENCY USE ONLY 100222

| Date Received | Repository |
|---|---|
| 01-APR-2005 | |
| Reference No. 10117286 | |

## OWNER INFORMATION (Type or Print)

| Name | | Daytime Telephone Number | E-mail Address |
|---|---|---|---|
| Address | | Evening Telephone Number | |
| City BOSTON | State MA | Zip Code | |

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? [X] YES [X] NO
In the absence of a[illegible]ride your name or address to the vehicle manufacturer.
Signature of Owner [redacted] Date 4/11/05

## VEHICLE INFORMATION

| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side | Make | Model | Model Year |
|---|---|---|---|
| JTJHA31U84[redacted] | LEXUS | RX330 | 2004 |

| Date Purchased | Dealer's Name and Telephone Number | | | Engine: | Fuel Type: |
|---|---|---|---|---|---|
| 9/03 | LEXUS OF Watertown | | | No: Cylinders | Gas |
| Original Owner [X] | Dealer's City Watertown | State MA | Zip Code | | |

| Transmission Type | | Powertrain | Vehicle Component Code |
|---|---|---|---|
| AUTOMATIC | [X] Antilock Brakes<br>[X] Cruise Control | ALL WHEEL DRIVE | 181000 VEHICLE SPEED CONTROL:ACCELERATOR PEDAL<br>Multiple Failure: 1 |

## FAILED COMPONENT(S)/PART(S) INFORMATION

| Incident Date(s) | Failure Mileage | Failure Speed | |
|---|---|---|---|
| 07-FEB-2005 | 6800 | 20 | Excelerating onto to highway. Gas pedal got stuck plus No brake. |

## 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: DOTMALSABC036) | [ ] 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 to detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

| Crash | Fire | Number of Persons Injured | Number of Deaths | Reported to Police |
|---|---|---|---|---|
| [ ] Yes [X] No | [ ] Yes [X] No | | | 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).

THE ACCELERATOR STUCK, AND CONSUMER WAS NOT ABLE TO STOP THE VEHICLE. CONSUMER LEFT THE VEHICLE, AND CONTACTED THE MANUFACTURER. THEY HAD THE VEHICLE TOWED, SUPPOSEDLY REPAIRED, BUT CONSUMER WAS NOT SATISFIED.*AK

Because I did not have a Brake I had to use the Emergency Brake which slowed the car down enough to put it in Park (while moving) then shut off The Ignition. My worried Now are the Safety of other RX 330s (since this car came from Japan) With No Clips on the Kickpanel & My Transmission!

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

19001 S. Western Avenue
Torrance, CA 90501

800 25-LEXUS
www.lexus.com

LEXUS

March 28, 2005

[redacted]
Boston, MA [redacted]

Dear [redacted]

Thank you for contacting the Lexus Customer Satisfaction Department regarding the transmission concern in your 2004 RX 330 Vehicle Identification Number JTJHA31U640[redacted]. As you requested, we are responding in writing. The Lexus Group Vice President and General Manager is Denny Clements. He can be reached at the above address.

Please contact the Lexus Customer Satisfaction Department at 1-800-255-3987, Monday through Friday, 6:00 a.m. to 5:00 p.m., Pacific Time, if you require further assistance.

Sincerely,

Nelson Ceja
Customer Satisfaction Representative

nc/2005031402501l

19001 S. Western Avenue
Torrance, CA 90501

800 25-LEXUS
www.lexus.com

LEXUS

March 2, 2005

[redacted]
Boston, MA [redacted]

Dear [redacted]

Thank you for contacting the Lexus Customer Satisfaction Department regarding the transmission and lower center console clips. We appreciate the time you have taken to share your thoughts. As you requested, we are responding in writing.

Lexus of Watertown has indicated that your 2004 RX 330, Vehicle Identification Number JTJHA31U640[redacted] was inspected for the lower center console clips and repaired within Lexus specifications. We apologize that the vehicle has not met your expectation. Please be assured that your dissatisfaction has been documented in our records for product improvement consideration.

Please contact the Lexus Customer Satisfaction Department at 1-800-255-3987, Monday through Friday, 6:00 a.m. to 5:00 p.m., Pacific Time, if you require further assistance.

Sincerely,

Melissa Helffrich
Customer Satisfaction Representative

mh/2005022212911

cc: Mr. Ken Widger, Customer Service Manager - Lexus of Watertown

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).