



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 2006 NOV 30  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

AM 8:40

31-OCT-2006

Repository

Reference No.  
10172279

OWNER INFORMATION (Type or Print)

Name: [REDACTED]  
Address: [REDACTED]  
City: CORONADO State: CA Zip Code: [REDACTED]

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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: 11/6/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JTHBD192840 [REDACTED] Make: LEXUS Model: IS 300 Model Year: 2004

Date Purchased: 11-SEP-04 Dealer's Name and Telephone Number: LEXUS KERRY KUSA 958 268 8000 Engine: No. Cylinders: 6 Fuel Type: Gas  
Original Owner:  Dealer's City: SAN DIEGO CA State: CA Zip Code: 92111

Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: REAR WHEEL DRIVE Vehicle Component Code: 181000 VEHICLE SPEED CONTROL-ACCELERATOR PEDAL Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 11-SEP-2004 Failure Mileage: 0 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: DOTMALSABC035)  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), 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).

DT\*: THE CONTACT STATED THE BRAKE AND ACCELERATOR PEDALS WERE MADE OF CHROME PLATES THAT CAUSED THE DRIVER TO SLIP OFF THE PEDALS DURING NORMAL ROAD CONDITIONS. THE NATURE OF THE FAILURE WAS PERMANENT. THE MANUFACTURER REFUSED TO REPAIR OR REPLACE THE CHROME PLATED PEDALS. I EXPLAINED THAT THE ONLY TYPE OF SHOE THAT DIDN'T EASILY SLIP WAS AN ATHLETIC SHOE (SWENNER) WITH A RUBBER SOLE. AS FOR CAUSE BY THE ATTACHED, LEXUS HAS NO INTENTION OF REPLACING OR REPAIRING THE "SAFETY DEFECTS" I REPORTED. I DO NOT AGREE THAT SUCH A MINOR MODIFICATION WOULD AFFECT THE VEHICLE PERFORMANCE OR DURABILITY AND IT WOULD DEFINITELY IMPROVE MY SAFETY!!

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

The Privacy Act of 1974 (Public Law 93-502) 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.

19001 S. Western Avenue  
Torrance, CA 90501

310 328-2075  
310 468-3290 Fax  
www.lexus.com



July 27, 2006

[REDACTED]  
Coronado, CA [REDACTED]

Dear [REDACTED]:

Thank you for contacting the Lexus Customer Satisfaction Department. The entire Lexus organization is dedicated to providing Lexus customers with superior service. In circumstances that require our attention, we are interested in assisting in the resolution process. As you requested, we are responding in writing.

Your 2004 IS 300, Vehicle Identification Number JTHBD192840 [REDACTED] was inspected by Lexus Kearny Mesa, and Lexus apologizes we do not have any recommendations for the replacement of your pedals. We apologize that the vehicle has not met your expectations. Please be assured that Lexus has documented your dissatisfaction for product improvement consideration.

If you require further assistance, please contact the Lexus Customer Satisfaction Department at 1-800-255-3987, Monday through Friday, 5:00 a.m. to 6:00 p.m., or Saturday, 7:00 a.m. to 4:00 p.m., Pacific Standard Time.

Sincerely,

A handwritten signature in black ink that reads 'Ja'Nee Bookman'.

Ja'Nee Bookman  
Customer Satisfaction Representative

jz/200607111078#

8/8 8:56 PM

[Redacted]  
Coronado, CA [Redacted]  
August 6, 2006

LEXUS  
19001 S. Western Avenue  
Torrance, CA 90501

Dear Sirs,

On July 11, 2006 I called LEXUS Customer Satisfaction Representative in accordance with my owner's manual, page 400; "Reporting Safety Defects". I reported that I had experienced several freeway incidents and one major city close-call because my shoes slipped off of the smooth chrome plates attached to the accelerator and brake pedals. The purpose was to notify LEXUS of an accident-ready-to-happen situation and to suggest a simple and inexpensive solution: LEXUS could either replace the Sports Edition chrome plates with the standard composition plates or replace the whole pedal with the standard version. Either choice would be acceptable to me, just as long as it could be done soon before another exciting incident.

Ja'Nea Bookman assured me that she appreciated my notifying her of the safety problem and would investigate the problem, forwarding my ideas to her superiors, and would get back to me in one day. I received several courtesy calls from her suggesting that there was a problem that LEXUS could not substitute a SAFE pedal for the fancy DANGEROUS ones my car was equipped with. This all seemed to contradict the tenor of the multiple "Satisfaction Surveys" I have completed for LEXUS in the short period I have owned this car.

Since my common sense directed me to have the above information for my files in case there was a fatal accident in my future, I asked Ja'Nea to send confirmation of LEXUS' reply in a letter. She replied that the letter would be sent in a matter of a few days. After waiting for a week I called and was told she was having supervisor problems. But, she would get the letter out within a couple days. Again I waited for several days and still no response. On July 27<sup>th</sup> I left a voice mail expressing my exasperation. The result was the highly unsatisfactory LEXUS letter of July 27, 2006 which finally arrived on August 5, 2006.

Not only did this letter NOT mention that the purpose of my report was a "Safety Defect" but also it stated that my LEXUS was inspected by LEXUS Kearny Mesa. THIS IS NOT TRUE! In the meantime I have had another incident in city driving - a total of seven !!

I hereby request you send me a corrected copy of your letter of July 27, 2006 deleting any reference to inspection and adding the purpose of "Safety Defects" so that I may refer to it as necessary in further correspondence.

[Redacted]



August 30, 2006

[REDACTED]  
Coronado, CA 92118

Dear [REDACTED]:

Thank you for contacting the Lexus Customer Satisfaction Department. The entire Lexus organization is dedicated to providing Lexus customers with superior service. In circumstances that require our attention, we are interested in assisting in the resolution process. As you requested, we are responding in writing.

In regards to your 2004 IS 300, Vehicle Identification Number JTHBD192840 [REDACTED], Lexus apologizes for we do not recommend or assist with modifying our vehicles from their original factory specifications. Modifications could affect the vehicle's performance, safety or durability, and may violate government regulations. In addition, damage or performance problems resulting from the modification may not be covered under warranty. We apologize that the vehicle has not met your expectations. Please be assured that Lexus has documented your dissatisfaction for product improvement consideration.

If you require further assistance, please contact the Lexus Customer Satisfaction Department at 1-800-255-3987, Monday through Friday, 5:00 a.m. to 6:00 p.m., or Saturday, 7:00 a.m. to 4:00 p.m., Pacific Standard Time.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ryan Abenes'.

Ryan Abenes  
Customer Satisfaction Representative

ra/200608171319fl