



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 100148

Date Received 11/23/06 8:40  
13-NOV-2006

Repository

Reference No.  
10173390

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City BALTIMORE State MD 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 authorized signature, your name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 11/23/06

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JT8VK13T6P [REDACTED] Make LEXUS Model ES300 Model Year 1993

Date Purchased 01-SEP-00 Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders 6 Fuel Type: Gas

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

Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control  
Powertrain FRONT WHEEL DRIVE  
Vehicle Component Code ANALOG 117000 DIGITAL INSTRUMENT PANEL  
Multiple Failure: 1

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

Incident Date(s) 13-NOV-2006 Failure Mileage 54000 Failure Speed [REDACTED]

**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 [REDACTED] Number of Deaths [REDACTED] 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 WHILE DRIVING VARIOUS SPEEDS, THE SPEEDOMETER GAUGE FAILED, AND DASH PANEL LIGHT WOULD NOT ILLUMINATE. THE INCIDENT OCCURRED WITHOUT WARNING. THE VEHICLE WAS INSPECTED BY A DEALER WHO DETERMINED THE INSTRUMENT CLUSTER PANEL NEEDED TO BE REPLACED. THE MANUFACTURER WAS ALERTED. (ARMS)

THE INSTRUMENT PANEL HAS LCD WANDS THAT SHOW THE SPEED, RPM, ETC. THESE LCDs FAILED AND NO LONGER LIGHT UP TO SHOW SPEED, RPM, ETC. THUS I CAN NO LONGER TELL HOW FAST THE CAR IS GOING. I CONSIDER THIS A SAFETY HAZARD. THIS IS THE SECOND TIME THIS HAS HAPPENED. THE FIRST TIME IT WAS REPAIRED UNDER WARRANTY AT 37,000 MILES. BUT THIS TIME THE MANUFACTURER REFUSED TO REPAIR IT UNLESS I PAID APPROXIMATELY \$1400.00 FOR A NEW INSTRUMENT CLUSTER PLUS INSTALLATION.

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.

I HAVE BEEN DRIVING FOR 50 YEARS AND HAVE NEVER HAD A SPEEDOMETER THAT WAS IMPOSSIBLE TO READ. ALSO, I DON'T THINK THIS CAR WILL NOW PASS THE MARYLAND SAFETY INSPECTION TEST.