



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

Repository ☐

2008 FEB -1 PM 12:21
04-JUN-2007

Reference No.
10192413

OWNER INFORMATION (Type or Print)

Name
Address
City NOBLESVILLE State IN Zip Code
Daytime Telephone Number E-mail Address
Evening Telephone Number

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, provide your name or address to the vehicle manufacturer.
Signature of Owner Date 6/23/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3168F22G5V JT88PF22G5V
Make LEXUS Model ES Model Year 1997
Date Purchased 01-FEB-97 Dealer's Name and Telephone Number TOM WOOD LEXUS (317) 580-6888
Engine: No: Cylinders 5 Fuel Type: Gas
Original Owner ☒ Dealer's City INDIANAPOLIS State IN Zip Code
Transmission Type ☐ Antilock Brakes ☐ Powertrain
AUTOMATIC ☒ Cruise Control FRONT WHEEL DRIVE
Vehicle Component Code
221700 SEATS:FRONT ASSEMBLY:SEAT HEATER/COOLER
Multiple Failure: 1 2 (12-01 + Date 06, July 07)

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 28-DEC-2001
Failure Mileage 20000
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: DOTM19A8C036) ☐ 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 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).

TL*THE CONTACT OWNS A 1997 LEXUS ES 300. HE STATED THAT THE DRIVER'S SIDE SEAT HEATER WAS REPLACED UNDER WARRANTY ON
DECEMBER 28, 2001. APPROXIMATELY FIVE YEARS LATER HE NOTICED THAT THE SEAT HEATER GOT EXTREMELY HOT. THE CONTACT STATED
THAT THERE HAVE BEEN MINOR ELECTRICAL PROBLEMS WITH THE VEHICLE HOWEVER; HE FELT THIS ISSUE WAS MORE SEVERE. THE FAILURE
MILEAGE WAS 20,000 AND THE CURRENT MILEAGE WAS 60,000. THE VIN APPEARS TO BE INVALID.

All Above

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)

2 occurrences of driver's side seat heater overheating
to the point of possible fire - first under warranty -
2nd quoted as \$300 repair

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U.S. Department
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National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

INDIANAPOLIS IN 462

25 JUN 2007 PM 1 T

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-210
400 7th Street, SW
Washington, DC 20590

2086048888



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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