



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 **2007 SEP -5 PM 1:07**
10-JUL-2007
Repository ☐
Reference No.
10196030

OWNER INFORMATION (Type or Print)

Name **[REDACTED]** Daytime Telephone Number **[REDACTED]** E-mail Address **[REDACTED]**
Address **[REDACTED]**
City **GLENOLDEN** State **PA** Zip Code **[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 a signature, your name or address to the vehicle manufacturer.
Signature of Owner **[REDACTED]** Date **8/4/07**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
JT8VK13T8P0 [REDACTED] Make **LEXUS** Model **ES300** Model Year **1993**
Date Purchased **01-MAR-03** Dealer's Name and Telephone Number **WILKI LEXUS** Engine: **No: Cylinders 6** Fuel Type: **Gas**
Original Owner ☐ Dealer's City **HAVERFORD** State **PA** Zip Code **[REDACTED]**
Transmission Type **AUTOMATIC** ☒ Antilock Brakes ☒ Cruise Control Powertrain **UNKNOWN** Vehicle Component Code **117000 DIGITAL INSTRUMENT PANEL**
Multiple Failure: **1**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **28-JUN-2007** Failure Mileage **84000** Failure Speed **55 MPH**

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: DOTM9A8C036) ☐ 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).

TL*THE CONTACT OWNS A 1993 LEXUS ES300. THE CONTACT STATED THAT THE SPEEDOMETER FAILED WHILE DRIVING. THE DEALER STATED THAT THE FAILURE WAS DUE TO THE AGE OF THE VEHICLE. THE POWERTRAIN WAS UNKNOWN. THE CURRENT MILEAGE IS 84,400 AND FAILURE MILEAGE WAS 84,000.

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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

THE NEEDLES ON THE INSTRUMENT PANEL (SPEEDOMETER, GAS GAUGE, TEMPERATURE GAUGE) HAVE ALL BURNED OUT MAKING IT DIFFICULT TO SEE AND ALSO A SAFETY HAZARD. ITS HARD TO TELL HOW MUCH FUEL IS LEFT AND ITS ALSO DIFFICULT TO SEE HOW FAST YOU ARE GOING ESPECIALLY AT NIGHT. THIS COULD BE VERY DANGEROUS AND IS A COMMON PROBLEM ON OLDER MODEL LEXUSES. LEXUS REFUSES TO DO ANYTHING ABOUT THIS PROBLEM. I FEEL THE CARS SHOULD BE RECALLED SO LEXUS CAN FIX THE INSTRUMENT PANEL.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
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**National Highway
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Administration**

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

Official Business
Penalty for Private Use \$300

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NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

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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



**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**

nhtsa
www.nhtsa.dot.gov
people saving people

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