



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

08-JAN-2008

Reference No.

2008 MAR -4 PM 2:49

10214220

OWNER INFORMATION (Type or Print)

Name, Address, City (OLD BRIDGE), State (NJ), 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? [X] YES [] NO
Signature of Owner Date 1/16/08

VEHICLE INFORMATION

17 digit vehicle identification Number located at bottom of windshield on driver's side: JTHBF30G43
Make: LEXUS, Model: ES300, Model Year: 2003
Date Purchased: 01-JUN-06, Dealer's Name: RAY CATER A LEXUS OF MONMOUTH
Engine: No. of Cylinders 6, Fuel Type: Gas
Original Owner: [], Dealer's City: OCEAN, State: NJ, Zip Code: 07712
Transmission Type: AUTOMATIC, [X] Antilock Brakes, [X] Cruise Control, Powertrain: FRONT WHEEL DRIVE
Vehicle Component Code: 138200 VISIBILITY:DEFROSTER/DEFOGGER SYSTEM:REAR WINDO
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): DEC-2007, Failure Mileage: 55,068, Failure Speed: 35

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: DOTMAL9ABC036), [] 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 [X] No, Fire: [] Yes [X] 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 2003 LEXUS ES300. WHILE DRIVING 35 MPH WITH THE REAR DEFROSTER ACTIVATED, THE GLASS SHATTERED AND FELL ON THE REAR PASSENGER. THE PASSENGER WAS UNHARMED. THE VEHICLE WAS DRIVEN TO THE DEALER AND THEY STATED THAT THE REPLACEMENT COST WOULD BE \$608. THE DEALER STATED THAT THERE MAY HAVE BEEN A SMALL PIN HOLE THAT CAUSED THE GLASS TO SHATTER. THE MANUFACTURER WILL PAY \$200 OF THE \$608. THE CURRENT AND FAILURE MILEAGES WERE 55,068.
SEAT AND INSIDE SHELF Below Window. 55,068.

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.



RAY CATENA LEXUS OF MONMOUTH

18 CINDY LANE
 OCEAN, N.J. 07712
 732-493-2100
 www.raycatena.com

CUSTOMER NO.	ADVISOR ANDREW SEIBERT	17 TAG NO.	INVOICE DATE 01/10/08	INVOICE NO. LECS386513
LABOR RATE 105.00	LICENSE NO.	MILEAGE 55,068	COLOR BLACK/IVORY	STOCK NO.
YEAR/MAKE/MODEL 03/LEXUS/ES300/4DOOR	VEHICLE I.D. NO. JTHBF30G430	DELIVERY DATE 11/08/02	DELIVERY MILES 45,475	PRODUCTION DATE 09/01/02
RE	COMMENTS	P.O. NO.	R 12/20/07	MO: 55068
[STOCK#]	STK# 30356X			

JOB# 1 CHARGES-----

LABOR-----
 J# 1 30LEZ BODY (WINDOW/DOOR) HOURS: TECH(S):80
 C/S BACK GLASS BROKE WHILE DRIVING WITH REAR DEFROSTER
 ON. CHECK AND ADVISE.
 REMOVED AND REPLACED BACK GLASS AND MOULDING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	64811-33460	GLASS, BACK WINDO	372.60	372.60
	1	75571-33080	MOULDING, BACK WI		INTERNAL
				TOTAL - PARTS	372.60

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	31648	0108-0534	01/09/08	DU-RITE AUTO GLASS	245.00
				TOTAL - SUBLET	245.00

MISC	CODE	DESCRIPTION	CONTROL NO		
	10L	10% LABOR DISCOUNT		-200.00	
	10P	10% PARTS DISCOUNT		-12.00	
				TOTAL - MISC	-212.00

JOB# 1 TOTALS-----

PARTS	372.60
SUBLET	245.00
MISC	-212.00

JOB# 2 CHARGES-----

JOB# 1 JOURNAL PREFIX LECS JOB# 1 TOTAL 405.60

LABOR-----
 J# 2+30LEZ100 *BODY DIAGNOSIS HOURS: TECH(S):80 WARRANTY
 CUSTOMER SATISFACTION SERVICE CREDIT
 CUSTOMER SATISFACTION SERVICE CREDIT
 AUTH#987003
 CUSTOMER SATISFACTION SERVICE CREDIT

JOB# 2 TOTALS-----

JOB# 3 CHARGES-----

JOB# 2 JOURNAL PREFIX LECS JOB# 2 TOTAL 0.00

LABOR-----
 J# 3+01LEZ149 TIRES HOURS: TECH(S):80 0.00
 C/R SET TIRE PRESSURES

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX LECS JOB# 3 TOTAL 0.00

COMMENTS-----
 LOANER

The Reynolds and Reynolds Company - Maintenance - 06/23/07 10:07:02

RAY CATENA LEXUS OF MONMOUTH

18 CINDY LANE
 OCEAN, N.J. 07712
 732-493-2100
 www.raycatena.com



CUSTOMER NO.	ADVISOR ANDREW SEIBERT		17 TAG NO. [REDACTED]	INVOICE DATE 01/10/08	INVOICE NO. LECS386513
[REDACTED]	LABOR RATE 105.00	LICENSE NO.	MILEAGE 55,068	COLOR BLACK/IVORY	STOCK NO. A7I233
OLD BRIDGE, NJ [REDACTED]	YEAR / MAKE / MODEL 03/LEXUS/ES300/4DOOR		DELIVERY DATE 11/08/02	DELIVERY MILES 45,475	
	VEHICLE I.D. NO. J T H B F 3 0 G 4 3 [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE 09/01/02	
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/20/07		
[REDACTED]	COMMENTS				MO: 55068

TOTALS

*****	TOTAL LABOR	0.00
* [] CASH [] CHECK CK NO. [] *	TOTAL PARTS	372.60
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL SUBLET	245.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL G.O.G.	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	-212.00
	TOTAL TAX	43.23
	TOTAL INVOICE \$	448.83

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE