



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
2008 OCT 28 1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

30-SEP-2008

Repository ☐

Reference No.
10244003

OWNER INFORMATION (Type or Print)

Name

Address

City

VENTURA

State CA

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 10/13/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
JT8GK13TXS0

Make
LEXUS

Model
ES300

Model Year
1995

Date Purchased

7/20/00

Owner's Name and Telephone Number

PRIVATE PARTY "STEVE MISEL"

Engine:
No: Cylinders 6

Fuel Type:
GAS

Original Owner

☒

Dealer's City

THOUSAND OAKS

State

CA

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code
110000 ELECTRICAL SYSTEM

Multiple Failure: ALL GAUGES, ONE AT A TIME,
MOST LIGHTING OF THE

FAILED COMPONENT(S)/PART(S) INFORMATION INDICATOR ARMS.

Incident Date(s)
01-SEP-2008

Failure Mileage
93000

Failure Speed
0

BAD DESIGN, INSTRUMENT PANEL
SHOULD BE VISABLE AT ALL TIME.

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: DOTM19ABC036)

☐ 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 1995 LEXUS ES300. THE CONTACT STATED THAT NONE OF THE INSTRUMENT PANEL GAUGES ILLUMINATE. AS A RESULT, THE CONTACT DOES NOT KNOW WHEN THE VEHICLE NEEDS FUEL, WHAT SPEED HE IS TRAVELING, OR IF THERE IS ANY FAILURE WITH THE VEHICLE. HE TOOK THE VEHICLE TO THE DEALER AND THEY STATED THAT THE ENTIRE INSTRUMENT PANEL NEEDED TO BE REMOVED AND SENT TO THE FACTORY. THE CONTACT WOULD BE RESPONSIBLE FOR THE REPAIR COSTS. HE BELIEVES THAT THE MANUFACTURER SHOULD PAY FOR THE REPAIRS BECAUSE ALL OF THE GAUGES SHOULD NOT BE FAILING. THE FAILURE MILEAGE WAS APPROXIMATELY 93,000 AND CURRENT MILEAGE WAS APPROXIMATELY 150,000.

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)

INSTRUMENT PANEL - ALL GAUGES HAVE INDICATOR ARMS (NEEDLES) THAT USED TO GLOW RED WHEN THE CAR WAS TURNED ON. FIRST THE GAS GAUGE INDICATOR WENT OFF (TOOK THE CAR TO LEXUS OF OXNARD & THEY GAVE ME A QUOTE AS I REMEMBER OF CLOSE TO \$300 TO FIX THE PROBLEM. I ASKED THEM TO PAINT THE INDICATOR WHITE AS THE GAUGE IS GOOD. THEY SAID IT WOULD COST THE SAME AS THE PANEL HAS TO BE REMOVED FROM THE CAR. NEXT, ONE AT A TIME ATTACH ADDITIONAL SHEETS IF NECESSARY ALL THE GAUGES LOST THE LIGHTING SYSTEM TO THE INDICATORS. NOW EVERYTHING IS BLACK & WE HAVE TO USE A FLASH LIGHT TO SEE THE INST. PANEL

U.S. Department
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National Highway
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Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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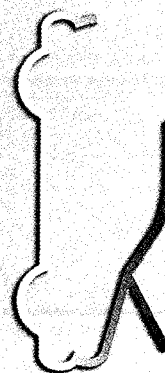
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**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



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

DCH LEXUS OF OXNARD
Service quote

STQ-C

Name:
Address:

VENTURA, CA

Quote Date: 16:38 15SEP2008
Make: LEXUS
Model: ES300
Year: 95
Odometer: 93698
VEHID: S0087511
VIN: JT8GK13TXS0

Contact:
Home Phone:
Customer #:
E-mail:

Service Advisor: LORENZANA, ROSS (675)

Line	OpCode	Operation Description	Price
A	ELEC	REMOVE & REPLACE SPEEDOMETER COMBO METER PARTS & LABOR	850.00



ELITE OF
LEXUS
2007

Ross Lorenzana
Service Consultant

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