



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects

2009 MAR -9 AM 11:08
DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

13-JAN-2009

Repository ☐

Reference No.
10254835

OWNER INFORMATION (Type or Print)

Name

Address

City

MASSILLON

State

OH

Zip Cd

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 your signature, please print your name and address to the vehicle manufacturer.
Signature of Owner _____ Date 1/19/09

VEHICLE INFORMATION

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

JTJHF10V6

Make

LEXUS

Model

RX300

Model Year

2003

Date Purchased

6/1/2006

Dealer's Name and Telephone Number

Deacons Chrysler (440) 442-0424

Engine:

No: Cylinders

6

Fuel Type:

Regular
Gasoline

Original Owner

2nd ☐ owner

Dealer's City

MAYFIELD VILLAGE

State

OH

Zip Code

44143

Transmission Type

Automatic
4 wh. Drive

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

12-DEC-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Failure Mileage

70000
78,926

Failure Speed

65

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

N/A

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:

N/A

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 2003 LEXUS RX300. WHILE DRIVING 65 MPH, THE ENGINE SHUT OFF WITHOUT WARNING AND THE VEHICLE WAS TOWED TO THE DEALER. THE TRANSMISSION WAS DETERMINED TO BE THE CAUSE OF THE FAILURE AND WAS REPLACED AT THE COST OF \$3,922.40. A REPORT WAS FILED WITH THE MANUFACTURER AND THEY STATED THAT THE VEHICLE WAS OUT OF WARRANTY. THE CONTACT DID NOT ESTABLISH A RELATIONSHIP WITH THE DEALER; THEREFORE, THEY WOULD NOT ASSIST. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 70,000 AND CURRENT MILEAGE WAS 79,000.

78,926

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)

I am the second owner of this vehicle, purchased with 33,000 Miles. This car was checked by a repairshop that specializes in Lexus' before I purchased the car. I also had the car inspected (all fluids) every 3,000 Miles- No problem. I first experienced transmission problems and took it to a Lexus dealership. They put it on a scope and could find no problems. They did note the fluid smelled funny, so they did a fluid change. Three weeks later, the car locks up on the freeway and the transmission is shot. Lexus headquarters would offer no help.
(See Attached Sheet Please)

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
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**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

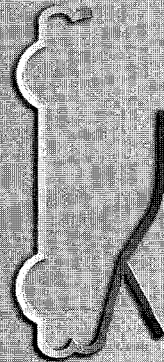
WASHINGTON, DC

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



Attachment 1

VIN# JTJHF10V6

Lexus headquarters stated they could not help because

(The Lexus dealership (30 min. from my home)
I had not established a relationship with the
dealership. I told them I never had any
problems with my car. It was checked every
3,000 miles (tire rotation, fluids, oil change)
at a service center that has transmission flushes
available. I'm sure they would have been
more than happy to do a transmission fluid
service (for about \$1000) if needed. Everything always
checked at five.

I asked the Lexus dealership and headquarters
if transmission problems were common for this
model (both said no.) I feel transmission
problems for any vehicle, especially a Lexus, at
only 78,900 is reason for concern.

On the website: <http://www.townhall-talk.com>
edmunds.com, many, many people have
had this very same problem, at the

Attachment 2 VIN #

Same or close to the same mileage. Please
look at this website. Some people who mentioned
it to Lexus (as stated on their comments) were
given a 50% discount to have their transmissions
fixed by ^{Lexus}. Obviously, Lexus does not want more
comments about this problem on the internet.
This is very unfair. Lexus needs to

acknowledge this problem before someone
gets injured or killed! A recall and full
reimbursement plus damages should be
awarded to anyone affected by faulty
transmissions, by Lexus.

Thank you for your concern. I would like
a response in writing letting me know what
steps will be taken to rectify this very
dangerous and costly situation. It cost me
\$3,922.40, plus prior service costs to fix my car.

Sincerely

CUSTOMER #:

159693



LEXUS

Akron/Canton

1000 INTERSTATE PKWY.

AKRON, OH 44312

(330) 645-4800

(800) 326-8111

INVOICE

PAGE 1

www.lexusofakron/canton.com

MASSILLON, OH

HOME

CONT

BUS:

CELL:

SERVICE ADVISOR: 6683 MARTY RICHARDS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	01	LEXUS RX300	JTJHF10U61		77809/77809		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 18NOV08		0.00	CASH	18NOV08
R.O. OPENED		READY	OPTIONS: ENG:1MZ-FE				

16:43 17NOV08 13:14 18NOV08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THAT THE THE TRANSMISSION WILL NOT SHIFT INTO REVERSE

AT TIMES, HAPPEN 2 TIMES WHEN DRIVING AND VEH WARM

CAUSE: DIAGNOSIS

SUPER /ROADTEST VEH AND RUN FOR OPEN CODES

7704 W

(N/C)

CC: 99 FC: 99 PART#: COUNT:

CLAIM TYPE: RG

AUTH CODE:

77809 TEST DROVE VEHICLE SEVERAL TIMES, WHEN COLD OR HOT, UNABLE TO
 VARYIFY CONCERN. NO CODES FOUND IN ECU. FOUND TRANSMISSION FLUID VERY DARK
 IN COLOR AND HAS A ODD SMELL. PERFORMED TRANSMISSION FLUSH AND TEST
 DROVE, WITH NO PROBLEMS. VEHICLE SEEMS TO BE SHIFTING AND ACTING NORMALLY
 AT THIS TIME. CUSTOMER CALLED LEXUS AND THEY OFFERED TO PAY FOR
 DIAGNOSIS TIME.

B** PERFORM TRANS FLUID FLUSH

SUPER /PERFORM TRANSMISSION FLUID FLUSH AND

REFILL TO CORRECT LEVEL

7704 CM

1 BG6600 TRANS KIT

19.95

61.40

61.40

14 00279-000T4-01 ATF T-IV QUART

8.40

8.40

117.60

SHOP SUPPLIES

3.07

PAID
 NOV 18

IF YOU ARE NOT COMPLETELY SATISFIED WITH

YOUR SERVICE EXPERIENCE PLEASE CONTACT ME

JOHN ENGLISH SERVICE MANAGER 1-800-326-8111

THANK YOU FOR YOUR BUSINESS

220.15
 215.15
 5.00

www.lexusofakron/canton.com

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
 INFORMATION CONTAINED HEREON IS ACCURATE UNLESS
 OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT
 NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE
 APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART
 REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN
 CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR
 MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR
 (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE
 SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S
 REPRESENTATIVE.

SHOP SUPPLIES ARE AN INTEGRAL PART OF THE REPAIR OF YOUR
 MOTOR VEHICLE. YOU WILL BE CHARGED 8% OF YOUR LABOR
 CHARGE (UP TO A MAXIMUM OF \$25.00) FOR THOSE SUPPLIES.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the
 warranties with respect to the sale of this
 item/items. The Seller hereby expressly
 disclaims all warranties either express or
 implied, including any implied warranty of
 merchantability or fitness for a particular
 purpose. Seller neither assumes nor
 authorizes any other person to assume for it
 any liability in connection with the sale of this
 item/items.

DESCRIPTION

TOTALS

LABOR AMOUNT	61.40
PARTS AMOUNT	137.55
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.07
TOTAL CHARGES	202.02
LESS INSURANCE	0.00
SALES TAX	13.13
PLEASE PAY THIS AMOUNT	215.15

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

5572-20-128
877-632-433
ADP #
Kov

#107
SCAR
500-611-003
Cape

77N

Arlington 120

Left

4th Light
Fred Martin Nissan
Park Mazda

Left



Terry's Tire Town
1405 Amherst Rd. NE
Mansillon, OH 44846
330-833-0033

NEXT SERVICE DUE

01/12/09

DATE

78860

OR

MILEAGE

GRADE

CUSTOMER SERVICE MGR (LAST)		(FIRST)		DATE		No	
OWNER				1/6/09 9:24		AA	
ADDRESS		CITY	STATE	PROV	ZIP/POSTAL CODE	MILEAGE	TRANSMISSION TYPE
		MASSILLON	OH		78926	U140F	
YEAR	MAKE	MODEL	COLOR	VEHICLE IDENTIFICATION NUMBER (VIN)		LIC. PLATE NO. STATE	BUSINESS PHONE
2001	LEXUS	RX 300		JTJHF10V6			
WARRANTY CLAIM INFORMATION	ORIGINAL CENTER	ORIGINAL RO	ORIGINAL MILES	ORIGINAL DELIVERY DATE	PROD. DATE	ENGINE SIZE	CELL PHONE
						3.0L	
HAT NUMBER		EMAIL ADDRESS					

4571

Tranpro Ltd
 4922 Everhard Rd
 Canton, OH 44718
 330-493-0311

**INTERNATIONAL
 CUSTOMER SERVICE**
 201 Gibraltar Road
 Horsham, PA 19044
 Call toll-free: (800) 523-0401



**COMPLETE
 CAR CARE
 EXPERTS**

An independently owned and operated AAMCO Center

INTERNAL
USE ONLY

SERVICE DESCRIPTION

PRICE

AAMCO TRANSCAN

AUTHORIZATION: BY: OWNER DATE: 01/06/2009 TIME: 9:24:28 AM FROM: CUSTOMER VERIFICATION: SIGNATURE

DESCRIPTION OF PROBLEM-- REBUID TRANS

REQUIRES INTERNAL SERVICE

SERVICE RECOMMENDATION

AAMCO MAY OPERATE THIS VEHICLE FOR THE PURPOSE OF TESTING AND DELIVERY AT MY OWN RISK. I UNDERSTAND THAT IF A TORQUE CONVERTER AND/OR HARD PARTS ARE REQUIRED, THE COST WILL BE IN ADDITION TO THE BASE PRICE OF \$2293.38. I HAVE THE RIGHT TO AUTHORIZE THE ADDITIONAL COST, OR TO REQUEST REASSEMBLY AND REINSTALLATION OF THE UNSERVICED TRANSMISSION FOR A LABOR CHARGE OF \$450 WHICH INCLUDES THE COST OF DISASSEMBLY AND EXAMINATION.

AUTHORIZATION: BY: DATE: 1/7/2009 TIME: 11:10:34 AM FROM: CUSTOMER VERIFICATION: VERBAL

RECONDITIONED SERVICE \$2293.38 / HARD PARTS AND OTHER COMPONENTS ADDITIONAL COST (AS NEEDED)
 TORQUE CONVERTER (ADDITIONAL COST IF REQUIRED) \$379

TRANSMISSION SERVICE

AAMCO RECONDITIONED TRANSMISSION WITH AN EXCHANGED REBUILT TORQUE CONVERTER WITH AAMCO
 12 MONTH / 24,000 MILE LIMITED WARRANTY

1	NEW - ASSEMBLY KIT TS LEGACY #K7500-LS	662.96
1	NEW - FILTER - A130, A140 SERIES	51.92
1	NEW - BAND - 2ND COAST BRAKE	99.80
	NEW - TRANS FLUID-FILLED TO MANUFACTURER'S SPECIFICATION	25.20
1	EXCHANGE REBUILT TORQUE CONVERTER	307.00
1	PLANETARY GEAR ASSEMBLY	1100.00
	LABOR TO REMOVE, REBUILD & REINSTALL	1453.50

AUTHORIZATION: BY: MIKE DATE: 1/7/2009 TIME: 11:10:44 AM FROM: CUSTOMER VERIFICATION: VERBAL

RECONDITIONED SERVICE \$2293.38 / HARD PARTS & OTHER COMPONENTS \$1100 / TORQUE CONVERTER \$307

I HAVE BEEN OFFERED A 36 MONTH/36,000 MILE EXTENDED WARRANTY (\$555.06) AND
 I HAVE BEEN OFFERED A LIFETIME EXTENDED WARRANTY (\$1110.11) AND CHOSEN TO

TIALS)

Call Toll-Free: (800) 923-0491

TRANSMISSIONS EXPERTS

An independently owned and operated AAMCO Center

INTERNAL
USE ONLY

SC WC

SERVICE DESCRIPTION

PRICE

AAMCO TRANSCAN

AUTHORIZATION: BY: OWNER DATE: 01/06/2009 TIME: 9:24:28 AM FROM: CUSTOMER VERIFICATION: SIGNATURE

DESCRIPTION OF PROBLEM-- REBUID TRANS

REQUIRES INTERNAL SERVICE

SERVICE RECOMMENDATION

AAMCO MAY OPERATE THIS VEHICLE FOR THE PURPOSE OF TESTING AND DELIVERY AT MY OWN RISK. I UNDERSTAND THAT IF A TORQUE CONVERTER AND/OR HARD PARTS ARE REQUIRED, THE COST WILL BE IN ADDITION TO THE BASE PRICE OF \$2293.38. I HAVE THE RIGHT TO AUTHORIZE THE ADDITIONAL COST, OR TO REQUEST REASSEMBLY AND REINSTALLATION OF THE UNSERVICED TRANSMISSION FOR A LABOR CHARGE OF \$450 WHICH INCLUDES THE COST OF DISASSEMBLY AND EXAMINATION.

AUTHORIZATION: BY: DATE: 1/7/2009 TIME: 11:10:34 AM FROM: CUSTOMER VERIFICATION: VERBAL

RECONDITIONED SERVICE \$2293.38 / HARD PARTS AND OTHER COMPONENTS ADDITIONAL COST (AS NEEDED)
TORQUE CONVERTER (ADDITIONAL COST IF REQUIRED) \$379

TRANSMISSION SERVICE

AAMCO RECONDITIONED TRANSMISSION WITH AN EXCHANGED REBUILT TORQUE CONVERTER WITH AAMCO
12 MONTH /24,000 MILE LIMITED WARRANTY

1 NEW - ASSEMBLY KIT TS LEGACY #K7500-LS	662.96
1 NEW - FILTER - A130, A140 SERIES	51.92
1 NEW - BAND - 2ND COAST BRAKE	99.80
NEW - TRANS FLUID-FILLED TO MANUFACTURER'S SPECIFICATION	25.20
1 EXCHANGE REBUILT TORQUE CONVERTER	307.00
1 PLANETARY GEAR ASSEMBLY	1100.00
LABOR TO REMOVE, REBUILD & REINSTALL	1453.50

AUTHORIZATION: BY: MIKE DATE: 1/7/2009 TIME: 11:10:44 AM FROM: CUSTOMER VERIFICATION: VEERBAL

RECONDITIONED SERVICE \$2293.38 / HARD PARTS & OTHER COMPONENTS \$1100 / TORQUE CONVERTER \$307

1 I HAVE BEEN OFFERED A 36 MONTH/36,000 MILE EXTENDED WARRANTY (\$555.06) AND CH(IALS)
I HAVE BEEN OFFERED A LIFETIME EXTENDED WARRANTY (\$1110.11) AND CHOSEN TO DE

PARTS SHOWN AS EXCHANGE ARE NOT RETURNABLE

TRANSMISSION

PARTS: 2,246.88

LABOR: 1,453.50

SUBTOTAL: 3,700.38

SERVICE PLUS

PARTS: 0.00

LABOR: 0.00

SUBTOTAL: 0.00

TOTAL LABOR

1,453.50

TOTAL PARTS

2,246.88

SERVICE AGREEMENT

SUBTOTAL

3,700.38

TAX

222.02

TOTAL

3,922.40

CERTIFICATION

This certifies that the automotive components described above have been properly repaired and restored to sound working condition.

COMPLETION CERTIFICATE

I acknowledge receipt of the vehicle and a copy of this Repair Order.

Authorized Signature

Authorized Signature

Customer Use