



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

16-MAR-2009

Repository ☐

Reference No.

10262058

OWNER INFORMATION (Type or Print)

Name

Address

City

GAITERSBURG

State MD

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 / /

VEHICLE INFORMATION

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

JTJBT20X450

Make

LEXUS

Model

GX470

Model Year

2005

Date Purchased

MARCH 2005

Dealer's Name and Telephone Number

LEXUS of Rockville 301-762-9009

Engine:

No: Cylinders

8

Fuel Type:

GAS

Original Owner

☒

Dealer's City

ROCKVILLE MD

State

Zip Code

Transmission Type

AUTO

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure: - COMPRESSOR
SENSORS, CYLINDERS,
REAR AIR BAGS

Incident Date(s)

08-MAR-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING: ENGINE

Failure Mileage

62977

Failure Speed

5

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

1

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 2005 LEXUS GX470. WHILE DRIVING LESS THAN 5 MPH, THE VEHICLE BACKFIRED WITH A LOUD NOISE. THE VEHICLE WAS TOWED TO A DEALER AND THEY STATED THAT THE AIR COMPRESSOR REMAINED ACTIVATED. WHEN THE DRIVER STRUCK A BUMP IN THE ROAD, THE VEHICLE DROPPED AND THE REAR SHOCK, HIKK SENSOR, COMPRESSOR, AND REAR AIR BAGS WERE DAMAGED. THE VEHICLE WAS REPAIRED AT THE CONTACT'S EXPENSE. HE FEELS THAT THIS IS A SAFETY DEFECT. THE DRIVER HURT HER JAW WHEN THE VEHICLE DROPPED TO THE GROUND. THE FAILURE MILEAGE WAS 62,977 AND CURRENT MILEAGE WAS 63,000.

FOR THE SUSPENSION SYSTEM

THE COMPRESSOR CONTINUED TO INFLATE UNTIL THE PRESSURE BECAME SO HIGH THAT IT EXPLODED. IF THIS HAPPENED AT HIGHER SPEEDS ON THE HIGHWAY IT COULD HAVE BEEN VERY SERIOUS.

- INVOICE COPY IS ATTACHED - REPAIR COST ABOUT 3600

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.

CUSTOMER #: [REDACTED]

8 5 1 2 3 0



15501 Frederick Road · Rockville, MD 20855

INVOICE

301-762-9009 · 866-333-3784
301-294-1676 Fax

GAITHERSBURG, MD

PAGE 2

www.lexusofrockville.com

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 8612 RYAN WERTS

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
01F0/PINE		05	Lexus GX470		JTJBT20X450			62977/62981		T5133
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT		INV. DATE
02MAR05 DD				15:30 09MAR09		1		CASH		13MAR09
R.O. OPENED			READY		OPTIONS: STK:50075197 ENG:2UZ0976538 TRN:A					

10:13 09MAR09 16:52 13MAR09

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	48090-35011	CYLINDER ASSY, PNEUM			285.59	285.59	285.59
1	48080-35011	CYLINDER ASSY, PNEUM			285.59	285.59	285.59
857491		HEIGHT CNTRL COMPRESSOR ASSY				435.00	435.00
	8214	CC			634.72	634.72	634.72
1	48910-60020	COMPRESSOR ASSY, HEI				292.50	292.50
857121		REPLACED BOTH HEIGHT SENSORS			387.91	387.91	387.91
	8214	CC			387.91	387.91	387.91
1	89408-60011	SENSOR SUB-ASSY, HEI					
1	89407-60022	SENSOR SUB-ASSY, HEI					
PARTS:	1981.72	LABOR:	1087.50	OTHER:	0.00	TOTAL LINE C:	3069.22

62981 PERFORMED INSP AND FOUND AIR COMPRESSOR STAYED ON AND BLEW OUT

REAR SHOCKS AND HEIGHT SENSORS - ALSO REAR AIRBAGS

D CUSTOMER STATES: CUST SAYS THE VEH FEELS REALLY BOUNCY WHILE DRIVING
THAT STARTED AFTER NOISEMISC CUSTOMER STATES: CUST SAYS THE VEH FEELS
REALLY BOUNCY WHILE DRIVING THAT STARTED
AFTER NOISE

	8214	CC				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

62981 REPLACED REAR SENSOR

EST: 110.00 09MAR09 10:13 SA: 8612

SHOP SUPPLIES

30.00

301-908-7356

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR REMANUFACTURED.

DESCRIPTION	TOTALS
LABOR AMOUNT	1706.30
PARTS AMOUNT	3488.52
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	30.00
TOTAL CHARGES	5224.82
LESS INSURANCE	0.00
SALES TAX	211.11
PLEASE PAY THIS AMOUNT	5435.93

CUSTOMER #:

8 5 1 2 3 0



LEXUS OF ROCKVILLE

15501 Frederick Road · Rockville, MD 20855

INVOICE

301-762-9009 · 866-333-3784
301-294-1676 Fax

GAITHERSBURG, MD

PAGE 1

www.lexusofrockville.com

HOME CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 8612 RYAN WERTS

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
01F0/PINE		05	Lexus GX470		JTJBT20X450			62977/62981		T5133
DEL. DATE		PROD. DATE	WARR. EXP.		PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
02MAR05 DD					15:30 09MAR09		1		CASH	13MAR09
R.O. OPENED			READY		OPTIONS: STK:50075197 ENG:2UZ0976538 TRN:A					

10:13 09MAR09 16:52 13MAR09

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

A NO PRIOR BLEMISHES NOTED

4TIRES MOUNT & BALANCE FOUR NEW TIRES

8214	CC					0.00	0.00
4	DT000-55332-MIL 265/65R17				275.40	275.40	1101.60
4	TF TIRE FEE TAX				0.80	0.80	3.20
1	W/W-KIT WHEEL WEIGHTS				2.00	2.00	2.00
4	S8612 RYAN WERTS						0.00
4	T8214 FRED CARRASCO						0.00

55099 INSTALLED XM UNIT AND REMOVED OLD XM

8281	CC					618.80	618.80
1	CNP2000 XM MINI TUNER				60.00	60.00	60.00
1	SL2XMT XM MINI TUNER INTERFACE				340.00	340.00	340.00

PARTS: 1506.80 LABOR: 618.80 OTHER: 0.00 TOTAL LINE A: 2125.60

62981 F F

B CUSTOMER STATES: GUEST CONTACT PHONE # 301-840-2088

CAUSE: REPLACED BELT

711511 REAR SEAT BELT (ONE SIDE)

8214	WC						(N/C)
1	73360-60400-A0 BELT ASSY, RR NO-1 S						(N/C)

FC: PART#: COUNT:

CLAIM TYPE: RG

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

62981 PERFORMED INSP AND FOUND SEAT RETRACTOR ASSY JAMMED ON RIGHT REAR SEAT. REPLACED BELT AND TESTED OK

C CUSTOMER STATES: THERE WAS A BACKFIRE SOUND AND A METAL RING CAME FROM UNDER VEH

481271 REPLACED BOTH REAR AIR BAGS

8214	CC					360.00	360.00
------	----	--	--	--	--	--------	--------

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR REMANUFACTURED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	