

 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		
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received JAN 21 2011 02-DEC-2010		Repository ☐
				Reference No. 10368644		
OWNER INFORMATION (Type or Print)						
Name [REDACTED]				Daytime Telephone Number [REDACTED]		
Address [REDACTED]				E-mail Address		
City PRINCETON		State NJ	Zip Code [REDACTED]		Evening Telephone Number	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).						
VEHICLE INFORMATION						
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1 JT8BH 28 F8 W 01 [REDACTED]				Make LEXUS	Model LS400	
				Model Year 1998		
Date Purchased 8/31/2001	Dealer's Name and Telephone Number Lexus of Cherry Hill 856-234-6600			Engine: No: Cylinders 4 (?)	Fuel Type: Gasoline	
Original Owner ☒	Dealer's City Cherry Hill, NJ	State NJ	Zip Code 08054			
Transmission Type Automatic	☒ Antilock Brakes	Powertrain is OK	Multiple Failure: No: A Single failure		Incident Date(s) 24-NOV-2010	
☒ Cruise Control						
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: 162000 STRUCTURE: BODY				Failure Mileage 111000	Failure Speed 0	
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: DOTM4L9ABC036)		☐ 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 1998 LEXUS LS400. THE CONTACT STATED THAT THE HOOD OF THE VEHICLE WAS FULLY OPENED IN A SECURED POSITION AND WITHOUT WARNING, IT SUDDENLY RELEASED IN A DOWNWARD POSITION AND CLOSED. THE HOOD RELEASED ON THE CONTACTS LEFT HAND AND CAUSED INJURY TO THE MIDDLE FINGER. THE CONTACT PLANNED TO TAKE THE VEHICLE TO THE DEALER FOR DIAGNOSTIC TESTING. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS APPROXIMATELY 111,000. <i>The accident occurred because the 2 hydraulic pistons which are supposed to keep the hood securely and fully opened failed suddenly while my hand was under the hood. I could not remove my hand fast enough to avoid the accident. Older cars generally have one or two metal rods to keep the hood from slamming down on you. They saved money by omitting the rods!</i>						
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 was trying to find the windshield washer under the driver side of the hood. ~~The~~ A pair of hydraulic pistons, the only support for keeping the hood from slamming down on me, failed suddenly. ~~and cracked on my~~ The hood crashed on my left hand, jamming my middle finger between the fender and the hood. I would have lost the finger had it not be for the presence of two men nearby who heard me cry out and raised the hood. I was too far from the front end of the hood to raise it myself. ATTACH ADDITIONAL SHEETS IF NECESSARY The finger still hurts!

/12/2011

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

TRENTON NJ 086

13 JAN 2011 PM 5

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**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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