



INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

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

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

Date Received  
**JAN 19 2012**  
16-DEC-2011

Repository   
Reference No.  
10440199

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City GREENSBURG State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Evening Telephone Number [REDACTED]

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: **JTH0L5EF2B5 [REDACTED]**  
 Make LEXUS Model LS 460 L Model Year 2011  
 Date Purchased **OCT, 2011** Dealer's Name and Telephone Number **METRO LEXUS 800 536 9779** Engine: No: Cylinders  
 Original Owner  Dealer's City State Zip Code  
 Transmission Type  Antilock Brakes  Cruise Control Powertrain Multiple Failure: Incident Date(s) 06-DEC-2011

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage 10000 Failure Speed

**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 Number of Deaths 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 2011 LEXUS LS460. THE CONTACT ATTEMPTED NUMEROUS TIMES TO START THE KEYLESS IGNITION AND THE VEHICLE FAILED TO START. WHEN THE FAILURE OCCURRED THERE WAS AN ADDITIONAL REMOTE KEY FOB LOCATED INSIDE THE VEHICLE; HOWEVER ONCE THE SECOND KEY FOB WAS PERMANENTLY REMOVED FROM THE VEHICLE, THE KEYLESS IGNITION BEGAN TO OPERATE. THE CONTACT DETECTED WHENEVER A SECOND KEY WAS PRESENT WITHIN SIX FEET OF THE VEHICLE, IT WOULD PREVENT THE IGNITION OPERATION. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE CONTACT EXPRESSED THE POTENTIAL SAFETY RISKS. THE FAILURE MILEAGE WAS 10,000. THE VIN WAS UNAVAILABLE.

*This also Happened again on 1/4/12 at Ft. Lauderdale Airport when a key from a Lexus Owner Up North was in my suitcase put in The Back seat of The Lexus 450 L and prevented the car to start!!*

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)

We have been told By Lexus They know of This problems. Blame it on the Tsonami in Japan. with a New key maker. Bot have NOT connected our car on any and all other cars affected. This can be very dangerous in case of an emergency

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



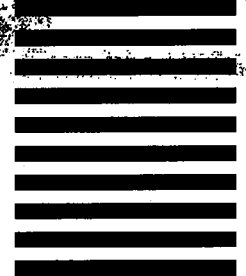
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

06 JAN 2012 09:51

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

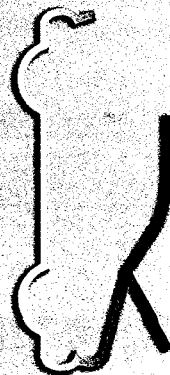
**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



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**



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