

 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 FEB 19 2013 11-JAN-2013		Repository ☐ Reference No. 10492226	
				Daytime Telephone Number [Redacted]		Email Address [Redacted]	
OWNER INFORMATION (Type or Print)							
Name [Redacted]				Evening Telephone Number [Redacted]		Address [Redacted]	
Address [Redacted]				City WINTER SPRINGS		State FL	
City WINTER SPRINGS				Zip Code [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 JTJBT20X250 [Redacted]				Make LEXUS		Model GX470	
Date Purchased 8/5/2005				Dealer's Name and Telephone Number Orlando Lexus 407-671-0000		Engine: No: Cylinders 8	
Original Owner ☒				Dealer's City Orlando		Fuel Type: Gas	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control				Powertrain [Redacted]		Incident Date(s) 01-DEC-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 162000 STRUCTURE: BODY						Failure Mileage 60000	
Failure Speed [Redacted]							
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE							
Tire Make Michel				Tire Model (Name or Number) [Redacted]		Tire Size (Example P215/65R15) [Redacted]	
DOT No. (Example: DOTM19ABC036) [Redacted]				☐ Original Equipment ☐ Prior Repair		Failure Location: [Redacted]	
Tire Component Code [Redacted]						Tire Failure Type: [Redacted]	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make: [Redacted]				Date Manufactured: [Redacted]		Model No./Name: [Redacted]	
Seat Type: [Redacted]				Installation System: [Redacted]			
Child Seat Component Code: [Redacted]				Failed Part: [Redacted]			
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 2005 LEXUS GX470. THE CONTACT STATED THE DASHBOARD CRACKED NEAR THE GLOVE COMPARTMENT. THE VEHICLE WAS INSPECTED BY THE DEALER WHO STATED THE CRACK ORIGINATED BEHIND DASHBOARD IN THE STEERING AREA DUE TO THE DEFECTIVE LEATHER. THE MANUFACTURER OFFERED TO ASSIST WITH HALF OF THE REPAIR COST. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 60,000 AND THE CURRENT MILEAGE WAS 60,100.							
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 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)

My Lexus GX470²⁰⁰⁵ Dashboard cracked across the seam on the Drivers Side. However, I thought that was where the Leather Joined. It turned out to be a crack two feet long. This happened in the First year. Then multiple cracks appeared all over the Dashboard. The vehicle lost it's ~~beaut~~ beauty. I Paid \$60,000 For the Vehicle and it's definitely a poor materials used. Now there is a ^{huge} crack by the Passenger air bag. I am worried that the air bag would Pop. Lexus only wants to cover half. ^{that} ATTACH ADDITIONAL SHEETS IF NECESSARY That's not fair since They are aware ^{that} the material is defective. Car is garage kept.

U.S. Department
of Transportation

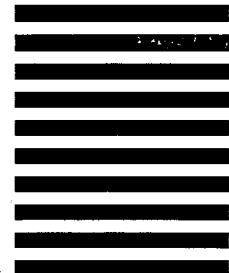
National Highway
Traffic Safety
Administration

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

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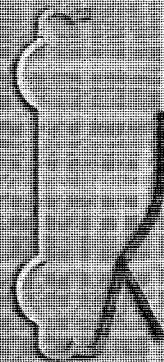
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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210

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



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Office of Defects Investigation