

APR 24 2014

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6) Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		USE ONLY 100148 Date Received 16-JAN-2014		Repository ☐ Reference No. 10560238	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City HERMOSA BEACH		State CA		Zip Code			
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 2T2BK1BA3EC				Make LEXUS		Model RX350	
				Model Year 2014			
Date Purchased 11/09/2013		Dealer's Name and Telephone Number Woodland Hills Lexus				Engine: No: Cylinders	
Original Owner ☐		Dealer's City Woodland Hills		State CA		Zip Code	
Transmission Type Auto		☒ Antilock Brakes ☒ Cruise Control		Powertrain		Multiple Failure:	
						Incident Date(s) 31-DEC-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 162000 STRUCTURE: BODY						Failure Mileage 1700	
						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 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 2014 LEXUS RX350. THE CONTACT STATED THAT SHE OPENED THE LIFT GATE WITH THE AUTOMATED BUTTON TO GIVE A PASSENGER ACCESS TO THE REAR. THE CONTACT ACCIDENTALLY DEPRESSED THE AUTOMATED BUTTON FROM INSIDE OF THE VEHICLE AND THE LIFE GATE SLAMMED ON THE PASSENGER'S HEAD, CAUSING HIS SCALP TO BECOME SPLIT OPEN. THE PASSENGER WAS TRANSPORTED TO THE HOSPITAL WHERE THREE STAPLES WERE USED TO CLOSE HIS HEAD INJURY. THE VEHICLE WAS TAKEN TO THE DEALER BUT WAS NOT INSPECTED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 1,700. THE VIN WAS UNAVAILABLE.							
I have video on my camera of the hatchback crushing a Grapefruit & an Orange. IF you'd like to see them, I can forward them to you							
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.							

The serviceman at Woodland Hills Lexus thought it was awful because he couldn't stop it from closing with his own hands!

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I have a \$1,000. hospital bill for my son.

IF a child's ^(head on) hand got caught in there, it could be deadly

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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**

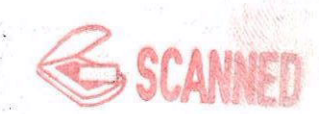


Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

safercar.gov

Sender's Name [REDACTED] Phone [REDACTED]
 Company [REDACTED]
 Address [REDACTED]
 Address [REDACTED]
 City Hermosa Beach State CA ZIP [REDACTED]
 2 To US Dept. of Transportation
 Recipient Name National Highway Traffic Safety Administration
 Company [REDACTED]
 Address 1200 New Jersey Ave. SE.
 Address [REDACTED]
 City Washington, DC. State DC ☐ HOLD at Location
 Country USA ZIP Postal Code 20077-9352

W42-308



W43
S23

214-4500
 PD:SP:100:Y
 9622001900004684225000794944002352
 20077-0001-00
 U.S. DEPT. OF TRANSPORTATION
 1200 NEW JERSEY AV
 WASHINGTON, DC

FROM: [REDACTED] SHIP DATE: 16APR14
 ACTWGT: 0.4 LB MAN
 CAD: 9622/0FFC1501
 DIMMED: 12 X 9 X 1 IN
 BILL SENDER
 TO US
U.S. Dept. of Transportation Ad
National highway Safety
1200 NEW JERSEY AVENUE SE
Washington DC 20077 (US)
 (310) 766-2550 REF: [REDACTED]
 INU: [REDACTED] DEPT: [REDACTED]

 TRK# 7949 4400 2352
 20077
 9622 0019 0 (000 468 4225) 0 00 7949 4400 2352

Photos - Do Not Bend / Photos - Ne pas plier