

 INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) 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 02-APR-2014 Repository ☐ Reference No. 10576757	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City BELLE VUE State WA 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 JT8BH28F9W0 [REDACTED] Make LEXUS Model LS400 Model Year 1998 Date Purchased 6/9/2001 Dealer's Name and Telephone Number ROLLAND TOYOTA Engine: No: Cylinders 8 Fuel Type: Premium Original Owner ☐ Dealer's City EVERETT State WA Zip Code 98023 Transmission Type ☒ Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 21-SEP-2011 ☒ Cruise Control			
FAILED COMPONENT(S)/PART(S) INFORMATION Vehicle Component Code: 180000 VEHICLE SPEED CONTROL Failure Mileage 153000 Failure Speed [REDACTED]			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED] DOT No. (Example: DOTM19ABC036) ☐ 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 1998 LEXUS LS400. THE CONTACT STATED THAT THE VEHICLE SUDDENLY ACCELERATED WITHOUT WARNING. THE VEHICLE TRAVELED INTO A RESIDENTIAL GARAGE AND CRASHED INTO A WALL. A POLICE REPORT WAS NOT FILED AND NO INJURIES WERE REPORTED. THE VEHICLE WAS TAKEN TO THE DEALER HOWEVER, (THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE FAILURE) THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 153,000 AND THE CURRENT MILEAGE WAS 160,000.			
The shop technician diagnosed the WRONG Problem. In the complaint, I stated the car moved forward. Lexus came back with the report that they diagnosed car moving BACKWARDS!! Insurance claims for Auto & Property were filed			
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.			

WRONG