

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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 27-MAY-2014	Repository <input type="checkbox"/>
	Reference No. 10594323

OWNER INFORMATION (Type or Print)

Name	[REDACTED]
Address	[REDACTED]
City	MABELVALE
State	AR
Zip Code	[REDACTED]

Daytime Telephone Number [REDACTED]	E-mail Address
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 1THBA30G345 [REDACTED]	Make LEXUS	Model ES 330	Model Year 2004
Date Purchased 3-9-2004	Dealer's Name and Telephone Number Parker Lexus, INC 501-221-1700		Engine: No: Cylinders
Original Owner <input checked="" type="checkbox"/>	Dealer's City Little Rock	State AR	Zip Code 72211
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 24-APR-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage 67083	Failure Speed
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 2004 LEXUS ES330. THE CONTACT STATED THAT THE AIR BAG WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT SEAT OCCUPANT SENSOR HAD FAILED AND IN ORDER TO REMEDY THE FAILURE THE ENTIRE SEAT NEEDED TO BE REPLACED. THE DEALER RESET THE AIR BAG LIGHT BUT THE VEHICLE WAS NOT REPAIRED. THE FAILURE PERSISTED AND NOW HAD DEVELOPED A TICKING NOISE THAT CAN BE HEARD COMING FROM THE PASSENGER AIR BAG. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 67,083.

Cost to repair \$3,700.00

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.



PARKER LEASING, INC.

#1 Shackleford West
LITTLE ROCK, ARKANSAS 72211
Phone 501-221-1701

CUSTOMER NO.	ADVISOR JEREMY DAVIDSON	510	TAG NO. 8776	INVOICE DATE 04/24/14	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 66,997	COLOR CRYSTAL WHI	STOCK NO.
MABELVALE, AR	YEAR / MAKE / MODEL 04/LEXUS/ES 330/4DR SDN			DELIVERY DATE 03/09/04	DELIVERY MILES 13
	VEHICLE I.D. NO. J T H B A 3 0 G 3 4 5			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 04/24/14		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: [REDACTED]

JOB# 4 CHARGES

LABOR-----
J# 4 28LEZ AIR BAG/RESTRAINT TECH(S):612 114.50
C/S THE AIR BAG LIGHT IS ON
DTC B1826 - PASS SIDE AIR BAG ASSEMBLY IS NEEDED OPEN IN
AIR BAG
CUSTOMER DECLINED REPAIR

JOB# 4 TOTALS----- LABOR 114.50

JOB# 4 JOURNAL PREFIX LECS JOB# 4 TOTAL 114.50

JOB# 5 CHARGES

LABOR-----
J# 5 34LEZ WAITER TECH(S):612 INTERNAL

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX LECS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES

LABOR-----
J# 6 37LEZ CAR WASH TECH(S):612 INTERNAL
COMPLIMENTARY CAR WASH

JOB# 6 TOTALS-----

JOB# 6 JOURNAL PREFIX LECS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES

LABOR-----
J# 7+22LEZ SECURITY / ENTRY TECH(S):612 59.99
C/R CUT AND PROGRAM KEY
COMPLETED ONE NEW KEY AND PROGRAM

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	89070-33751	TRANSMITTER ASSY.	174.08	174.08
			TOTAL - PARTS		174.08

JOB# 7 TOTALS----- LABOR 59.99 PARTS 174.08

JOB# 7 JOURNAL PREFIX LECS JOB# 7 TOTAL 234.07

JOB# 8 CHARGES

LABOR-----
J# 8+21LEZ120 BATTERY TECH(S):612 49.95
C/R REPLACE BATTERY SINCE IT FAILED THE TEST
FOUND BATTERY TO HAVE FAILED TESTING PER GR8
319CCA OF 575 LOW STATE OF HEALTH
MOVED AND REPLACED BATTERY

DISCLAIMER OF WARRANTIES
AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL COMPLIANCE CHARGE
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know that they are helping to pay for a cleaner environment.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

X _____
CUSTOMER SIGNATURE

Thank You!
**WE APPRECIATE
YOUR
BUSINESS**

The Reynolds and Reynolds Company FPAINTSH14E 00201946 0 (12/03)