



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

**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**

Date Received 11-AUG-2014 SFP 12 2014	Repository <input type="checkbox"/>
	Reference No. 10621534

Daytime Telephone Number [REDACTED]	E-mail Address NOEMAIL@UNK.GOV
Evening Telephone Number	

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City RALEIGH State NC Zip Code [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 JT8BH28F9Y0 [REDACTED]	Make LEXUS	Model LS400	Model Year 2000
Date Purchased 3-14-01	Dealer's Name and Telephone Number Johnson Lexus		Engine: No: Cylinders 8
Original Owner <input type="checkbox"/>	Dealer's City Raleigh	State NC	Zip Code 27616
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 23-MAY-2014

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

Vehicle Component Codes: 100000 POWER TRAIN, 350000 EQUIPMENT, 116000 ELECTRICAL SYSTEM: IGNITION	Failure Mileage 104000 -102,000	Failure Speed N/A
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make Michelen	Tire Model (Name or Number)	Tire Size (Example P215/65R15) 225 60 R16 98V PRMXV4
DOT No. (Example: DOTMAL9ABC036)	<input checked="" type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: completely rotten
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 INFORMATION**

(Please describe in detail the incident, 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 2000 LEXUS LS400. THE CONTACT HAD A NEW KEY MADE FOR HER VEHICLE, WHICH CAUSED THE IGNITION TO FAIL. THE VEHICLE WOULD STALL AND THE CONTACT WOULD BE UNABLE TO REMOVE THE KEY FROM THE IGNITION. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 104,000. -102,000  
The dealer refused to replace key or to refund \$186.00 + cost of batteries for (2) keys twice.

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)

Dealer mis conduct and Dealer's failure to perform services that were Needed. Dealer failed to determine that tires were rotten during service. Dealer failed to provide working batteries for keys. Dealer failed to provide a copy of original key that was paid for \$186.00. Dealer blocked contact with customer. Dealer has numerous complaints of poor service for many years; over flow of transmission fluid ATTACH ADDITIONAL SHEETS IF NECESSARY X 4 times.

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



**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**



www.nhtsa.gov

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

