

 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		FOR AGENCY USE ONLY 100148 U.S.C. 552(b)(6)	
		Date Received 07-DEC-2015 FEB 22 2016		Repository ☐ Reference No. 10808803	
OWNER INFORMATION (Type or Print)					
Name		Address		City	
State		Zip Code		E-mail Address	
SAN JOSE		CA		same	
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		Make		Model	
JT8BH22F7T0		LEXUS		LS400	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
11/7/2015				No: Cylinders	
Original Owner		Dealer's City		Fuel Type:	
State		Zip Code			
Transmission Type		Antilock Brakes		Powertrain	
Cruise Control		Multiple Failure:		Incident Date(s)	
				13-JUN-2000	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: ENGINE (PWS), 110000 ELECTRICAL SYSTEM				Failure Mileage	
				116000	
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		Failure Location:	
Tire Component Code		Prior Repair		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		Fire		Number of Persons Injured	
Yes No		Yes No		Number of Deaths	
				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 1996 LEXUS LS400. THE CONTACT STATED THAT THE VEHICLE STARTED WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 116,000. see attached sheet					
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 1995 and early-1996-production LS400 have a software problem in their engine control module. This problem is referenced by Lexus Technical Service Bulletin EG002-97. They fixed the software problem and offered a warranty swapout of the engine control module, but never issued a recall. I bought one of the un-fixed cars in November 2015.

The problem is the engine idle speed drops, all the way to 0, after a long freeway drive. This means, for instance, that the engine will stall when one comes to a stop at a toll booth, or when one exits and stops at the stop sign. These things both happen to me, as they will to anyone who owns a 1996 LS400 with VINs before JT8BH22F3T0 [REDACTED]. This cutoff point is from Lexus's own service bulletin EG002-97. They know about the problem. They fixed it. They then let people suffer stalled cars while driving, sending this obscure service bulletin to dealers who often failed to properly diagnose the customer's reported stalling problem as THIS problem, my car included. The service record of my car shows the prior owner took it to a Lexus dealer for a stalling problem, but the Lexus dealer failed to properly attribute the problem to the software problem of EG002-97 and thus sent the customer home with no trouble found, no problem fixed. Their own service record shows their mechanic only drove the car 5 miles, on city streets, which would not result in the problem showing up. The owner, not knowing about EG002-97, would not have told the mechanic he should take it for a long freeway drive, not a short city-street drive, if he really wanted to see the problem. But since the problem is SOFTWARE, there really isn't any need to drive the car, it has the problem by definition if it has one of the identified VINs. The prior owner, a little old lady who rarely drove on the freeway, should not have been expected to have done the research to characterize the problem as only that described in EG002-97 to get it diagnosed and fixed.

What makes diagnosing this issue tricky is that cars stall all the time, but not like this. This problem only occurs after a long continuous drive on the freeway. Upon stalling, the car will start right back up again no problem just by putting it into neutral and turning the key. The software resets at that point and all returns to normal. The problem is not mechanical or electrical in any way. If it were mechanical, such as a stuck idle control valve or throttle sensor, the car would not immediately restart with no problem thereafter. If it were electrical, such as a loose connection when the engine warms up, the car would not immediately restart with no problem thereafter. The problem will not occur if one just drives on city streets all day, or on brief freeway excursions — only long freeway drives. The clear explanation is that the engine control software has a bug in it, in every car they made up to the point where they updated the code and produced a new part #. The engine control module part # with the bug is 89661-50302. The fixed version is 89661-50303. Again, these numbers are from EG002-97.

Lexus called this fix a 'driveability improvement'. This is lawyer-speak for 'maybe we won't have to issue a recall'. They should have, and even today, with thousands of these vehicles still posing a danger to their drivers on the road, they should be required to issue notice that all such problem vehicles will be entitled to an updated engine control module and the labor associated with installing it, at Lexus's expense. A recall, if you will.

Lexus forums abound where owners have complained of this problem but Lexus refuses to provide a free module update. Do a google search for "1996 LS400 idle stall" and read how it was often confused with other stalling problems, but when one filters out these unrelated complaints one is left with all the other people who reported the problem to Lexus and got nowhere. This is how I found the problem, having stalled on multiple occasions in my 'new' car.

There are numerous complaints to the NHTSA for this problem, especially in 1995. The 1995 engine control computer code part numbers are different, before and after the fix, and their service bulletin EG003-96 doesn't even mention the problem, but that is where the updated part number for the 1995 fix can be found. Refer to NHTSA complaint 10692841, and 10483633, and 10438716, and 10067491, as examples of how the NHTSA has ignored this problem for years, letting Lexus get away with endangering its customers who have no idea that their cars have a bug that Lexus has fixed but not provided them.

Come on, NHTSA. This problem is nearly the same as the ignition-switch problem in GM cars you've made a big deal about, and for which you HAVE required GM to issue a recall. The only difference here is that GM cars turned off at highway speed, and this Lexus problem only shows up at idle speed following a long continuous drive. But idling, and thus the problem, can and does occur in stop-and-go traffic, at a stop light after exiting the freeway, or when going thru a toll booth. It's dangerous, Lexus knows about it, and they should be required to provide their existing fix to those of us affected. I've already been rear-ended once, at 1 MPH, while frantically trying to restart the car in the middle of traffic. There's no excuse for letting Lexus get away with blowing off unsuspecting people like me, which is what they do when you call to ask them for the fix.

[REDACTED]
9 Feb 2016



Technical Service Information Bulletin

February 28, 1997

Title:

DRIVEABILITY IMPROVEMENT

Models:

'96 LS 400

ENGINE
EG002-97

Introduction

Early Production 1996 Model Year LS 400 vehicles may experience an engine idle speed reduction just before stopping the vehicle after a continuous long drive. To correct this condition, the ECM logic has been changed.

down to 0

Production Change Information

- Early production 1996 LS 400 with VINs before JT8BH22F3T0 [REDACTED]

Parts Information

PREVIOUS PART NUMBER	NEW PART NUMBER	PART NAME
89661-50302	89661-50303	ECM

Warranty Information

OPCODE	DESCRIPTION	TIME	OPN	T1	T2
895011	LS 400 Driveability Improvement	0.8	89661-50302	08	71

Warranty Coverage:
4 Years or 50,000 Miles.



Lexus Supports ASE Certification