

 U.S. Department of Transportation National Highway Traffic Safety Administration		FOR AGENCY USE ONLY 100148 Date Received 16-MAR-2016 Repository ☐ Reference No. 10849967	
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline			
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
CORDELE	GA		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
JTJGF10U210		LEXUS	RX300
Model Year		2001	
Date Purchased	Dealer's Name and Telephone Number		Engine:
OCT-10-2014	Five Star Hyundai (478) 922-7011		No: Cylinders
Original Owner	Dealer's City	State	Zip Code
☐	Warner Robins	Ma	31093
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:
☐ Cruise Control			Transmission & CV axle
Incident Date(s)		05-OCT-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 100000 POWER TRAIN		Failure Mileage	Failure Speed
		147651	
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	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 2001 LEXUS RX300. THE CONTACT STATED THAT THE REVERSE GEAR WAS NO LONGER OPERABLE IN THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE TRANSMISSION NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 147,651.			
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 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.			

Courtesy Check

Inspect All Items in Top Section

Year 01 Make Lexus Model 28300

MILEAGE: 144878

Eng. Size 3.0 ☐ SOHC ☐ OHV ☐ DIESEL ☒ DOHC ☐ HYBRID

Trans. ☒ Auto ☐ Manual

Hubcap Missing ☒ Y ☒ N Windshield Cracked ☒ Y ☒ N Scratches/Dents ☒ Y ☒ N

Lic. # [REDACTED] State Inspection Due Month Year

Maintenance Services / Starting

Inspect	Visual			Sched. Maint.	Why Recommended
	OK	SUG	REQ		
Viper Blades	☒			☒	☐ Front ☐ Rear
Lead Lights	☒			☒	
Mini Lights	☒			☒	☐ Brake ☐ Turn Signal ☐ License Plate ☐ Parking
Air Filter	☒			☒	
Cabin Air Filter	☒			☒	
CV Valve	☒			☒	
Washer Fluid	☒			☒	
Oil Level	☒			☒	
Power Str. Fluid Level	☒			☒	
Power Cyl. Fluid Level	☒			☒	☐ Brake Inspection
Brake Fluid Flush	☒			☒	0 10 30 100 200 300 Copper parts per million
Trans. Service	☒			☒	☐ Flush ☐ Pan Service
Coolant Level / Flush	☒			☒	Type <u> </u>
Coolant Hoses	☒			☒	☐ Upper ☐ Lower ☐ Bypass ☐ Heater
Belts	☒			☒	☐ ALT ☐ PS ☐ A/C ☐ AP ☐ Belts 1 2 3 4
Battery D-18 Test	☒			☒	☐ Good ☐ Marginal ☐ Replace
Battery Accessories	☒			☒	☐ Cable Ends / Cables ☐ Pos ☐ Neg ☐ Hold Downs
Battery Guard	☒			☒	☐ Corrosion ☐ Preventive

Tires and Tire Maintenance

Tire Size: 225/70/16 Speed Rating: 103T Run Flat ☒ Y ☒ N TPMS ☒ Y ☒ N

Inspect	Visual			Tread Depth 32nds		Edge Wear	Cracking
	OK	SUG	REQ	Outer	Inner		
Left Front	☒			☒	☒	☒	☐
PSI In: <u>30</u>				<u>11</u>	<u>12</u>	☐	☐
Right Front	☒			☒	☒	☒	☐
PSI In: <u>30</u>				<u>11</u>	<u>11</u>	☐	☐
Right Rear	☒			☒	☒	☒	☐
PSI In: <u>30</u>				<u>13</u>	<u>13</u>	☐	☐
Left Rear	☒			☒	☒	☒	☐
PSI In: <u>30</u>				<u>13</u>	<u>13</u>	☐	☐
Spare	☒			☒	☒	☒	☐
PSI In: <u>30</u>				<u>13</u>	<u>13</u>	☐	☐
Tire Maintenance	☒			☒	☒	☐	☐
Alignment Check	☒			☒	☒	☐	☐

Complete Vehicle Inspection

In Addition To The Above Inspect All Items Below

Maintenance Services / Starting

Inspect	Visual			Sched. Maint.	Why Recommended
	OK	SUG	REQ		
Start / Charge	☒			☒	
Belt Tensioner	☒			☒	
Park Plugs	☒			☒	
Oil Filter	☒			☒	
Oil System Service	☒			☒	
Ignition Wires	☒			☒	
Valve Cover Gasket	☒			☒	
Power Steering Hose	☒			☒	☐ Pressure ☐ Return
Timing Belt	☒			☒	

Exhaust

Exhaust System ☒ Intermediate Pipe ☐ Muffler ☐ Tailpipe

Steering and Suspension

I-Joint	☐	☐	☐	☐	☐	☐	☐
Shock/Pitman Arm	☐	☐	☐	☐	☐	☐	☐
Center Link	☐	☐	☐	☐	☐	☐	☐
Bushings	☐	☐	☐	☐	☐	☐	☐
Link Pins	☐	☐	☐	☐	☐	☐	☐
Tie Rod Ends	☐	☐	☐	☐	☐	☐	☐
Ball Joints	☐	☐	☐	☐	☐	☐	☐
Track & Pinion Assembly	☐	☐	☐	☐	☐	☐	☐
CV Boots	☐	☐	☐	☐	☐	☐	☐
CV Joints	☐	☐	☐	☐	☐	☐	☐
Struts	☐	☐	☐	☐	☐	☐	☐
Shocks	☐	☐	☐	☐	☐	☐	☐

Brakes

ABS ☐ YES ☐ NO

Pads greater than 6mm (Disc) or Shoes greater than 2.4mm (Drum)

Pads greater than 3mm or less than 6mm (Disc) or Shoes greater than 1.6mm or less than 2.4mm (Drum)

Document vehicle specific measurements & minimum specifications below

Pads less than 3mm (Disc) or Shoes less than 1.6mm (Drum)

Document vehicle specific measurements & minimum specifications below

LF Pad	LF Rotor / RF Rotor	RF Pad
Actual Meas.	Actual Meas.	Actual Meas.
Machine To	Machine To	Machine To
Discard At	Discard At	Discard At
MM Actual	MM Actual	MM Actual
MM Spec.	MM Spec.	MM Spec.
LR Pad / Shoe	Drum LR Rotor / Drum RR Rotor	RR Pad / Shoe
Actual Meas.	Actual Meas.	Actual Meas.
Machine To	Machine To	Machine To
Discard At	Discard At	Discard At
MM Actual	MM Actual	MM Actual
MM Spec.	MM Spec.	MM Spec.

Rear Clean / Adj ☐

Brake Hose(s) ☐

Parking Cables ☐

Other Brake Services ☐

Hardware ☐ Caliper ☐ Wheel Cylinder ☐ Repack ☐

Notes:

Rec. Air Filter
Rec. Serp belt

OK
Checked & acceptable

Repair / Replacement Suggested

- 1) Close to end of useful life
- 2) Address customer request / need / convenience
- 3) Comply with manufacturer recommendation
- 4) Technician recommendation from experience

Repair / Replacement Required

- A) No longer performs intended purpose
- B) Does not meet design specification
- C) Missing

STEP 5

INSPECTED BY

STEP 7

RE-INSPECTED BY

Customer Invoice

11/14/2015

FIRESTONE COMPLETE AUTO CARE
ROBINS AFB
ROBINS AFB SERVICE STATION
ROBINS AFB, GA. 31098-2206

Service Advisor:
09 TONY
478.922.2225

2001 LEXUS RX300 BASE
3.0L V6 FI GAS

Lic #: [redacted] Vin #: [redacted]
In: 11/14/15 2:36PM Mileage: 144,878
Out: 11/14/15 6:47PM

WARNER ROBINS, GA

Or [redacted]

Store # 328498

STAR

Description	Rev Hist		Qty	Unit Price	Extended Price	Job Total
	/Article #	ID				
BEARING & SEALS (Front-Right)		09				233.54
510006 WHEEL BRG		10TN	1	78.99	78.99	
REMOVE & REPLACE WHEEL BEARING - FRONT, ONE		10NS	1	180.50	180.50	
SIDE						
PRT-DISC 10% Service Discount - Military		10T	-1	7.90	-7.90	
LBR-DISC 10% Service Discount - Military		10N	-1	18.05	-18.05	
COURTESY CHECK		09				
COURTESY CHECK		10NS	1	N/C	N/C	

Technician(s):
10 LOGAN

Payment History:
Comm/Dlr Acct [redacted] 248.94
Total Tendered 248.94

Summary:	
Parts	71.09
Labor	162.45
Shop Supplies	9.75
Sub-Total	243.29
Tax (7.00%)	5.65
Total	\$248.94

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

[redacted signature]

Customer Signature

All parts are new unless otherwise specified.

Mathis Transmission
1617 Newell Rd.
Byron Ga 31008
256-8093

MATERIAL USED				
ALL PARTS NEW UNLESS SPECIFIED: U-USED, R-REBUILT, RC-RECONDITIONED				
QTY.	PART NO.	DESCRIPTION	PRICE	WARRANTY Y/N
1	1860	C.V. axle R. side	150.00	
6		Under clutch	25.00	
7		qtr foxes fluid	25.00	
			200.00	
c.v. axles frozen up on right side inner front could not use Due to Vibration				
BROUGHT FORWARD				
TOTAL PARTS				
PARTS SAID				
RETURNED				
QTY.	ACCESSORY NO.	ACCESSORIES	PRICE	
TOTAL ACCESSORIES				

NAME				LABOR CHARGE	
ADDRESS				LUBRICATION ☐	
2ND AUTHORIZED NAME				CHANGE OIL ☐	
MAKE				CHANGE OIL FILTER CART. ☐	
TYPE OR MODEL				CHANGE TRANS. ☐	
YEAR				CHANGE DIFF. ☐	
RECEIVED (DATE & TIME) A.M.				PACK FRONT WHEEL BRGS ☐	
PROMISED (DATE & TIME) A.M.				ADJUST BRAKES ☐	
P.M.				ROTATE TIRES ☐	
PHONE WHEN READY ☐ YES ☐ NO				WASH POLISH ☐	
CUSTOMER'S ORDER NO.				STATE INSPECTION ☐	

OPER. NO.	INSTRUCTIONS
	CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL*
	no 4th gear
	Performed dig found underline
	clutch burned up, found solenoid
	wire for shift solenoid ground
	ground on plastic instead of
	metal causing low voltage & damage in
	clutch, remove trans the Reen replace
	clutch & R side C.V. axle - 250.00

Estimated cost \$

Basis for Charge

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, INCLUDING A COMPLETION DATE, IF MY FINAL BILL WILL EXCEED \$100. (\$50 in Maryland)

I REQUEST A WRITTEN ESTIMATE. THE FINAL BILL MAY NOT EXCEED THIS ESTIMATE WITHOUT MY WRITTEN APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE, AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

You are entitled by law to the return of all parts replaced, except those for which there is a core charge, unless you agree otherwise by initialing the following: I do not desire the return of any of the parts that are replaced during the authorized repairs.

Estimate good for 30 days. Not responsible for damage caused by theft, fire, or acts of nature. I authorize the above repairs, along with any necessary materials. I authorize you and your employees to operate my vehicle for the purpose of testing, inspection, and delivery at my risk. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of the repairs thereto. I cancel repairs prior to their completion for any reason, a tear-d

SIGNED

METHOD OF PAYMENT:		GAS, OIL, & GREASE		PRICE
☐ CASH	☐ CHECK	☐ CHARGE	GALS. GAS	@
LABOR			QTS. OIL	@
☐ FLAT RATE		☐ HOURLY	LBS. GREASE	@
☐ BOTH			TOTAL GAS, OIL, & GREASE	
☐ RETAIN PARTS		☐ DESTROY PARTS		

TOTAL LABOR	
TOTAL LABOR	350.00
TOTAL PARTS	200.00
ACCESSORIES	
GAS, OIL, & GREASE	
OUTSIDE REPAIRS	
STORAGE FEE (if applies)	
TAX	
TOTAL AMOUNT	550.00

Daily storage fee after repair work has been completed and customer has been notified. No charges shall accrue or be due and payable for a period of 3 working days from date of notification. \$

GUARANTEED ITEM(S)

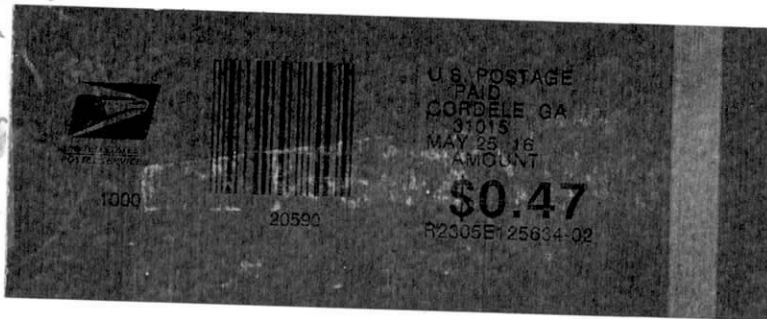
GUARANTEE EFFECTIVE UNTIL:

TIME

MILEAGE



South Cordele Ga



W40-304

U.S. Department of Transportation
1200 New Jersey Avenue SE
Washington, DC 20590

