

home

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	
OWNER INFORMATION (Type or Print)				Date Received AUG 13 2020 21-MAY-2020		Repository ☐			
				Daytime Telephone Number		Reference No. 11325430			
Name				Address		E-mail Address			
City LAS ANGELES		State CA		Zip Code					
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 JTHBE1BL9D5				Make LEXUS		Model GS300			
Date Purchased 9-27-2017		Dealer's Name and Telephone Number Santa Monica Lexus				Model Year 2013			
Original Owner ☐		Dealer's City Santa Monica		State CA		Engine: No. Cylinders 3.5			
Transmission Type Auto		☒ Antilock Brakes ☒ Cruise Control		Powertrain		Multiple Failure: Yes 6007			
Incident Date(s) 25-SEP-2019									
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Code: 162000 STRUCTURE: BODY						Failure Mileage 83000			
						Failure Speed 0			
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: Lexus 98 350		Date Manufactured:		Model No./Name: Lexus 98 350					
Seat Type: Child		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 1		Number of Deaths 0			
Reported to Police ☒ Yes									
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 2013 LEXUS GS300. THE CONTACT STATED THAT THE DASHBOARD WAS MELTED. THE VEHICLE WAS TAKEN TO LEXUS SANTA MONICA (1501 SANTA MONICA BLVD, SANTA MONICA, CA 90404) TO BE INSPECTED HOWEVER, THE CONTACT WAS INFORMED BY THE MECHANIC THAT A FAILURE WAS NOT DETECTED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT INFORMED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 83,000.									
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.									

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I WAS INJURED ON 11-2-2012. IN A ACCIDENT
THE MANUFACTURER WROTE ME A LETTER ON 1-1-2018
TELLING ME TO TURN THE CAR IN ~~IN~~ BECAUSE OF
THE DASH BORED I DID ON 1-2-2018. THE STATE
MONITOR LEXES THE PLACE I BROUGHT IT FROM
RIGHT TODAY I HAVE NOT GOT MY CAR BACK
1 YEAR 7 MONTHS VIN # JTHBE1BL9 [REDACTED]
THE DEALER DO NOT TAKE MY CALLS. I'M MENTOR

ATTACH ADDITIONAL SHEETS IF NECESSARY

SO I DON'T KNOW WHAT TO DO IN THAT I KNOW
THIS

LOS ANGELES
CA 900
27 JUL '20
PM 11 L



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, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



safecar.gov

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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