

784629

From: siracusa@publicinteractive.com
To: Young, Beverly <NHTSA>, Jimenez, Alberto <NHTSA>, Chiang, George <NHTSA>
Date: 5/16/00 6:05PM
Subject: Car Talk VOQ submission

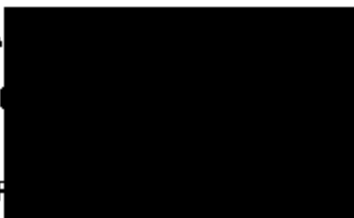
* This data was submitted via a fill-in form at the Cartalk web site
* (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
* or suggestions regarding the format of this submission, send email
* to webmaster@cartalk.com

SUBMISSION DATE: Tuesday, May 16th 2000 at 6:01:00 PM

VEHICLE OWNER'S QUESTIONNAIRE
=====

OWNER INFORMATION

NA
ADD
TELE



NHTSA authorized to send a copy of this report to the manufacturer: Yes

VEHICLE INFORMATION

VIN: JT8BF22G5V0035930
MAKE: Lexus
MODEL: ES 300
YEAR: 1997

ODOMETER: 26,000
PURCHASE DATE: NEW OR USED:

DEALER NAME: Tustin Lexus
ADDRESS: Tustin, Ca 92886

ENGINE SIZE: 3.0
CYLINDERS: 6

FUEL INJECTION: Yes
TURBO: No
FUEL TYPE:
ANTILOCK BRAKES: Yes
CRUISE CONTROL: Yes
DRIVETRAIN: Front

DRIVER AIRBAG: Yes
PASSENGER AIRBAG: Yes
3-POINT BELT: No
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: 4-Door

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: Rear Brakes

PART NAME(S): Rear Brake Pads

LOCATION: Right

NUMBER OF FAILURES: Problem existed since purchase

DATE(S) OF FAILURES: 12-11-99, 05/16/00

MILEAGE AT FAILURE(S): 21,000 26,000

SPEED AT FAILURE(S): Normal driving, 30+ MPH

MANUFATURER CONTACTED: Yes

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No
FIRE:

NUMBER OF PERSONS INJURED: None
NUMBER OF FATALITIES: N/A
ESTIMATED PROPERTY DAMAGE: \$

DRIVER AIRBAG DEPLOYED:
PASSENGER AIRBAG DEPLOYED:

REPORTED TO POLICE:

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT
TIRE MANUFACTURER:
TIRE NAME:
TIRE SIZE:

ADDITIONAL COMMENTS

This vehicle experienced premature failure of brake pads on rear brakes. The car began to make squealing noises soon after purchase, dealer stated, that it was normal brake noise as a result of brake pad composition (characteristic of car). At 21,000 miles we again had the vehicle checked, this time for recall of steering wheel problem. At that time, we again mentioned brake noise, dealer stated again that noise was normal because of pad material, would not check under warranty, instead wanted \$20.00 for inspection. At 26,000 miles we were told that the rear pads were completely worn, the fronts still had 65% wear left! Dealer refused to repair under warranty and did not test proportioning valve for proper operation. I feel this condition exists on other ES 300's and an investigation is warranted. Front brakes always wear out before rear brakes unless there is a problem with brake pressure from front to rear. In any case, the dealer should have checked the problem as requested in December of 1999 and should have thoroughly inspected the car on May 16, 2000 to determine cause of premature wear on rear brakes. It is likely that the rear brake (ABS SYSTEM) pressure is far greater than the specs, causing unexplainable wear on the rear brakes.

END OF FORM
