

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

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Date Received

04-NOV-2002

Od_or
r_d
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up_tr

Reference No.

8022098

OFFICE
DEFECTS INVESTIGATION

Work Number

Home Number

OWNER INFORMATION (Type or Print)

ST. PETE BEACH

FL

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO

In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of
windshield on driver's side)

Vehicle Mark

Vehicle Model

Vehicle Year

Current Odometer Reading

PLEASE PROVIDE

LEXUS

LS430

2001

31,000

Purchase Date

12/00

Dealer's Name

Lexus of Clearwater

Engine Siz
(CID/CC/L

No Cylinders

☐ Turbo
☐ Diesel
☐ Gas
☒ Fuel Injection
☐ New ☒ Used

City Clearwater State Fla Zip Code

Transmission Type

☐ Manual☒ Automatic

Anti-lock Brakes

☒ Yes☐ No

Restraint System

☒ 3-Point Belt☐ Motorbelt☒ Driverside Airbag☐ 2-Point Belt☒ Passengerside Airbag

Cruise Control

☒ Yes☐ No

Drive Train

☐ Front☒ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other

Sport Utility

☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

02180000

Part Name(s)

SUSPENSION-INDEPENDENT FRONT AIR SUSPENSION SYSTEM

Location

☐ Left☐ Front☒ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

1 over 9 mos

Date(s) of Failure(s)

10/01 to 8/02

Mileage at Failure(s)

30000

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☒ Yes ☐ No

NHTSA

Previously

☐ Yes ☒ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash

☐ Yes☐ No

Fire

☐ Yes☐ No

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes☐ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THIS VEHICLE IS EQUIPPED WITH AN AIR SUSPENSION THAT FAILED, WHICH RESULTED IN THE VEHICLE LEANING ONE SIDE. THREE TIMES, THE OWNER TOOK HIS VEHICLE TO THE DEALERSHIP WHERE PURCHASED AND WAS DENIED REPAIR. THIS LEXUS DEALERSHIP EVEN HAD FACTORY REPRESENTATIVE TO EVALUATE THE VEHICLE. MONTHS LATER THE VEHICLE WAS REPAIRED BUT BY ANOTHER LEXUS DEALERSHIP. PLEASE DESCRIBE DETAILS. MR

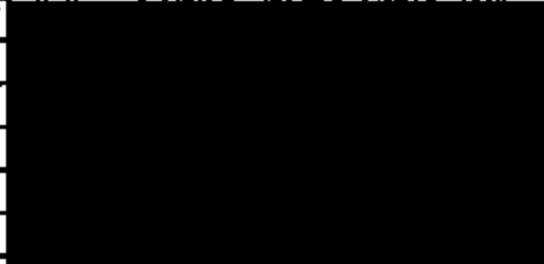
The 2nd dealer had no trouble identifying that there was a problem and they had to replace 2 parts that malfunctioned. Since the

CONTINUE ON BACK IF NEEDED

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)

Car leaned to one side it also pulled to that side this makes
a car unsafe, both the lean and the pulling and I told the
dealer that.



ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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1-888-327-4236

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(DASH) 2 DOT



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