

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 231

Data Received

14 NOV 2802

Od_or
rt_dt
od_rt
up_ltr

Reference No.

8022711

OWNER INFORMATION (Type or Print)

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

YES

NO

In the absence of an authorized NHTSA agent, please provide name and address to the vehicle manufacturer.

Signature of Owner

Date 2/6/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Location at bottom of windshield on driver's side) JT8UF22E330015189 PLEASE PROVIDE	Vehicle Model LEXUS	Vehicle Model LS400	Vehicle Year 1995	Current Odometer Reading 64790
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Purchase Date

3-28-98

Dealer's Name

John Hamm Auto, Inc.
Route 4 Box 256
City Intertown State NY Zip Code 40456Engine Size
(CID/CCA)

No Cylinders 8

☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injection

☐ New ☒ Used

Transmission Type

☐ Manual
☒ Automatic

Antilock 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 ☐ Sport Utl
☐ Minivan ☐ Truck
☐ Other ☐ Motorcycle

Body Style

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01120000	Part Name(s) STEERING COLUMN STEERING YOKE	Location ☒ Left Front ☐ Right Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 11-12-02 Mileage at Failure(s) 63786 Vehicle Speed at Failure(s) WHEN BACKING FROM PARKING SPACE	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 NONE	Number of Fatalities NONE	Estimated Property Damage NONE	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER NOTICE STEERING WHEEL WAS HARD TO TURN VEHICLE WAS SERVICE. TECHNICIAN NOTICE STEERING YOKE NEED TO BE REPLACES. PLEASE PROVIDE FURTHER INFORMATION.

MR I WAS IN MYRTLE BEACH, SC. CAR ON VACATION - 4 PEOPLE (2 FAMILIES) 600 MI FROM HOME. WAS INFORMED CAR UNSAFE TO DRIVE BY TOYATO MECHANIC. NO LEXUS DEALER IN MYRTLE B. - LEX IN CHARLESTON, SC. DID NOT HAVE THIS PART ORDERED FROM WHEZ. ~~TOYATO~~ TOOK 3 DAYS TO GET PART TO CHAR. SC. CAR - I REQ. UNDER CIRCUMSTANCES PART BE SHIPPED DIRECT TO TOYATO IN M. BEACH AS TOYATO OWNS LEXUS. LEXUS REFUSED.

(OVER)

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 responses 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)

IN ORDER TO GET THE TWO FAMILIES HOME FOR WORK SCHEDULES I HAD TO
RENT A CAR + DRIVE TO LEX. IN CHAR. SC. + PICK UP PART - 115 MI ON WAY RA BUSY
FRI AFT. EVENING - TOYOTA MECHANIC WAS CALLED IN ON SWT. AKA TO DO THE REPAIR
AT EXTRA COST TO ME - PLUS ALL THE INCONVENIENCE DURING MY VACATION

WHEN TOYOTA MECHANIC STATED THIS WAS DEFINATELY A SAFETY
ISSUE I CALLED YOUR LEXUS SERVICE RER. NO. IN THE CC,
OWNERS MANUAL + RECEIVED NO HELP!

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

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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National Highway Traffic Safety
Administration
<http://www.nhtsa.gov/questionnaire>

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).