



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue
or black ink pen only.

CORRECT MARK:

FOR AGENCY USE ONLY

Date Received

8/23/00

Form No.

Odor

m-ft

ad-ft

uc-ft

DAYTIME TELEPHONE NUMBER

OWNER INFORMATION (Type or Print)

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) (Located at bottom of windshield on driver's side)		VEHICLE MAKE	VEHICLE MODEL	MANUFACTURE DATE	MODEL YEAR
		Lexus	LS 400		2000
VEHICLE MANUFACTURER					
☐ BMW ☐ Ford ☐ Honda ☐ Nissan ☐ Subaru ☐ Volvo ☐ Other <u>Lexus</u> ☐ Daimler/Chrysler ☐ General Motors ☐ Hyundai ☐ Saab ☐ Toyota ☐ VW					
PURCHASE DATE	☐ New ☐ Used	DEALER'S NAME		CITY	STATE ZIP CODE
		Nalley Lexus Ga		Marietta	Atlanta, Ga.
ENGINE SIZE	FUEL SYSTEM	FUEL TYPE	TRANSMISSION TYPE	ANTILOCK BRAKES	RESTRAINT SYSTEM
(CC/CM) _____	☐ Turbo ☐ Fuel Injection	☐ Diesel ☐ Gas	☐ Manual ☐ Automatic	☐ Yes ☐ No	☐ Driver's Airbag ☐ 2-Point Belt ☐ Passenger's Airbag ☐ Motorbelt ☐ 3-Point Belt
NO. CYLINDERS _____					CRUISE CONTROL
					☐ Yes ☐ No
DRIVETRAIN		VEHICLE TYPE		DOORS	BODY STYLE
☐ Front ☐ 4-Wheel ☐ Rear		☐ Car ☐ Minivan ☐ Truck ☐ Other _____ ☐ Van ☐ Sport Utility ☐ Motorcycle		☐ 2-Door ☐ Hatchback ☐ 4-Door ☐ Pick Up Truck	☐ Sedan ☐ Stationwagon

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT ☐ Child Seat ☐ Electrical Lights & Alarms ☐ Engine & Cooling System ☐ Equipment ☐ Fuel System, Exhaust ☐ Heater, Defrost, Ventilator ☐ Interior ☐ Parking Brake ☐ Power Train ☐ Service Brakes ☐ Steering ☐ Structure ☐ Suspension ☐ Visual Systems ☐ Other _____	NO. OF FAILURES	To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).	
	INCIDENT DATE	TIRE NAME	COMPLETE TIRE SIZE
	MILEAGE AT INCIDENT	TIRE BRAND	
	VEHICLE SPEED AT INCIDENT	☐ BF Goodrich ☐ Cooper ☐ Firestone ☐ Goodyear ☐ Kelly Springfield ☐ Michelin ☐ Yokohama ☐ Other _____	
FAILED PART(S) ☐ Original ☐ Replacement	FAILED PART(S) AVAILABLE?	NHTSA PREVIOUSLY CONTACTED?	
	☐ Yes ☐ No	☐ Yes ☐ No	

APPLICABLE INCIDENT INFORMATION

Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form.	CRASH	NUMBER OF PERSONS INJURED	CAUSE OF INCIDENT ☐ Wear/Corroded/Rust ☐ Weak/Poor Fit/Loose ☐ Cut/Torn ☐ Disconnect/Fell Off ☐ Erratic/Poor Performance ☐ Excessive Effort ☐ Noisy ☐ Leaks ☐ Short ☐ Locks/Sticks/Grabs ☐ Stability/Vibration ☐ Broken	RESULT OF INCIDENT ☐ Explosion/Fire ☐ Loss of Control ☐ Poor Visibility ☐ Inadvertent Start ☐ Rollover ☐ Stalls ☐ Sudden Acceleration
	FIRE	NUMBER OF FATALITIES		
	☐ Yes ☐ No			

PLEASE DO NOT WRITE IN THIS AREA

01731

5000007 08/30/00

Narrative description of incident(s), failure(s), crash(es), location(s), and injury(ies). Include additional accidents if applicable.

I was in Lexus Car year
Dealership. I saw the 2000
Lexus LS 400 in the
showroom. I sat in the
new car & closed the door.
The door automatically locked.
~~When~~ I tried to get out
& I repeatedly hit the unlock
button many times to try &
unlock the doors. I was
trapped in the car. I then
attempted to unlock the
door manually with the button
by the door handle. It still
would not unlock the door.
I then went to the passenger
side door & attempted to
manually unlock the door with
the button by the door handle.
The car would still not unlock
& then the car alarm went
off. The salesman had to go
get the key to the car to
get me out. This incident frightened

Continue on additional page if necessary me since I was

Describe any additional incidents. (Include date and mileage) I was

The Privacy Act of 1974 (Public Law 93-579). This information is requested

Mark (Printed) by NHTSA Form 360 (Rev. 10/94) NHTSA Printed in USA. 5010 + 5

Please investigate this. Someone could be hurt by this.

ATL GA 303 P DC 13:13 08-11-00 #6

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL 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
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S**

QUESTIONNAIRE

(V00Q)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

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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www.nhtsa.dot.gov/hotline