Form Approved: O.M.B. No. 2127-0008

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

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

Date Received	Repository ☐
28-AUG-2009	Reference No. 10282215

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address [redacted]		Evening Telephone Number [redacted]	
City LAKE OSWEGO	**State** OR	**Zip Code** [redacted]	

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	Make	Model	Model Year
JTHBJ46G072[redacted]	LEXUS	ES350	2007

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure: 1	Incident Date(s) 27-AUG-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL	Failure Mileage	Failure Speed
	21000	55

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: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	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	Fire	Number of Persons Iniured	Number of Deaths	Reported to Police
☒ Yes ☐ No	☐ Yes ☒ No			N

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).

OUR 2007 LEXUS ES 350 ABRUPTLY AND WILDLY ACCELERATED WHILE MY WIFE WAS DRIVING ON THE FREEWAY. SHE STOOD ON THE BRAKES AND DEPRESSED THE PARKING BRAKE WHILE MOVING INTO THE SLOW LANE AND TOOK THE NEXT EXIT RAMP. THE CAR FINALLY SLOWED SOMEWHAT BEFORE REAR ENDING A STOPPED CAR. FORTUNATELY, NO ONE WAS HURT. THE CAR WAS TOWED TO THE LEXUS DEALER. THEIR DIAGNOSTIC COMPUTER SYSTEM DID NOT "CALL OUT" ANY PROBLEMS. THEY IMMEDIATELY BLAMED THE FLOOR MATS. HOWEVER, THE FLOOR MATS WERE TWO INCHES AWAY FROM THE GAS PEDAL. THEY THEN TRIED TO BRUSH ME OFF BY ASKING ME WHERE I WANTED THE CAR TOWED TO GET BODY WORK PERFORMED. I REFUSED AND ESCALATED TO LEXUS USA. THEY ARE NOW TRYING TO DETERMINE IF THEY CAN FIND A PROBLEM. THIS REMINDS ME OF THE AUDI ACCELERATION PROBLEM AND WARRANTS AN COMPLETE AND FULL INVESTIGATION. THE INTERNET IS FULL OF UNINTENTIONAL ACCELERATION PROBLEMS WITH THE 2007 LEXUS ES 350. I KEEP THINKING THAT THE 2007 MODEL IS THE FIRST OF THE NEW ES BODY STYLES AND THERE IS SOMETHING TERRIBLY WRONG. *TR

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.