



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100248

Date Received

Repository ☐

30 DEC 2004 36

Reference No.
10105663

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City FORT WORTH State TX Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? **YES**
In the absence of an authorized signature, please provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 01/08/2005

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2T2GA31U84C [REDACTED] Make LEXUS Model RX330 Model Year 2004

Date Purchased JAN. 2004 Dealer's Name and Telephone Number 817-370-7540 Sewell LEXUS
Original Owner [X] Dealer's City Ft. Worth State TX Zip Code [REDACTED] Engine: No. Cylinders 6 Fuel Type: Gas

Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control ☒ Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 026000 SERVICE BRAKES, HYDRAULIC; ANTILOCK
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 23-DEC-2004 Failure Mileage 7491 Failure Speed 5-10 mph Failed brake booster causing inability to release parking brake; freezing irregular brake in mid-position

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM15AB0036) ☐ Original Equipment ☐ Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(es).
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).

THE BRAKE BOOSTER IS STICKING AND CAUSING THE BRAKES TO OPERATE IMMEDIATELY LIKE THE CONSUMER IS STOMPING ON THE BRAKE PEDAL. ALSO, BRAKE CHECK LIGHT IS ON. TOOK VEHICLE DEALER FOR CHECK UP, BUT THE CAUSE WAS UNDETERMINED. *AK

The car lurches forward, brakes grab, then with acceleration, can not stop! without extreme repeated stomping on the regular brake.

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 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 responses, 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)

After the first occurrence of brake booster failure, I took the car in early December of 2004 to Sewell Lexus. I could not demonstrate the problem at that time. Despite having received a service bulletin about the problem, they were unable to diagnose the problem. It occurred again Dec. 30, 2004 after 570 miles of a 650 mile trip from Ft Worth to St. Louis. The dealer in St. Louis immediately realized the problem and fixed it in 3 days as all brake boosters are on back order due to many failures on the 2004 Lexus RX300 model. Lexus Corporation knew of this problem but has failed to issue a recall on all models (2004) manufactured in Canada, claim upset that besides the many inconveniences, this incident put my family in danger. Also upset with local dealership. Go to [www.lexusownersclub.com] for confirmation of other incidents like this. The model needs a recall! call me

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Administration

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

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

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UNITED STATES



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OWNER'S**

QUESTIONNAIRE

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