



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 252

Date Received

2005 FEB 17
17-FEB-2005

Repository ☐

Reference No.
10111750

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City FAIRFIELD State CT Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 3/10/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2T2HA314940 [REDACTED] Make LEXUS Model RX330 Model Year 2004
Date Purchased Dealer's Name and Telephone Number LEXUS OF WESTPORT (203) 255-1531 Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner ☒ Dealer's City WESTPORT State CT Zip Code 06880
Transmission Type ☒ Antilock Brakes Powertrain 4 WHEEL DRIVE Vehicle Component Code 030000 SERVICE BRAKES, HYDRAULIC
AUTOMATIC ☒ Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 17-FEB-2005 Failure Mileage APPROX 19K Failure Speed 35 BRAKES

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: DOTM19ABC036) ☐ Original Equipment Failure Location:
☐ Prior Repair
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 ☐ 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(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).

SIMULTANEOUSLY WITHOUT WARNING THE PEDAL WENT TO THE FLOOR WHILE THE DRIVER APPLIED THE BRAKES. THE DRIVER NOTICED THAT THE BRAKES WOULD GO TO THE FLOOR IN COLD WEATHER. THE DRIVER WAS ABLE TO STOP THE VEHICLE, AGAIN, PROBLEM OCCURRED IN VERY COLD WEATHER. CALLED DEALER SERVICE, WILL CHECK OUT BRAKES.

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.

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

On a particularly cold day, when I took my car out, I noticed that when I went to brake, I had to press down hard (all the way) to stop the car. This had never occurred before and I thought it was because the brakes were very cold and needed to "warm up." I continued to drive and continued to have the same problem.... it almost felt like the car was not going to stop - but it did. I just needed to push the brake pedal all the way down. It was very disconcerting, to say the least. I continued to attribute this to the cold weather - then I read an article in the newspaper that others were having the same problem. Called Lexus Service - they will check the braking system.

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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

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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



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR**

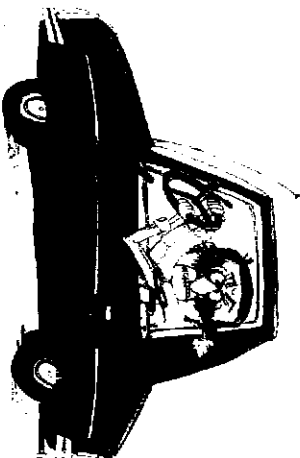
DASH2DOT

and dial toll free at

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(DASH) 2 DOT



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