



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 ☐

30-JUL-2007

Reference No.

10197882

2007 DEC 12 AM 9:24

OWNER INFORMATION (Type or Print)

Name

Address

City

BRADENTON

State FL

Zip Code

Daytime Telephone Number

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 a signature, please print the name or address to the vehicle manufacturer.

Signature of Owner

Date 11/13/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2T2GA31UX4

Make

LEXUS

Model

RX330

Model Year

2004

Date Purchased

24-JUN-04

Dealer's Name and Telephone Number

WILDE LEXUS OF SARASOTA 941-924-3040

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

SARASOTA

State

FL

Zip Code

34233

Transmission Type

☒

Antilock Brakes

Powertrain

Vehicle Component Code

103000 POWER TRAIN:AUTOMATIC TRANSMISSION

AUTOMATIC

☒

Cruise Control

FRONT WHEEL DRIVE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

14-JUL-2007

Failure Mileage

47500

Failure Speed

45

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

☐ 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

☐ 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).

TRANSMISSION HESITATION ON 2004 LEXUS RX330 NEARLY RESULTED IN HIGH SPEED ACCIDENT ON SEVERAL OCCASIONS. ON JULY 14, 2007 WHILE MERGING FROM I-75 IN TAMPA ON RAMP INTO RUSH HOUR TRAFFIC, THE LEXUS AT FIRST FAILED TO SLOW (TO MATCH SPEEDS) WHEN GAS PEDAL WAS RELEASED, THEN WHEN THE PEDAL WAS DEPRESSED TO ACCELERATE AFTER THE MERGE (TRAFFIC FLOW WAS ERRATIC), IT FAILED TO ACCELERATE FOR ABOUT 2 SECONDS, AND WE HAD TO DRIVE OFF THE PAVEMENT TO AVOID A REAR END COLLISION. WE HAVE REPORTED THE TRANSMISSION HESITATION PROBLEM TO LEXUS 5 OR MORE TIMES SO FAR, AND THEY SAY IT IS OPERATING AS DESIGNED. THIS SITUATION IS HAZARDOUS UNDER CERTAIN COMMON TRAFFIC CONDITIONS. THE JULY 14, 2007 INCIDENT WAS ONE OF SEVERAL WHERE WE NEARLY HAD A SERIOUS ACCIDENT BECAUSE OF THE TRANSMISSION DELAY. *TR

SEE SEPERATE COMPLAINT #2 ON REVERSE SIDE.

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 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 heavy rain, with defogger turned on to keep windows clear, if the car hits a large puddle, the AC shuts down and the defroster starts blowing hot, moist air. All windows fog over immediately. No way to continue driving. AC can only be restarted by turning ignition off then back on. This happened on local roads several times, then in mid August 2007, it happened on the interstate at approximately 70 MPH. I had to pull over to the grass median by rolling down the drivers window and sticking my head out into the rain. After turning ignition off and on, the defroster works again. Lexus dealer reports that this is normal operation designed to protect the engine in case the AC compressor locks up. They refuse to correct the situation. I no longer drive the car in the rain. This is an extreme safety hazard.

8/15/2007

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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
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**Think your vehicle
has a safety defect?**

If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration