

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10432770
Date: Thursday, November 10, 2011 10:02:05 AM
Attachments: [11-9 003.jpg](#)
[11-9 001.jpg](#)
[11-9 002.jpg](#)
[NHTSA - Lexus GX470 Letter.doc](#)
Importance: High

EQ-10432770-2808



Report Vehicle Safety Defects!

www.safercar.gov

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Thursday, November 10, 2011 9:51 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10432770
Importance: High

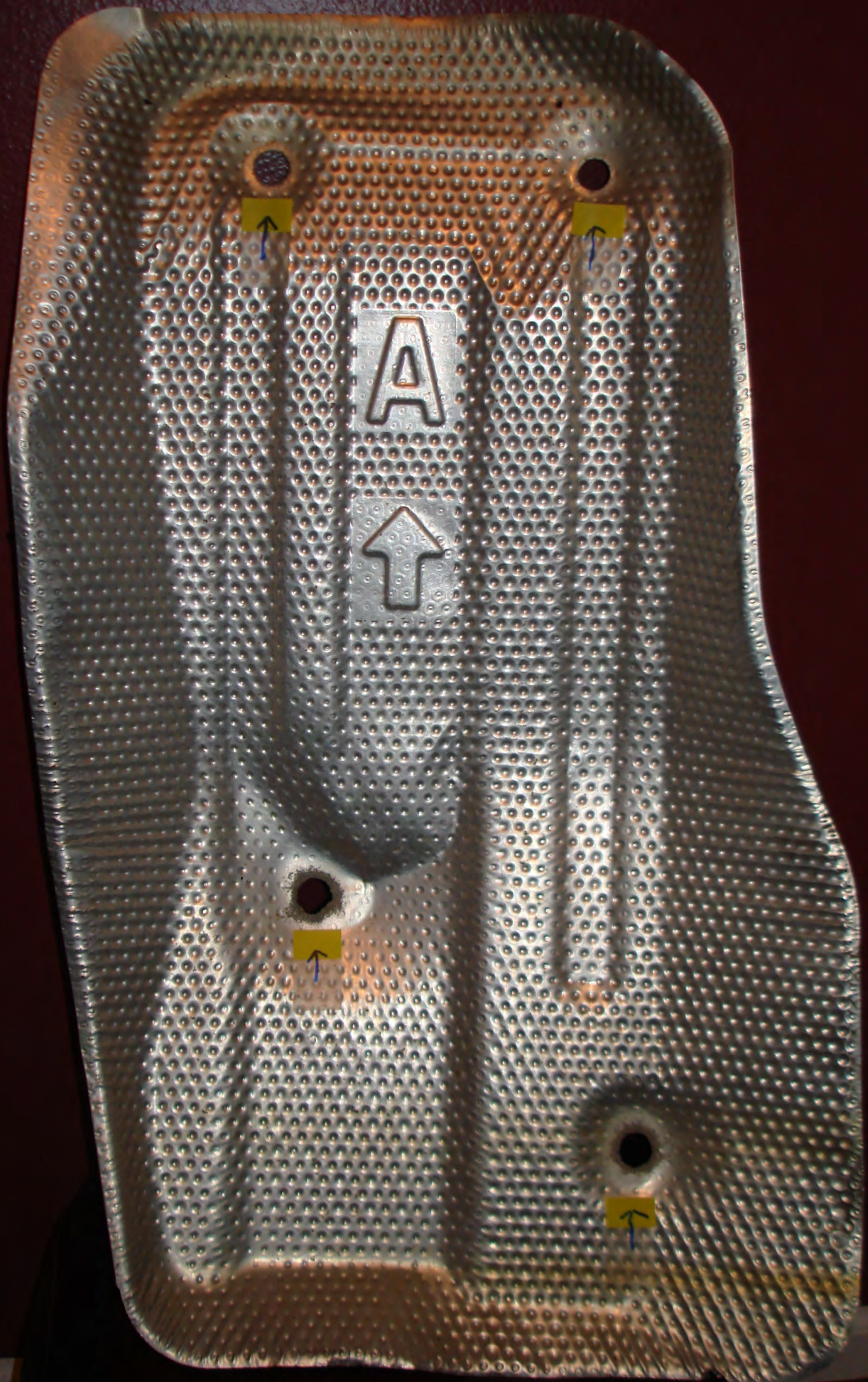
Attached is a follow-up Questionnaire.

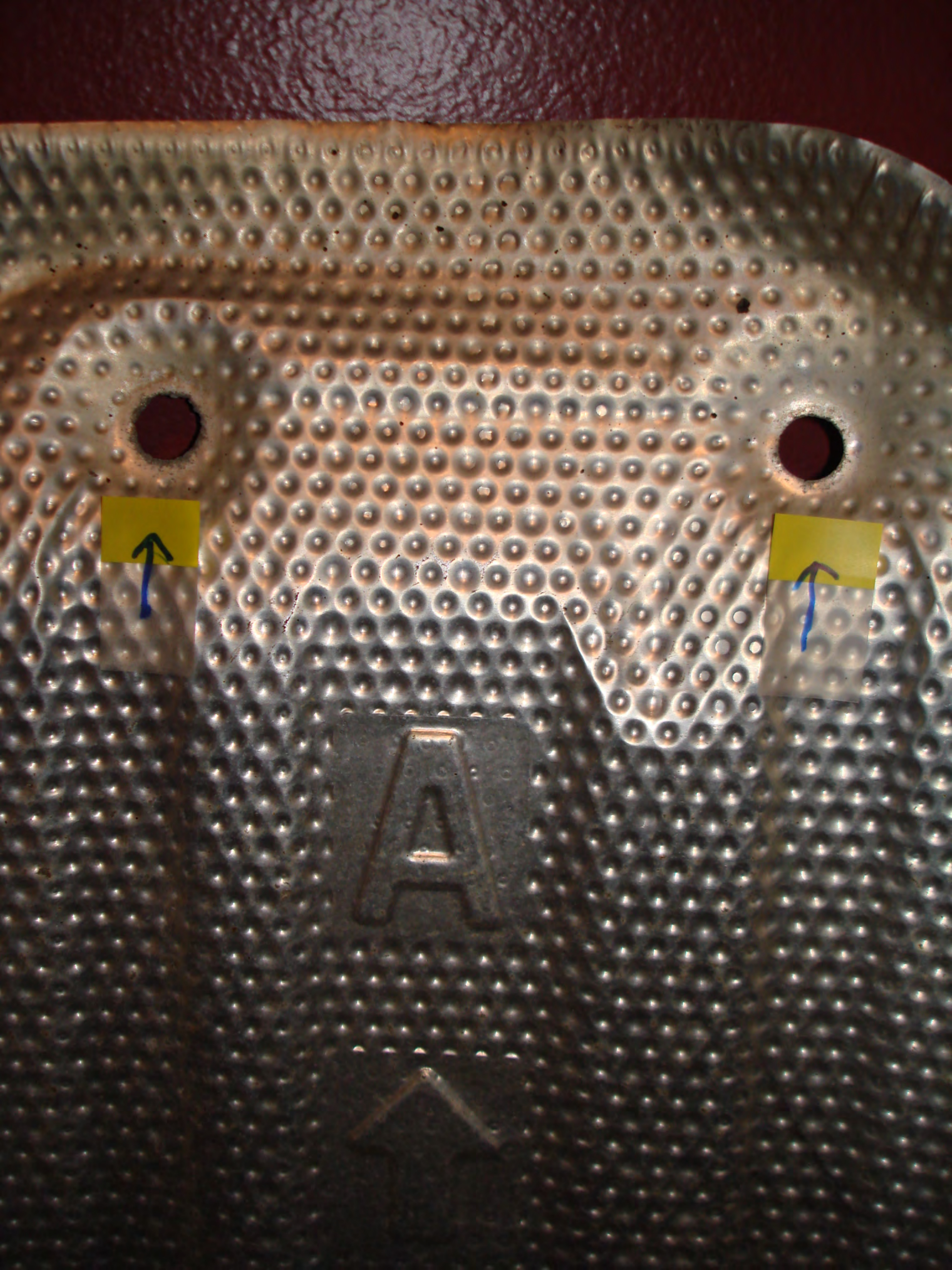
From: [REDACTED]
Sent: Wednesday, November 09, 2011 8:05 PM
To: DataQuality, DataQuality (NHTSA)
Subject: NHTSA: Follow up to ODI Complaint: 10432770
Importance: High

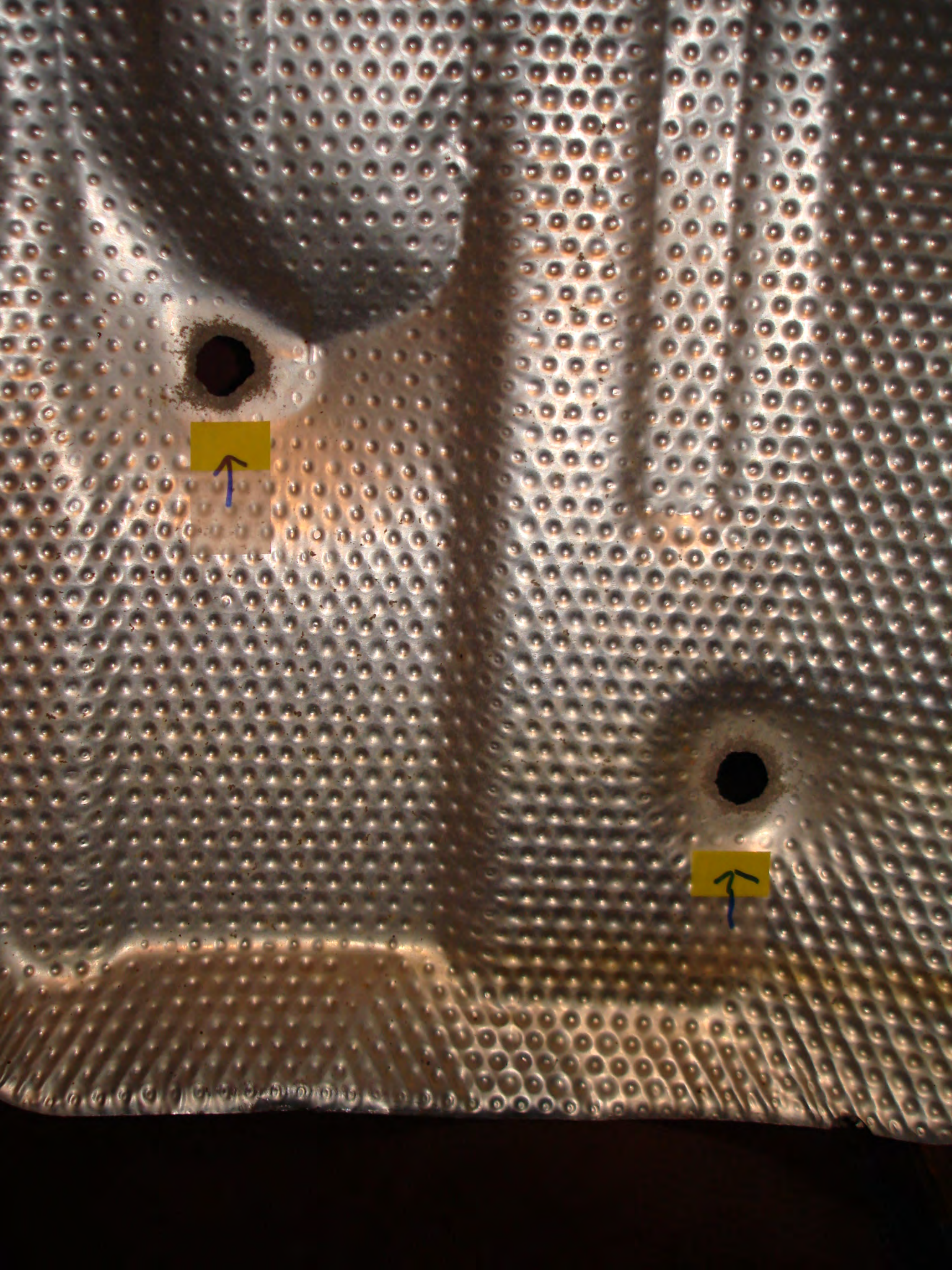
Please find attached my response to your e-mail dated 11/9/11 requesting I make any necessary additions and or edits to the Vehicle Owners Questionnaire which you attached to the e-mail. I have also attached three pictures which clearly show the defect in the heat shield attaching points which resulted in the bolts wearing a hole through the heat shield. I am also providing you the additional information listed below which was missing on the Questionnaire.

Date of Purchase: 04/23/2004
Dealers Name: Mead Lexus of Lakeside (586-726-7900)
Dealers City: Utica
Dealers State: Michigan
Dealers Zip code: 48318
Number of Cylinders: 8
Original Owner: yes
Antilock Brakes: yes
Cruise Control: yes

[REDACTED]
(cell)







November 9, 2011

Vehicle Owners Questionnaire – Reference No. 10432770

Owner: [REDACTED]

Additional Applicable Incident Information

On or about October 1, 2011 my 2004 Lexus GX 470 started making a very loud vibration noise. The noise progressively got worse over the next few weeks. I took my vehicle to a local repair shop and discovered that the heat shield located above the muffler had fallen off and was trapped between the muffler and the floor pan of the vehicle. The vibration noise heard was the heat shield rattling on the muffler itself.

The heat shield appears to be made of tin and is in like new condition with the exception of the four fastener locations on the heat shield itself which have been enlarged due to the bolt fasteners wearing through the heat shield (3 pictures attached to this e-mail). Each of the fastener locations has a perfectly round hole which was worn through from the attaching bolts possibly due to body vibrations. There is no rust or corrosion on the heat shield whatsoever. The purpose of this heat shield appears to be protecting several fluid lines located above the muffler itself.

I phoned Mead Lexus of Lakeside (586-726-7900) and spoke to Dave in the service department asking him if there has been any Technical Service Bulletins out on my vehicle for this condition. He stated there were not any. I asked how much it would cost to repair or replace the heat shield and he stated it would be approximately \$260.00. I informed him that this appears to be a safety defect and would there be anything Lexus could do to repair the heat shield for free. He stated there was nothing he could do for me without paying the \$260.00. This is when I contacted U.S. Department of Transportation (NHTSA) to inform you of this safety concern.

I appreciate your help in resolving this safety concern as soon as possible. I pray that there are no fires or that I don't get in an accident due to the missing heat shield melting any of the hoses located above my muffler.

[REDACTED]