

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 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	
OWNER INFORMATION (Type or Print)		Date Received 08-NOV-2013		Repository ☐	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		Reference No. 10551522	
Address [REDACTED]		Evening Telephone Number [REDACTED]		E-mail Address [REDACTED]	
City SHELBYVILLE		State TN		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 2T2GA31U25 [REDACTED]		Make LEXUS		Model RX330	
Model Year 2005		Engine: No: Cylinders 6		Fuel Type: Gas	
Date Purchased Aug 2005		Dealer's Name and Telephone Number Lexus Cool Springs 615-221-5000		Original Owner ☒	
Dealer's City Brentwood		State TN		Zip Code 37207	
Transmission Type Automatic		☒ Antilock Brakes ☒ Cruise Control		Powertrain Multiple Failure:	
Incident Date(s) 08-NOV-2009					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: LIGHTING (PWS)				Failure Mileage 40000	
				Failure Speed 0	
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).					
TL* THE CONTACT OWNS A 2005 LEXUS RX330. THE CONTACT STATED THAT THERE WAS CONDENSATION ON THE DRIVER'S SIDE HEADLIGHT. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS WHERE THE TECHNICIAN STATED THAT THE HEADLIGHT WOULD HAVE TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 40,000. see back page.					
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)

Additional information includes: I took my SUV back to Lexus Dealership in 2009 for this same problem. Supposedly they fixed the problem. From 2009 to the present time condensation has continually formed on the drivers side headlight. In August 2013 the HID bulb went out. I took it to a local shop in Shelbyville who placed a new HID bulb in the headlight. That did not work. Then I reported the problem to Lexus on 10/12/13. They told me I needed a new headlight assembly. Cost of \$2000. Customer service offered me a 25% discount. I feel this is a problem has with several of their vehicles.

ATTACH ADDITIONAL SHEETS IF NECESSARY

It certainly is a safety issue which I believe Lexus knows about but refuses to admit it.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



safecar.gov

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



**If so:
Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

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



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



