

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received

Repository ☐

17-NOV-2014

Reference No.
10655404

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

SOMERSET

State

NJ

Zip Code

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

2T2HA31U74C

Make

LEXUS

Model

RX330

Model Year

2004

Date Purchased

4/3/07

Dealer's Name and Telephone Number

Crystal Auto Mall 732-968-1000

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

Greenbrook

State

NJ

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

09-JUN-2014

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY

Failure Mileage

127,000

Failure Speed

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: DOTM9ABC036)

☐ 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 2004 LEXUS RX330. THE CONTACT INDICATED THAT THERE WAS AN INTERMITTENT LEAK COMING FROM THE MOON ROOF CAUSING MOLD TO DEVELOP WITHIN THE VEHICLE. THE VEHICLE WAS TAKEN TO THE AUTHORIZED DEALER ON SEVERAL OCCASIONS. THE TECHNICIAN WAS NOT ABLE TO REMEDY THE FAILURE. THE VEHICLE WAS TAKEN TO ANOTHER AUTHORIZED DEALER WHO INDICATED THAT THERE WAS A REAR BODY SEAM LEAK AND THAT THE RIGHT FRONT MOON DRAIN WAS IMPROPERLY ROUTED. THE DEALER RESEALED THE RIGHT FRONT MOON ROOF DRAIN AND REROUTED IT, ALONG WITH RESEALING BOTH TAIL LAMP BUCKETS. THE FAILURE PERSISTED. THE VEHICLE WAS TAKEN TO THE DEALER SEVERAL TIMES. THE TECHNICIAN STATED THAT THE CARPET NEEDED TO BE REPLACED. THE CONTACT WAS NOT ABLE TO DRIVE THE VEHICLE DUE TO THE CONTINUING LEAK AND MOLD. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN.

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.

Subject: Defected Vehicle.

From: [REDACTED]

To: U.S Dept of Transportation / NHTSA

Date: Tuesday, December 23, 2014 10:06 PM

Notice a mold smell in my car the last week of June 2014. I notice a water stain in the back of the top of trunk. Went to Crystal Auto Mall Service Dept. Was told I needed a weather strip. At that time, I notice the carpet was wet in the back. Never notice anything before then. Still was smelling mold and becoming sick from it. I went back to Crystal was told mold don't get in cars, and the leak was fixed. Not being satisfied and carpet still being wet, I said I need to go to a Lexus Dealership. Since they made the car... Went to Lexus of Bridgewater 8/26/14, I was told it wasn't the weather strip, the leak was from the rear left corner of the vehicle. I was told that I have to pay 802 to remove carpet and find leak. Returned back to Lexus on 9/8/14, after having my car for about a week. I was told they couldn't find leak in the back, but the sunroof was leaking also. In the mean time I file a claim with my insurance company IFA my car was sent to another state without my premise. Work was being done with out my premise, I never signed authorization to repair. I don't know if it was repair? Then the General Manager of Service tried to put the 800 bill on me. I told him no I was not paying cause I didn't give premise to ship my car to PA and didn't give premise for no one to do work. Only Lexus of Bridgewater I gave premise to do what I signed for them to do. I called Lexus Corp on 8/27/14 spoke to Karen to ask about the defect, to get some assistance, and to find out why my sunroof was leaking and why the body seam came apart. Called Lexus Corp back on 9/17/14 spoke to Liz, she said my case was being assign to a case manager, if I file a claim with my ins. I had to wait and see what happen before they can assist me. If it is a defect they should take responsibilities for body seam and sunroof. 9/23/14 was told the ins company denied claim. Called Lexus Corp on 9/26/14 to let them know about the way I was being treated and being taking advantage of. I talked to a rep Michael he said he deal with the NJ area, he will investigate and call me back. He called back the same day, and said they will give me a service credit for what need to be done. Body Shop called saying my car was returned to Lexus of Bridgewater on 9/26/14. Received a call from Andy Watson the Service Consultant saying that the mold company came out and said the carpet couldn't be saved, to replace was going to cost 1175 and mold remediation was 400. I called Michael back at Lexus Crop he said they will pay the mold problem, so I told him ok I will take my car back without the carpet. He said I cant it will be unsafe, he said they will cover the carpet. 10/1/14 Received a call from Andy saying the mold company came out and treated my disassemble car, and nothing else. Didn't hear from anyone at dealership about my car for days. Email the General Manager Ron Joffe about the problems I was having with service on 10/18/14. Sent another email to GM on 10/23/14, now my car is ready. Went to pick up on 10/24/14 upon opening the door I smelled the mold in car and notice lots of water stains and the liner and panel was still water, I went to Lexus two weeks before and still smell the mold and getting sick. I don't know if the leaks was fixed or not. No one told me anything. I told Charles I was not paying, he went and got Ron Joffe and Service Manager Ron Gwinnett. I was told by Mr. Joffe that they cant get the mold out, cant do anything else for me, they was not servicing my car anymore after having my car for 45 days. (Do have on video him stating that). I'm on the phone with Susan a rep from Lexus

[REDACTED] 12/23/2014

Corp she saying it is nothing that they can do, I told her this is a defect and they need to take responsibilities for this. She said the body seam shouldn't came apart on my car no matter of the age, she said nothing about the sunroof. She also stated that I need to go back to where I purchase the SUV from which was Crystal Auto Mall. Lexus made my car unsafe and unhealthy for me to drive. For any one to drive. Lexus of Bridgewater damage the interior of my car and the mold was still present and me being sick. My doctor told me I have to get ridded of the car. Which I did! Now I have no vehicle cause of the defect, I'm still sick and there is a possibility that I brought the spores from the mold in my apartment, which I just moved into 4 months ago. I HOPE AND PRAY THAT NHTSA CAN LOOK INTO THESE DEFECTS, I WOULD REALLY APPRECIATE IT, AS WELL AS THE OTHER CUSTOMERS OF LEXUS. IF LEXUS CORP KNOW THAT THERE VEHICLES BODY IS GOING TO COME APART WITHIN 10 YEARS OF HAVE OR BEFORE. AS WELL AS THE TUBES IN THE SUNROOFS BEING IMPROPERLY ROUTED. CUSTOMERS NEED TO KNOW. Mileage at the time was 127,000 was in good condition.

Thank you. I look forward to hearing from US Department of Transportation/ NHTSA about these serious problems.

Sincerely,



12/23/2014

Subject: Defected Vehicle.

From: [REDACTED]

To: U.S Dept of Transportation / NHTSA

Date: Wednesday, December 24, 2014 10:50 AM

Additional Information: Called Lexus Corp on 10/27/14 spoke to Debbie, she said my case was closed. I told her this was a new case inference to the damage that was done to the interior of my car, the mold in car, and the carpet was not install correctly. I asked if they can replace my vehicle, and return my money. She said that was up to the dealer. I told her I was charge 797.00 for installation for carpet, I was never told that I had to pay for installation. GM Ron Joffe had someone take my vehicle in there service dept until I paid the bill. I did report this to Bridgewater Police, was told it was a legal matter. I reported the damage to Lexus of Bridgewater and email pictures on 10/25/14 to Service Manager Ron Gwinnett. No one called and offer to fix or do anything. I went to 5 body shops no one would fix my vehicle, cause of the mold and it would cost to much to fix. Called 2 mold company's they said mold cant be removed from a car. Sever Pro is the company that came out to treat my car. His name was Ron, he said he was told by Andy at Lexus to treat inside only. He said no one told him to treat the seats, panels. So all of that was put back in the car as well as molded floor mat's. I was told by Michael at Lexus Corp they were going to pay for remediation not treatment, there is a different. On 10/25/14 10/29/14 found more damage to the inside of vehicle. Now I'm driving around in a vehicle that had me feeling like I was dying (unhealthy), and unsafe cause the seats was shifting when I would put on brakes, hearing a rattling noise over the glove dept were they put a dent in, panels was felling off, Rubber around in vehicle was dented and coming off, headliners were ripped in different area, lots of water stains and black grease, Seams was coming apart and wet in the back of the trunk, Carpet was lifted in different area and carpet had been staple. On the driver side the carpet was coming over the gas and brake pedal, I had to keep pulling over to place it back down. They made my vehicle unsafe and unhealthy for me to drive. Lexus Corp didn't do any thing to resolve these problems. Called Lexus Corp again on 11/5/14 was told a case manager will call me in 2 days. Rep Michael called me on 11/6/14 I explain what Lexus of Bridgewater did to my car, he said I have to deal with the dealership on the value I loss and anything else they did. He did say they may can help on getting me a refund from the dealership, he will call me back about that. Michael called me back on 11/12/14 and said the dealership was not giving me a refund. I said to him so your corporation is okay with this, He said there is nothing he can do, I asked about the defect. No respond. I'm a disable person with a lung disease, on a fix income, and cant afford to make a car payment. Things was so back with the Lexus and not being able to find anyone to fix and remove the mold. I did trade it in at Crystal Auto Mall I loss on the value. The GM didn't have many option(payments) I told him I couldn't afford to make payment. I did end up getting another vehicle with a loan. Now I went to ask if they can by back. I really just cant afford it. If my RX 330 didn't have these defects I wouldn't be car less. Now I have to rent cars to get to my doctors appointments do to the exposure mold and depression. I was taking advantage of cause 1. I'm disable 2. a woman 3. African American. They would have never did any other person like that.. I do have pictures of the interior damage if needed.

[REDACTED]

[REDACTED]

12/24/2014



Lexus Division
Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

0001

[REDACTED]
PISCATAWAY, NJ [REDACTED]



WARRANTY ENHANCEMENT NOTIFICATION – ZLB

VIN: 2T2HA31U74C [REDACTED]

Dear RX Owner:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As owners were previously notified and as previously announced, Lexus has extended portions of your Lexus RX New Vehicle Limited Warranty. This Warranty Enhancement Program provides a Primary and Secondary warranty extension to your vehicle's "New Vehicle Limited Warranty" as it applies to the Headlamp Housing. The specific condition covered by this program is excess moisture in the headlamp assembly. This cosmetic condition is corrected by replacing the affected headlamp housing.

- The **Primary Coverage** offers warranty enhancement until October 31, 2015, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 9 years from the date of first use, regardless of mileage.

Please note that this coverage is for warranty work performed at an authorized Lexus dealer only.

Lexus has completed part preparation to support part replacement for vehicles that have experienced the cosmetic concern of excess moisture.

What should you do?

If your vehicle's headlamp assembly has excess moisture, please contact any authorized Lexus dealer and make arrangements for diagnosis and, if applicable, part replacement. RX headlamps are not completely sealed by design to allow heat to escape. As a result, some condensation in the headlamp is normal and should be expected. Excess moisture exists if there is pooling of water at the bottom of the headlamp or noticeable streaks of water are present that run down the interior of the headlamp lens and do not clear with normal use of the vehicle in dry weather conditions.

If you have not experienced this condition there is no action necessary at this time.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.Lexusdrivers.com. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you have previously paid for repair to address excess moisture in the headlamp assembly, please go to the following website to seek reimbursement consideration:

www.LexusReimbursement.com

Additionally, you can also mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc., Lexus Customer Assistance, L201, 19001 South Western Avenue, Torrance, CA 90509
Include your name, address, and telephone number(s) in your request. Please allow 6 to 8 weeks to process your request.
We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,

Lexus Division
TOYOTA MOTOR SALES, U.S.A., INC.
A Marque of Toyota Motor Sales, U.S.A., Inc.

ZLB Phase 2

Frequently Asked Questions on back side

WARRANTY ENHANCEMENT PROGRAM (CSP) FREQUENTLY ASKED QUESTIONS	ZLB
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Q1: Is this a recall?

A1: No. This is not a recall. At Lexus, we are dedicated to providing vehicles of outstanding quality and value. Lexus is advising you of an upcoming Enhancement to the Warranty Coverage to assure you that we stand behind the product.

Q2: If my vehicle does not have this condition do I need to make an appointment with my dealership?

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the conditions described in this letter.

Q2a: What is considered excess moisture?

A2a: RX headlamps are not completely sealed by design to allow heat to escape; as a result, some condensation in the headlamp is normal and should be expected. Excess moisture exists if there is pooling of water at the bottom of the headlamp or noticeable streaks of water are present that run down the interior of the headlamp lens and do not clear with normal use of the vehicle in dry weather conditions.

Q2b: What if my vehicle's headlamp assembly has excess moisture present?

A2b: If the headlamp assembly has excess moisture present please contact your local authorized Lexus dealer for diagnosis and repair. If the condition is verified, the dealer will replace the headlamp housing with a new one under the terms of this warranty enhancement program.

Q2c: What parts will be covered under this Warranty Enhancement Program if my vehicle has the condition?

A2c: The specific components(s) covered by this warranty extensions are as follows:

- Headlamp Housing
- Light Control Computer (as needed)

Q2d: Will all inoperative headlamp conditions be covered by this Warranty Enhancement Program?

A2d: No, headlamp assemblies can become inoperative for many reasons. If the dealer determines the headlamp assembly has become inoperative due to excessive moisture, the repair will be performed at no charge to you.

Q3: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?

A3: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q4: How long will the replacement take?

A4: If the condition is present on your vehicle, the replacement will take approximately 2.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: What if I have additional questions or concerns?

A5: Owners with additional questions or concerns are asked to please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 a.m. to 6:00 p.m., or Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.

B and L Automotive

425 Plainfield Avenue

Edison, NJ 08817

(732)985-7255

Customer Information:

[REDACTED]

Somerset, NJ [REDACTED]

2004 Lexus RX330

VIN: 2T2HA31U74C [REDACTED]

Please be advised, we were presented with [REDACTED] 2004 Lexus in August of 2014. The car was in a complete state, all interior carpeting and seats were present. We inspected the vehicle and found water damage to the interior seats and carpeting. We inspected the sunroof, drains and rear deck lid. We blew out the drains for the sunroof. The lines were free and clear. Water continued to get inside the vehicle and dampen the carpets and we have no explanation as to why. The car was then brought to Lexus by [REDACTED] and remained with them for approx 45 days in which time they removed all carpeting and inside components, including the seats. We were presented with the car again in late October of 2014. The car was once again in a complete state. The smell of mold was still abundantly present. At this time the seats and all interior components were now lose and not safely functional.

Sincerely,



Robert Westbury

B and L Automotive

Home Mail News Sports Finance Weather Games Groups Answers Screen Flickr Mobile More
 doc263598.pdf 1 of 1 Search Mail Search Web Home Tonette

Compose

Inbox
 Drafts
 Sent

Spam (1)
 Trash (2)

✓ Folders
 untitled

➤ Recent

(S) Sponsored



TradeKing
 TradeKing Off
 Pricing at \$4.9



"Authorization to Repair"

*"Doing Business with a Genuine Concern for
 Quality & Customer Satisfaction!"*

FEDERAL ID #
 232260325

Shop Job # 1426 ALB

AUTOMOTIVE AND COLLISION CENTER, INC.

➤ 2700 Veterans Highway, Bristol, PA 19007
 ➤ P.O. Box 1619, Levittown, PA 19058-1619
 ➤ Phone: 215-826-9200 • Fax: 215-826-9214
 ➤ www.robstowing.com

*A Complete Facility with Experienced
 Professionals Offering State of the Art
 Paint/Collision Services and Mechanical Repair*

NAME [REDACTED] CLAIM # [REDACTED]
 ADDRESS [REDACTED]
 CITY Plainfield STATE NJ ZIP [REDACTED]
 PHONE [REDACTED] FAX [REDACTED] E-MAIL [REDACTED]
 VEHICLE 2004 LUXUS RX 330 4x4 VIN # [REDACTED]

AUTHORIZATION FORM

I hereby authorize ROB'S AUTOMOTIVE & COLLISION CENTER to make the specified repairs. I understand that full payment will be due upon release of the vehicle, including additional supplemental damage charges.

I hereby grant ROB'S AUTOMOTIVE & COLLISION CENTER employees permission to operate the vehicle on streets, highways, or elsewhere for the purposes of testing and/or inspection. An express mechanics lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

ROB'S AUTOMOTIVE & COLLISION CENTER will dispose of old parts removed from the vehicle unless otherwise instructed.

POWER OF ATTORNEY

I do hereby appoint ROB'S AUTOMOTIVE & COLLISION CENTER to act as Power of Attorney in fact to accept on my behalf any and all checks, drafts, or bills of exchange, and to endorse all such checks, drafts, or bills of exchange for deposit to ROB'S AUTOMOTIVE & COLLISION CENTER's account for credit on my account for repairs to my vehicle.

VEHICLE RELEASE POLICY

- All repairs must be paid in full prior to vehicle release (Unless prior arrangements have been made).
- We do not accept personal checks over \$500.00 without prior approval.
- On amounts over \$500.00, we accept cash, major credit cards, money orders, or cashier's checks.
- All deductibles are payable to ROB'S AUTOMOTIVE & COLLISION CENTER.
- Multiple party checks must be endorsed prior to vehicle release.
- I understand that estimated delivery date is not guaranteed and is subject to change.
- I understand that if I cancel the repairs after parts have been ordered, I will be responsible for any restocking fees, if applicable.

DIRECTION OF PAY

I authorize all charges, including supplemental charges, to be made payable to ROB'S AUTOMOTIVE & COLLISION CENTER.

ROB'S AUTOMOTIVE & COLLISION CENTER and its Employees will not be held responsible for loss or damage to vehicle or articles left in the vehicle in the case of fire, theft, accident, or any other cause.

PLEASE REMOVE ANY/ALL PERSONAL ARTICLES FROM YOUR VEHICLE.

I HAVE READ THE ABOVE AND AGREE TO THE TERMS AND CONDITIONS THEREOF.

Authorized Signature _____ Date _____



9/16/2014



IFA INSURANCE COMPANY

GOOD DRIVERS DESERVE A BREAK
14 Walnut Ave, Clark, NJ 07066

Underwriting (732) 815-1201
Fax (732) 815-1778
Claims (732) 815-2103
Fax (732) 815-1779

September 22, 2014

[REDACTED]
PISCATAWAY, NJ [REDACTED]

Re: Policy#: [REDACTED]
Our Insured: [REDACTED]
Our Claim#: [REDACTED]
Date of Loss: June 30, 2014

Dear [REDACTED]

This letter is regarding your claim for water damage that occurred to your vehicle.

Please be advised that upon inspection of the of your vehicle, these damages found do not fall under your comprehensive coverage. The seals around your sunroof and tail lamp have leaked and were in need of repair or replacment. This appears to be an issue that has resulted from age or the way they were manufactured. Due to mold accumulation, this also appears to have been an issue for some time.

Since there was no sign of an impact to either of the areas the leaks are occurring, IFA can provide no coverage for this claim. Included is a copy of the estimate for work done by Rob's Automotive. Feel free to contact our claims department if you have any questions.

Very truly yours,
Andrew Bobucky
IFA Insurance Company
Claims Department

Date: 9/19/2014 03:14 PM
Estimate ID: [REDACTED]
Estimate Version: 1
Correction: 1
Profile ID: PA

THE APPRAISAL IS NOT A REPAIR AUTHORIZATION OR PAYMENT GUARANTEE.

INSURANCE FRAUD IS A CRIME.

COSTS ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE PROPERTY OWNER.

BRENTWOOD DAMAGE APPRAISERS

POST OFFICE BOX 13, BROOMALL, PA 19008
(610) 325-9821
Fax: (610) 325-9822
Email: brentwooda@verizon.net

Damage Assessed By: JOE ROSATO 143366/119034
Classification: Field

Condition Code: Good
Date of Loss: 6/30/2014
Payer: Customer
File Number: [REDACTED]
Policy No: [REDACTED]
Insured: [REDACTED]

Type of Loss: Other
Deductible: 500.00
Claim Number: [REDACTED] J. MARTEL

Mitchell Service: 910084

Description: 2004 Lexus RX 330
Body Style: 4D Ut
VIN: 2T2HA31U74C [REDACTED]
Mileage: 127,016
OEM/ALT: O
Color: BLACK

Drive Train: 3.3L Inj 6 Cyl AWD
License: [REDACTED]
Search Code: None

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
1	000740	BDY	REMOVE/INSTALL	Lwr W/Shield Dam	Existing		0.3*
2	000741	BDY	REMOVE/INSTALL	W/Shield Reveal Moulding	Existing		0.3*
3	003190	BDY	REMOVE/INSTALL	R W/Shield Pillar Garnish	Existing		INC r
4	003191	BDY	REMOVE/INSTALL	L W/Shield Pillar Garnish	Existing		INC r
5	002757	BDY	REMOVE/INSTALL	Roof Headliner			5.0
6	002776	BDY	REMOVE/INSTALL	Liftgate Assy			0.8
7	002163	BDY	REMOVE/INSTALL	Liftgate Weatherstrip	Existing		0.8
8	002786	BDY	REMOVE/INSTALL	R Rear Combination Lamp			0.3
9	002787	BDY	REMOVE/INSTALL	L Rear Combination Lamp			0.3
10	002788	BDY	REMOVE/INSTALL	R Rear Combination Lamp			0.6 #
11	002789	BDY	REMOVE/INSTALL	L Rear Combination Lamp			0.3 #
12	002794	BDY	REMOVE/INSTALL	Rear Bumper Assy			1.0
13	900500	BDY *	ADD'L LABOR OP	Remove and Reseal Joints at Liftgate Areas	Existing		2.5*
14		REF	REFINISH/REPAIR	Remove and Reseal Joints at Liftgate Areas			2.0*
15	936007		ADD'L COST	Shop Materials		10.00 *	
16	936008		ADD'L COST	Paint/Materials		52.06 *	

* - Judgment item
- Labor Note Applies
r - CEG R&R Time Used For This Labor Operation

ESTIMATE RECALL NUMBER: 09/19/2014 15:13:38 [REDACTED]
Mitchell Data Version: OEM: AUG_14_V

Software Version: 7.1.168

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Page 1 of 2



LEXUS OF BRIDGEWATER
P.O. Box 6000
1550 ROUTE 22 EAST
BRIDGEWATER, NEW JERSEY 08807
(732) 271-4065
www.lexusofbridgewater.com

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ANDY WATSON	592	TAG NO. 1236	INVOICE DATE 08/26/14	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 126,747	01E0/FLINT/	STOCK NO.
PLAINFIELD, NJ	04/LEXUS/RX 330/RX330			DELIVERY DATE 02/28/04	DELIVERY MILES
[REDACTED]	VEHICLE ID NO. 212HA31U74C			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 08/26/14	
RES [REDACTED]	BUSINESS PHONE	Q# [REDACTED]			MO: 126747

JOB# 1 CHARGES

LABOR-----
1 30LEZ BODY (WINDOW/DOOR) TECH(S) 7954 INTERNAL
CUST STATES: GETTING MOLD TYPE ODOR INSIDE CAR--SEE ANDY
WATER APPEARS TO BE LEAKING FROM RIGHT REAR CORNER OF VEHICLE. RECOMMENDED TO REMOVE CARPET AND INTERIOR
PANELS TO DETERMINE SOURCE OF LEAK AND THEN DETERMINE
HOW MUCH MOLD DAMAGE IS PRESENT UNTIL CARPET IS
REMOVED. RECOMMENDED TO NOT DRIVE VEHICLE UNTIL
CONCERN IS REPAIRED PROPERLY DUE TO MOLD

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX LECS JOB# 1 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----
WAIT taken by ASHLEY WARNEY

TOTALS-----

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER
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Service & Parts Hours
Monday - Thursday
7 am - 7 pm
Friday
7 am - 6 pm
Saturday
7 am - 6 pm



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BRIDGEWATER, NEW JERSEY 08807
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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ANDY WATSON	592	TAG NO. 1338	INVOICE DATE 10/23/14	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 127,014	01E0/FLINT/	STOCK NO.
PLAINFIELD, NJ [REDACTED]	YEAR / MAKE / MODEL	04 / LEXUS / RX 330 / RX330			DELIVERY DATE 02/28/04
	VEHICLE ID NO.	2T12HA31U74C [REDACTED]			SELLING DEALER NO.
	F.T.E. NO.	P.O. NO.	R.O. 09/08/14		PRODUCTION DATE
RE [REDACTED]	BUSINESS PHONE	CE# [REDACTED]	MO: 127015		

JOB# 1 CHARGES

LABOR-----
J# 1 30LEZ100 *BODY DIAGNOSIS TECH(S):56971 745.50
CUSTOMER STATES HAS WATER LEAKING INTO REAR OF CAR--CHECK AN
D ADVISE
OK TO REMOVE CARPET TO CHECK FOR MOLD AND DETERMINE
CAUSE OF LEAK
REAR BODY SEAMS LEAKING
RIGHT FRONT MOONROOF DRAIN IMPROPER ROUTED
RESEALED BOTH REAR TAIL LAMP BUCKETS, ROUTED RIGHT FRONT
MOONROOF DRAIN TO PROPER LOCATION. REPLACED CARPET AND
PERFORMED MOLD TREATMENT--COVERED BY LEXUS
-CUSTOMER PAYING FOR LABOR TO REMOVE AND REINSTALL
CARPET

PARTS-----	QTY----	FP-----	NUMBER-----	DESCRIPTION-----	LIST PRICE-----	UNIT PRICE-----
	1		58510-0E011-C0	CARPET ASSY, FLOO		
	1		64937-0E010-B0	CAP, TONNEAU COVE		
TOTAL - PARTS						

WARRANTY
WARRANTY
0.00

SUBLET-----	PO#-----	VEND-----	INV#-----	INV.DATE-----	DESCRIPTION-----
	95813	4609		10/02/14	INTERIOR MOLD TREATMENT
TOTAL - SUBLET					

WARRANTY
0.00

JOB# 1 TOTALS-----
LABOR 745.50

JOB# 1 JOURNAL PREFIX LECS JOB# 1 TOTAL 745.50

JOB# 2 CHARGES-----

LABOR-----
J# 2+23LEZ LAMPS + BULBS TECH(S):1039 INTERNAL
CUST STATES: LEFT SIDE TAIL LAMP DAMAGED WHILE IN FOR
SERVICE
REPLACED LEFT REAR TAIL LAMP

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX LECS JOB# 2 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
COMMENTS-----
LOANER taken by Andy Watson LOANER--ATTN ANDY
DELETED OPERATION(S)-----
30LEZ BODY (WINDOW/DOOR) 23LEZEXT EXTERIOR BULB

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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ANDY WATSON	592 TAG NO. 1338	INVOICE DATE 10/23/14	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 127,014	01E0/FLINT/
PLAINFIELD, NJ	04/LEXUS/RX 330/RX330		DELIV DATE 02/28/04	STOCK NO.
	VEHICLE ID NO. H A 3 1 0 7 4 C		SELLING DEALER NO.	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. 09/08/14	PRODUCTION DATE
RES [REDACTED]	BUSINESS PHONE	CD# [REDACTED]	MO: 127015	
TOTALS				

*
* [] CASH [] CHECK CK NO. [] *
*
* [] VISA [] MASTERCARD [] DISCOVER *
*
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 745.50
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 52.19

TOTAL INVOICE \$ 797.69

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PAID

BY: Cash Andy

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9/10/14 out of my vehicle



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9/10/14

A photograph of a dark, textured surface, possibly a book cover or endpaper, showing signs of wear and discoloration. A lighter, rectangular area is visible in the lower right corner, suggesting a label or a piece of tape. The date "9/10/14" is handwritten in the bottom right corner.



Mold on front passenger side

9/10/14

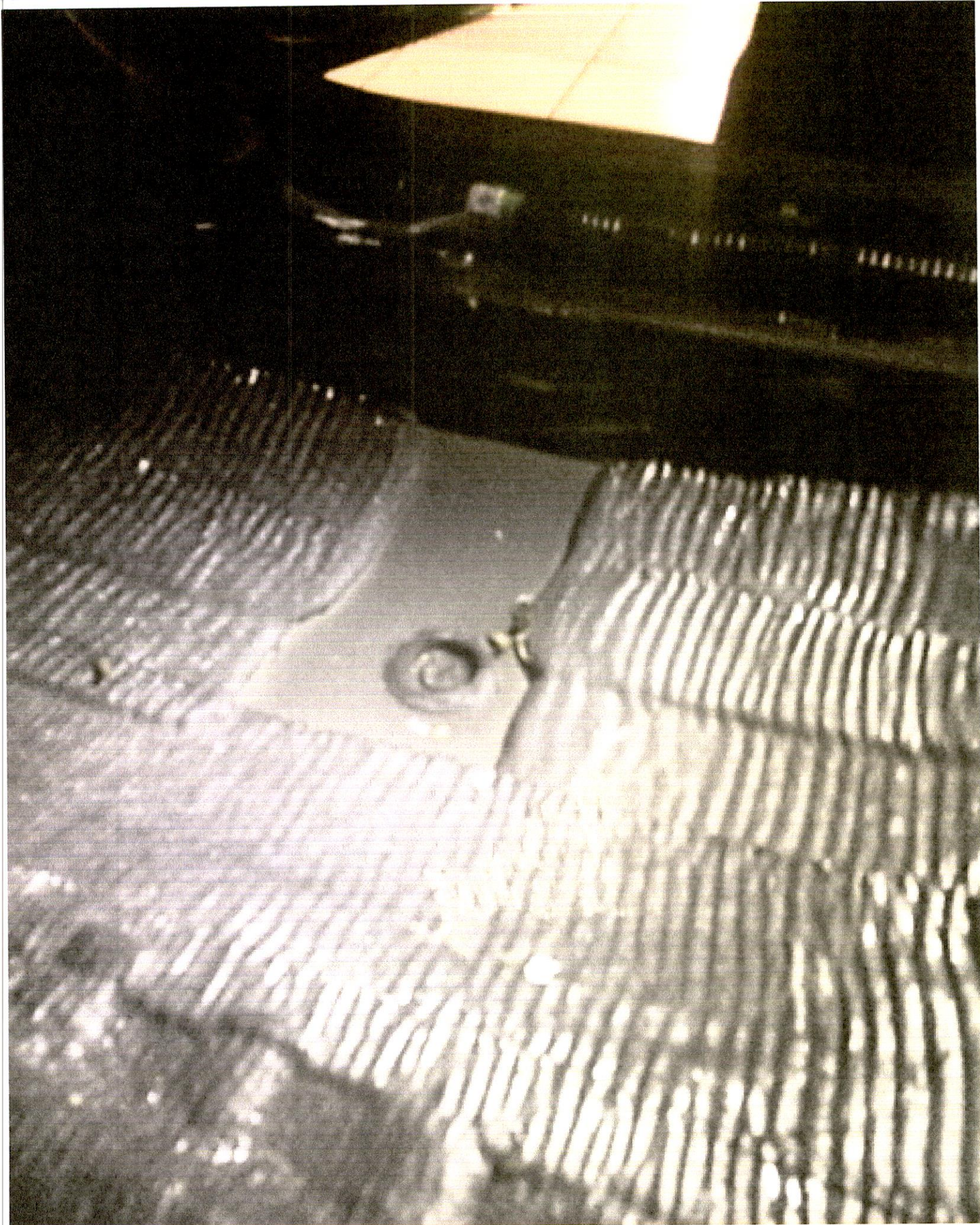


Wire & tube to sunroof
9/10/14





1-20-14 30-4-20-14 9/10/14



QAR + at 50000 + 100
4/10/14



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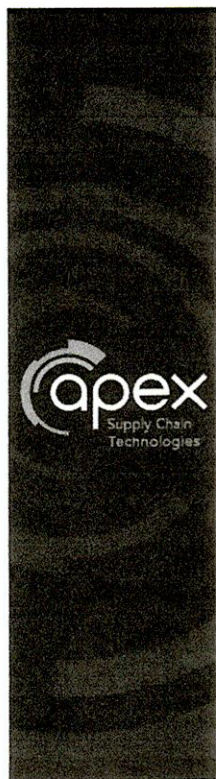
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TSBS AND RECALL INFORMATION

By: MOTOR AGE Wire Reports | Monday, June 1, 2009 - 00:00

service bulletins vehicle repair information bulletins technical
bulletins automotive aftermarket TSBS

GENERAL MOTORS: 2004-06 Chevrolet Colorado, GMC Canyon, 2006 Hummer H3 with Vortec 2.8L or 3.5L engine

SUBJECT: GM has issued a revised procedure for removing the cylinder head without removing the front engine cover. The procedure is made possible by a new tool, EN48464, Lower Timing Gear Tensioner Holding Tool. The 13-page bulletin includes other tool numbers, part numbers, color photos and instructions for completing the job.

Bulletin 06-06-01-0176

LAND ROVER: 2003-05 Range Rover (LM)

SUBJECT: MIL illumination with P0134 and/or P0154 indicates no activity in the oxygen sensor. The problem may be due to water or other contamination in the sensor connectors. The bulletin includes a list of affected VINs and instructions for determining if the sensor connector can be reconditioned or if the sensor must be replaced. Instructions for reconditioning and sealing the connector are also included.

Bulletin LTB00185

Source: ALLDATA

GENERAL MOTORS: 2004-09 Chevrolet Malibu, 2005-09 Pontiac G6, 2007-09 Saturn AURA

SUBJECT: MIL illumination with P0461 and inaccurate fuel gauge readings may be caused by a fuel vapor vent line that has fallen out of place inside the fuel tank. This will prevent proper movement of the fuel level sensor float arm. The bulletin includes photos, illustrations and instructions for fixing the problem, but not for removing the fuel tank.

Bulletin 09-06-04-007

LEXUS: 2004-09 RX330, RX350, RX400H

SUBJECT: Water leaking into the vehicle at the rear hatch may be due to a crack in the body seam seal near the hatch strut mount. The bulletin includes color photos of the affected area along with instructions for diagnosing the source of the leak. If the seam is indeed the source, the seam must be welded before resealing.

Bulletin L-SB-0019-09

GENERAL MOTORS: 2006-07 Chevrolet TrailBlazer, Buick Rainier, GMC Envoy, Saab 9-7X

SUBJECT: These vehicles are fitted with a load-leveling system that uses air springs in the rear suspension. On some vehicles the suspension may sag or become uneven. The bulletin states that in most cases the problem can be remedied by calibrating the rear



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National Highway Traffic Safety Administration
1200 New Jersey Ave SE
Washington D.C. 20077-9382

W48-226

Attn: Office of Defects Investigation [REDACTED]

