


MAR 24 2015

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>Agency Use Only 100148</p>	
<p>OWNER INFORMATION (Type or Print)</p>		<p>Date Received 15-JAN-2015</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10672817</p>	
<p>Name</p>		<p>Daytime Telephone Number</p>		<p>E-mail Address</p>	
<p>Address</p>		<p>Evening Telephone Number</p>			
<p>City EUSTIS</p>		<p>State FL</p>		<p>Zip Code</p>	
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2T2GA31U85C [redacted] OK</p>		<p>Make LEXUS</p>		<p>Model RX330</p>	
<p>Model Year 2005</p>		<p>Date Purchased USED 2009</p>		<p>Dealer's Name and Telephone Number AUCTION CAR BUYER - WAS LEASE RECALL - TOYOTA</p>	
<p>Engine: No: Cylinders 6</p>		<p>Fuel Type: SUV</p>			
<p>Original Owner <input type="checkbox"/></p>		<p>Dealer's City Orlando</p>		<p>State Zip Code</p>	
<p>Transmission Type</p>		<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>		<p>Powertrain FRONT WHEEL ONLY</p>	
<p>Multiple Failure: MAIN - LIGHTS ON</p>		<p>Incident Date(s) 13-JAN-2015 Head lights flopped</p>			
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: LIGHTING (PWS), 121000 EXTERIOR LIGHTING: HEADLIGHTS YES</p>				<p>Failure Mileage 100000</p>	
<p>Failure Speed 30</p>					
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make Bridgestone</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15) 235-35 R18</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>	
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Number of Persons Injured 0</p>	
<p>Number of Deaths 0</p>		<p>Reported to Police N</p>			
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2005 LEXUS RX330. WHILE DRIVING APPROXIMATELY 30 MPH, THE HEADLIGHT DIMMER CREATED POOR VISIBILITY. THE FAILURE RECURRED ON MULTIPLE OCCASIONS. THE DEALER STATED THAT THE HEADLIGHT ASSEMBLY NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 100,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

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

In 2012-2013-2014 & into 2015 I've noticed my eyesight at night was getting trouble seeing & I had to continually use my bright light to see further down the road. In the day time things & distance were alright. After washing car & checking lights I noticed both lenses were all fogged up & would ^{not} wash off with soap & water. I found out at night I was only seeing half the distance I use to see. WE HAVE A LOT OF DEEP AREAS AROUND HERE & THAT IS W/ GUESS IF LIGHTS CAN'T PICK THEM OUT" SAY AT 1000 FT OR SO INSTEAD OF 500. CREATING A CRISIS & A SAFETY FACTOR - I TOOK TOYOTA TO ORLANDO DEALER - THEY RAN WATER OVER LENS & SAID - NO DEALER CAN BUFF THEM OUT FOR 150. (ONLY LAST 1-2 YRS) THEY WILL INSTALL NEW FOR 700 - AS A CUSTOMER IMMEDIATELY ON MY OPTIONS!!
P.S. observation in all Ford's & Chevy's - city etc HAVE SAME LOOK !!
probably all made in THE SAME PLACE - NEW LENSES ARE BUILT DIFFERENT

US Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300



ORLANDO

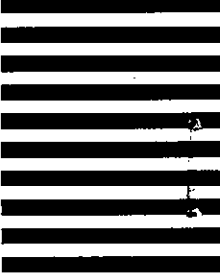
FL 327

32705

7491



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



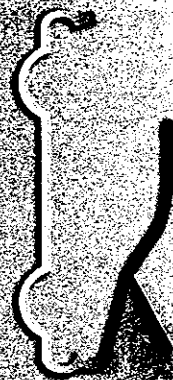
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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



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



Customer's Questionnaire (VOC)
US Department of Transportation
National Highway Traffic Safety Administration



P.O. BOX 5669
 245 DRIGGS DR.
 WINTER PARK, FL 32792
 MAIN: 1(407) 671-0000
 1(800) 639-5398
 1(800) NEWLEXUS

PartsWeb@lexusoforlando.com
 ServiceWeb@lexusoforlando.com

STATE OF FLORIDA REGISTRATION
 MV# : [REDACTED]

ALL RETURNS MUST BE MADE WITHIN 15 DAYS AND SUBJECT TO 20% HANDLING CHARGE. NO REFUNDS ON ELECTRICAL PARTS; SPECIAL ORDER PARTS; OR PARTS VALUED UNDER \$5.00. ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE.
Shop Supplies and Waste Disposal Charges: This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the State [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185]. Shop supplies fees will be 10% of the parts and labor, up to a maximum of \$30.00.

Adv: 029 KEVIN D. SINKER	Tag: [REDACTED]	License: [REDACTED]	2T2GA31U8 5C [REDACTED]	Page: 1	Invoice: [REDACTED]	
Invoice to			Driver/Owner Information			
[REDACTED] EUSTIS, FL [REDACTED] Home: [REDACTED]			[REDACTED] EUSTIS, FL [REDACTED] Home: [REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 101425	Out: 101426	Dist: LEX WAR T W	Prelim	05 LEXUS RX330 2WD 5DR LUV WHITE		
MFG: 38A001						
Begin: 01/21/15	Done: 01/21/15	Invoiced: 01/21/15 13:46 KZ	Inservice: 12/27/04			
Customer Waiting						
Concern 51	CUSTOMER STATES THERE IS HEAVY MOISTURE INSIDE THE HEADLAMPS. INSPECT PERFORMED WATER TEST ON BOTH FRONT HEADLIGHTS AND NO MOISTURE APPEARED, PICTURES TAKEN OF HEADLIGHTS AFTER TEST WARRANTY REPLACEMENT DECLINED AT THIS TIME AUTH CODE : 99 CLAIM.TYPE : RW Line Auth: SINKERKE 01/21/15 13:43 Part Auth: SINKERKE 01/21/15 13:43			Operation	Tech Units	Amount
Cause				000989	665	0.0
Correction						
Concern 67	TECHNICIAN MUST DOCUMENT MILES OUT WHEN SERVICE IS COMPLETED MILES MILES OUT:101426 AUTH CODE : 99 CLAIM.TYPE : RW Line Auth: SINKERKE 01/21/15 13:45			Operation	Tech Units	Amount
Cause				MILES	665	0.0 *
Correction						
Concern 68	"L"PASS - AUTOMATED VEHICLE RECOGNITION SYSTEM IDENTIFICATION LABEL HAS BEEN APPLIED TO VEHICLE.. "L"PASS - AUTOMATED VEHICLE RECOGNITION SYSTEM IDENTIFICATION LABEL HAS BEEN APPLIED TO VEHICLE.. "L"PASS - AUTOMATED VEHICLE RECOGNITION SYSTEM IDENTIFICATION LABEL HAS BEEN APPLIED TO VEHICLE.			Operation	Tech Units	Amount
Cause				LPASS	665	0.0 *
Correction						

DISCLAIMER OF WARRANTIES

Except for the Limited Warranty provided on the reverse side of this Agreement, the Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE AS USED, REBUILT OR RECONDITIONED.

I AGREE TO ARBITRATION AND DISCLAIMER OF WARRANTIES AND THAT I AM BOUND BY ALL TERMS AND CONDITIONS ON BOTH SIDES OF THIS AGREEMENT.

NOTICE TO CONSUMER:
 PLEASE READ IMPORTANT TERMS ON REVERSE SIDE



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Adv: 029 KEVIN D. SINKER	Tag: H458	License: [REDACTED]	2T2GA31U8 5C [REDACTED]	Page: 2	Invoice: [REDACTED]	
Invoice to: [REDACTED]			Driver/Owner: [REDACTED]			
Invoiced: 01/21/15 13:46:39 KZ			05 LEXUS RX330 2WD 5DR LUV WHITE			
FOR YOUR CONVENIENCE WE HAVE REGISTERED YOUR VEHICLE IN OUR AUTOMATED VEHICLE RECOGNITION SYSTEM. THIS WILL ALLOW US TO INSTANTLY IDENTIFY YOUR VEHICLE WHEN YOU ARRIVE IN THE SERVICE DEPARTMENT SO THAT WE MAY SERVE YOU MORE PROMPTLY. A DISCREET LABEL HAS BEEN APPLIED TO THE BACK OF THE REARVIEW MIRROR. NO PERSONAL INFORMATION IS USED IN THIS SYSTEM AND THERE IS NO CHARGE FOR THIS SERVICE. LEX OPCODE : 000989 AUTH CODE : 99 CLAIM TYPE : RW Line Auth: SINKERKE 01/21/15 13:45			<i>235/55/R18</i>			
Concern Cause Correction	70	PERFORM WORLD CLASS INSPECTION ON VEHICLE INSPECTION PERFORM WORLD CLASS INSPECTION ON VEHICLE AUTH CODE : 99 CLAIM TYPE : RW Line Auth: SINKERKE 01/21/15 13:45	Operation WCI	Tech Units 665	Amount 0.0	
Summary of Charges for Invoice [REDACTED]			Payment Distribution for Invoice [REDACTED]			
Customer Waiting						
Additional Recommendations						
REGULAR MAINTENANCE KEEPS YOUR VEHICLE RUNNING STRONG! I UNDERSTAND THAT THE FOLLOWING MAINTENANCE SERVICES HAVE BEEN RECOMMENDED TO BE DONE TO MY VEHICLE NOW OR IN THE NEAR FUTURE. I HEREBY DECLINE TO HAVE THE FOLLOWING SUGGESTED WORK PERFORMED ON MY VEHICLE THUS ASSUMING ANY RISKS.						
*** WORK RECOMMENDED BUT NOT PERFORMED ***						
Item 01	Operation	TBELT6	Tech: 665	Follow Up: 02/20/15	<i>Done 2014 out of Toyota</i>	
	Concern	TIMING BELT, R&R. NO HISTORY OF BEING REPLACED				
	Correction	TIMING BELT, R&R				
Item 02	Operation	6070	Tech: 665	Follow Up: 02/20/15	<i>Done 2014 out of Toyota</i>	
	Concern	REPLACE WATER PUMP & FRONT OIL SEALS (WHEN DONE W/TIMING BELT REPLACEMENT)				
	Correction	REPLACE WATER PUMP & FRONT OIL SEALS				

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