

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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

Data Air to 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
13-JUL-2015

Repository
Reference No.
10733750

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SAN DIEGO State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]

E-mail Address [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
JTJGA31U450 [REDACTED] Make LEXUS Model RX330 Model Year 2005

Date Purchased 01/2008 Dealer's Name and Telephone Number Lexus San Diego 858-268-8000 Engine: No: Cylinders 6 Fuel Type: reg

Original Owner Dealer's City San Diego State CA Zip Code 92111

Transmission Type Auto Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 29-JUN-2015

FAILED COMPONENT(S)/ PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, ENGINE (PWS) Failure Mileage 103600 Failure Speed 5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]

DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]

Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]

Seat Type: [REDACTED] Installation System: [REDACTED]

Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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).

MY WIFE (WHO IS NOT THE PRIMARY DRIVER OF THIS VEHICLE) WAS ENTERING A PERPENDICULAR PARKING SPACE IN FRONT OF A BUSINESS LOCATED JUST OFF THE STREET. THE BUSINESS WAS ONCE A HOUSE AND HAS NOW PUT 3 PARKING SPACES IN FRONT OF THE BUILDING JUST OVER THE SIDEWALK. THE ENTRANCE IS UP A DRIVEWAY AND JUST BEYOND THE SIDEWALK AND INTO THE PARKING SPACES. AS SHE WAS GOING UP THE DRIVEWAY AND TURN SLIGHTLY TO THE RIGHT TO ENTER A PARKING SPACE, THE CAR HESITATED AND THEN ACCELERATED, SHE APPLIED THE BRAKES AND LEFT A 5 FOOT SKID MARK BEFORE CRASHING INTO THE FRONT OF THE BUSINESS. THE CAR HAS DONE THIS BEFORE ESPECIALLY WHEN TURNING AND APPLYING A LITTLE GAS, IT WILL HESITATE AND THEN SUDDENLY ACCELERATE, BUT NEVER CONTINUING AFTER APPLYING THE BRAKE. WE HAVE DISCUSSED THIS PREVIOUSLY WITH THE LEXUS DEALER AND THEY SAY THERE IS NO PROBLEM WITH THE VEHICLE AND THAT COMPUTERS THAT CONTROL THE ENGINE AND TRANSMISSION CONSTANTLY ADJUST TO THE PRIMARY DRIVER MAY CREATE THIS ISSUE, BUT IT IS NOT A PROBLEM AS FAR AS THEY ARE CONCERNED.

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.

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA Follow up to Complaint ----10733750-----
Date: Tuesday, August 25, 2015 8:57:09 AM
Attachments: [10733750 copy.pdf](#)

-----Original Message-----

From: Williams, Maritza CTR (NHTSA) On Behalf Of DataQuality, DataQuality (NHTSA)
Sent: Friday, August 21, 2015 11:24 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA Follow up to Complaint ----10733750-----

And another questionnaire.

-----Original Message-----

From: [REDACTED]
Sent: Thursday, August 20, 2015 6:34 PM
To: DataQuality, DataQuality (NHTSA)
Subject: NHTSA Follow up to Complaint ----10733750-----

Attached is the updated copy of the complaint I made. I could not update the form as received so I have converted it to PDF format.

Thank you,
[REDACTED]