



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

May 10, 2016

[REDACTED]

NEF-160 rrr
Ref. No. 10778570

Oklahoma City, OK [REDACTED]

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2015 Lexus GX460. Your correspondence was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We regret any inconvenience or delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that the brakes completely failed in your MY 2015 Lexus GX460 without notice. The vehicle was towed to your dealer and after diagnosis they confirmed the brake failure. The dealer advised that they would report the brake problem to Lexus and respond back to you. At that time, you told the dealer that you were leery of the vehicle did not want it back. The dealer recommended that you contact Lexus for further assistance. You assert having several conversations with Lexus and the dealer regarding the cause of the brake failure and terminating your lease. You feel the vehicle should be taken off the road because it poses a potential safety risk.

We reviewed our database in an effort to identify whether a safety defect trend exists with regard to a sudden loss of power brakes in MY 2015 Lexus GX460 vehicles. At this time, there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation. Our review did not identify any similar complaints regarding this problem. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, an explanation of NHTSA's investigation and recall process is on our Web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.

Your request to have your vehicle repurchased does not fall under our jurisdiction. In addition to your legal counsel, you may consider contacting your local Consumer Protection Agency or the Oklahoma Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Lexus district manager regarding your problem. The Better Business Bureau (BBB) Auto Line offers free mediation/arbitration to resolve warranty disputes under guidelines established by the Federal Trade Commission. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their Web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement