



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

Date Received

Repository ☐

24-OCT-2017

Reference No.

FEB 08 2018

11039353

2351

OWNER INFORMATION (Type or Print)

Name

Address

City

LAS ALTOS

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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
2T2ZK1BA4CC

Make
LEXUS

Model
RX350

Model Year
2012

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)
15-JUN-2017

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)

Failure Mileage
54000

Failure Speed
50

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

Number of Deaths

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 2012 LEXUS RX350. WHILE DRIVING APPROXIMATELY 50 MPH, THE LOW ENGINE OIL PRESSURE WARNING INDICATOR ILLUMINATED AND THE ENGINE SHUT DOWN. THE VEHICLE WAS TURNED OFF AND RESTARTED. THE CONTACT STATED THAT THE FAILURE RECURRED APPROXIMATELY SIX TIMES. THE VEHICLE WAS TAKEN TO THE DEALER (LEXUS STEVEN CREEK, SANTA CLARA, CA, 408-553-4500) WHERE IT WAS DIAGNOSED THAT THE OIL WAS LOW AND THAT THE SENSOR NEEDED TO BE REPLACED. THE FAILURES WERE REPAIRED, BUT RECURRED TEN DAYS LATER WHILE DRIVING APPROXIMATELY 60 MPH. THE VEHICLE WAS TAKEN BACK TO THE SAME DEALER. THE TECHNICIAN PERFORMED AN EXTENSIVE ROAD TEST, BUT WAS UNABLE TO DETERMINE THE CAUSE OF THE FAILURES. THE MANUFACTURER WAS MADE AWARE OF THE FAILURES AND STATED THAT THERE WAS NO RECALL. NO FURTHER ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS APPROXIMATELY 54,000.

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.