

FEB 14 2018

CL-11058271-2740

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

January 5, 2017

RE: Complaint #11058271
2017 Lexus RX350
VIN#2T2BZMCA8H0 [REDACTED]

Please find attached my documentation to support my complaint logged with
Haneef on the 888-327-4236 telephone line on January 2, 2018.

- 4 page document outlining issues
- Failed emission inspection report
- Copy of letter emailed and mailed to both Lexus of Watertown dealership &
Lexus Corporate office in Texas

I feel that my safety and the safety of others is at stake if the issues outlined
(electrical display & panel & emission failure in a car under a year old) are not
resolved.

If NHTSA requires any other additional information or assistance that I can provide
please let me know.

Sincerely,

[REDACTED]
Southborough, MA [REDACTED]

[REDACTED]
or [REDACTED]
[REDACTED]

NAM
2-21-18
WJ

FORMAL COMPLAINT Lexus 2017 RX350
VIN#2T2BZMCA8HC [REDACTED]
6 CYLINDER
MODEL 9424A
Stock No 800017

[REDACTED]
Southborough, MA [REDACTED]
[REDACTED]

January 2, 2018

Purchased on 12/19/16 and delivered to me at Lexus dealership 12/23/16 by Harold Schloss
Sold by Lexus of Watertown, 330 Arsenal Street, Watertown, MA 02472 (dealer #62002).

Over the last decade plus our family has owned Lexus vehicles (2 separate ES330s, an IS250, and most recently a RX350). The first 3 cars gave us no problems. The RX350 has had nothing but problems. This car has now been in the shop since December 21, 2017 with no communication as to when it will be returned to me. The funny thing is that the car I was loaned is identical in every way down to the mileage but has none of the issues and drives much better with no rattles, squeaks, electrical malfunctions or rear noise. The issues I have had with the RX350 are outlined below.

February 16, 2017 Invoice [REDACTED] - Kimberly Trott Service Advisor

- Drivers front seat heater does not work properly on any setting, takes too long to warm up, warmer on back than seat – informed working properly NOT FIXED.
- Floor vents and center dash vents do not blow warm air – informed vents were closed - FIXED dash vents but floor is still problematic.
- Cup holder does not lock in the up position whether light or heavy bottle – informed it would stay down with a bottle in it - NOT FIXED.
- Unable to hear rear speakers even when set to distribute sound equally – informed working properly - NOT FIXED.
- Display between tachometer and speedometer is blank – instructed to operate arrow buttons – FIXED, but this will be part of the problem going forward in this car per my notes outlining this display in particular.
- Setting trip meter – FIXED.
- Set doors to unlock all at once from exterior – FIXED.

April & May 2017 – went in for car wash several times – while waiting each time I spoke to Richard MacMillan about my display going red, everything shutting off, 3 beeps and what could be causing it. He took notes and told me he relayed to foreman but there were no notes in the system back from foreman.

June 15, 2017 Invoice [REDACTED] - 5,000 mile service - Mariel Burgos Service Advisor

- Drives side front seat heater still not working properly – NOT FIXED told operating as designed
- All interior displays on the instrument cluster go blank, hear 3 audible beeps, all radio functions go silent, then go back on shortly after (this happened in April and in June, do not have exact dates) – NOT FIXED, could not duplicate, told vehicle may need to be scheduled and left for several days to be driven and monitored.
 - this issue was also reported to Richard MacMillan in service department again (see LOG on last pages).
 - The issue is quite alarming when it happens, you don't know if the car is going to freeze, shut down, stall out – everything is OFF, red display is solid in front of you, then after 3 beeps it all turns on again for no reason at all.

October 25, 2017 Invoice [REDACTED] – 10,000 mile full service – Mariel Burgos Service Advisor

- Noted again about experience where interior display between tach and odometer on the instrument cluster go blank, hear 3 audible beeps, all radio functions go silent, then all on again – NOT FIXED – no codes stored but found monitors were not running - recommended leaving for extensive testing.
- When closing driver's rear side door occasionally gas door pops open – NOT FIXED told due to L/R bumper/Quarter panel there was a slight impact causing damage and the door not to sit flush.
- Rear speakers do not sound as loud as front, when sitting in rear speakers sound like a whisper – (NOT) FIXED found system was in Surround mode deactivated both Surround and ANS auto level – should be able to hear wherever you sit if in surround, no?
- When turning/driving noise like a rolling ball bearing coming from behind dashboard – NOT FIXED could not duplicate (how could they duplicate when only driven for 2 miles in at 10,545-out at 10,547?).
- When driving w passengers in rear seat when going over a bump or hump there is a mattress squeaking type noise coming from the rear interior – FIXED cleaned and adjusted rear seats to limit contact during movement (no one sits in rear as a rule, not sure what 'cleaned' means).

November 15, 2017 – appt made with Mariel Burgos Service Advisor

- Lexus drove NX200 loaner to my home so they could take RX350 – car was driven in excess of 50 miles.
- TRYING to determine what the issues are for interior display between tach and odometer on the instrument cluster go blank, hear 3 audible beeps, all radio functions go silent, then all on again.
- TRYING to determine what the issue is for ball bearing sound.
- Noticed differences in ride quality and comfort of car (sound, heat, seated heats, etc.).

November 21, 2017 Invoice [REDACTED] – Mariel Burgos Service Advisor

- Lexus drove my car back to retrieve loaner. There was no resolution to issues.
- Interior display between tach and odometer on the instrument cluster go blank, hear 3 audible beeps, all radio functions go silent, then all on again – NOT FIXED no condition found, car operated as designed for us (**same as cannot duplicate?** I do not believe driver was aware of the history of this issue).
- Ball bearing sound – NOT FIXED, no condition found, drove car over 50 miles.
- mentioned to Mariel that NX seat heaters were quite hot, and heat was immediate – pass off again that 2017 had only 'seat warmers', but this was a 2017 car as well – no satisfaction.
- mentioned to Mariel that ride was smoother and more responsive, no sounds from rear or front of car, more stable – no explanation given from Mariel other than different model.

December 21, 2017 – car wash personnel, then assigned to **Luis Gonzales once inspection failed**

- Spoke with both Luis and Richard MacMillan to voice concern over failed inspection and see what can be done about situation. Did not want to drive car home under circumstances. Richard suggested I log a case with Lexus. Luis provided a loaner for me to use and explained it may be several days until I hear back. I was OK with that.
- The loaner is an exact model of my car down to the color and the interior with the same or more miles. There have been no electrical malfunctions, the seat heaters are considerably quicker to

heat and provide much more heat than my seats. The ride is not noisy in the front or the back. There are no vibrations or sounds other than the engine and the ride is significantly smoother.

- The loaner car seems to be a much better version of my own car which is odd to me. I am left wondering why my car is not the same.
- On December 30 when I had not heard back on my car I called Richard and inquired about it. He was surprised that I did not have it back and asked to call me back. When he did call back he said there was a new sticker on it but that it was still with the foreman to determine what the issues were. Again we spoke about me calling Lexus Customer Satisfaction and he provided me with the 800 number.
 - I logged a 1 hour+ call with Will at Lexus Corporate Guest Experience Center in Texas and explained my situation. He and I discussed in detail the issues I am having. I asked Will to see if there were any notes on my car and he said there were none so he filed the notes he took under my car VIN in order not to duplicate the time spent on the call. It's surprising to me that the notes from Richard and Lexus in Watertown were not found; perhaps they are in another database? Will thought maybe National Highway Traffic Safety Administration – I will also check with them to see if there are notes.
- Today is January 2, 2018 and I have not received any communication from Lexus of Watertown as to what the status of my car is, why it failed inspection, and why my display panel shuts down while driving.

Richard MacMillan told me he began a file on the issue June 15, 2017 and has since followed the case with me. He asked me to record each time this happens with conditions, car accessories that are on, etc. which are listed below. Going forward I spoke to Richard on several occasions (on or about July 17, August 7, August 11, August 25, October 10, October 20, ++ as the problem continued). Richard also reported this to his District Manager who advised him on or around August 18 that there are other vehicles in the US doing the same thing but had no answers as to why this occurs.

LOG of issue (Interior display between tach and odometer on the instrument cluster go blank, hear 3 audible beeps, all radio functions go silent, then all on again):

I was not recording dates and conditions prior to my conversation with Richard on June 15:

- **April** - interior display between tach and odometer on the instrument cluster go blank, hear 3 audible beeps, all radio functions go silent, then all on again.
- **May** - interior display between tach and odometer on the instrument cluster go blank, hear 3 audible beeps, all radio functions go silent, then all on again.
- **June** - interior display between tach and odometer displays on the instrument cluster go blank, hear 3 audible beeps, all radio functions go silent, then all on again.
- **July 17 morning** – at red light, 85 degrees, sunroof open, no AC, FM radio on. When I went to proceed through light after stop interior display between tach and odometer on the instrument cluster go blank, hear 3 audible beeps, all radio functions go silent, then all on again – spoke with Richard on 7/19.
 - **July 17, 2017 4:09 pm second time today** – Radio & AC on after stopping at a red light, clear & dry road same thing on the instrument cluster go blank, hear 3 audible beeps, all radio functions go silent, then all on again– spoke with Richard on 7/19.

Richard spent about 20 minutes on phone and reviewed all – I insisted that notes be put into the system about this problem this time. He said he would and that he'd get back to me if he had any info.

- **August 7, 4:38pm** - dry 72 degrees, had been driving for about 5-10 minutes was at 50mph on a flat 2 lane road, slowed down quicker than normal and interior display between tach and

odometer displays on the instrument cluster go blank, hear 3 audible beeps, all radio functions go silent, then all on again.

Spoke to Richard at 5pm, he told me to try and do a hard brake on a dry surface and see if it happens again. I did that August 8 under same conditions and it did not duplicate.

- **August 11** 3:45pm 80 degrees, dry and car had not been driven all day. I did not brake, I did not accelerate when this happened— driving 30 MPH for about a mile, then 40 MPH and within a minute interior display between tach and odometer displays on the instrument cluster go blank, hear 3 audible beeps, all radio functions go silent, then all on again.

Logged a call w Richard and asked for 3rd time if my notes were in the system. He advised no other cars reported doing this nationally.

- **August 18** - Richard called me and informed me that there are 3 cars that this has been documented on nationally that this happens to (interior display between tach and odometer displays on the instrument cluster go blank, hear 3 audible beeps, all radio functions go silent, then all on again). Confirmed again by Richard that this has been documented in National Notes.
- **August 25** 2:58pm, clear, dry, after driving about 10 minutes in car while traveling 40-50 MPH and then slowing down interior display between tach and odometer displays on the instrument cluster go blank, hear 3 audible beeps, all radio functions go silent, then all on again.
- **October 10** – clear dry roads, nothing special, car warmed up. Car in front of me 30+ feet away pulled out of street, normally would not bother me but when they pulled out interior display between tach and odometer displays on the instrument cluster go blank, hear 3 audible beeps, all radio functions go silent, then all on again.
- **October 25** – clear and dry, radio on, no heat or AC driving 40MPH for no reason interior display between tach and odometer displays on the instrument cluster go blank, hear 3 audible beeps, all radio functions go silent, then all on again. Thank god I get to bring this car to service department today!
- **October 25** – after service appointment dry, clear, warmed up – car crossed intersection 50 yards ahead of me and interior display between tach and odometer displays on the instrument cluster go blank, hear 3 audible beeps, all radio functions go silent, then all on again.
 - Told Mariel about this on phone and made appt to have car evaluated fully on 11/15 to determine what issue is.
- **December 17** – clear & dry, radio on, accelerated after slowing down and interior display between tach and odometer displays on the instrument cluster go blank, hear 3 audible beeps, all radio functions go silent, then all on again.
- **December 21** – took car to dealer for car wash and decided to have the new emissions inspection sticker put on for 2018 - FAILURE had to leave car with dealership/service and take a loaner, same model, etc. Called Richard on December 30 who was surprised to hear I had not received my car back. He checked on it, called me back and told me that the sticker was on but the foreman was still troubleshooting and that it may not be until next week that I hear back.
 - Loaner has a different ride, smoother, not noisy, heated seats work very well and quickly, no rear end noise, stereo sound seems better.

I am formally submitting this information to Lexus Corporate, Lexus of Watertown, National Highway Traffic Safety Administration in the hopes that there is someone who can manage the issues with my vehicle and am hoping for an expeditious response.

Sincerely, [REDACTED]



Vehicle Inspection Report

Please Review This Important Information

Your vehicle has **PASSED** its **SAFETY TEST** and **FAILED** its **EMISSIONS TEST**. Here is what you need to do now:

- * Fix emissions defects within 60 days of your initial inspection.
 - * You may use any repair shop or fix the vehicle yourself, but consider taking your vehicle to a repair shop that employs state-registered repair technicians who are trained and experienced in performing emissions repairs. Ten nearby shops with registered repairers are listed below.
 - * Have your repaired vehicle re-tested within 60 days of your initial inspection. The first re-test is free at the original inspection station during this period.
 - * Pass your re-test and get a new inspection sticker. **If your vehicle fails its emissions test again but a state-registered repair technician made the repairs, your vehicle may still qualify for a new sticker.** See "How to Qualify for an Emissions Waiver or Repair Extension" on page 2.
 - * If your vehicle does not pass a re-test within 60 days of its initial inspection, RMV may suspend your registration.
- Questions? Visit www.mass.gov/vehiclecheck or call Customer Service at 1-844-358-0135. Customer Service is staffed from 7 a.m. to 5 p.m. Monday, Wednesday, Friday, and Saturday, and from 7 a.m. to 8 p.m. on Tuesday and Thursday.

Overall Result:	FAIL	Vehicle Information		Station Information	
Safety Result	PASS	VIN	2T2BZMCA8HC [REDACTED]	LEXUS OF WATERTOWN	
Emissions Result	FAIL	License Plate	[REDACTED]	330 ARSENAL STREET	
Start Test Date/Time	12/21/2017 2:41 PM	Plate Type/State	PAS / MA		
End Test Date/Time	12/21/2017 2:44 PM	Vehicle Type	PASSENGER	6173931100	
Test Type	Regular	Year / Make	2017 Lexus		
Sticker Number	[REDACTED]	Model	RX 350	Station Number	PB033178
Inspection Type	Initial	Fuel Type	GASOLINE	Workstation Number	MAW00000366
Inspection Counter	1	Engine Cyl / Size	6 / 3.5L	Inspector Number	****2361
		GVWR	6000		
		Odometer	12107		
				Inspection Fee	\$35.00

Local Registered Emissions Repair Shops

(For a complete list of shops and 5-star rating definitions, see the program website or call the hotline)

Name	Address	City	Phone	Current 5-Star Rating	Total Repairs	Previous 5-Star Rating
1 Regan's Service Notes: Family run. We repair foreign & domestic vehicles. In business since 1963. ASE certified technicians	2066 Commonwealth Ave	Newton	(617) 527-3990	5	0	0
2 P + M Service Center, Inc Notes: Complete automotive service. Established in 1978.	82 Concord Ave	Belmont	(617) 489-3530	5	18	0
3 Ultima, LTD Notes: We are the foreign car experts.	102 Clematis Ave	Waltham	(781) 894-0050	0	0	0
4 Shimon's Service Station	445 Harvard St	Brookline	(617) 566-9538	5	0	0
5 Magazine Beach Shell Notes: All maintenance and diagnostics. We do it all!	207 Magazine St	Cambridge	(617) 354-5565	0	0	0
6 Teele Square Auto Notes: We are a full service repair shop specializing in repair & maintenance of foreign & domestic vehicles.	1284 Broadway St	Somerville	(617) 623-9067	5	0	0
7 Paul's Auto Service Notes: Established in 1973. AAA approved auto repair. All technicians are ASE certified.	152 High St	Waltham	(781) 893-8780	5	0	0
8 Newton Street Service Notes: Well equipped auto repair shop w/ the latest equipment & software to perform your emissions testing.	255 Newton St	Waltham	(781) 894-1930	5	7	0
9 Highland Service Center of Newton, Inc Notes: Established in 1973. AAA approved auto repair. All technicians are ASE certified.	1186 Walnut St	Newton Highlands	(617) 527-9498	5	0	0
10 Long Life Auto Repair	24 Common St	Waltham	(781) 891-8680	3	0	0

Scan to visit website

VIR Number



On-Board Diagnostic (OBD) Results		OBD Readiness Monitor Results		OBD Additional Data	
Tampering Check	PASS	Catalyst	READY	Miles Since Code Clearing	8
Connector Result	PASS	Catalyst Heater	UNSUPPORTED	Warm-Ups Since Code Clearing	1
RPM Result	PASS	Evaporative System	NOT READY	Pin 16 Voltage	13.7
Key-On Bulb Check	N/A	Secondary Air System	UNSUPPORTED	OBD Diagnostic Trouble Codes	
Engine-Running Bulb Check	N/A	A/C System	UNSUPPORTED	OBD Permanent Fault Codes	
Scan Tool Check	PASS	Oxygen Sensor	NOT READY		
Communication Result	PASS	Oxygen Sensor Heater	READY		
MIL Status Result	PASS	EGR and/or VVT System	READY		
Readiness Result	FAIL				

OBD Test Failure Messages

Your vehicle's On-Board Diagnostic (OBD) system is not ready to be tested. As a result, your vehicle cannot receive a complete emissions test at this time. This is often caused by a disconnected battery or recent repair work.

Safety Inspection Results

License Plate Mounting and Condition	PASS	Service Brakes	PASS	Parking Brake	PASS
Horn	PASS	Stop Lights and Tail Lights	PASS	Headlight Aim and Operation	PASS
Lighting Devices and Reflectors	PASS	Directional Signals and 4-Ways	PASS	Front End	PASS
Steering and Suspension	PASS	Frame	PASS	Windshield Wipers and Cleaner	PASS
Safety Belts	PASS	Air Bags	PASS	Muffler and Exhaust System	PASS
Window Tint	PASS	Windshield	PASS	Rear View Mirror	PASS
Bumpers/Fenders/Exterior Sheet Metal	PASS	Fuel Tank Filler Cap	PASS	Fuel Tank Filler Neck and Components	PASS
Visible Smoke	PASS	Altered Vehicle Height	PASS	Tires	PASS
Other	PASS				

Inspection Comments

None

Be Sure Your Vehicle is Ready for a Re-Test

Once repaired, your vehicle will need about one week of driving in both city and highway conditions to re-set its computer so it will be ready for its emissions re-test. If your vehicle is not ready, it cannot be tested and will be turned away.

For more information, consult your repair technician, dealer, or manufacturer. Questions? Visit www.mass.gov/vehiclecheck or call Customer Service at 1-844-358-0135. Customer Service is staffed from 7 a.m. to 5 p.m. Monday, Wednesday, Friday, and Saturday, and from 7 a.m. to 8 p.m. on Tuesday and Thursday.

How To Qualify for an Emissions Waiver or Repair Extension

If your vehicle's emissions control system has been repaired but the vehicle still does not pass its re-test, it may be eligible for a waiver of the emissions requirements until its next scheduled emissions test. Your vehicle can receive an inspection sticker if it has no safety defects and:

- * Emissions repairs were performed and documented by a state-registered repair technician. Work done by other parties does not qualify.
- * For Calendar year 2017, repairs cost more than \$880 if your vehicle is five model years old or newer, \$780 if it is six to ten model years old, or \$680 if it is older.
- * Repairs were appropriate for the diagnostic trouble code(s) that caused the malfunction indicator light to be commanded on by the OBD system.
- * The vehicle passed all portions of the emissions re-test that it passed during its initial inspection.

For more information about how to apply for a waiver, please visit www.mass.gov/vehiclecheck or call Customer Service at 1-844-358-0135. Customer Service is staffed from 7 a.m. to 5 p.m. Monday, Wednesday, Friday, and Saturday, and from 7 a.m. to 8 p.m. on Tuesday and Thursday.

*I had included
4 page formal
complaint as attachment
in e-mail + had copy in letter
January 5, 2018*

Lexus of Watertown
330 Arsenal Street
Watertown, MA 02472

FORMAL COMPLAINT Lexus 2017 RX350
VIN#2T2BZMCA8HC [REDACTED]
6 CYLINDER
MODEL 9424A
Stock No 800017

To whom it may concern:

Enclosed please find notice that I have filed a formal complaint with Corporate Lexus in Texas as well as the National Highway Traffic Safety Administration with regards to my vehicle outlined above.

There are a few reasons I have logged my complaint however 2 are paramount;

1. I have had a problem with the display panel between the tachometer and odometer since March 2017. It has been logged with Lexus of Watertown on a multitude of occasions, reported to the foreman, reported to the district manager & recorded/reported on by Richard MacMillan in your service department (also outlined in the attached documentation). The issue (the display panel cutting out completely & turning red, turning the navigation display black & stopping all functions, 3 audible beeps and then turns back on again) and when it occurs is alarming; it is an occurrence that may cause an accident to the driver of the car or anyone/anything/any other car around it. Richard informed me in August that my vehicle is not the only vehicle this is happening to, and that there are 3 cars nationally with the same problem. The car was left with Lexus of Watertown November 15-21 and was driven 50 miles where the dealership was attempting to duplicate the issue but could not, and now has been in the Lexus dealership since December 21 (15 days/11 Lexus Service business days) still trying to determine the cause while trying to solve the failed inspection (see #2) issue as well. Today the call from Lexus of Watertown I was told that they tried and could not duplicate this issue, that there is no fix and that Lexus of Watertown is waiting to see if Lexus Corporate will come up with it (waiting for Lexus engineers). I was told that copies of the issue were given to the District Technician and that those were passed to the Lexus engineers (although I do not know when that occurred).

If this issue has happened 17 times (according to log) over a span of 12,107 miles it may not happen over a 50-mile span while at Lexus of Watertown service.

2. I was in your dealership for an emissions and safety inspection on 12/21/17 when my vehicle failed its emissions test. Taking ownership of this vehicle on 12/23/16, I have been driving this car for less than a year. The test also showed that the car had been 'cleared' 8 miles prior, meaning that the engine had to be jumped to start. This is shocking; the car was never jumped, nor was there any problem 8 miles prior to my arrival at Lexus. My car was kept and I was provided a loaner. I had not heard a

word up to 12/30/17 and called Richard MacMillan to see what caused my vehicle to fail inspection. He could not tell me what caused the failure and only that the foreman was still trying to determine what is causing the issues with the failure and also the display issue. I did hear back today 1/5/18 (6 days after my last call) and was informed that the emissions test was a "fluke" and that it made no sense. I would like a full explanation of what happened from the foreman.

The loaner car in November NX200 & loaner car in December RX350 do not have any of the issues that I have been reporting on over and over; no electrical panel display malfunctions, rattles or squeaks, there is no rear end noise or loud vibrating engine noise (which I initially thought was the lower gears changing but when I am driving the loaner that sound and vibration is not present), the seats heat well, the ride is better overall.

I have given every opportunity to Lexus of Watertown to fix my vehicle and have fully cooperated with the Service department only to be dismissed. At this point I think that my vehicle is defective (a lemon) and would like resolution. I want to know if Lexus of Watertown can fix my vehicle so the electrical display issues (as well as other issues listed) it has now will not occur going forward, and if they cannot fully fix my vehicle I want to know what the plan of action is for a replacement.

I am looking forward to a quick response.

Sincerely,

[REDACTED]
Southborough, MA [REDACTED]

[REDACTED] (mobile)

Lexus Corporate Guest Experience Center
PO Box 259001 Mail Drop E3-2D
Plano, TX 75025

*I had included
4 page formal
complaint as attachment
to web form submitted
via Lexus Corp website
January 5, 2017 + had copy
in letter*

RE: Case [REDACTED]
2017 Lexus RX350
VIN#2T2BZMCA8HC [REDACTED]

In addition to my initial e-mail, please find attached my documentation to support my complaint logged with Will on the Guest Experience Center telephone line on 1/2/18.

- 4 page document outlining issues
- Failed emission inspection report
- Copy of letter both emailed and mailed to Lexus of Watertown dealership
- Copy of letter mailed to National Highway Traffic Safety Administration

I feel that my safety and the safety of others is at stake if the issues outlined (electrical display & panel & emission failure in a car under a year old) are not resolved.

If Lexus requires any other additional information or assistance that I can provide please let me know.

Sincerely,

[REDACTED]
[REDACTED]
Southborough, MA
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Tuesday, January 02, 2018 11:42 AM
To: 'nhtsa.webmaster@dot.gov'
Cc: [REDACTED]
Subject: Lexus Inquiry
Attachments: Guest Experience Center Lexus 2017.docx

Hello,

I spoke with the Lexus corporate office in Texas on December 30 and asked them to look up a log of service/safety complaints about a problem I have had with my vehicle that began a few months after I took delivery. They could not find the notes in their database (although I was assured on many occasions that the issue was logged) and suggested I contact your administration to determine if the issue is logged in your system.

Among other issues, the main issue is; on the drivers interior display between tach and odometer on the instrument cluster goes blank (that middle display turns red), I hear 3 audible beeps, all radio functions go silent (this panel also controls navigation controls, telephone and other messaging), then everything turns on again. The issue is quite alarming when it happens, you don't know if the car is going to freeze, shut down, stall out – everything is OFF, red display is solid in front of you, then after 3 beeps it all turns on again for no reason at all. There is no particular time, weather, conditions this happens, nor any regularity to it. My inspection for my annual sticker (the car is less than a year old) also failed.

I have included the complete list of issues and a log of when this has happened in 2017. The document that is attached is 5 pages and the log is on the last 2 pages with details, but I think it would be good to read the entire doc if you have the time.

VIN#2T2BZMCA8H [REDACTED]
2017 Lexus RX 350

Thank you for your time and consideration, please advise if there are any next steps I need to take in addition to the call I have logged with Lexus corporate.

[REDACTED]
Southborough, MA [REDACTED]
[REDACTED] cell

From: [REDACTED]
To: [REDACTED]
Subject: FW: Lexus Inquiry ISSUE=1195123 PROJ=12
Date: Thu, Jan 4, 2018 9:23 pm
Attachments: Guest Experience Center Lexus 2017.docx (32K)

From: NHTSA Hotline [mailto:nhtsahotline@telesishq.com]
Sent: Wednesday, January 03, 2018 11:28 AM
To: [REDACTED]
Subject: [EXTERNAL] Lexus Inquiry ISSUE=[REDACTED]

When replying, type your text above this line.

Notification of Case Change (All times are GMT-0500)

Workspace: NHTSA Hotline Center
Case: Lexus Inquiry
Case Number: [REDACTED]

Date: 01/03/2018 **Time:** 11:27:45
Creation Date: 01/02/2018 **Creation Time:** 11:43:28

Symptom:

Entered on 01/03/2018 at 11:27:45 AM EST (GMT-0500) by Gabrielle:

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

If you are interested in filing a complaint you may call our Hotline at 1-888-327-4236 and a Customer Service Representative will be happy to assist you.

You may also visit our web site at www.safercar.gov for information pertaining to Recalls and Defects. The site will provide you with the following resource information:

- Compliance Testing Database
- How To File a Complaint
- Early Warning Reporting Assistance
- Questions and Answers on Recalls and Defects
- View Existing Defect Investigations
- Monthly Defect Investigation Reports
- Search Technical Service Bulletins

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Entered on 01/02/2018 at 11:43:28 AM EST (GMT-0500) by [REDACTED]
Hello,

I spoke with the Lexus corporate office in Texas on December 30 and asked them to look up a log of service/safety complaints about a problem I have had with my vehicle that began a few months after I took delivery. They could not find the notes in their database (although I was assured on many occasions that the issue was logged) and suggested I contact your administration to determine if the issue is logged in your system.

Among other issues, the main issue is; on the drivers interior display between tach and odometer on the instrument cluster goes blank (that middle display turns red), I hear 3 audible beeps, all radio functions go silent (this panel also controls navigation controls, telephone and other messaging), then everything turns on again. The issue is quite alarming when it happens, you don't know if the car is going to freeze, shut down, stall out - everything is OFF, red display is solid in front of you, then after 3 beeps it all turns on again for no reason at all. There is no particular time, weather, conditions this happens, nor any regularity to it. My inspection for my annual sticker (the car is less than a year old) also failed.

I have included the complete list of issues and a log of when this has happened in 2017. The document that is attached is 5 pages and the log is on the last 2 pages with details, but I think it would be good to read the entire doc if you have the time.

VIN#2T2BZMCA8HC [REDACTED]
2017 Lexus RX 350

Thank you for your time and consideration, please advise if there are any next steps I need to take in addition to the call I have logged with Lexus corporate.

[REDACTED]
Southborough, MA [REDACTED]
[REDACTED] cell

Contact Information:

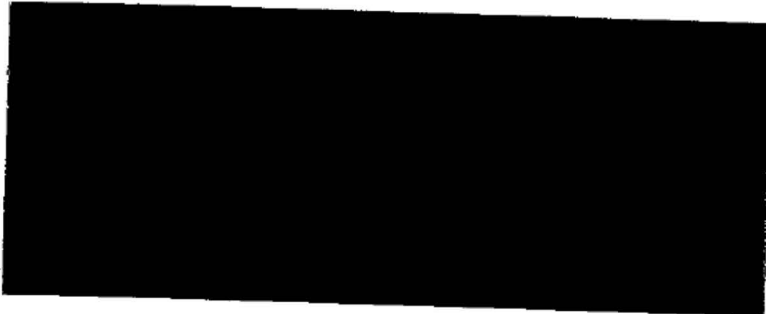
Country: United States **Email Address:** [REDACTED]
Contact Source: Owner

Attachments: Guest Experience Center Lexus 2017.docx


Southboro, MA



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W44-226

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Department of Transportation
To: W44-226
Location Code: DOT
Cost Center: 4 West
Mail Point: ALL NTI
External Carrier: PRIORITY
Sender:
Manufacturer:
Purchase Order:

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