

 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 07-DEC-2018 FEB 06 2019	Repository ☐ Reference No. 11156751
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City MEDFORD	State MA	Zip Code	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 58ABK1GG6HU		Make LEXUS	Model ES350
		Model Year 2017	
Date Purchased APRIL 21, 2017	Dealer's Name and Telephone Number LEXUS OF WATERTOWN 330 ARSENAL ST.		Engine: No: Cylinders 6
Original Owner ☒	Dealer's City WATERTOWN	State MA	Fuel Type: GAS
Zip Code 02472			
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Incident Date(s) 01-NOV-2018
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 030000 BRAKES (PWS)		Failure Mileage 16000	Failure Speed
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 2017 LEXUS ES350. WHILE REVERSING THE VEHICLE, THE CONTACT HEARD AN ABNORMAL CLICKING NOISE COMING FROM THE BRAKES. THE VEHICLE WAS TAKEN TO LEXUS OF WATERTOWN (330 ARSENAL ST., WATERTOWN, MA 02472, (888) 677-9785) WHERE THE CONTACT WAS INFORMED THAT THERE WAS NO FAILURE WITH THE BRAKES. THE BRAKES WERE LUBRICATED AND THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 16,000.			
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.			

NHTSA/OFFICE
OF DEFECTS INVESTIGATIONS

To:

Fax:

Phone:

Pages: 3

REFERENCE #
11156751

From:

Re: # 11156751

Phone:

Fax:

Date: 12/21/2018

Urgent ☐Review ☒Reply ☐Please Call ☐

F
A
X

INVOICE

Invoice #

Tag #



MEDFORD, MA

Home:

Call:

Advisor: 944 MY PHAN

Lexus of Watertown
330 Arsenal Street Watertown, MA 02472
Phone (617) 393-1100
Fax (617) 393-1155
www.lexusofwatertown.com

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN	MILEAGE OUT
0212/OBSID	17	LEXUS ES350			58ABK1GG6HU			16100	16105
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
21APR17			08:00 07NOV18		165.00	CASH	09NOV18	06NOV18	09NOV18
OPTIONS: SOLD-STK: DLR ENG: 3.5 Liter									

Service Department Hours

Monday - Thursday
6:00 a.m. to 7:00 p.m.

Friday
6:00 a.m. to 6:00 p.m.

Saturday
7:00 a.m. to 5:00 p.m.

Have
A
Truly
Outstanding
Day!

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUSTOMER STATES THERE IS A CLICKING NOISE ONLY WHEN BACKING UP FROM
BRAKES (ADJUSTERS) PLEASE CHECK AND ADJUST
02 ADVISES ON CLICKING NOISE CONCERN

PARTS: 309 ISP 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00
16100 CONFIRMED CONCERN DURING A DURING A ROAD TEST WITH CLIENT. AT
INSPECTION FOUND LACK OF LUBRICATION ON FRONT BRAKE CALIPER MOUNTS.
LUBED ALL CALIPER MOUNTS. NOISE NO LONGER PRESENT AT THIS TIME.

B LEXUS LOANER: NO CHARGE FOR LEXUS, TOLLS OR MILEAGE DRIVEN PLEASE
REPLACE GAS YOU USE AS COURTESY TO NEXT GUEST \$30 FEE PER 1/4
TANK FOR GAS NOT REPLACED APPLIES TO ALL CLIENTS - CARS
STRICTLY PROH

L LEXUS LOANER: NO CHARGE FOR LEXUS, TOLLS OR
MILEAGE DRIVEN PLEASE REPLACE GAS YOU USE AS
COURTESY TO NEXT GUEST \$30 FEE PER 1/4 TANK
FOR GAS NOT REPLACED APPLIES TO ALL CLIENTS
- CARS STRICTLY PROH

PARTS: 309 ILO 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

THANK YOU FOR YOUR BUSINESS
WE ARE OPEN FROM 7AM TO 7PM MON. THRU THUR
7AM TO 6PM Friday
7AM TO 5PM Saturday
CLOSED SUNDAY

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT
UNLESS SPECIFIED OTHERWISE

LEXUS OF WATERTOWN IS NOT RESPONSIBLE FOR LOSS OR DAMAGE
TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY
OTHER CAUSE BEYOND OUR CONTROL.

In addition to the charges for parts, labor, tax, etc., Lexus of Watertown also charges a
"shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of
certain materials that cannot be accurately itemized, but which are generally used in the
repair and service of vehicles. These items include, but are not limited to, rags, bolts,
screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a
percentage of the total labor charge.

X

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of
the warranties with respect to the sale of
this item/items. The Seller hereby
expressly disclaims all warranties either
express or implied, including any implied
warranty or merchantability or fitness for
a particular purpose. Seller neither
assumes nor authorizes any other person
to assume for it any liability in connection
with the sale of this item/items.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

APPOINTMENTS: (617) 393-1100

Customer Copy

Page 1 of 1 THANK YOU!

INVOICE

Invoice #



LEXUS

Lexus of Watertown
330 Arsenal Street - Watertown, MA 02472
Phone (617) 393-1100
Fax (617) 393-1155
www.lexusofwatertown.com

MACMILLAN

DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
PR17			19:00 30NOV18		165.00	CASH	04DEC18	27NOV18	04DEC18

IS: SOLD-STR DLR: ENG:3.5 Liter

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

D CUSTOMER STATES THERE IS A CLICKING NOISE ONLY WHEN BACKING UP FROM
BRAKES (ADJUSTERS) PLEASE CHECK AND ADJUST-- FEELS IT COMING
FROM THE FRONT

02 BRAKE SERVICE/REPAIR

309 ISP

1 08887-80609 BRAKE CALIPER GREASE

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:

16373 CHECKED AND ADVISED- ROAD TESTED WITH CLIENT SO THAT CLIENT
COULD SHOW TECH STATED NOISE. INSPECTED VEHICLE ON LIFT AND REMOVED
TIRES TO FULLY INSPECT BRAKING SYSTEM. FOUND FRONT BRAKE PADS TO BE AT
9MM WITH FULLY OPERATIONAL CALIPERS. FOUND REAR BRAKES TO BE AT 8MM
WITH FULLY OPERATIONAL CALIPERS. CALLED TAS- CASE CASE NUMBER
TAS ADVISED VEHICLE IS OPERATING AS DESIGNED. CALLED FACTORY FTS TO
INSPECT. FACTORY FTS ADVISED ON SPECIAL LUBE IN FRONT AND REAR BRAKING
SYSTEM TO LESSEN NOISE IN INTEREST OF CUSTOMER SATISFACTION. ALL
BRAKING COMPONENTS ARE WORKING AS DESIGNED AT THIS TIME. LCS AND
FACTORY FTS ADVISED ON RELEASING VEHICLE BACK TO CLIENT ON 12/4/18

E MILEAGE OUT

MO MILEAGE OUT

309 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:

F LEXUS LOANER : NO CHARGE FOR LEXUS, TOLLS OR MILEAGE DRIVEN PLEASE
REPLACE GAS YOU USE AS COURTESY TO NEXT GUEST \$30 FEE PER 1/4
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- CARS STRICTLY PROH

309 ILO

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:

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to assume for it any liability in connection
with the sale of this item/items.

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

DISCOUNTS

SALES TAX

PLEASE PAY
THIS AMOUNT

TOTALS

APPOINTMENTS: (617) 393-1100

Customer Copy

Page 1 of 2

THANK YOU!

Service Department
Hours

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a.m. to 7:00 p.m.

Friday

a.m. to 6:00 p.m.

Saturday

a.m. to 5:00 p.m.

Have
A
Truly
Outstanding
Day!

NHTSA

(N/C)
(N/C)
0.00REFERENCE #
11156751(N/C)
0.00(N/C)
0.00