

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		FOR AGENCY USE ONLY 100148	
		Date Received 20-AUG-2020 NOV 05 2020	Repository ☐ Reference No. 11350449
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
BOCA RATON	FL		
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		Make	Model
(X) 2T2HA31025C		LEXUS	RX330
Date Purchased		Model Year	Fuel Type:
		2010	
Dealer's Name and Telephone Number		Engine:	No: Cylinders
GREEN WHITE CORA			
Original Owner	Dealer's City	State	Zip Code
☒			
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:
	☐ Cruise Control		DASH BOARD
		Incident Date(s)	
		15-AUG-2020	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 162000 STRUCTURE: BODY, 140000 AIR BAGS		Failure Mileage	Failure Speed
		70000	
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	Fire	Number of Persons Injured	Number of Deaths
☐ Yes ☒ No	☐ Yes ☒ No		
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 2010 LEXUS RX330. THE CONTACT STATED THAT THE DASHBOARD WAS FRACTURED NEAR THE PASSENGER'S SIDE AIR BAG HOUSING. THE DASHBOARD FRACTURE EXPANDED THROUGHOUT THE DASHBOARD AND CAUSED THE FRONT PASSENGER'S AIR BAG OUTLINE TO BE VISIBLE. THE MANUFACTURER INFORMED THE CONTACT THAT THE DASHBOARD REPLACEMENT WARRANTY HAD EXPIRED IN 2018. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 70,000. THE VIN WAS NOT AVAILABLE.			
I WAS THREE MONTHS PASSED THE DATE TO REPAIR ONE OF MY LEXUS, I RECEIVED THREE LETTER ONE IN FRENCH ONE IN SPANISH THEN ENGLISH, THE LETTER USED AN EXAMPLE SHOWING THE LAST DATE WAS 1-20-20 / THIS HAS BEEN GOING ON FOR THREE YEARS			
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.			

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

DASH BOARD IS COMING APART I WAS THREE MONTHS
PASS THE DATE, I GOT THREE LETTER ONE IN
ALL FRENCH ONE IN ALL SPANISH WHICH I
CAN NOT READ, THERE WAS A 'EXAMPLE' ON
THE LETTER SHOWING 1-20-20 THE LAST DATE
LEXUS CONFUSED ME ON THIS THEY SHOULD REPLACE
THE DASH BOARD, ALONG WITH THE DEALER TOOK
ME TO CALL BACK IN 6 MONTHS, DUE TO THEY
HAD NO DASH BOARD

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

WEST PALM BCH FL 334

23 OCT 2020 PM 3 L

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?

If so:
Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration