INFORMATION REDACTED PURSUANT TO THE FREEDOM

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

EQ-11361863-4261

From: DataQuality, DataQuality (NHTSA)
To: EVOQ (NHTSA)
Subject: FW: Follow up to ODI Complaint ----- 11361863-------
Date: Monday, November 16, 2020 12:55:47 PM
Attachments: [redacted]

-----Original Message-----
From: [redacted]
Sent: Monday, November 16, 2020 11:56 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: Follow up to ODI Complaint ----- 11361863-------

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir or Madam:

Attached is my edited copy of my recent complaint about my 2015 Lexus LS460.

Please let me know if you need any other information.

Thank you for your attention to this matter. I look forward to hearing from you.

Sincerely,

[redacted]

Form Approved: O.M.B No.2127-0008

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
29-SEP-2020	Reference No. 11361863

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
[redacted]	[redacted]	[redacted]
Address [redacted]		
City WYNNEWOOD	**State** PA	**ZIP Code** [redacted]
	Evening Telephone Number [redacted]	

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	Model Year
JTHCL5EFXF5[redacted]	LEXUS	LS460	2015

Date Purchased	Dealer's Name and Telephone Number			Engine: No. Cylinders 8	Fuel Type:
Original Owner ☐	Dealer's City	STATE	ZIP Code		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
	☑ Antilock Brakes ☑ Cruise Control			01-DEC-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 030000 BRAKES (PWS)	Failure Mileage 25000.0	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: DOTMAL9ABC036)	☐ Original Requirement ☐ 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), Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(s), Crash(es), 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 2015 LEXUS LS460. THE CONTACT STATED THAT WHILE LIGHTLY ~~PRESSING~~ TAPPING THE BRAKE PEDAL THE ~~VEHICLE WOULD ABRUBTLY STOP~~ brakes would grab. THE CONTACT DISCRIBED THE BRAKES AS VERY "GRABBY." THE VEHICLE WAS TAKEN TO THE LOCAL DEALER THOMPSON LEXUS LOCATED AT 2560 MARYLAND RD, WILLOW GROVE, PA 19090 WHO INDICATED THAT THE BRAKES ~~HAD~~ OPERATED ~~AND NORMAL~~ AND NO PROBLEM mechanical WAS FOUND. THE MANUFACTURER WAS ~~NOT~~ NOTIFIED OF THE ~~FAILURE~~ Problem. THE FAILURE MILEAGE WAS 25,000. JFT According to spec.

engineer

THE CAR WAS TAKEN to A Seiood dealer, Wilkie Lexus IN Haverford PA, chief Mechanic contacted lexus Engineer. Told owener This "grabby brake" WAS NOT Repairable. IT WAS engineered INto The CAR. He could NOT Fix it.
I AM AFRAID The "Grabby" Brakes could grab AT unpredictable Times.

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