From: DataQuality, DataQuality (NHTSA)
To: EVOQ (NHTSA)
Subject: FW: Reference No.: 11378483
Date: Monday, January 11, 2021 12:51:41 PM

From: [redacted]
Sent: Monday, January 11, 2021 10:59 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Reference No.: 11378483

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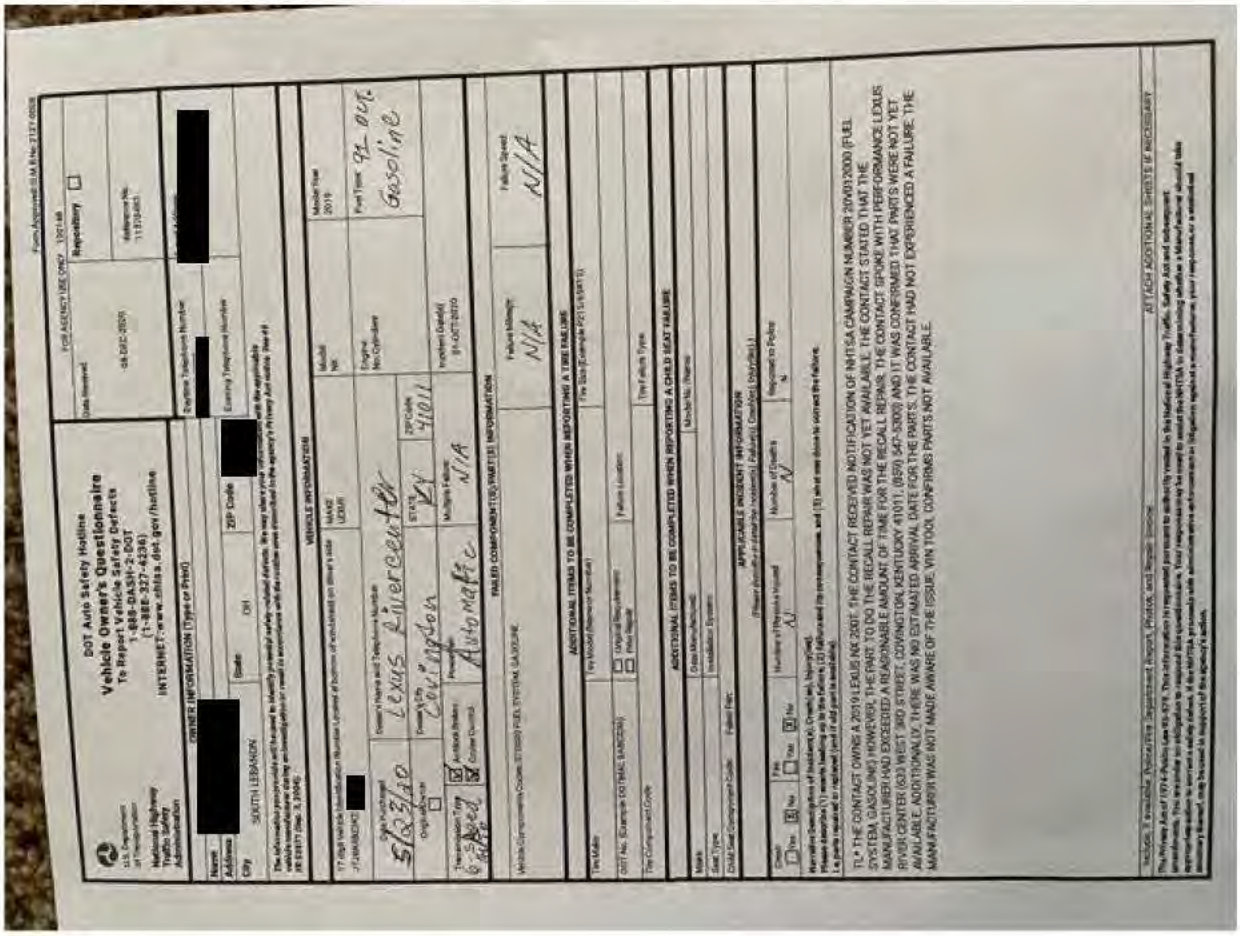

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received: 08-DEC-2020
Repository: ☐
Reference No.: 11378483

OWNER INFORMATION (Type or Print)

Name: [redacted]
Address: [redacted]
City: SOUTH LEBANON State: OH ZIP Code: [redacted]
Daytime Telephone Number: [redacted]
Evening Telephone Number: [redacted]

VEHICLE INFORMATION

17. Did you lease, hire, rent, or borrow this vehicle? YES NO
VIN: [redacted]
Date Purchased: 5/23/20
Owner's Name and Telephone Number: Lexus Riverscenter
Owner's City: Covington State: KY ZIP Code: 41011
Odometer Reading: 6,800
Purchased: ☐ Dealer ☒ Other
Manufacturer Tring: Automatic
Multiple Failures: N/A
Incident Date(s): 01-OCT-2020
Model Year: 2019
Fuel Type: 91 OCT Gasoline
Make: LEXUS
Model: NX
Engine No. Cylinders:

FAILED COMPONENT(S) PARTS INFORMATION

Vehicle Component Codes: 07000 FUEL SYSTEM, GASOLINE
Failure Mileage: N/A
Failure Speed: N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make:
Tire Model (Reference Number):
Tire Size (Example P215/65R15):
DOT No. (Example TO TRAC SAXCEN):
☐ Original Equipment
☐ After 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):
Date Type:
Installation System:
Child Seat Component Code:
Failure Part:

APPLICABLE INCIDENT INFORMATION
(Please provide a brief description of the incident (Failure(s), Crash(es), Injury(ies).)

Crash: ☐ Yes ☒ No
Fire: ☐ Yes ☒ No
Number of Injuries Injured: N/A
Number of Deaths: N/A
Reported to Police: N

Narrative Description of Incident(s) (Crash(es), Injury(ies)
Please describe (1) events leading up to the failure, (2) failure and its consequence, and (3) what was done to correct the failure.
Is parts required or replaced (and if so, list parts in narrative).

TL* THE CONTACT OWNS A 2019 LEXUS NX 200T. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER 20V-013 2020 (FUEL SYSTEM, GASOLINE) HOWEVER, THE PART TO DO THE RECALL REPAIR WAS NOT YET AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER HAD EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT SPOKE WITH PERFORMANCE LEXUS RIVER CENTER (513 WEST 3RD STREET, COVINGTON, KENTUCKY 41011, (859) 547-5300) AND IT WAS CONFIRMED THAT PARTS WERE NOT YET AVAILABLE. ADDITIONALLY, THERE WAS NO ESTIMATED ARRIVAL DATE FOR THE PARTS. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. WIN TOOL CONFIRMS PARTS NOT AVAILABLE.

Vehicle, if available, Photo(s), Repair Invoice

ATTACH ADDITIONAL SHEETS IF NECESSARY

Sent from my iPhone

EQ-11378483-6890

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)