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

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

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 31-DEC-2020 MAR 3 1 2021	Repository ☐ Reference No. 11385753

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address [redacted]		Evening Telephone Number	
City BRADENTON	**State** FL	**Zip Code** [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
JTJYARBZ4K2[redacted]	LEXUS	NX300	2019

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☒	Dealer's City	State	Zip Code		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
	☐ Antilock Brakes ☒ Cruise Control			01-SEP-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 070000 FUEL SYSTEM, GASOLINE, 074000 FUEL/PROPULSION SYSTEM (PWS), 060000 ENGINE (PWS)	Failure Mileage	Failure Speed
	0	0

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 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	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2019 LEXUS NX300. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 20V012000 (FUEL SYSTEM, GASOLINE) HOWEVER, THE PART TO DO THE RECALL REPAIR WAS NOT YET AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT CALLED WILDE LEXUS SARASOTA (4883 CLARK RD, SARASOTA, FL 34233, (941) 924-3040) AND IT WAS CONFIRMED THAT PARTS WERE NOT YET AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE CONTACT WAS CONCERNED ABOUT DRIVING THE VEHICLE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND REFERRED THE CONTACT TO THE LOCAL DEALER FOR ASSISTANCE. PARTS DISTRIBUTION DISCONNECT.

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 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)

Bought Car – end of Sept. 2020! Recalled 10/20/2020! Car cannot be driven WAS NOT told until DEC 2020 about recall! Put my family AT RISK, they had my email. Never told my 300 WAS being recalled starting JAN 2020. How can they do this! There is NO remedy as of March 7, 2021! Car parked, tires will not be good as its been sitting for so long not driven (was sitting in tank for months & months! How could I be stuck with this car! I want my money back! Not even 30 days after ~~Purchase~~ it VULNERABLE.

ATTACH ADDITIONAL SHEETS IF NECESSARY

9 MAR 2021 PM 3 L

TAMPA FL 335

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

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

[redacted]
Bradenton, FL [redacted]

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

From: Lexus_Area_Office@lexus.com
Subject: Important information attached regarding your Lemon Law - Other Case: [redacted]
Date: February 22, 2021 at 5:56 PM
To: [redacted]

Dear [redacted]

This email is regarding your Case [redacted] Please see the attached letter for more information.

Sincerely,

Dispute Resolution

Note: Please do not attempt to respond to this message. We cannot accept electronic replies to this email.

LEXUS

February 22, 2021

[redacted]
Bradenton, FL [redacted]

Re: VIN: JTJYARBZ4K[redacted]
Vehicle's Year and Model: 2019 NX 300

Dear [redacted]

Thank you for providing Lexus the opportunity to evaluate your claim. This letter will serve as Lexus's response regarding our evaluation and decision of your claim.

In order to evaluate your claim, we did the following:

1. Reviewed the Lexus warranty history for the subject vehicle;
2. Reviewed all known repair orders from Lexus authorized repair facilities for the subject vehicle.

Based on our findings, we are unable to offer the assistance you have requested at this time.

Although we do not wish to suggest any particular course of action, we would like to re-introduce the National Center for Dispute Settlement (NCDS) program. Again, this program is part of Lexus commitment to provide, free of charge, an impartial and non-affiliated organization to promptly and equitably address your client's concerns. If you would like more information, please contact NCDS, their toll free number is 1-866-272-4872 or at www.ncdsusa.org.

Sincerely,

[redacted]
Lexus Dispute Resolution Analyst

Case [redacted]

— Could not get copies or talk to person!
— This is horrible, Car not driveable
No remedy for months Oct 2020!

Home | TIS | Service Lane

Ellen Akemon
Dealer No : 60910

Vehicle One-View | Repairs | CRC | ASG | ACE | Knowledge Center | Service Connect | Performance | CPOR

VIN Search | Customer Search

Vehicle Identification Number Search

Enter a 17 Digit VIN below to search for applicable information:

VIN: JTJYARBZ4K2[redacted] Clear Lookup STOP

2019 NX300 LUXURY (9830) L4 - 8AR-FTS, 6AT/2WD, 0212-OBSIDIAN [JTJYARBZ4K2[redacted] Collapse All[-] Expand All[+]

Guest Information

[redacted] (OWNER)

[redacted]

BRADENTON, FL [redacted]

Primary: [redacted]

Email: [redacted]

I took my car in for service on 10/20/2020 spent $ 423.66. I asked for interval record. Wilde Lexus knew the NX300 model was having recall issues on Jan 2020.

Last Update: 10/20/2020, DIRECT RO (WILDE SAR-60910)

Vehicle Information

Prod Date: 02/14/2019	**Date of First Use:** 07/24/2019	**Engine Oil Type:** Synthetic	**Trans/Drive:** 6AT/2WD
Plant Code: 1 - JAPAN - TMC	**Original Selling Dealer:** Info not available	**Engine Oil:** 0W-20 5.2 qt. (4.9 lt.)	**Trans Oil:** Info not available
Grade: LUXURY (9830)	**Color:** 0212-OBSIDIAN/EA05-F SPORT WHITE	**Engine Family:** L4 - 8AR-FTS	**VIN Destination:** USA
Remote Capable: Yes (ER)	**Remote Opted In:** Yes	**Engine #:** Info not available	**Monroney:**
	Next Service Apt: 02/21/2021	Flat Rate Manual	Standard Equipment +

AT NO TIME WAS I told about this. I was informed by letter

Service Connect

Diagnostics Capable: Yes (Full)	**Diagnostics Opted In:** Yes	**Transmitting:** Yes	**Preferred Dealer:** WILDESARASOTA (60910)

C2: Carpet Cargo Mat **CT:** Comfort F SPORT Package: **EH:** Electrochromic (Auto-Dimming) Inside Rear View **FQ:** F SPORT PACKAGE w/ALL SEASON TIRES **K1:** Key Gloves **KF:** Carpet Floor Mats **L2:** F-Sport 19" Split-Six-Spoke Forged Alloy Wheels **L3:** F-Sport 19" Split-Six-Spoke Forge Wheels **PA:** Intuitive Parking Assist with Auto Brake **PB:** Power Rear Door with Kick Sensor **SE:** Black Line Special Edition Package Includes: **SR:** Power Tilt & Slide Moonroof

Vehicle Specifications

GVWR: 5090.0 lbs ON 12/28/2020!	**HP:** 235.0 hp	**Fuel Tank Capacity:** 15.9 gal(US).	**Coolant:** Toyota SLLC or Equivalent 8.3 qt. (7.9 lt.)
Towing Capacity*: Info not available	**Dinghy Tow:** N	**Fuel:** Premium Unleaded	**Cabin Air Filter:** Y

(Refer to Owner's manual for more info)

w/Tow Package: 2000 Pounds
(As per J2807 specs)

***Note:** Before towing, confirm your vehicle and trailer are compatible, hooked up and loaded properly and that you have any necessary additional equipment. Do not exceed any Weight Ratings and follow all instructions in your Owner's manual. The maximum you can tow depends on the total weight of any cargo, occupants and installed equipment.

Government Ratings

Safety Rating (NCAP)
Overall Score:

Frontal Crash		Side Crash		Rollover
Driver	Passenger	Front Seat	Rear Seat	

Fuel Economy Gasoline Vehicle

Combined	City	Highway	
25	22	28	MPG

4.0 gallons per 100 miles

For additional information visit www.safercar.gov

For additional information visit www.fueleconomy.gov

Campaign

Campaign Description:	Safety Recall 20LA01 (Interim Notice 20LB01), Multiple Model and Model Years, Vehicle May Stall During Driving at Higher Speed
Campaign Status:	Remedy Not Available
Completion Status:	Not Completed
Memo:	This vehicle was added October 28, 2020. Please verify campaign status prior to performing any repairs

[Show Documents]

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

WILDE
LEXUS OF SARASOTA

4883 Clark Road · Sarasota, FL 34233
(941) 924-3040
www.wildecars.com
STATE OF FLORIDA REGISTRATION NUMBER: MV-2677

[redacted]
BRADENTON, FL [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 296 STEVEN ARCHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
0212/OBSID	19	LEXUS NX 300	JTJYARBZ4K2[redacted]		18507/18509	TS1443

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24JUL19 DD			WAIT 20OCT20		135.00	CASH	20OCT20

R.O. OPENED	READY	OPTIONS:
08:23 20OCT20	09:53 20OCT20	SOLD-STK [redacted] ENG:2.0 Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER REQUESTS 20000 MILE SERVICE RESET MAINTENANCE AND TPWS LIGHTS			
00LEZ020 CUSTOMER REQUESTS 20000 MILE SERVICE RESET MAINTENANCE AND TPWS LIGHTS			
444 CP		149.50	149.50
1 890 WASHER SOLVENT	2.49	2.49	2.49
1 203 FUEL ADDITIVE	12.95	12.95	12.95
1 87139-YZZ20 ELEMENT, AIR REFINER	27.95	27.95	27.95
1 90430-12031 GASKET	3.39	1.13	1.13
1 04152-YZZA1 REPLACEABLE ELEMENT	5.41	5.41	5.41
7 00279-0W201-01 0W20 BULK OIL-W	4.51	4.51	31.57
PARTS: 81.50 LABOR: 149.50 OTHER: 0.00		TOTAL LINE A:	231.00

18507 RESET MAINTENANCE AND TPWS LIGHTS, SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE, REPLACE ENGINE OIL AND OIL FILTER, INSPECT AND TOP OFF ALL FLUID LEVELS, ROTATE 4 TIRES, CHECK AND ADJUST TIRE AIR PRESSURE, INSPECT TIRES FOR PROPER WEAR, INSPECT ENGINE AIR FILTER ELEMENT, REPLACE AIR CONDITIONER AIR PURIFICATION FILTER, CHECK OPERATION OF ALL ACCESSORIES. CHECK OPERATION OF ALL LIGHTS, VISUAL BRAKE INSPECTION, INSPECT FRONT AND REAR SUSPENSION. INSPECT STEERING COMPONENTS, INSPECT EXHAUST AND EMISSION SYSTEM, INSPECT BALL JOINTS AND DUST COVERS, INSPECT DRIVE SHAFT BOOTS, INSPECT BOLTS AND NUTS ON CHASSIS AND BODY. BODY INSPECTION (PAINT, CORROSION), ROAD TEST VEHICLE. WASH AND VACUUM.

****

B PERFORM DRIVERS FLOOR MAT INSPECTION. CONFIRM PROPER FIT AND ATTACHMENT. IMPROPER MATS WILL BE PLACED IN TRUNK/CARGO AREA AND UNSECURED MATS WILL BE PROPERLY SECURED

OCT 20 2020

99 PERFORMED FLOOR MAT INSPECTION

444 I (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C** Alignment, Wheel - Four - Adjust
01LEZ4WA 4 WHEEL LASER ALIGNMENT. 1 YEAR WARRANTY ON YOUR ALIGNMENT.

ADDITIONAL TERMS AND CONDITIONS

DISCLAIMER OF WARR[redacted] ...ties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaim[redacted] ...implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor [redacted] ...for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from t[redacted] ...ges, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental o[redacted] ...ACTURED UNLESS OTHERWISE INDICATED.
STORAGE C[redacted] ...RED 3 WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED THE REPAIRS ARE COMPLETED.
We guar[redacted] ...iles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll r[redacted]

NOTE[redacted] ...work necessary to estimate the cost of repair, or if the actual charges will exceed the written assum[redacted] ...or 10%, whichever is greater, not to exceed $50. If you are so notified, you may orally or in writing[redacted]

CANC[redacted] ...ete the repair work, the vehicle shall be reassembled to a condition reasonably similar as when rece[redacted] ...bled vehicle would be unsafe. The repair shop may charge for the cost of parts and labor to replace[redacted] ...e the vehicle.

SHOP [redacted] ...HGES, A STANDARD CHARGE FOR SUPPLIES, MATERIALS AND EXPENSES RELATED TO THE HANDL[redacted] ...WASTE GENERATED AND USED IN VEHICLE REPAIR IS MADE ON EACH REPAIR ORDER. THE AMOUNT[redacted] ...BOR CHARGE, UP TO A MAXIMUM OF $34.95 (FOR EACH CONDITION).

This charge[redacted] ...ds repair facility for miscellaneous shop supplies or waste disposal. [(s.559.804(4)]
The state o[redacted] ...fee for each new tire sold in the state [s.403.718] and a $1.50 fee to be collected for each new or remanufactured[redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X _____
CUSTOMER SIGNATURE

APPROVED BY:

LEXUS

Lexus Division
Toyota Motor Sales, U.S.A., Inc.
6565 Headquarters Drive
Plano, TX 75024

0002452
T9 P1 [redacted] BRADENTON, FL [redacted]

[redacted]

CASE- [redacted] 2/12/2021

This notice applies to your vehicle:
VIN JTJYARBZ4K2[redacted]

DATE initiated – JAN, 2020.

INTERIM NOTICE
We are currently preparing the remedy. We will notify you again when the remedy is available.

IMPORTANT SAFETY RECALL *(Interim Notice)*

Multiple Models and Model Years
Vehicle May Stall While Driving
NHTSA Recall No. 20V-682

Dear [redacted]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in your 2019 model year NX 300.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. **If a vehicle stall occurs while driving, this could increase the risk of a crash.**

What will Lexus do?

Lexus is currently preparing the remedy. When the remedy becomes available, any authorized Lexus dealer will replace the low-pressure fuel pump ***FREE OF CHARGE***. You will receive a second notification when the remedy is available.

What Should You Do?

We appreciate your patience while we prepare the remedy for this issue. We will notify you again when the remedy is available. *Your local Lexus dealer will be more than happy to answer any of your questions.*

- ✓ To find a dealer near you, visit www.lexus.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.lexus.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Lexus Brand Engagement Center at 1-800-255-3987 Monday through Friday, 7:00 a.m. to 7:00 p.m., Saturday 8:00 a.m. to 5:00 p.m., Central Time.

From: **Wilde Lexus** wildelexusautomotive@wildecars.net
Subject: Complimentary Service
Date: July 26, 2019 at 7:12 AM
To: [redacted]

LEXUS

WILDE
LEXUS SARASOTA

Wilde Deals | Service Coupons | Lexus Showroom | Pre-Owned Vehicles

Hello,

Congratulations on your recent purchase of your Lexus NX. It is truly an excellent automobile, and I am confident your new vehicle will give you years of driving pleasure.

We understand that the purchase of your vehicle represents a significant investment, and routine maintenance is the key to a long healthy relationship between you and your automobile.

As the owner of a new Lexus, you are entitled to receive **two complimentary factory scheduled services**. The first one is recommended at 6 months or 5,000 miles and the second one is recommended at 12 months or 10,000 miles.

For your convenience, we will contact you by phone or email approximately six months after the day you took your Lexus home to set up your appointment. You may also set an appointment through our website [redacted] whenever you would like.

Business hours for our Service Department are as follows. Please feel free to contact us if you have questions. 941-924-3040

Monday-Friday	**7:30 AM to 6:00 PM**
Saturday	**8:00 AM to 4:00 PM**

We are eager to make the upcoming years of vehicle ownership enjoyable. At Wilde Lexus, we are here to help with all of your vehicle needs.

Sincerely,

Jay Losey
Service Manager
Wilde Lexus
4883 Clark Road
Sarasota, FL 34233
(941) 924-3040

Wilde Lexus of Sarasota

4883 Clark Rd., Sarasota, FL 34233
855-482-1616

This email was **sent to:** [redacted]
From: Wilde Lexus 4883 Clark Road Sarasota, FL 34233

Update Preferences - to update your communication preferences.
Unsubscribe - to stop all future email communications [redacted]