

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

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Follow Up to ODI Complaint 11413555 (2017 LEXUS RX)  
**Date:** Tuesday, May 11, 2021 8:00:35 AM  
**Attachments:** [REDACTED]

---

**From:** [REDACTED]  
**Sent:** Monday, May 10, 2021 7:48 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Follow Up to ODI Complaint 11413555 (2017 LEXUS RX)

**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.



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 <input type="checkbox"/>
23-APR-2021	Reference No. 11413555

**OWNER INFORMATION (Type or Print)**

Name			Daytime Telephone Number	E-mail Address
Address				
City	State	Zip Code	Evening Telephone Number	
STOCKTON	CA			

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 2T2BGMA5HC		Make LEXUS	Model RX450H	Model Year 2017
Date Purchased 04/06/2017	Dealer's Name and Telephone Number Lexus of Serramonte 650-731-3906		Engine: No. of Cylinders Lexus V6	Fuel Type: Gasoline
Original Owner <input checked="" type="checkbox"/>	Dealer's City Colma	State CA	Zip Code 94014	
Transmission Type CVT	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain V6 Mild Hybrid	Multiple Failure: Yes, has happened 3 times.	Incident Date(s) 23-APR-2021

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 110000 ELECTRICAL SYSTEM	Failure Mileage 40000	Failure Speed 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: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
--	---	--------------------------------	-----------------------	-------------------------

Narrative Description of Incident(S), Crash(es), and Injury(ies).  
Please include: (1) leading up to the failure, (2) failure and its consequences, and (3) any action taken to correct the failure, i.e., parts replaced or repaired, (and if old part is available).

TL\* THE CONTACT OWNS A 2017 LEXUS RX450H. THE CONTACT STATED WHILE DRIVING AT VARIOUS SPEEDS, THE MAIN DISPLAY SCREEN WENT BLANK AND WOULD NOT FUNCTION PROPERLY. THE CONTACT ALSO STATED THAT ONCE THIS FAILURE OCCURRED, THE SAFETY FEATURES IN THE VEHICLE WOULD DISENGAGE AS WELL. THE CONTACT STATED NO WARNING LIGHT WAS ILLUMINATED. THE VEHICLE WAS TAKEN TO VALLEY LEXUS (4701 MCHENRY AVE, MODESTO, CA 95356) WHERE IT WAS DIAGNOSED WITH THE SCREEN NEEDING TO BE REPAIRED OR REPLACED. THE VEHICLE WAS REPAIRED HOWEVER, THE FAILURE RECURRED. THE CONTACT RELATED THE FAILURE TO AN UNKNOWN RECALL. THE MANUFACTURER WAS INFORMED OF THE FAILURE AND REFERRED THE CONTACT TO A LOCAL DEALER FOR ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 40,000.

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.