

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

From: [REDACTED]
 To: [EVOQ \(NHTSA\)](#)
 Cc: [REDACTED]
 Subject: Re: FW: Follow up to ODI Complaint ----- 11466908-----
 Date: Friday, December 2, 2022 12:35:18 PM
 Attachments: [REDACTED]

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.

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

Please see attachments in reference to my car accident car acceleration. I hope this is looked into.

Thank you much
 [REDACTED]

On Fri, Dec 2, 2022 at 9:49 AM EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

Reference No
11466908 Continuation

All the tires went flat and also all air bags front and back came out. I recall when I bought the car from Catonsville BMW asking the car salesman if the car had been serviced and he stated no, BMW does not service Lexus vehicles. I also asked where did the car come from and BMW salesman said an Auction. I don't have that information. So, I didn't think any more of either because it only had 4,800 miles on it. The impact from the accident was so hard I kept saying what happened what happened I went into shock. I later asked for God to reveal some things to me and he did. I remembered the clock hands would turn all the way around then set to the correct time every time the car was started and recently, I asked a few car salesmen at a Lexus dealer if that was how the clock works when you start the car and was told no by all of them. They actually showed me how to go in and automatically set the clock yourself. Then I remembered how when I put the car in reverse the car would go up and make noise like it was the shocks and when you put the car in park it would make the same sound and go down which I was puzzled. I again asked a few Lexus dealer's if that was normal and was told no. I had the car in the Rockville Maryland Lexus shop for service 12 days before the accident because it was due for service. I was provided a video from Walmart of the accident and there was no way I could have done anything. To this day December 2, 2022 we are still experiencing trauma and pain. Additionally, my right leg is severely darker due to the air bag fibers and I still feel the burning pain there as well. The car was declared totaled and sent to a tow yard and was sold for parts.



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

01-JUN-2022

Repository ☐

Reference No.
11466908

OWNER INFORMATION (Type or Print)

Name

Address

City

Glen Burnie

State

MD

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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
2t2jzmda0ld

MAKE
LEXUS

Model
RX

Model Year
2020

Date Purchased

August 2021

Dealer's Name and Telephone Number

Catonsville BMW 844-221-1352

Engine:
No: Cylinders

6

Fuel Type:

Regular

Original Owner

☐

Dealer's City

STATE

ZIP Code

Transmission Type

☐ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

03-MAY-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM

Failure Mileage
17000.0

Failure Speed
10

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Michelin tires

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

20 inch

DOT No. (Example: DOTM1 9ABC036)

☐ 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

☒ Yes ☐ No

Fire

☐ Yes ☒ No

Number of Persons Injured

2

Number of Deaths

Reported to Police

Y

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).

The contact owned a 2020 Lexus RX350. The contact stated that while making a left turn into a parking lot at approximately 10 MPH, the vehicle suddenly accelerated on its own and crased into the side of a Walmart shopping store. The air bags deployed upon impact. The contact and her sister were both taken by ambulance to two separate hospitals. The contact was treated for fractures to her right hand and wrist; a screw was placed in her right wrist and another was placed in between her index and middle right finger. The contact had additional X-rays performed on the right of her body where she experienced pain and soreness to the right side of her back and leg; as well as her breastplate. The contact's sister was treated for a fractured hip, spine, and breastplate. Both the contact and her sister attend physical therapy to treat their injuries. A police report was filed. The contact was uncertain if any property damage was caused by the accident. The vehicle was towed to an independent mechanic where it was deemed a total loss. The manufacturer was notified of the failure and an independent investigator was sent to investigate the failure; the cause of the failure had yet to be determined. The vehicle was destroyed due to the accident. The failure mileage was approximately 17,000.

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 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.