

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

From: DataQuality@dot.gov (NHTSA)
To: DOJ@NHTSA
Subject: FW: 2017 Lexus steering failure
Date: Monday, January 23, 2023 8:01:01 AM

From: [REDACTED]
Sent: Saturday, January 21, 2023 6:09 PM
To: DataQuality; DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: 2017 Lexus steering failure

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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

Date Received
14-OCT-2022

Repository
Reference No.
11489350

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: Keller State: TX ZIP Code: [REDACTED]
Home Telephone Number: [REDACTED]
Mobile Telephone Number: [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the appropriate 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: JJJYARB24H2 [REDACTED]

MAKE: LEXUS Model: NX 200T Model Year: 2017

Date Purchased: MAY 20 2017 Dealer's Name and Telephone Number: 817-416-3100 Dealer's City: GRAPEVINE
Original Owner: [X] Engine: No. Cylinders: 4 Fuel Type: UNLEADED PREMIUM

Transmission Type: AUTOMATIC Antilock Brakes: [X] Cruise Control: [X] Powertrain: 4cyl. TURBO Multiple Failure: Incident Date(s): 17-SEP-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 010000 STEERING Failure Mileage: 47970.0 Failure Speed: 5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM1 9ARC036) Original Requirement: [] Prior Repair: [] Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: [REDACTED] Number of Deaths: [REDACTED] 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 consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available)

The contact owns a 2017 Lexus NX200T. The contact stated that his wife was driving approximately 5 MPH, the power steering suddenly malfunctioned and the steering wheel became extremely difficult to turn in either direction. After turning off and restarting the vehicle, the failure persisted. During the failure, the message "power steering malfunction, steering power low visit your dealer" had displayed. The vehicle was towed to the local dealer who replaced the power steering assembly ECU and the steering column, and the vehicle was fixed. The manufacturer was notified of the failure. The failure mileage was 47,970.

AFTER RESTART, UPON MOVING STEERING WHEEL FRACTIONALLY LEFT OR RIGHT, THE STEERING WHEEL JERKED VIOLENTLY BACK TO THE CENTER POSITION. ALL POWER STEERING FUNCTIONS LOST. THE CONSEQUENCE OF POWER STEERING FAILURE AT A HIGH SPEED COULD BE CATASTROPHIC.

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

CUSTOMER #:

INVOICE

Park Place

LEKUS GRAPEVINE
Park Place Lexus Grapevine
901 State Highway 114 East
Grapevine, Texas 76051
(469) 278-7335

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KEULER, TY

HOME: 817-291-5599 CONT: 817-291-7130
BUS: CELL: 817-291-7130

SERVICE ADVISOR: 104411 HAYDEN CRAIG

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes vehicle details for LEXUS NX 200T.

Table with columns: LINE, OPCODE, TRCH, TYPE, HOURS, LIST, NET, TOTAL. Includes work order details.

PARTS: 1431.91 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 1431.91
47975 DTC C1515/C1516 ZERO POINT CALIBRATION UNDONE/INCOMPLETE
144991 FP#4520A-78Q50 T1=87 T2=95 3.00 unable to perform torque sensor
zero point/ no assist from p/s. dtc 1515 sets on start up, attempt zero
point, dtc 1516 sets for zero point undone, replace steering column sub
assembly, zero point calibration complete.

ESTIMATE: 7,131.56 05OCT22 13:13 SA: 104411
CONTACT:

ESTIMATE: 3,114.01 21SEP22 17:26 SA: 107029
CONTACT: MR

ESTIMATE: 3,012.05 21SEP22 17:25 SA: 107029
CONTACT:

www.parkplace.com

Table with columns: DESCRIPTION, TOTALS. Includes sections for DISCLAIMER OF WARRANTY, NOTICE PURSUANT TO § 10.001 TEXAS PROPERTY CODE, and a summary of charges (LABOR AMOUNT, PARTS AMOUNT, etc.).

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