

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 -11513038  
**Date:** Friday, April 21, 2023 1:18:47 PM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Thursday, April 20, 2023 9:18 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Re: Follow up to ODI Complaint -11513038

**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.

Dear NHTSA/Office of Defects Investigation,

Please find the attached copy of my recent complaint along with the necessary edits as requested. I revised the narrative description of incidents section and provided supporting documentation including an invoice and email exchanges with the dealership as well as provided the corresponding service bulletin and safety recall report issued by the NHTSA.

Please do not hesitate to reach me on my cell at [REDACTED] or this email with any additional questions.

Sincerely,

[REDACTED]

On Apr 18, 2023, at 8:13 AM, EVOQ (NHTSA) <[EVOQ@dot.gov](mailto: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](mailto: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

<[REDACTED]>



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received

21-MAR-2023

Repository Reference No.  
11513038

## OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	Yonkers	State	NY
ZIP Code	[REDACTED]		

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 2T2BZMCA6H[REDACTED]		MAKE LEXUS	Model RX350	Model Year 2017
Date Purchased	Dealer's Name and Telephone Number Ray Catena Lexus of White Plai 9143583000		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City White Plains	STATE NY	ZIP Code 10607	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 14-MAR-2023

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

Vehicle Components Codes: 030000 SERVICE BRAKES, HYDRAULIC	Failure Mileage 25800.0	Failure Speed
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## 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: DOTMAL 9ABC036)	<input type="checkbox"/> Original Requirement <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), 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	Number of Deaths	Reported to Police N
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## 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 RX350. The contact stated that upon a cold start, an abnormal knocking sound was coming from the right side of the engine without warning. The contact stated that the knocking noise became louder upon shifting gear but would cease once the engine was warmed up. The contact also noted that the brake pedal was firm while depressing the brake pedal. There was an unknown brake warning message displayed. Upon investigation, the contact discovered NHTSA Campaign Number: 18V211000 (Service Brakes, Hydraulics) which he linked to the failure. The dealer was notified of the failure and informed him that the vehicle was not under recall. The dealer provided an estimate for the repair. The manufacturer was notified of the failure and provided a case number. The vehicle was not repaired. The failure mileage was approximately 25,800.

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.