

From: [Ambrose, Ann-Marie L](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11558569
Date: Wednesday, December 13, 2023 1:42:49 PM

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From: [REDACTED]
Sent: Monday, December 11, 2023 9:22 AM
To: nhtsa.webmaster@dot.gov
Subject: ODI 11558569

[External Email]

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Hi,

I reported a system malfunction for my 2023 Lexus RX350. I dropped off my vehicle at Lexus service department on 12/1/23 and the car was returned to me on 12/4/23. On 12/9/23 I was driving on the freeway for 20 minutes, the system malfunction light came on and my multimedia screen turned off (turned on after 1 minute), when the multimedia screen came back on, my carplay did not connect so I had to pull over to set-up my driving directions to Los Angeles. My car has 4500 miles on it and this is the 3rd time this warning system malfunction light came on. Thanks.

Regards,

[REDACTED]

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