

785707

From: feedback@cartalk.com
To: Alberto <NHTSA> Jimenez
Date: 10/3/01 8:32PM
Subject: Car Talk VOQ submission

* This data was submitted via a fill-in form at the Cartalk web site
* (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
* or suggestions regarding the format of this submission, send email
* to webmaster@cartalk.com

SUBMISSION DATE: Wednesday, October 3rd 2001 at 8:31:24 PM

VEHICLE OWNER'S QUESTIONNAIRE

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OWNER INFORMATION

NAME: [REDACTED]
ADDRESS: [REDACTED]
TELEPHONE: [REDACTED]

NHTSA authorized to send a copy of this report to the manufacturer: No

VEHICLE INFORMATION

VIN: JTGGF10U5X0038069
MAKE: LEXUS
MODEL: RX300
YEAR: 1999

ODOMETER: 24000
PURCHASE DATE: mm/dd/yy
NEW OR USED: New

DEALER NAME: COUNTY LINE LEXUS
ADDRESS: HOLLYWOOD, FL

ENGINE SIZE: 3.0
CYLINDERS: 6

FUEL INJECTION: No
TURBO: No
FUEL TYPE: Gas
ANTILOCK BRAKES: Yes
CRUISE CONTROL: No

DRIVETRAIN:
DRIVER AIRBAG: No
PASSENGER AIRBAG: No
3-POINT BELT: No
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: Other

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: ENGINE

PART NAME(S): ENGINE

LOCATION:

NUMBER OF FAILURES:

DATE(S) OF FAILURES: 10/01/2001

MILEAGE AT FAILURE(S): 24,000

SPEED AT FAILURE(S):

MANUFATURER CONTACTED: Yes

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT:

FIRE:

NUMBER OF PERSONS INJURED:

NUMBER OF FATALITIES:

ESTIMATED PROPERTY DAMAGE: \$

DRIVER AIRBAG DEPLOYED:

PASSENGER AIRBAG DEPLOYED:

REPORTED TO POLICE:

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT

TIRE MANUFACTURER:

TIRE NAME:

TIRE SIZE:

ADDITIONAL COMMENTS

ENGINE DESIGN FAULT IN THAT COOLING CHANNELS TO CYLINDER HEAD OF THE 6CYL 3.0 RX300 WERE MADE TOO SMALL RESULTING IN EXCESSIVE ENGINE OPERATING TEMPERATURES CAUSING FRYING OF THE ENGINE OIL TURNING IT TO SLUDGE. THE SLUDGE CLOGS THE ENGINE PORTS, POSSIBLY WARPING THE ALUMINUM CYLINDER HEADS, AND CAUSES POWER LOSS, KNOCKING, AND EVENTUAL TOTAL ENGINE FAILURE. LEXUS WILL NOT ADMIT TO THE DESIGN FAILURE FOR FEAR OF A DEVASTATING RECALL AND CLAIMS THAT IMPROPER OIL CHANGE MAINTAINENCE TO BE THE CAUSE OF THE PROBLEM. THEY, THEREFORE, DENY WARRANTY COVERAGE CLAIMING OWNER NEGLIGENCE. THEY WILL NOT ACCEPT OIL CHANGE VERIFICATION OTHER THAN THAT PERFORMED AT THEIR DEALERSHIPS AND IF ONE OIL CHANGE IS TARDY THEY VOID THE WARRANTY. THIS PROBLEM IS EXTREMELY COMMON IN THIS ENGINE AND HAS BEEN A PROBLEM WITH THE TOYOTA SIENA WHICH HAS THE SAME ENGINE. THEY WANT TO CHARGE \$7-8000 TO REBUILD THE ENGINES OR \$12-13,000 + LABOR TO REPLACE THE ENGINE, ALL AT THE CUSTOMER'S EXPENSE. THESE ENGINES SEEM TO FAIL ANYWHERE BETWEEN 16,000 AND 25,000 MILES. THIS IS AN UNCONSCIONABLE WAY TO TREAT THE BUYERS OF THIS AUTOMOBILE. THEIR ANSWER TO YOU IS: PROVE IT OR OTHERWISE PAY UP. THEY EVEN HAVE A "SLUDGE KIT" THAT WAS FOR SALE SITTING ON THE SERVICE MGR.'S DESK! WE DESPERATELY NEED YOUR HELP INVESTIGATING THIS DEVASTATING PROBLEM.

END OF FORM



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

**NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>**

FOR AGENCY USE ONLY 1058

Date Received

03-OCT-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

785707

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Locate at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
JT6GFF0U5X0038069	LEXUS	RX300	1999			
Purchase Date <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) 6 CYL	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio		
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000	Part Name(s) ENGINE	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure 1	Date(s) of Failure(s) 01-OCT-2001 24000 Mileage at Failure(s)	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ENGINE DESIGN FAULT IN THE COOLING CHANNELS TO THE CYLINDER HEAD OF THE VEHICLE WERE MADE TOO SMALL RESULTING IN EXCESSIVES ENGINE OPERATING TEMPERATURES CAUSING FRYING OF THE ENGINE OIL TURNING IT TO SLUDGE, THE SLUDGE CLOGS THE ENGINE PORTS EVENTUALLY CAUSING ENGINE FAILURE. NLM

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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.