

NHTSA Consumer Complaints as of October 18, 2016

9 10883524 2007 LEXUS IS 250 Unknown/Other THE DASHBOARD HAS A STICKY FILM. IT ALSO HAS BECOME REFLECTIVE RESULTING IN DIFFICULTY SEEING OUT OF THE WINDSHIELD THUS MAKING DRIVING DANGEROUS IN BRIGHT, SUNNY WEATHER. IT HAS BEEN THIS WAY FOR A COUPLE OF YEARS, BUT RECENTLY, THE DASH HAS BECOME MORE REFLECTIVE. SAN ANTONIO TX Failure Date: 06/01/2016

9 10851199 2007 LEXUS IS 250 Unknown/Other VSC LIGHT, CHECK ENGINE LIGHT, TRACTION CONTROL LIGHT ALL CAME ON AT THE SAME TIME. P0303 CYLINDER 3 MISFIRE DETECTED. HAVE SAW ONLINE MANY PEOPLE COMPLAINING OF THE SAME PROBLEM. ENGINE IS SHAKY DURING IDLE OR SHAKY WHEN ITS COLD. PREVIOUS OWNED A 2009 LEXUS IS250 AND HAD THE SAME PROBLEM. HEARD OF SOME PEOPLE SAYING LEXUS DEALERS TOOK CARS IN AND HAD PROBLEM FIXED AS RECALL. NOT FINDING ANY RECALLS FOR MY CAR. MY MECHANIC SAYS ITS A GOOD RUNNING CAR, BUT SOMETHING DOESN'T FEEL RIGHT. BRIDGEPORT OH Failure Date: 03/20/2016

9 10765347 2007 LEXUS IS 250 Unknown/Other MY HUSBAND WAS DRIVING ON I 295 IN MARYLAND, WHEN THE CAR SUDDENLY SHUTDOWN. HE STATED HE WAS GOING APPROXIMATELY 55 MILES PER HOUR AND WAS FORTUNATE ENOUGH TO BE ABLE TO MANEUVER FROM THE MIDDLE LANE TO THE SIDE OF THE ROAD. THIS IS NOT THE FIRST TIME THE VEHICLE SHUTDOWN COMPLETELY. THE PREVIOUS INCIDENTS OCCURRED AFTER STOPPING AT A STOP SIGN OR SIGNAL. THE VEHICLE HAS BEEN TO THE LEXUS DEALERSHIP IN MARYLAND FOR REPAIRS, BUT EACH TIME(AT LEAST 4 NOW) WITHIN A 6-7 DAYS, THE VEHICLE SHUTS DOWN. THESE INCIDENTS DID NOT START UNTIL AFTER THE DEALERSHIP TOOK CARE OF THE FUEL RECALL, APRIL OF 2015. NOTTINGHAM MD Failure Date: 09/18/2015

9 10838676 2007 LEXUS IS Unknown/Other MY DASHBOARD IS STICKY AND MELTING AND WHEN THE SUN SHINES IT CAUSES A GLARE. IT IS WORSE IN WARMER WEATHER. WILLIAMSTON SC Failure Date: 07/01/2015

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9 10888051 2007 LEXUS IS 350 Unknown/Other TAKATA RECALL I AM HAVING ISSUES REGARDING GETTING THIS FIXED AS WELL AS MY DASHBOARD AND DOORS AS THEY ARE MELTING AND CRACKING AWAY AFTER SEVERAL ATTEMPTS OVER THE LAST YEAR TO GET THIS RESOLVED I STILL HAVE GOTTEN NO RESPONSE AND IT IS ONLY GETTING WORSE. IT'S BECOMING HARDER AND HARDER TO SEE WHEN DRIVING DUE TO THE GLARE FROM THE DASHBOARD AND NOT TO MENTION THE FACT THAT IT IS LITERALLY FALLING APART DAY BY DAY. ORLANDO FL Failure Date: 05/29/2015

9 10779658 2007 LEXUS IS 250 Unknown/Other THE DASHBOARD ON THE CAR IS MELTED. THE MELTED SURFACE REFLECTS THE SUNLIGHT AND CAUSES A GLARE DIRECTLY INTO THE DRIVER'S EYES WHILE DRIVING. THE EFFECTS OF MELTED RUBBER ON THE AIR INSIDE THE CABIN IS UNKNOWN, BUT WORRISOME. MIAMI LAKES FL Failure Date: 03/02/2015

9 10780832 2007 LEXUS IS 250 Unknown/Other THE FRONT DASHBOARD IS MELTING FROM THE SUN ALSO THE DOOR HANDLES ARE BREAKING IN PIECES. ITS THERE A RE-CALL ON THIS PARTICULAR SITUATION. ALSO THE DASHBOARD AND THE DOORS ARE VERY STICKY. MIAMI FL Failure Date: 01/07/2015

9 10617054 2007 LEXUS IS 250 Unknown/Other I HAVE A 2007 LEXUS IS250 IN WHICH THE DASHBOARD AND SIDE DOOR MOLDING ARE MELTING CAUSING THE RUBBER TO COME OFF THE DASHBOARD. THERE HAS BEEN NUMEROUS COMPLAINTS FROM LEXUS OWNERS THAT THEY ARE HAVING THE SAME ISSUE. INVESTIGATOR REPORTER FOR CHANNEL 6 IN MIAMI HAS FILE A COMPLAINT AGAINST TOYOTA AND LEXUS TO MAKE THIS A MANDATORY RECALL TO FIX THIS ITEMS, TOYOTA IS AWARE BUT THEY DO NOT WANT TO REPLACE THE DASHBOARDS UNLESS WE PAY \$900.00 FOR THE REPAIRS. IF THEY KNOW THERE IS AN ISSUE THEY NEED TO FIX IT INSTEAD OF CHARGING THE CONSUMER FOR THERE MISTAKE. \*JS HIALEAH FL Failure Date: 07/28/2014

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9 10609088 2007 LEXUS IS 350 Unknown/Other THE  
MANUFACTURER NEEDS TO RECALL THE DASHBOARD IN THESE VEHICLES,  
THEY BECOME VERY SHINY AND STICKY IN THE HEAT AND CAUSES EXTREME  
GLARE WHILE DRIVING. I AM WORRIED ABOUT HOW THE VEHICLE SAFETY  
WILL BE AFFECTED BY SUCH A STICKY SURFACE COVERING THE AIR BAGS.  
LEXUS DEALERSHIP WAS OF NO HELP, THIS NEEDS TO BE A RECALL!

\*JS SACRAMENTO CA Failure Date: 07/06/2014

9 10885764 2007 LEXUS IS 250 Unknown/Other APPROXIMATELY  
2 YEARS AGO MY ENTIRE DASH BOARD AND SIDE PANELS STARTED TO MELT. I  
HAVE CONTACTED LEXUS AND THEY CONTINUE TO SAY THEY ARE WAITING ON  
THE MANUFACTURER FOR PARTS. I LIVE IN MARRERO LOUISIANA WITH  
EXTREMELY HIGH HUMIDITY AND TEMPERATURES. THIS HAS BEEN A SAFETY  
HAZARD. WHEN THE SUN HITS MY WINDSHIELD, THE GLARE FROM HITTING  
THE MELTED DASH COMPLETELY BLINDS ME. I HAVE TO LEAN TO THE RIGHT  
SIDE JUST TO SEE OUT OF MY WINDSHIELD. IT IS MELTED TO THE POINT OF IT  
BEING UNTOUCHABLE WITHOUT GETTING STICKY GLUE ON YOUR HANDS.  
ANYTHING THAT RUBS AGAINST THE SIDE DOOR PANELS CREATES GROOVES  
AND MARKS BECAUSE IT'S LIKE CLAY. NOW THERES A RECALL WITH THE  
TAKATA INFLATORS IN THE FRONT PASSENGER AIRBAG WHICH REALLY  
CONCERNS ME BECAUSE ITS AFFECTED BY HIGH TEMPERATURES AND  
HUMIDITY CAUSES DEGRADING OF THE PART. SINCE MY DASH BOARD IS  
COMPLETELY MELTED TO THE CONSISTENCY OF HOT GLUE, I CAN'T IMAGINE  
THAT HELPS WITH MY AIRBAG SITUATION EITHER. I HAVE BEEN CONTACTING  
LEXUS FOR THE PAST 2 YEARS WITH NO LUCK. IF I SHOULD HAVE AN  
ACCIDENT DUE TO THE DASH GLARE, I WILL EXPECT TO HAVE THE  
PRODUCTION COMPANY HELD ACCOUNTABLE. ANY HELP YOU CAN OFFER  
WITH GETTING THIS MESSAGE ACROSS TO ANYONE AT THIS POINT WOULD BE  
GREATLY APPRECIATED. THANKS. MARRERO LA Failure Date: 07/01/2014

9 10785076 2007 LEXUS IS 250 Unknown/Other I PURCHASED MY  
2007 LEXUS IS 250 IN 2010. OVER THE LAST YEAR THE DASHBOARD HAS  
MELTED TO THE POINT TO WHERE IT IS UNTOUCHABLE AND OBSTRUCTS THE

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VISION IN MY VIEW FROM THE SUN GLARING AGAINST THE MELTED DASH. MY DOOR ARE ALSO SOFT AND CRUMBLE TO THE TOUCH OF FINGERNAILS, KEYS, RUBBING OF ANY KIND. I HAVE CONTACTED LEXUS AND WAS TOLD I WILL BE PUT ON THE LIST FOR RECALL BUT THEY CANNOT GIVE ME A TIME FRAME OF WHEN THE RECALL WILL TAKE PLACE. WHEN I DRIVE, I CAN BARELY SEE THE THE GLARE IT CAUSES IN MY VIEW OF THE WINDSHIELD SO IT IS VERY DANGEROUS AT THIS POINT. IT IS ALSO IMPOSSIBLE TO CLEAN, TOWELS AND PAPER TOWELS WILL STICK TO THE DASH INTO THE GLUEY SUBSTANCE.

MARRERO LA Failure Date: 06/01/2014

9 10870214 2007 LEXUS IS 250 Unknown/Other MY DASHBOARD IS MELTING. IT'S MELTING SO BAD THIS IS SAFETY ISSUE IN MY OPINION. WHEN SUN IS SHINING OUTSIDE AROUND NOON, REFLECTION FROM MELTED DASHBOARD IS SO BAD ON WINDSHIELD, YOU CAN'T EVEN SEE IT. IF THIS LEADS TO AN ACCIDENT, I'LL SURELY SUE LEXUS FOR THIS.

WESTON FL Failure Date: 05/05/2014

9 10622009 2007 LEXUS IS Unknown/Other MELTING DASHBOARD - CAN SIMPLY STICK A FINGERNAIL IN IT AND IT LEAVES AN INDENTATION. I NOTICED THAT OTHERS HAVE COMPLAINED OF THIS PROBLEM ALSO. IT'S ALSO VERY STICKY ANYWHERE ALONG THE LEATHER ON THE DOORS AND DASHBOARD. \*TR ALSO, MY CAR IS ONLY 7 YEARS OLD AND A YEAR AGO THE TOUCH SCREEN WENT OUT. I CANNOT USE THE GPS AT ALL. APPARENTLY THE COST IS ABOUT \$1,000 TO FIX THIS. SEEMS REDICULOUS THAT THIS WOULD HAPPEN AFTER ONLY 7 YEARS. THIS SHOULD BE GUARANTEED FOR LIFE! PALM HARBOR FL Failure Date: 08/01/2012

9 10825227 2007 LEXUS IS Unknown/Other MELTING DASHBOARD REFLECT SUNLIGHT ON WINDSHIELD WHICH IS BLINDING AT TIMES. ALSO MELTING DOORS STAIN AND RUIN CLOTHES. VSC SENSORS ALSO STAY ON EVEN AFTER DEALERSHIP "REPAIR" THEY RECOMMEND REPLACING TRANSMISSION @\$5K BUT NO GUARANTEE PROBLEM WILL BE SOLVED. MIAMI FL Failure Date: 06/01/2012

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9 10680721 2007 LEXUS IS 250 Unknown/Other DASHBOARD AND DOOR MATERIAL MELT/ARE MELTING. IF THE CAR IS NOT IN THE GARAGE THE DASHBOARD/DOOR MATERIAL WILL BE STICKY TO THE TOUCH. DASHBOARD AREA HAS MELTED AND REFLECTS ON THE MIRROR AS A GLARE. ISSUE CONTINUES TO GET WORSE OVER TIME AND THE LINING OF THE DOORS IS PEELING. THIS AFFECTS THE DOORS WHICH HAVE THE SAME MATERIAL AS THE DASHBOARD. HIALEAH FL Failure Date: 07/29/2011

9 10294943 2007 LEXUS IS250 Unknown/Other WRITTEN DESCRIPTION IS IN LETTER FORM ATTACHED TO COMPLAINT. \*TR KERRVILLE TX Failure Date: 08/17/2009