



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

FOR AGENCY USE ONLY 1367

Date Received: 8/11/03

Repository ☐

05-AUG-2003

Reference No.
10032132

OWNER INFORMATION (Type or Print)

Name

Address

City

UNIONDALE

State NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner: [Signature] Date: 8/11/03

VEHICLE INFORMATION

17 digit vehicle identification number located at bottom of windshield on driver's side
JTHBN30F510035360

Make
LEXUS

Model
LS430

Model Year
2001

Date Purchased

May 2001

Dealer's Name and Telephone Number

Lexus of Masapequa / 564 Sarasota / 705-7400

Engine:

No. Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Masapequa Park

State

NY

Zip Code

11762

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

110000 ELECTRICAL SYSTEM / Concern for possible fire.

Multiple Failure: 19 (for did not start)

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

See attached

Failure Mileage

2,042

Failure Speed

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: DOTM15ABC036)

☐ Original Equipment

☐ 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), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and 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).

INTERMITTENTLY VEHICLE WOULD NOT START. THIS WAS CAUSED BY AN ELECTRICAL SYSTEM FAILURE THAT PREVENTEDLY SHORTEDCUT THE BATTERY-PAK

I do not know the cause - 11/11/03

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.

August 28, 2003

[REDACTED]
Uniondale, N.Y. [REDACTED]

Dear Sir/Madam,

Please find included copies of a letter and attachments sent to Lexus regarding issues encountered with my vehicle. Please also find a copy of their response.

Please note that I am also aware that other customers have the same complaint. I was in the Rallye Lexus dealer for the issue at hand, when an older gentleman came in and complained about "his car not starting again"! I briefly spoke to him and discovered that he also owned a 2000 LS430. He complained to me that his car did not start numerous times. I unfortunately did not have time to take his name down.

Specific comments were also made about "constantly having to give the 2000 LS 430 a "boost" because they would not start."

As you can see, the issues with the car are major and do not seem to be isolated to my car. Lexus, however, has refused to take responsibility for their product and to help in any way.

I am confident that your organization will help me resolve this matter effectively and expeditiously.

Please do not hesitate to call/write to me if you have any additional questions.

Thanking you in advance for your help.

Regards,

[REDACTED]

June 5, 2003

[REDACTED]
Uniondale, N.Y. [REDACTED]

(W)

(H)

(C)

Lexus Customer Satisfaction Department
P.O. Box 2991
Torrance, CA 90509-2991

Re: LS 430

VIN Number: JTHBN30F510035360

Dear Sir or Madam:

As stated above, my name is [REDACTED] and I reside at [REDACTED] Uniondale, New York. I purchased a Lexus LS 430 in May of 2001 with the hope to have as the commercial says: "the greatest driving experience". I have, however, been very unhappy with both vehicle performance and Lexus customer service. Please find below a chronological account of the issues I have encountered since the time of the purchase of the vehicle.

The vehicle was ordered via the Massapequa dealer in November 2000 and became available for pick up in May 2001. Needless to say, I was a very happy and anxious customer, to finally be able to pick up the car after such a long wait.

YEAR 2001

1- May 2001

I went to pick up the vehicle at the Massapequa dealership. The vehicle was purchased without any outstanding lien and paid via my Credit Union account and a personnel check. When I inspected the vehicle with my friends and my children, we noticed that the driver's chair was dirty. The Sales Manager, Jay Sarasky, stated that it was "nothing and that I could bring the car back the following week to have the chair cleaned free."

I also noticed that the special gold plates were not installed onto the car, as per previous agreement, and inquired about them. Mr. Sarasky responded that "they did not get

June 6, 2003

around to do it, but I could certainly come back and they will install them for me". I agreed to come back as soon as possible and drove away with my new car.

During the first week of driving my car, I noticed that the driver's scuff plate was terribly scratched. I was deeply surprised of that fact and promised myself to report it to the Lexus service when bringing the car back.

2- June 4, 2001 (6-4-01)

As agreed, I reported to the Massapequa Service center. The service representative seemed to be aware of what was needed for the car. He also mentioned to me that a "scuff plate" had been ordered for my car. I was quite surprised at his statement because I had not mentioned anything to him about the terribly scratched scuff plate...

Anyway, the gold plates were installed and the chair cleaned. I was told that I would be notified to bring the car back as soon as the scuff plates were in.

3- August 25, 2001 (8-25-01)

The car did not start. Claim number 1060054

I called Lexus service that informed me that I should be calling the Lexus Roadside Assistance. I proceeded to do so and the Lexus Roadside Assistance Service sent in a truck to jump my car with cables. I then drove the car to the Massapequa service center. See attached report.

4- October 14, 2001 (9/14/01)

I returned the car to the Massapequa Service dealer for additional work. See attached report.

5- November 23, 200 (11-23-01)

The car did not start. Claim number 1084603.

I went through the same scenario as described above. The car was jump-started again. I then decided to go see Mr. Jay Sarasky. I related to him the issues I had with the car since the purchase. He told me there was nothing he could do, and referred me to the Service dealer. I also raised doubt about having been sold a NEW car due to the numerous issues I had encountered so far with a car barely 6 months old! He reaffirmed to me that the car was sold new...

6- December 5, 2001 (12-5-01)

I reported to the Service Lexus dealer. See attached report.

7- December 17, 2001 (12-17-01)

I reported to the Lexus Service center. See attached report.

YEAR 2002

8- March 18, 2002 (4-18-02)

The car did not start. Claim number 2030497.

Same scenario as before.

9- May 24, 2002 (5-24-02)

The car did not start. Claim number 2040169/2040441.

Same scenario as before.

I reported to the Massapequa Service dealer on 5/30/02. I asked to speak to the Service Manager Dan Dailey. I spoke to him at length and listed all issues encountered with the car since the purchase date. He stated that "he would keep the car and run a thorough check and he advised me to drive the car more frequently."

See attached Lexus report.

10-October 14, 2002 (10-14-02)

I reported to the Massapequa dealer because the AC filter light was on.

See attached Lexus report.

11-December 28, 2002 (12-28-02)

The car did not start. Claim number 2106948.

Same scenario as before.

I reported to the Massapequa service dealer on 1/3/03.

See attached Lexus report.

YEAR 2003

12-January 3, 2003 (1-3-03)

As stated above, I reported to the Massapequa Service center. See attached report.

June 6, 2003

13-February 18, 2003 (2-18-03)

The car did not start. Claim number 3015942/3016580.

Same scenario as before. Lexus Customer Service (John) advised me to bring my car to the Glen Cove Lexus service center to see Pamela Gallo which I did on 2/26/03. See attached Lexus report.

14-March 3, 2003 (4/3/03)

The engine light is "on" and it is red. I reported to the Glen Cove Service center and made Pamela Gallo aware of the issue. See attached Lexus report.

15-March 25, 2003 (4/25/03)

The engine light is "on" and red again. I reported to the Glen Cove Service center and made Pamela Gallo aware of the issue again. See attached Lexus report.

16-May 30 2003 (5/30/03)

The car did not start. Claim number 3047751.

I reported the car to the Glen Cove service center on 5/31/03. Pamela Gallo called me on 6/2/03 to pick up the car. I told her that my schedule has not yet allowed me to do so, and that I will pick up the car as soon as I am able to free myself to drive to Glen Cove. The car is still there as of 6/5/03.

Needless to say that I am outraged and deeply insulted by the way the issues with this car have been dealt with. I have been giving a run-around for the past two years and the customer service has been appalling and unresponsive. I am deeply angry and disappointed that such a reputable company such as Lexus will treat customers as it has treated me. My life has been truly inconvenienced for the past two years. I have been stressed out by these events, I have wasted time going back and forth too many times to these dealers, I have missed scheduled appointments, I have arrived to work late and had to leave early to drop and pick up the car, I have had to rearrange my schedule each time the car did not start so I could find the time to drive it to the dealers, I had to inconvenience members of my family, and I will repeat it again, this situation has frustrated me, stressed me out to the extreme... and much, much more.... I am outraged, angry, appalled, discussed, disappointed, felt diminished by this experience and by the way my patience and good will were pushed to their limits... and much, much more and I am **READY FOR ACTION**. I will not stop until I feel I have been adequately compensated for all the events I have described above.

June 6, 2003

I am sending this letter via express and certified mail to the Lexus Customer Satisfaction. I will also send a copy to both the Massapequa and Glen Cove dealers. I will wait 5 working days for someone to contact me (6/12/03) and see if this can be resolved quickly and to my utmost satisfaction. If I do not hear anything by 6/12/03, I will then send a full copy of this letter and the attachments to the BBB Auto Line Arbitration, to the New York State Department of Motor Vehicles and to the State Attorney General office. I have also already contacted a lawyer who is standing by.

Attachments enclosed (32 pages)

Sincerely,





18001 S. Western Avenue
Torrance, CA 90509-2732
800 255-3987

1-800-25-LEXUS

June 27, 2003

[REDACTED]
Uniondale, NY [REDACTED]

Dear [REDACTED]:

Thank you for contacting the Lexus Customer Satisfaction Department regarding your vehicle not starting and the check engine light. We appreciate the time you have taken to share your thoughts. As you requested, we are responding in writing.

Rallye Lexus has indicated that your 2001 LS 430, Vehicle Identification Number JTHBN30F510035380, was inspected and found to be operating within Lexus specifications. We apologize that the vehicle has not met your expectation. Please be assured that your dissatisfaction has been documented in our records for product improvement consideration.

Please contact the Lexus Customer Satisfaction Department at 1-800-255-3987, Monday through Friday, 8:00 a.m. to 5:00 p.m., Pacific Time, if you require further assistance.

Sincerely,

Devona E. Chiles
Customer Satisfaction Representative

dc/200306170198fl

cc: Mr. Andrew Jones, Service Manager – Rallye Lexus

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**