

FACSIMILE TRANSMITTAL COVER SHEET

TO: SCOTT YOHN
ORGANIZATION: NHTSA
FAX NUMBER: 202 366 1767

FROM: [Redacted]
Columbus, Georgia [Redacted]

FAX NUMBER: [Redacted] TELEPHONE NUMBER: [Redacted]

DATE: May 13, 2004 TIME: 12:03 PM

Number of pages including cover sheet: 10

MESSAGE: Enclosed: accident report-2 sheets
 Lexus service invoice-2 sheets
 Letter to Lexus Customer Service- 1 sheet
 Auto repair invoice- 3 sheets
 Letter to S. Atlanta Lexus service dept-1 sheet

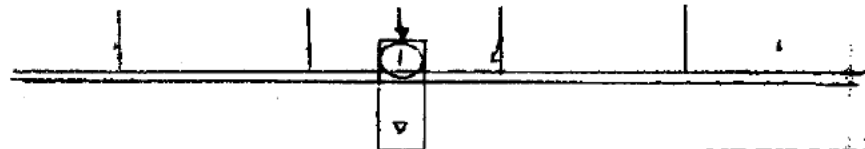
Snapshots sent separately showing building damage and views of the store parking lot

Signature

ANSWER:

Fax to [Redacted]

Signature



2510 WYNNSTON ROAD

GEORGIA UNIFORM MOTOR VEHICLE PRIVATE PROPERTY ACCIDENT REPORT

THIS FORM TO BE USED FOR PRIVATE PROPERTY ONLY

Case Number PP-04-0392 Date 02-08-04 Time Officer Notified 1600

County MUSCOGEE City COLUMBUS Time Officer Arrived 1619

Location of Accident 2510 WYNNTON ROAD

Driver # 1 [Redacted] Sex M Race W D.O.B. [Redacted]

Driver's License # [Redacted] State GA Class C Expiration Date [Redacted]

Vehicle Owner, Address and Phone # [Redacted]

Vehicle # 1 Make LEXUS Model ES 300 Year 2003 Tag # [Redacted] Year 04 State GA

Insurance Company and Policy # CONTINENTAL INSURANCE Co. US [Redacted]

Damage to Vehicle: None Slight Moderate Extensive

Driver # 2 _____ Sex _____ Race _____ D.O.B. _____

Driver's License # _____ State _____ Class _____ Expiration Date _____

Vehicle Owner, Address and Phone # _____

Vehicle # 2 Make _____ Model _____ Year _____ Tag # _____ Year _____ State _____

Insurance Company and Policy # _____

Damage to Vehicle: None Slight Moderate Extensive

Other Property Damage 2510 WYNNTON ROAD (WALGREEN) (706) 327-4482

Injuries:

Name _____	Age _____	Sex _____	Vehicle # _____
Name _____	Age _____	Sex _____	Vehicle # _____
Name _____	Age _____	Sex _____	Vehicle # _____
Name _____	Age _____	Sex _____	Vehicle # _____

Vehicle # 1 Towed by _____ Vehicle # 2 Towed by _____

Officer M. GREEN Badge # 251 Agency CPD

Supervisor M. Will Sato

DPS MICRO FILM NUMBER (DO NOT WRITE IN THIS SPACE) _____

MAIL TO: Accident Reporting, P.O. Box 1456, Atlanta, Georgia 30371

RL

Remarks:

Vehicle #1 was PARKING IN A PARKING SPACE ON PRIVATE PROPERTY AT 2510 WYNNTON ROAD, AT WHICH TIME THE DRIVER OF VEHICLE #1 FOOT SLIPPED OFF THE BRAKES, FORCING VEHICLE #1 TO HIT THE PRIVATE PROPERTY BUILDING. THE BUILDING SUSTAINED EXTENSIVE DAMAGE AND VEHICLE #1 SUSTAINED MODERATE DAMAGE. THERE WERE NO INJURIES REPORTED.

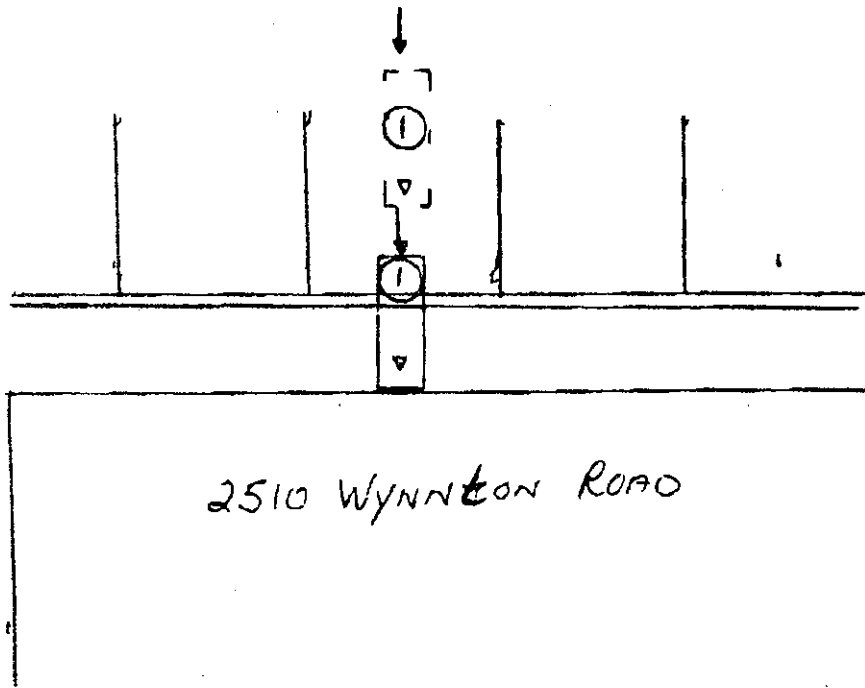
Witnesses:

Name

Address

Phone

Diagram:



A
N

LEXUS

Lexus of South Atlanta

4025 Jonesboro Rd Union City, Georgia 30291
770-969-0204

CUSTOMER ACCOUNT NUMBER 308056		SERVICE ADVISOR AMAR	VEH. TAG NUMBER 469	ISSUE DATE 03/19/04
[REDACTED]		LABOR RATE 107	MILEAGE OF VEHICLE 3,867	COLOR OF VEHICLE ALABASTER M
COLUMBUS, GA		YEAR, MAKE, MODEL OF VEHICLE 03/LEXUS/ES. 300/330/4DR. SDN 4A	VEH. NUMBER J T H B F 3 0 G 9 3 6	DELIVERY DATE 08/30/03
[REDACTED]		TYPE NUMBER J T H B F 3 0 G 9 3 6	PURCHASE ORCH NUMBER [REDACTED]	DELIVERY MILES 8
[REDACTED]		OFFICE PHONE NUMBER [REDACTED]	REPAIR ORDER DATE 03/12/04	PRODUCTION DATE [REDACTED]
COMMENTS			MO: 4295	

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
LABOR & PARTS					
DIAGNOSTICS					
CUSTOMER REQUEST CHECK VEHICLE SUDDENLY ACCELERATING INTERMITTANTLY. TECH(S):203					
INSPECT FOR CUSTOMER SATISFACTION					
SCANNED VEHICLE FOR ABNORMAL CONDITION. NONE FOUND.					
DIA SPECIALISTS TEST DROVE. COULD NOT DUPLICATE CONCERN.					
DIA SPECIALISTS PERFORMED VISUAL INSPECTION OF ENGINE COMPARTMENT AND UNDER BODY. NO ABNORMAL CONDITION FOUND.					
VEHICLE INSPECTED BY LEXUS TECHNICAL ASSISTANCE. VEHICLE FOUND TO BE OPERATING AS DESIGNED. VEHICLE SCANNED AFTER TEST DRIVES NO TROUBLE CODES DETECTED. NO REPAIRS MADE.					
RETURNED VEHICLE TO CUSTOMER.					
WARRANTY					
JOB # 1 TOTAL PARTS 0.00					
JOB # 1 TOTAL LABOR & PARTS 0.00					
# 2	BLEZ11		LEXUS LOANER CAR		
			LEXUS VIP LOANER CAR		
TECH(S):203					
JOB # 2 TOTAL PARTS 0.00					
JOB # 2 TOTAL LABOR & PARTS 0.00					
# 3	OLEZ05K		5,000 MILE SERVICE		
PERFORM 5,000 MILE SERVICE					
CHANGE ENGINE OIL AND FILTER					
BODY INSPECTION					
TIRE ROTATION					
ROAD TEST VEHICLE					
WASH AND VACUUM VEHICLE					
SCHEDULED MAINTENANCE					
PERFORMED 5,000 MILE SERVICE					
TECH(S):406					
WARRANTY					
JOB # 3 TOTAL PARTS 0.00					
JOB # 3 TOTAL LABOR & PARTS 0.00					
G.O.G. & SUPPLIES					
JOB # 4	1.0	5W 30 SYNTEC BLEND 5QTS	@	/UNIT	
TOTAL GOG					
WARRANTY 0.00					
COMMENTS					
LOANER/DROPPED OFF					

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor discharges any other person to assume for a liability in connection with the sale of said products.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

[REDACTED]
Columbus, Ga [REDACTED]
[REDACTED]

March 24, 2004

Reference: [REDACTED]

LEXUS Customer Service
19000 South Western Avenue
L2002 Torrance CA 90509

Dear Sir or Madam:

I received "Judy's" message regarding my 2003 Lexus ES300 and appreciate your follow up.

First, let me report that Lexus of South Atlanta has been most helpful, considerate and accommodating in checking my car. My concern was that the customer invoice did not specifically mention the "electronic throttle control system and sensors" mentioned in the NHTSA release.

I can report that the car operated well after the accident and there were no further accelerations.

Yours truly,
[REDACTED]
[REDACTED]

[REDACTED]
Columbus, GA
[REDACTED]
[REDACTED]

Wednesday, March 10, 2004

TO: Mr. Shawn Eason
Mr. Lamar Turner

FROM: [REDACTED]

Thank you very much for your prompt response to my concern about the possibility of sudden acceleration of my Lexus ES300. You have been very helpful by offering to pick my car up and provide a temporary replacement.

The accident occurred on February 8, 2004 resulting in extensive damage (cosmetic and not structural) costing \$4355.88 for repair. The accident occurred as I was driving into Walgreen's parking lot when the car lurched forward. I was able to brake it but could not avoid hitting the building doing minor damage to the building and leaving black tire marks on the sidewalk.

Please note the enclosures, particularly the DOW JONES NEWSWIRE report.

Do you know if the problem could be in the:
ELECTRONIC THROTTLE CONTROL SYSTEM or
THE SENSORS

And if this is something you can evaluate and repair

Also could you do the 5000 mile servicing while you have my car.

If it can be completed by the 20th, I will be coming up to Atlanta and can return the replacement, and pick up my car. If it is completed sooner, please let me know.

Home Phone [REDACTED]

Cell Phone [REDACTED]

pd ck # 3206

Columbus Body Works, Inc
1919 Veterans Parkway P.O. Box 80
Columbus, GA 31906
Fax: (706) (706) 598-8857
Phone: (706) 322-0676

RO # 3928

(please quote this # on all correspondence)

Billed To :

ENCOMPASS INSURANCE
Unknown
Unknown GA
Unknown

Billed : Feb 23, 2004

Customer :

Vehicle : 2003 3Q4 ES 300 LEXUS

Claim # :

Policy # : UNKNOWN

	Body	Paint	Frame	Structural	Mechanical	Other	Parts Sublets Levies
Header FRONT BUMPER							
Repair O/H front bumper	2.30					0.00	0.00
Replace Reinf beam	0.00						0.00
Repl & Paint Bumper cover	0.00	3.00					176.51
Paint Add for Clear Coat		1.00					253.52
Replace LT Reinforce bar	0.00						0.00
Replace Energy absorber	0.00						29.55
Replace LT Stay	0.00						54.31
Replace LT Support bracket	0.00						21.90
Header GRILLE							13.78
Repl & Paint Grille silver		0.50				0.00	0.00
Header FRONT LAMPS							159.10
Replace LT Headlamp assy	0.30					0.00	0.00
R & I RT R&I headlamp assy one side	0.30						439.03
Replace LT Headlamp bulb 60w	0.00						0.00
Header HOOD							20.87
Repl & Paint Hood	2.00	3.00				0.00	0.00
Paint Add for Clear Coat		1.00					511.91
Paint Add for Underside(Complete)		1.00					0.00
Repl & Paint RT Hinge	0.90	0.40					0.00
Header INFORMATION LABELS							28.25
Repair Rpl information labels	0.30					0.00	0.00
Replace Eng info label spark plug caution	0.00						0.00
Replace Vacuum diagram	0.00						1.93
Header COOLING							1.63
Repair & Paint Radiator support	3.00	0.60				0.00	0.00

Ref# 31.1

Bill #: 6205

Page 1 of 3

Description	Body	Paint	Frame	Structural	Mechanical	Other	Parts Sublets/ Levies
Replace Deflector	0.10						14.71
Header FENDER						0.00	0.00
Repl & Paint LT Front extn	2.50	0.20					62.00
Repl & Paint LT Extension inner rail	1.50	0.20					0.00
Repl & Paint LT Side Rail Reinforcement	1.40	0.40					79.33
Repair & Paint LT Fender	3.00	2.20					0.00
Paint Overlap Major Adj. Panel		-0.40					0.00
Paint Add for Clear Coat		0.40					0.00
Paint RT Fender		1.10					0.00
R & I RT Side molding beige	0.20						0.00
Replace LT Front Engine Cover	0.00						78.68
Header FRONT DOOR						0.00	0.00
Paint LT Door shell		1.10					0.00
R & I LT R&I trim panel	0.10						0.00
R & I LT Side molding beige	0.40						0.00
R & I LT Belt w/strip	0.30						0.00
R & I LT Mirror assy	0.30						0.00
R & I LT Handle, outside	0.90						0.00
Paint Tint		0.50					0.00
Replace Cover to Protect	0.00						7.50
Repair Bench & Safety Set up	2.00						0.00
Frame Front Unibody Repair			5.00				0.00
Sublet Hazardous Waste	0.00						3.00
Paint Color Sand and Buff		4.00					0.00
Replace Flex Agent	0.00						8.00
Replace Air Guide	0.00						83.89
Replace Paint and Materials	0.00						100.00
Replace Balance to insurance estimate	0.00						2.83
Repair LT Inner rail	2.50						0.00
Replace Rocker Moulding Clips (Qty. 18)	0.00						0.18
Replace Restore Corrosion Protection	0.30						8.50
Repl & Paint Weld thru Primer	0.00						8.00
Parts Adjustment Parts Adjustment							-8.00
State Sales Tax State Sales Tax							147.48
							Subtotal
							4,640.41

Description	Body	Paint	Frame	Structural	Mechanical	Other	Parts/ Sublets/ Levies
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Parts/Sublets/Other 2,608.41

Materials

Body 984.00

Paint 808.00

Frame 240.00

Structural

Mechanical

Other

Total 4,640.41

Received

TOTAL 4,640.41

Total Owing	\$4,640.41
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Please remit payment To:

Columbus Body Works, Inc
 1919 Veterans Parkway P.O. Box 80
 Columbus, Georgia 31902
 Phone: (706) 322-0676
 Fax: (706) 596-8857



LEXUS

Lexus of South Atlanta

4025 Jonesboro Rd Union City, Georgia 30291
770-569-0204

CUSTOMER ACCOUNT NUMBER
308056

COLUMBUS, GA

SERVICE ADVISOR AMAR		VEH TAG NUMBER 469	INVOICE DATE 03/19/04	INVOICE NUMBER [REDACTED]
LABOR RATE 17.00	LICENSE NUMBER [REDACTED]	MILEAGE OF VEHICLE 3,867	COLOR OF VEHICLE ALABASTER M	30652
YEAR, MAKE, MODEL OF VEHICLE 03/LEXUS/ES 300/330/4DR SDN 4A			DELIVERY DATE 08/30/03	DELIVERY LOCATION [REDACTED]
VIN NUMBER J T H B F 3 0 G 9 3 6			SELLING DEALER NUMBER [REDACTED]	PRODUCTION DATE [REDACTED]
P.F.E NUMBER [REDACTED]		REPAIR ORDER DATE 03/12/04		MISC. [REDACTED]
OFFICE PHONE NUMBER [REDACTED]		COMMENTS		MO: 4295

TOTALS.....

[] CASH [] CHECK CHECK NO. []*

[] VISA [] MASTERCARD [] DISCOVER *

[] AMER.XPRESS [] OTHER *

TOTAL LABOR..... 0.00

TOTAL PARTS..... 0.00

TOTAL SUBLET... 0.00

TOTAL G.O.G.... 0.00

TOTAL MISC CHG. 0.00

TOTAL MISC DISC 0.00

TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

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< about Lexus of South Atlanta VIP complementary parking
at Atlanta Airport.







