



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 100222

Date Received

Repository

08-JAN-2005 9:55

Reference No.
10106940

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City PALM BEACH GARDENS State FL 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? YES NO

Signature of Owner _____

01/12/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side: JTHBA30G74
Make: LEXUS Model: ES 330 Model Year: 2004

Date Purchased: 10/29/03 Dealer's Name and Telephone Number: Lexus of Norwood 781 255 2000
Original Owner: Dealer's City: 50 Providence Hwy E Walpole State: MA Zip Code: 01903
Engine: No. Cylinders: 6 Fuel Type: Gas

Transmission Type: AUTOMATIC Antilock Brakes: Powertrain: FRONT WHEEL DRIVE
Vehicle Component Code: 1B5000 VEHICLE SPEED CONTROL-CRUISE CONTROL
Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 02-SEP-2004 Failure Mileage: 7000 Failure Speed: 60

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: DOTM18AB0C038) 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).

VEHICLE SURGED WHEN CRUISE CONTROL WAS ENGAGED AT 60 MPH. IT SURGED UP TO 80 MPH. IT FELT LIKE IT WAS GOING DOWN HILL. DEALER COULD NOT DUPLICATE THE PROBLEM. ALSO, TRANSMISSION HESITATED AT 0-20 MPH, IT ALSO JERKED. *AK.

① Vehicle surges in cruise control - self accelerates at least 10-15 mph over set speed
② Transmission feels like it slips, hesitates & lurches when accelerating especially between 0-20 mph. Creates safety hazard when blending or merging or. Need quick acceleration & one of these hesitation occurs! Hesitation is an intermittent problem that occurs daily to different degrees. Some hesitations prolonged

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

Creating safety problem

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

① While driving from FL to MA 4 times while set in cruise control at about 65 - Suddenly car will accelerated abruptly increase speed - have to break on highway to prevent hitting car in front. Also have happened twice while driving I-95 FL. (Don't use cruise control that often in FL due to heavy traffic)

② Ubiquitous problem experienced by many Lexus owners of ES-330 - Car hesitates, then will lunge forward when accelerating especially at low speeds. Numerous occasions where this problem occurred I have had my safety compromised & almost hit by car in back - when merging making a turn bleeding at rotary. When accelerating from low speed intermitted hesitation & then lunge.

ATTACH ADDITIONAL SHEETS IF NECESSARY

LexusHeadline - has admitted problem, but then says

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300

Car drives as designed.

Lexus Service workers locally admit problem & numerous complaints but are instructed to say car drives as designed. - They encouraged me to file complaint!!

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 78175 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration
www.nhtsa.dot.gov/hotline

0501-00606 ✓

Office of the Attorney General



Request for Arbitration by the Florida New Motor Vehicle Arbitration Board

For Office Use Only

Indicate Date:

Filed (DCS)	1-7-05
Ineligible	
Returned	
Rejected	
Withdrawn	
Referred to AG	
Approved	
AG Case #	

I. Consumer Information

1. Purchaser/Lessee Name(s): _____

2. Street Address: 53 Monterey Pointe Drive

Mailing Address (if different): _____

City: Palm Beach Gardens State: FL Zip Code: _____

3. Home Phone: _____ Best Time to Call: any

Daytime Phone: _____ For Whom? _____

Cell Phone: (_____) _____ For Whom? _____

Fax: _____ E-Mail: _____

II. Selling Dealer, Financing, and Lending Information

4. Dealer Name: Lexus of Norwood

Address: 50 Providence Hwy

City: East Walpole State: MA Zip Code: 02032

Lessor, bank, or lending institution to which monthly payments are made:

Address: _____

City: _____ State: _____ Zip Code: _____

III. Relief Requested (Check one only)

5. If successful, I prefer to receive: A refund

A replacement vehicle

RECEIVED

JAN 07 2005

DIVISION OF CONSUMER SERVICES
LEADERSHIP

IV. Vehicle Information

6. Vehicle Type Car Truck Van Sport Utility

7. If a truck: 10,000 lbs. or less gross vehicle weight Yes No

8. Manufacturer: Lexus (Toyota)
(GM, Ford, Chrysler, Toyota, etc.)

9. Make: Lexus Model: ES 330 Year: 2004
(Dodge, Mercury, etc.) (Mustang, Accord, etc.)

10. Vehicle Identification Number (VIN):
J T H B A 3 0 G 7 4 S
(This is a 17-character identifier usually consisting of letters and numerals that is listed on your vehicle registration.)

11. If a conversion vehicle, give the name of the company who performed the conversion, if known:

(Explorer Vans, Mark III, Sherrad, etc. Attach a copy of the warranty.)

- a. Was the conversion work performed prior to your purchase? Yes No
b. If after your purchase, was the conversion work performed through the dealership as an option, referral or part of the sale? Yes No

12. Date you took delivery of the vehicle 10/28/2003

Mileage on the odometer on the date of delivery 25 Current mileage: 31,900

13. Was the vehicle: Purchased Leased

In Florida? Yes No

As (check one): New Demonstrator Used

14. If leased, for a term of one year or more? Yes No

15. Do you still own or possess the vehicle? Yes No

16. If purchased used, was the vehicle transferred to you by the original owner within 24 months after the date of original delivery? Yes No

a. If yes, complete the following

Original owner's name: _____

State where vehicle was originally purchased: _____

Actual date of delivery to original owner: _____

V. Information Regarding Problem(s) with Vehicle

NOTICE: You must provide proof at the hearing of answers given in this section.

17. List each problem (other than routine maintenance and minor warranty repairs), that was first reported to the authorized service agent (dealer) within 24 months after the date of delivery, and that you claim substantially impairs the use, value or safety of the vehicle. Give the dates of three repair attempts that took place before the date written notification was sent to the manufacturer. If a substantial problem had less than three repairs before notification, list it and the repair date(s). Attach a separate sheet if necessary.
Do not list the same problem twice. Please attach copies of all relevant repair orders.

Problem	Date 1 <small>NUMEROUS COMPLAINTS NOT NOTED</small>	Date 2 <small>COMPLAINTS NOT NOTED</small>	Date 3 <small>COMPLAINTS NOT NOTED</small>
1. hesitation, shudder, jerky, drag acceleration esp. at lower speeds 0-20 MPH	3/23/04	8/25/04	12/13/04
2. Cruise control problem - jerk braking & self acceleration	6/11/2004	9/8/2004	9/24/2004 10/7/2004
3. _____	_____	_____	_____
4. _____	_____	_____	_____
5. _____	_____	_____	_____
6. _____	_____	_____	_____

18. Did you notify the manufacturer (not the dealer) identified in Question 8 in writing after three or more repair attempts for the same problem(s)? Yes No
 If yes, date the manufacturer received notification: May 16 2004 - letter to DE Clements, Lexus

a. (Answer only if applicable.) Did you notify the conversion company identified in Question 11 in writing after three or more repair attempts? Yes No
 If yes, date the conversion company received the notification: _____

Attach a copy of the motor vehicle defect notification form or other written notification and postal receipt indicating when the manufacturer and/or conversion company received the notification.

19. Following receipt of the notification, did the manufacturer and/or conversion company make a final attempt to correct the problem(s)? Yes No
 If yes, on what date(s)? December 21, 2004
 If no, explain why: _____

(Attach copies of all relevant work orders.)

20. Does the problem(s) still exist? Yes No
 If no, explain why: _____

21. Was the vehicle out of service for repair of one or more of the problems described in Question 17 for a cumulative total of 30 or more calendar days? Yes No

If yes, how many days? _____

Did you notify the manufacturer (not the dealer) identified in Question 8 and, if applicable, the conversion company identified in Question 11 in writing after 15 or more days out of service? Yes No

If yes, date(s) the manufacturer and/or conversion company received notification:

Manufacturer: _____ Conversion Company: _____

If no, explain why: _____

22. Following receipt of the notification, did the manufacturer, conversion company or authorized service agent (the dealer) have the opportunity to inspect or repair the vehicle? Yes No

If no, explain why: _____

23. Is the problem(s) about which you are complaining the result of an accident, abuse, neglect, modification or alteration by someone other than the manufacturer, conversion company or an authorized service agent (the dealer): Yes No

VI. Participation in Certified Manufacturer Program

24. Did you participate in a state-certified manufacturer's informal dispute settlement program? Yes No

If yes, what was the name of the program? _____
(BBB/AUTOLINE, etc.)

Date the program received your claim _____

Date of your hearing (if applicable) _____ Mileage _____

Did that program render a decision? Yes No

If no, explain why: _____

If yes, were you satisfied with the decision of the program? Yes No

Date of final decision or action? _____

You must attach copies of: your claim, postal receipt or letter from the program acknowledging receipt, and the decision of the program, if applicable.

VII. Previous Arbitration (by State Board Only)

25. Is this your first request for arbitration by the Florida New Motor Vehicle Arbitration Board for this vehicle? Yes No

If no, was previous application: Withdrawn by you Rejected by screening agency

If neither withdrawn nor rejected, what happened?

Did you have a hearing? Yes No Case Number: _____

If you had a hearing and lost, explain how your circumstances have significantly changed to now qualify your vehicle for a refund or replacement (add a separate sheet of paper if necessary).

VIII. Price Information

Please attach a copy of your Vehicle Invoice, Bill of Sale, Finance or Retail Installment Agreement or Lease Agreement, along with copies of any invoices, canceled checks, etc. evidencing amounts paid by you in connection with your purchase or lease of the vehicle (including government fees and taxes (not financed), window tinting, extended service agreement, vehicle add-ons, etc.). Include verification of monthly payments made.

26. Did you incur any reasonable expenses (e.g., towing, rental car, repair bills, postage, etc.) as a direct result of the defect(s) for which you were not reimbursed? Yes No

If yes, please attach copies of receipts, invoices, etc.

IX. Verification

False official statements: Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in §§775.082, 775.083, and 775.084, Florida Statutes.

I hereby request arbitration of my case by the Florida New Motor Vehicle Arbitration Board. I certify that all statements made in connection with this request for arbitration are true and correct to the best of my knowledge. I understand that this document and its attachments are public records.

Signature (First Consumer) _____

Signature (Second Consumer) _____

11/2/04
Date

X Documents

Your application will be returned to you if you did not include the following applicable documents (please check documents submitted):

- A copy of the coverage page of the warranty from the manufacturer identified in **Question 8**
- A copy of any warranty given by the conversion company identified in **Question 11**, if applicable
- Copies of relevant repair orders in your possession (**Questions 17 and 19**)
- A copy of the defect notification form or other written notification you sent to each manufacturer or conversion company (**Questions 18 and 21**)
- A copy of the postal receipt indicating when the manufacturer and/or conversion company received such notification (**Questions 18 and 21**) *Don't have - have letter from Lewis Acknowledging receive of vehicle defect notification*
- A copy of the claim filed with and postal receipt or acknowledgment letter from a manufacturer's state-certified program (if applicable) (**Question 24**)
N/A
- A copy of the decision of a manufacturer's state-certified program, if any (if applicable) (**Question 24**)
N/A
- A copy of the bill of sale, retail installment contract or lease agreement
- Copies of all receipts or invoices for items purchased in connection with your acquisition of the vehicle
- Copies of all receipts or invoices for expenses directly caused by the defect(s) *-no expenses*

Be sure to make and keep a copy of this form and all attachments for your own records.

Return completed *original* form with *copies* of all applicable documents attached to:

**Department of Agriculture and Consumer Services
Lemon Law Arbitration Screening
2005 Apalachee Parkway
Tallahassee, Florida 32399-6500
1-800-321-5366**

May 16, 2004

D.E. Clements
Group Vice President,
General Manager

Mark S. Templin
Vice President
Service, Parts, Customer
Satisfaction and Training

This letter is being written in response to a letter requesting me to fill out a survey about my experience with my service.

I feel compelled to respond as I am extremely disappointed in Lexus. My 2004 ES330 is in replacement of my ES 300 2003 which Lexus purchased back from me due to repeated non-correctable problems with transmission slippage and self acceleration and surges which became progressively more apparent after approximately 3,000 miles. I was repeatedly told it was some computer program glitch that Lexus was working on. This 2004 ES330 is much improved. But after my 5,000 mile check up the car started driving jerky and intermittent slip of power on acceleration. The only way I can describe this is to say that I would continuously check my gear shift handle to make sure I was in D - for Drive and not in 2nd or 3rd gear. The car would drag. A friend who drove the car complained that her cheap Mazda Portege drove better.

When I came in for my 10,000 mile oil change/check and I described the problem, I was told when I picked up the car that my computer had been reprogrammed "flashed." I requested an explanation of why this was necessary, but the mechanic never returned the call as was promised.

On a repeat visit to Lexus of Palm Beach I spoke with Tony from service and Gail Myerson. They both admitted to me that some people were experiencing a problem with the 2004 ES 330 models and Lexus was working on a computer fix. I was told that this "flash" could only be done so many times and there was really no fix in the near future.

I was shocked and deeply dismayed. I trusted that Lexus had solved the problem completely with the ES model that has been plaguing the car since 2002, and purchased another one. After the intervention during my 10,000 mile check up there was significant improvement in the car's performance. But unfortunately as I again put more miles on the car the performance of the car is rapidly deteriorating. The car now intermittently slips and jerks especially in low speeds from 0 - 20 miles per hour and this is most frequent when the car is first started (I live in Florida so the engine is not cold). It kind of jolts and jerks and sometimes there is a slight slippage in the acceleration (once putting me in a slightly dangerous situation).

Therefore, I am extremely disappointed in LEXUS. It is not acceptable to put out a car in which a problem is not completely resolved and the consumer has to wait until Lexus one day comes up with a fix for this so called computer problem. Although I was told at Lexus of Palm Beach that this problem is no where near as bad as my other car, this is true, it definitely does not represent Lexus's motto of "passionate pursuit of perfection." What concerns me most is the progressive deterioration in the performance of the car as I put more mileage on it. Between 5000 to 10,000 miles there was a precipitous decline in performance and the only

way to describe the car was "horrible."

I love everything about the car - except the way it drives especially at low speeds and when accelerating. When going at a steady speed on the highway the car drives smoothly and is wonderful. When driving city driving or accelerating the car, as my friend describes, is worse than a Portege - it lacks power, it hesitates, jerks, drags, it feels like one is in the wrong gear.

Sincerely,

Palm Beach Gardens, Florida

THE LEXUS COMMITMENT

You have purchased one of the finest vehicles built in the world today, and it is backed by one of the finest warranties in the industry. This excellent warranty coverage demonstrates not only our confidence in Lexus vehicles, but also our commitment to every Lexus customer. We're dedicated to ensuring that you enjoy exceptional quality, dependability and peace of mind throughout your ownership experience.

To further demonstrate our commitment to our customers' satisfaction, occasionally we may establish a special policy adjustment to pay for specific repairs that are no longer covered by warranty. When we establish such a policy adjustment, we mail details to all applicable owners on record. That's why it is important to send in the card at the back of this booklet if you change your address or if you have purchased your Lexus from a previous owner.

You've made a wise decision to purchase a Lexus. Your vehicle delivers world-class luxury and performance, along with an unparalleled commitment from

Lexus to ensuring your satisfaction. You can be confident — as we are — that you'll enjoy owning your Lexus as much as you enjoy driving it.

This section of the *Owner's Manual Supplement* describes the terms of Lexus warranty coverage as well as general owner responsibilities. The section entitled "Maintenance Information" beginning on page 97 describes your vehicle's maintenance requirements. Be sure to review this information carefully, since proper maintenance is required to ensure that warranty coverage remains intact.

All warranty information is the latest available at the time of publication and, with the exception of the emission control warranties, is subject to change without notice.

New Vehicle Limits

Basic
Powertrain
Corrosion Perforation
Restraint Systems

Emission Control W

Federal { Performance
Specific Components
Defect
Specific Components

California* { Performance
Short-Term Defect
Long-Term Defect

*Specific components may have longer

IF YOU NEED ASSISTANCE

W
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is repaired
to a Lexus
selected
strict require-
and customer
genuine Lexus
vehicles.

Both Lexus and your Lexus dealer are dedicated to serving your automotive needs. Your complete satisfaction is our first priority. Should you have a problem or concern, please take the following steps to ensure the quickest possible response:

Step 1

Discuss the situation with a dealership manager, such as the service manager or customer satisfaction manager. If necessary, ask the dealership owner or general manager for assistance. In most cases, a satisfactory solution can be reached at this step.

Step 2

If the dealership does not address your concern to your satisfaction, call the Lexus Customer Satisfaction Department at (800) 25-LEXUS (800/255-3987). In Canada, call (800) 26-LEXUS (800/265-3987). In Mexico, call 95-1-310-328-2075. If you are hearing- or speech-impaired, call (800) 443-4999 (TDD).

You may also write to us at:

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

Whether calling or writing, please provide the following information:

- Vehicle identification number (located on the driver's side corner of the dashboard, under the window)
- Current vehicle mileage
- Name of your selling and servicing Lexus dealerships
- Your day and evening telephone numbers

Introduction



P.O. BOX 9550
CEDAR RAPIDS, IA
52409-9550

PLATINUM

YEAR: 2004
MAKE: LEXUS
MODEL: ES 300
VEHICLE ID: JTHBA30C746003484
SELLING DEALER: LEXUS OF NORWOOD
DEALER PHONE #: (781)355-2000

AGREEMENT HOLDER



W. PALM BEACH, FL

VEHICLE SERVICE AGREEMENT INFORMATION

AGREEMENT TYPE:	NEW	THIS AGREEMENT EXPIRES THE EARLIER OF MILEAGE/DATE
AGREEMENT NUMBER:	08888438	AGREEMENT EXPIRATION DATE: 10/02/09
APPLICATION NUMBER:	BLZ592	AGREEMENT EXPIRATION MILEAGE: 100,000
AGREEMENT EFFECTIVE DATE:	10/02/03	
AGREEMENT EFFECTIVE MILEAGE:	0	TOWING BENEFITS: UNLIMITED
AGREEMENT PURCHASE PRICE:	\$ 1,595.00	SUBSTITUTE TRANSPORTATION: \$50/DAY, 5 DAYS PER REPAIR VISIT
DEDUCTIBLE:	\$0	DISLOCATION BENEFIT: \$100/DAY, 5 DAYS OVER THE LIFE OF AGREEMENT
TRANSFERABLE:	YES	LIENHOLDER/LESSOR: CASH DEAL

MASSACHUSETTS NOTICE TO PURCHASER

The coverage you are buying is NOT required in order to register or finance a vehicle. The benefits provided may duplicate express manufacturers or seller's warranties that come automatically with every sale. You can be required by the seller of this coverage to purchase those warranties, which are available to you without this contract.

VEHICLE SERVICE AGREEMENT

This Agreement is between the Agreement Holder ("You" or "Your") specified in the Vehicle Service Agreement Information and Toyota Motor Insurance Services, Inc. ("TMIS"). It provides for the repair of mechanical failures of components specified in this Agreement. TMIS has the sole and exclusive administrative responsibility for this Agreement. TMIS is sometimes referred to in this Agreement as the "Administrator".

COVERAGE UNDER THIS AGREEMENT

Subject to the terms and conditions of this Agreement, if a covered component mechanically fails, as determined by the Administrator, TMIS will pay for the repair or replacement of the component(s), as well as any applicable towing, substitute transportation, and/or dislocation benefits listed in the Vehicle Service Agreement Information, less Your deductible. Any repair or replacement of a covered component may be made with a functionally equivalent component, as determined by the Administrator. Parts reimbursements will be calculated based on manufacturer's suggested retail price (MSRP). Labor reimbursements will be calculated based on standard industry practices, as determined by the Administrator.

Coverage under this Agreement may not be determined by any verbal representations made by the selling dealer or repair facility. The coverage provided by this Agreement, less Your deductible, shall be secondary to any other valid repair agreement, manufacturer's warranty, roadside assistance program, limited warranty, or insurance policy covering the vehicle. If other coverage fully pays a claim covered by this Agreement, less a deductible, that You are entitled to reimbursement under this Agreement for the other coverage's deductible for the dollar amount which is greater than the deductible stated in this Agreement, if any. If a manufacturer's warranty may be transferred with the vehicle, and the transfer requires payment of a fee, then You are entitled to reimbursement under this Agreement of that fee only to a maximum of \$150. Your deductible does not apply to this transfer fee reimbursement.

Covered repairs must be authorized by the Administrator, prior to the expiration of the Agreement.

If Your Agreement Type is indicated as NEW in the Vehicle Service Agreement Information above, then the Agreement Effective Date shown above is the date the vehicle was first put into service via retail sale, lease, fleet sale, or dealer demonstrator. Your Agreement will expire the earlier of (a) 11:59 PM of the Agreement Expiration Date shown above, or (b) when Your vehicle odometer reading equals the Agreement Expiration Mileage shown above.

If Your Agreement Type is indicated as USED in the Vehicle Service Agreement Information above, then the Agreement Effective Date shown above is the date You purchased the identified vehicle. Your Agreement will expire the earlier of (a) 11:59 PM of the Agreement Expiration Date shown above, or (b) when Your vehicle odometer reading equals the Agreement Expiration Mileage shown above.

DEDUCTIBLE

The deductible indicated in the Vehicle Service Agreement Information is the dollar amount You pay for authorized claims related to a single repair visit.

LIMITATIONS OF LIABILITY

TMIS' liability under this Agreement shall never exceed either of the following:

Over The Life Of This Agreement: If the Agreement Type is defined as NEW in the Vehicle Service Agreement Information above then TMIS' liability is limited to the manufacturer's suggested retail price (MSRP) of the covered vehicle, at the time of the purchase or lease. In all other cases, TMIS' liability is limited to the fair market value of the vehicle, as determined by TMIS, at the time this Agreement was purchased.

Per Repair Visit: TMIS' liability is limited to the cost of the covered repair(s) or the fair market value of the vehicle determined by TMIS at the time of the repair(s), whichever is less.

TOWING BENEFIT:

If a covered component mechanically fails, as determined by the Administrator, You are entitled to reimbursement for Your towing expenses to the nearest dealership or authorized repair facility, up to the limits specified in the Vehicle Service Agreement Information. Licensed professional towing agencies' or auto dealers' receipts will be required for reimbursement. Your deductible does not apply to this benefit. For reimbursement please refer to the "How to Submit Claims" section. This benefit will only apply upon authorization of a covered repair.

SUBSTITUTE TRANSPORTATION BENEFIT:

If Your vehicle is inoperable and is undergoing a repair covered by this Agreement, or a repair covered by the manufacturer's warranty which would be covered by this Agreement, then You are entitled to reimbursement for Your substitute transportation expenses up to the limit specified in the Vehicle Service Agreement Information. Licensed professional rental agencies' or auto dealers' receipts will be required for reimbursement. Your deductible does not apply to this benefit. For reimbursement please refer to the "How to Submit Claims" section. This benefit will only apply upon authorization of a covered repair.

DISLOCATION BENEFIT: (if indicated in the Vehicle Service Agreement Information)

If You are over 150 miles from Your principal residence and Your vehicle is inoperable and requires overnight repairs covered by this Agreement, You are entitled to reimbursement for Your food and lodging expenses up to the limit specified in the Vehicle Service Agreement Information. Valid food and lodging receipts will be required for reimbursement. Your deductible does not apply to this benefit. This benefit will only apply upon authorization of a covered repair.

COMPONENTS COVERED BY THIS AGREEMENT

All manufacturer-original equipment parts installed by the manufacturer or Your selling dealer are covered under this Agreement for mechanical failure, unless otherwise excluded. The items listed below are not covered.

Brake Linings, Pads, and Shoes • Accessory Drive Belts • Spark Plugs • Carpets • Chrome • Hoses • Rust and Corrosion Damage • Fluids • Seat Covers • Dash Cover and Pad • Headliner • Filters • Clutch Friction Disk and Pressure Plate • Interior and Exterior Trim and Moldings, including but not limited to, Cup Holders, Ash Trays, Covers, and Vents • Windshield Wiper Blades (Rubber Components) • Door Trim, Handles, and Fabric • Tires • Paint • Glass (including Windshields) • Batteries • Bumpers • Stray Metals • Weather Stripping • Nuts, Bolts, Clips, Retainers, and Fasteners • Hinges • Light Bulbs • Vacuum Hoses, Lines & Tubes • Heating Hoses, Lines & Tubes

EXCLUSIONS AND RESTRICTIONS:

1. This Agreement covers repairs to covered components, which have mechanically failed, as determined by the Administrator. This Agreement does not cover any breakdown, mechanical failure or expenses, which are due to, result from, or are caused by any of the following:
 - A condition that occurred prior to the date You applied to purchase this Agreement ("Agreement Effective Date") or repairs to vehicles with damage caused by a previous improper repair.
 - Failure caused by modifications or parts not authorized or supplied by the vehicle manufacturer or Administrator.
 - Failure caused by a non-covered component.
 - Any component which has not failed, but which a repair facility recommends or requires to be repaired, replaced, or adjusted.
 - Abuse, or damage by collision, upset or falling objects, lanyard or attempted lanyard, theft or attempted theft, fire, explosion, or negligence.
 - Lack of normal maintenance (for example: adjustments, alignment, tune-up, oil and filter change, etc.) and any conditions caused by lack of or improper maintenance (for example: engine failure due to sludge or overheating).
 - Not maintaining proper levels of coolants, oils and/or lubricants or proper coolant/water ratio as specified by the manufacturer in Your Owner's Manual, Supplement and/or Guide and any conditions caused by not maintaining proper levels of coolants, oils and/or lubricants (for example: engine failure due to lack of lubrication or overheating).
 - Contamination of fluids, fluids, coolants, oils or lubricants, including sludge, as well as rust, corrosion or other damage and any conditions caused by contamination of fluids, fluids, coolants, oils or lubricants.
 - Any alteration to Your vehicle or any component thereof that does not meet the manufacturer's specifications.
 - Any use of Your vehicle not recommended by the manufacturer in Your Owner's Manual, Supplement and/or Guide.
 - Acts of God, war, riot, insurrection, natural disasters including, but not limited to: freezing, extreme heat, windstorms, rainstorms, nuclear contamination, lightning, dust storms, hailstorms, snowstorms, ice storms, earthquakes or floods.
 - Normal wear, including but not limited to, excessive oil consumption, loss of compression, or a gradual reduction in operating performance due to burned or leaking valves or worn piston rings.

2 Nor does coverage under this Agreement apply if Your vehicle:

- Has been used for plowing snow, competitive driving, racing, or towing a trailer whose weight exceeds the manufacturer's recommendations for Your vehicle.
- Has been used for hire to public, or to transport people for hire.
- Has been used for municipal or professional emergency or police services.

3 This Agreement does not cover the cost of the normal maintenance recommended in Your Owner's Manual, Supplement and/or Guide, or this Agreement.

4 If any material information provided to the Administrator cannot be verified as accurate or is found to be deceptive, no coverage will apply under this Agreement.

5 Coverage under this Agreement will not apply if You are not the owner/lessee of the covered vehicle and the owner of this Agreement at the time repairs are performed.

6 Coverage under this Agreement will not apply to any repairs performed outside the United States of America or Canada.

7 Coverage under this Agreement will not apply to any diagnostic charges made in connection with a covered repair.

8 You must obtain prior authorization from the Administrator before You have repairs made. If Your vehicle becomes inoperable outside of normal business hours and You cannot reach the Administrator, You may proceed with necessary repairs, but all other terms and conditions of this Agreement will apply. It is Your responsibility to contact the Administrator on the next business day, or assure that Your dealer or repair facility does so. Parts reimbursements will be calculated based on manufacturer's suggested retail price (MSRP). Labor reimbursements will be calculated based on standard industry practices, as determined by the Administrator.

YOUR RESPONSIBILITIES:

In order for coverage to apply under this Agreement You must do all of the following:

- In the event of a mechanical failure, You must take immediate action to protect the vehicle from further damage.
- You must have Your vehicle serviced as recommended by the manufacturer as provided in the Manufacturer's Owner's Manual, Supplement and/or Guide, including but not limited to:

- | | | |
|--|--|-----------------------------------|
| 1) Change engine oil & filter | 2) Check and maintain all fluid levels | 3) Service Automatic Transmission |
| 4) Inspect front suspension and steering linkage | 5) Inspect drive axle boots | |

KEEP ALL RECORDS OF MAINTENANCE FOR YOUR VEHICLE. IF YOU PERFORM YOUR OWN MAINTENANCE, YOUR RECORDS MUST INDICATE WORK PERFORMED, DATE, PARTS REPLACED AND ODOMETER READING AT TIME OF SERVICE. RECEIPTS FOR PURCHASES OF PARTS AND FLUIDS OR SERVICE AND MAINTENANCE MUST BE RETAINED WITH THIS AGREEMENT FOR THE ENTIRE PERIOD OF THIS AGREEMENT. FAILURE TO PROVIDE RECORDS OF MAINTENANCE MAY RESULT IN THE DENIAL OF CLAIMS. THE ADMINISTRATOR'S RETENTION OF BROKEN PARTS, FOR INSPECTION OR OTHER USE, MAY BE REQUIRED FOR ANY REPAIR WORK.

HOW TO SUBMIT CLAIMS:

You must obtain prior authorization from the Administrator before You have repairs made. If Your vehicle becomes inoperable outside of normal business hours and You cannot reach the Administrator, You may proceed with necessary repairs, but all other terms and conditions of this Agreement will apply. You or Your dealer must contact the Agreement Administrator the next business day for determination of coverage.

Parts reimbursements will be calculated based on manufacturer's suggested retail price (MSRP). Labor reimbursements will be calculated based on standard industry practices, as determined by the Administrator.

- STEP 1** Contact Your selling dealer for all repair work. If this is not possible, then You must contact the Administrator **PRIOR TO PROCEEDING WITH REPAIRS.**
Toyota claims call TOLL FREE: 1-800-228-8559
Lexus claims call TOLL FREE: 1-800-448-1585.
- STEP 2** Present Your Vehicle Service Agreement to Your dealer when requesting repairs on Your vehicle.
- STEP 3** Your dealer or repair facility must call to obtain authorization on Your behalf prior to proceeding with repairs.
- STEP 4** Present Your valid towing, substitution transportation, food and lodging receipts to Your dealer.
- STEP 5** Upon completion of covered repairs You pay only Your deductible (if applicable), plus any charges for non-covered repairs or services.
- STEP 6** Keep Your Repair Order and all other service-related documents with Your Agreement for future reference.

SHOULD YOU NEED ADMINISTRATOR ASSISTANCE:

Regarding Toyota Customer Service or Claims please call TOLL FREE: 1-800-228-8559, regarding Lexus Customer Service or Claims please call TOLL FREE: 1-800-448-1585, from 8 a.m. to 7 p.m. Central Time, Monday - Friday. Or Saturday from 9 a.m. to 1 p.m. Central Time.

Or write to: **AGREEMENT ADMINISTRATOR**
P.O. BOX 9580
CEDAR RAPIDS, IA 52409-9530

TRANSFERRING THE AGREEMENT:

This Agreement is transferable only if (1) it has not been previously transferred, (2) it is being transferred between private parties (excluding vehicle retail outlets), (3) the original owner of this Agreement signs below to authorize the transfer or provides written authorization for transfer, and (4) Your Agreement Type is indicated as NEW in the Vehicle Service Agreement Information.

If You sell Your vehicle and wish to transfer this Agreement to the next owner of Your vehicle, You must submit the transfer request to the Administrator or send written notification with the information required below within 90 days of the change of ownership. To request a transfer complete the transfer information requested below. Then send the complete Agreement, or written notification, Release of Lien (if applicable), and a check in the amount of \$50.00 made payable to "Agreement Administrator", to:

AGREEMENT ADMINISTRATOR
P.O. BOX 9559
CEDAR RAPIDS, IA 52409-9559

TRANSFER INFORMATION:

NEW OWNERS NAME: _____
ADDRESS: _____
TRANSFER DATE: _____
TRANSFER MILEAGE: _____

TRANSFER AUTHORIZATION SIGNATURE (ORIGINAL OWNER)

TERMINATION:

We have the right to terminate this Agreement for any of the following reasons:

- If Your vehicle odometer has been altered, or has been inoperable for more than ten (10) days, so as to reflect an incorrect or misleading reading.
- If Your vehicle has been determined to be a salvage, scrap or dismantled vehicle as defined by applicable state law.
- If You make a material misrepresentation, including but not limited to a submission of a fraudulent claim, in connection with this Agreement.
- If Your Vehicle Identification Number (VIN) has been altered.
- If Your vehicle has been used for plowing snow, competitive driving, or towing a trailer whose weight exceeds the manufacturer's recommendations for Your vehicle.
- If Your vehicle has been used for hire to public, or to transport people for hire.
- If Your vehicle has been used for municipal or professional emergency or police services.

Notice of termination will be mailed to you at the address stated in the Vehicle Service Agreement Information.

If this Agreement is terminated within thirty (30) days of the Agreement Application Date, and no benefits have been paid, we will refund the Agreement Purchase Price, minus a \$25 processing fee.

In all other cases, we will pay a pro rata refund based on elapsed time from the Agreement Application Date or elapsed mileage from the Agreement Application Mileage (whichever refund dollar amount is less), minus a \$25 processing fee. If the Administrator has notice of a Lienholder or Lessor and a Release of Lien is not provided, any refund will be paid either to the Lienholder/Lessor or jointly to You and the Lienholder/Lessor, at the discretion of the Administrator.

CANCELLATION:

Within thirty (30) days of the Agreement Application Date, if no benefits have been paid, You may cancel this Agreement and we will refund the Agreement Purchase Price, minus a \$25 processing fee.

In all other cases, we will pay a pro rata refund based on elapsed time from the Agreement Application Date or elapsed mileage from the Agreement Application Mileage (whichever refund dollar amount is less), minus a \$25 processing fee. All such refunds will be computed based upon the date the Administrator receives notice of the cancellation request.

To cancel this Agreement and request a refund, return this original Agreement to Your selling dealer. If that is not possible, send this original Agreement, with a letter signed by You requesting cancellation including the date of cancellation and current odometer reading on the vehicle, to the Administrator at the address shown above. If the Administrator has notice of a Lienholder or Lessor and a Release of Lien is not provided, any refund will be paid either to the Lienholder/Lessor or jointly to You and the Lienholder/Lessor at the discretion of the Administrator. The cancellation effective date You request cannot be more than thirty (30) days prior to receipt by the Administrator.

Limited Rights of Lienholder/Lessor. A Lienholder/Lessor shall have no rights under this Agreement except that a Lienholder/Lessor shall have the right to cancel this Agreement and receive a pro rata refund calculated as set forth provided:

- The request is made in writing
- The Lienholder/Lessor's contract includes the purchase price of this Agreement
- The Lienholder/Lessor notifies the Administrator that You defaulted under Your retail installment contract or lease

SEVERABILITY

Wherever possible, each provision of this Agreement shall be interpreted in such a manner as to be effective and valid pursuant to applicable law. If any provision of this Agreement shall be prohibited by or invalid pursuant to applicable law, such provision shall be ineffective only to the extent of such prohibition or invalidity, without invalidating the remainder of such provision or the remaining provisions of this Agreement.

COMPLETE AGREEMENT

This Agreement contains the entire agreement between You and TMIS with respect to the repair of the identified vehicle and the other benefits provided in this Agreement. This Agreement may be modified only by a written agreement signed by both You and TMIS.

Bill of Sale:	35,880.00
Extended Service Warranty	1595.00
Window Tinting	230.02
Mat protectors	68.85
AIRBAG Switch	575.00
Mileage - Guidopoint	929.54
Autobond	395.00
Gold Package	395.00
Wood Package	526.96
License & Fee	5.00
Documentary Preparation	139.00
FL Tax & title	2330.65



VEHICLE SERVICE AGREEMENT APPLICATION

APPLICATION NO.
BUZ692

LEXUS CERTIFIED PRE-OWNED VEHICLE ONLY
CERTIFIED NO.

BUYING DEALER
LEXUS OF NORWOOD
80 PROVIDENCE HWY
EAST WALPOLE MA 02032

DEALER CODE
62004
DEALER PHONE
(781) 255-2000

AGREEMENT PURCHASE PRICE
1595.00
PLAN CODE YEARS* MILES*
YGM 6 100000

DEDUCTIBLE
\$0 \$50

CUSTOMER INFORMATION (PLEASE PRINT OR TYPE)

NAME (LAST) (FIRST) (MI)

MAILING ADDRESS
W. PALM BEACH FL
CITY STATE ZIP PHONE

VEHICLE INFORMATION:

VEHICLE ID NO. 1T1HBA306715902484
LEXUS ES 300 2004
MAKE MODEL YEAR
25 OCTOBER 2, 2003
MILEAGE VEHICLE PURCHASE DATE

LEASER/LESSOR: (COMPLETE ONLY IF AGREEMENT IS FINANCED OR LEASED)

NAME TERM (MO)
STREET CITY STATE ZIP

1 0 - 0 9 - 0 3

DATE OF FIRST USE - FOR NEW
VEHICLE PURCHASE DATE - FOR USED OR CERTIFIED

AUTO CODE

1 2 1 0 3

COVERAGE LEVEL

- PLATINUM PLAN
- GOLD PLAN
- POWERTRAIN
- LEXUS CERTIFIED PRE-OWNED OWNER PROTECTION



*FOR A VEHICLE SERVICE AGREEMENT WHICH IS A NEW VEHICLE PLAN, YEARS ARE COUNTED FROM THE DATE OF FIRST USE, WHICH IS THE DATE THE VEHICLE WAS FIRST PLACED IN SERVICE AS A NEW VEHICLE VIA RETAIL, LEASE, FLEET SALE, OR DEALER DEMONSTRATOR (EVEN IF THE DATE IS BEFORE THE VEHICLE PURCHASE DATE SHOWN ON THIS APPLICATION). FOR NEW AND CERTIFIED PLANS, MILES ARE TOTAL VEHICLE ODOMETER MILES STARTING AT ZERO, NOT MILES COUNTED FROM THE VEHICLE'S MILEAGE AS SHOWN ON THIS APPLICATION. DATE OF FIRST USE IS SUBJECT TO VERIFICATION BY THE ADMINISTRATOR. YOUR VEHICLE SERVICE AGREEMENT WILL SHOW THE AGREEMENT EXPIRATION DATE AND AGREEMENT EXPIRATION MILEAGE.

10/02/2003

LEXUS OF NORWOOD

CUSTOMER'S SIGNATURE

APPLICATION DATE

DEALER'S NAME (PRINT OR TYPE)

DEALER'S SIGNATURE

THE VEHICLE SERVICE AGREEMENT RUNS CONCURRENT WITH, AND IS SECONDARY TO, ANY APPLICABLE MANUFACTURER'S WARRANTY.

THIS IS NOT YOUR VEHICLE SERVICE AGREEMENT, NOR DOES IT CONSTITUTE AN INTERIM AGREEMENT. THIS APPLICATION IS SUBJECT TO APPROVAL OR REJECTION BY THE ADMINISTRATOR; ANY CONTRARY STATEMENTS MADE BY YOUR TOYOTA DEALER SHALL BE OF NO EFFECT. IF YOU HAVE NOT RECEIVED NOTIFICATION REGARDING THE STATUS OF YOUR AGREEMENT APPLICATION WITHIN 30 DAYS OF THE APPLICATION DATE, PLEASE CONTACT OUR CUSTOMER SERVICE CENTER AT 1-888-488-1285 AND ASK FOR ASSISTANCE.



November 22, 2004

Palm Beach, FL

Re: VIN: JTHBA30G746
Vehicle's Year and Model: 2004 ES330

Dear Dr. Katz:

Lexus, a division of Toyota Motor Sales, U.S.A., Inc. is in receipt of your Florida Motor Vehicle Defect Notification, dated November 19, 2004. This letter has been received at Lexus Headquarters, and will be forwarded to our Southern Area Office to ensure efficient handling and a prompt response. The contact information for our Southern Area office is as follows:

**Lexus Southern Area Office
11540 Great Oaks Way
Alpharetta, GA 30022
ATTN: Mr. Sal Sujaa
(770) 777-9770 (main)
(770) 619-8800 (fax)**

We understand that you seek relief due to a Hesitation. If this is not an accurate description of your concern, please contact Mr. Sujaa immediately. Within the next ten days you will be contacted to make arrangements for a final repair attempt, as allowed by Florida Lemon Law.

Also, we would like to make you aware of the National Center for Dispute Settlement (NCDS). This out-of-court program is part of Lexus' efforts to provide, at no cost to you, an impartial and non-affiliated organization to promptly and equitably address your concerns. If you would like to contact NCDS, the toll-free number is 1-866-272-4872.

We appreciate the opportunity to lend our assistance. Please be assured that you will be contacted within ten days in the hopes of amicably resolving this matter.

Sincerely,

Lexus Customer Satisfaction

cc: Mr. Sal Sujaa - Lexus Southern Area Office
Ms. Kathleen Kishi-Phillips - Lexus Southern Area Office



December 2, 2004

Palm Beach, FL

VIN: JTHBA30G745

Vehicle Year and Model: 2004 ES 330

Dear Ms. Katz:

Thank you for giving us the opportunity to respond to your concerns. I was sorry to hear of the circumstances that prompted your correspondence, and hope you will accept my sincere apology, on behalf of the Lexus Southern Area Office.

You have requested Lexus repair your vehicle citing a hesitation in your transmission when accelerating on your 2004 ES330. If this is not an accurate description of your concerns, please contact us immediately. Your concerns are important to Lexus, therefore, we would like to offer the assistance of a Field Technical Specialist to evaluate your vehicle and determine if a non-conformity exists. Ken Ackroyd, Field Technical Specialist will be at Lexus of Palm Beach, Tuesday December 21, 2004. We request that the vehicle be dropped off at the dealership on the morning of December 21, 2004 by 9:00a.m. The dealership will provide a loaner vehicle for you to use should it be necessary. Thank you for bringing this matter to our attention.

Sincerely,

A handwritten signature in black ink, appearing to read 'Catherine Lyle', written over a horizontal line.

Catherine Lyle
Customer Satisfaction Analyst
Lexus Southern Area Office

CC: Kathleen Kishi-Phillips, Customer Satisfaction and Technical Manager - Lexus Southern Area
Salah Sujaa, Customer Satisfaction Administrator - Lexus Southern Area
Bob Baldwin Jr., Service Director - Lexus of Palm Beach
Ken Ackroyd, Field Technical Specialist - Lexus Southern Area
Johnny Vietti, District Operations Manager - Lexus Southern Area

Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

The vehicle has been out of service at least 15 days to repair one or more substantial defects.

3 or more repair attempts have been made to repair the same substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) ① When accelerating the transmission slip, slips surges especially at speeds 0-20%. Intermittent hesitation/slippage & can be safety hazard when turning into traffic
② Cruise control self accelerates - Intermittent problem
1 Any other these slippage

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make Lexus ES 330 Model ES 330 Year 2004
VIN JTH1B1A1301017451 Date of Delivery 11/1/03

Name and City/State of selling dealer or leasing company (if applicable) Lexus of Norwood 50 Bordenme Hwy East Walpole MA 02032

Name and City/State of authorized service agent(s) attempting previous repairs Lexus of Palm Beach - WPB FL

IRA Lexus Dealers MA

Consumer _____ Home phone _____

Address Palm Beach Gardens FL Work phone _____

Signature _____

Date Mailed 11/14/04

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.
Pink—Attorney General's copy, send by regular mail.

October 14, 2004

Attorney General Charlie Crist
Office Of Attorney General - State of Florida
The Capitol PL -01
Tallahassee, FL 32398-1050

Dear Attorney General Charlie Crist:

I am writing this letter in regards to my ES330 2004 Lexus which I purchased 10/2/03 and was delivered and put on the road 11/1/03. I initially had purchased an ES 300 2003 which Lexus eventually repurchased just before a scheduled Lemon-law hearing for major problems with transmission slippage and cruise control surges. For almost a year Lexus just tried to placate me and did absolutely nothing except reset the computer. After Lexus positively reassured me that the problem had completely been resolved and there absolutely was not a problem with the new 2004 ES 330, I again purchased a Lexus ES 330. Initially the car worked well, but between 7,000 - 10,000 miles the hesitation/slippage problem started and then eventually the cruise control problem started. The transmission hesitation/slippage problem was not as severe to cause a major safety issue as in the 2003, but it is extremely annoying. Occasionally the slippage happens when you need to rapidly accelerate posing a slight minor safety problem. (The hesitation/slippage in my 2003 was so marked that I was put into many dangerous situations on on which was on a rail road track with the gates coming down and car full of people screaming - GO GO while flooring the gas pedal).

When I started to experience the problem with the 2004 model, the service department would reset the computer. The problem improves for a short while but as you put more mileage on the car it reappears. I have had to have the computer reset several times. When I questioned Lexus, why...? Eventually Lexus admitted to me that they were really sorry but some of the 2004 cars were also having a similar problem to the 2003's and they were working on a computer fix but there was nothing in the near future. In response to a general questionnaire from Lexus headquarters, I wrote the letter that is enclosed and I had made numerous calls. The response is ALWAYS the same, the same that I used to even get with my 2003. That the car is driving as designed!

I also have enclosed tape recordings of messages left for me by Gail Myerson of Lexus of Palm Beach: " I know you are frustrated and having problems - wanted to call and make an appointment to bring car in and take a look at cruise control and try and reset your computer. But I will tell you no promise with the computer - OK - for transmission. We may be able to improve it a little bit but I am not going to make any promises cause there is no further update as of yet but I do want to look at cruise control. I am going to have shop foreman look at vehicle."

Each time I bring in my ES330 2004 mechanics from Lexus tell me it's operating as designed. Some do admit there is a problem, but Lexus has instructed them that this is the way the car is designed to run. When the shop foreman spoke with me in the waiting room telling me some technical explanation of electronic transmission and Lexus tried to design the car to save gas which resulted in this feeling of slippage which is normal and only about 20% of car owners complain. Three other people in the waiting room spoke up, two with ES 330's and one with RX330 and stated they were here for the same problem.

In addition to this the car lurches in cruise control. The problem with the cruise control became evident as I really had a chance to use the cruise control when I evacuated to Boston for the hurricane Frances September 2. On four separate occasions the car self accelerated from 65MPH to over 80MPH while just cruising along Interstate 95. This was extremely dangerous as you are just steadily going along in cruise control and suddenly the car surges and you have to break to get out of cruise control and not hit the car in front. I took the care in to IRA Lexus in Danvers MA 9/8/04 and of course this could not be replicated in a quick test drive.

My service advisor who currently takes care of me at Lexus encouraged me to complain to Lexus headquarters about the problem and that I should take further action. He said that I had a legitimate complaint and a right to be dissatisfied. He stated that he receives about 10 complaints a day in regard to this model. I again called Lexus Customer Satisfaction 11/14/04 and again got the trained response, "the car has is operating as it should..." But when I have most recently driven the new version of the ES330 2004 as a loaner car, the difference is dramatic. There is a major difference in the way my ES330 drives compared to the newer version of the 2004 ES330, which my service advisor says has some modifications. Not only is the hesitation not apparent, but the

cruise control is smooth and the car has the power that would be expected of a Lexus.

I am writing because I feel the public should be made aware of the problem and know this before purchasing any ES330 2004 models. For me I have to accept the annoying intermittent problem of slippage and hesitation, repeatedly get the computer reset every 5,000 - 10,000 miles, and be very careful when using cruise control and make sure the car doesn't self-accelerate. The problems with the car are intermittent, but very similar in technical nature to the problems that were apparent in my ES300 2003 just not as severe. I am stuck with a car that slips and hesitates intermittently which is annoying and more seriously a cruise control that jerks and sometimes self accelerates. I hope the problem doesn't get progressively worse with time. The resale value of this car is obviously affected. Unfortunately as a consumer I feel victimized twice and helpless against a big company, Lexus. I purchased the car in good faith trusting that the car should operate smoothly and the previous problems has been completely resolved not just ameliorated. I would never have repurchased another ES model if I knew Lexus was still trying to resolve the issue.

Sincerely,

Palm Beach Gardens, FL



Florida Department of Agriculture & Consumer Services
CHARLES H. BRONSON, Commissioner
Tallahassee, Florida

January 10, 2005

Division of Consumer Services
2005 Apalachee Pkwy
Tallahassee, Florida 32399-6500
Phone: 1-800-321-5366
URL: <http://www.800helpfla.com>

Refer To: 8501-00606 / VS

PALM BEACH GARDENS, FL

Dear Sir or Madam:

The Division of Consumer Services received your Request for Arbitration on Jan 07, 2005. After reviewing your request, a determination has been made in accordance with Chapter 681, Florida Statutes, to reject it as outside the scope of the New Motor Vehicle Arbitration Board's authority for the following reason(s):

1. Your documents indicate the vehicle was not purchased in Florida. Section 681.102(15), Florida Statutes, defines a "Motor Vehicle" as a new vehicle which is sold in this state. The New Motor Vehicle Arbitration Board cannot arbitrate claims involving vehicles that are not sold in Florida.

In accordance with s. 681.109(6), F.S., the manufacturer will be provided notice of the rejection and the reason(s) for the rejection. Section 681.109(7), F.S., states, "If the division rejects a dispute, the consumer may file a lawsuit to enforce the remedies provided under this chapter." You may wish to seek the advice of an attorney regarding your legal rights. The Division is prohibited from giving legal advice or acting as legal counsel on your behalf.

You will find your Request for Arbitration enclosed. Please contact this office, if you have any questions concerning this matter.

Sincerely,

Vickie Spray

Vickie Spray
Compliance Officer L2
850-410-3786 / 1-800-321-5366
E-mail: sprayv@doacs.state.fl.us

Enclosure



post-gazette.com **Business News**

Pittsburgh, Pa
Thursday, Jan. 6, 2005

- Business
- Previous Articles
- Markets
- Personal Bus.
- Auto News
- Consumer
- Interact
- PG Benchmarks

Hesitating Lexus unsettling for owners

Wednesday, December 08, 2004

By Don Hammonds, Pittsburgh Post-Gazette

A transmission problem in 2002 to 2004 Lexus ES300 and ES330 sedans can cause hesitation before the car accelerates in certain situations — and create some unsettling moments for the cars' owners.

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McMurray resident Timothy W. Farabaugh was among those who experienced the problem with his 2004 Lexus ES330, and Consumer Reports has uncovered similar difficulties with the pricey model, which ranges from the mid-\$30,000s to mid-\$40,000s.



Drivers have experienced a transmission problem with the Lexus ES330, above, which caused the car to hesitate.

Click photo for larger image.

Farabaugh said his wife, Judy, experienced the hesitation problem firsthand when approaching a four lane highway with a yield sign. "After almost coming to a stop, and at the proper point in time, she pressed on the accelerator in order to merge into the far right lane that was wide open. ... Nothing happened.

"Then her car lunged into the intended lane, only to have a car that just changed lanes come bearing down on her, horn blowing, hands and fingers waving," Farabaugh said. "This was a very dangerous situation that almost resulted in the car being hit from behind. Impact was avoided by only inches."

David Champion, director of automobile testing for Consumer Reports said his staff also had problems with transmission delay when testing the 2004 Lexus ES330. "Your reader's experience does sound a lot worse than what we experienced, but that might be just the difference between cars."

Farabaugh said he was told that the problem related to a new "drive-by-wire" system in which the drivetrain went from a direct drive by cable to a system of commands that communicates between the gas pedal, the computer, the transmission and the engine." In other words, he said, "Instead of the gas pedal being connected directly to a series of cables

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and rods, the gas pedal now communicates with a computer and the computer tells the transmission and engine what to do."

Champion said he wasn't so sure that the "drive-by-wire" system was the problem.

"We've driven quite a few new cars that have drive-by-wire, and they don't have that problem," he said. "But we do know from our reliability data that both the 2002 model and the 2004 models seem to have had transmission problems -- a higher incident of transmission problems, than the average car."

A Lexus spokesman said the firm was aware of the problem and was investigating both the cause and the extensiveness of it. There have been no reports of accidents caused by the problem, but, "We did find a few complaints -- not a lot -- about the car hesitating excessively in certain conditions, after firm pressure was applied on the accelerator pedal and trying to accelerate quickly," said Brad Nelson, a Lexus public relations consultant said.

He said the problems were confined to the 2002-2004 Lexus ES300 and ES330 models, all of which are equipped with five speed automatic transmissions.

"The transmissions on the cars have a sophisticated system that learns driver habits and adjusts itself to fit their driving pattern. The transmission acts to minimize what we call shift shock by regulating the onset of power," Nelson said.

"One byproduct of this is that there is a small delay between the time that a driver pushes the throttle and a feeling of strong acceleration. This can vary depending upon the learned driving pattern."

Lexus has several options should it be determined that remedies must be made, Nelson said.

"One option would be a service campaign where all owners are notified that there is an issue and that there is a fix for it. Then there is what we call a technical service information bulletin that is sent to dealers, and when customers have a particular complaint, the dealers can address [it]," Nelson said.

"Typically, when there are just a handful of people and cars involved and it is not considered a widespread or major issue, we try to handle things through a technical service information bulletin."

(Don Hammonds can be reached at dhammonds@post-gazette.com or 412-263-1538.)

Product Liability Daily

Wednesday, March 18, 2004
ISSN 1535-1629

Lead Report

Investigations

Throttle Issues Prompt Toyota, Audi Probes; Ford Windstar Door Latch Inquiry Opened

The National Highway Traffic Safety Administration has opened investigations of Toyota Camry and Lexus vehicles and, separately, began watching Audi A6 cars to address throttle issues that reportedly can affect vehicle control.

The agency's Office of Defects Investigation (ODI) also opened a preliminary evaluation (PE) of Ford Windstar minivans for a latching problem on the vehicles' power sliding doors.

ODI opened a PE March 3 of approximately 101,000 Toyota Camry, Camry Solara, and Lexus ES300 model year 2002-2003 vehicles in response to 37 complaints alleging the throttle control system led to 30 crashes and five injuries.

The vehicles are equipped with an electronic throttle control (ECU) system with sensors at the accelerator pedal. The ECU interprets the signals of the pedal position and then controls the position of the throttle valve in the throttle body.

The complaints received by ODI allege that the throttle control system fails to properly control engine speed, which can cause the vehicle to suddenly surge forward or accelerate. While the problem usually has been of short duration, ODI said reports indicate that the condition can occur intermittently, during slow maneuvers involving the brake pedal, after shifting the transmission, or at higher speeds under cruise control.

The crashes may have involved other vehicles, ODI said. One injury was serious, according to ODI documents. It involved a pedestrian that was struck by a car that allegedly surged forward unexpectedly. The other crashes ranged from minor to significant.

The agency noted that the Lexus models were the subject of a defect petition dated Feb. 17 for the same kind of throttle issue as the Camry and Camry Solara cars. ODI granted the petition to investigate the vehicles and March 3 added them to the Camry probe (PE 04-021).

Sticking Throttles

Meanwhile, ODI separately opened a PE of approximately 15,000 VW Audi A6 vehicles, 1998-1999 models, to watch for throttles that can stick in the open position while driving in cold weather—even after releasing the accelerator pedal (PE 04-023).

ODI has received 16 complaints from consumers living in northeastern states reporting that the stuck throttle can lead to a loss of control. One reportedly resulted in a crash. Four consumers allege that the only way to stop the vehicle was to turn off the engine.

Sliding Door Latch Flaw

ODI also opened a PE of Ford Windstar minivans, 1999-2002 models, to assess 56 reports the power sliding door may not latch adequately and could open while the vehicle is in motion (PE 04-022). No crashes or injuries have been reported.

Some owners stated that either the "door ajar" warning light illuminates or the door opens completely when



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FORUMS AT AUTOBYTEL.COM

View "Camry Transmission Problems" Posts

Camry Transmission Problems
Number of Posts: 23

Latest Post: Nov-04-2004

Post Date: Nov-04-2004

By: lynn -

I just took my 04 Camry in once again for the bad transmission...the owner of the dealership drove my car with me in it and the car did the little jerking number and throttle surging...he then went inside to make some phone calls to the big man at Toyota and after waiting for 30 minutes....we were told that Toyota knows there is a problem but they will not fix it. I guess someone will have to get killed on the road when the car is acting up before there is a recall. I will never own another Toyota. We were treated as if this is our problem to do deal with. We are getting an attorney soon. This dealership is in Salisbury NC. (the most unprofessional and rude people I have ever dealt with)

REPLY

By: Jack - Elkton, MD

Post Date: Oct-22-2004

I traded a 98 Honda Accord DX for a 2004 Camry LE 6 Cyl, and I have had buyer's remorse ever since. There is no question that the Camry is quiet and smooth, except for the tranny. You could barely tell my Honda was shifting, but I have noticed that the Camry is jerky and seems confused at times as to which gear it should select. I was wondering whether there was a programming problem with the computer chip or a weakness in the transmission itself. Anyhow, after reading the various complaints posted at autobytel, I am encouraged to complain rather than dismiss it.

REPLY

By: don - Sarasota, FL

Post Date: Oct-08-2004

I have a toyota sequoia - 2004. It is great except the transmission sucks. It is very jerky and annoying. Toyota is stone walling and saying it is natural for the transmission to do this.....they obviously have never driven my BMW SUV!!

REPLY

By: lorenzo -

Post Date: Aug-31-2004

no you are not, I have a 2000 camry and my trans hesitates when moving in reverse. toyota must have a trans problem I wish someone would expose it

REPLY

By: angelo -

Post Date: Aug-11-2004

my daughter just bought a 2004 lexus es330. cost about 35,000. believe it or not it is built on a camry base.

I am thinking of buying a lexus so I drove this new one. All of the transmission problems with learching are found on this lexus. The learching happened about 5-6 times in 3 miles. There is something wrong with the design as engineers can design a smother computer controlled transmission with NO jerking, They, TOYOTA refuses to admit their problem. Ther is no way Toyota designs a transmission to be jerky

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at times. There certain situations wher the speed and shift are at a point where a jerk occurs. This happens, but only rarely. I guess I will have to re think what kind of car to buy. Angelo P.E.

Reply

Post Date: Jul-23-2004

By: gordie -

where was my 1999 camry built my # starts with jt2b

Reply

Post Date: Jul-22-2004

By: Christopher -

I Love Honda, but realistically speaking, Honda has been surpassed by Toyota. I do love my Camry but I just hate the fact that it has a new Tranny in it and it was less than a month old. I will still always be a big fan of Honda.

Reply

Post Date: Jul-22-2004

By: Christy Hurst - Crossville, TN

I had a honda but I had nothing but problems with it so that is way I got a new camry. My father in law and husband both have toyota and will drive nothing but a toyota. to me honda has gone down hill very bad..

Reply

Post Date: Apr-27-2004

By: Christopher -

They Replaced it with a Brand new tranny, I even went back in the parts dept and looked for myself and I saw some written marks on it and I saw the same ones when I looked under the hood, so I know it was a brand new tranny (but I will always be skeptical).. I think the best thing for you to do is to be an ass back..you are already passed the 3 strikes your out point.. there is something wrong with your car and you've probably been really nice and now its time to change that. get your lemon law lawyer involved, or consult with an attorney and bring that up. Toyota's are still great cars but I never had any problems with Honda, you may want to consider them since they now have engines that are fuel efficient just like Toyota does. The next car I buy especially Toyota, Im going to make sure it has the JMC VIN (Vehicle Identification Number) on it. that means the car was 90% made and manufactured in Japan while the 4T1 VIN is 25% built in Japan and the rest here.

Reply

By: Lynn - Concord, NC

Post Date: Apr-27-2004

what did they replace it with?? a new type or an old type that they know would work. what do I tell them when I go back as far as what to do (when I get them to that point) this rep. was such an ass! I will never buy toyota again. is there anything left out there that has any quality???? I put too many miles to lease but it sure seems every car I get now last three years and falls apart!

Reply

Post Date: Apr-19-2004

By: Christopher -

Lynn,

Well they changed my Trans in my car and it now drives like a champ(like it should have been to begin with).Im sorry to hear about this crap you are going through.. there is no way in hell that is "normal". Something is definitely wrong. Keep riding their asses until you get the resolution you deserve - a fixed automobile. Taking your dad would be a great idea. Keep me posted.

Reply

By: Lynn - Concord, NC

Post Date: Apr-18-2004

the meeting went as I thought this idiot actually typed on my service paper "did feel concern with trans. advised customer no repairs to be made as concern is normal for this vehicle. advised concern would have no negative affect on life of transmission" he should have just said " kiss our toyota a__ and have a nice day!! I guess I will have to take my father with me on the next trip. I am going to find a dealership that does use this same district manager and hear another lie I guess. my car jumped and skipped while he was in the car and he had the nerve to tell me that was normal!!!

Have you ever been to an Auto Show?

- Yes, it was great
- Yes, I hated it
- Yes, I thought it was okay

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- Cathy D. (Tracy, California)

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REPLY

By: Christopher -

Post Date: Apr-10-2004

Good luck with your meeting,, let me know how it goes. Oh and I consulted with a lemon law attorney and he says that I have to give the dealership a chance to make things right or I could file for what is called a "Revocation of acceptance" of the vehicle. I would have to pay the attorney 250.00 and then he would send the dealership and/or the manufacturer a letter. I won't owe him anything else unless I win. This is something I am considering for the meantime..

REPLY

By: Lynn - Concord, NC

Post Date: Apr-10-2004

Well, is it going to be the same transmission that is in the car now? I have an appointment with the Toyota Rep. at my dealership next Friday. I just know I will be told there is no problem with the car!

REPLY

By: Christopher -

Post Date: Apr-08-2004

Lynn, I called the GM of the dealership and he basically said that "he understand my frustration". he also said just give us a chance to make it right.. they are ordering me a brand-new Tranny and converterbox, it should be in today and I will take it tomorrow. I also called Toyota Customer Service to get a second opinion and they told me that whatever the GM says, pretty much stands, but Lynn, whats happening to you is not a characteristic of the car, something is wrong and I would call other sources to get a second opinion. And also I was incorrect about the Lemon laws here, they do have them. Let me know what else you find out.

REPLY

By: Lynn - Concord, NC

Post Date: Apr-07-2004

Since they consider this "a characteristic of the car" they probably will not do anything. They will do nothing. They know you will get tired of trying and they figure you will deal with it or trade the car. I have already dealt with this same thing with Honda. They know the average consumer does not have the time to take the car in every week. Have you contacted Toyota? Let me know what they say.

REPLY

By: Christopher -

Post Date: Apr-07-2004

Sorry dude, don't have one for sale,, Toyota is going to replace my Tranny with a Brand new one from the Factory since its under warranty..

REPLY

By: Suprotik -

Post Date: Apr-07-2004

Did you buy a new transmission ?? I am looking to buy a new transmission as my 1993 Camry with 145K seems to have given up. Jasper is quoting \$3000+. I was wondering if there is one that you found that was more reasonable.

REPLY

By: Christopher -

Post Date: Apr-06-2004

Lynn, This is too strange,, I have a BRAND NEW 2004 Camry LE that is doing the same thing, as of this morning (April 6th, 2004) its back at the dealer for the 2nd visit. The first visit they said it was a "loose drivetrain cable" and it was still vibrating really bad shifting from 1st to 2nd or lurching as the other person is describing. This is really getting on my nerves and the bad thing about it is I live in the state of Alabama and we don't have the Lemon laws here. Did they ever fix your car? Please let me know.. Thanks.

REPLY

By: Lynn - Concord, NC

Post Date: Apr-04-2004

I have a 2004 doing the same thing. Has been to the dealers three times (of course mine is the only one doing it). Was told that is just a characteristic of the car. I was told at one dealership that there is a service bulletin that just came out to fix it but it did not apply to my car.

REPLY >

Post Date: Mar-30-2004

We leased a 2003 Toyota Camry LE 6-cylinder at the beginning of this year. From the day we drove it out of the dealership, the shifting has been very poor: lurching as it changes gears, apparent cutting out and then catching on, etc. We have had it back to dealer twice, and Camry Nat. Customer Service has claimed: (1)the transmission is computerized and "designed to customize to a driver's habits" (is this bullshit?); (2) they could make an adjustment to smooth things out. (They made it twice: still the problems in shifting.)

We are considering appealing to Ohio's Lemon Laws to have redress on this three-year Lease. Anyone else have any experience like this with a 2003 Toyota Camry - 6 cylinder, LE? Thanks, Mack

REPLY >

By: josemanuel grano de oro -

Post Date: Mar-23-2003

WHAT HAPPENED WITH THE TRANSMISSION PROBLEMS

REPLY >

By: Mike West -

Post Date: Feb-08-2003

I have a 2000 Camry and at 72125 miles the tranny went out (no warning or problems before hand). I stopped at a stop sign and it would no longer move. After a 15 min cursery inspection by a toyota dealer I was told \$3200.00 for anew one and that would get me a 75000 mile warrantee(why didn't I have a 7500 mile warrantee on the first one). How can they tell the problem with out even looking at the interior of the transmission, unless they are aware of the problem and won't come clean. Am I the only one that has experienced this problem?

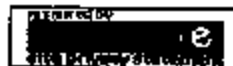
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Make : LEXUS **Model :** ES 330 **Year :** 2004
Manufacturer : TOYOTA MOTOR NORTH AMERICA,
INC.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10062276 **Date of Failure:**
February 10, 2004
VIN : JTHBA30G540...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION

Summary:

MY WIFE AND I PURCHASED A NEW 2004 LEXUS ES 330 ON FEBRUARY 7TH, 2004. WE HAD READ MANY GOOD THINGS ABOUT THIS CAR, AND THOUGHT WE WERE BUYING THE BEST. HE SALESMAN REAFFIRMED OUR THOUGHTS. WE BOUGHT THE CAR IN SARASOTA AND DROVE IT HOME TO BRADENTON. I NOTICED A DIFFERENCE FROM THE DEMONSTRATOR IMMEDIATELY. THE TRANSMISSION WHINED AS IT WENT THROUGH THE GEARS; IT SLIPPED NOTICEABLY IN THE GEAR CHANGES; AND IT FAILED TO DROP INTO LOWER GEARS IMMEDIATELY WHEN I GAVE IT THROTTLE TO PASS. I THOUGHT THEY WOULD FIX IT IN THE 1,000 MILE CHECKUP, BUT WHEN I TOOK IT IN ON MARCH 11, '04, THE TECHNICIAN'S REPORT SAID, "...ALL DATA NORMAL. TRANSMISSION IS WORKING AS DESIGNED." I OBJECTED TO NO AVAIL. WHAT KIND OF MANUFACTURER WOULD DESIGN A TRANSMISSION TO SLIP, WHINE, AND IN THE WORDS OF CONSUMER GUIDE OF APRIL, 2004, "...TRANSMISSION TENDS TO LOITER IN HIGHER GEARS AND HESITATES TO KICK DOWN FOR PASSING, CREATING DELAYS IN PART-THROTTLE RESPONSE." I AM FINDING OUT THAT THIS HAS BEEN A PROBLEM SINCE AT LEAST '02 WITH NO CORRECTIVE MEASURES BEING TAKEN. WE THINK THIS PROBLEM MAKES THESE CARS UNSAFE IN TODAY'S HEAVY TRAFFIC. *AK

Discontinue Search

Check to Request Research. Submit below.

Make : LEXUS **Model :** ES 330 **Year :** 2004
Manufacturer : TOYOTA MOTOR NORTH AMERICA,
INC.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10063646 **Date of Failure:**
December 1, 2003
VIN : JTHBA30G445...

Component: VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Summary:

VEHICLE DOES NOT ALWAYS RESPOND PROPERLY TO DRIVER DEPRESSING ACCELERATOR. IN SOME CASES, WHEN COASTING SLOWLY (E.G., UNDER 10 MPH), SUDDENLY PRESSING THE ACCELERATOR SHARPLY WILL HAVE NO EFFECT FOR ABOUT 1.5 SECONDS. DURING THE DELAY, THE ENGINE WILL CONTINUE TO IDLE AND VEHICLE SPEED DO NOT INCREASE. AFTER THE DELAY, THE ENGINE AND VEHICLE SPEED INCREASE IN ACCORDANCE WITH THE ACCELERATOR PEDAL POSITION. THIS CAN LEAD TO AN ACCIDENT IF THE DRIVER IS MAKING A LEFT TURN WHEN THERE IS ONCOMING TRAFFIC. THERE IS ANOTHER POSSIBLY RELATED ANOMALY WITH THE CAR: WHEN DRIVING, UNDER SOME CIRCUMSTANCES, WHEN THE DRIVER SHARPLY PRESSES THE ACCELERATOR, THE ENGINE AND VEHICLE SPEED WILL NOT CHANGE FOR ABOUT 1.5 SECONDS. AFTER THE DELAY, THE TRANSMISSION DOWN SHIFTS AND THE ENGINE SPEED

Summary:

MY LEXUS ES330 WAS LESS THAN TWO MONTHS OLD AND THE MILEAGE READ ABOUT 950 THE TIME WHEN THE ACCIDENT HAPPENED. IT OCCURRED ON THE WAY TO WORK AT 8:40 AM MARCH 8TH, 2004. IT WAS A SUNNY WARM DAY. AS I WAS DRIVING ON THE FAR RIGHT LANE OF SOUTH 5 FREEWAY WITH SPEED AROUND 65 TO 70 MPH, A CAR NEXT TO MY LANE WAS TRYING TO CUT IN FRONT OF ME. IN ORDER TO KEEP A SAFE DISTANCE, I TRIED TO SLOW DOWN THE CAR BY PRESSING THE BRAKE. THE MOMENT I PRESSED THE BRAKE THE CAR SWERVED TO THE RIGHT. I COULDN'T CONTROL WHERE THE VEHICLE WAS HEADING AND THE CAR DIDN'T SLOW DOWN AS I FURTHER PRESSED THE BRAKE. IT BUMPED INTO THE GUARDRAIL AND TURNED 180 DEGREE FACING THE ONCOMING CARS. LUCKILY, I WAS ABLE TO MAKE A TURN AND PARKED THE CAR WITHOUT HITTING ANYBODY. THE CAR WAS DAMAGED FROM THE RIGHT HEAD LIGHT ALL THE WAY TO THE REAR BUMPER. I IMMEDIATELY CALLED THE DEALER AND LEXUS SENT A INSPECTOR TO CHECK ON THE CAR. ONE WEEK LATER, I WAS INFORMED THE CAR IS OK AND THERE IS NOTHING ABNORMAL AFTER THEIR INVESTIGATION. I REQUESTED AN INVESTIGATION REPORT AND THE RESPONSE I GOT IS I HAVE TO "GO THROUGH THE LEGAL SYSTEM". THERE WAS NO EXPLANATION FOR THE EXACT MEANING OF THIS PHRASE. I AM A GOOD DRIVER WITH EXCELLENT RECORD. THE WHOLE EXPERIENCE WAS TOTALLY OUT OF NOWHERE AND UNPREDICTABLE. I KEPT LOOKING BACK TO FIND ANY CLUES THAT MIGHT LEAD TO THE ACCIDENT. AS I STUDIED THE NHTSA COMPLAINTS, MOST OF THEM HAPPENED DURING SLOW SPEED DRIVING. MY CASE HAPPENED ON THE FREEWAY AND ALL I REMEMBERED WAS THE CAR DIDN'T SLOW DOWN AS I APPLIED THE BRAKE. *AK

Document Search

Check to Request Research. Submit below.

Make : LEXUS

Model : ES 330 **Year :** 2004

Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10065736

Date of Failure:
December 24, 2003

VIN : JTHBA30G245...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION

Summary:

AUTOMATIC TRANSMISSION PRODUCES UNPREDICTABLE AND ERRATIC BEHAVIOR, INCLUDING VEHICLE HESITATION, TRANSMISSION SLIPPING, AND LURCHING ON ACCELERATION. I FEEL THIS IS A SERIOUS SAFETY CONCERN FOR WHICH THE PUBLIC SHOULD BE MADE AWARE. I HAVE HAD THE VEHICLE SERVICED ON FOUR OCCASIONS WITHOUT SUCCESSFUL REMEDIATION. THE DEALER CLAIMS AWARENESS OF THE ISSUES AND INSISTS THAT THERE IS NO IMMEDIATE REPAIR AVAILABLE. *AK

Document Search

Check to Request Research. Submit below.

Make : LEXUS

Model : ES 330 **Year :** 2004

Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.

Crash : No

Fire : No

Number of Injuries:
0

ODI ID Number : 10068323

Date of Failure: May
4, 2004

VIN : JTHBA30G740...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION

Summary:

TRANSMISSION FAILED TO ACCELERATE WHEN STEPPING ON GAS. TRANSMISSION ONLY WHINED AND FAILED TO GET A GEAR FOR A COUPLE OF MOMENTS. (BIG HESITATION) VERY DANGEROUS WHEN TRYING TO PASS AT LOW SPEEDS. THE TRANSMISSION ONLY DOES THIS INTERMITTENTLY, DEALER STATES ITS DRIVE BY WIRE AND IS NORMAL. I GUESS UNTIL SOMEBODY DIES THEY (LEXUS) ARE NOT GOING TO DO ANYTHING ABOUT IT. HELP, THIS HAS BEEN AN ONGOING PROBLEM AND THE CAR ONLY HAS 1600 MILES ON IT.*AK

Document Search

Check to Request Research. Submit below.

Make : LEXUS

Model : ES 330

Year : 2004

Manufacturer : TOYOTA MOTOR NORTH AMERICA,
INC.

Crash : No

Fire : No

Number of Injuries:
0

ODI ID Number : 10068413

Date of Failure:
March 1, 2004

VIN : Not Available

Component: POWER TRAIN:AUTOMATIC TRANSMISSION

Summary:

I DURING THE FIRST WEEKS, THE TRANSMISSION ACTED ERRATICALLY. DRIVING AT SLOW SPEEDS, WHEN I RELEASE THE ACCELERATOR TO COAST, AND THEN ACCELERATE, THE TRANSMISSION SLIPS OR TAKES TIME TO ENGAGE, CAUSING THE VEHICLE TO LURCH FORWARD. (THIS HAS BEEN DESCRIBED AS A "DELAY/HESITATION IN SHIFTING," OR THAT THE TRANSMISSION IS "SEARCHING FOR A GEAR.") THE TRANSMISSION DID NOT SHIFT UP OR DOWN SMOOTHLY. I BROUGHT THE VEHICLE IN. THE SERVICE TECH ACKNOWLEDGED THE PROBLEM. I WAS THEN ASKED TO BRING THE VEHICLE IN AND LEAVE IT FOR A FEW DAYS. NOT HEARING BACK FROM ANYONE, I CALLED AND WAS INFORMED THAT THEY HAD BEEN UNABLE TO FIX THE PROBLEM. A FEW DAYS LATER, I WAS TOLD TO PICK UP THE CAR. I SPOKE WITH KEITH HOLLIS. HE INFORMED ME THAT LEXUS DROVE THE VEHICLE AND SPECULATED THE CAUSE WAS THE GAS. I WAS TOLD THAT I NEEDED TO "RUN THROUGH A FEW TANKS OF GAS." WHEN I WENT TO PICK UP THE VEHICLE, I WAS READING THE SERVICE TICKET AND SAW A STATEMENT ON THE TICKET THAT: "NO FAULT FOUND." DESPITE THIS, THE TICKET WAS INACCURATE. WORK WAS DONE ON THE VEHICLE, INCLUDING RESETTING THE MEMORY, REPLACEMENT OF A FILTER AND NEW GAS. I THEN SPOKE WITH MR. PERNELL, SERVICE MANAGER. HE CONCEDED THAT THE SERVICE TICKET WAS INACCURATE. HE TOLD ME THAT HE WAS LOOKING INTO THE ISSUE. HE CALLED ME BACK AND SAID THE LEXUS ENGINEERS WERE AWARE OF THIS PROBLEM AND IT WAS A SOFTWARE PROBLEM. THE VEHICLE IS DEFECTIVE. I HAVE NOW DRIVEN 2-3 OF THESE CARS, AND THE SYMPTOMS ARE CONSISTENT. I CONTACTED LEXUS. THEY STATED THAT THE PROBLEM WAS A "CHARACTERISTIC" OF THE CAR, AND THAT THERE "WAS NOTHING WRONG WITH THE CAR." LEXUS KNOWS THE CAR'S TRANSMISSION IS DEFECTIVE, BUT THE FIX IS TOO COSTLY. SO, CONSUMERS ARE GOING TO BE STONEWALLED. THE NHTSA SHOULD IMMEDIATELY RECALL ALL LEXUS VEHICLES WITH THE 330 ENGINE MATED

TO THIS NEW 5 SPEED TRANSMISSION BEFORE SOMEONE IS INJURED/KILLED. IF YOU OR ANYONE ELSE HAS ANY QUESTIONS, PLEASE FEEL FREE TO CALL ME AT 713/781-6815.

Document Search

Check to Request Research. Submit below.

Make : LEXUS **Model :** ES 330 **Year :** 2004
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10069473 **Date of Failure:** October 15, 2003
VIN : JTHBA30G645...
Component: POWER TRAIN

Summary:

WHEN YOU ACCELERATE FROM A VERY LOW SPEED THERE IS A HESATATION WHICH I FEEL IS DANGEROUS IF I HAD TO REACT FAST TO GET OUT OF THE WAY OF ANOTHER VEHICLE. I JUST BOUGHT THE CAR IT IS A 2004 ES330 AND WAS NOT AWARE OF THIS PROBLEM. IS LEXUS WORKING ON FIXING THIS PROBLEM IT CAN BE DANGEROUS

Document Search

Check to Request Research. Submit below.

Make : LEXUS **Model :** ES 330 **Year :** 2004
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10073448 **Date of Failure:** March 16, 2004
VIN : PLEASE PROV...
Component: ENGINE AND ENGINE COOLING

Summary:

WHILE DRIVING AT ANY SPEED AND WHEN TRYING TO PASS OTHER VEHICLES IT HESITATED FOR SEVERAL SECONDS. AFTER ACCELERATING THE VEHICLE WILL NOT GO INTO ANY PARTICULAR GEAR. ALSO, ENGINE WOULD WHINE DURING THIS PROCESS. DEALER CLAIMED THAT THE VEHICLE WAS DESIGNED TO ADAPT TO THE DRIVERS HABITS.*AK

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Report Date : January 6, 2005 at 02:51 PM

SEARCH TYPE : VEHICLE

YEAR : 2004

Make : LEXUS

Model : ES 330

Type : ANY

New Search

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Make : LEXUS Model : ES 330 Year : 2004

Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.

Crash : No Fire : No Number of Injuries: 0

ODI ID Number : 10082634 Date of Failure: July 26, 2004

VIN : Not Available

Component: VEHICLE SPEED CONTROL:CRUISE CONTROL

Summary:

04 LEXUS ES330 TRANSMISSION HESITATION IS SERIOUS DANGER TO DRIVER. ENGINE HESITATES WHEN STARTING FROM A DEAD START. CAR HAS TO BE FLOORED TO MOVE AND EVEN THEN IT HESITATES EVEN MORE. ALSO CAR HAS SERIOUS BLIND SPOTS ON LEFT AND RIGHT OUTER SIDE MIRRORS (THEY ARE TOO SMALL FOR THE CAR). ALSO, CRUISE CONTROL LIGHT STAYS LIT EVEN WHEN THE BRAKE IS HIT OR YOU DIS-ENGAGE IT. THE ONLY TIME THE CRUISE CONTROL LIGHT TURNS OFF IS WHEN YOU PHYSICALLY TURN IT OFF WITH THE SWITCH OR SHUT THE ENGINE OFF COMPLETELY. THIS GIVES THE DRIVER THE IMPRESSION THAT IT IS ON ALL THE TIME EVEN WHEN IT IS OFF OR WORSE THEY THINK THEY HAVE SHUT IT OFF BUT IT'S REALLY STILL ON AND YOU HAVE A VERY GOOD CHANCE OF REAR ENDING SOMEONE. THIS IS EXTREMELY BAD ENGINEERING AND EXTREMELY DANGEROUS. HOW YOU GUYS LET A CAR LIKE THIS ON THE ROAD IS BEYOND ME. DID YOU TEST IT? IF SO, HOW DID YOU LET IT PASS THRU TO THE USA? THIS CAR WITH IT'S HESITATION, BLIND SPOTS, AND DANGEROUS CRUISE CONTROL. IT'S LIKELY TO GET SOMEONE INJURED OR KILLED IN A HURRY. CAR DOESN'T GET ANYTHING NEAR THE EPA RATINGS UNDER ANY CONDITION. I'VE CONTACTED LEXUS CUSTOMER CARE AND THEY SAY THIS ALL NORMAL. NO HELP OR SUGGESTIONS. PLEASE GET LEXUS TO PUT OUT TSBS ON THESE PROBLEMS BEFORE SOMEONE GETS INJURED OR KILLED. I'M VERY CONCERNED. I'VE BEEN A DRIVER FOR 34 YEARS. I'VE NEVER DRIVEN A CAR SO DANGEROUS IN MY LIFE. *AK

Document Search

Summary:

04 LEXUS ES 330. WHILE DRIVING AT SPEEDS UNDER 10 MPH (ESPECIALLY "ROLLING STOPS"), VEHICLE EXPERIENCES AT LEAST 2-3 SECOND LAG BETWEEN THROTTLE ACTUATION AND ENGINE/TRANSMISSION RESPONSE. THIS PROBLEM IS PARTICULARLY EVIDENT WHEN PULLING OUT INTO BUSY TRAFFIC. THIS IS A SERIOUS SAFETY CONCERN THAT NEEDS TO BE ADDRESSED BY LEXUS. WE TOOK THE CAR TO DEALER. THEY SAID ALL SYSTEMS NORMAL *AK

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Check to Request Research. Submit below.

Make : LEXUS **Model :** ES 330 **Year :** 2004

Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.

Crash : No **Fire :** No **Number of Injuries:** 0

ODI ID Number : 10090770

Date of Failure: August 1, 2004

VIN : JTHBA30G145...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION

Summary:

TRANSMISSION PROBLEM: THE CAR GETS A DELAY WHEN SHIFTING TO SECOND GEAR.*AK

[Document Search](#)

Check to Request Research. Submit below.

Make : LEXUS **Model :** ES 330 **Year :** 2004

Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.

Crash : No **Fire :** No **Number of Injuries:** 0

ODI ID Number : 10090855

Date of Failure: September 30, 2003

VIN : Not Available

Component: POWER TRAIN:AUTOMATIC TRANSMISSION

Summary:

WHEN ACCELERATING VEHICLE HESITATES THEN LURCHES FORWARD. THIS PROBLEM CAN CAUSE MANY ACCIDENTS AND MIGHT EVEN END UP IN INJURY OR DEATH!!*AK

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Search Results

Report Date : January 6, 2005 at 02:55 PM	<input type="button" value="New Search"/>
SEARCH TYPE : VEHICLE	
YEAR : 2004	
Make : LEXUS	
Model : ES 330	
Type : ANY	<input type="button" value="Clear Search"/>

Results : 57 | 46 - 57 Displayed First | Prev | Next | Last

Make : LEXUS Model : ES 330 Year : 2004
 Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
 Crash : No Fire : No Number of Injuries: 0
 ODI ID Number : 10090998 Date of Failure: September 1, 2004

VIN : JTHBA30G340...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION

Summary:

2004 LEXUS ES330. TRANSMISSION HESITATES, SLUGGISH, SLOW TO RESPOND, HICCUPPS, UPSHIFTS/DOWNSHIFTS FREQUENTLY.

Check to Request Research. Submit below.

Make : LEXUS Model : ES 330 Year : 2004
 Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
 Crash : Yes Fire : No Number of Injuries: 0
 ODI ID Number : 10091529 Date of Failure: July 16, 2004

VIN : Not Available

Component: VEHICLE SPEED CONTROL

Summary:

VEHICLE LUNGED FORWARD WHEN BRAKES WERE DEPRESSED.*MR WHILE PULLING INTO HIS GARAGE THE VEHICLE WOULD NOT STOP BUT LUNGED FORWARD. THE VEHICLE HIT A CORNER WALL, WENT OVER AN EIGHT INCH STEP UP, AND HIT THE STEP TO THE HOUSE BREAKING IT. THE VEHICLE THEN HIT THE WALL FACING THE ENTRANCE TO THE GARAGE

VIN : Not Available

Component: POWER TRAIN:AUTOMATIC TRANSMISSION

Summary:

COMPLAINT RELATING TO LEXUS ES 330. TRANSMISSION AND ACCELERATION HAVE BEEN UNSATISFACTORY SINCE PURCHASE. CAR IS MOMENTARILY UNRESPONSIVE TO ACCELERATOR WHEN GAS APPLIED. DEALER SAID THEY FOUND NOTHING WRONG. I HAVE NOTED THAT THERE ARE NUMEROUS COMPLAINTS BY OTHER OWNERS WITH THIS SAME PROBLEM. SHIFTING BETWEEN 1 AND 2 AND 2 AND 3 IS HESITANT AND THERE IS A LONGER HESITATION THAN I HAVE NOTED WITH OTHER CARS. THIS CAR MODEL CANNOT BE RELIED UPON TO ACCELERATE ON DEMAND. I BELIEVE THAT THIS REPRESENTS A SAFELY RISK IN THE EVENT THAT ACCIDENT AVOIDANCE SHOULD REQUIRE PREDICTALBE ACCELERATOR RESPONCE. THIS IS A CONTINUOUS AND ON GOING PROBLEM.*AK

[Document Search](#)

Check to Request Research. Submit below.

Make : LEXUS

Model : ES 330

Year : 2004

Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10097130

**Date of Failure:
August 12, 2004**

VIN : JTHBA30G240...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION

Summary:

UPON ACCELERATION THERE WAS A LONG PAUSE BEFORE THE TRANSMISSION ACCELERATED TO THE NEXT GEAR. THE CONSUMER HAS TAKEN THE VEHICLE TO THE DEALER AND WAS TOLD THAT THIS IS THE WAY IT IS SUPPOSE TO OPERATE. PROVIDE FURTHER DETAILS. *JB THE CONSUMER STATED THE VEHICLE FEELS LIKE IT IS SEARCHING FOR A GEAR WHEN HE IS TRYING TO SPEED UP. *TC

[Document Search](#)

Check to Request Research. Submit below.

Make : LEXUS

Model : ES 330

Year : 2004

Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.

Crash : No

Fire : No

**Number of Injuries:
0**

ODI ID Number : 10098023

**Date of Failure: April
1, 2004**

VIN : JTHBA30G340...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION

Summary:

THE 2004 LEXUS ES330 TRANSMISSION HAS A NUMBER OF OPERATING CHARACTERISTICS WHICH CONTRIBUTE TO POOR DRIVEABILITY, BUT TWO IN PARTICULAR ARE SAFETY-RELATED HAZARDS:(1) A HESITATION ON ACCELERATION WHICH CAN BE VERY DANGEROUS WHEN CROSSING

INTERSECTIONS AND(2) A FORWARD LURCH WHEN DECELERATING TO A STOP WHICH COULD BE VERY DANGEROUS, ESPECIALLY WHEN ROADS ARE COVERED WITH SNOW OR ICE.*JB

Document Search

Check to Request Research. Submit below.

Make : LEXUS **Model :** ES 330 **Year :** 2004
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10100023 **Date of Failure:** October 14, 2004
VIN : JTHBA30G245...

Component: VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Summary:

ELECTRONIC GAS PEDAL - WHEN AT LOW SPEED OR IMMEDIATELY AFTER COMING TO A STOP THE GAS PEDAL IS DEPRESSED THE CAR HESITATES FOR 1.5 SECONDS OR MORE BEFORE RESPONDING AND THEN ACCELERATES VERY FAST. THIS PRESENTS A SERIOUS SAFETY HAZZARD WHEN TRING TO ENTER OR CROSS BUSY HIGHWAYS. THE DEALER SAYS ALL THE 2004 7 2005 MODELS DO IT. IT IS A CONSTANT COMPLAINT. LEXUS CUSTOMER SERVICE SAYS THEY ARE AWARE OF IT BUT HAVE NO CURE. A SAFETY WARNING AND RECALL SHOPULD BE ISSUED.*AK

Document Search

Check to Request Research. Submit below.

Make : LEXUS **Model :** ES 330 **Year :** 2004
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10100425 **Date of Failure:** November 10, 2004
VIN : JTHBA30G445...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION

Summary:

1. CAR HESITATES, TRANSMISSION DOESN'T SHIFT SMOOTHLY. RETURNED CAR TO DEALER 3 TIMES. DELAER "RESET TRANSMISSION". NO HELP WITH PROBLEM. *AK

Document Search

Check to Request Research. Submit below.

Make : LEXUS **Model :** ES 330 **Year :** 2004
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10100602 **Date of Failure:** July

Full Version: 02-03 Transmission hesitation problems

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Pages: [1](#), [2](#), [3](#), [4](#), [5](#), [6](#)

amf1932

May 20 2003, 07:45 PM

The 5 speed transmission on my new '03 seems a little strange. If I drive about 35mph and then slow down to about 5mph and then try to accelerate there is a hesitation. It's as if the transmission can not decide on what gear to go into. When it finally does there's a slight lurch forward. Can this be adjusted?

Alan

stevlej

May 20 2003, 09:30 PM

welcome to my world.

this is the one of the same complaints on the 02 tranny. Apparently they didn't fix it.

Search back (in CL) on 02 trannies and you will see a long detailed letter to [lexus.com](#) and their responses concerning this problem.

The whole problem is shift logic. It doesn't shift when we think it should, or when we would if we had a manual or if it were a four speed auto.

There may be some joggling/bucking when going 40 mph in D. The car wants to go to 4 but the logic says stay in 5, thus producing the buck. push the lever over to 4 and it goes away or speed up to 45 and it goes away.

The hesitation is common if you stomp it. If you go 3/4 to the floor you get more acceleration and shifting of one gear instead of the the drop in 2 gears which brings your rpms right up to 5-6k.

Lexus says its not a problem and the ECU will learn the driver's style and adjust, and most users complain it is and the hesitation can lead to possible accidents. There are complaints on it to NTSB (?NTHB) but I guess not enough to warrant Lexus/Toyota to move on the problem. (I have the web site if needed). Pop an email off to [Lexus.com](#) to register the complaint, the more owners that bring it up the better.

take care,

stevlej

SW03ES

May 21 2003, 12:56 AM

See, now I thought the 03s were fixed because mine doesn't display the issue, but yours was built after mine wasn't it? Mine was built in Feb.

Weird, maybe I just never drive it in a way to produce the hesitation, but I'm pretty aggressive.

musicman

May 23 2003, 05:25 PM

I have a new 2003 ES300 with 700 miles, The transmission shifting pattern seems > super erratic. If you ever let off the accelerator and put it back where it

> was, there is a thump with the transmission, also a lot of hesitation say
> from 27 mph when pressing on the accel. Seems like a computer problem and
> engine and transmission have delays in talking with each other. The
dealer
> says a software update may be in the works by the year end. Anyone else
> experience this? It is getting a lot of press, and I even heard that there was a class action suit headed
that way. Maybe they can't fix it. It makes me want to trade the new thing off, I dont want to be in a
Houston Intersection and need to move.
>
>

amf1932

May 23 2003, 06:01 PM

You're not alone. This website does not allow me to put in a link to Club Lexus, so you'll have to find it on
your own.
It's under the ES300 Forum- Engine and Transmission Section.- '03 Transmission.
Alan

P.S. Can any of the Moderators from this site tell me why I can't put in the proper link to Club Lexus so the
above gentleman can read the thread??? The link changes from club lexus to cublexus. Is there a reason
for this little game????

zeta

May 23 2003, 10:27 PM

the point of this forum is not for people to direct people away, but to help each other. there are other ways
to spread the information than to link to other sites. CL also does not have the best reputation with
accepting our links on their site. I am a member of both, and have attempted to post a thread about LOC
on there in the past. It was immediately closed.

not sure if it's a game or anything. you'd have to contact matt about that.

amf1932

May 23 2003, 11:07 PM

I wasn't trying to direct people away but I was only trying to help each other the best way I could do, and
that's giving them a link to make it easier for them to get their needed information. It's a shame that
these two sites can't co-exist without animosity. I really wasn't aware of this so I'll remember this in the
future. 🙄

Alan

SW03ES

May 24 2003, 03:22 PM

I'll find out amf, I wasn't aware of this either.

Matthew_McNally

May 24 2003, 03:38 PM

QUOTE (amf1932 @ May 24 2003, 12:01 AM)

You're not alone. This website does not allow me to put in a link to Club Lexus, so you'll have to find it on
your own.
It's under the ES300 Forum- Engine and Transmission Section.- '03 Transmission.
Alan

P.S. Can any of the Moderators from this site tell me why I can't put in the proper link to Club Lexus so

the above gentleman can read the thread??? The link changes from club lexus to cublexus. Is there a reason for this little game????

Alan

my apologies mate.

I was experimenting with the forum software expression substitution functionality, and (as I had just been on that site) was using the phrase cublexus as my experiment.

Clearly, I did not completely tidy up after myself - and left some problems lying around.

Please post the appropriate link.



Matthew_McNally

May 24 2003, 04:35 PM

QUOTE (amf1932 @ May 24 2003, 05:07 AM)

I wasn't trying to direct people away but I was only trying to help each other the best way I could do, and that's giving them a link to make it easier for them to get their needed information. It's a shame that these two sites can't co-exist without animosity. I really wasn't aware of this so I'll remember this in the future. ☹

Alan

Alan

this isn't the case - I assure you.

it was a simple case of me not removing all the expression changes - I left one in, this changed the text in the way you experienced. ☹

Please accept my apologies.

amf1932

May 24 2003, 10:20 PM

Matthew

Thanks very much for clearing up this matter. I sure didn't want to make waves, especially since I'm a new member of this board. I'm also an Administrator of Valo Village [My Webpage](#) and I know these situations arise on occasion. I'd like to be an asset to Lexus Owners Club. ☺ ☺ ☺

Alan

P.S. I hope you don't mind my putting in a plug for Valo Village. Our membership is about to reach 5000 members and our purpose is to help Sony & other owners who might be having computer problems. If you have a chance, give it a look. ☺

SW03ES

May 25 2003, 01:22 AM

Alan, you are an asset, dont worry!

Matthew_McNally

May 25 2003, 07:04 AM

QUOTE (amf1932 @ May 25 2003, 04:20 AM)

Matthew

Thanks very much for clearing up this matter. I sure didn't want to make waves, especially since I'm a new member of this board. I'm also an Administrator of www.valovillage.com and I know these situations arise on occasion. I'd like to be an asset to Lexus Owners Club. 🙏🙏🙏

Alan

P.S. I hope you don't mind my putting in a plug for Valo Village. Our membership is about to reach 5000 members and our purpose is to help Sony & other owners who might be having computer problems. If you have a chance, give it a look. 🙏

hmmmm

driving a Valo **right now** - off to check it out!



zeta

May 25 2003, 10:14 AM

hmm... wait so matt...

CL links are allowed? 🙏 🙏

I'm so lost...

amf1932

May 25 2003, 01:23 PM

Hi Zeta,

The main purpose in trying to link interested members is to get the word out about this tranny problem so Lexus gets their ass in gear and comes up with a fix. 🙏

Alan

SW03ES

May 25 2003, 04:14 PM

Alan and everyone,

My dad has a friend that is a Lexus engineer, he's helped us in the past on stuff like this. I'll see if he can get ahold of him and find out what's going on with the tranny deal. As I said, mine's fine, I drove the hell out of it the other day to try and make it hesitate and it won't, so there might be something he can tell us.

amf1932

May 25 2003, 04:20 PM

Great!!! I'll be awaiting your response. 🙏 🙏 🙏 🙏 🙏

Alan

SW03ES

May 25 2003, 04:53 PM

Well first I gotta get ahold of my dad, then he has to get ahold of his friend, then his friend has to get ahold of him, then he has to get ahold of me.

It could be a while lol 😊

JPI

May 25 2003, 10:58 PM

Back then they came out with a new software and it supposed to fix the shifting concern. But it didn't. Lexus is try to resolve this issue. I will let y'all know if there is any changes in the future.

JPI

amf1932

May 25 2003, 11:01 PM

Thanks JPI, I'm eagerly awaiting an answer....positive I hope.....from you. 😊

Alan

zeta

May 27 2003, 09:19 PM

alan I know you're just trying to get Lexus to get a fix out for this hesitation, but I was just lost on whether or not CL links were allowed on LOC or not. I wasn't informed on it.

Matthew_McNally

May 28 2003, 02:30 AM

QUOTE (zeta @ May 28 2003, 03:19 AM)

but i was just lost on whether or not CL links were allowed on LOC or not. I wasn't informed on it.

sorry Kevin

CL links are fine - as long as they are informative etc - not just "go here" links - then its fine.

Itsnly links to images in sigs that I have removed - and thats purely because we shouldn't leech their bandwidth like that.

that ok mate? 😊

steviej

Jun 3 2003, 08:48 PM

back to the tranny problem.

I took Alan's suggestion and called the 1800-25-LEXUS customer service line to verbally register a complaint on the 02/03 tranny. They were able to look up my emailed complaint of a few months back. The rep was also well aware of the problem.

When I got home from work, there was a phone call on my machine from 5:45pm EST. The same rep I spoke with said a letter is being sent to all 02/03 ES owners in regards to the problem, what has been done to resolve it and Lexus' intentions for future actions.

I have not received a copy to date, so the first one to get it, please transcribe the contents or scan it in to

a post.

Thanks,
steviej.

amf1932

Jun 4 2003, 03:50 AM

I'm waiting by my mailbox for the postman. 🍌

Alan

JoeGordon

Jul 1 2003, 05:13 PM

I too am having problems with a 2002 ES300 transmission. It first presented as a jerkiness as it ran at a steady 40 MPH on flat road. Then a major hesitation and sticking in too low a gear while merging onto an Interstate - again after running at 40 MPH along the merging lane before accelerating. Then the other day it was a wierd jerkiness while going down a steep hill at 40 MPH. A friend just told me of the 1-800-25-LEXUS number and I am definitely going to call. The Lexus service reps just keep saying they are working on it - but that has been the story since November 2002.

I drove a 2003 ES300 and it had no such problem, shifting very smoothly so that I would not have noticed it at all if I had not been really focused on listening and feeling for it.

SW03ES

Jul 1 2003, 06:11 PM

From what I understand there is a fix out there, or at least some people do have some information. Let me see if I can post the info.

steviej

Jul 1 2003, 09:22 PM

JoeG, the jerky ness at 40 mph is a simple solution. The tranny wants to go into overdrive, the speed tells it to go to 4th, it can't make up its mind.

Solution: move the shift lever to the left into "4" instead of D and cancel out the ability to go into 5th (overdrive). This is actually mentioned in the manual and is not specific to the Lexus ES tranny. When you go past 45 then move it back to D. If you are accelerating up through 40 mph, don't move the shift. You only have to do this when the jerking starts to happen....and that is only when you go steady 40 mph.

The hesitation in full throttle acceleration from slow speed (20mph to 60 mph) is a "customer dissatisfaction issue". Report it to your dealership, and to 1-800-25-LEXUS. Ask for Customer Satisfaction and then ask to speak with Laura or Elton. Ask that you be faxed the letter that is going out to 2002/2003 ES owners and that you want it on record that you are not satisfied with the performance.

Temporary solution: don't stomp it to accelerate....play the pedal. Acceleration is actually better this way.

Lexus is working on a fix. I saw a post from Edmunds.com that states a Canadian owner around Toronto had the engine chip replaced with a new one, new part number by the dealer. Key is it was in Canada. The exact chip is available in the states but the US people are still saying they don't know about it.

My service manager has been talking to the regional rep and as it stands now, I am still waiting further updates as to the progress. They are aware of the Edmunds post, too.

I don't usually refer people to another Lexus site, but this topic is also covered in CILexus.com. I posted the exact letter from Lexus, just too tired to retype it here. The Edmunds post is quoted there too.

The only thing I can say is to go on record with Lexus Customer Service and your dealership as to the fact

that you "are not satisfied". We need to make them move faster. They have stated that the "fix" will be offered to dissatisfied 02/03 owners at no cost.

All the fixes that they have tried, supposedly do not allow the vehicle to adhere to ULEV requirements, that is the hold up.

steviej

steviej

Jul 8 2003, 08:34 PM

UPDATE 7/8/2003

I recieved a call today from my service manager. He was informed that the part:

#89666-33442 "Engine Computer" is infact being offered to owners of the Canadian version 2002-2003 ES as a no cost item under customer satisfaction guidelines. Lexus still stands by the fact that the tranny problem is not a defect.

He also assured me that a fix or a similar ECU release in the US is very very close. The problem is in fact that the product mentioned above will not allow "at this time" the car to meet ULEV guidelines and emission requirements.

I must say, I am Impressed by the effort Lexus puts into customer satisfaction.

Soooo, if you are not satisfied with your tranny's shift logic or hesitations, report it to your dealer and go on record as reporting it. Report it to Lexus.com and/or 1-800-25-LEXUS customer service.

steviej

wrd

Aug 8 2003, 10:44 AM

Called Lexus Customer Satisfaction Dept, per post #69 on Edmunds Es300 site. Lexus released a fix for the 40/45 mph lugging problem last monday, the 4th of august. Called my dealer, who denied any problem exists yesterday, they checked their database, and I now have a appointment to repair the problem next tuesday. I'll let you know how it turns out. The number to call is 1-800-255-3987. Supposedly a letter is being sent to all 02/03 ES300 owners. By the way, if I have to move the shift lever to avoid lugging on my 2002, computer controlled, \$35000 automobile, I might as well be driving any of the bleapboxes from the 40's, 50's or 60's.



amf1932

Aug 8 2003, 10:47 AM

Here's the story of the upgrade (TSB-TC004-03) that was done on my '03ES.

- 1- The original ECM is re-programmed NOT changed.
- 2- The new software is downloaded from the Lexus Corporation to the dealers computer.
- 3- Dealer transfers this new software to a scan tool and than plugs it into the socket which than uploads to the existing ECM. This upload takes about 1 hour. The scan tool tells the mechanic whether the update was successful or not.

My first findings:

I was told that the fuzzy logic will adapt to my driving habits after using it for awhile. Right from the start I

noticed that acceleration, downshifts and upshifts were crisper. It seemed to know what gear to go into without the hesitation. I tried this at slow speeds(0-40mph) as well as road speeds(40-80mph).

I never had the shudder that some owners complained of, so I can't tell whether that has been corrected, but from all indications it looks like it would be.

Shifts were as smooth as before this upgrade.

So far I'm very pleased with this transmission fix and I'll report back if I find anything to the contrary.

Good job Lexus. 🙏

amf1932

Aug 10 2003, 12:08 AM

I spoke too soon!! After driving my car with the updated program and giving it enough time to learn my driving habits I find that this fix is totally unsatisfactory. The quote below was written by another dissatisfied Lexus owner that had his transmission updated with Lexus's newest software. It expresses my feelings exactly. This was posted on Edmunds website(post #115)

"TSB-TC004-03 is not a fix. Lexus has failed miserably to remedy the problem many of us have experienced with transmission for so long now.

The problem, that still exists and appears will never be fixed, is an utter lack of power when the gas pedal is pressed firmly at around 40mph and dangerously the RPMs shoot up as high as 5,000 RPM almost to red line. The gear then sticks and only when you take the foot off the gas pedal do the RPMs come down and the gear then "pops" into place.

Scary stuff when you are trying to pass a big rig while merging onto the highway going 40-60mph. There's not much time to react going this fast and only time will tell when someone will get seriously hurt from this severe problem.

The "fix" with this TSB, if you will, fixes only the cosmetic and more noticeable poor driving characteristics of the transmission so many of us unfortunate 2002-2003 ES300 owners have experienced over the last year and half. The shift points have changed, allowing for the vehicle to more appropriately adjust to our driving styles. The hesitation, shuddering, and fumbling for gears is not as pronounced as before. However, as I have said above, this is no fix for the more serious problem with our transmissions. Which is the considerable loss of power in acceleration with the RPMs going to dangerous levels while driving above 40mph.

Signed-
Very Irritated and Disappointed Lexus Customer"

amf1932

Aug 12 2003, 08:50 AM

WARNING

I called Lexus Customer Service and I found out that the latest transmission upgrade for the '02-'03 ES is not reversible!!

Try to drive another car that has the upgrade and see if you like it before you have it done. My dealer never told me this and I was supposed to sign a release to have it upgraded. Lexus doesn't consider the poor shifting characteristics a defect, even though there have been numerous complaints on this subject.

stevlej

Aug 12 2003, 08:21 PM

Alan, it may not be reversible in that they can't rewrite the old program over the latest version.

But, find out you options on total replacement of the ECU. They should be able to take an ECU from an ES that didn't have the upgrade and drop it in your ES. (kinda like replading the processor in your computer).

If Lexus didn't make all caviats of the upgrade known to you, then they are neglegent and should offer you a replacement ECU.

I would talk to Lexus Customer Service again and push this point to them. You are not satisfied with the upgrade and they didn't tell you it was irreversable.

When In doubt, take them to small daims court.

stevlej

amf1932

Aug 12 2003, 09:12 PM

Stevlej, I did ask Lexus Customer Service about replacing the the ECM and she said it couldn't be changed! At this point I realized that most people in the Customer Service Division are really not technically oriented. I will find out tomorrow from my dealers Service Manager whether this is possible. Actually I called Customer Service so they have this on record. I think it's almost impossible to get to a 2 level tech or Supervisor to discuss this upgrade and that pisses me off no end.

SW03ES

Aug 13 2003, 04:13 PM

So Alan, would you say the upgrade makes the trans worse or just not quite as good as you'd hoped?

amf1932

Aug 13 2003, 05:30 PM

Firstly, I spoke to the Service Manager and asked whether I could get a new ECU to bring it back to the original specs. He told me all the ECU's that would be shipped to him would have this updated software.

SW03ES, As far as I'm concerned, all this fix did was change the shift points so the car seems to shift gears at a lower speed when accelerating normally. The transmission still hesitates and hunts for the proper gear to go into. If you're going at approximately 40mph and than mash the accelerator to pass somebody the engine will rev to redline, and than after an inordinata amount of time it'll finally engage the gear it chooses. This can create a very dangerous situation. I have driven many other manufacturers cars and I NEVER had this problem. Plain and simple.....you tromp down on the gas....the car downshifts and off you go. That's the way it should act.....but it doesn't!!!

Finally, My feelings are this latest transmission reincarnation is just a tradeoff that doesn't address the important problems.

SW03ES

Aug 13 2003, 05:46 PM

But at least it isn't worse? I still haven't had any problems using Stevlej's technique of never using full throttle. Its become automatic now.

amf1932

Aug 13 2003, 06:20 PM

No, It's not worse, but different.

Here's a couple of recent posts about Lexus's 5 speed transmissions that are used in different models. It seems that all models have this affliction:

"In one of this month's car mags (C&D or MT), the reviewer states that the RX330 transmission is very sluggish when hitting the gas hard. I guess it means that the trans problem will not get fixed for 04."

"Lexus may have a general problem with their 5-speed transmissions across the board. In an evaluation of the Lexus flagship LS430, Consumer Review praised the car (naturally), but said, "Alas, the transmission is sometimes slow to downshift for passing."

And of the \$62,000 SC430, Road and Track said, "Automatic shifts are seamlessly smooth, but there's a bit more delay in the kickdown than we'd like."

Ironically, Toyota's 4-speed automatics have always been praised as among the best in the business (along with GM's).

blake918

Aug 13 2003, 07:26 PM

I don't know how many of you subscribe to Motor Trend, but in this month's issue they did a test with the MB ML350 vs. Lex RX330 vs. Infiniti FX35 (unfortunately the FX35 won). One of their complaints is that the RX330 has a "transmission filled with mayonaise." ☹️ ☹️ ...well I'm sure it's not funny to you guys with 02-03 ES's (and other 5speed auto Lex vehicles) ☹️.

SW03ES

Aug 13 2003, 07:31 PM

I never noticed this on my dad's 98 LS, with a 5 speed auto. I can make it happen to the ES though...

amf1932

Aug 13 2003, 09:02 PM

My dealers Service Manager claims that the new electronic throttle control is the crux of all these problems with the transmission. I don't know whether he's right, but it gives me something to think about. ☹️

stevlej

Aug 13 2003, 09:27 PM

with all the bad publicity on newer Lexus transmissions, I am sure improvement has become first priority for 05 models and greater.

This will hurt their market share and standing in customer satisfaction ratings.

Alan, there is a guy on CL, that had the fix and his service manager is replacing his ECU cause they fricked up the ECU while installing the fix.

Here is an idea. Suggest to your Lexus dealer that they pull an ECU from an 03 in the lot that has not had the fix. Put that in your ES. Then they order a replacement (probably will be "fixed") and have them put that one in the ES that donated the unfixed ECU. Like I said before, threaten with small claims court and you will see some action. Lexus doesn't like bad publicity.

stevlej

amf1932

Aug 13 2003, 09:38 PM

I'm not going to bother doing that since the original ECU was lousy also. Since I read that this hesitation happens across the board with ALL current Lexus models, from the SC430 to the LS430, why bother? I'll just keep test driving other manufacturers models, and when I see one that gives me what I'm looking for I'll sell the ES and move on to better pastures.

I really love this car, if only this quirk could be fixed I'd be 100% happy.

SW03ES

Aug 14 2003, 12:01 AM

Tell Lexus just that...

Concord

Aug 14 2003, 05:23 PM

Ok todays update,

I spoke with the Service manager at my Lexus dealer. I asked him if he felt that the upgrade had helped those who had it done. He said yes. He said 5 have been done and they have not heard anything negative or had returns from customers. I then asked him what their actual problem was. He said, "The software update will help those who have harsh shifting problems"

I then asked him about the problem that I am experfencing(slow down to 5-10 mph and the reapply accelerator and hesitation and then jerkiness felt). His response was that the upgrade would probably not cure this problem. This was probably do to the Electronic throttle control and that it is present on all ES300's and even on the LS400. He said I should not be experfencing a jerking into gear but that the slight hesitation under those conditions was quite common.

I must say It sounds ABSOLUTELY CORRECT! Other service managers have said this, right SteveJ? Actually this makes perfect sense. There is no cable connection to the throttle plates, its 100% electric...drive by wire. If you will. According to the service manger the computers say, "oh you want to stop. Ok everything is ready to stop" Then we hit the gas and It thinks, "Oh no!, now you want to go" and it does not compensate smoothly.

Lexus needs to make this transission smoother. I have heard of BMW's electronic throttle control also doing similar things.

That's my .02 and what I believe is really causing our headaches. I don't feel there is an actual problem with the transmission.

John

SW03ES

Aug 14 2003, 05:29 PM

Yes actually, when my father got his LS, he found this and took it back to the dealer, the service guy asked him if it was his first Lexus, because of the electronic throttle control causing that hesitation. Mine does that, just like his LS does. This goes away as you adapt to how to drive around it.

The primary problem is that lag at 40-60mph when you floor it to pass. I've gotten around that like Stevie says, to just use 3/4 throttle instead of full.

stavlej

Aug 14 2003, 08:47 PM

John, I think you hit it right on the head, especially with the "drive by wire" system that we have. I also think you have found an honest service manager.

Steve (SW03ES) is absolutely right.

Personally I think the tranny is actually very smooth if you let it shift the way it was designed. I think the mass of complaints are also arising from people that want the aggressive accelration of the conventional throttle system and the smoothness of the current tranny. Look at the number of sales of this sedan compared to the number of owners that have complained. There must be a massive number of owners who don't know there is an issue. However, Lexus has tried to do something about one aspect of the concerns registered. I commend them for that. I think also like concord stated the problem is actually not in the tranny or the ECU, but inherent in the throttle system since it is computer controlled and electronic too.

Every system has a work-around. Whether it be the computer system at work or driving my Lax, there is always something I have to learn to make it work best for me.

I wish you all good luck and smooth driving. Peace.

stevlej

SW03ES

Aug 14 2003, 10:54 PM

I can make mine hesitate like everyone says they do, but with my normal driving it seems fine to me, always has.

wrd

Aug 22 2003, 03:53 PM

I had TSB TC004-03 done to my 02. Shudder seems gone. New problems are lack of power and MAJOR hesitation A midrange acceleration(as in from a onramp onto a highway). Anyone have any info about ECU pt# 89666-33442?

stevlej

Aug 22 2003, 08:57 PM

that ECU is \$1700 in the US if you buy it yourself. According to a post on Edmunds.com it is the fix for the Canadian version ES. I do not think they are releasing this as the fix in the states cause it does not make the car ULEV compliant and is too expensive. Hence the software upgrade for the present ECU in the car.

my guess from what I have read.

stevlej

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Full Version: [02-03 Transmission hesitation problems](#)

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[Lexus Owners Club \(USA\) Forums](#) > [Lexus Owners Club](#) > [Lexus ES250 / ES300 / ES330 Forums](#)

Pages: [1](#), [2](#), [3](#), [4](#), [5](#), [6](#)

stevlej

Dec 27 2004, 09:11 PM

QUOTE(amf1932 @ Dec 27 2004, 06:09 AM)

I just got back from Scottsdale, AZ for a little vacation. I traveled all around with a Hertz rental, a 2005 Hyundai Sonata. This car was equipped with a V6, 4-Speed SHIFTRONIC (like an autostick) transmission, and I must say I was very impressed with the performance of this under \$20K automobile. Up and down the mountains it went with flawless, smooth shifting in ALL types of circumstances.....and NO rattles.....a very quiet car!

Now, I'm not trying to compare it to the luxury of an ES, but how come Hyundai can produce a car with a beautiful tranny that responds to your every whim, for a lot less money than I suppose Lexus spent on their dog of a tranny?

I don't want to hear about ULEV standards, and electronic throttle that's incorporated in the Lexus! All I know is, I wish I could switch out my Lexus transmission for the Hyundai's and then I'd be completely happy with my Lexus.



Alan, then your question is totally rhetorical.

My cousin just bought a 2005 Honda Accord 4 cyl. I got to drive it at Xmas. I was a little suprised that it too demonstrated a lag upon hard acceleration.

stevlej

amf1932

Dec 27 2004, 10:24 PM

Yes Steve, I realize that it's rhetorical, but I had to unload a bit 'cause I found this 'cheapy' auto rentals performance much more satisfying, since the accelerator followed my input perfectly. This is how my '94ES worked, always, so I am still disappointed when driving my '03ES 300, or for that matter the ES330's (about 10 different 330's) that did not respond like I expected.

Belleve me, I love the newest technologies, electronic throttle et al, but not at the sake of reduced performance such as Lexus has incorporated in their models. They had a good thing going on the earlier models, so I am kinda disenchantd with the direction that Lexus has taken. It's overkill as far as I'm concerned!

SW03ES

Dec 27 2004, 11:45 PM

That is the reason why the Hyundai was smooth though, it has no electronic throttle. Thats why the Accord had the lag too...

Its not just the direction Lexus has taken, its the direction everyone is taking. The only reason that Hyundai doesn't have an e-throttle is that they're too expensive. Why the industry has embraced this technology despite its performance drawbacks I don't know, but it probably has something to do with emissions.

kryong

Dec 28 2004, 03:30 AM

Hm.. It seems like they finally recognized the problem "officially", and looking into the problem Internally. Hopefully, they would solve/propose a solution.

<http://www.pittsburghpostgazette.com/pg/04345/424551.stm>

khhoang

Dec 28 2004, 11:41 AM

QUOTE(kryong @ Dec 28 2004, 03:30 AM)

Hm.. It seems like they finally recognized the problem "officially", and looking into the problem Internally. Hopefully, they would solve/propose a solution.

<http://www.pittsburghpostgazette.com/pg/04345/424551.stm>

sometimes It takes the local media Involment to make things happen. maybe the consumers can get better and faster results rather than just simply voicing our opinions and concerns to the officials at Lexus. I wonder how many other Don Hammonds (not to mention future Lexus buyers) are out there who is interested in reading this thread and reporting on the problem..

"(Don Hammonds can be reached at dhammonds@post-gazette.com or 412-263-1538.)"

bgut1

Dec 30 2004, 09:49 PM

QUOTE(amp1932 @ Jul 16 2004, 01:59 PM)

QUOTE

Could you be more specific on what she should be doing during the test drive to see if that particular ES had any of the tranny problems?

Try this:

Test 1

- 1- Drive at a normal speed
- 2- Take your foot off the accelerator(as if you're in stop & go traffic)
- 3- When the car decelerates to about 2 mph or lower, press the accelerator normally(not flooring it), and see if the car goes into a lower gear immediately, or it hunts for a gear to go into and then lurches forward.

Test 2

- 1- Drive at approximately 40 mph.
- 2- Floor accelerator quickly(as if you need to pass another car in a hazardous situation in a hurry).
- 3- Check that the car goes into a lower gear immediately or there is a rise in engine rpm's while the car is figuring out what gear to go into. This is the hesitation that we're talking about.

This is another test where this car fails miserably.

There are ways to overcome these problems by driving in a certain manner, but in certain cases you don't have the time or wherewithal to concentrate on "nursing" this weird transmission shifting behavior.

Just purchased a 2005 ES330. To be completely honest, all these reports had me scared to pull the trigger. I decided to go ahead with the purchase as I've read some posts (primarily on edmunds) that the lag did not exist on the 05's. I'm here to say that I don't think I have this problem with my car. The reason I'm not sure as you guys have me so worked up on what is or isn't the problem I can't tell. I have tried the above 2 tests (gun it from 2 mph and from 40 mph) without incident (unless it develops later). I also tried gunning the car from a complete stop also without problem. The only thing I have noticed is that from around 20 mph if I press hard on the gas I see the tach needle shoot up and it takes the car a little bit of time to start moving. I don't really think this is a problem nor see situations where this could be a problem. I would like your opinion.

steviej

Dec 31 2004, 01:57 PM

bgut1,

If you do not notice anything, then you should just sit back, relax and enjoy the hell out of your new ride.

Welcome to the club.

The last hesitation scenario that you type of with the tach going very high before your speed changes is the major hesitation that we speak of. Try this when you are cruising in 5th gear and you are traveling at over 40mph. See how long it takes you to downshift and get moving faster. Now picture changing lanes and a big semi coming down on your butt. That is where the hesitation scares some people and for good reason.

steviej

bgut1

Dec 31 2004, 04:39 PM

QUOTE(steviej @ Dec 31 2004, 03:57 PM)

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steviej

Hi Steviej. Thanks for the welcome. I'm a little confused by your response. Are you saying what I noted about the 20 mph scenario as being hesitation? Because I don't experience the problem from either a complete stop or at 40 mph or higher. If I don't experience any hesitation after 40 mph does that mean I don't have the hesitation issue?

amf1932

Dec 31 2004, 05:00 PM

Let's assume that you're traveling at a steady 40mph, and then you want to overtake a slower vehicle. If

you tromp on the accelerator, quickly,(NOT a gradual application), does your car go into a lower gear immediately, or does the RPM's rise before it goes into that gear? That's what we are talking about. This fraction of a second of hesitation can be very important when your increase of speed has to be immediate.

bgut1

Dec 31 2004, 05:13 PM

QUOTE(amf1932 @ Dec 31 2004, 07:00 PM)

Let's assume that you're traveling at a steady 40mph, and then you want to overtake a slower vehicle. If you tromp on the accelerator, quickly,(NOT a gradual application), does your car go into a lower gear immediately, or does the RPM's rise before it goes into that gear? That's what we are talking about. This fraction of a second of hesitation can be very important when your increase of speed has to be immediate.

I tried that scenario a couple of times last night. I experienced no delay or hesitation, drop out, or whatever you call it. The car responded quickly when I applied the gas. If this is what you characterize as the "hesitation" then I don't have it. What I did notice, a thought was just indicative of this type of car, was a bit of time it took to move starting from 20 mph. Thanks for your reply.

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Full Version: 02-03 Transmission hesitation problems

Help - Search - Member List - Calendar

Lexus Owners Club (USA) Forums > Lexus Owners Club > Lexus ES260 / ES300 / ES330 Forums

Pages: 1, 2, 3, 4, 5, 6

drifter

Sep 10 2004, 10:14 PM

I check back every few months to see how the tranny thread is going and to see if Lexus actually has a fix. Still a bunch of BS. My first and likely last Lexus because of the BS they're handing out. I wish someone could actually find out the whole inside truth on what's wrong with the engine/tranny and broadcast it nationwide. Jerks!

Walterbn

Sep 18 2004, 10:42 AM

I have an '04 RX330 that has serious trans issues and the e-throttle problems all of you have described. There are two sets of problems according to my local Lexus service people. The throttle is not causing the main trans issues.

What will be interesting is if Lexus comes out with a new trans (and/or e-throttle program) in the '05s and then has the gall to bill it as the new and improved version.....when for months they have been telling all of us that there is no problem with ours.

Johnheg

Sep 20 2004, 12:09 PM

I guess I'll add my 2 cents worth. I bought a new ES330 in January of this year and definitely have the hesitation problem described again and again since at least 2002. I have tried the no overdrive and have tried manually shifting when I think I might need to accelerate quickly. I agree with earlier posts that say the problem does not go away when shifting out of D and I have experienced it in 3 as well. My biggest problem and the reason I think it is a safety problem is that here in Houston we often have to merge across a freeway to get from an on ramp to an exit. This may sound strange but it's just the way the highways are constructed in several places. Since I have to merge on to the right and end up in the left hand lane of a 4 or 5 lane highway in a short distance, I need to go from very slow to very fast (this is the space city, after all) in a short distance. The hesitation drives me crazy when I am trying to merge in to a fast moving stream of traffic from a slower lane. Anyway, I have complained to my dealer and they said the standard: "nothing wrong with it". I will call the 800 number and complain and may also do the consumer complaint. Thanks for the previous info. I guess I should have researched here before I bought a Lexus!

Poppl

Sep 23 2004, 10:50 PM

It is ridiculous that Lexus beginning with the 1999 RX300 and on through the present ES models have the hesitating transmission problems. This is the pits, and why they they are so adamant on cramming this problem down our throats after we have paid premium prices for Lexus vehicles. We have owned three different Toyota cars; Camry, and two different year model Avalon's and never had even one hiccup as far as hitting the accelerator and getting immediate response like a car is supposed to have. Where is Lexus design engineers minds and what do they use for a brain? Don't they realize that cars and trucks have been built by the millions that do not have this problem.

Why does Lexus not hear us and do a genuine fix on them? Anybody know?

I purchased the 99 RX300 and 2003 ES300 from one of the largest and most reputable Lexus dealers in

the U.S. The RX300 just has a hesitating problem. The ES has a hesitating problem plus the jerkiness of the transmission when changing gears. Those transmissions in the Camry and the Avalon's were seamless and smooth when changing gears so much they couldn't be felt. But not this ES300. It lets you feel every gear change. We like everything else about the car except for this dadblasted transmission. Do you think for one minute that the reputable Lexus dealer told us about the malfunctioning transmission in that ES? Heck no! Oh I know some say Lexus claims it is not the transmission, that it is the ECM or the electronic throttle body but that's malarkey, hogwash. It may be the ECM or electronic throttle body, but it's the transmission jerking and hesitating that is fouled up from whatever cause for it doing so.

I have read that some have had the ECM reprogrammed and it is no better and in some cases worse than before reprogramming. Now that's some kind of fix isn't it?

I tell you all, we are going to have to unite and demand while these vehicles are still in warranty to get this transmission problem resolved.

Lexus is doing the stall thing exactly like Mazda did with their transmission problem a few years back. Mazda 626's were warranted to 50,000 miles. If the transmissions held up until the warranty expired then it cratered after the warranty expired, and I mean if it had one mile over the warranty, Mazda would not replace the transmission.

Mazda knew there was a problem with the transmissions and did not issue a recall to the owners informing them of the problem and then after the warranty expired the things cratered and it was the owners responsibility to replace the transmission at a cost \$2,000.00. Mazda knew it and had issued a Technical Service Bulletin about the problem and Lexus is doing the very same thing by not correcting the problem. Our daughter's Mazda 626 transmission did crater at 52,000 and after me going round and round and haggling with Mazda Corporation did Mazda agree to fix it with an out of pocket for me paying \$635.00 of the cost. I had no other choice at the time as the car itself was still a good car and she couldn't afford another car at that time as it would have cost more than the transmission out of pocket besides.

I do know we will not be purchasing another Lexus product unless Lexus cleans up their act. They have been known for quality, but that's out the window as far as we're concerned. There's no way I would consider purchasing another Lexus product at this time and there is no way I would purchase another vehicle of any kind from Sewell Lexus in Dallas, Texas. I had purchased three other vehicles from Sewell and always liked doing business with them. However, because they did not tell us about the jerky hesitating transmission problem, I will NEVER go in their store again for any brand of car.

And that's right, I am ticked off at Lexus Corp. and Sewell Lexus.

Poppi

johnhcg

Oct 1 2004, 03:58 PM

I went to my dealer - Northside Lexus of Houston - earlier in the week and had my 15k service done. I complained again about the transmission and this is what the service rep said:

I will log your complaint and we will test drive it. It will probably be within specifications. The hesitation has to do with the low emissions system. In order to keep the emissions low, the ECM hesitates to transmit to the fuel system when you punch the accelerator "to make sure you are really serious about punching it" and when it realizes you are, it transmits it. He also said that there was a "fix" for the 2002 model (he seemed to think the problem started when the current transmission design was introduced in 2002) which resulted from complaints by owners of the 2002 ES. He suggested I keep complaining about it and, when there were enough complaints, Lexus/Toyota factory would do something about it. Until there is a fix issued by the factory, there is nothing the Lexus service departments can do. He said that Lexus really does log the service requests and uses them to determine when there is a problem that needs the factory to make a modification.

The explanation about the emissions system just doesn't make any sense. I have lived in California and many other states that test emissions and they all test at idle and a specific speed. There is no way a

hesitation would help the emissions test, as far as I can tell. The tie between the low emissions design for the US market and the lack thereof for the Canadian market has been noted before so there may be some truth in the link. It just doesn't make sense to me. I will continue to complain. I was surprised to find out that there are only 3 or 4 complaints logged with the NHTSA. I thought there would be more. I suppose I will log a complaint there as well.

I got the factory service manual because I thought it might give me some good information on the programming of the ECM but I should have known better. Has anyone played around with the OBDII scan tool?

Regards, John Heg

timothy

Oct 3 2004, 12:20 PM

new to the site. own 04 es 330, some hesitation problems, been using 93 oct. mobil gas seems to help the problem. about 7000 miles on car, car and dealer seem to be tip top. meade lexus utica/shelby twp. mich learning a lot from the site thanks

tim

Poppi

Oct 3 2004, 07:22 PM

QUOTE(JohnHeg @ Oct 1 2004, 03:58 PM)

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Regards,

You need to either go back to the same Lexus dealer's service department or a different dealer and tell them there is actually a 'fix' for the hesitating transmission. I emailed Lexus Corporation and they answered me and told me there was a 'fix' by reprogramming the ECM. I understand it was first allowed to be done in Canada and then approved in the U.S. Your dealership knows there is a 'fix' and are giving you a 'run around'. I am going to schedule an appointment to drive my wife's 2003 ES300 to the dealer and have the ECM reprogrammed. I have also read and you have probably as well that sometimes the reprogramming makes it worse. I do not know. I live a two hour drive from my Lexus dealership.

Poppi
Kilgore, Tx

steviej

Oct 3 2004, 09:27 PM

QUOTE(Poppi @ Oct 4 2004, 01:22 AM)

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Poppi
Kilgore, Tx

8

If you speak of "the fix" that came out in Aug 2003 (TC004-03), this fix is NOT a fix for the hesitation. It is a flash rewrite of the ECM to appease the masses for the multiple tranny issues and the only thing it achieved was removing the slight joggle that could be felt when the tranny hunted for 5th at about 40mph.

this fix is also permanent and you are asked to sign a form stating you are aware of this. This means if you don't like the fix you are crap out of luck. Your old ECU program cannot be re-flashed over the fix.

Poppi, after you get "the fix", post back after the tranny has had enough time to relearn your driving habits. Let us know if the hesitation is still there. I will bet it is.

My service manager was so unhappy with "the fix", he would allow me to get it. I have such a good relationship with the dealer, he said I would be a much bigger PIA after the fix cause I definitely wouldn't like it.

Also, all ES's made after 8/03 supposedly have the fix programmed into the tranny already. If any late 2003, 2004 or 2005 ES owner has a hesitation.....there's your proof, the fix didn't cure the hesitation.

steviej

jragosta

Oct 5 2004, 11:40 AM

I had my arbitration hearing today.

To start, they asked if I wanted to negotiate with Lexus to solve the problem. I agreed and they left the room. All Lexus wanted to do was let me trade my car in on a different model and pay the difference. That's not much of a resolution - since I can do that any time I want. I declined.

After all the preliminaries, I started with a description of the problem and documenting evidence (including NHTSA reports were 50% of all ES problems were related to this problem, reports from this board, reports from edmunds.com, and a letter from Lexus admitting that there was a transmission problem).

Lexus got to respond. They stated that there was no problem and it was simply a matter of my driving style. They argued that the car was within specs.

I then asked them what the specification on transmission hesitation was. They admitted that there is no spec on this parameter. I asked how they determined that my car was within design parameters if there's

no spec. They said that they compare it to other cars of the same year and make. I then said "so if every ES has the same problem, you will then say that mine is normal?". She refused to answer the question.

One of the arbitrators asked if there was any record of accidents caused by this problem. I wasn't aware of any, nor was Lexus.

We then did the test drive. The car hesitated right on cue. No question about that.

After coming back into the room, we each gave our closing statement. Lexus repeated that it was a 'shifting style' problem and not a real problem. I repeated that by Lexus definition, if 100% of the cars had their wheels fall off, it would not be considered a problem. In reality, the hundreds of complaints as well as the results of the test drive show that it was a real problem.

I'll know within 10 days. If I don't win this, then I'd say that there's little chance of ever winning an arbitration hearing. The evidence was pretty clear.

I'll let everyone know how it turns out.

amf1932

Oct 5 2004, 11:53 AM

Good luck.....I'm eagerly awaiting your next post and hope it'll be a positive one.

torca123

Oct 8 2004, 06:56 PM

I thought that because Canadian ES330s are only ULEV compliant and not ULEVII as in the US that the hesitation issue doesn't really occur

fragosta

Oct 13 2004, 07:17 PM

Got my response today on arbitration. The arbitrators unanimously decided that I had not proved that the transmission problem significantly impaired the usefulness or safety of the car.

Given that the Lexus person admitted that they didn't have any specifications and that their 'the car meets design criteria' REALLY meant that 'all of the ES cars do that', I don't think the hearing could have gone any better.

I guess they were swayed by the fact that there have been no accidents reported.

I don't have the time to get a lawyer, but if anyone is starting a class action, I'll join in.

Brenda

Oct 16 2004, 08:48 AM

Hi,

My Name is Brenda a year and half ago I leased a 2003, ES 300. I experienced the transmission hesitation problem. I received a letter from Lexus to have the transmission chip changed. I had the chip changed. I still experienced the problem so on 10/15/2004 I took the car back in to Lexus to have some other work performed and also asked that they fix the hesitation problem again. I was told they can't. I wanted out of the lease I even was willing to pay additional money to get out. However it will cost me an extra \$100.00 in a month payment to get out of a car which is clearly dangerous. Please help and advise.

Thank you
Brenda

jragosta

Oct 16 2004, 08:58 AM

QUOTE(Brenda @ Oct 16 2004, 02:48 PM)

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Thank you
Brenda

Unfortunately, I don't have anything to advise. As you can see from this thread, I've tried everything up to and including arbitration - none of which accomplished anything. The only thing I haven't done is get a lawyer. That's probably the only thing that MIGHT work - but even there it's an uphill battle. I don't have time for that.

steviej

Oct 16 2004, 10:17 AM

people will flame me for this answer but her goes.

Brenda,

I at first was concerned about the hesitation. I have overcome the hesitation problem by adapting to its presence. Don't floor the car, 3/4 throttle will give you the acceleration you need. Use the throttle to control the tranny shifting. If I were in Denver I would be more than happy to demonstrate. Many of us have learned how to do this so much that it is just instinctive.

I realize it is not the way it *should* be, but it is the way it has to be for this electronic throttle/tranny combination in my car. I never had the reflash of the ECU and do not plan to do that either.

Lastly, I have also become a much more defensive driver and don't put myself in situations where the hesitation will come into play in a panic. That is not the norm in Boston where offensive driving is the rule of the road.

The car has so many more benefits that far outweigh the hesitation problem.

If that is not the answer you were looking for, I am sorry, that is the best I can do to help with your frustration. Other than that, like jrag. stated a lawyer and a class action suit may be the next step. But I am not aware of any fatalities or major accidents due to the hesitation so a class action suit would be hard.

steviej

Poppi

Oct 18 2004, 03:29 PM

QUOTE

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stevlej

stevlej,

I wrote Lexus Corp. and they emailed me back and they called it a 'fix', not me. I was just repeating what they told me in their email. I have read earlier by other posters about 'the fix' not being what Lexus claims it to be. Now that's quite something isn't it? This ES300 and the RX300 we have has the same hesitating problem when downshifting. The ES300 is worse. What happened to Lexus quality is my question. After the millions of cars with automatic transmissions with seamless shifting transmissions, Lexus has lost it in my opinion.

Those two different Toyota Avalons transmissions shifted so smoothly you never felt it shift from one gear to the next. The 2004 Avalon's shift just as smoothly while LS430 and ES300 and RX300's all shift with a jerky and high revving engine RPM's. It's the pits. I like for cars to not rattle and transmissions that shift smoothly.

Poppi

Poppi

Oct 18 2004, 03:41 PM

Hey everyone, I fouled up big time somehow. I didn't think my reply had posted and every time I clicked send it was posting stevlej's post as well as mine and I apologize to everyone for this.

Poppi

stevlej

Oct 18 2004, 10:18 PM

Poppi, I fixed you multiple/duplicate postings.

When I was typing "the fix" I was quoting Lexus and not you. I reviewed the same letter and had the same conversations with the same pertinent parties at Lexus Corporate too.

As for the Avalon, I am curious if it has the same electronic throttle system present in the ES and RX. That may be the difference.

steviej

Poppi

Oct 19 2004, 09:11 AM

Thanks stevej,

Another problem with the ES300 is a clunking noise when turning the steering wheel at low speeds. (I wouldn't be turning it at a high speed). It happens on level pavement as well as say like going in and out of my driveway where it is an up and down motion and the clunking can be felt in the steering wheel. The Lexus service manager claims he has never had this complaint before this car. I do not know as I have never driven another 2003 ES300 and have nothing to gauge it by.

Have any of you experienced this problem?

Thanks again stevej,

Poppi

fragosta

Oct 19 2004, 10:13 AM

QUOTE(Poppi @ Oct 19 2004, 03:11 PM)

Thanks stevej,

Another problem with the ES300 is a clunking noise when turning the steering wheel at low speeds. (I wouldn't be turning it at a high speed). It happens on level pavement as well as say like going in and out of my driveway where it is an up and down motion and the clunking can be felt in the steering wheel. The Lexus service manager claims he has never had this complaint before this car. I do not know as I have never driven another 2003 ES300 and have nothing to gauge it by.

Have any of you experienced this problem?

Thanks again stevej,

Poppi

I get a similar noise on my ES330 - only when making a hard right turn and hitting a bump pretty hard at the same time. The dealer couldn't duplicate the problem and I'm not too worried about it. If it gets worse, I'll have it fixed.

obsidianr

Oct 19 2004, 11:41 AM

QUOTE(steviej @ Oct 18 2004, 10:18 PM)

Poppi, I fixed you multiple/duplicate postings.

When I was typing "the fix" I was quoting Lexus and not you. I reviewed the same letter and had the same conversions with the same pertinent parties at Lexus Corporate too.

As for the Avalon, I am curious if it has the same electronic throttle system present in the ES and RX. That may be the difference.

stevlej

I had a similar problem that only occurred when steering clockwise and it was fairly quiet so it could only be heard at low speeds (<30 MPH). After taking the car in to the dealership 4 times, they finally resolved it. They had replaced several parts before finding the one that actually caused the noise. I don't recall what it was, I'll check my records and post the fix a little later.

Poppi

Oct 20 2004, 10:28 AM

obsidianr,

As soon as you find out what part or parts that were required to eliminate the 'dunking' noise while turning the steering wheel, please let me know.

I haven't figured out how to email anyone directly who posts on this board. So here is my email address..... My email address

Thanks,
Poppi

Poppi

Oct 20 2004, 10:51 AM

Didn't work.....


email address is.... hgcamp@cablelynx.com

Poppi

SW03ES

Oct 21 2004, 08:44 PM

Mine does this too. Just had the dealer check it and they couldn't reproduce it either (doesn't happen all the time) they inspected and lubricated all the front steering, chassis and drivetrain parts.

I was told by one owner that the problem was the secondary steering shaft and it had to be replaced. I asked my service rep and he says they didn't even check the steering components and would when I bring it in for the next service (you'd think they'd have done that when the issue is a light clunk when turning ).

Do let us know what they replaced...

Poppi

Oct 23 2004, 11:28 AM

The driver of our 2003 ES300 can feel the clunking in the steering wheel as well as hear it. It happens all time, not sporadically.

Poppi

SW03ES

Oct 23 2004, 03:34 PM

Its probably just a more advanced condition.

Poppl

Oct 26 2004, 03:12 PM

QUOTE(SW03ES @ Oct 23 2004, 03:34 PM)

Its probably just a more advanced condition.

It is still pitiful for a company like Lexus that has had a reputation for quality to sell cars that have this problem. I have never out of 32 vehicles during my life so far until this car, had one that the steering pops and clunks and the transmission jerks when shifting. Otherwise it would be a good car, but I will NEVER EVER purchase another Lexus vehicle and will not replace the ES and RX with another LEXUS brand. They are not what they are hyped to be.

I was talking to a guy yesterday who is trading in a 1997 Ford Thunderbird that has 230,000 miles on it and all he has had done is regular maintenance. He has had the T-bird serviced according to owner's manual recommendations. I am not a Ford Thunderbird man at all, but I will say that the car doesn't look like it has 30,000 miles on it much less 230,000. Leather seats still look good. He has used Lexol leather cleaner and Lexol Leather treatment.

What kind of car is he buying you ask? One of the newly Ford 500's that has just been introduced.

What kind of car did he own prior to the T-bird? An LS 400 LEXUS that he drove for a little over 106,000 miles. He said he would never pay the high price LEXUS demands for their cars when he can purchase a much less expensive vehicle and drive it for more than twice as many miles without any problems.

Poppl

SW03ES

Oct 26 2004, 03:19 PM

Well with all due respect for your friend if the only reason he purchased a Lexus was to drive it a lot of miles he overspent. The Lexus is a luxury car, its designed to last a long time but at the expense of having the best materials, the best ride, a smooth engine and style and appearance. He should have bought a Toyota Corolla, it would have served him better. Buying a Lexus just because they last a long time is beyond wacky. Thats like buying a Cadillac Escalade for its hauling capacity. Plenty other trucks haul just as well, just not with as much style and prestige. Plenty of other cars will last just as long as the Lexus, just not with as much style and prestige.

As for the steering knock I don't see it as a big deal, there's a simple fix for it in an updated secondary steering shaft. As for the transmission hesitation its inherent to the drive by wire system and is not unique to the Lexus, and most drivers don't even notice it. The Lexus may not be the right car for you, but its certainly not a bad car.

Poppl

Oct 27 2004, 10:28 AM

QUOTE

Buying a Lexus just because they last a long time is beyond wacky.

Ask yourself what comes to most peoples' mind when you mention LEXUS. They think QUALITY. Not to

argue, but the above quote makes no sense at all. Why not buy a car that will last longer and acquire more mileage without excessive repairs? Why pay a premium price for prestige? Not me. I buy vehicles because of quality and LEXUS in the past and presently continues to peddle cars as the zenith of quality.

Poppl

Poppl

Oct 27 2004, 10:33 AM

SW03ES,

QUOTE

As for the steering knock I don't see it as a big deal, there's a simple fix for it in an updated secondary steering shaft.

I'm having a problem with understanding what a secondary steering shaft is. I will ask the service manager next time I take the car in about 'the fix'. He has never mentioned it.

Thanks,
Poppl

SW03ES

Oct 27 2004, 02:04 PM

QUOTE(Poppl @ Oct 27 2004, 12:28 PM)

Ask yourself what comes to most peoples' mind when you mention LEXUS. They think QUALITY. Not to argue, but the above quote makes no sense at all. Why not buy a car that will last longer and acquire more mileage without excessive repairs? Why pay a premium price for prestige? Not me. I buy vehicles because of quality and LEXUS in the past and presently continues to peddle cars as the zenith of quality.

Poppl

Then you really should have bought a Toyota or Honda, not a Lexus. A Lexus is a luxury car and you pay a premium because of that fact. It also has luxury features that are more likely to require repair, softer joints and bushings that wear faster to give the smoother softer ride, and parts that cost twice as much.

Poppl

Oct 28 2004, 04:14 PM

QUOTE

Then you really should have bought a Toyota or Honda, not a Lexus. A Lexus is a luxury car and you pay a premium because of that fact. It also has luxury features that are more likely to require repair, softer joints and bushings that wear faster to give the smoother softer ride, and parts that cost twice as much.

SW I have news for you. We have owned three different Toyota's, one camry and two different avalons.

The Avalons actually had a little smoother ride than the ES does. The Avalons's actually handled better than the ES. We almost bought another AVALon a couple of days before my wife found the ES and fell in love with the thing and there was no way of changing her mind. There is no way I would have chosen it as my vehicle. I have an RX300 which I have always liked. That said, we will not run right out and trade the ES anytime soon. My gripe is the hype of LEXUS that this is such an 'all-fired' super car which it in no way is. As I have stated earlier, the jerky shifting transmission and the popping/clunking steering stinks. There is no way this is quality and certainly not something that should have to be tolerated in especially a luxury car. I have owned primarily Ford vehicles along with a couple of Chevrolet's, a Toronado Oldsmobile, two different Buick Rivera's, a Nissan Maxima that was a lemon, A Nissan 300ZX which I really liked, A Toyota Camry that was a good car, two different Toyota Avalons that were great cars and not hiccups, one Toyota 4Runner and now I have a RX300 and my wife has the ES300. I said all that to say that other than this dadblammed ES NONE of the other vehicles, a total of thirty two, had jerky shifting transmissions or clunking steering. But I will not buy anymore LEXUS vehicles unless LEXUS gets their act together and produces a complete quality car like we thought we were getting. So there you have it.

Poppl

SW03ES

Oct 29 2004, 07:29 AM

Well thats your opinion, I don't share it I test drove Avalons before I bought the ES and thought they were boaty like Bulcks but its your opinion. All I'm saying is you shouldn't have bought a Lexus if all you were looking for was reliability. Just realize that the Camry/Avalon/ES are all primarily the same vehicle in the suspension and drivetrain department. The ES has softer bushings and higher quality struts and springs but other than that the drivetrains are pretty much the same. So what you're driving is basically the same car. Ever hear the idea of a self fulfilling prophecy? Its hard not to concentrate on the faults of a vehicle you "never would have chosen as your vehicle" Isn't it? The steering clunk is easily repaired under warranty, the hesitation in the transmission can be remedied by adapting your driving style to it. Do you not want to be satisfied? Whats the point in even posting here if you're going to argue with our advice?

I'm trying to help you by pointing you in the right direction with the steering clunk (which is repairable and there is a TSB according to my research) and explaining the transmission jerk to you. I'm not going to help you though and no one else here is either if you're going to be nasty to us. You've got to realize that this is a Lexus enthusiast board, most of us are 110% satisfied with our cars. Its not my fault you're not satisfied with your car, I don't work for Lexus. Go give your "news" to someone who can do something about it.

Poppl

Oct 29 2004, 11:38 AM

QUOTE(SW03ES @ Oct 29 2004, 07:29 AM)

..... Whats the point in even posting here if you're going to argue with our advice?

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SW, I should have said ... "for your information", not 'news' Anything I have posted was not meant as an argument. It's a shame one cannot post their opinions of fact(s) without being interpreted as being argumentative if our opinions do not agree with yours.

You have completely ignored my posting of me being satisfied with the RX300 in spite of the fact that it

has a slight hesitation when applying sudden acceleration, or I would have already traded it. It is not as bad as the ES.

I am dissatisfied with the ES, my wife isn't. My gripe with LEXUS is for offering a car to the buying public for a premium price knowing that it has defects that could have been corrected prior to leaving the factory. That's my complaint.

It is not a complaint against you and I haven't been argumentative.

So you will not have me to 'kick' around on this board ever again.

Your help was appreciated.

Poppi

SW03ES

Oct 29 2004, 07:15 PM

No reason to leave, thats silly. I was just trying to make you understand that we're trying to help you by steering you in the right direction so you can get the most out of your purchase. You've got to be open to whats being said though.

Ken-L

Dec 19 2004, 12:23 PM

 [I have a 2002 ES300 and it too hesitates under a variety of conditions and speeds! It is annoying and dangerous.

My dealer "updated" the software/firmware, but it did not fix the problem, and even made shifting worse.

What we need is a **Class Action Lawsuit!** 

SW03ES

Dec 19 2004, 09:08 PM

The huge type is really not necessary so I removed it.

Like I said before, I realize that you are frustrated but we will not tolerate your being rude to our members or administration and breaking our rules.

Ken-L

Dec 19 2004, 10:27 PM

Poppi, you have it right. I have seen enough posted messages and the so-called "replies" by the administrators/moderators to too many of them in just one day as a member. They obviously have a very selective and proprietary point of view and are determined to not allow anyone to disagree with them or their special interests.

You will not see any post from me again either, because as soon as I finish this one, I am dropping off this "Lexus Owners" forum! There is no point in kidding ourselves as to what this board is really about. This post will be immediately CENSORED too.....and I will be BANNED IN BOSTON. Now, that's quite an honor.

Ken

QUOTE(Poppi @ Oct 29 2004, 10:38 AM)

QUOTE(SW03ES @ Oct 29 2004, 07:29 AM)

..... Whats the point in even posting here if you're going to argue with our advice?

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So you will not have me to 'kick' around on this board ever again.

Your help was appreciated.

toppi

bartkat

Dec 19 2004, 10:49 PM

QUOTE(Ken-L @ Dec 19 2004, 10:27 PM)

toppi, you have it right. I have seen enough posted messages and the so-called "replies" by the administrators/moderators to too many of them in just one day as a member. They obviously have a very selective and proprietary point of view and are determined to not allow anyone to disagree with them or their special interests.

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Bye

SW03ES

Dec 20 2004, 12:06 AM

Banned. All I asked you to do was adhere to the rules of the site and stop trying to one-up the moderators. If you can't post within the rules, you'll have to post somewhere else. Like I said, we're not affiliated with Lexus in any way, we're owners and we're allowed to discuss our opinions too.

Again, I know your frustrated but thats not our fault. You're not going to get anywhere trying to get some action on your issue if you're rude and disrespectful to people. Nobody's going to take you seriously, just like nobody has here.

One thing I've noticed about these people having this tranny issue, they sure are paranoid 

jragosta

Dec 20 2004, 06:32 AM

QUOTE(SW03ES @ Dec 20 2004, 06:06 AM)

One thing I've noticed about these people having this tranny issue, they sure are paranoid 

That's not fair.

SOME people are paranoid about the transmission issue. OTOH, SOME people are extremely insistant that it's not a problem - ignoring all the people who say it is.

I have the transmission problem and consider it to be a major safety issue. I will gladly join a class action suit. Furthermore, if anyone has an injury due to this problem, I will personally testify against Lexus that they've been informed about the issue many, many times but refuse to acknowledge it. Sadly, it's probably going to take someone being killed before Lexus does anything about it.

That doesn't make me paranoid - even if you choose not to consider it a problem.

SW03ES

Dec 20 2004, 08:24 AM

jrag- I should have said "some of these people", I apologize. You've never acted like this guy has acted or others have. Seeing a problem in the design of the transmission/throttle of the car and believing that Lexus doesn't intend to help you doesn't make you paranoid, going around accusing this site and particular members of being Lexus plants and there being some conspiracy to deny these people help or an avenue to discuss the issue DOES make them paranoid. All the other moderators and I did was close that guy's post and direct him to this thread, it is our policy that discussion of the transmission/throttle issue be done here to keep from allowing the forum to be taken over by these posts. Instead of simply complying with our wishes, he opened ANOTHER thread and accused stavej of being "worried" about a class action suit. Well, stavej is a medical researcher, why would he be worried? Then he posts in here using giant 20point font, that's just not necessary. He wasn't banned because of his grievance he was banned because of his conduct, he believes it was because of his grievance that makes him paranoid.

Also, for the record, its not that I don't consider the drivetrain hesitation a problem its that I don't consider it a safety problem. The drivetrain on this car is inexcusably jerky for its price. I've learned to drive around it though and now I never feel the hesitation. My stance on the subject comes from the fact that I believe that the behavior is inherent in the drive by wire system and that there's no way it can be repaired, so why worry about it...

SKperformance

Dec 20 2004, 05:23 PM

you want jerky go drive the new BMW 745i

what an expensive peice of crap

I drove 7 03 ES 300's this weekend nothing I would call hesitation just normal electronic delay

but a \$100 thousand dollar car with enough lag to count in seconds is completly ridiculas to me. what a peice of junk

SW03ES

Dec 20 2004, 06:18 PM

Its the same issue with the 7s, the drive by wire system. The car companies are simply rushing this technology to market before its ready.

SKperformance

Dec 20 2004, 07:37 PM

so agreed
thank god the GS 400 doesn;t have a problem

SW03ES

Dec 20 2004, 11:29 PM

I've heard that the newer ones do...

bartkat

Dec 20 2004, 11:49 PM

I've had my IS300 for a year and a half now and I have never seen a problem related to drive by wire. There was the issue that was fixed with the ECU reflash, and the supposed hesitation with the 1 -2 shift, which some say is because the 2 is just an overdrive 1. Whatever the case, I just haven't seen any real problems with this type of thing. When I put the pedal down , the engine and trans give immediate and appropriate response at any speed.

SW03ES

Dec 21 2004, 10:27 AM

Some drivers never notice the hesitation, it all depends on your driving style.

amf1932

Dec 27 2004, 12:09 AM

I just got back from Scottsdale, AZ for a little vacation. I traveled all around with a Hertz rental, a 2005 Hyundai Sonata. This car was equipped with a V6, 4-Speed SHIFTRONIC(like an autostick) transmission, and I must say I was very impressed with the performance of this under \$20K automobile. Up and down the mountains it went with flawless, smooth shifting in ALL types of circumstances.....and NO rattles....a very quiet car!
Now, I'm not trying to compare it to the luxury of an ES, but how come Hyundai can produce a car with a beautiful tranny that responds to your every whim, for a lot less money than I suppose Lexus spent on their dog of a tranny?
I don't want to hear about ULEV standards, and electronic throttle that's incorporated in the Lexus! All I know is, I wish I could switch out my Lexus transmission for the Hyundai's and then I'd be completely happy with my Lexus.

bartkat

Dec 27 2004, 01:33 AM

QUOTE(SW03ES @ Dec 21 2004, 10:27 AM)

Some drivers never notice the hesitation, it all depends on your driving style.

If it was there, I'd notice.

Full Version: 02-03 Transmission hesitation problems

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[Lexus Owners Club \(USA\) Forums](#) > [Lexus Owners Club](#) > [Lexus ES250/ ES300 / ES330 Forums](#)

Pages: [1](#), [2](#), [3](#), [4](#), [5](#), [6](#)

drifter

Sep 10 2004, 10:14 PM

I check back every few months to see how the tranny thread is going and to see if Lexus actually has a fix. Still a bunch of BS. My first and likely last Lexus because of the BS they're handing out. I wish someone could actually find out the whole inside truth on what's wrong with the engine/tranny and broadcast it nationwide. Jerks!

Walterbn

Sep 18 2004, 10:42 AM

I have an '04 RX330 that has serious trans issues and the e-throttle problems all of you have described. There are two sets of problems according to my local Lexus service people. The throttle is not causing the main trans issues.

What will be interesting is if Lexus comes out with a new trans (and/or e-throttle program) in the '05s and then has the gall to bill it as the new and improved version.....when for months they have been telling all of us that there is no problem with ours.

johnheg

Sep 20 2004, 12:09 PM

I guess I'll add my 2 cents worth. I bought a new ES330 in January of this year and definitely have the hesitation problem described again and again since at least 2002. I have tried the no overdrive and have tried manually shifting when I think I might need to accelerate quickly. I agree with earlier posts that say the problem does not go away when shifting out of D and I have experienced it in 3 as well. My biggest problem and the reason I think it is a safety problem is that here in Houston we often have to merge across a freeway to get from an on ramp to an exit. This may sound strange but it's just the way the highways are constructed in several places. Since I have to merge on to the right and lane and end up in the left hand lane of a 4 or 5 lane highway in a short distance, I need to go from very slow to very fast (this is the space city, after all) in a short distance. The hesitation drives me crazy when I am trying to merge in to a fast moving stream of traffic from a slower lane.

Anyway, I have complained to my dealer and they said the standard: "nothing wrong with it". I will call the 800 number and complain and may also do the consumer complaint. Thanks for the previous info. I guess I should have researched here before I bought a Lexus!

Poppl

Sep 23 2004, 10:50 PM

It is ridiculous that Lexus beginning with the 1999 RX300 and on through the present ES models have the hesitating transmission problems. This is the pits, and why they they are so adamant on cramming this problem down our throats after we have paid premium prices for Lexus vehicles.

We have owned three different Toyota cars; Camry, and two different year model Avalons and never had even one hiccup as far as hitting the accelerator and getting immediate response like a car is supposed to have. Where is Lexus design engineers minds and what do they use for a brain?

Don't they realize that cars and trucks have been built by the millions that do not have this problem.

Why does Lexus not hear us and do a genuine fix on them? Anybody know?

I purchased the 99 RX300 and 2003 ES300 from one of the largest and most reputable Lexus dealers in

the U.S. The RX300 just has a hesitating problem. The ES has a hesitating problem plus the jerkiness of the transmission when changing gears. Those transmissions in the Camry and the Avalon's were seamless and smooth when changing gears so much they couldn't be felt. But not this ES300. It lets you feel every gear change. We like everything else about the car except for this dadblasted transmission. Do you think for one minute that the reputable Lexus dealer told us about he malfunctioning transmission in that ES? Heck no! Oh I know some say Lexus claims it is not the transmission, that it is the ECM or the electronic throttle body but that's malarkey, hogwash. It may be the ECM or electronic throttle body, but it's the transmission jerking and hesitating that is fouled up from whatever cause for it doing so.

I have read that some have had the ECM reprogrammed and it is no better and in some cases worse than before reprogramming. Now that's some kind of fix isn't it?

I tell you all, we are going to have to unite and demand while these vehicles are still in warranty to get this transmission problem resolved.

Lexus is doing the stall thing exactly like Mazda did with their transmission problem a few years back. Mazda 626's were warranted to 50,000 miles. If the transmissions held up until the warranty expired then it cratered after the warranty expired, and I mean if it had one mile over the warranty, Mazda would not replace the transmission.

Mazda knew there was a problem with the transmissions and did not issue a recall to the owners informing them of the problem and then after the warranty expired the things cratered and it was the owners responsibility to replace the transmission at a cost \$2,000.00. Mazda knew it and had issued a Technical Service Bulletin about the problem and Lexus is doing the very same thing by not correcting the problem. Our daughter's Mazda 626 transmission did crater at 52,000 and after me going round and round and haggling with Mazda Corporation did Mazda agree to fix it with an out of pocket for me paying \$635.00 of the cost. I had no other choice at the time as the car itself was still a good car and she couldn't afford another car at that time as it would have cost more than the transmission out of pocket besides.

I do know we will not be purchasing another Lexus product unless Lexus cleans up their act. They have been known for quality, but that's out the window as far as we're concerned. There's no way I would consider purchasing another Lexus product at this time and there is no way I would purchase another vehicle of any kind from Sewell Lexus in Dallas, Texas. I had purchased three other vehicles from Sewell and always liked doing business with them. However, because they did not tell us about the jerky hesitating transmission problem, I will NEVER go in their store again for any brand of car.

And that's right, I am ticked off at Lexus Corp. and Sewell Lexus.

Poppl

Oct 1 2004, 03:58 PM

Johnheg

I went to my dealer - Northside Lexus of Houston - earlier in the week and had my 15k service done. I complained again about the transmission and this is what the service rep said:

I will log your complaint and we will test drive it. It will probably be within specifications. The hesitation has to do with the low emissions system. In order to keep the emissions low, the ECM hesitates to transmit to the fuel system when you punch the accelerator "to make sure you are really serious about punching it" and when it realizes you are, it transmits it. He also said that there was a 'fix' for the 2002 model (he seemed to think the problem started when the current transmission design was introduced in 2002) which resulted from complaints by owners of the 2002 ES. He suggested I keep complaining about it and, when there were enough complaints, Lexus/Toyota factory would do something about it. Until there is a fix issued by the factory, there is nothing the Lexus service departments can do. He said that Lexus really does log the service requests and uses them to determine when there is a problem that needs the factory to make a modification.

The explanation about the emissions system just doesn't make any sense. I have lived in California and many other states that test emissions and they all test at idle and a specific speed. There is no way a

hesitation would help the emissions test, as far as I can tell. The tie between the low emissions design for the US market and the lack thereof for the Canadian market has been noted before so there may be some truth in the link. It just doesn't make sense to me. I will continue to complain. I was surprised to find out that there are only 3 or 4 complaints logged with the NHTSA. I thought there would be more. I suppose I will log a complaint there as well.

I got the factory service manual because I thought it might give me some good information on the programming of the ECM but I should have known better. Has anyone played around with the OBDII scan tool?

Regards, John Heg

timothy

Oct 3 2004, 12:20 PM

new to the site. own 04 es 330, some hesitation problems, been using 93 oct. mobil gas seems to help the problem. about 7000 miles on car, car and dealer seem to be top. meade lexus utica/shelby twp. mich learning a lot from the site thanks

tim

Poppi

Oct 3 2004, 07:22 PM

QUOTE(Johnheg @ Oct 1 2004, 03:55 PM)

I went to my dealer - Northside Lexus of Houston - earlier in the week and had my 15k service done. I complained again about the transmission and this is what the service rep said:

I will log your complaint and we will test drive it. It will probably be within specifications. The hesitation has to do with the low emissions system. In order to keep the emissions low, the ECM hesitates to transmit to the fuel system when you punch the accelerator "to make sure you are really serious about punching it" and when it realizes you are, it transmits it. He also said that there was a 'fix' for the 2002 model (he seemed to think the problem started when the current transmission design was introduced in 2002) which resulted from complaints by owners of the 2002 ES. He suggested I keep complaining about it and, when there were enough complaints, Lexus/Toyota factory would do something about it. Until there is a fix issued by the factory, there is nothing the Lexus service departments can do. He said that Lexus really does log the service requests and uses them to determine when there is a problem that needs the factory to make a modification.

Regards, John Heg

6

Johnheg,

You need to either go back to the same Lexus dealer's service department or a different dealer and tell them there is actually a 'fix' for the hesitating transmission.

I emailed Lexus Corporation and they answered me and told me there was a 'fix' by reprogramming the ECM. I understand it was first allowed to be done in Canada and then approved in the U.S. Your dealership knows there is a 'fix' and are giving you a 'run around'. I am going to schedule an appointment to drive my wife's 2003 ES300 to the dealer and have the ECM reprogrammed.

I have also read and you have probably as well that sometimes the reprogramming makes it worse. I do not know. I live a two hours drive from my Lexus dealership.

Poppi
Kilgore, Tx

steviej

Oct 3 2004, 09:27 PM

QUOTE(Poppi @ Oct 4 2004, 01:22 AM)

JohnHeg,

You need to either go back to the same Lexus dealer's service department or a different dealer and tell them there is actually a 'fix' for the hesitating transmission.

I emailed Lexus Corporation and they answered me and told me there was a 'fix' by reprogramming the ECM. I understand it was first allowed to be done in Canada and then approved in the U.S. Your dealership knows there is a 'fix' and are giving you a 'run around'. I am going to schedule an appointment to drive my wife's 2003 ES300 to the dealer and have the ECM reprogrammed.

I have also read and you have probably as well that sometimes the reprogramming makes it worse. I do not know. I live a two hours drive from my Lexus dealership.

Poppi
Kilgore, Tx

4

If you speak of "the fix" that came out in Aug 2003 (TC004-03), this fix is NOT a fix for the hesitation. It is a flash rewrite of the ECM to appease the masses for the multiple tranny issues and the only thing it achieved was removing the slight joggle that could be felt when the tranny hunted for 5th at about 40mph.

this fix is also permanent and you are asked to sign a form stating you are aware of this. This means if you don't like the fix you are crap out of luck. Your old ECU program cannot be re-flashed over the fix.

Poppi, after you get "the fix", post back after the tranny has had enough time to relearn your driving habits. Let us know if the hesitation is still there. I will bet it is.

My service manager was so unhappy with "the fix", he would allow me to get it. I have such a good relationship with the dealer, he said I would be a much bigger PIA after the fix cause I definitely wouldn't like it.

Also, all ES's made after 8/03 supposedly have the fix programmed into the tranny already. If any late 2003, 2004 or 2005 ES owner has a hesitation.....there's your proof, the fix didn't cure the hesitation.

steviej

Jragosta

Oct 5 2004, 11:40 AM

I had my arbitration hearing today.

To start, they asked if I wanted to negotiate with Lexus to solve the problem. I agreed and they left the room. All Lexus wanted to do was let me trade my car in on a different model and pay the difference. That's not much of a resolution - since I can do that any time I want. I declined.

After all the preliminaries, I started with a description of the problem and documenting evidence (including NHTSA reports where 50% of all ES problems were related to this problem, reports from this board, reports from edmunds.com, and a letter from Lexus admitting that there was a transmission problem).

Lexus got to respond. They stated that there was no problem and it was simply a matter of my driving style. They argued that the car was within specs.

I then asked them what the specification on transmission hesitation was. They admitted that there is no spec on this parameter. I asked how they determined that my car was within design parameters if there's

no spec. They said that they compare it to other cars of the same year and make. I then said "so if every ES has the same problem, you will then say that mine is normal?". She refused to answer the question.



One of the arbitrators asked if there was any record of accidents caused by this problem. I wasn't aware of any, nor was Lexus.

We then did the test drive. The car hesitated right on cue. No question about that.


After coming back into the room, we each gave our closing statement. Lexus repeated that it was a 'shifting style' problem and not a real problem. I repeated that by Lexus definition, if 100% of the cars had their wheels fall off, it would not be considered a problem. In reality, the hundreds of complaints as well as the results of the test drive show that it was a real problem.

I'll know within 10 days. If I don't win this, then I'd say that there's little chance of ever winning an arbitration hearing. The evidence was pretty clear.

I'll let everyone know how it turns out. 

amf1932

Oct 5 2004, 11:53 AM

Good luck.....I'm eagerly awaiting your next post and hope it'll be a positive one. 

torca123

Oct 8 2004, 06:56 PM

I thought that because Canadian ES330s are only ULEV compliant and not ULEVII as in the US that the hesitation issue doesn't really occur

Jragosta

Oct 13 2004, 07:17 PM

Got my response today on arbitration. The arbitrators unanimously decided that I had not proved that the transmission problem significantly impaired the usefulness or safety of the car.

Given that the Lexus person admitted that they didn't have any specifications and that their 'the car meets design criteria' REALLY meant that 'all of the ES cars do that', I don't think the hearing could have gone any better.

I guess they were swayed by the fact that there have been no accidents reported.

I don't have the time to get a lawyer, but if anyone is starting a class action, I'll join in.

Brenda

Oct 16 2004, 08:48 AM

Hi,

My Name In Brenda a year and half ago I leased a 2003, ES 300. I experienced thr transmission hesitation problem. I received a letter from Lexus to have the transmission chip changed. I had the chip changed. I still experienced the problem so on 10/15/2004 I took the car back In to Lexus to have some other work performed and also asked that they fix the hisitation problem again. I was told they can't. I wanted out of the lease I even was willing to pay additional money to get out. However it wil cost me an extra \$100.00 in a month payment to get out of a car which is clearly dangerous. Please help and advise.

Thank you
Brenda

Jragosta

Oct 16 2004, 08:58 AM

QUOTE(Brenda @ Oct 16 2004, 02:48 PM)

Hi,

My Name is Brenda a year and half ago I leased a 2003, ES 300. I experienced the transmission hesitation problem. I received a letter from Lexus to have the transmission chip changed. I had the chip changed. I still experienced the problem so on 10/15/2004 I took the car back in to Lexus to have some other work performed and also asked that they fix the hesitation problem again. I was told they can't. I wanted out of the lease I even was willing to pay additional money to get out. However it will cost me an extra \$100.00 in a month payment to get out of a car which is clearly dangerous. Please help and advise.

Thank you
Brenda

18

Unfortunately, I don't have anything to advise. As you can see from this thread, I've tried everything up to and including arbitration - none of which accomplished anything. The only thing I haven't done is get a lawyer. That's probably the only thing that MIGHT work - but even there it's an uphill battle. I don't have time for that.

steviej

Oct 16 2004, 10:17 AM

people will flame me for this answer but her goes.

Brenda,

I at first was concerned about the hesitation. I have overcome the hesitation problem by adapting to its presence. Don't floor the car, 3/4 throttle will give you the acceleration you need. Use the throttle to control the tranny shifting. If I were in Denver I would be more than happy to demonstrate. Many of us have learned how to do this so much that it is just instinctive.

I realize it is not the way it *should* be, but it is the way it has to be for this electronic throttle/tranny combination in my car. I never had the reflash of the ECU and do not plan to do that either.

Lastly, I have also become a much more defensive driver and don't put myself in situations where the hesitation will come into play in a panic. That is not the norm in Boston where offensive driving is the rule of the road.

The car has so many more benefits that far outweigh the hesitation problem.

If that is not the answer you were looking for, I am sorry, that is the best I can do to help with your frustration. Other than that, like Jrag. stated a lawyer and a class action suit may be the next step. But I am not aware of any fatalities or major accidents due to the hesitation so a class action suit would be hard.

steviej

Poppl

QUOTE

If you speak of "the fix" that came out in Aug 2003 (TC004-03), this fix is NOT a fix for the hesitation. It is a flash rewrite of the ECM to appease the masses for the multiple tranny issues and the and the only thing it achieved was removing the slight joggle that could be felt when the tranny hunted for 5th at about 40mph.

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Poppl, after you get "the fix", post back after the tranny has had enough time to relearn your driving habits. Let us know if the hesitation is still there. I will bet it is.

My service manager was so unhappy with "the fix", he would allow me to get it. I have such a good relationship with the dealer, he said I would be a much bigger PIA after the fix cause I definately **wouldn't** like it.

Also, all ES's made after 8/03 supposedly have the fix programmed into the tranny already. If any late 2003, 2004 or 2005 ES owner has a hesitation.....there's your proof, the fix didn't cure the hesitation.

steviej

steviej,

I wrote Lexus Corp. and they emailed me back and they called it a 'fix', not me. I was just repeating what they told me in their email. I have read earlier by other posters about 'the fix' not being what Lexus claims it to be. Now that's quite something isn't it? This ES300 and the RX300 we have has the same hesitating problem when downshifting. The ES300 is worse. What happened to Lexus quality is my question. After the millions of cars with automatic transmissions with seamless shifting transmissions, Lexus has lost it in my opinion.

Those two different Toyota Avalons transmissions shifted so smoothly you never felt it shift from one gear to the next. The 2004 Avalon's shift just as smoothly while LS430 and ES300 and RX300's all shift with a jerky and high revving engine RPM's. It's the pits. I like for cars to not rattle and transmissions that shift smoothly.

Poppl

Poppl

Oct 18 2004, 03:41 PM

Hey everyone, I fouled up big time somehow. I didn't think my reply had posted and every time I clicked send it was posting steviej's post as well as mine and I apologize to everyone for this.

Poppl

steviej

Oct 18 2004, 10:18 PM

Poppl, I fixed you multiple/duplicate postings.

When I was typing "the fix" I was quoting Lexus and not you. I reviewed the same letter and had the same conversations with the same pertinent parties at Lexus Corporate too.

As for the Avalon, I am curious if it has the same electronic throttle system present in the ES and RX. That may be the difference.

steviej

Poppi

Oct 19 2004, 09:11 AM

Thanks stevej,

Another problem with the ES300 is a clunking noise when turning the steering wheel at low speeds. (I wouldn't be turning it at a high speed). It happens on level pavement as well as say like going in and out of my driveway where it is an up and down motion and the clunking can be felt in the steering wheel. The Lexus service manager claims he has never had this complaint before this car. I do not know as I have never driven another 2003 ES300 and have nothing to gauge it by.

Have any of you experienced this problem?

Thanks again stevej,

Poppi

Jragosta

Oct 19 2004, 10:13 AM

QUOTE(Poppi @ Oct 19 2004, 09:11 PM)

Thanks stevej,

Another problem with the ES300 is a clunking noise when turning the steering wheel at low speeds. (I wouldn't be turning it at a high speed). It happens on level pavement as well as say like going in and out of my driveway where it is an up and down motion and the clunking can be felt in the steering wheel. The Lexus service manager claims he has never had this complaint before this car. I do not know as I have never driven another 2003 ES300 and have nothing to gauge it by.

Have any of you experienced this problem?

Thanks again stevej,

Poppi

I get a similar noise on my ES330 - only when making a hard right turn and hitting a bump pretty hard at the same time. The dealer couldn't duplicate the problem and I'm not too worried about it. If it gets worse, I'll have it fixed.

obsidianr

Oct 19 2004, 11:41 AM

QUOTE(steviej @ Oct 18 2004, 10:18 PM)

Poppi, I fixed you multiple/duplicate postings.

When I was typing "the fix" I was quoting Lexus and not you. I reviewed the same letter and had the same conversations with the same pertinent parties at Lexus Corporate too.

As for the Avalon, I am curious if it has the same electronic throttle system present in the ES and RX. That may be the difference.

stevlej

I had a similar problem that only occurred when steering clockwise and it was fairly quiet so it could only be heard at low speeds (<30 MPH). After taking the car in to the dealership 4 times, they finally resolved it. They had replaced several parts before finding the one that actually caused the noise. I don't recall what it was, I'll check my records and post the fix a little later.

Poppi

Oct 20 2004, 10:28 AM

obsidianr,

As soon as you find out what part or parts that were required to eliminate the 'clunking' noise while turning the steering wheel, please let me know.

I haven't figured out how to email anyone directly who posts on this board. So here is my email address..... [My email address](#)

Thanks,
Poppi

Poppi

Oct 20 2004, 10:51 AM

Didn't work.....

email address is.... hgcamp@cablelynx.com

Poppi

SW03ES

Oct 21 2004, 08:44 PM

Mine does this too. Just had the dealer check it and they couldn't reproduce it either (doesn't happen all the time) they inspected and lubricated all the front steering, chassis and drivetrain parts.

I was told by one owner that the problem was the secondary steering shaft and it had to be replaced. I asked my service rep and he says they didn't even check the steering components and would when I bring it in for the next service (you'd think they'd have done that when the issue is a light clunk when turning ☺).

Do let us know what they replaced...

Poppi

Oct 23 2004, 11:28 AM

The driver of our 2003 ES300 can feel the clunking in the steering wheel as well as hear it. It happens all time, not sporadically.

Poppi

SW03ES

Oct 23 2004, 03:34 PM

Its probably just a more advanced condition.

Poppl

Oct 26 2004, 03:12 PM

QUOTE(SW03ES @ Oct 23 2004, 03:34 PM)

Its probably just a more advanced condition.

It is still pitiful for a company like Lexus that has had a reputation for quality to sell cars that have this problem. I have never out of 32 vehicles during my life so far until this car, had one that the steering pops and clunks and the transmission jerks when shifting. Otherwise it would be a good car, but I will NEVER EVER purchase another Lexus vehicle and will not replace the ES and RX with another LEXUS brand. They are not what they are hyped to be.

I was talking to a guy yesterday who is trading in a 1997 Ford Thunderbird that has 230,000 miles on it and all he has had done is regular maintenance. He has had the T-bird serviced according to owner's manual recommendations. I am not a Ford Thunderbird man at all, but I will say that the car doesn't look like it has 30,000 miles on it much less 230,000. Leather seats still look good. He has used Lexol leather cleaner and Lexol Leather treatment.

What kind of car is he buying you ask? One of the newly Ford 500's that has just been introduced.

What kind of car did he own prior to the T-bird? An LS 400 LEXUS that he drove for a little over 106,000 miles. He said he would never pay the high price LEXUS demands for their cars when he can purchase a much less expensive vehicle and drive it for more than twice as many miles without any problems.

Poppl

SW03ES

Oct 26 2004, 03:19 PM

Well with all due respect for your friend if the only reason he purchased a Lexus was to drive it a lot of miles he overspent. The Lexus is a luxury car, its designed to last a long time but at the expense of having the best materials, the best ride, a smooth engine and style and appearance. He should have bought a Toyota Corolla, it would have served him better. Buying a Lexus just because they last a long time is beyond wacky. Thats like buying a Cadillac Escalade for its hauling capacity. Plenty other trucks haul just as well, just not with as much style and prestige. Plenty of other cars will last just as long as the Lexus, just not with as much style and prestige.

As for the steering knock I don't see it as a big deal, there's a simple fix for it in an updated secondary steering shaft. As for the transmission hesitation its inherent to the drive by wire system and is not unique to the Lexus, and most drivers don't even notice it. The Lexus may not be the right car for you, but its certainly not a bad car.

Poppl

Oct 27 2004, 10:28 AM

QUOTE

Buying a Lexus just because they last a long time is beyond wacky.

Ask yourself what comes to most peoples' mind when you mention LEXUS. They think QUALITY. Not to

argue, but the above quote makes no sense at all. Why not buy a car that will last longer and acquire more mileage without excessive repairs? Why pay a premium price for prestige? Not me. I buy vehicles because of quality and LEXUS in the past and presently continues to peddle cars as the zenith of quality.

Poppl

Poppl

Oct 27 2004, 10:33 AM

SW03ES,

QUOTE

As for the steering knock I don't see it as a big deal, there's a simple fix for it in an updated secondary steering shaft.

I'm having a problem with understanding what a secondary steering shaft is. I will ask the service manager next time I take the car in about 'the fix'. He has never mentioned it.

Thanks,
Poppl

SW03ES

Oct 27 2004, 02:04 PM

QUOTE(Poppl @ Oct 27 2004, 12:28 PM)

Ask yourself what comes to most peoples' mind when you mention LEXUS. They think QUALITY. Not to argue, but the above quote makes no sense at all. Why not buy a car that will last longer and acquire more mileage without excessive repairs? Why pay a premium price for prestige? Not me. I buy vehicles because of quality and LEXUS in the past and presently continues to peddle cars as the zenith of quality.

Poppl

Then you really should have bought a Toyota or Honda, not a Lexus. A Lexus is a luxury car and you pay a premium because of that fact. It also has luxury features that are more likely to require repair, softer joints and bushings that wear faster to give the smoother softer ride, and parts that cost twice as much.

Poppl

Oct 28 2004, 04:14 PM

QUOTE

Then you really should have bought a Toyota or Honda, not a Lexus. A Lexus is a luxury car and you pay a premium because of that fact. It also has luxury features that are more likely to require repair, softer joints and bushings that wear faster to give the smoother softer ride, and parts that cost twice as much.

SW I have news for you. We have owned three different Toyota's, one camry and two different avalons.

The Avalons actually had a little smoother ride than the ES does. The Avalons's actually handled better than the ES. We almost bought another AVALon a couple of days before my wife found the ES and fell in love with the thing and there was no way of changing her mind. There is no way I would have chosen it as my vehicle. I have an RX300 which I have always liked. That said, we will not run right out and trade the ES anytime soon. My gripe is the hype of LEXUS that this is such an 'all-fired' super car which it in no way is. As I have stated earlier, the jerky shifting transmission and the popping/dunking steering stinks. There is no way this is quality and certainly not something that should have to be tolerated in especially a luxury car. I have owned primarily Ford vehicles along with a couple of Chevrolet's, a Toronado Oldsmobile, two different Buick Rivera's, a Nissan Maxima that was a lemon, A Nissan 300ZX which I really liked, A Toyota Camry that was a good car, two different Toyota Avalons that were great cars and not hiccups, one Toyota 4Runner and now I have a RX300 and my wife has the ES300. I said all that to say that other than this dadblammed ES NONE of the other vehicles, a total of thirty two, had jerky shifting transmissions or dunking steering. But I will not buy anymore LEXUS vehicles unless LEXUS gets their act together and produces a complete quality car like we thought we were getting. So there you have it.

Poppl

SW03ES

Oct 29 2004, 07:29 AM

Well thats your opinion, I don't share it I test drove Avalons before I bought the ES and thought they were boaty like Buicks but its your opinion. All I'm saying is you shouldn't have bought a Lexus if all you were looking for was reliability. Just realize that the Camry/Avalon/ES are all primarily the same vehicle in the suspension and drivetrain department. The ES has softer bushings and higher quality struts and springs but other than that the drivetrains are pretty much the same. So what you're driving is basically the same car. Ever hear the idea of a self fulfilling prophecy? Its hard not to concentrate on the faults of a vehicle you "never would have chosen as your vehicle" Isn't it? The steering clunk is easily repaired under warranty, the hesitation in the transmission can be remedied by adapting your driving style to it. Do you not want to be satisfied? Whats the point in even posting here if you're going to argue with our advice?

I'm trying to help you by pointing you in the right direction with the steering dunk (which is repairable and there is a TSB according to my research) and explaining the transmission jerk to you. I'm not going to help you though and no one else here is either if you're going to be nasty to us. You've got to realize that this is a Lexus enthusiast board, most of us are 110% satisfied with our cars. Its not my fault you're not satisfied with your car, I don't work for Lexus. Go give your "news" to someone who can do something about it.

Poppl

Oct 29 2004, 11:38 AM

QUOTE(SW03ES @ Oct 29 2004, 07:29 AM)

..... Whats the point in even posting here if you're going to argue with our advice?

I'm trying to help you by pointing you in the right direction with the steering clunk (which is repairable and there is a TSB according to my research) and explaining the transmission jerk to you. I'm not going to help you though and no one else here is either if you're going to be nasty to us. You've got to realize that this is a Lexus enthusiast board, most of us are 110% satisfied with our cars. Its not my fault you're not satisfied with your car, I don't work for Lexus. Go give your "news" to someone who can do something about it.

ES

SW; I should have said ... "for your information", not 'news' Anything I have posted was not meant as an argument. It's a shame one cannot post their opinions of fact(s) without being interpreted as being argumentative if our opinions do not agree with yours.

You have completely ignored my posting of me being satisfied with the RX300 in spite of the fact that it

has a slight hesitation when applying sudden acceleration, or I would have already traded it. It is not as bad as the ES.

I am dissatisfied with the ES, my wife isn't. My gripe with LEXUS is for offering a car to the buying public for a premium price knowing that it has defects that could have been corrected prior to leaving the factory. That's my complaint.

It is not a complaint against you and I haven't been argumentative.

So you will not have me to 'kick' around on this board ever again.

Your help was appreciated.

Poppl

SW03ES

Oct 29 2004, 07:15 PM

No reason to leave, that's silly. I was just trying to make you understand that we're trying to help you by steering you in the right direction so you can get the most out of your purchase. You've got to be open to what's being said though.

Ken-L

Dec 19 2004, 12:23 PM

 [I have a 2002 ES300 and it too hesitates under a variety of conditions and speeds! It is annoying and dangerous.

My dealer "updated" the software/firmware, but it did not fix the problem, and even made shifting worse.

What we need is a **Class Action Lawsuit!** 

SW03ES

Dec 19 2004, 09:08 PM

The huge type is really not necessary so I removed it.

Like I said before, I realize that you are frustrated but we will not tolerate your being rude to our members or administration and breaking our rules.

Ken-L

Dec 19 2004, 10:27 PM

Poppl, you have it right. I have seen enough posted messages and the so-called "replies" by the administrators/moderators to too many of them in just one day as a member. They obviously have a very selective and proprietary point of view and are determined to not allow anyone to disagree with them or their special interests.

You will not see any post from me again either, because as soon as I finish this one, I am dropping off this "Lexus Owners" forum! There is no point in kidding ourselves as to what this board is really about. This post will be immediately CENSORED too.....and I will be BANNED IN BOSTON. Now, that's quite an honor.

Ken

QUOTE(Poppl @ Oct 29 2004, 10:38 AM)

QUOTE(SW03ES @ Oct 29 2004, 07:29 AM)

..... Whats the point in even posting here if you're going to argue with our advice?

I'm trying to help you by pointing you in the right direction with the steering clunk (which is repairable and there is a TSB according to my research) and explaining the transmission jerk to you. I'm not going to help you though and no one else here is either if you're going to be nasty to us. You've got to realize that this is a Lexus enthusiast board, most of us are 110% satisfied with our cars. It's not my fault you're not satisfied with your car, I don't work for Lexus. Go give your "news" to someone who can do something about it.

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It is not a complaint against you and I haven't been argumentative.

So you will not have me to 'kick' around on this board ever again.

Your help was appreciated.

toppi

bartkat

Dec 19 2004, 10:49 PM

QUOTE(Ken-L @ Dec 19 2004, 10:27 PM)

toppi, you have it right. I have seen enough posted messages and the so-called "replies" by the administrators/moderators to too many of them in just one day as a member. They obviously have a very selective and proprietary point of view and are determined to not allow anyone to disagree with them or their special interests.

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Bye

SW03ES

Dec 20 2004, 12:06 AM

Banned. All I asked you to do was adhere to the rules of the site and stop trying to one-up the moderators. If you can't post within the rules, you'll have to post somewhere else. Like I said, we're not affiliated with Lexus in any way, we're owners and we're allowed to discuss our opinions too.

Again, I know your frustrated but thats not our fault. You're not going to get anywhere trying to get some action on your issue if you're rude and disrespectful to people. Nobody's going to take you seriously, just like nobody has here.

One thing I've noticed about these people having this tranny issue, they sure are paranoid 🤔

Jragosta

Dec 20 2004, 06:32 AM

QUOTE(SW03ES @ Dec 20 2004, 06:06 AM)

One thing I've noticed about these people having this tranny issue, they sure are paranoid 🤔

That's not fair.

SOME people are paranoid about the transmission issue. OTOH, SOME people are extremely insistant that it's not a problem - ignoring all the people who say it is.

I have the transmsalon problem and consider it to be a major safety issue. I will gladly join a class action suit. Furthermore, if anyone has an injury due to this problem, I will personally testify against Lexus that they've been informed about the issue many, many times but refuse to acknowledge it. Sadly, it's probably going to take someone being killed before Lexus does anything about it.

That doesn't make me paranoid - even if you choose not to consider it a problem.

SW03ES

Dec 20 2004, 08:24 AM

Jrag- I should have said "some of these people", I apologize. You've never acted like this guy has acted or others have. Seeing a problem in the design of the transmission/throttle of the car and believing that Lexus doesn't intend to help you doesn't make you paranoid, going around accusing this site and particular members of being Lexus plants and there being some conspiracy to deny these people help or an avenue to discuss the issue DOES make them paranoid. All the other moderators and I did was close that guy's post and direct him to this thread, it is our policy that discussion of the transmission/throttle issue be done here to keep from allowing the forum to be taken over by these posts. Instead of simply complying with our wishes, he opened ANOTHER thread and accused stviej of being "worried" about a class action suit. Well, stviej is a medical researcher, why would he be worried? Then he posts in here using giant 20point font, thats just not neccisary. He wasn't banned because of his grievance he was banned because of his conduct, he believes it was because of his grievance that makes him paranoid.

Also, for the record, its not that I don't consider the drivetrain hesitation a problem its that I don't consider it a safety problem. The drivetrain on this car is inexcusably jerky for its price. I've learned to drive around it though and now I never feel the hesitation. My stance on the subject comes from the fact that I believe that the behavior is inherent in the drive by wire system and that there's no way it can be repaired, so why worry about it...

SKperformance

Dec 20 2004, 05:23 PM

you want jerky go drive the new BMW 745i
what an expensive peice of crap
I drove 7 03 ES 300's this weekend nothing I would call hesitation just normal electronic delay
but a \$100 thousand dollar car with enough lag to count in seconds is completly ridiculas to me. what a peice of junk

SW03ES

Dec 20 2004, 06:18 PM

Its the same issue with the 7s, the drive by wire system. The car companies are simply rushing this technology to market before its ready.

SKperformance

Dec 20 2004, 07:37 PM

so agreed
thank god the GS 400 doesn;t have a problem

SW03ES

Dec 20 2004, 11:29 PM

I've heard that the newer ones do...

bartkat

Dec 20 2004, 11:49 PM

I've had my IS300 for a year and a half now and I have never seen a problem related to drive by wire. There was the issue that was fixed with the ECU reflash, and the supposed hesitation with the 1 -2 shift, which some say is because the 2 is just an overdrive 1. Whatever the case, I just haven't seen any real problems with this type of thing. When I put the pedal down , the engine and trans give immediate and appropriate response at any speed.

SW03ES

Dec 21 2004, 10:27 AM

Some drivers never notice the hesitation, it all depends on your driving style.

amf1932

Dec 27 2004, 12:09 AM

I just got back from Scottsdale, AZ for a little vacation. I traveled all around with a Hertz rental, a 2005 Hyundai Sonata. This car was equipped with a V6, 4-Speed SHIFTRONIC(like an autostick) transmission, and I must say I was very impressed with the performance of this under \$20K automobile. Up and down the mountains it went with flawless, smooth shifting in ALL types of circumstances.....and NO rattles.....a very quiet car!

Now, I'm not trying to compare it to the luxury of an ES, but how come Hyundai can produce a car with a beautiful tranny that responds to your every whim, for a lot less money than I suppose Lexus spent on their dog of a tranny?

I don't want to hear about ULEV standards, and electronic throttle that's incorporated in the Lexus! All I know is, I wish I could switch out my Lexus transmission for the Hyundai's and then I'd be completely happy with my Lexus.

bartkat

Dec 27 2004, 01:33 AM

QUOTE(SW03ES @ Dec 21 2004, 10:27 AM)

Some drivers never notice the hesitation, it all depends on your driving style.

If it was there, I'd notice.

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Customer Test Drive

2001 Nissan Maxima GXE



2001 stock image shown

Ratings

Overall:		(80)
Comfort:		(80)
Performance:		(40)
Quality:		(80)
Appearance:		(80)

Comments

Favorite feature: power full engine

Least favorite feature: Cruise Control

Advice to buyer: Test Cruise control between 70 to 80 mph

Detailed review: Currently I had file a complain with better bussines bureau, againts nissan north america, about the cruise control, this problem start from ignition timing failure, this change from 27 to 38 degrees and this make cruise control surge. For more info please contact me at

Also considered: N/A

Vehicle purchased: 2001 Nissan Maxima

About This Reviewer...

Email address:

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Volkswagen
Volvo

Location: Mobile, Alabama
Other vehicles owned: 1997 Toyota Camry
Review submitted: January 22, 2002

Is this review offensive or grossly inaccurate? [Let us know.](#)

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