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Chester, NJ

January 11, 2005

VIA CERTIFIED MAIL & SECOND REQUEST January 27, 2005

Denny Clements
Group Vice-President of Lexus Operations
19001 Southwestern Avenue
Torrance Ca, 90509

Dear Mr. Clements:

I wish to express to you my failed expectations and disappointment with your Lexus product, name and support.

I purchased an LX470 in December of 2004. The vehicle was purchased at Tri-County Lexus in New Jersey. From the initial introduction by the salesperson, there was a problem. The salesperson did not know the product. I asked him many questions about the vehicle, functions and features. He fudged on answers, and never seemed to answer any question. Out of courtesy, I stayed with the salesperson that was 'Rob L.'

Upon ordering the vehicle I ordered Michelin tires to be installed on the car as well as an aftermarket DVD system to be installed in the headrests. When the vehicle arrived, I asked where were the Michelins; he told me that they were extra and that is why they are not on the Lexus. The DVD system was set up extremely poorly, with soft black tar/ glue around the system to set it in place, which every time the car heats up in the summer this loosens, and the box jiggles around. The system does not operate correctly to this day. When we picked up our vehicle, I was told to wait by the car in their outside lot. The salesperson returned 90 minutes later. He stated he was working with other customers even though this was my scheduled date and time to pick up our new LX470!!

Several days after we picked up the vehicle we had a blowout on a major highway. We called Lexus roadside assistance only to be informed that it would be a 90 minute to a two hour wait. This was totally unacceptable and extremely frustrating since we had our infant son in the car and were on a major highway. Subsequently, we resorted to the always-reliable AAA and they arrived in 15 minutes. After this incident the tires were all switched to Michelins, as my original order of this car had stated.

Summary of other issues:

- The 'Navigation System' has never worked properly. Many main common points and roads and not found or the incorrect directions are given.
- The 'Speakers' do not all work.

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- When making or receiving a call the radio shuts off and you have to turn the car off and on again to get the radio to work.
- The AM reception is extremely poor when compared to other vehicles driving the same route.
- The car has not handled well in snow, actually it is the poorest of any vehicle driven in 30 years.
- DVD system poorly installed, poorly designed. No remote access or visual from driver or passenger inserting the DVD.
- Instrument panel cover needed replacement as oil and water from inside the vehicle splashed on cover.

I am very, very disappointed with this vehicle. I have spoken with one Mr. Mendelsohn at Tri-County and have told him of the issues. I have conveyed to him that both my wife and I want of this particular vehicle. He stated he could 'swap out our 2004 with a 2005' and to come in and meet. After spending two hours with him, he stated that Tri-County would want 10K to effectuate the swap. I advised him we would meet him halfway, but my offer, unfortunately was declined.

We want out of this vehicle and we feel that the 'Lexus' experience has been anything but pleasant. Mr. Mendelsohn seems empathetic to our experience, has conveyed that the salesperson that sold me the vehicle is no longer employed with them but that does not do anything to mitigate any of the aforementioned issues. Both he and the head of service, Mr. Giordano, have been pleasant, professional and understanding – yet we feel that this Lexus product is tainted and want it replaced or refund the monies paid.

Please advise if in fact our experience is that which you condone and wish to accept as a 'normal' experience. As a note, while in line, waiting to drop the vehicle off, another gentleman in front of me told me how disgusted he was with his Lexus as well – coincidental – maybe or maybe this is becoming the norm for Lexus customer satisfaction.

Respectfully,

Chester, NJ

cc:

New Jersey Department of Law and Public Safety
Division of Consumer Affairs, Lemon Law Unit
PO Box 45026, 124 Halsey Street
Newark, NJ 07101

National Center for Dispute Settlement
PO Box 561109
Dallas, TX 75356-1109

Embassy of Japan
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NHTSA – Dept. of Transportation
400 7th Street SW
Washington, D.C. 20001

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