



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

(1-888-327-4238)

INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100216

Date Received

AM 8:10

30-MAR-2005

Repository

Reference No.

10117135

OWNER INFORMATION (Type or Print)

Name

Address

City LOOMIS

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Same as above

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO

Signature of Owner

date 2, 12 05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield or driver's side

JTHBA30G345

Make

LEXUS

Model

ES 330

Model Year

2004

Date Purchased

4/30/04

Dealer's Name and Telephone Number

LEXUS OF ROSEVILLE (916) 783-9111

Engine:

No. Cylinders 4

Fuel Type:

Gas

Original Owner

Dealer's City

ROSEVILLE

State

CA.

Zip Code

95661

Transmission Type

AUTOMATIC

Antilock Brakes

Powertrain

Cruise Control

Vehicle Component Code

121300 EXTERIOR LIGHTING:HEADLIGHTS:HIGH/LOW BEAM DIMMER

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

05-JUN-2004

Failure Mileage

NUMEROUS

Failure Speed

HID headlamps--obscure vision by 2/3 at night--extremely hazardous & unsafe with no profit available.

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: DOTM18ABC036)

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

0

0

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).

WHILE DRIVING AT NIGHT DRIVER NOTICED THAT THE HEADLIGHTS WERE INOPERATIVE. THE LOW BEAM LIGHTS DID NOT ILLUMINATE AND CAUSED POOR VISIBILITY TO THE DRIVER. VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION NUMEROUS TIMES, AND MECHANIC ADJUSTED THE LIGHTS. BUT PROBLEM RECURRENT. *AK

See numerous attachments which include Repair Orders, surveys, letters trying to correct the "unsafe/hazardous" headlamps which obscure 2/3 of one's night vision in that a dark shadow obscures one's vision at night, making it all the more hazardous and unsafe especially on winding curvy roads where one can only see adequately with putting the high beams on. One can't drive all the time at night with high beams on. I spent close to \$39,000 for this car to drive at night??

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 The information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

SEE 9 ATTACHMENTS



May 12, 2005

New Motor Vehicle Board
 1507 21st Street, Suite #330
 Sacramento, California 95814

ATTENTION: Eugene Ohta, Mediation Services Representative
SUBJECT: Follow-up to Complaint concerning my LEXUS ES 330, JTHBA30G345

Dear Mr. Ohta:

This letter will serve as a follow-up concerning my complaint, and my meeting with Kristi Paulson, District Service and Parts Manager for LEXUS, and Charlie Jorgensen, Field Technical Specialist for LEXUS, at 7:30p.m., on Wednesday, May 4, 2005, at the Lexus Roseville Auto Mall Dealership. Also present was Service Advisor, Roger Karker. Comparison tests were administered concerning the headlights on 2 other vehicles, in addition to mine, with mine showing more area and intensity of light. I then drove all 3 vehicles out in the country, in the Loomis area, to show both Kristi & Charlie my concerns about not having 100% visibility of the road ahead due to the shadow effect. Both Kristi and Charlie explained that the HID headlights on my car were performing as they should, compensating for changes in the road with the shadow effect; and allowing more intensity to the right and left side. They further explained that Lexus currently has no retrofit which would eliminate the compensating shadow effect to allow me better vision at night. Despite this response, I am still adamant about the fact that I paid \$38,907.29 for my '2004 ES330; and the response from Kristi and Charlie was that I not drive mountainous roads at night where my vision is obscured by two-thirds; or drive using the high beams when permissible! This is the crux of my complaint—namely that the Department of Transportation should have tested these vehicles with HID headlamps on curvy mountainous roads where the elevation changes, to see if these headlamps are safe and not hazardous. It perplexes me that I paid almost \$39,000 for a new Lexus '2004 vehicle and cannot drive it safely at night. This problem first came to light when I made a trip at night over the Siskyou Mountains, where both my daughter and I found it extremely hazardous to drive with only the low beam headlights when our vision was obscured by two-thirds. As one knows driving on high beams all of the time, at night, is not legal and yet that is the only way we both felt safe.

I appreciate the time and effort spent by Roger Karker, Kristi Paulson, and Charlie Jorgensen, who spent a lot of time with me testing various headlights, and going on test drives; however their hands are tied as the problem rests with the LEXUS MANUFACTURER who needs to manufacture a "retro-fit" headlamp to eliminate the problem described above. Will it take many documented deaths on mountainous or curvy roads, or even straight roads at night where one's vision is obscured by two-thirds, to effect this needed change? I am "soured" by the LEXUS name and what it stands for; and you can be assured that my next vehicle will not be a LEXUS unless this headlamp problem has been resolved. It is unconscionable to think that D.O.T. passed these headlamps, making me wonder if they even tested them during the evening hours.

Follow-up to Complaint concerning my LEXUS ES 330. JTHBA30G345
(Letter of May 12, 2005 from

Page 2.

I would appreciate your taking this matter up with the LEXUS Manufacturer who needs to put driver safety as No. 1 priority and work on manufacturing a "retrofit" headlamp to eliminate the shadow effect cast on the road at night by its HID headlamps, to improve driver visibility of the road at night from the current 33% to 100% visibility.

Thank you for your attention to my request.

Sincerely,



Loomis, California

Cc: Michelle Cervantes, Lexus Western Area Administrator
Craig Parker, Lexus of Roseville
U.S. Department of Transportation, National Highway Traffic Safety Administration
Office of the Attorney General, Bill Lockyer



NEW MOTOR VEHICLE BOARD
Consumer Mediation Services Program
 1507 - 21st Street, Suite 330
 Sacramento, California 95814
 (916) 445-1888 (916) 323-1631 Fax
 E-Mail: nmrvb@pacbell.net
 Website: nmrvb.ca.gov

MEDIATION REQUEST FORM

CASE NO. _____

COMPLAINANT NAME

FIRST _____

ADDRESS _____ CITY **Loomis** STATE **California**

TELEPHONE # _____

Please fill out all sections completely. If address is unknown, leave blank.

Selling Dealer _____ **Servicing Dealer** _____ **Manufacturer/Distributor** _____

NAME Lexus of Roseville	NAME Lexus of Roseville	NAME LEXUS
ADDRESS 300 Auto Mall Dr., Roseville	ADDRESS Refer to the left= same	ADDRESS _____
TELEPHONE # (916) 783-9111	TELEPHONE # (916) 783-9111	TELEPHONE # _____

VEHICLE (Make) LEXUS	(Model) ES-330/4-Dr. Sedan	(Year) 2004
DATE OF PURCHASE / LEASE 4/30/04	VEHICLE LICENSE NO. 5HDT579	CURRENT MILEAGE 10,500
<input checked="" type="checkbox"/> Purchase <input type="checkbox"/> Lease	MILEAGE AT PURCHASE / LEASE 25	VEHICLE ID. NO. JTEBA30G345
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	TYPE OF WARRANTY ON VEHICLE <input type="checkbox"/> Manufacturer's <input checked="" type="checkbox"/> Extended Warranty <input type="checkbox"/> No Warranty 100,000 miles	

Have you given written notice of defects to manufacturer? Yes No (Verbal only by Dealer)
 Has manufacturer (or designated agent) attempted repairs? Yes No (Says not enough complaints to warrant)
 If yes, list repair dates: _____

COMPLAINT

Please explain the details of your complaint and the action you are seeking on the reverse side of this form, or attach a typed 1-2 page letter.

IMPORTANT NOTICE: I understand a copy of this complaint may be sent to the dealer(s), manufacturer or distributor. Sections 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statement or knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.

Signature _____

Date **April 2, 2005**

BASIS OF COMPLAINT

Mechanical Defects:

- | | |
|----------------------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Frame and Body | <input type="checkbox"/> Suspension system |
| <input type="checkbox"/> Engine | <input type="checkbox"/> Tires |
| <input type="checkbox"/> Transmission & drive shaft | <input type="checkbox"/> Wheels |
| <input type="checkbox"/> Brake system | <input type="checkbox"/> Exhaust system |
| <input type="checkbox"/> Steering | <input type="checkbox"/> Inoperable accessories |
| <input type="checkbox"/> Fuel system | <input type="checkbox"/> Cooling system |
| <input checked="" type="checkbox"/> <u>Low Beam Headlights</u> | <input type="checkbox"/> Electrical system |
| <input type="checkbox"/> Other | |

Sales:

- | |
|------------------------------------------------------------|
| <input type="checkbox"/> Contract |
| <input type="checkbox"/> Financing |
| <input type="checkbox"/> Fraud |
| <input type="checkbox"/> Advertising |
| <input type="checkbox"/> Damage by dealer during servicing |
| <input type="checkbox"/> Extended service contract |

COMPLAINT- Explain the details of this complaint.

When driving at night and using my low beam headlights, they cast a dark shadow on the road so that I only have 1/3 visibility with the other 2/3 in a dark shadow--very unsafe & hazardous. To see the whole road I need to turn my high beams on--also not safe when on-coming cars are approaching. I first noticed the hazards on a long out-of-state trip to Oregon & back, over mountainous curvy roads. Since I don't do that much night driving I waited until my first Service Appointment to bring this problem up. My attempts to correct this problem are noted below, with back-up attached:

- 1) 12/29/04, R.O. #8241--Response to Recall Campaign on DVD&seatbelts. See my hand-written note requesting adjustment of my high beams to Tony P Shaw, Service Advisor.
- 2) 01/14/05 See my response to Gallup Survey of 1/14/05 re high beam lights and despite recent adjustment the problem still persisted.
- 3) 03/15/05 See letter requesting response to questionnaire (I did not copy my response but did note on my copy of letter that I complained again about the exterior high beam headlights.
- 4) 03/16/05 R.O. #86321--See comment at bottom of R.O. where they replaced the high beam bulbs--their response to my complaint & their reason being that it was defective--did not solve the problem.
- 5) 03/21/05 Responded to survey from Janet G. Hayes, again complaining about total dissatisfaction with low beam lights which still obscure 2/3 of my visibility of the road--unsafe & hazardous. (No response follow-up was received from Janet G. Hayes.)
- 6) 03/21/05 Responded to survey from Patrick McKeehan, again complaining about my total dissatisfaction with low beam lights and how unsafe it was to drive while only clearly seeing 1/3 of the road ahead of me.
- 7) 03/24/05 At 11:30a.m. I left a voice mail message for Patric McKeehan Gen.Mgr. concerning his request in his letter of 3/21/05 to call him if I was still not satisfied about a situation. I mentioned in my Voice Mail my dissatisfaction with operation of low beam headlights. At 2:00p.m. the same day, I spoke with Craig Parker of Lexus of Rsvllc and told him of the continuous problems re visibility I was experiencing at night with my low beam headlights. I asked him to check with the Lexus Factory Rep and to get back to me. I told him how unsafe & hazardous it was to drive with my low beam headlights on; and that I had to resort to using my high beams in order to see clearly, which was also hazardous to oncoming traffic.

Submitted by Claimant, _____ re Low Beam Headlights on
Lexus ES 330, '2004 car purchased new from Lexus of Roseville on 4/30/04

COMPLAINT--DETAILS CONTINUED FROM PAGE #1

- 8) 3/28/05--At 4:20p.m. I left a voice mail message for Craig Parker of Lexus Roseville, Service Department, responding to his message left on my recorder earlier that day, asking me to bring my car in and allow his Shop Foreman Roger Carker to take my car home with him and try to replicate the problem I have with the low beam headlights. My message said that this was totally unacceptable to me.
- 9) 3/30/05--I spoke with Craig Parker and repeated that I would not be willing for his Shop Foreman to keep my car overnight to check out my concerns re low beam headlights. I asked him what this would accomplish since he told me earlier that the Factory Rep would not do anything about my complaint since they hadn't received many complaints to date about this problem; and the fact that they won't put another bulb in my auto; and all they do is readjust the beams. Craig Parker told me that his dealership had changed out the low beam headlights on another model, the RX330, I believe, due to numerous complaints filed by customers.

What's interesting to me is that whenever I go in and have my car serviced or go in for a Recall, I speak to other customers who are in the Lexus Dealership Lounge and they all agreed with me that they have the same problem with their low beam headlights; and that the only way they have solved the problem has been to drive at night with their high beam headlights on. They apparently have not filed complaints with Lexus about this problem as did the RX330 owners. As I mentioned to Craig, I could be cited by the CHP for driving at night with my high beams on and not dimming them for oncoming traffic; and that it could very well be that the CHP could also cite the dealership for not fixing the problem.

The Lexus Factory Representative refused to be cooperative saying that the ES330 passed the D.O.T. test and thus they were not responsible for any problems I might have. This is the same thing which happened re the drug VIOX which was approved by FDA, but which was finally pulled after many deaths, heart attacks, strokes, etc., were reported as a result of using VIOX.

I WANT THIS PROBLEM CORRECTED NOW! I want another low beam headlight installed on my Lexus ES330; and at no cost to me since none of the adjustments have corrected the problem and the factory representative fails to deal with it. I not only have a Manufacturer's Warranty on my vehicle, but also a 100,000 mile warranty. I have also reported my dissatisfaction to CONSUMER REPORTS. I am also filing a claim with the Attorney General's Office and the National Highway Traffic Transportation & Safety Department. Despite the many responses I have mailed in citing my dissatisfaction about the low beam headlights, the only one who responded to my complaint was the office of Patrick McKeehan via Craig Parker. Craig Parker has been notified of my complaint filings.

Your attention to my Claim and request for action is sincerely appreciated.

Sincerely,
ATTACHMENTS ()

#2

Gallup Survey
11/14/05

When completing this survey, please mark your responses with an "x" using a blue or black pen like this example . Do not mark outside of the response area like this example

Based on your experience with both the Lexus brand overall and Lexus Of Roseville, please rate the following items. Please be sure to fill out both columns.

	Use this column to rate the Lexus brand overall					NA	Use this column to rate the Lexus Of Roseville					NA
	Extremely satisfied	Satisfied	Not satisfied	Not at all satisfied	Not applicable		Extremely satisfied	Satisfied	Not satisfied	Not at all satisfied	Not applicable	
1 Taking into account all of the products and services you receive from them, how satisfied are you with ...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 How likely are you to repurchase from them when you next buy a new vehicle?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 How likely are you to recommend them to a friend or associate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 Please rate the Lexus brand overall and Lexus Of Roseville on the following items. Please be sure to fill out both columns.

	Lexus brand overall					NA	Lexus Of Roseville					NA
	Extremely Satisfied	Satisfied	Not Satisfied	Not at all Satisfied	Not applicable		Extremely Satisfied	Satisfied	Not Satisfied	Not at all Satisfied	Not applicable	
Is a name I can always trust	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Always delivers on what they promise	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Always treats me fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If a problem arises, I can always count on them to reach a fair and satisfactory resolution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel proud to be their customer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Always treats me with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is perfect for people like me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can't imagine a world without them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They handle any problems to my satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 Please rate Lexus Of Roseville on the following:

	Extremely Satisfied	Satisfied	Not Satisfied	Not at all Satisfied	Not applicable
	Courtesy of dealership personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fulfillment of commitments	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personalized service and individual attention	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Luxuriousness of the customer lounge, amenities, and facilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 If applicable, please rate the sales and financing department at Lexus Of Roseville on the following:

	Extremely Satisfied	Satisfied	Not Satisfied	Not at all Satisfied	Not applicable
	Responsiveness to your wishes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of Lexus products	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of financial products and services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Straightforwardness of the negotiation process	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recognition of your needs as a customer	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7 If applicable, please rate the service department at Lexus Of Roseville on the following:

	Extremely Satisfied	Satisfied	Not Satisfied	Not at all Satisfied	Not applicable
	Ease of making service appointments	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific estimate of time required for service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of service diagnosis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall quality of work performed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8 Please rate your Lexus vehicle on the following items:

	Extremely Satisfied	Satisfied	Not Satisfied	Not at all Satisfied	Not applicable
	Styling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of engineering	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Riding comfort	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall vehicle performance (handling, agility, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9 If necessary, may Lexus contact you directly to discuss your responses?
 Yes No

10 Do you have any other comments you would like us to share with Lexus or your Lexus dealership?
 Lexus does not sell a trim garbage bag to fit over hook in front passenger seat section
 claim very disappointed in the head lights. At low beam there is still a black shadow effect, like a black bar with outspread wings hanging over my car. I can't clearly see the road ahead of me - have to use brights. They adjusted my light during last visit but problem not solved. At my last service of last week Lexus service complained of the same problem. I want different lights put in - done for another customer.
 We greatly appreciate your time and feedback.

March 4, 2005

620507048224



Loomis CA

Dear

Thank you for choosing to service your Lexus ES330 at Lexus of Roseville.

To your Lexus dealer and to everyone at Lexus, each opportunity to provide you with service is a chance to fulfill our commitment to exceptional care and personal regard for you and your time.

With this in mind, would you kindly complete the enclosed questionnaire?

Over the years, our close relationship with Lexus owners has truly helped to enhance the service experience we provide. With your insights, we can do even more to make every aspect of your visit as rewarding as possible.

Sincere regards,

Dennis E. Clements
Group Vice President
and General Manager
Lexus Headquarters

George Christoff
Vice President,
Customer Services
Lexus Headquarters

Miked Skidas

Enclosure

Complained again about exterior lights

#5

Lexus CA



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1485 ROSEVILLE, CA

POSTAGE WILL BE PAID BY ADDRESSEE

LEXUS OF ROSEVILLE
300 AUTOMALL DR
ROSEVILLE CA 95661-0941

100/100



YOUR OPINION IS IMPORTANT

3/23/85

M.W.
3/23/85

Please share with us your ideas, criticisms, suggestions, and praise so we will know your desires and can better serve you. Thanks for taking a few minutes to fill out this card.

How Satisfied Are You With:	Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
A. Ease of getting an appointment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Getting the work done on time?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Courtesy and friendliness shown by service personnel?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Overall performance of service consultant?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Would you recommend this dealership to a friend as a place to have a Lexus serviced?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: Passenger's front Lexus Floor mats were not
cleaned thoroughly leaving wide spaced stripes
could not rub out. AVOID to Dealer; they re-cleaned &
re-matted stripes. STILL TOTALLY DISSATISFIED with low
beam light which, despite 3 adjustments, still cast a dark
shadow on 1/3 of my windshield vision. Auto and vis. is
visibility is with high beams.



YOUR OPINION IS IMPORTANT

3/24/05

Please share with us your ideas, criticisms, suggestions, and praise so we will know your desires and can better serve you. Thanks for taking a few minutes to fill out this card.

How Satisfied Are You With:

	Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
A. Ease of getting an appointment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Getting the work done on time?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Courtesy and friendliness shown by service personnel?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Overall performance of service consultant?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Definitely Recommend	Probably Recommend	Might Not Recommend	Probably Not Recommend	Definitely Not Recommend
E. Would you recommend this dealership to a friend as a place to have a Lexus serviced?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: Still totally dissatisfied with low beam light - still after 3 adjustments have only 1/3 of visibility with other 2/3 obscured by giant black shadows. 100 other customers said they have experienced the same problem. NOT SAFE - can't drive on high beams at all the time - only place with 100% visibility!

100400



Mtd. 3/24/05

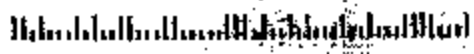


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NECESSARY
IF MAILED
IN THE
UNITED STATES

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THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**