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U.S. CONSUMER PRODUCT SAFETY COMMISSION
WASHINGTON, DC 20207

Todd A. Stevenson
Director - Office of the Secretary

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April 25, 2005

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
Department of Transportation / Office of General Counsel
400 7th Street, S.W.
Washington, DC 20590

The U.S. Consumer Product Safety Commission cannot process the enclosed request or letter. The products or matters that are the subject of the correspondence do not fall within our jurisdiction. As a result we do not maintain any records responsive to the request and cannot respond to the concerns of the correspondent.

We are forwarding the request or letter for whatever action your agency deems appropriate. We have notified the correspondent about the referral.

If you have any questions or concerns, please contact us.

Sincerely,

Todd A. Stevenson

Enclosure

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6/11/05



**U.S. CONSUMER PRODUCT SAFETY COMMISSION
WASHINGTON, DC 20207**

Todd A. Stevenson
Director • Office of the Secretary

Tel: 301-504-7923
Fax: 301-504-0127 • Email: tstevenson@cpsc.gov

April 25, 2005

Leominster MA

Re: Inquiry about your Lexus

Dear

Thank you for your inquiry to the U.S. Consumer Product Safety Commission (Commission). The matter about which you are corresponding does not fall within our jurisdiction. As a result, we do not maintain any records responsive to your inquiries and cannot respond to your concerns. We are sending your letter to the National Highway Traffic Safety Administration (NHTSA). The NHTSA may maintain the information you are seeking.

You can contact them at their website, www.nhtsa.gov, or at this address:

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
Department of Transportation / Office of General Counsel
400 7th Street, SW
Washington, DC 20590

The Commission is an independent regulatory agency of the federal government. Its mission is to protect the consumer from unreasonable risks of injury associated with consumer products, such as home appliances, clothing and toys. It has jurisdiction over more than 15,000 consumer products, and administers the following safety laws: The Consumer Product Safety Act, the Federal Hazardous Substances Act, the Flammable Fabrics Act, the Poison Prevention Packaging Act, the Refrigerator Safety Act and the Cigarette Safety Act. Our records usually concern issues of safety and compliance with existing regulations for specific manufacturers and their consumer products.

Sincerely,

Todd A. Stevenson

March 25, 2005

Lexus Headquarters
19001 S. Western Avenue
Torrance, CA 90501
Attn: Brent Marrero

Re: Vin # JTJHF10U110

Dear Mr. Marrero:

First, please pardon me if I have incorrectly spelled your name. I am in receipt of a letter from Mr. Nelson Ceja from your office. As indicated in our phone conversation, you advised that Lexus was not able to offer assistance with the repair of the oxygen sensor. As part of our conversation last week, I requested that you provide me with information from Lexus concerning the service history of RX300's and in addition, information pertaining to oxygen sensors in general. You advised that you were unable to supply this information to me, while we were on the phone. I asked that you provide this response as part of your letter declining assistance with the oxygen sensor. You then indicated this would not be mentioned in the letter. I advised you at that time that I would make a written request for this information via a certified letter to your office. I am unsure why you are unable to provide this information to a customer as I am confident your company possesses this information.

With regard to the oxygen sensor and my request for Lexus' assistance with this item, I realize that warranties are not infinite and there comes a time when the consumer must shoulder the burden of costs associated with a motor vehicle. However, I am concerned with the current repair history of my vehicle given its current mileage and the repairs that have already been required. My vehicle is a 2001 with less than 60,000 miles. Please note that the majority of these miles are highway miles as I have a seventy-five mile roundtrip commute to work each day. Beyond the general maintenance of oil changes and new tires, I have had what I believe, is a significant number of repairs to my vehicle which I summarize below:

Washer Pump Replaced-10/20/04 = \$238.31
Air/Fuel Sensor and Oxygen Sensor Replaced-01/12/05 = \$218.00
New Calipers/Front Rotors-03/07/05 = \$285.00
Currently not repaired-Another Oxygen Sensor

My father owns a garage and the calipers and rotors were replaced there with no labor charge and the parts were purchased at his cost. I also perform all of my own oil changes, tire rotations, etc. I am diligent with the maintenance of my vehicle and it is disheartening to see the amount of repairs already performed on this vehicle. One of the reasons I have always purchased "Foreign" vehicles was due to their reliability versus the American made counterparts. The RX 300 was my first venture into a Lexus product and to date I am certainly not impressed with the reliability of the vehicle. I believe the amount of repairs made to this vehicle to date is not reasonable given its age and overall condition.

As for my request regarding the overall repair history of RX 300's and information concerning oxygen sensors, I will continue my pursuit of this information and the impact on the consumer. I will explore the proper legal avenues to obtain this information because I believe consumers are being adversely impacted by these sensors and the dealers servicing them are reaping the rewards. As such, I will be making a Freedom of Information Request via the Consumer Products Safety Commission.

The days of a consumer performing service to their own vehicles is unfortunately over due to many computerized items. Some of this is certainly mandated or controlled by government emission requirements, however, I must find out if it goes beyond this. Therefore, please consider this a formal request for these documents and please afford me the courtesy of reviewing this information. Also, please consider this letter and the request for information contained herein, a formal demand under Mass. Gen. Laws Ann., Chapter 93A, Sections 2 & 9, as well as the Massachusetts Lemon Law and the regulations promulgated there under. If Lexus is truly focused on customer satisfaction, this material will be provided.

Should you need additional information, please contact me at

Very truly yours,

Leominster, Ma.

NY to
NHTSA

Cc: Consumer Reports
101 Truman Ave.
Yonkers, NY 10703-1057

JD Power and Associates
2625 Townsgate Road
Westlake Village, CA 91361

California Department of Consumer Affairs
400 R Street
Suite 3130
Sacramento, CA 95814

Massachusetts Attorney Generals Office
Office of Consumer Affairs
One Ashburton Place
Boston, Ma. 02108

U S Consumer Products Safety Commission
Washington, D.C 20207-0001

Lexus of Northborough
Route 9
Northborough, Ma. 01532