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[REDACTED]  
West Bloomfield, MI [REDACTED]  
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June 23, 2005

To,  
NHTSA,  
US Department Of Transportation  
Washington, DC 20590

Regarding-Lexus RX 300, 1999 model

I own above Lexus model since March 1999 and I am pretty happy with car and service from Lexus division of Toyota Motor Company.

I have been noticing problem with tailgate door latch for some time. The rear hatch handle is seized and doesn't operate with remote key entry or power locks . I have to manually close the latch to prevent rear door opening accidentally while driving . This has happened two times; luckily no one was sitting in the rear of the car.

I pointed to service personnel at Lexus and called the customer service in Torrance, California. Company doesn't think it is safety issue. I am ready to replace it at cost. I thought I will notify NHTSA so that it can be monitored closely in future. I know there have been recalls of similar nature with different cars and manufacturers in the country.

Thank you,  
Sincerely,

[REDACTED]

*M. [unclear]  
7/12/05*

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DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).