

[Redacted]

Roswell, Georgia
Phone: [Redacted]
Fax: [Redacted]

EXECUTIVE SECRET

2005 JUL 19 P 3:46

20
JUL
M 3:26

July 8, 2005

Dr. Jeffrey W. Runge
Administrator
NHTSA Headquarters
400 7th Street NW
Washington, DC 20590

TRAFFIC CASE # 10130255

10130255

Dear Dr. Runge:

I have experienced a problem with my 2005 Lexus RX 300 and have contacted both the dealership from which it was purchased and also Lexus company headquarters in Torrance, California. Neither location was interested in listening in what I have to say regarding a design flaw in the vehicle, so I have been forced to bring the issue to your attention.

Please see my attached letter to Lexus Customer Service dated June 20, 2005. Also attached is my invoice from the dealership. You will be able to determine from my previous letter and the diagram on the enclosed invoice that there is a design flaw in the grill in the condenser. A small, in fact miniscule, piece of rock on the road should not be able to cause almost \$800 worth of damage to the underside of a vehicle. This grill seems to be extraordinarily delicate for use on any automobile, let alone an SUV.

I received a call from Lexus based on my previous letter but was unable to receive satisfaction that acknowledges that the problem exists and that it was not my fault. The situation was obviously addressed by the company because newer model vehicles have a different design. This leads me to believe that others may have experienced the same problem and Lexus has also charged these consumers for the defect in the vehicle.

I would appreciate your office looking into the matter. The issue is not about money, although I have been unfairly charged in this instance and would certainly welcome the return of my \$312 labor charge. This is about corporate responsibility and ownership of a situation rather than blaming the consumer unfairly and punishing them monetarily.

I look forward to hearing from you.

Sincerely,
[Signature]
[Redacted]

President

cc: Nalley Lexus, Roswell, GA
Nancy Fein, VP Customer Service, Lexus HQ

Branch Offices: [Redacted] • Middletown, Rhode Island [Redacted]
[Redacted] • Cambridge, Massachusetts [Redacted]

*Am
M
7/26/05*

[REDACTED]

[REDACTED]
Roswell, Georgia [REDACTED]
Phone: [REDACTED]
Fax: [REDACTED]
[REDACTED]

June 20, 2005

Ms. Nancy Fein
Vice President, Customer Service
Lexus
19001 S. Westin Avenue - L201
Torrance, CA 90501

COPY

Re: Vehicle # 212GA31U15C [REDACTED]

Dear Ms. Fein:

My company, [REDACTED], of which I am president and owner, purchased a 2005 Lexus RX 300 from Nalley Lexus on Mansell Road in Roswell, Georgia at the end of last year. The vehicle currently has 5,000 miles recorded on the odometer. Last week the air conditioner would not blow cold air, so I took it to the dealership to be checked out. Rob Christian was our service consultant and he was very courteous and did all he could to help me. Unfortunately, he was unable to handle the situation to my satisfaction.

The problem is this: We have owned the vehicle for a very short time. The mechanic determined that a very minute piece of a stone chip made a miniscule hole in the grill in front of the condenser, which caused the freon to drain out. Initially, Mr. Christian told us the cost for the repair would be \$785 plus tax and claimed that it was not under warranty. After many discussions and with our expressed intent to take this matter to a higher level manager, the cost of the parts was charged to our warranty as a "good will gesture", but we were made to pay \$312.00 in labor.

We cannot sweep the road in front of us before driving over it, so I find it very hard to believe that the designers at Lexus do not consider there are sometimes rocks and other objects on the road that can bounce off the road and cause damage to the underside of a vehicle and make structural adjustments to accommodate that possibility. This appears to be a major design flaw for which I am being penalized.

I would appreciate your looking into this matter and also refunding my \$312.00 of labor charges to fix the air conditioner. If this SUV requires debris-free roads and special handling, then we would like to exchange it for a more durable vehicle with a more reasonable design for in-town use.

I look forward to hearing from you.

Sincerely,

[REDACTED]

President

Encl: Nalley Lexus receipt dated 6/18/05

cc: Manager, Nalley Lexus
Deborah Stark, Sales Consultant, Nalley Lexus
Rob Christian, Service Consultant, Nalley Lexus

Branch Offices: [REDACTED] - Middletown, Rhode Island [REDACTED]
[REDACTED] - Cambridge, Massachusetts [REDACTED]

THE ATTACHMENTS TO THIS
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).