

October 12, 2005

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2005 OCT 20 PM 3:15

[REDACTED]
Sonora, CA [REDACTED]

USDOT/NHTSA
Office of Defects Investigation
NVS-210, 400 7th St., SW
Washington DC 20590

I have filled out a complaint form describing a serious defect in an alloy wheel. I have taken time to navigate the web site, fill out the complaint form, and mail it to you so that appropriate action can be taken. Perhaps a recall is in order. I have included three pictures along with this letter so that you can actually see what I'm describing. Lexus wanted me to take their word for it that this is not their responsibility. They wanted to keep the investigation "in house" (read: in their house). I was given a toll free phone number to call where I gave information about the broken wheel and was given an apology and the offer to replace it at a wholesale price. People at the dealership tried to convince me to leave the wheel with them. I'm glad I did not.

Had I been driving on the freeway and this defective wheel completely come apart, I could have been killed and possibly hurt or killed others. Please notify me of your investigation.

Sincerely,

[REDACTED]

Hewitt
10/21/05

Consumer Information

Name : [REDACTED]
Org. Name : [REDACTED]
Address : [REDACTED]
City, State, Zip : Sonora, CA [REDACTED]
USA
Daytime Phone : [REDACTED] Ext :
Evening Phone : [REDACTED] Fax :
Email :

Complaint Information

Description : Cracked Spoke in Alloy Wheel, discovered when checking tires for proper pressure. No event known that would have caused this failure. Photographs included. Dealership has been notified and shown the damaged wheel, their response was that they have never seen this happen before. They said that it is my problem and that I will have to replace it myself. No corrective action taken by the dealership/manufacture.

Incident Date : 9/15/2005 Fire : No
Num. Failures : 1 Property Damage : No
Num. Deaths : 0 Crash : No
Num. Injured : 0 Police Report : No
Referral Source : INTERNET

Vehicle Information

VIN : JT8BD69SX10 [REDACTED] Purchase Date : 12/14/2000
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Year, Make and Model : 2001/LEXUS/GS300 Original Owner : Yes
of Cylinders : 6 Trans. Type : AUTOMATIC
Engine Size : 2997cc VehicleDetails Usage :
Cruise Control : Yes Antilock Brakes : Yes
Current Mileage : 78210 Speed : 0

Failure Mileage : 78013

Body Style : 4-DOOR

Fuel Type : GAS

Powertrain : REAR WHEEL
DRIVE

Fuel System : FUEL
INJECTION

Vehicle Type :

Vehicle Component Information

Component 1: WHEELS

OEM: Yes

Vehicle Dealer Information

Dealer : 1

Name : Lexus of Pleasanton

Address : 4345 Rosewood Drive

Pleasanton
CA 94588

Dealer Type SALES
: DEALER

Dealer Phone: 925.251.7155

Email: ken.pletcher@hendrickauto.com

Dealer Fax: 925.251.7149

