



NEW MOTOR VEHICLE BOARD

1507 21ST Street, Suite 330, Sacramento, California 95814

(916) 445-1888 (916) 323-1631 Fax nmvp@pacbell.net

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10145351

November 21, 2005

National Highway Traffic
Safety Administration
400 Seventh Street, SW
Washington, D.C. 20590

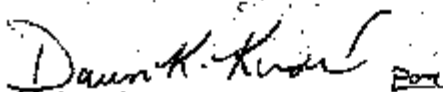
Case # C-0103-2006

Enclosed please find a copy of the complaint we received from [REDACTED]
concerning his 2005 Lexus SC-430.

We are referring the complaint to you since the facts appear to raise a matter within your jurisdiction. Specifically, [REDACTED] Lexus vehicle is experiencing unusual and excessive wear on the brake pads and the inside of all four Dunlop tires. His vehicle only has approximately 11,000 miles on it and he has had the brake pads replaced and must have the tires replaced.

We are continuing our efforts on behalf of the complainant and have suggested that the complainant contact you for additional assistance.

Sincerely,



Katee James
Mediation Services Representative

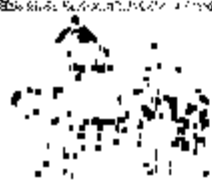
KJ:sb

Enclosure

cc: [REDACTED]

Edison
12/7/05

[REDACTED]



[REDACTED] C.

Phone [REDACTED]
Fax [REDACTED]
Mobile [REDACTED]

November 18, 2005

Gold River, CA [REDACTED]

**LEXUS NATIONAL HEADQUARTERS
EXECUTIVE OFFICE**
19001 South Western Avenue, L201
Torrance, CA 90509

Attention: Ms. Melissa Helffrich, Executive Coordinator

RE: 205 Lexus SC430, VIN #JTHFN4 [REDACTED]

Dear [REDACTED]:

Please accept this letter as my formal request for a frame inspection of the subject vehicle to ascertain why the brakes have been replaced and the tires are worn on the inside edges at low mileage of 11,610.

After spending over five hours with your representatives at Lexus of Roseville, I was sent home with a nail in the right front tire and no note of the unusual tire wear. A copy of their service Invoice #99278 is attached for your information.

Thank you for your prompt response to this request.

Sincerely, [REDACTED]

[REDACTED]

[REDACTED]

cc: **LEXUS WESTERN AREA OFFICE**
209 Technology Drive
Irvine, CA 92618
Attention: Ms. Michelle Cervantes

NEW MOTOR VEHICLE BOARD
Consumer Mediation Services Program
1507 - 21st Street, Suite 330
Sacramento, CA 95814
Attention: Katee James

[REDACTED]
General Contractor and Purveyor of Fine Homes
License #738201

**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).**