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 INFORMATION Redacted PURSUANT TO THE FREEDOM OF
 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

April 8, 2010

To: National Highway Traffic Safety Administration APR 16 2010

I am sending this dateline of my experience with a 2005 Lexus LS 430 malfunction April 13, 2005. I know there have been other Lexus accidents due to malfunction - some with fatalities.

Due to extreme frustration I did sign a release of all claims in Nov. 2005. I received a check Dec 6, 2005 (minus lawyer fees) from Toyota via my lawyer Patrick Murphy who is now serving in the House of Representatives. The more I read about your investigation the more frustrated I am because Toyota was so negligent acknowledging my complaints.

Sincerely,

Mrs. [REDACTED]

Cheryl Lee, NY [REDACTED]

Phone: [REDACTED]

NAR

Nov 8, 2005

Paul Hargrove, Claims Manager
Lexus Division, Toyota Motor Sales USA
19001 S. Western Ave
Torrance CA 90509

Dear Paul,

I was almost killed in my leased 2005
Lexus LS 430 April 13, 2005. I was pulling into
a parking lot when I heard a loud clicking noise
and the car accelerated. Since then Lexus has
bravely treated me with a "Passionate Pursuit of
Perfection"

Please see diagram for description of accident

Timeline

- April 13, 2005 - Accident in Lexus (4600 miles) Police
and fire reports filed. Car towed to Lexus
of Cherry Hill, NJ.
- April 14 Lexus told me to leave rental car - did
so from Enterprise
- April 15 Saw family doctor - very large hematoma
on right shin - complete bed rest with
hot compresses for 3 days
- April 18 Went family doctor - see specialist
- April 20 Consultation with hematologist - med-high
severity

April 14 - Called Lexus in CA spoke to Ashley

April 15 - Amber Beltran - customer satisfaction

Rep of CA called me

April 18 - Returned Ambers call - not there but
someone had already called with Liberty

Body Shop info - I do not want the car
back - too afraid of it

April 18 Received letter from Nj Mfg Insurance Co
Sara Circolo, Claims Rep. - called gave all info

April 22 Vic Pasca - service mgr - Cherry Hill Lexus
called - did I call CA - yes - traced from ^{me}

April 26 Vic Pasca - car being inspected by Lexus
Thurs 4/29 - I do not want this car!!

May 2 Sara of Nj Mfg Ins Co called - will cover body
damage but not fire problem - had told
me of car is defective no coverage

May 2 Called Amber Beltran - effects report of
damage by end of week

May 2 called Vic Pasca - person who looked at car
not agreed on problem - need someone else

May 5 Think I need a lawyer! Called Eugene
O'Connor - Patrick Murphy

May 10 Amber Beltran called - inspection of car
complete - no report

May 10 Called Nj Mfg Ins - no news!

May 18 Letter from Amber - car within Lexus
specifications - no malfunction!

May 18 Letter from PJ My Ins - repair estimate -
front end damage only \$623.49 plus 750.00
deductible = 5373.49 Fee in leasing
column appears to be vehicle defect - Lexus
must pay this damage

May 18 Letter from Troy Shiga, claims adjusted in
Legal Dept - send reports - already had done so

May 18 from end of August: Lawyer tried to
contact Troy Shiga - did not return phone
calls - sometimes for 3 weeks! He also did not
return calls to Lexus of Cherry Hill - Still have
rental car and have paid lease payments
since April 15 - (809.10) ^{monthly} finally stopped Aug 15

July 14 visited Lexus of Cherry Hill to choose 2005
Lexus ES 330 - "I will be made whole"

Sept 6 Still have rental - no news from CA,
lawyer or Cherry Hill so I called Lexus
of Cherry Hill "in tears" - How do I break
lease so I plan to buy a car on Wed 9/7
from anyone and Lexus

Sept 8 Picked up leased 2005 Lexus ES 330 - may I
say that Lexus of Cherry Hill have tried to be
very helpful and hands tied by CA offices.

Sept 22-25 Lexus 430 finally repaired 6 1/2 months after
accident - Mr. Shiga told lawyer it cost
30,000 for malfunction

Sept 28 Received letter from Nj Mfg. Inc. - another
bill for car - 15,392.70 - I was livid!!
Car should have been totaled - between
Nj Mfg and Deper over 50,000 to repair car!

I have filed for rental payments, medical bills
and lease payments car alone lawyer bills - nothing!!

Sincerely,

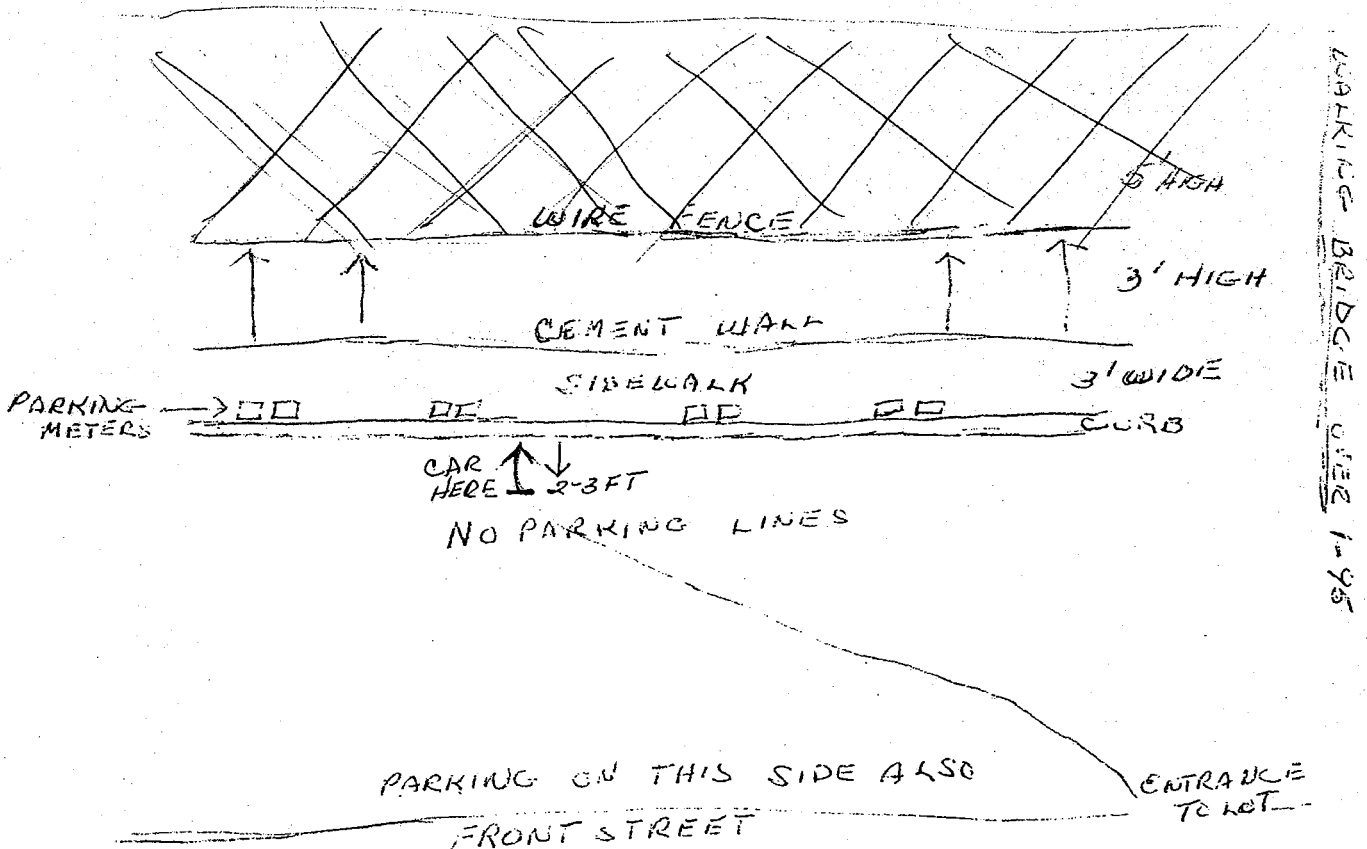
[REDACTED]
Cherry Hill, N.J. [REDACTED]

Phone: [REDACTED]

Copies To: Dave Deper, Eastern Area General Mgr
Pat Mitchell, Customer Satisfaction Mgr
Nj office of Attorney General - Div. of Consumer
Affairs
Sara Terada, Nj Mfg. Inc. Co

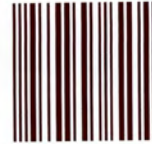
Description of accident on April 13, 2005

I entered the parking lot at about 10-15 mph. When I was 2-3 feet from the parking meter, my car suddenly took off into the air at a 45-degree angle. The car was going toward the wire fence at what seemed like 60-mph. I thought the car was going to fly through the fence and I would plummet down to I-95. However, the bottom of the front bumper seemed to slam into the cement wall and the car bounced back into the middle of the sidewalk. The airbags did deploy, but I don't think they filled all of the way because my face (nose) hit the steering wheel. Also my right shin smashed into the dash and I have bruises and scrapes on my neck from the seat belt. Smoke started coming out of the steering column so I became even more scared and got quickly out of the car. Soon after flames erupted through heavy smoke. At that point I was across the lot talking to the police. It was then that higher flames developed and they had to be extinguished by the Fire Department. Lastly my gearshift ended up in neutral.





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