

10/48363

Nov 8, 2005

Paul Hargrove, Claims Manager
Lexus Division, Toyota Motor Sales USA
19001 S. Western Ave
Irvine CA 92614

Dear Paul,

I was almost killed in my Lexus 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 "Proactive Pursuit of
Perfection"

Please see diagram for description of accident

Outline

April 13, 2005 - Accident in Lexus (4600 miles) Lexus
and fire reports filed. Car moved 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 tumor
on right shin - complete redness with
hot compresses for 3 days

April 18 Visit family doctor - see specialist

April 20 Consultation with Hematologist - moderate-high
severity

NAR
12/8
12/14/05

April 14 - Called Lexus in CA spoke to Ashley

April 15 - Amber Beltran - customer satisfaction

Rep of CA called me

April 18 - Returned Amber call - now there had

someone had already called with Liberty

Body Shop wife - I do not want the car

back - too afraid of it

April 18 Received letter from My Insurance Co

Lexus Canada, Claims Exp. - called gave all info

April 22 Vic Paccas - service mgr - Cherry Hill station

called - did I call RA - yes - heard from [unclear]

April 26 Vic Paccas - car being inspected by Lexus

Trunk 4/29 - I do not log it this way!!

May 2 Texas of My Insurance called - will cover body

damage and not fire problem - had told

me of car is defective per coverage

May 2 Called Amber Beltran - effects report of

damage by end of week

May 2 Called Vic Paccas - person who looked at car

not agreed on problem - needs someone else

May 5 Thought I need a lawyer! Called Legat

A. Man - Patrick Murphy

May 10 Amber Beltran called - inspection of car

complete - no report

May 10 Called My Insurance - no news!

May 18 Letter from Amber - car within Lexus

specifications - no malfunction!

May 18 Letter from Jy Mgy Lho - repair estimate -
front end damage only \$623.49 plus 750.00
deductible = 5,373.49. Jy in steering
column appears to be vehicle defect - Sedus
must pay this damage

May 18 Letter from Jy Mgy Lho, claims adjusted in
Legal Dept - send reports - already had done so

May 18 From end of August: Lawyer tried to
contact Jy Mgy Lho - did not return phone
calls - sometimes for 3 weeks! He also did not
return calls to Sedus of Cherry Hill - still have
rental car and have paid lease payments
since April 15 - (809.10) finally stopped Aug 15

July 14 visited Sedus of Cherry Hill to check 2005
Sedus EL 330 - "should be made whole"

Apr 6 still have rental - no news from CA,
lawyer, or Cherry Hill. So I called Sedus
of Cherry Hill "in tears" - how do I break
lease as I plan to buy car now on Wed 9/7
from anyone and Sedus

Sept 8 Picked up leased 2005 Sedus EL 330 - may I
say that Sedus of Cherry Hill have tried to be
very helpful but hands tied by CA officials

Apr 22-25 Sedus 430 finally repaired 6 1/2 months after
accident - Mr. Mgy told lawyer it cost
30,000 for malpractice

Sept 28 Received letter from Nj Mfg. Co. - (attached)
Bill for car - 15,392.78 - (attached)!!
Car should have been totaled - between
Nj Mfg. and I had over 10,000 in repairs car!

I have filed for rental payments, medical bills
and lease payments. Not value repairs bills - nothing!!

Sincerely,

[Redacted]

Cherry Hill, Nj [Redacted]

Phone [Redacted]

Copies to: Dave Dupont, Eastern Area General Mgr
Pat Mitchell, Customer Satisfaction Mgr
Nj office of Attorney General - Div. of Consumer
Affairs
Sara Tarala, Nj Mfg. 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.

