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From The Office Of: [REDACTED]

July 21, 2006

Lexus Customer Assistance Center
19001 South Western Avenue Torrance, California 905009

Re: 1994 Lexus RX 330
Vehicle Identification Number JTJGA31U140 [REDACTED]

Dear Lexus Customer Assistance Center,

For many years, the name *Lexus* has been synonymous with luxury and quality in the automotive industry. The nameplate has earned a well-deserved reputation for precision of craftsmanship, attention to detail, and reliability. It is in this light that I am sad to report the ongoing safety and reliability problems with my 1994 Lexus RX-330 luxury utility vehicle.

This automobile exhibits a serious and vexing safety issue that no dealer seems to be able to properly address. During acceleration, the electronic throttle system will occasionally cause the vehicle to hesitate, creating a potentially dangerous driving situation when trying to merge into city and expressway traffic. Numerous attempts to address this problem with Lexus dealerships has been met with "The vehicle appears to be operating within normal factory specifications". Certainly a safety problem such as this was not in the design engineers' original performance specifications.

It appears that *Lexus* has been aware of this problem for some time, as the problem is absent in versions of the Lexus RX-350 I have driven. Acceleration is strong and linear in this model, without the dangerous lag present in the RX-330. Lexus attempted to address this issue through a technical service bulletin providing for an engine computer software flash memory upgrade, but this failed to solve the problem.

In addition to the problems related to engine hesitation, my sample vehicle has been plagued with a myriad of other repair and quality control issues not characteristic to other vehicles I have owned from Toyota Motor Manufacturing Corporation. Squeaks, rattles, multiple malfunctions of the sunroof electronics, broken seats, lift gate alignment problems, just to name a few. Is this representative of "*The Relentless Pursuit of Perfection*"?

I am asking the NHTSA office of defects investigation to examine this issue, along with the California Department of Consumer Affairs. It is my hope that I, along with other owners of similar RX-330 vehicles, will not have to continue to operate vehicles that harbor a serious safety concern that could result in a dangerous driving condition or worse.

CC: NHTSA office of Defects Investigation- 400 7th Street, SW
Washington, DC 20590

California Dept of Consumer Affairs
1625 North Market Blvd. Sacramento, CA 95834

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8/14/06