



NEW MOTOR VEHICLE BOARD

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2007 JUN -9 PM 2:07

Arnold Schwarzenegger, Governor
State of California

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Business, Transportation & Housing Agency

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June 22, 2007

National Highway Traffic Safety
Administration Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Case # C-0512-2007

Enclosed please find a copy of the complaint we received from [REDACTED] concerning her 2003 Lexus RX300.

We are referring the complaint to you since the facts appear to raise a matter within your jurisdiction. We are continuing our efforts on behalf of the complainant and have suggested that the complainant contact you for additional assistance.

Sincerely,

Jackie Grassinger
Mediation Services Representative

JG/wq

Enclosure

cc: [REDACTED]

1/1
7/19/07
DW



NEW MOTOR VEHICLE BOARD

Consumer Mediation Services Program

1507 - 21st Street, Suite 330
 Sacramento, California 95814
 (916) 445-1588 (916) 323-1631 Fax
 E-Mail: nmvb@schellnet
 Website: nmvb.ca.gov

JUN 21 2007

MEDIATION REQUEST FORM

CASE NO.

C-0512-2007

COMPLAINANT NAME

First Name	Last Name
Address	City
State	Zip Code
Telephone # (Home)	Telephone # (Cell)
E-Mail	

Complaint is against: (Check box and fill out all sections completely)

☐ Selling Dealer☐ Servicing Dealer☒ Manufacturer/Distributor

NAME	NAME	NAME
ADDRESS	ADDRESS	ADDRESS
TELEPHONE #	TELEPHONE #	TELEPHONE #

VEHICLE (Make)	(Model)	(Year)
Lexus	RX 300	2003
DATE OF PURCHASE / LEASE	VEHICLE LICENSE NO.	CURRENT MILEAGE
☒ Purchase ☐ Lease	50	29763
☒ New ☐ Used	VEHICLE ID. NO.	
	JTJ5GF10U30	
TYPE OF WARRANTY ON VEHICLE		
☒ Manufacturer's ☐ Extended Warranty ☐ No Warranty		

Have you given written notice of defects to manufacturer?

☒ Yes☐ No

Has manufacturer (or designated agent) attempted repairs?

☒ Yes☐ No

If yes, list repair dates:

part replaced 6/5/07

COMPLAINT

Please explain the details of your complaint and the action you are seeking on the reverse side of this form, or attach a typed 1-2 page letter.

IMPORTANT NOTICE: I understand a copy of this complaint may be sent to the dealer(s), manufacturer or distributor.

Sections 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statement or knowingly conceal any material fact in any documents filed with the New Motor Vehicle Board.

Signature

Date

June 18, 2007

Below is the letter that we sent to Toyota/Lexus, in which we describe the problem that occurred with both our Highlander Limited and Lexus RX 300. We are asking for full restitution of the repair cost for both vehicles and a notification sent to other owners of these vehicles.

In July 2006 we started to experience stalling when starting the Highlander. At the time the Highlander was approximately 4-½ years old and had 48,239 miles on the odometer. (This car had been purchased new in January 2002). The diagnosis was that the "Idle Speed Control Valve" was malfunctioning and would need to be replaced. Between parts and labor the total cost was \$400.11.

Earlier this week we started to experience stalling when attempting to start the Lexus. At this time the Lexus is approximately 4-½ years old and has 29,491 miles on the odometer. (This car had been purchased new in January 2003). The diagnosis was that the "Idle Air Control Valve" was malfunctioning and would need to be replaced. Between parts and labor the list cost was \$469.73, Keyes Lexus gave us a one-time "Goodwill Warranty" discount, which reduced the actual cost to \$220.00.

Upon reviewing the bills we discovered that the parts replaced are exactly the same part numbers (22270-20050 valve assy, idle spe and 22215-20010 gasket, and this causes us some concern. We are sure that you are aware that the Highlander Limited and the RX 300 are internally exactly the same. We believe that there might be a manufacturer's defect with the Idle Control. We have spoken with other owners of Lexus vehicles (sedans) and they have had similar problems.

Neither of these vehicles is driven excessively as you can see based upon the number of years we have owned them and the low mileage. We would appreciate your review of this problem and consider refunding the cost of repairs for both vehicles and let Toyota/Lexus owners know there is a manufacturer's defect.

**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).**