

----- Original Message -----

From:

To:

Sent: Monday, March 31, 2008 6:48 PM

Subject: Fw: LEXUS

> Enclosed is the letter I received today from Toyota in response to the
> customer service survey they sent to me.

>

> I have NOT heard ANYTHING from Lexus of Louisville management since I met
> with the them. I have been in touch with my sales rep.

> She called me today and told me the manager, Steve McDonald, is no longer
> with the company. He was the only "manager" that sincerely was trying to
> help me. My fear is he may have lost his position because of his

> earnestness

> to help me.

>

> While I was meeting with him on my initial visit, the service department

> went and took the loaner I had parked at the dealership. Mr McDonald said

> I

> could keep the loaner. When he was told it had been taken, he gave me a

> manager's vehicle. Though my new loaner was filthy and the gas light for
> an

> empty tank was on, I graciously took the car until this is resolved.

>

> I am ready to speak with you.

>



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501

March 25, 2008

[REDACTED]
Louisville, KY [REDACTED]

RE: Vehicle: 2007 ES350
 VIN: JTHBJ46GX72 [REDACTED]
 Date of Incident: February 6, 2008

Dear [REDACTED]

This letter is in response to your recent communication with our Lexus Customer Satisfaction Department in regards to the above referenced incident. It is our understanding that you reported the accelerator sticking and the vehicle would not stop.

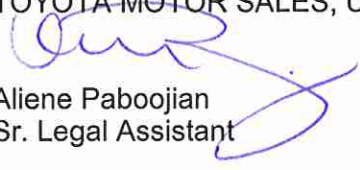
Your vehicle was inspected by one of our Field Technical Specialists on March 18, 2008 at Lexus of Louisville in regards to the above referenced incident. At the time your vehicle was delivered to Lexus of Louisville, it was determined that the floor mats were not properly installed in the vehicle. During the inspection, the vehicle was test driven and performed correctly at all times. In addition, both stall tests and brake tests were performed and no defects were found.

In order for this incident to have occurred as a result of unintended acceleration there would have to be a simultaneous failure of two totally independent systems, namely the brake and the throttle systems. Our inspection confirmed that both these systems were fully functional.

We are very sorry about this incident, however, based on our inspection it has been determined that this incident was not the result of any type of manufacturing defect with your vehicle.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.


Aliene Paboojian
Sr. Legal Assistant