

CL-10223941-5212

[REDACTED]
Plano, TX [REDACTED]
[REDACTED]

2008 APR -3 AM 8:56

Lexus Customer Service
P.O. Box 2991-Mail Drop L202
Torrance, CA 90509-2991

CC:
Toyota Motor Sales, U.S.A., Inc.
19001 South Western Ave.
Dept. WC11
Torrance, CA 90501

CC:
DOT / NHTSA
Office of Defects Investigations/CRD
NVS-216
1200 New Jersey Ave SE
Washington, DC 20590

CC:
Consumer Reports
101 Truman Avenue
Yonkers, NY 10703-1057

Lexus Customer Service Manager,

I am returning the enclosed ball joint for your inspection; this joint recently failed causing a severe accident. I was shocked to find that the ball joint was never replaced or even recommended to be replaced during one of many visits to authorized Lexus service centers. The failure occurred just a few thousand miles after a visit to a Lexus service center. Included with this letter is the service history the Lexus GS400 in which the failure occurred and several photographs of the resulting damage.

This absolutely unacceptable product coupled with Lexus service technicians neglect could have cost my life. I am extremely disappointed in the product I have purchased and the service provided with it. Based on the number of high number of failures and terrible service provided by Lexus this far I would expect a failure like this to be part of a recall, however that is not the case. This part has failed on many cars, and to date no recall or even warning to unsuspecting customers has been issued.

I would like to a refund for my expenses and more importantly a disclosure to all current Lexus owners who me be about to endure a similar failure.

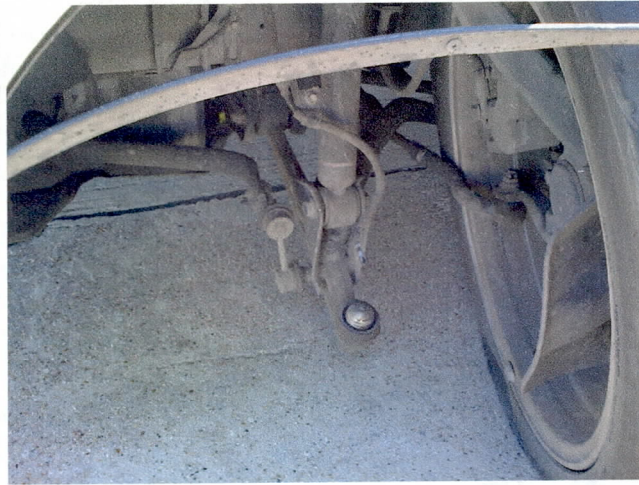
Sincerely,

[REDACTED]

MC
64103108
KB

Photographs of Damage

Note that the ball is completely separated from the socket.



Service History for 1998 GS400 - JT8BH68X8WQ

Note the A/C Control Unit was declined, but at no point the faulty ball joints are mentioned.

Page 1 of 2

Year: 1998 Model: GS400

VIN: JT8BH68X8WQ

Model: GS400

Color: SILVER

DOFU: 05/01/1998

R/O No.	Date	Service Adv.	Cond.	Type	Mileage	Op Code	C	Description
* 0654905	12/12/2007		01	1	139903	000989		128 POINT PRE-OWNED
* 0653522	12/05/2007		04	3	139900	000989		IN ORDER TO PROVIDE
* 0653522	12/05/2007		03	3	139900	000989		SERVICE TRANSMISSION
* 0653522	12/05/2007		02	3	139900	000989		<u>120,000 MILE SERVICE ALL</u>
* 0653522	12/05/2007		01	3	139900	001030		DECLINED A/C CONTROL UNIT
* 0516827	12/15/2005		01	1	103589	001090		LEXUS ROADSIDE ASSISTANCE
* 0469513	03/02/2005		05	1	090265	001030		LEXUS SERVICE GENERAL
* 0469513	03/02/2005		04	1	090265	000989		REPLACE SPARK PLUGS-EIGHT
* 0469513	03/02/2005		03	1	090265	000989		SERVICE DIFFERENTIAL
* 0469513	03/02/2005		02	1	090265	000989		SERVICE TRANSMISSION
* 0469513	03/02/2005		01	1	090265	000989		<u>90,000 MILE SERVICE ALL</u>
* 0415731	03/05/2004		09	3	070374	000000		LEXUS SERVICE GENERAL
* 0415731	03/05/2004		08	3	070374	000989		***A COURTESY RENTAL
* 0415731	03/05/2004		07	3	070374	000000		LEXUS SERVICE GENERAL
* 0415731	03/05/2004		06	1	070374	000000		REPLACE BELTS
* 0415731	03/05/2004		05	1	070374	000989		**DENT REPAIR SPECIAL ONE
* 0415731	03/05/2004		04	1	070374	000102		DETAIL-CARS-WAX EXTERIOR,
* 0415731	03/05/2004		03	1	070374	000989		**SPECIAL FOUR WHEEL
* 0415731	03/05/2004		02	1	070374	000989		***FOUR WHEEL ALIGNMENT
* 0415731	03/05/2004		01	1	070374	001600		<u>60,000 MILE SERVICE</u>
* 0214781	10/30/2003		02	2	047882	001090		LEXUS EMERGENCY ROADSIDE
* 0214781	10/30/2003		01	1	047882	000989		CHECK OUT CAR
* 0090857	09/05/2003		03	1	059856	811041		REAR COMB LIGHT BULB, 1-SIDE
* 0090857	09/05/2003		02	1	059856	002119		3750/5000 MILE SERVICE
* 0090857	09/05/2003		01	1	059856	752051		REPLACE RIGHT OUTER REAR
* 0364175	02/19/2003		03	2	051905	430051		SUSPNSN L.ARM 1-SD W/O B.JNT
* 0364175	02/19/2003		02	1	051905	000989		10,000 MILE SERVICE
* 0364175	02/19/2003		01	1	051905	473991		REPLACE FRONT BRAKE PADS
* 0521542	10/07/2002		05	1	047878	000101		SEWELL COMPLIMENTARY CAR WASH
* 0521542	10/07/2002		04	1	047878	00989		REPLACED A/C FILTER
* 0521542	10/07/2002		03	1	047878	000101		REPLACED TELESCOPIC LINK
* 0521542	10/07/2002		02	1	047878			NONE
* 0521542	10/07/2002		01	1	047878	001300		SCHEDULED 30000 MILE SERV
* 0093365	04/07/1999		01	3	007781			NONE
* 0088101	09/17/1998		01	2	007771	001075		7,500 MILE/MONTH MAINTENANCE
* 0084106	06/26/1998		01	2	003862	042214		WHEEL BALANCE (TWO WHEELS)
* 0084105	06/26/1998		01	2	003862	8503D1		REPLACE YAW RATE SENSOR
* 0081684	05/02/1998		01	3	000273	000201		LEXUS CELLULAR PHONE INSTALL
* 0080218	03/28/1998		01	3	000096	000902		2 YEAR NEW VEHICLE

<http://dealer.lexus.com/Service/Shared/NSHInquiryDetail.asp>

3/11/2008

* 0015132	03/19/1998	02	3	000005	000989		CERTIFICAT
* 0015132	03/19/1998	01	2	000005	001013		CLEANED
							PRE-DELIVERY SERVICE FOR USA

* Performed By Another Dealer