



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 14, 2008

[REDACTED]

Plano, TX [REDACTED]

NVS-216 mec
Ref. # 10223941

Dear [REDACTED]:

Thank you for your correspondence concerning your model year (MY) 1998 Lexus GS400 vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on April 3, 2008.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

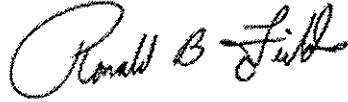
We appreciate the report you provided. Reports from motorists are a very important source of information for us. A review of our database relative to problems associated with the failure of the ball joints in MY 1998 Lexus GS400 vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

We sympathize with you concerning request for reimbursement; however, this does not fall under our jurisdiction. NHTSA cannot assist vehicle owners in obtaining reimbursements. We can only recommend you continue to work with Lexus Customer Service regarding your request. We are sorry that we cannot assist you further in this matter.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety

recalls, manufacturers' service bulletins, etc. can be obtained at
<http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in cursive script, reading "Ronald B. Fields". The signature is written in black ink and is positioned above the printed name and title.

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement