



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 2, 2008



Menio Park, CA [REDACTED]

NVS-216 nlm
Ref. # 10228449

Dear [REDACTED]:

Thank you for your correspondence dated May 7, 2008, concerning your former model year (MY) 2003 Lexus ES300. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on May 16, 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. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to brake problems in MY 2003 Lexus ES300 vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

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 black ink that reads "Frank S Borris II". The signature is written in a cursive style with a large, prominent "F" and "S".

Frank S Borris II, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement