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**INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) AUG 23 2010**

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Randallstown, MD  
[Redacted]  
[Redacted]

August 15, 2010

Len Stoler  
11311 Reisterstown Road  
Owings Mills, MD 21117

To Whom It May Concern:

I am writing this letter to express my extreme concern and dissatisfaction with my maintenance and customer service that I have received thus far from Len Stoler's Lexus of Owings Mills, Maryland and Lexus Headquarters. I have spoken to several Lexus representatives about my unresolved brakes issue over the last four years. After numerous attempts to work collaboratively with Len Stoler's Lexus (mechanics & engineers) and the Lexus Headquarters, I find myself still driving an unreliable and unsafe vehicle. To date, my brakes problem continues to be an issue.

In August 2004, I purchased a new Lexus ES 330 with an extended warranty (6 years). I was very pleased with my purchase because I felt that I had made a quality and reliable purchased. In December 2006, I started having major brake issues with my car. When my car was stopped, the brake pedal sunk to the floor. This has been a recurring problem since December 2006. In an effort to correct the problem, Len Stoler's Lexus (the only place to service my car) has replaced the master cylinder of my car three times. The first master cylinder replacement took place December 1, 2006. Len Stoler's Lexus then replaced two additional master cylinders in my car (October 9, 2007 and July 7, 2009). Despite having the master cylinder replaced, my car continues to have brake issues. During my service visit to Len Stoler's Lexus on July 7, 2009, the service department also replaced my brake caliper & brake booster (July 13, 2009). On July 29, 2010 my Lexus is at Len Stoler's again for the same brake problem and once again another brake part have been replaced (ABS Actuator).

Needless to say, I am very unsatisfied with my car's performance and even less satisfied with the maintenance service and the inability to resolve my car's brake issues. I feel that the car I purchased is a lemon. My safety is at risk while driving a car with brakes that are not functioning properly. Furthermore, I am truly disturbed by the lack of genuine concern that has been demonstrated; when I have brought this matter to the attention of the Lexus representatives and headquarter. Just last month (June 19, 2010) when I took my car in for the brake issues, I was even told by one representative that the problems that I am experiencing with my brakes are "normal".

The problem that I am experiencing with my car is unacceptable and I will be taking further action if this matter is not address promptly. I have been a loyal customer and I demand that Lexus resolve this problem as so as possible. This ordeal has been extremely inconvenient (as I have made many trips to the dealership for this brake issue) and I feel uncomfortable driving my own vehicle. The more troubling concern is that neither Len Stoler's Lexus nor the Lexus Headquarters really knows what is wrong with my brakes.

To continue to replace parts on a vehicle without thoroughly investigating the problem is not only wrong, but it is unethical. Lexus is putting my life in danger and very little has been done to demonstrate a sincere effort to rectify the problem. I will no longer accept your "band-aid" approach to servicing my car. It is my expectation that I will be contacted with a plan to resolve the problem with my vehicle.

Thank you in advance for your full cooperation and support.

[Redacted]

cc: Gary Coffey  
Alan Kassel  
Wayne Kronstadt

Lexus Headquarters  
Lemon Law  
Better Business Bureau

NHTSA Headquarters  
Consumer Product Safety Commission

KB  
082610  
TGW

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