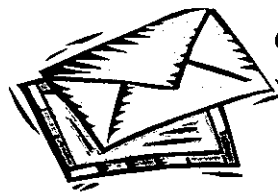


NHTSA ccmMercury Routing Slip



CL-10363314 - 4088

Printed: 5/18/2010

NHTSA #: ES10-003529

XREF #:

Delivery: MESSENGER ENV.

Rec'd Date: 5/18/2010

Doc Type: S10

Address To: S1

Referred By: NPO-011

Doc Date: 4/5/2010

Due Date:

S10 #: S10-100416-014

DOT/I #:

RMP #:

Subject: S10 APPROPRIATE HANDLING - EMAIL TO THE SECRETARY FROM [REDACTED] RE TOYOTA LEXUS PROBLEMS

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: BMILLINGS x65470

Ack By:

Signature: NRN

Cleared By:

XREF File:

Modified By:

BERNADETTE.MILLINGS

Signed For:

Cleared For:

Closed Date: 5/18/2010

Most Recent Comment:

Author:

[REDACTED]

Tel:

[REDACTED]

Fax:

E-mail:

[REDACTED]

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	5/18/2010		5/18/2010
NVS-010	INFORMATION	5/18/2010		5/18/2010

MAY 19 2010

RECEIVED - NHTSA
2010 MAY 18 A 11:12
EXECUTIVE SECRETARIAT

Pettiford, Marie (OST)

From: [REDACTED]
Sent: Thursday, April 15, 2010 2:19 AM
To: LaHood, Ray (OST)
Subject: Toyota/LEXUS GX470 problem

ACTION Is assigned to
NHTSA
S10-100416-014
CONTROL NO.

This will have to be quick due to the hour and the circumstances; happy to elaborate at later time if I indeed have an ear.

I drive a 2008 Lexus GX470 piece of #*!##**!! that is awaiting its turn to injure or kill someone. My first experience occurred approx 1 year ago on the #5 freeway driving 65 mph and all of a sudden coming upon cars ahead suddenly braking and nearly stopping. Despite my speed I did have time to react and slow my vehicle but something misfired in my ABS system and my suv went into a "bucking bronco mode." My brakes would alternately seize, release, car coasts 2-3 seconds, seize, release, coast, etc... repeating this sequence 3-4 times. My son who was soon to turn eight, in the rear seat, actually received a mild whiplash from the severe lurching of the vehicle. The car must have been a sight as drivers to my right gave me the weirdest looks (of disbelief) obviously thinking that this was my style of reacting. I finally stopped my vehicle not more than 6 inches from the vehicle in front of me.

Other incidents of brakes releasing while holding pressure going around a corner with a TRACE of water on the ground; mild acceleration of speed due to release and resultant wider sweep going around the corner. An overreaction to ground condition.

About 3 months ago: Leaving the gas pump on the station property exiting toward the sidewalk, street. I apply brake pressure coming to the sidewalk when I run over the above ground cap to the underground storage tank (at most 1 to 1-1/2" lip); my brakes RELEASE with same constant pressure being applied and I coast into the sidewalk before the brakes again take hold. Problem is that a woman and her 9-10 yr old daughter are right there walking on the sidewalk.....she grabs her daughter and pulls her back just before I would have hit her.

I took the car in to the Toyota dlr after the first incident. They got an engineer from corporate to ride with me to try to duplicate this but the car did not malfunction. They took it in the back and went through some kind of inspection but found nada and gave me the car back with the statement that it seemed to be performing as it should be.

Just took it in after the second example above, rode with quality control and serv mgr's....did not malfunction and gone over again.....car returned as being basically o.k.

This car is not o.k. It is a time-bomb, a lethal weapon which cannot be controlled. My mechanic (who outshines anyone employed at Toyota by far) had two other customers with the same reported problem who had their respective manufacturers (not Toyota) decide to replace the ABS cpu and their problems never repeated. Toyota says that is not a fix for THEIR product. So, what is??!!

They just found a problem with the Lexus GX460. And so it goes on and on.

I just returned from Tokyo 4/10 and one of my main purposes for being there was to speak with Toyota and have them HEAR my voice. I spoke with a Ms. Megishi (Toyota head off., Tokyo City, Aichi Prefecture 471-8571). She logged all discussed and will be contacting appropriate channels. As per today, she indicated that I should have already been contacted by Toyota USA and will check into why I have not. I know why I have not.

4/15/2010

ES10-003529

Do you?

Please let me hear from you. I will stop at no length until I get a resolution to this matter.....either with a fix or buy-back of this product. Toyota has to recognize yet another problem with another model vehicle (same reported situation as was given by that Prius owner in northern California a couple of months ago; see LA Times, 2-5-10, Business sect., pg. B5, 1st column re: [REDACTED] of Sacramento, nearly rear-ended somebody with his 07 Prius....blaming brakes "which he said tend to seize up when the car goes over a bump; I step on the brake it starts to grab and then lets up like it's grabbing nothing. It scares the !@#out of me every time...my girlfriend won't drive with me anymore.").

You are a busy man. Thank you so much for reading this.

Respectfully,

[REDACTED]
Fullerton, CA
[REDACTED]

4/15/2010



Office of the Secretary of Transportation Executive Secretariat

Control number: S10-100416-014**Action office:** NHTSA**Document date:** 4/5/2010**Due date:****Author(s):** [REDACTED]**Subject:** Toyota Lexus Problems**Action:** Appropriate Handling**Comments:**

Date	Action	Action by
4/16/2010	Folder Processed for Appropriate Handling.	AINGRAM
4/16/2010	Updated Folder Information.	AINGRAM
4/16/2010	Updated Folder Information.	AINGRAM
4/16/2010	Work Folder Assigned to NHTSA.	MPETTIFORD
4/16/2010	Incoming File Uploaded.	MPETTIFORD
4/16/2010	Control Number Created.	MPETTIFORD

Date	Note	Note by
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