

11-20113 CORRECTED VIN

NOV 27 2013 CL-103634816964

FOR NCDS USE
CASE NUMBER

CUSTOMER CLAIM FORM LEXUS

CUSTOMER NAME AND ADDRESS

Mr. First Name: [REDACTED] MI: [REDACTED] Last Name: [REDACTED]
 Mrs. Street Address: [REDACTED]
 Ms. City: HO-HO-KUS State: NJ Zip Code: [REDACTED]
 Day Phone: [REDACTED] Evening Phone: [REDACTED] FAX: [REDACTED]
 Email address: [REDACTED] Preferred method of contact: [REDACTED]

VEHICLE INFORMATION

Name(s) that appears on vehicle title: [REDACTED]
 If vehicle is used for business: [REDACTED] What percentage of time is vehicle used for business purposes? [REDACTED] % How many other vehicles are owned or leased by the business? [REDACTED]
 Make: LEXUS Model: LS430 Year: 2002 Current Mileage: 160,000
 Vehicle Identification Number: J T H B N 3 0 F X 2 0 [REDACTED]
 Selling Dealer and Address: Prestige Lexus of Ramsey 1000 Rt 17 N Ramsey NJ 07446
 Dominant Servicing Dealer: Prestige Lexus

IF VEHICLE WAS PURCHASED, COMPLETE THE FOLLOWING IF VEHICLE WAS LEASED, COMPLETE THE FOLLOWING

Purchase Date: 1/14/03 Mileage at Purchase: 5672 Purchased as (check): <input type="checkbox"/> New <input type="checkbox"/> Used <input checked="" type="checkbox"/> Demo <input type="checkbox"/> Fleet Are your loan payments current? <input type="checkbox"/> Yes <input type="checkbox"/> No Is the vehicle in your possession? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Lienholder's Name and Address: car paid off Account Number: Lienholder's Phone Number: ()	Lease Date: Mileage at Lease: Purchased as (check): <input type="checkbox"/> New <input type="checkbox"/> Used <input type="checkbox"/> Demo <input type="checkbox"/> Fleet Are your lease payments current? <input type="checkbox"/> Yes <input type="checkbox"/> No Is the vehicle in your possession? <input type="checkbox"/> Yes <input type="checkbox"/> No Leasing Company's Name and Address: Account Number: Leasing Company's Phone Number: ()
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VEHICLE PROBLEM(S)

Indicate problem.	List dealer(s) that have repaired or attempted repair (include city and state).	List date, mileage and repair order number for each repair attempt.	Does the problem currently exist? (circle)	
Example: A/C won't cool properly	Autoworld, Inc. Anytown, VA	4/23/03 3,500 miles #B73540	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Trunk gas cylinder failure.		Both gas cylinders were replaced	<input type="radio"/> Yes	<input type="radio"/> No
			<input type="radio"/> Yes	<input type="radio"/> No

Has the vehicle been involved in an accident? Yes No
 If yes, date of accident: Area of vehicle damaged:
 Resolution sought: Repurchase Replacement Repair

Trunk lid landed on [REDACTED] head causing severe bleeding
 Additional Comment: ATTACHMENT
 Signature(s): [REDACTED] Date: 11/11/13

Return all copies of this form to:
 National Center for Dispute Settlement
 P.O. Box 688
 Mt. Clemens, MI 48046
 (866) 272-4872

ET
 112913
 SMD

9/16/2013

Ho-Ho-Kus NJ

I have purchased four Lexus automobiles in the past 20 years and I found good and bad features with all of them. I purchased a 1990, 1993 LS 400. A 2002 LS430 and a 2010 LS 460.

My main complaint is about the gas cylinders that hold the hood and trunk lid up on my wife's 2002 Lexus, LS 430. VIN: JTHBN30FX20 With 120,000 miles on the auto. Her gas cylinders had failed.

On 10/30/10, my wife opened the trunk and without warning the trunk lid promptly came down on her head and her blond hair turned bright red due to the bleeding. Yes, it was pretty tragic, fortunately she survived the accident.

Shortly after the accident, we got in touch with everybody that could be involved with this problem. I called the dealer who sold us the auto:

Prestige Lexus, 1000 Route 17 North, Ramsey NJ 07446, 201-825-5200.

Fax 201-825-1004, The service manager said that it was not their problem, Sales Consultant was Warren Port.

On 2/28/11, I Called Jim 800-255-3987x3, Fax 310-468-2992, about my problem. Never got any results from him. Address Lexus, PO Box 2991, Mail Drop L202, Torrance CA 90509-2991.

On 12/28/10, I called Bergen County Consumer Affairs, 1 B.C. Plaza, Hackensack NJ 07601, 201-336-6400, Case # BO100858. They said that this case was not in their jurisdiction.

On 11/24/10 I sent a letter to The Office of Attorney General, PO Box 45025, Newark NJ 07101, 973-504-6200, 800-242-5846. I think somebody said that the auto is too old.

Finally I contacted the Highway Traffic Safety Administration, (NHTSA)

12000 New Jersey Avenue S.E. Washington DC 20590. 888-327-4236

Safecar.gov. ODI # 10363481. They sent me forms to fill out. I called them, spoke to the manager and he said that the only time they can give me the results is when they deal with the manufacture which they did not, and they do not have enough manpower to give me an explanation.

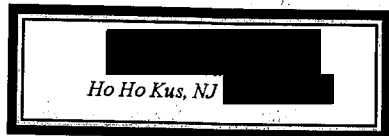
My 93 LS 400 used springs to hold the trunk up, and I had no problems with it. The Lexus service manager said that there was no room to put in the springs. I am sure that is not true. All the Lexus have gas cylinders holding up the hood. When they failed on my 93 LS 400, I complained to everybody to no avail. Those cylinders cost about 140.00 each. It is just a ripoff. Other manufactures use them too. I have a 70 Cadillac with springs on hood and trunk lid and they never failed. I must say that the hood on LS 460 is made of aluminum, which will lessen the blow, when it comes down on your head..

Another ripoff is the wear sensors for the brake pads. Once they show signs of wear you throw them away. They cost 45.00 each. The first Lexus used scrapers attached to the pads that warn you to replace the pads soon.

I see Toyota is presently having a \$1 Billion plus settlement with the Fed, over defects.

I wish retribution for my wife's agony. Thank you

I was referred the FTC by Congressman Garrett's office



NNJ METRO NJ 076

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NHTSA Office of Defects Investigation (VS-210)
West Building
1200 New Jersey Ave SE
Washington DC 20590

