

NVS-200

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

Mr. Sam Leonard  
Customer Satisfaction Manager  
Lexus Western Area  
209 Technology Drive  
Irvine, CA 92618

EXECUTIVE SECRETARIAT

2010 DEC 21 P 3:48

RECEIVED - NMVA

Re: VIN: JTJHT00W364 [REDACTED]  
Vehicle's Year and Model: 2006LX470

CL-10364750-2903

Dear Mr. Leonard:

This letter is in reference to your letter of November 4, 2010 concerning our Lemon Law claim. We complied with your request of October 15, 2010 wherein you requested copies of documents relating to the purchase of our vehicle and copies of all service records (which we sent, signed receipt).

We are appalled that you contend our vehicle safety concerns were not caused by a defect in your materials or workmanship. As we have stated in previous correspondence, we have many service records at both the Roseville and Sacramento locations, showing that we have spend many hours and many dollars in an attempt to correct this safety issue. The vehicle is unsafe with a steering shaft malfunction. The \$500 service credit which you offered as a "goodwill" offering is unacceptable. This is a matter of life and death and a safety issue. We have received a safety Steering Shaft Safety Recall Notice which we have attempted to resolve, with no avail.

If this matter is not resolved as the Lemon Law provides, we will contact our attorney and the media in an effort to come to a safe resolution of this matter.

Sincerely,

[REDACTED]

[REDACTED]

Folsom, CA [REDACTED]

Cc: Jackie Grassinge  
New Motor Vehicle Board  
1507 21<sup>st</sup> Street, Suite 330  
Sacramento, CA 95811

✓ Cc: Administrator, National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, D.C. 20590

NM  
01/06/2011  
KS

**CERTIFIED MAIL™**



7010 2780 0000 0171 7951



Administrator, National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, D.C. 20590

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