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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

NBS-200

OCT 14 2010

CL-10364750-5198

October 4, 2010

Lexus of Roseville  
300 Automall Drive  
Roseville, CA 95661-3019

RE: [REDACTED]

EXECUTIVE SECRETARIAT

2010 OCT 12 P 2:47

RECEIVED-NHTSA

To Whom it May Concern:

This is a follow up to my recent letter wherein we advised you of the unsafe situation with the steering mechanism on our 470 Lexus, 2006 model year.

We brought this vehicle in for service on numerous occasions in order to correct the unsafe steering problem, with no avail.

The Roseville, Ca service department recommended new brakes and all new tires to possibly rectify the steering malfunction. We complied with their recommendations and purchased all new tires and brakes. This did not improve the steering problem.

We again called the Lexus Roseville, Ca service department to advise them that the new brakes and tires did not correct the steering problem. They asked us to again bring the vehicle in and the service manager would test drive the car personally to evaluate the steering problem.

We again brought the Lexus in for service and complied with their request. After the service manager test drove the car he told us he could feel what we were complaining about but he told us that what we were experiencing was part of the design of the Lexus 470.

We then sent a certified letter to Lexus outlining our safety concerns. We did not hear from anyone, therefore we called the General Manager of Lexus in Roseville, Patrick McKeehan. After explaining our safety concerns to Mr. McKeehan, he was very curt and rude and told us to do whatever we needed to, as he was not willing to help us any further.

We told him he would be hearing from our attorney. At this juncture, we parked the car in the garage, concerned for our safety.

We contacted Mr. Robert Frink, Dealer of Lexus, and he said to call Scott Johnson and he would help us. We then took the Lexus into the Sacramento Lexus dealership and they wanted to try to fix the steering problem once again. They kept the car in the service department for several days and attempted to repair the steering malfunction. This did not work—the steering is now worse and extremely unstable and unsafe.

We have now received a "Safety Recall Notice" which validates the safety issues we have been trying to resolve all along. Please contact us as soon as possible.

[REDACTED] Folsom, CA [REDACTED]

- Lexus 470, 2006

cc: Administrator Natl-Hwy Traffic Safety  
Administration

MC  
110410  
TGW



Lexus Division  
Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991



FOLSOM CA



**Special Service Campaign (SSC) ALF – Certain 2003 through 2007 Model Year Lexus LX 470 Vehicles  
Steering Shaft  
Safety Recall Notice**

Please make an appointment with your local Lexus Dealer to have this important remedy completed.

VIN: JTJHT00W364

Dear Lexus Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in the Steering Shaft of certain 2003 – 2007 Model Year Lexus LX 470 vehicles.

**What is the condition?**

The construction of the steering shaft is such that the snap ring on the shaft may disengage when the vehicle experiences an unusually severe impact to the front wheels (for example, striking a deep pothole in the roadway). If the snap ring becomes disengaged and the steering wheel is then repeatedly turned to the full locked position, over time the steering shaft may become disconnected which could result in a loss of steering control and thus increase the risk of a crash.

**What is Lexus going to do?**

Any Lexus dealer will replace the snap ring with a newly designed one and install an additional component which will prevent separation of the steering shaft. The remedy will be performed at **NO CHARGE** to you.

**What should you do?**

***This is an important Safety Recall***

Please contact your authorized Lexus dealer and make an appointment to have these important remedies performed on your vehicle as soon as possible.

The remedy will take approximately two hours to complete. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**What if you have other questions or concerns?**

***Your local Lexus dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.*** If you require further assistance, you may contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

**What if you have previously paid for repairs for this condition?**

If you have previously paid for the replacement of the steering shaft to address this specific condition, please mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Lexus Customer Assistance, Mail Stop L201, 19001 South Western Avenue, Torrance, CA 90509

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the vehicle lessee within ten days of your receipt of this letter.

Thank you for driving a Lexus.

Sincerely,

Lexus Division  
TOYOTA MOTOR SALES, U.S.A., INC.

Lexus ALF USA

Spanish translation on back side  
Traducción en español en el reverso

Folsom, CA

CERTIFIED MAIL™



7010 1670

National Highway  
Administrator  
1200 New Jersey  
Washington D.C.

W40-304

DOT Mailroom

TO: W40- 304

Building: DOT

Room: 4 West

Mailstop: N0A-010

external carrier: Certified

Sender:

Manufacturer:

Purchase Order:

Item 1 of 1

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