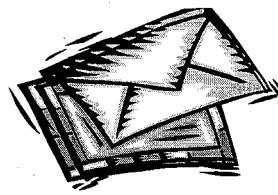


NHTSA ccmMercury Routing Slip



CL-10384142-4023

Printed: 7/22/2013

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

NHTSA #: ES13-003079	Rec'd Date: 7/22/2013	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 7/18/2013
Delivery: REG	Address To: DOT/I	Due Date: 8/9/2013
S10 #:	DOT/I #: H - 2013 134	RMP #:
Subject: LETTER FROM CONGRESSMAN GARETT ON BEHALF OF CONSTITUENT RE LEXUS GAS CYLINDERS		
Ack Date:	Ack By:	Signed For:
Sign Office: DIR. GOVT. AFFAIRS	Signature: CHAN LIEU	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: CBUTLER x60180	Modified By: Chris.Butler	
Most Recent Comment:		

Author:

The Honorable SCOTT GARRETT
U.S. HOUSE OF REPRESENTATIVES
266 HARRISTOWN ROAD, SUITE 104
GLEN ROCK, NJ 07452
Tel: 201-444-5454 Fax: 201-444-5488 E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	7/22/2013	8/9/2013	
NVS-010	INFORMATION	7/22/2013		7/22/2013
NGA-110	INFORMATION	7/22/2013		7/22/2013

JUL 24 2013

ET
72413
SMD

FAX COVER SHEET



CONGRESSMAN SCOTT GARRETT

EASTERN DISTRICT OFFICE
266 HARRISTOWN ROAD, SUITE 104
GLEN ROCK, NJ 07452
PHONE: 201-444-5454
FAX: 201-444-5488

TO: DEPARTMENT OF TRANSPORTATION

FAX #: 202-366-3675/7346

FROM: Andrew Whitehouse, Constituent Services Officer

DATE: 7/18/13

PAGES: 3 (INCLUDING COVER)

REMARKS: For the NHTSA

Jul 17 13 12:11p

Marge Christie

201-891-3514

P.1

DC OFFICE

2232 Rayburn House Office Building

Washington, DC 20515

202-225-4465

Fax: 202-225-9048

WESTERN DISTRICT OFFICE

88 Spring Street Suite 302A

Newton, NJ 07860

973-300-2000

Fax: 973-300-1051

EASTERN DISTRICT OFFICE

266 Harristown Rd, Suite 104

Glen Rock, NJ 07452

201-444-5454

Fax: 201-444-5488



Dear Congressman Garrett:

In accordance with the Right to Privacy Act of 1974, I understand that my written consent is required before a government agency can release information about me to you or your designated staff member. By completing and signing this document, I hereby permit you or your staff to investigate the situation described below as I have requested.

Signed: _____ Date: July 17 2013

Please kindly provide the information below (type or print legibly) where applicable:

Name: _____

Address: _____ City, State, Zip: Ho-Ho-Kus NJ _____

Phone: (day) _____ (evening) _____ (cell) _____

Date of Birth (MM-DD-YYYY): _____ Social Security #: _____

E-mail Address: _____

In the space provided below, please include a brief description of the nature of your request.

see separate page

Jul 17 13 12:11p

Marge Christie

201-891-3514

p. 2

Congressman Garrett

7/17/2013

[REDACTED]

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 [REDACTED]. 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



2012 House Input Form for Governmental Affairs Correspondence Control Sheet (I-10), W85-328



Control Number H - 2013 134

General

Date DOT Received 7/18/2013
Date DOT Entered 7/18/2013
Member's Date 7/18/2013
Member Last Name Garrett
Member First Name Scott
Member Organization United States House of Representatives
Address1 266 Harristown Road, Suite 104
Address2
City Glen Rock
State NJ
Zip 07452

Constituents

File Name [REDACTED]
Date 7/18/2013
Subject Lexus
Action Office NHTSA
Action Code
Due Date 8/9/2013

Contacts

Member Contact Andrew Whitehouse
Phone (201) 444-5454
Pending
Closed Date
Remarks
DOT Contact Maria Harrison at (202) 366-4573

Notes: