

CL-10397718-3046 NVS-200

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

APR 15 2011

April 7, 2011

From: [Redacted]
Carrollton, TX [Redacted]

EXECUTIVE SECRETARIAT
2011 APR 14 P 1:10
RECEIVED - NHTSA

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

Ref: Lexus RX 330 (2005)

I have Lexus RX 330 (2005) and like to state that recently I had problem with my ignition lock cylinder part # 690570E011. I towed my vehicle to Park Place Lexus at Plano, Texas. The Lexus dealer charges me \$ 825.00 to replace the part which was defective.

I wrote to Customer Satisfaction Representative Lexus. Mr. Arthur Rodriguez of Lexus offers me \$ 200.00 complimentary service credit but refuse to refund the full amount. Enclosed please find copies of letters address to Mr. Rodriguez of Lexus in this respect for your perusal.

I have ask Lexus Customer Satisfaction to provide me the list of customers had similar problem but Mr. Rodriguez decline my request over the phone and also decline to reply my letter dated 3/8/11. I have two safety recall notice for Brake Master Cylinder Cup (Rubber Seal) and Floor Cover & Retention Clips in my hand for this vehicle.

I now seek your help to resolve this issue and also investigate in this matter.

Your co-operation in this connection will be highly appreciated.

[Redacted]

Encl. (3)

Cc: Mr. Arthur Rodriguez
Lexus Customer Satisfaction
19001 South Western Ave
Torrance, CA 90501

ET
04/20/11
TRW

January 31, 2011

From:

[REDACTED]
Carrollton, TX [REDACTED]

To:

Lexus Customer Satisfaction
19001 South Western Ave
Torrance, CA 90501

Ref: RX 330 (2005) [REDACTED]

I purchase Lexus RX 330 and now Ignition lock cylinder important part of vehicle should have long time warranty is worn-out in 4/5 years. I have RX 300 and 430 Lexus in my household.

The Lexus dealership Park Place at Plano, TX replace the ignition lock cylinder for \$ 825.00. This part should be under warranty for at least 10 years. The Lexus vehicle to buy is expensive and the parts worn-out in short time are ridicules. I was told that as a gesture Lexus offer me \$200.00 for credit service but do not want to admit the part is defective. If I go outside Lexus dealership to fix this part will cost me half of the dealership charges.

I request you to please refund full amount or will take legal action.

Sincerely,
[REDACTED]



February 23, 2011

[REDACTED]
Carrollton, TX [REDACTED]

Dear [REDACTED]

Thank you for contacting the Lexus Customer Satisfaction Department regarding your 2005 RX 330, Vehicle Identification Number 2T2GA31U65C [REDACTED]. Your concern is important to Lexus, and we appreciate the time you have taken to share your thoughts.

This letter is to confirm Lexus' goodwill offer of complimentary service credit in the amount of \$200.00. This offer applies to this vehicle, is not transferable, and can only be redeemed at Park Place Lexus.

If you accept this offer, please contact the dealership's service department to schedule an appointment and inform them of this offer. On the day of the service, please present this letter to the service department. The dealership will contact the Lexus Customer Satisfaction Department to verify and process this offer.

If you require further assistance, please contact the Lexus Customer Satisfaction Department at 1-800-255-3987, Monday through Friday, 5:00 a.m. to 6:00 p.m., or Saturday, 7:00 a.m. to 4:00 p.m., Pacific Time.

Sincerely,

Arthur Rodriguez
Customer Satisfaction Representative

ar/1102082643fl

cc:

3/8/2011

From: [REDACTED]

Carrollton, TX [REDACTED]

To:

Lexus Customer Satisfaction
19001 South Western Ave
Torrance, CA 90501

Ref: RX 330 (2005) Ignition Lock Cylinder

Att: Mr. Arthur Rodriguez

Dear Mr. Rodriguez:

I am in receipt of your letter dated 2/23/2011 wherein you have offered me complimentary service credit in the amount of \$ 200.00 is pea-nut and also stating that my concern is important to Lexus are soft words.

I will appreciate if you provide me the list of customers had similar problem or give me the website where I can find the details of RX330. I have just received Safety Recall Notice for Brake Master Cylinder Cup may be tomorrow Lexus find that Ignition Lock Cylinder is defective parts.

I want to take this matter to my Congressman so he can pursue the matter further.

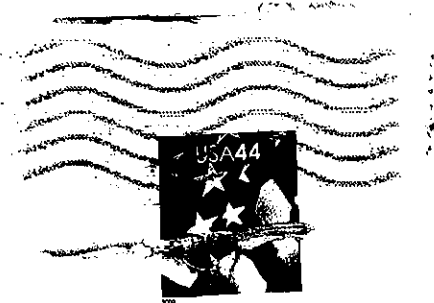
Thanking you,

Sincerely,

[REDACTED]

Carrolltm, Jt

NORTH TEXAS P&DC
DALLAS TX 75201
07 APR 2011 PM 10 L



ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY
ADMINISTRATION
1200 New Jersey Ave S.E.,
WASHINGTON DC 20590

20590

