



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

May 10, 2011

[REDACTED]

Carrollton, TX [REDACTED]

Dear [REDACTED]

NVS-216 et
Ref. No. 10397718

Thank you for your correspondence concerning your model year (MY) 2005 Lexus RX 330 vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. In your letter, you indicated that you were charged by a dealer to replace the ignition cylinder after it failed in your MY 2005 Lexus RX 330. You contacted Lexus regarding this issue and were offered a goodwill service credit for \$200.00. The credit does not cover the total cost of the repair; therefore, you are requesting a refund for the total amount.

A review of our database relative to ignition cylinder problems in MY 2005 Lexus RX 330 vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

We sympathize with you concerning ignition cylinder problem you encountered and the costs associated with the repair of your vehicle. Vehicle manufacturers are not required to provide free repairs unless there is a safety recall or the vehicle's warranty covers the repairs. This agency's jurisdiction does not extend to warranty issues and since there is no recall for the problem with your vehicle, this agency cannot assist you with your cost concerns.

If you have not done so, you may consider contacting the Federal Trade Commission. The FTC has jurisdiction over fraud, deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll-free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement