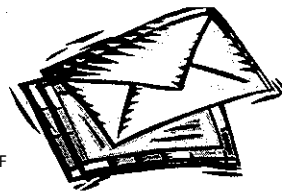


# NHTSA ccmMercury Routing Slip



CL-10453054-1725

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

Printed: 3/20/2012

<b>NHTSA #:</b> ES12-001675	Rec'd Date: 3/20/2012	Referred By: NPO-011
<b>XREF #:</b>	Doc Type: CNG	Doc Date: 3/12/2012
<b>Delivery:</b> REG	Address To: NOA010	<b>Due Date:</b> 4/18/2012
<b>S10 #:</b>	<b>DOT/I #:</b>	<b>RMP #:</b> [REDACTED]
<b>Subject:</b> LETTER FROM SENATOR MURRAY ON BEHALF OF CONSTITUENTS, CONCERNING PROBLEMS WITH THEIR LEXUS LS430 VEHICLE (PHOTOGRAPHS NOT IMAGED)		
<b>Ack Date:</b>	<b>Ack By:</b>	<b>Signed For:</b>
Sign Office: DIR. GOVT. AFFAIRS	Signature: CHAN LIEU	
<b>Cleared Date:</b>	<b>Cleared By:</b>	<b>Cleared For:</b>
File Loc:	XREF File:	<b>Closed Date:</b>
<b>Added By:</b> BMILLINGS x65470	<b>Modified By:</b> BERNADETTE.MILLINGS	
<b>Most Recent Comment:</b>		

**Author:**

PATTY MURRAY  
UNITED STATES SENATE

WASHINGTON, DC 20510  
Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	3/20/2012	4/18/2012	
NVS-010	INFORMATION	3/20/2012		3/20/2012
NGA-110	INFORMATION	3/20/2012		3/20/2012

**MAR 20 2012**

NAM  
032012  
TGW

PATTY MURRAY  
WASHINGTON

# United States Senate

WASHINGTON, DC 20510-4704

COMMITTEES:  
APPROPRIATIONS  
BUDGET  
HEALTH, EDUCATION, LABOR,  
AND PENSIONS  
RULES AND ADMINISTRATION  
VETERANS' AFFAIRS

March 12, 2012

Mr. David L. Strickland  
Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
West Building  
Washington, D.C. 20590

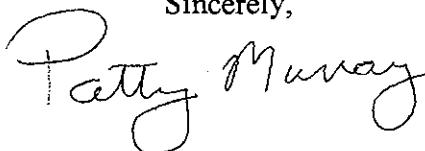
Dear Mr. Strickland:

I wish to bring to your attention a letter from [REDACTED] who have a concern with a malfunctioning automobile, in particular the Lexus LS 430.

Because [REDACTED] concerns are in regard to motor vehicle safety, I am respectfully deferring this matter to you for consideration.

Thank you!

Sincerely,



Patty Murray  
United States Senator

PM/ae

173 RUSSELL SENATE OFFICE BUILDING  
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(202) 224-2621

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BELLEVUE, WA 98004-3045  
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2930 WETMORE AVENUE  
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915 2ND AVENUE  
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TOLL FREE: (866) 481-9186

10 NORTH POST STREET  
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SPOKANE, WA 99201-0712  
(509) 624-9515

950 PACIFIC AVENUE  
SUITE 650  
TACOMA, WA 98402-4450  
(253) 572-3636

THE MARSHALL HOUSE  
1323 OFFICER'S ROW  
VANCOUVER, WA 98661-3856  
(360) 696-7797

website: <http://murray.senate.gov>  
e-mail: <http://murray.senate.gov/email>  
PRINTED ON RECYCLED PAPER

402 EAST YAKIMA AVENUE  
SUITE 390  
YAKIMA, WA 98901-2760  
(509) 453-7462

PATTY MURRAY  
WASHINGTON

MAR 07 2012

COMMITTEES:

APPROPRIATIONS  
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HEALTH, EDUCATION, LABOR, AND PENSIONS  
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# United States Senate

WASHINGTON, DC 20510-4704

The Privacy Act of 1974 is a Federal law designed to protect you from unauthorized use and exchange of personal information by Federal agencies. Any information that a Federal Agency has on file regarding your dealings with the United States government may not, with a few exceptions, be given to another agency or to a Senator or Member of Congress without your written permission.

**PLEASE DESCRIBE THE SITUATION WITH WHICH YOU ARE REQUESTING ASSISTANCE:**

I'm writing about the unexpected acceleration with my 2006 LS 430 and the NHTSA and Toyota placing the blame on the driver when there is proof otherwise. Anderson Cooper - AC 360 CNN did a segment on the Lexus problem on March 1, 2012. I think more investigation needs to be done by the NHTSA and stop this carnage to the consumer.

I hereby request the assistance of the Office of United States Senator Patty Murray in resolving the matter described above and authorize Senator Murray and her staff to receive any information which they might need in order to provide this assistance. **\*\*This information may also be released to the following persons or people (for example: spouse, parent, family member, representative).\*\***

Date: 3-05-2012 Signed: [Redacted]

Date: 3-05-2012 Signed: [Redacted]

(Spouse/representative signature required if information is also in spouse's/representative's name)

Name: (please print) [Redacted]

Address (include apt. or suite#): [Redacted] LK. Stevens State WA Zip [Redacted]

Telephone: (day) [Redacted] Other: N/A

Social Security Number: [Redacted] Alien Identification: [Redacted]

Other Claim Numbers: (please specify agency) [Redacted]

Email: [Redacted]

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VANOUVER, WA 98661-3856  
(360) 696-7797  
Fax: (360) 696-7798

Website: <http://murray.senate.gov>  
email: <http://murray.senate.gov/email>

PRINTED ON RECYLED PAPER

[REDACTED]  
L.A. Stevens, WA.

3-04-2012

Dear Senator Murray,

This letter is regarding our  
Nexus LS 430.

While driving down Colby Ave. in  
Everett, WA. I began having an  
electrical problem. All the icons  
lit up one by one. Then the trunk  
opened, the flashers came on, and  
an alarm went off.

I pulled over and called the Nexus  
dealership in Lynnwood, WA.

The service dept. said there was  
nothing they could do, they have to  
see it happen. This was a very  
disappointing answer.

On March 7<sup>th</sup>, 2011 a friend and I  
drove to Lynnwood so we could be  
close to the dealership should it  
happen again.

While pulling into a parking  
spot in front of a furniture

2,

store, the car suddenly accelerated, and in an instant we were inside of the store. Those inside said it sounded like a jet flying in.

The police investigated and found me not at fault from the evidence collected at the sight, particularly the burn marks on the store floor from my brakes. My PEMCO insurance declared it a no fault.

Then there is Lexus. They removed the "black box." The one that was malfunctioning previously. It said I did not have my foot on the brake, and that we did not have our seat belts on, even though our rescuers helped us fasten the belts before the rest of the display window crashed down on us. The car was totaled by PEMCO, thank goodness; I would never have driven it again.

---

3.

On March 3, 2011 another lady in Bellevue ended up inside a butcher shop driving the same make, year, and model.

I made a report to the NHTSA and never received a response.

I've tried to put the accident behind me, and then a friend called and told me to watch

Anderson Cooper, AC 360, CNN that was on March 1, 2012 at 10:00 p.m.

The first half of the show was about Syria. The second half was about the Toyota LS 430 and more models, and the number of people that are still experiencing unexpected sudden acceleration.

They displayed a manual written in Japanese that talked about a problem with the sudden acceleration. When it was translated into the English manual, there was no mention of it.

The NHTSA should do its job and recall these vehicles or, at the very least warn the current owners of this problem before more people are traumatized, injured and killed. Please help.

I will end this on a more positive note. My husband, [redacted] and I want to thank you for all that you have done, especially for the veterans, and the every day working person. We are very proud to have you as our senator.

Sincerely,

[redacted]

L.K. Stevens, WA

[redacted]

United States Senate

WASHINGTON, DC 20510-4704

OFFICIAL BUSINESS

SEATTLE WA 981

12 MAR 2008

*Patty*

*Murray*  
U.S.





