

Yonkers, N.Y.
April 24, 2014

CL-10573417-3958

U.S. Dept. of Transportation
Natl. Highway Traffic Safety Admin.
Office of Defect Investigation
Rm. NVS-210
1200 New Jersey Ave. S.E.
West Bldg.
Washington, D.C. 20590

APR 29 2014

To Whom It May Concern:

I am writing in reference to my recent experience with the unexpected acceleration of my 2013 Lexus ES 350 automobile last month. (Complaint # 10573417). I have just learned that I was to accompany my phone call with a letter describing the event, which was never mentioned by the person I spoke to on the phone that day.

The incident happened as my husband and I were leaving the parking lot of the Westchester Mall in White Plains, N.Y. It was early in the morning prior to the opening of the stores in the mall. There were no pedestrians on the streets of White Plains at that hour, and, fortunately no traffic either. We came through the automatic gate and suddenly the car started to accelerate uncontrollably. Due to my husband's skill at avoiding parked cars on the street, he was finally able to exert enough pressure on the brake to stop the out-of-control car. We pulled over to the curb where we immediately checked the floor mat and found it was not near the gas pedal and could not have caused the problem.

We took the car to the service center of Ray Catena Lexus on Tarrytown Road, about 5 minutes from the scene of the

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incident. They examined the car and blamed the problem on the floor mat, despite our telling them that the mat had not been involved with the gas pedal.

The next day, the dealer from whom we purchased the car, ^(Greenwich Lexus in Greenwich, Ct.) also examined the car and could not find a problem that could be replicated in their shop. They also said it had to be caused by the floor mat.

We knew we could not keep that car and have any peace of mind. The car had been leased and there was a 27 month remainder on it. The car was returned to Lexus and the lease was broken at considerable cost to us. We were forced to get a 2014 ES 350 on a 36 month lease and all fees and charges had to be paid all over again.

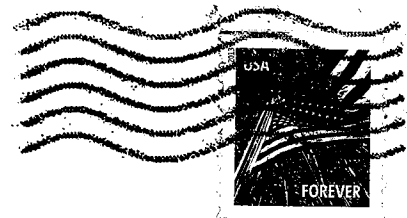
While we are grateful that we were not killed in that car, we are outraged that Lexus refuses to take responsibility for the problem. It seems that with all the focus on the floor mats, there must still be a serious problem with the design & functioning of this car. We hope you will look into this and that the consumer will be able to buy this product without fear that their lives and the lives of others will ~~not~~ be in jeopardy.

Very truly yours



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