

NEF-010

CL-10816107-1713

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

**November 12, 2015**

**Administrator**

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

Re: Safety recall notice for airbag inflator Module:

2007 Lexus SC 430 VIN# JTHFN45Y879 [REDACTED]

DEC 2, 2015

Dear Sirs:

I am writing to complain about the poor service provided by Longo Lexus, El Monte, California as related to the recall to repair the passenger side airbag in my 2007 Lexus SC4430.

I called Longo Lexus to have them pick up my car on a flatbed truck. They picked it up Tuesday morning at 8:00a.m., November 11, 2015. Jerry Temores, Service Advisor, said it was a 6 hr job and they would call when they were ready to return the car to me. Mr. Temores called that afternoon saying the car had been repaired and someone would call Wednesday morning to tell me when they would deliver my car.

I waited most of Wednesday for a call that didn't come. Around 2:00pm I telephoned Mr Temores and asked what was happening with my car. His response was, "didn't someone call? I'll have someone from the delivery department call you right back". A few minutes later I received a call from a young lady saying they would deliver my car at 6:30p.m. At 6:15p.m. I telephoned the switchboard and after getting transferred around I got a voice mail to leave a message. I left a message asking about my car.

At 6:32p.m. I received a call from the same young lady saying they wouldn't deliver my car today and didn't know when they would deliver it. I really went off on her saying I had waited all day and why did they wait until after the deliver time to call and tell me they weren't going to deliver my car!

ET  
12/3/15  
END

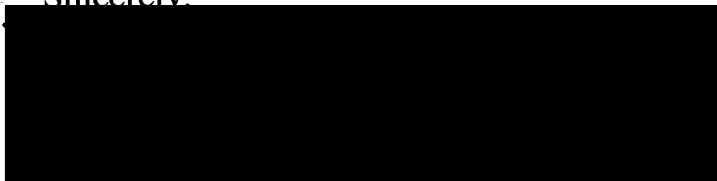
A few minutes later I called the switchboard and asked for the Manager in charge of deliveries. I was transferred to Robert McConnell's voice mail and left a very derogatory message stating how incompetent his staff was and how I had better things to do than sit around all day waiting for my car!

It's now the next day, Wednesday, at noon and I have not received a call from anyone at Longo Lexus saying when they would deliver my car. These people are totally incompetent and it will only get worse as this recall spreads out through Lexus and Toyota.

Finally, they called and said they would deliver my car at 3:30pm.

For a 6 hr repair they took all day and then took two more days to deliver my car. This is incompetent service.

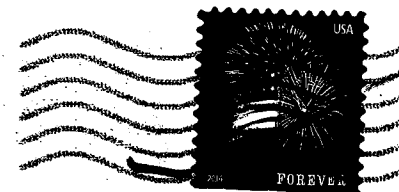
Sincerely,

A large black rectangular redaction box covering the signature area.

cc: Lexus U.S. Corporate office

SANTA ANA CA 926

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**Administrator**

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