

CL-108601849-9865NEF-010

Lexus Corporate Offices
19001 S Western Ave
Torrance, CA 90501

From: [Redacted]
Stuart, FL [Redacted]
[Redacted]

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Lexus Of Palm Beach
5700 Okeechobee Blvd
West Palm Beach, FL 33417

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

APR 13 2016

Subject Replacement of 2005 S10 Dash

April 1, 2016

Dear Mr Michael Groff, President and Chief Executive Officer,

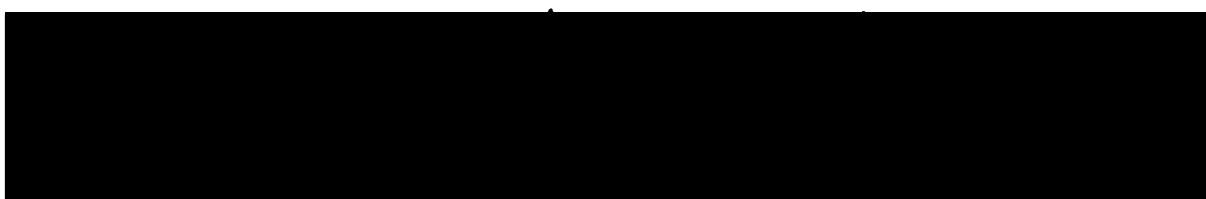
We are the owners of 2 Lexus autos. RX330 , 2005 and 350 LE 2010
We are having trouble trying to get our Lexus RX330 , 2005 S10 Dash replaced.
We love driving our Lexus and would like to continue being a Lexus owner, however We
have been trying since 09 July 15 when we had it inspected by
Lexus of Palm Beach by service advisor 9535 Thorlief Evensen.

The report states

“S10 Dash is very sticky and cracked needs to be replaced”

10/29/15 We called the dealer and spoke to Adam and the parts are on back order
10/29/15 called Lexus Dealer Service
12/16/15 Called Lexus Of Palm Beach still on waiting list
4/1/16/16 Called Lexus Of Palm Beach Talked to Mr Asiff. He Said
still on waiting list. Lexus advised us that they get very few of the higher demand
dashboards in. No Idea when we will get them in stock.
We have many customers with the same problem he said.
4/1/16 Called Lexus Customer Assistance Center at 1-800-255-3987 and talked to Mrs.
Yesenia She was friendly and made 4 calls to Lexus Of Palm Beach She informed me that
we are on the waiting list ,but has no idea when the parts would come in or how many are
on the list or what place we were., on the list.
Mrs. Yesenia offered to give us a service credit for a dash board cover until the correct
parts were available.
We want the dashboard replaced as it was inspected by your service rep and he NOTED
THAT IT SHOULD BE REPLACED. See enclosed pictures.

This is an issue that does not show the quality of what a Lexus should represent to the
public. I am sure you will do your best to solve this problem as we were thinking of trading
both our vehicles in on newer models in the future but are now very apprehensive.



Certified Mail Receipt Requested
ENCL Photos, service invoice

NAM
42716
SMD

TOMER #: [REDACTED]

LEXUS OF PALM BEACH

5700 OKEECHOBEE BLVD.
WEST PALM BEACH, FL 33417
(561) 697-7800
FAX (561) 656-5881
800-633-2844
www.lexusofpalmbeach.com
MV - 43299

INVOICE

PAGE 1

PBG, FL

HOME: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 9535 THORLIEF EVENSEN

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|---------------|---------------|-------------|---------------------------------|---------|------------------|------------|-----------|
| | 05 | LEXUS RX330 | 2T2GA31U25C [REDACTED] | | 97499/97499 | [REDACTED] | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 30NOV04 DD | | | 19:00 09JUL15 | | | CASH | 09JUL15 |
| R.O. OPENED | READY | OPTIONS: | STK:5C [REDACTED] ENG:3.3_Liter | | | | |
| 09:29 09JUL15 | 09:32 09JUL15 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A C/S: PLEASE INSPECT DASHBOARD...CUSTOMER STATES LEXUS INSTRUCTED HER TO HAVE THIS INSPECTED AND SHE IS TO GIVE THEM PROPER INFO FROM OUR FINDINGS

S10 GENERAL REPAIR

7182ILEPS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B DASH TO BE INSPECTED

S10 DASH IS VERY STICKY AND CRACKED NEEDS TO BE PEPLACED

7182ILEPS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CREATED 2015-07-06 10:44:00AM
TAKEN BY JEANINE MORRIS

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

Handwritten notes:
 4/11/16 Mr. AS: 55
 4/11/16 T/L... \$55.00
 1-800-255-3987
 PO + \$ 964.50



| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES * | 0.00 |
| TOTAL CHARGES | 0.00 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | 0.00 |

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

CUSTOMER COPY

Recall Lexus.com

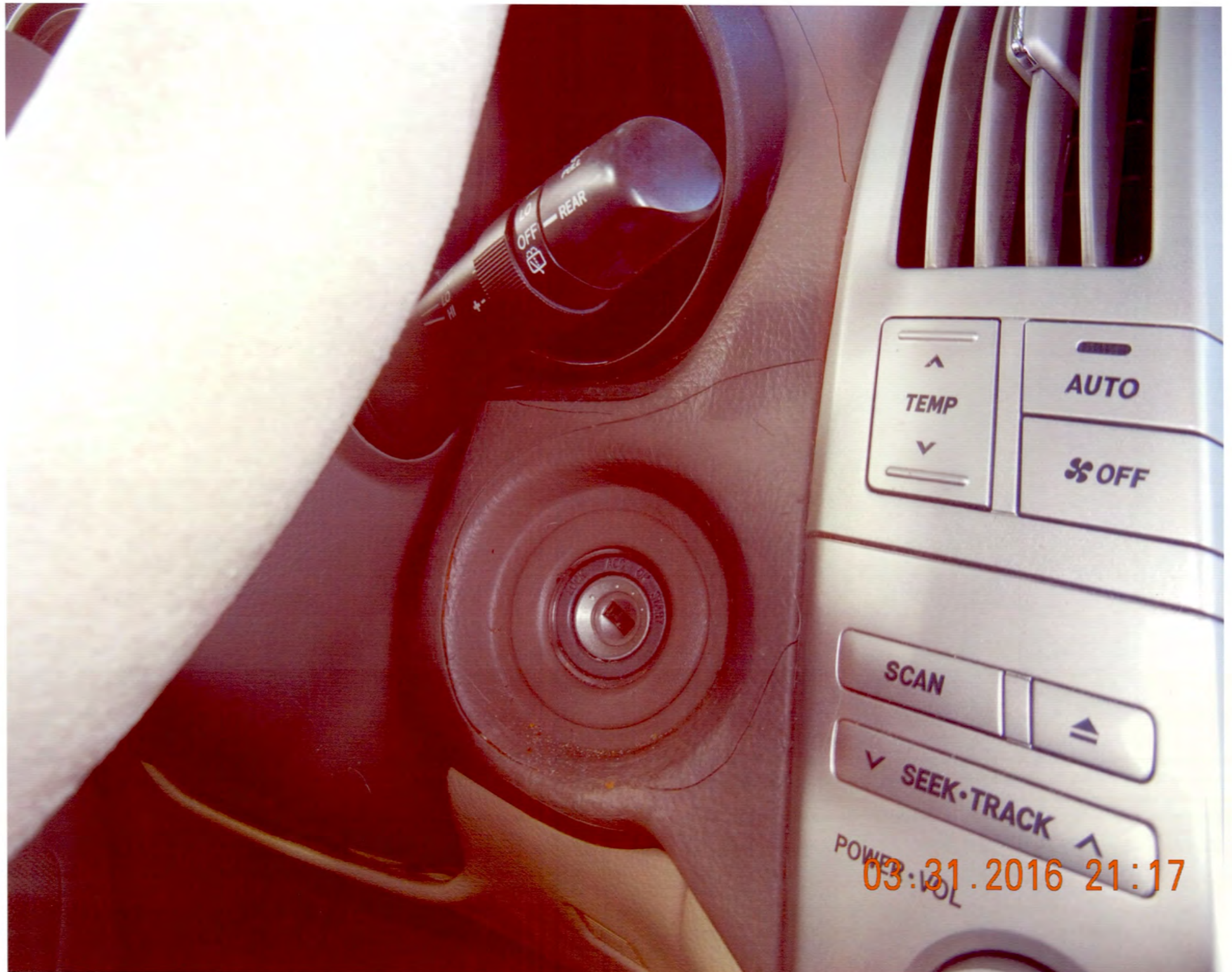
1-800-255-3987

10-29-2015 - ADAM

10-29 - Call to Lexus dealer & service

12-16-2015 called

4-1-2016 ASIFF said NO idea
when part will come in
waiting since July 9 20



03:31.2016 21:17





STUART, FL.

CERTIFIED MAIL®



7015 0640 0002 8523 7071



1000



20590

U.S. POSTAGE
PAID
PORT SALERNO, FL
34992
APR 04 16
AMOUNT
\$4.87
R2305M148318-12

W40-304

NHTSA Headquarters
1200 New Jersey Ave. SE
West Building
Washington, DC 20590