

[REDACTED]
New York, N.Y. [REDACTED]
September 19, 2016

Re: Recall of 2016 Lexus ES350
VIN-VINJTHBK1GG4G2 [REDACTED]

OCT -5 2016

I leased the above vehicle in January, 2016. About 6 weeks later, the Pre Collision system of Brake Actuator System engaged for no cause, bringing vehicle to an uncontrolled abrupt stop while driving at 30 mph. Car's recorder confirmed the event.

Subsequent evaluations over the past 7-8 months by Lexus mechanics, engineers, specialists indicate that system is "operating as designed." One engineer even speculated that it could be activated by a piece of paper or billboard reflection. That's operating "as designed?"

My requests to have the PCS disconnected were met by it could not be done and further, that since the PCS is part of the actuator system, disconnecting one part might affect other parts. Lexus will not write a repair order that assures it can be done and will not affect the total system.

In May 2016, after above recall and service by a Lexus dealer, it again became "operating as designed." The only "positive" solution for me is to press 6 buttons on the steering wheel each time the vehicle is started. That means manually disabling the PCS 4-5,000 times till the end of the lease.

Lexus refuses to correct this defect by replacing the actuator system, which was indicated in the recall and they will not take the vehicle back without me paying them additional thousands of dollars.

Lexus is adamant in their stance. Does the NHTSA have any jurisdiction to resolve this situation fairly?

Thank you in advance for any assistance in this matter.

Sincerely,

[REDACTED]

ET
10/31/16
SMD



New York, NY



Administrator
National Highway Traffic Safety Administrator
1200 New Jersey Ave. S. E.
Washington, D. C.

20590

