

NHTSA ccmMercury Routing Slip



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APR 25 2017

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NHTSA #: ES17-001227

XREF #:

Delivery: S10 E-MAIL

Rec'd Date: 4/24/2017

Doc Type: CMB

Address To:

Referred By: NAD-200

Doc Date: 4/19/2017

Due Date: 5/12/2017

S10 #: S10-170424-024

DOT/I #:

RMP #:

Subject: S10 DIRECT REPLY- LETTER FROM [REDACTED] RE REGARDING THE REPLACEMENT OF THE TAKATA FRONT PASSENGER AIRBAF INFLATOR IN HER LEXUS ES350

Ack Date:

Sign Office: AA FOR ENFORCEMENT

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: JEFFREY GIUSEPPE

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

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

PROSPECT HEIGHTS, IL [REDACTED]

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	4/24/2017	5/12/2017	

RR
4.25.17

April 19, 2017

Mr. Anthony Foxx
U.S. Transportation Secretary
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Mr. Foxx:

Re: Safety Recall – Lexus Division, Toyota Motor Sales, U.S.A., Inc.

NHTSA Recall No. 16V-340 – Takata Front Passenger Airbag Inflator (Zone B)

VIN #: JTHBJ46G882 [REDACTED]

I own a 2008 Lexus vehicle, ES 350.

I received the above mentioned recall notice on July 12, 2016. Since that time I have followed up twice with the Lexus Division, Toyota Motor Sales USA, Inc., in Torrance, California (most recently by letter on February 24, 2017).

Both of the responses I received (Feb. 23 and March 29, 2017) from Customer Service and the Executive Contacts Administrator of Lexus were "Lexus has no idea when your airbag will be replaced".

On March 29, 2017 Ellen McPherson, Executive Contacts Administrator, Lexus, Torrance, California advised me that the Lexus Division has a "Alternative Transportation" program with dealers which entails the owner of the car to make arrangements with the dealer for a loaner car from Enterprise, Inc. This is all well and maybe good, however, if I signed up for this program I would have to renew the Enterprise agreement each month and my personal car would have to be garaged for an undetermined amount of time. \$1,000.00 a month toward the rental car would be paid by Lexus. Lexus will not provide rental car insurance.

Well, I find this "Alternative Transportation Program" by Lexus unacceptable. The work involved with this program is entirely on the person applying for this program and I would have to secure insurance for the rental car and that may void my insurance on my personal Lexus automobile. This is a dilemma for the Lexus owner.

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I guess Takata, or another producer of airbags is being used for all NEW Lexus automobiles sold as when this recall notice was sent to owners.

Well Mr. Foxx, I need your personal help.

I cannot have anyone sit in the front passenger seat until the airbag is replaced on my vehicle by Lexus. The time frame for this replacement is not available from Lexus and Lexus has no idea when the replacement would take place. NOT ACCEPTABLE.

One of two things I need from you.

I need your authorization for a Lexus dealer to remove the airbag from the front passenger seat side of my Lexus, or, direct Lexus to replace the airbag immediately from a new Lexus car sitting on a dealer's lot to be sold.

I know Lexus would not like this idea because they couldn't sell new cars if the airbags from these new cars were used to replace defective airbags as outlined in their recall notice.

Mr. Foxx, I need a response and help from you to have the airbag in my Lexus, ES350, replaced immediately. I don't think any owner sent this recall notice should have to wait forever to have the airbag replaced. Lexus and their dealers surely wouldn't wait 6 months, 1 year, 2 years or more for payment on a purchase of a new car. I have waited almost 10 months for the airbag in my car to be replaced to no avail. Again, this is unacceptable and you need to act on this matter immediately.

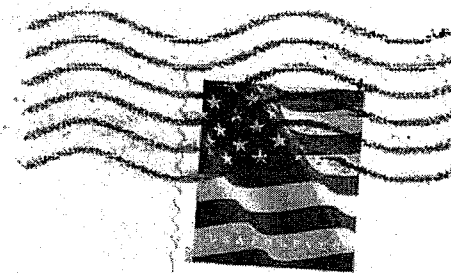
Awaiting your response. Thank you.

Prospect Heights, IL

Prospect Heights, IL

CAROL STREAM IL 601

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Washington, DC 20590

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