

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)

CU-11029629-8433

Dear Sir: Safety Recall Letter

I own a 2012 Lexus ES 350. I received this letter a few months ago regarding my front passenger seat air bag, + was told I would receive another as soon as the part to replace it was received. This was a very expensive car + I am very ^{I do not cash limit} reluctant to allow anyone to sit in the front seat because of the Liability ^{for a child to be} + possibility of an endangerment that may result to a young person especially if them to be hurt. I am supposed to receive a 2nd letter which I have not. I know people who have Hondas + their action was very rapid! I have also been to the B'ham Lexus dealer - I have not received any action! What can I do? I really like the car + even went to Mobile, AL to purchase it since I was not able to get the one I wanted here in B'ham. As you can tell I am really concerned about this situation + the Liability involved. I am a retired Reg. Nurse - I worked for Stoke Farm Ins Co for 36 yrs as their Regional Off Nurse + they were a very responsible Company + I expect the same from my Automobile Lexus dealer. Please try to speed them up! Sincerely

AUG -4 2017

ph

[Redacted]

[Redacted]
Howell, AL [Redacted]

NAM
9.21.17
WD

BR

Trado cliente de Lexus:

Múltiples modelos y años de los modelos
Takarta de inflador de la bolsa de aire del pasajero delantero (zona A)
IMPORTANTE RETIRO DE SEGURIDAD (Aviso provisional)
Este aviso aplica a su vehículo: VIN JTHBK1EG5C2 [redacted]
NO. DE RETIRO DE NHTSA 16V-340 Y 17V-006

Lexus Division
Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrence, CA 90509-2991



JTHBK1EG5C2

VIN # 2C12E5350

Important Safety Recall



If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.lexus.com/drivers. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this problem may have caused you.

Thank you for driving a Lexus.

Sincerely,

LEXUS. A DIVISION OF TOYOTA MOTOR SALES U.S.A., INC.

[Redacted]
[Redacted]
Hoover, AL [Redacted]

BIRMINGHAM AL 350
15 JUL 2017 PM 3 L



National Highway Traffic Safety Adm.
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

W41-306

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