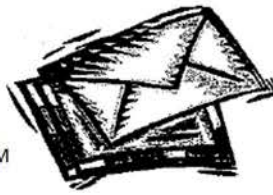


# **NHTSA ccmMercury Routing Slip**

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



CL-11072548-3382

Printed: 1/26/2018

**NHTSA #: ES18-000325**

**XREF #:**

**Delivery: S10 E-MAIL**

**Rec'd Date: 1/26/2018**

**Doc Type: CMB**

**Address To:**

**Referred By: NAD-200**

**Doc Date: 1/18/2018**

**Due Date: 2/8/2018**

**S10 #: S10-180125-060**

**DOT/I #:**

**RMP #:**

**Subject: S10 DIRECT REPLY- LETTER FROM [REDACTED] RE ENCLOSING DOCUMENTS  
REGARDING CONCERNS ABOUT THE LEXUS ENFORM SYSTEM AND PROBLEMS COMPUTER  
MONITORING SYSTEM**

**Ack Date:**

**Sign Office: AA FOR  
ADMINISTRATION**

**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:**

[REDACTED]  
RANCHO PALOS VERDES, CA [REDACTED]  
Tel: [REDACTED] Fax: E-mail: [REDACTED]

**FEB - 7 - 2018**

| Assigned To | Task  | Asgn Date | Deadline | Returned Date |
|-------------|-------|-----------|----------|---------------|
| NEF-010     | REPLY | 1/26/2018 | 2/8/2018 |               |

EXECUTIVE SECRETARIAT  
RECEIVED-NHTSA  
2018 JAN 26 A 11:21

RR  
2-8-18  
W

[REDACTED]  
[REDACTED]  
Rancho Palos Verdes, CA [REDACTED]  
[REDACTED]

US Department of Transportation  
Secretary Elaine L. Chao  
1200 New Jersey Ave SE  
Washington DC 20590

January 18, 2018

Dear Ms. Chao,

Enclosed, you will find copies for your records documents sent to South Bay Lexus with request to disconnect and permanently disable the Safety Connect and the Lexus Enform System and the problems associated with the Lexus computer monitoring system that are inaccurately displaying messages that are deemed false.

We would like to go on record and report this problem with the Lexus computer monitoring system, we would also welcome any information necessary to properly address this complaint.

Thanking you in advance for any help in this matter.

Sincerely,  
[REDACTED]  
[REDACTED]

Encl

S10-180125-060

ES18-000325

[REDACTED]  
[REDACTED]  
Rancho Palos Verdes, Ca [REDACTED]  
[REDACTED]

South Bay Lexus  
Johnny Hong-General Sales Manager  
3215 Pacific Coast Highway  
Torrance Ca 90505

January 18, 2018

RE: 2017 RX450H Lexus VIN 2T2BGMCA5H0 [REDACTED]

Dear Mr. Hong,

We replaced our 2007 RX400H Lexus on November 5, 2017. Before that we owned a 1998 Toyota Land Cruiser, we have always been very pleased with the Toyota/Lexus products.

However, we find our current vehicle the 2017 RX450H not to be the product that we have come to appreciate in the Toyota/Lexus name.

When we purchased this vehicle we financed it through your finance department with Talia Fiege. Talia requested our email address at which time I stated that I did not want to give out the email address, that I did not want solicitations. Talia stated that it was not for solicitations but rather the finance department requires it for the financing application.

Talia handed me a "Subscriber Connect Enrollment" (copy enclosed) document, stating we needed to fill it out also as part of the financing. When we questioned the "Safety Connect and the Lexus Enform" that were listed at the bottom of the document, she stated it was the emergency system that is on vehicles in case of accidents and also for the financing purposes.

Since we have purchased this vehicle, we are constantly sent emails with messages of the doors being unlocked, the rear hatch being unlocked all the while this vehicle is actually locked. These messages are sent during times of the vehicle parked in my driveway locked, in parking structures, locked. We wrote this off as a glitch in your system and had simply chosen to ignore it.

Within this last month, during times of operating the vehicle for as little as 25 minutes, driving in a lane, not changing lanes, not swerving or speeding, an image will project on the drivers console of what seems to be a cup of coffee and a message stating time to take a rest for no apparent reason behind this.

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These messages are inaccurate, we feel that this information can and will be shared with insurance companies reflecting driving habits that are false, which could possibly cause adverse effects on our driving history and raise our insurance rates.

We are requesting, at this time that this system be disconnected and permanently disabled from our vehicle due to your systems inaccuracies in reporting.

We do not agree with the statement that was presented by Talia Flege, that the "Subscriber Connect Enrollment" form was strictly for finance reasons. When I attempted to unsubscribe from the emails for the Lexus Enform program, your instructions were to download the app on my mobile device first and then to unsubscribe. This in itself seems very suspect to me, why would you not have a link directly on the email to unsubscribe to this service, why must we now be involved in yet another method for your tracking?

Does unsubscribing disable this feature or does it simply stop the notifications to my email? We do not wish to be tracked by your system in this fashion especially when your system is faulty and erroneous information is being transmitted and stored. We do not wish to participate in the "Safety Connect" system or the "Lexus Enform" program.

We are requesting a written response to this letter within 7 days of receipt, acknowledging the disconnection of all tracking and reporting of the information as outlined above. When we purchased this vehicle we were never informed that this system was tracking vehicle information not pertinent to financing nor were we given an option to opt-out of such a tracking arrangement.

Thanking you in advance for your prompt attention in this matter.

Sincerely,



Encl.  
Subscriber Connect Enrollment

SAFETY CONNECT 1<sup>ST</sup> YEAR FREE - 2 YR \$139.95 - 3YR \$265.91 - 4YR \$ 392.56 - 5YR \$ 515.02

LEXUS ENFORM 1<sup>ST</sup> YEAR FREE - 2 YR \$264.90 - 3YR \$503.31 - 4YR \$ 743.04 - 5YR \$ 974.83

\*Add Remote for an additional \$80 per year (requires safety connect) ☐ YES ☐ NO

CC to:

Talia Fiege-Finance Manager  
3215 Pacific Coast Highway  
Torrance, CA 90505

Bureau of Automotive Repair  
10949 North Mather Blvd  
Rancho Cordova CA 95670

New Motor Vehicle Board (CA DMV)  
1507 21<sup>st</sup> Street Suite 330  
Sacramento CA 95814

CA Dept of Transportation  
Secretary Brian P Kelly  
1120 N Street  
Sacramento CA 95814

Department of Consumer Affairs  
County of Los Angeles  
500 W Temple Street Room B96  
Los Angeles CA 90012

US Department of Transportation  
Secretary Elaine L Chao  
1200 New Jersey Ave SE  
Washington DC 20590

Subscriber Connect Enrollment

Name:

Email address:

you hear about our store:

Phone (H) ( ) (W) ( ) (C)

Passcode (6-20 characters) Numbers, Letters or Mixed ok

Security Question (choose 1):

☐

What was the color of your first car?

☐

What town was your first job in?

☐

What town does your closest sibling live?

☐

What city did you meet your significant other in?

Answer:

Mailing address if different from paperwork:

Additional Driver (optional)

Name:

Address (if different):

Phone (H) ( ) (W) ( ) (C)

Emergency Contact #1 (optional)

Name:

Relationship:

Phone # (home):

(cell)

(work)

Emergency Contact #2 (optional)

Name:

Relationship:

SAFETY CONNECT 1<sup>ST</sup> YEAR FREE - 2 YR \$139.95 - 3YR \$265.91 - 4YR \$ 392.56 - 5YR \$ 515.02

LEXUS ENFORM 1<sup>ST</sup> YEAR FREE - 2 YR \$264.90 - 3YR \$503.31 - 4YR \$ 743.04 - 5YR \$ 974.83

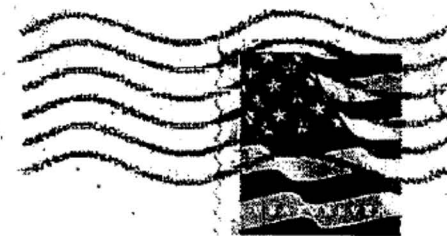
\*Add Remote for an additional \$80 per year (requires safety connect) YES NO

S10-180125-060

[REDACTED]  
Rancho Palos Verdes, CA [REDACTED]

LOS ANGELES CA 900

18 JAN 2018 PM 9 L



US Department of Transportation  
Secretary Elaine L Chao  
1200 New Jersey Ave SE  
Washington DC 20590

S10-180125-060

20590-

