

OCT 17 2018

CL-11138733-4342

[REDACTED]
Paramus NJ [REDACTED]
[REDACTED]

October 4, 2018

**National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
Washington DC 20690**

Gentlemen,

I sent you the attached letter on September 25, 2018.....In my haste, I made a mistake with the Vin Number of the car I wrote about, I listed the Vin Number of the car I traded in against the purchase of the car in question.

The correct Vin # for the car in question is....JTHC51FFXJ5 [REDACTED]

I hope this did not cause too much confusion.

Sincerely,

[REDACTED]

NM
10/23/18
AS

[REDACTED]

[REDACTED]

Paramus N.J

[REDACTED]

September 25, 2018

Lexus Corporate Office headquarters

P O Box 259001

Mail Drop E3-2D

Plano TX 75025-9001

Gentlemen,

My wife and I have been Lexus owners and supporters of their great vehicles for a very long time.

On Sunday, August 27, 2018 I took possession of a new 2018-LS 500, VIN # JTHCLSEF5A [REDACTED] purchased from Prestige Lexus of Ramsey NJ (I believe this is the fourth Lexus purchased from this dealership)and probably the tenth Lexus purchased by close members of my family .

Immediately upon taking possession and getting the tutorial on how to operate the electronics of the vehicle I became very disenchanted with how Lexus has changed some simple operating function to much more involved procedures. I expressed my displeasure not only to the specialist who instructed me on the functions of all the components but, also to the salesman, and sales manager as well.

Just so you know, I have a four year college degree in engineering and served for many years in the US Army Corps of Engineers so I do have a good understanding of engineering and how to work electronics.

On Sunday September 16, 2018, I had the unfortunate experience to have deer run in front of my new car. The deer jumped out from a large hedge alongside the right side of the road and was in front of my car before I had a chance to react...fortunately, I was not travelling too fast and the car responded as it was meant to....the cars automatic braking system worked well before I could have reacted and the car came to a stop but it did bump the rear quarter of the deer...the rear hoof of the deer put a small hole in the grill almost in front of the drivers position on the car....This of course is the good news!

The bad news...The "POP-UP HOOD FEATURE" was activated and the hood was raised by the four cartridges. Since it was Sunday and the dealership was closed. I called a very prominent body repair shop (Bergen Brookside of Hackensack NJ) who towed the car away. The estimate for repair has been

approved by my insurance company in the amount of \$ 14,497.00. The car is currently being repaired by Bergen Brookside...using all genuine Lexus parts of course.

My problem with Lexus is the ridiculous cost for what should have been a minor repair...except for the hood popping up only the front grill would have had to be replaced as no other damage occurred to the car. The hood was damaged and has to be replaced because of the force from the plungers on the cartridges. In addition, I am extremely concerned about how the pop-up hood feature will perform during the years I expect to own this car. Reading the owner's manual, page 38, it states very clearly that other conditions under which the pop up hood may operate include: *colliding with a curb - falling into a deep hole - landing hard - hitting the slope of a parking lot - an undulating road - a protruding object - or falling object.*

Therefore, if I were to hit let's say a rubber cone like the ones that are prevalent on the highway ...it could cost me \$ 14,500..or if I pull into a parking lot and the slope is not just right, again I will be looking at \$ 14,500 in repairs...**WHAT WERE YOU GUYS THINKING ABOUT WHEN YOU DEVISED THIS POP UP HOOD FEATURE....I THINK THE ANSWER IS.....MONEY TO BE MADE IN THE AFTER MARKET SALE OF LEXUS PARTS.**

This and many other poor design features have turned a very loyal Lexus Owner into a non-believer in your product.

Sincerely Disappointed,

[REDACTED]

cc: National Highway Traffic Safety Administration

1200 New Jersey Ave. SE

Washington DC 20690

cc: Demetre Stathopoulos - Prestige Lexus - Ramsey NJ

Paramus NJ

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Administration
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Washington DC 20690**

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