

CL-11280921-9744

APEAL AGAINST THE RECALL DONE BY LEXUS TOYOTA

On May 16th, 2019, I took my car LEXUS 2018 LS 500 to the dealer, LEXUS of Woodland Hills, where I bought it, for being recalled by the company.

(NHTSA Recall No. 19V-134)

After recall defects were fixed, I drove about 4,000 miles and took the car back to the dealer for maintenance. At this time, tremendous number of deep large scrapes on all four tires, which I had never seen in the entire driving experience of my life were pointed out by the dealer.

The dealer violently insisted on the scrapes were not caused by the defects. After tremendous argument, the dealer wrote, "Diagnostics is required to determine the recommended correction for your concern."

The car also has stability problem. From the beginning, it lacks stability compared with LS460 traded-in.

I visited LEXUS of Glendale, Santa Monica, and Thousand Oaks. They were surprised at condition of scrapes, but they withheld comment. I had no choice, but to appeal to LEXUS of Toyota.

I contacted;

<Date>	<Contacted to a person of...>	<By >
10/02/19	Toyota Customer Service Rep.	Email
10/16/19	LEXUS Case Manager	Phone
10/18/19	LEXUS Guest Experience Center	Email
10/22/19	LEXUS Executive Office	Phone
10/24/19	LEXUS Guest Experience Center	Email
10/31/19	LEXUS Guest Experience Center	Email
11/06/19	Factory Rep.	At LEXUS of Beverly Hills.
11/11/19	LEXUS Executive Office	Email

Their response was "very negative" and gave me hardest time to appeal. I believe that I have a right for safety standard guaranteed and decided to appeal.



TG
12-4-19
LD

RR









TEMPERATURE A

THE PRESSURE MOUNTING SYSTEM ON THIS CAR IS DESIGNED TO WITHSTAND THE HEAVIEST LOADS. ALWAYS USE THE PROPER MOUNTING TECHNIQUE. ALWAYS FOLLOW THE INSTRUCTIONS AND SAFETY WARNINGS ON THE MOUNTING SYSTEM. ALWAYS USE THE PROPER MOUNTING TECHNIQUE. ALWAYS FOLLOW THE INSTRUCTIONS AND SAFETY WARNINGS ON THE MOUNTING SYSTEM.

BRIDG



Tarzana, CA



NHTSA Headquarters
1200 New Jersey Avenue SE,
West Building
Washington, DC 20590

