

From: Caldwell, Megan (NHTSA)
Sent: Monday, August 17, 2020 10:08 AM
To: Korkor, Julie (NHTSA) <julie.korkor@dot.gov>
Cc: Peters, Sara (NHTSA) <sara.peters@dot.gov>
Subject: Fwd: [REDACTED]

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

Hi Julie,

Please control.

Thank you!
Megan

From: Federico, John <John.Federico@mail.house.gov>
Sent: Wednesday, July 1, 2020 5:17:10 PM
To: Caldwell, Megan (NHTSA) <megan.caldwell@dot.gov>
Cc: Casework, NY06 <NY06Casework@mail.house.gov>
Subject: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Good afternoon,

I am writing to you on behalf of one of our constituents, [REDACTED]' 2019 Lexus RX350 was recalled by the NHTSA about 5 months ago, due to a faulty fuel pump. Since this recall, [REDACTED] has been paying the lease monthly. As of recently, she was given her car back from the Lexus dealership, [REDACTED] does not feel comfortable driving a previously recalled vehicle. The constituent is requesting an abatement for these lease payments, or a 2020 Lexus RX350.

Attached are [REDACTED] PRF and supporting documents.

Best,
John Federico
District Fellow
Rep. Grace Meng NY-06
(202)-934-4501



CUSTOMER #: JTJGW31UX8



40-40 Northern Blvd.
Long Island City, NY 11101
(718) 392-7500
(718) 392-4455
Fax (718) 392-6590
www.lexusofqueens.com

WORKORDER

PAGE 1

HOME: [REDACTED] CONT: [REDACTED] NYS * DLR LIC NO [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 5759 VELOZ, JENNY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GY	19	LEXUS RX 350	2T2BZMCA2KC [REDACTED]		2728/	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08MAR19 DD			18:00 08AUG19		149.00	CASH	
R.O. OPENED		READY	OPTIONS: SOLD-STK: [REDACTED]		DLR: [REDACTED]	ENG: 3.5 LITER	
08AUG2019 09:25							

LINE OF CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	CAMP	ISD	Service Advisor and Technician checked national service history for repeat repairs and open recalls/campaigns
# B	LCC	ISD	LOANER VEHICLES MUST BE RETURNED WITHIN 24 HOURS AFTER COMPLETION OF REPAIRS OR A \$75.00 PER DAY FEE WILL BE CHARGED. FUEL LEVEL MUST BE EQUAL WHEN RETURNED AS GIVEN TO CUSTOMER OR THE BALANCE WILL BE CHARGED.
# C			**SEE DIAGNOSTIC SPECIALIST** CUST STATES INTERMITTENTLY VEH LURCHES FORWARD WITHOUT PRESSING GAS. PLEASE INSPECT AND REPORT.
	99	C	MISCELLANEOUS
# D			CUST STATES HEARS A GURGLE TYPE OF NOISE WHEN GASSED UP. PLEASE INSPECT AND REPORT.
	99	C	MISCELLANEOUS
# E			CUST STATES PLEASE CHECK ALL FLUIDS ADJUST ALL TIRE PRESSURES.
	99	ISD	MISCELLANEOUS

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

PRELIMINARY ESTIMATE \$ 0.00

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

Please note vehicles not picked up within 24 hours of notice of completion will be subject to a
NHTSA-200817-001

CUSTOMER COPY



Congresswoman Grace Meng

6TH DISTRICT, NEW YORK
40-13 159th Street • Flushing, New York 11358
118-35 Queens Blvd, 17th Floor • Forest Hills, NY 11375
Tel: (718) 358-MENG (6364) • Fax: (718) 445-7868

OFFICE USE ONLY:	
Intake Date: _____	Intake Staff: _____
CD6: Y/N _____	Agency: _____
Const: New / Ret _____	WF: New / Ext / RO _____
People ID: _____	

CASE INTAKE FORM & PRIVACY RELEASE FORM

MR	LAST/FAMILY NAME			SUFFIX (OPTIONAL)
MRS				
MS	FIRST/GIVEN NAME	MIDDLE NAME (OPTIONAL)		
HOUSE NUMBER & STREET:			APT/FL/SUITE:	
TOWN/CITY:	Briarwood	STATE:	N.Y.	ZIP CODE:
HOME NUMBER:		CELL NUMBER:		DATE OF BIRTH:
EMAIL:		COUNTRY OF BIRTH:	United States	

IF YOU DO NOT WANT TO RECEIVE E-NEWSLETTERS FROM REP. MENG, PLEASE WRITE "NO" HERE: _____

FOR IMMIGRATION ISSUES		FOR MEDICARE, SOCIAL SECURITY, VETERANS AFFAIRS ISSUES	
Alien Number:	Case Number:	Social Security Number:	
I am a: <input type="checkbox"/> U.S. Citizen <input type="checkbox"/> Permanent Resident <input type="checkbox"/> Refugee/Asylee <input type="checkbox"/> Other		File/Claim Number:	
Type of Application:		File Type:	

***** PLEASE DESCRIBE THE EXACT NATURE OF YOUR ISSUE *****

Lexus of Queens has my car RX350 yr. 2019 for 5 months due to a recall of their faulty fuel pump. They are providing for a rental but I am upset at having to paid for the monthly lease for a car not being used. See previous times I have taken the car in 2019 for service. - See attached.

***** WHAT IS YOUR IDEAL OUTCOME? *****

To return my Lexus RX350 for another 2020 or 2021. I do not want this problem car.

PRIVACY STATEMENT

In accordance with the provisions of the Privacy Act, I, [REDACTED] hereby authorize Congresswoman Grace Meng and her staff, to make the appropriate inquiry and work on my behalf with any federal agency relevant to the matter described on this form, to receive and review any information in my file, and, if necessary, to forward any pertinent correspondence sent by me regarding this matter.

By requesting the assistance of Congresswoman Grace Meng and her staff, I understand that I am obliged to provide truthful information regarding my situation. I understand that any failure to disclose all information relating to this matter or any deliberate attempt to mislead Congresswoman Meng and her staff will result in the discontinuance of assistance.

Signature of [REDACTED] Date 6-12-2020

Rep. Grace Meng * New York Congressional District 6 * Rep. Grace Meng * New York Congressional District 6