

Wyckoff, NJ

Certified mail #

[REDACTED]
Wyckoff, NJ
[REDACTED]

re Lexus GX 470 JTJB20X340 [REDACTED]
Case # [REDACTED]

August 5, 2020

Ms. Kimberly Jaworski
Customer Service Administrator
Lexus Eastern Area
300 Webro road
Parsippany, NJ 07054

Dear Ms. Jaworski:

Per your letter of July 29, 2020, requesting documentation regarding the severe rusting and perforation of the frame on the aforesaid vehicle, I have enclosed copies of maintenance records of the vehicle. The vehicle has been determined *unsafe to drive* and has not been driven since the damage was discovered while vehicle was in the shop for brake service.

These records are mostly complete with the exception of the normal lubrication and tire service, battery and the like. These records are available from the provider, "Prestige Lexus of Ramsey". This vehicle was serviced regularly in accordance with manual instructions and is in fine condition but for the damage claimed.

I recorded two accidents, both of which were cosmetic in nature. The first occurred when a storm toppled a tree while the vehicle was parked in our driveway.

The second accident occurred when I was struck in the right rear door and quarter panel, again cosmetic in nature. This occurred in Allendale, NJ on Brookside Avenue, on or about early April 2010. The vehicle has never suffered damage to the undercarriage and was washed frequently.

I have enclosed photos of the damage to the frame and suspension.

Please do not hesitate to contact me if additional documentation is needed and is available for inspection.

[REDACTED]

REASSIGNMENT OF CERTIFICATE OF OWNERSHIP
BY LICENSED NEW JERSEY DEALER

(This form must be accompanied by a properly assigned title.)
FEE: \$10.00 The undersigned does hereby sell, assign or transfer unto



51

Buyer's Name

Buyer's Driver's License

Buyer's Address

Wyckoff, New Jersey

Co-Buyer's Name

(Print)

Co-Buyer's Driver's License

Co-Buyer's Address

(Print)

the following described vehicle.

LEXUS GX470 2004

UTL

JTJBT20X340

and warrants title to the said motor vehicle and certifies that same is subject to the following security agreement or lien:

Manufacturer's Name

(Print)

COPY NOT negotiable

Manufacturer's Address

(Print)

Date of Sale

NOTE: FEDERAL LAW requires that you state the mileage upon transfer of ownership. Failure to so state this document or providing false information may result in fines and/or imprisonment.

I/We state that the odometer now reads: 11,200 (do not show tenths of a mile) and to the best of my/our knowledge that reflects the actual mileage of the vehicle described on the attached certificate of ownership unless one of the following statements is checked:

- (1) I/We hereby certify that to the best of my/our knowledge the odometer has exceeded its mechanical limits and the vehicle started again at zero.
- (2) WARNING-ODOMETER DISCREPANCY-I/We hereby certify that the odometer reading is NOT the actual mileage, and should not be relied upon for accuracy.

NOTE: New Jersey Statute provides that anyone who knowingly or willfully misrepresents the description of a vehicle or makes a false statement in any title papers, leases, changes or counts false a part of title papers, or uses title papers on or for the wrong motor vehicle is guilty of a misdemeanor.

Sale Price 37500 Net Sale 4125 Sales Tax Collected 2625 Exemption _____ Date of Sale 7-12-06

Dealer's Signature

Dealer's ID Number

Dealer's Name (Hand Print)

Charles A. Green

Urban Motor Car Co INC

Dealer's Address

(Print)

327 Franklin Ave., P.O. Box 664, Franklin Lakes, NJ

STATEMENT OF BUYER

I/We, the undersigned, hereby certify that the motor vehicle described above was purchased by me/us and that we have compared the vehicle identification number shown on this certificate with that of the motor vehicle purchased and found that they agree in every particular.

BUYER NOTE: Any purchaser other than a N.J. licensed dealer is required to present these documents after assignment to the N.J. Motor Vehicle Commission within 10 days. Failure to do so will result in a penalty of \$25.00 which will be in addition to the filing fee for a new certificate of ownership.

Buyer's Signature

Co-Buyer's Signature X

Buyer's Name (Hand Print)

Co-Buyer's Name (Hand Print)

ISMSS-244 (R01/05)

REPEATMENTS ON ENDORSEMENTS WILL VOID THIS CERTIFICATE. AFFIX SALES TAX STAMP ON REVERSE SIDE.

STATE OF NEW JERSEY MOTOR VEHICLE COMMISSION

[REDACTED]
Wyckoff, NJ
[REDACTED]

re: Lexus GX 470 JTB20X34 [REDACTED]

Case [REDACTED]

September 22, 2020

Ms. Kimberly Jaworski
Customer Service Administrator
Lexus Eastern Area
300 Webro Road
Parsippany, NJ 07054

Dear Ms. Jaworski:

Please find enclosed a copy of a letter which was included in a package of documents sent to you on August 16, 2020 via certified mail # [REDACTED] return receipt requested. This package inexplicitly was never delivered nor was it returned to me at my return address and is to date listed as "in transit."

An identical copy of these documents were sent to Lexus at P.O. Box 259001, MailDrop E3-2D, Plan, TX 07025 and received there on August 30, 2020 via certified mail # [REDACTED] per the return receipt, however I have received no response to this mailing except for the letter from "Lexus Guest Experience Center" dated August 21, 2020 which was confusing because the photographs *had been included in the package*.

I attempted to contact you via telephone at the number supplied by Risa, Plano Tx. This date, but was unanswered..

Very truly yours
[REDACTED]
[REDACTED]

Printed: 05/29/2007
At: 10:38:46

WYCKOFF POLICE DEPARTMENT
SCOTT PLAZA
WYCKOFF, NJ 07481-

Page: 1

Entry/CC#: [REDACTED] Date: 05/16/2007 Time: 18:34 Tour: Desk Officer: 112

Call Type...: PROPERTY DAMAGE Priority...: How Received: TELEPHONE

Caller.....:

Bus. Name...:

Address.....:

City/St/Zip: WYCKOFF, NJ 07481-

Call Back #:

Location of Assignment: 281 PINE ST, WYCKOFF

Cross Street.....:

Business Name.....:

Description.....: TREE ONTO VEHICLE

Disposition.....: COMPLETED

Post: Dispatched: Y Dispatched Date: 05/16/2007 Call Taker: D42

VEHICLE'S INVOLVED

Plate & State: [REDACTED]

Year/Make/Model/Color: 2004 LEXUS 470 WHI

Vin:

OFFICERS INVOLVED

Serial #: 226 Rank: PTL Name: M RAGUCCI

ASSOCIATED NUMBERS

PERSONS INVOLVED

Name.....: [REDACTED] DOB [REDACTED]

Address.....: [REDACTED]

City/State/Zip: WYCKOFF, NJ

Phone Number...: [REDACTED]

Sex.....: M Race: WHT

Person Type...: OWNER

NARRATIVE

DELAYED ENTRY (OFFICER RAGUCCI RESPONDING DURING STORM).

REPORT OF A TREE ONTO A PARKED, UNOCCUPIED VEHICLE.

NJ REG [REDACTED]

PATROL CONFIRMS PROPERTY DAMAGE TO THE VEHICLE, WHILE IT WAS PARKED IN THE DRIVEWAY.

INSURANCE CODE # [REDACTED]

POLICY # [REDACTED]

NEW JERSEY MANUFACTURERS INSURANCE COMPANY

1599 Littleton Road
Parsippany, New Jersey 07054-3813
(973) 455-7200

May 24, 2007

De: [REDACTED]

Re: File No. [REDACTED]

Your vehicle has been inspected and a copy of the repair estimate is enclosed.

The Repairable Vehicle Settlement column below indicates the agreed price that has been obtained with your repair shop.

Repairable Vehicle Settlement (Appraisal attached)

Agreed Price with shop of choice (Subject to re-appraisal if unseen damage is found)	\$ 3610.32
Less Betterment	\$
Less Policy Deductible (Where Applicable)	\$ 500.00
Sub-Total	\$
Other	\$
Net Settlement	\$ 3110.32 Payment to Follow

If your vehicle is financed and the lienholder appears as loss payee on your policy, our settlement check will be made payable to both you and the lienholder.

Very truly yours,
NEW JERSEY MANUFACTURERS INSURANCE COMPANY

Aileen Dargallo
Claims Representative

8383
AC-153 (6/97)

05/21/2007 at 09:13 PM
50565

File ID [REDACTED]

ALLEN ADJUSTMENT SERVICE, INC.

Allen Adjustment

117 Lincoln Avenue

Saddle Brook, NJ 07663

(201)843-2249 Fax: (201)843-6917

Written By: LARRY ARIEMMA 05/21/2007 09:12 PM

For: NEW JERSEY MANUFACTURERS -
Adjuster: A. DANGALLO

ESTIMATE OF RECORD

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]
WYCKOFF, NJ [REDACTED]

Evening: [REDACTED]
Cellular: [REDACTED]

Inspect: [REDACTED]
Location: WYCKOFF, NJ [REDACTED]

Repair PRESTIGE LEXUS
Facility: 1000 ROUTE 17 NORTH
RAMSEY, NJ 07446

Claim [REDACTED]
Policy # [REDACTED]
Date of Loss: 05/16/2007
Type of Loss: Comprehensive
Point of Impact: 12. Front

Evening: [REDACTED]
HOME

Business: (201)825-2800
Days to Repair
License # 03104 A

2004 LEXU GX470 4X4 8-4.7L-FI 4D UTV WHITE Int:TAN
VIN: JTJBT20X34 [REDACTED] Lic: [REDACTED] NJ Prod Date: 11/2003 Odometer: 17297

Condition: Good

Air Conditioning
Cruise Control
Keyless Entry
Dual Mirrors
Electric Glass Sunroof
Three Stage Paint
Power Brakes
Power Driver Seat
AM Radio
Cassette
Driver Air Bag
Positraction
Bucket Seats
Automatic Transmission

Rear Defogger
Telescopic Wheel
Theft Deterrent/Alarm
Privacy Glass
Fog Lamps
Metallic Paint
Power Windows
Power Passenger Seat
FM Radio
CD Changer/Stacker
Passenger Air Bag
Traction Control
Heated Seats
Overdrive

Tilt Wheel
Intermittent Wipers
Steering Wheel Controls
Luggage/Roof Rack
Rear Spoiler
Power Steering
Power Locks
Power Mirrors
Stereo
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Leather Seats
Running Boards/Side Steps
Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT BUMPER					
2		O/H bumper assy	0		0.00	2.3	0.0
3	Repl	Bumper cover	1		280.21	Incl.	2.6
4		Add for Three Stage	0		0.00	0.0	1.8
5	Repl	Center support	1		50.19	Incl.	0.0
6#		FRONT LICENSE PLATE	1		0.00	0.2	0.0
7	Repl	RT End support	1		60.38	Incl.	0.0

ESTIMATE OF RECORD

2004 LEXU GX470 4X4 8-4.7L-FI 4D UTV WHITE Int:TAN

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
8#	Repl	REQ HARDWARE	1	5.00	Incl.	0.0
9		FRONT LAMPS				
10	Repl	RT Headlamp assy	1	409.64	0.4	0.0
11	Repl	LT Headlamp assy	1	409.64	0.4	0.0
12		Aim headlamps	0	0.00	0.5	0.0
13		HOOD				
14	Repl	Hood	1	533.51	1.0	3.2
15		Add for Three Stage	0	0.00	0.0	2.2
16		Add for Underside(Complete)	0	0.00	0.0	1.6
17		INFORMATION LABELS				
18		Rpl information labels	0	0.00	0.3	0.0
19	Repl	Info label vacuum hose routing	1	0.89	Incl.	0.0
20	Repl	Info label belt routing	1	2.03	Incl.	0.0
21	Repl	Emission label to 11/03	1	1.00	Incl.	0.0
22*	Repl	Info label AC	1	1.94	Incl.	0.0
23		FENDER				
24	Blnd	RT Fender	0	0.00	0.0	1.5
25	Blnd	LT Fender	0	0.00	0.0	1.5
26*	R&I	RT Flare	0	0.00	0.8	0.0
27*	R&I	LT Flare	0	0.00	0.8	0.0
28*	Rpr	LT Flare	0	0.00	1.5	1.0
29		Overlap Minor Panel	0	0.00	0.0	-0.2
30		Add for Three Stage	0	0.00	0.0	0.3
31#	Repl	H.W.R.	1	4.00	0.0	0.0
32#	Repl	CAR COVER	1	5.00	0.2	0.0
33#	Repl	FLEX ADD	1	8.00	0.0	0.0
34#	Repl	CLEAN VEHICLE FOR DELIVERY	1	15.00	0.0	0.0
35#	Repl	SAND & POLISH	1	0.00	1.6	0.0
36#	Repl	COLOR TINT & BLEND	1	0.00	0.0	0.8
Subtotals ==>				1786.43	10.0	16.3

Parts		1786.43
Body Labor	10.0 hrs @ \$ 46.00/hr	460.00
Paint Labor	16.3 hrs @ \$ 46.00/hr	749.80
Paint Supplies	16.3 hrs @ \$ 23.00/hr	374.90
Body Supplies	1.5 hrs @ \$ 2.00/hr	3.00

SUBTOTAL	\$ 3374.13
Sales Tax	\$ 3374.13 @ 7.0000% 236.19

TOTAL COST OF REPAIRS	\$ 3610.32
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ADJUSTMENTS:	
Deductible	0.00

Phone: (201) 493-2588

A-GT3810/GT3811 / T-3800B 09-11	TOTAL ACCESSORIES
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ORDER WRITTEN BY _____

TOTAL AMOUNT	
--------------	--

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE. NO WARRANTY IS GIVEN FOR THE WORKMANSHIP.

1 CROSS OVER PIPE
1 MUFFLER
1 TAIL PIPE

456.00
456.00
275.00

450.00

900.00

AUTO METRIX
138 GODWIN AVE
MIDLAND PARK, NJ
07432
201-493-2586

SALE

Store: 0001 Term: 0000
REF#: [REDACTED]
RRN: 803122001943
068027407492755
DE: 031378

Chip

\$963.00

APPROVED

edit
01523010
00 00 00

THANK YOU!

TOMER COPY

DATE: 1-31-18
TIME: 11-03
VEHICLE: LEXUS 470 2004
VIN: 103999
MILEAGE: 103999
OIL: 103999
TIRE: 103999
WAX: 103999
WASH: 103999
STATE INSPECTION: 103999

REPLACED CROSS OVER PIPE - GASKETS
REPLACED FRONT MUFFLER ASSY - R MUFFLER
ASSY BATTERY GASKETS - BOLTS

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, INCLUDING A COMPLETION DATE, IF MY FINAL BILL WILL EXCEED \$100. (\$50 in Maryland)
I REQUEST A WRITTEN ESTIMATE. THE FINAL BILL MAY NOT EXCEED THIS ESTIMATE WITHOUT MY WRITTEN APPROVAL.
I DO NOT REQUEST A WRITTEN ESTIMATE, AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$100. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
I DO NOT REQUEST A WRITTEN ESTIMATE.

Check One: apply (Please print name of shop)

This shop repairs cars and trucks in the state vehicle repair facility or in the shop's own shop equipment and disposal
This amount includes a chain of 10, which is required under

REPAIRS OR SERVICES:
[] OIL [] OIL & FILTER [] OIL & FILTER & WAX
[] FLUIDS [] FLUIDS & WAX
[] TIRE ROTATION [] TIRE ROTATION & BALANCE
[] TIRE ROTATION & BALANCE [] TIRE ROTATION & BALANCE & WAX

EST. NO. & ADDRESS: []
GAS, OIL, & GREASE: []
OIL, OIL: []
OIL, OIL: []
TOTAL GAS, OIL, & GREASE: []

Any repairs listed above that are not completed and charged will be added. No charge will be made for the and for the repair of a broken day from the collection of collection.
REPAIRED ITEMS:
COMPLETED EFFECTIVE DATE:
DATE:
WILL DO:

VEHICLE LOCATION: []
VEHICLE TYPE: []
VEHICLE MAKE: []
VEHICLE MODEL: []
VEHICLE YEAR: []
VEHICLE COLOR: []
VEHICLE VIN: []
VEHICLE LICENSE: []
VEHICLE MAKE: []
VEHICLE MODEL: []
VEHICLE YEAR: []
VEHICLE COLOR: []
VEHICLE VIN: []
VEHICLE LICENSE: []

900.00

63.00

963.00

Complaint Number: 11362013

Vehicle Identification Number: JTJBT20X340 [REDACTED]

Your Vehicle's Make Model and Model Year: LEXUS GX 2004

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Body

What happened?

Discovered during minor repair, frame of vehicle is completely deteriorated due to rust. Frame perforated in numerous places. Rated unfit to drive. Lexus denies any responsibility. Vehicle is in need of complete frame replacement. Vehicle available for inspection. Rust appears at box frame and welds.

When did this happen? 05/20/2020

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (In mph)

About how many miles were on your vehicle at the time of the incident? 115800

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: Wyckoff

State : NEW JERSEY

ZIP Code : [REDACTED]

Phone [REDACTED] Ext. [REDACTED]

Alt. Phone [REDACTED]

Selections made -

NHTSA may share my complaint with the vehicle manufacturer prior to the start of an investigation or recall, and in the interest of safety.: Yes (box unchecked)

I wish to receive safety recall alerts from NHTSA: Yes (box unchecked)

[REDACTED]
Wyckoff, NJ

Home [REDACTED]

Cell [REDACTED]

Mr. David Crist, CEO
Lexus Car Division
P.O. Box 259001
Mail Drop E3-2D
Plano Tx. 750025

re: 2020 Lexus GX460
Vin: J TJAM 7BXXL [REDACTED]

Dear Mr. Crist

June 2, 2020

We have been loyal Lexus vehicle owners since 1999 and presently own, in addition to the recently purchased aforementioned GX 460, a 1999 Lexus GS 300 and a 2004 Lexus GX 470

After having been pleased with the Lexus vehicles presently owned, I returned to "Prestige Lexus" Ramsey NJ, where we previously have made purchases. I have had most of our repairs at their service department. I sought out our salesman, Richard Efrus and test drove the 2020 GX and commented that the ride was hard but attributed that to the particular road surface we chose. I returned at a later date with my wife and took another test drive and did not have a similar experience, again a different route and the ride quality was not harsh.

I ordered the vehicle above which was delivered to me on December 18, 2019. Days later I returned to the dealer and complained about the ride quality, they test drove the car and returned it to me stating that they had taken some air pressure out of the tires. After driving the vehicle for sometime, I again returned to the dealer and questioned if the tires might be the source of the problem. It came equipped with "Bridgestone Dueller" 265/65R. It was suggested that "Michelin Latitude Touring" tires should resolve the ride discomfort. I agreed and the tires were replaced at 413 miles, at my expense.

The ride quality did not improve in fact, it's punishing and I returned yet again and wanted to turn the vehicle in. Management stated that they would take it back but at considerable cost to me, not considering the cost of the taxes and tires. This was not acceptable to me. This vehicle does not compare to my 2004 in ride or comfort. I have stopped driving the car which has a total of 788 miles on the odometer and was last driven more than a week ago, except for today when I started it to get the mileage from the odometer, I currently drive my 2004 GX 470.

At the time of delivery I purchased the oil change plan at a cost of \$1295.00 and the tire and wheel protection plan for \$1265.00.

I am extremely disappointed in this vehicle and I want to return it because I wont drive it. The ride is punishing, the seats are hard and it is not the vehicle that I believed I was buying.

To date this vehicle has cost me:	Lexus260 GX	\$55,769.81
	Oil Plan	1,295.00
	Wheel and Tire Protection	1,265.00
	Replacement tires	1,271.64
	Total	59,601.45

It is not a question of not being able to make the payments monthly, I paid cash for every thing but the tires at delivery, \$58,329.81.

I have been a loyal and satisfied consumer of Lexus till now. My other vehicles are extremely good vehicles, I am however looking to Lexus to take this unsatisfactory vehicle back without penalizing me financially. Management at "Prestige Lexus" Ramsey have not been amenable to make a satisfactory return. It is not the salesman's fault, this is what he was told was their offer.

Lexus is a luxury brand, I shopped Lexus because of it's reputation and my past experience with "Prestige" and it's service department, I paid a *Luxury* price but did not get a satisfactory luxury product.

I am looking to Lexus Corporate management to take this vehicle back and make me whole. I am hoping that fairness and good will make for a satisfactory resolution to this matter and I hope to hear from you soon in this regard.

Very truly yours,

[REDACTED]

cc: Jim Lentz, CEO Toyota and Lexus

enc: Original sales contract
Oil change plan
Wheel/tire protection
Tire replacement

[REDACTED]
Wyckoff, NJ
[REDACTED]

Ms. Kimberly Jaworski
c/o Lexus Eastern District Office
300 Webro Road
Parsippany, NJ 07054
(973) 884 1011

re Case # [REDACTED]

Dear Ms. Jaworski:

June 12, 2020

Thank you for your telephone call, this morning, June 12, regarding my complaints which had been forwarded to your Plano, Tx. Headquarters. I do not understand why headquarters would assign a case number and assign it to you without the underlying documentation to establish a complaint. This would put you at a disadvantage in dealing with the matter which involves considerable monies.

Enclosed please find the items I have submitted to support my claim which had been sent to Plano, on June 2, 2020.

Thank you in advance for your consideration in this regard and I am available to meet with you to further discuss this matter or to provide access to a Lexus representative for inspection of above vehicle.

Very truly yours,

[REDACTED]
enc: Original sales contract
Oil Change plan
Wheel/Tire protection
Tire replacement
Photocopy of title

[REDACTED]
Wyckoff, NJ
[REDACTED]

Kimberly Jaworski
300 Webro Road
Parsippany, NJ 07054
973-884-1011

re: VIN JTJAM7BXX[REDACTED]
2020 Lexus GX 460
Case number [REDACTED]

Dear Ms. Jaworski:

June 12, 2020

I received your letter dated July 9, 2020. I am somewhat confused as to whether you are my local contact or if I am to wait for a response from Lexus. The vehicle, at present, has 788 miles on the odometer and is not being driven because of the dissatisfaction with the ride quality. We presently use the two other Lexus vehicles we own. I phoned twice to the number you provided.

I do not know if you received copies of my documentation which had been sent to Plano, Tx but at the risk of being repetitive I will include them for your information. The vehicle has not been involved in any accidents, has had no after market modifications. The only modification made other than what the factory provided is the tires. The vehicle was delivered with "Bridgestone Duellers" and were replaced with "Michelin Latitude Touring" tires at the recommendation of Prestige Lexus, Ramsey on December 19, 2019, to provide acceptable ride quality. This tire change was made by Prestige Lexus, Ramsey at their facility and at my expense. The vehicle at that time had 413 miles on the odometer. The vehicle was purchased on December 16, 2019, paid for in cash at the time of delivery as were the tires which were later installed, the title is unencumbered and I hold the title.

Kindly let me know if you are my contact person or am I to await Lexus for further action in this regard. The vehicle will be available for inspection.

Please find enclosed, documentation:
Original sales receipt
Invoice for tires
Oil plan invoice
Wheel and tire warrantee

Very truly yours,

[REDACTED]

[REDACTED]
Wyckoff, NJ [REDACTED]

Mr. David Crist, CEO
Lexus Car Division
P.O. Box 259001
Mail Drop E3-2D
Plano, TX 750025

re: Case [REDACTED]
Lexus GX 460
VIN# JTJAM7BXXL [REDACTED]

Dear Mr. Crist:

June 24, 2020

I am writing, again, to you in an effort to have you intercede in a resolution of the aforementioned complaint. I initially complained to you on June 2, 2020 and was subsequently contacted by one Kimberly Jaworski of your Eastern District Office via telephone. Ms. Jaworski claimed that she had no information regarding the details of the above matter.

I wrote to Ms. Jaworski expressing my disbelief that this matter, referred to her attention, would not be accompanied by the underlying documents which forms the basis for my complaint. I enclosed a copy of my original letter to you and stated that I would make both me and the vehicle available to a representative for inspection. I have not heard from Ms. Jaworski to date. I have attempted to contact her via telephone, to no avail.

I telephoned the District Office, at 973 328 7623 on June 16, and spoke with "Don" who did not help. I again telephoned the office on June 17 and spoke with "Brian" who similarly was of no assistance.

I have exhausted my ability to gain the attention of Lexus regarding a vehicle which sits parked in my driveway, a vehicle which has not nor will it be used. I have invested considerable money and now time, but have received no satisfaction. I have also lost faith in the "Lexus" company. I am now being forced to seek counsel and begin legal action for a redress of grievance because my honest effort to reason with your company has been utterly ignored.

Respectfully,

[REDACTED]
cc: copy of letter to Kimberly Jaworski



July 29, 2020

[REDACTED]
Wyckoff, NJ [REDACTED]

Re: VIN: JT/BT20X340 [REDACTED]
Vehicle's Year and Model: 2004 GX 470

Dear [REDACTED]

This letter is to acknowledge, Lexus, a division of Toyota Motor Sales, U.S.A., Inc. ("TMS") is in receipt of your claim, where you made a claim requesting Lexus to repurchase your vehicle. Your claim was forwarded to the appropriate field office for review and response.

Your case number is [REDACTED]. Lexus will try to respond in writing within the next 30 days regarding our review. If you do not receive a response within this time frame, you are welcome to contact me directly to inquire about the status of your claim.

Depending on the underlying facts of our review, Lexus may need to conduct a vehicle inspection. In the event a vehicle inspection is needed, I will reach out to you to schedule the necessary appointment. If necessary, a loaner vehicle will be provided, at no cost, to you.

In order for a proper review of your claim, we will need the following information, which you may have in your possession:

1. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the subject vehicle on or after the date of purchase;
2. Legible copies of any and all maintenance/repair records for the subject vehicle from non-Lexus repair facilities;
3. Legible copies of any and all documents relating to any accidents involving the subject vehicle; and
4. Any other documentation supporting your claim.

300 Webro Road Parsippany, NJ 07054
973-884-1011



If you haven't already done so, please send this information to the following address:

Kimberly.jaworski@lexus.com
Fax# 310-381-5432

Although we do not wish to suggest any particular course of action, we would like to introduce the National Center for Dispute Settlement (NCDS). This program is part of Lexus's commitment to provide, free of charge, an impartial and non-affiliated organization to promptly and equitably address your concerns. You can visit www.ncdsusa.org to eFile a claim or download a Customer Claim Form and email, fax, or mail it to NCDS. You can also contact NCDS toll-free at 1-888-300-6237 for additional assistance.

Thank you for contacting Lexus.

Sincerely,

Kimberly Jaworski
Customer First Administrator
Lexus Eastern Area

Subject: Lexus Guest Experience Center
Date: 8/21/2020 5:22:06 PM Eastern Standard Time
From: LexusGuestExperience@lexus.com
To: [REDACTED]

Dear [REDACTED]

Thank you for contacting Lexus. We are dedicated to providing superior service.

Please forward your pictures to email address lgec@lexus.com. Please place the case number [REDACTED] into the subject line.

If you require further assistance, please contact Lexus Brand Experience Center at 1-800-255-3987, Monday through Friday, 7:00 am to 7:00 pm, or Saturday, 8:00 am to 5:00 pm, Central Time, or use the following link: <http://bit.ly/ContactLexus>.

Sincerely,

Lexus Guest Experience Center

Please do not attempt to respond to this message. We cannot accept electronic replies to this e-mail.

Select One Below:

Documents Only Hearing ☐
 Teleconference ☐

**Lexus, a division of Toyota Motors Sales,
 USA Inc.
 Customer Claim Form**

FOR NCDS USE

CASE NUMBER:

CUSTOMER NAME AND ADDRESS

☒ Mr. First name [REDACTED] MI [REDACTED] Last name [REDACTED]
☐ Mrs. Street address [REDACTED]
☐ Ms. [REDACTED]
 City **Wyckoff** State **NJ** Zip Code [REDACTED]
 Day phone [REDACTED] Evening phone [REDACTED] Email [REDACTED]

VEHICLE INFORMATION

Name(s) that appears on the vehicle title: [REDACTED]
 Is this a leased vehicle: Yes ☐ No ☒ Delivery Date: _____
 Was this vehicle purchased used? Yes ☒ No ☐ Is vehicle used by a business? Yes ☒ No ☐ % of use _____
 Make: **Lexus** Model: **GX4770** Year: **2004** Current mileage: **115,500**
 Vehicle Identification Number: **JTJBT20X340** [REDACTED]
 Selling dealer and address: **Urban MotorCar Co
 Goswin Avenue, Midland Park, NJ**
 Primary Servicing Dealer: **Prestige Lexus of Paramus, NJ
 Route 17, Ramsey, NJ**

VEHICLE PROBLEM(S) (Attach legible copies of applicable repair orders or other documents that support your complaint)

Problem	List dealer(s) which have repaired or attempted repair (include city & state).	List the date, mileage, and repair order number for each repair attempt.	Does the problem currently exist? (Circle)	
Example: A/C won't cool properly	Autoworld, Inc Anytown, VA	4/23/19 3,500 miles [REDACTED]	Yes	No
Frame rusted beyond repair	not reparable		☒ Yes	No
			Yes	No
			Yes	No
			Yes	No
			Yes	No

Has the vehicle been involved in an accident?

☒ YES ☐ NOIf YES, give date of accident: **5/29/2007**Specify damaged area: **front fender/hood. tree fell****Resolution Sought:**

Repurchase ☒ Replacement ☐
 Repair ☐ Reimbursement ☐

X [REDACTED] **09/25/2020**
 SIGNATURE(S) DATE

Return all copies of this form to:

**National Center for Dispute Settlement
 P.O. Box 515791
 Dallas, TX 75251-5791
 (or email to: info@ncdsusa.org)**



Complaint Number: 11339358

Vehicle Identification Number: JTJBT20X34 [REDACTED]

Your Vehicle's Make Model and Model Year: LEXUS GX 2004

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Suspension

What happened?

VEHICLE HAS EXTENSIVE RUST THROUGH IN MANY PORTIONS OF THE FRAME. VEHICLE SAID TO BE UNSAFE TO DRIVE . VEHICLE WAS IN SHOP FOR OTHER SERVICE WHEN DAMAGE WAS DETECTED.

When did this happen? 06/04/2020

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph) 0

About how many miles were on your vehicle at the time of the incident?

First Name [REDACTED]

Last Name [REDACTED]

Email [REDACTED]

Address 1: [REDACTED]

Address 2:

City: WYCKOFF

State : NEW JERSEY

ZIP Code : [REDACTED]

Phone [REDACTED] 3 Ext. 0

Alt. Phone [REDACTED]

Selections made -

NHTSA may share my complaint with the vehicle manufacturer prior to the start of an investigation or recall, and in the interest of safety.: Yes (box unchecked)

I wish to receive safety recall alerts from NHTSA: Yes (box unchecked)

Photos

CASE # 1136 2013























PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL



7016 0750 0000 1374 3831

Wyckoff, NJ



1000



20003

U.S. POSTAGE PAID
FCM LG ENV
WYCKOFF, NJ
07481
OCT 07, 20
AMOUNT

\$8.40

R2304E105879-33

W41-306

To: National Highway Traffic Safety Administration
1200 New Jersey Avenue
Washington, DC 20490

20003-3164

Company Name

To: W41- 306

Mailstop: 4 West

Department: NEC, NOA, NIA

Phone:

Purchase Order
(ItemVarName4)

USPS Certified Mail

Route



70160750000013743831

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