



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



June 2, 2021

[REDACTED]
McKinney, TX [REDACTED]

NEF-109 tgd
Ref. No. 11415894

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2017 Lexus ES350 vehicle. I am pleased to respond.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We understand your concerns with Lexus's decision not to renew the Enform subscription in your MY 2017 ES350 vehicle. However, we do not believe your problem is a safety-related defect as defined by our authorizing statute—The National Traffic and Motor Vehicle Safety Act. As such, your vehicle problem does not pose an unreasonable safety risk to you or other motorists. However, we entered your information into our database. You can learn more about safety-related defects and NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

We encourage you to continue to work with Lexus and your dealer to explore the potential for an amicable resolution to your problem. You may ask your dealership for a meeting with a Lexus district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Texas Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

Finally, you may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement