

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

[REDACTED]
Naples, FL
[REDACTED]

August 26, 2021

Mr. Mark Templin
President and CEO
Lexus Corporation USA
Lexus Division - Toyota Motor Sales, USA., Inc.
6565 Headquarters Dr.
Plano, TX - 75024

and

Mr. Tetsuo "Ted" Ogawa
President and CEO
Lexus Corporation - Motor North America

TO: U.S. Department of Transportation Traffic
National Highway Safety Administration
1200 New Jersey Ave.,
SE Washington AC 20590
Att'n: Chief Counsel of Recall Mr. Paul A. Hemmersbaugh

Dear [REDACTED],

RE: LEXUS ES - 350 - 2011 VIN-JTHBK1EG5B[REDACTED] = Poor Quality Product Manufactures
by Lexus, a Division of Toyota, inc.

My Vehicle developed high quality problems as:

- 1) Outside door handle broken, as inspected by Germain Lexus Naples, FL as a result of inferior plastic used by the manufacture ? (See attachment part and cost of the repair)
- 2) Driver seat cover and outer bolster sections. Damaged in sections of the seat due to the polyvinyl chloride material and not as supposed to be leather ? (See estimate for cost of the repair)
- 3) Roof paint peeling due to the use of low quality paint manufacture ? Saw and inspected by Germain Lexus Naples, FL = Mr. Mark Vanburen - Director of Parts and Services who observed the poor quality paint applied by Lexus Manufacture facility, since it is understood several vehicles developed the same paint problems ? (See estimate for cost of the actual repair)

After several calls, an answer for Mr. Scott (refused to provide last name) was unclear and unprofessional, since He refused to answer my complaint and write the reason of why Lexus Corporation, USA is not responsible ?

Mr. Brooks ? (refused to provide last name) called me today 8/26/21, from Alpharetta, GA = Telephone # = 770-490-6487 confirmed, He identified as an employee by Lexus as a Regional Manager covering the Lexus Dealers of Southern Florida Region, and clearly confirmed the denial of any support on the cost of repairs? Mentioned, Mr. M. Vanburen addressed the problems and sent pictures, as a result Mr. Brooks ignored and made a denial verbal decision in a refusing to write an answer per my request?

The "POOR QUALITY LEXUS VEHICLE PRODUCT" should be addressed, as is costing me "CUSTOMER" stress and waste of my time, due to the poor quality product manufactured and sold by "LEXUS CORPORATION, USA".

Your prompt solution and attention to this matter would be appreciated, since I purchased this Lexus Vehicle with the understanding that it will not develop all this poor quality manufacture problems?

Sincerely,



Attachments,

CUSTOMER #



13491 N. Tamiami Trail - Naples, Florida 34110
(239) 592-5533
www.germainlexus.com
State of Florida Registration MV-95492

INVOICE

PAGE 1

SERVICE ADVISOR: 7839 JACKSON A KIRBY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	LEXUS ES350	JTHBK1EG5B2		65975/65975		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
23JUN11 DD			16:00 10SEP20		0.00	CASH	10SEP20
R.O. OPENED		READY	OPTIONS: ENG:3.5 Liter				

15:54 10SEP20 16:03 10SEP20,

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A need an estimate for outside door handle assy//customer has contacted
lexus corporate

SOP INSPECTED VEHICLE AND FOUND DOOR HANDLE

BROKEN PART IS 275.00 AND LABOR IS 175.00

8866 IU

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	(N/C) 0.00
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Your repair costs will include a charge for miscellaneous shop supplies and/or hazardous waste disposal. The charge will be calculated at 22% of the total parts and labor; with a maximum of \$49.95 per customer visit. This charge can be found on the miscellaneous charge line of totals column.

"There may be a charge that represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal expenses."

HOURS OF OPERATION
M - F 8:00 AM - 5:30 PM
SAT 8:00 AM - 2:00 PM

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Ted & Son Custom Upholstery, Inc.

3414 Enterprise Ave

Naples, FL 34104 US

(239) 649-6344

mark.bailer@yahoo.com

TED & SON
Custom Upholstery, Inc.

Estimate

ADDRESS

ESTIMATE #

DATE 10/15/2020

ACTIVITY	QTY	RATE	AMOUNT
2011 Lexus ES 350			
Auto:Seat Covers:Recover Seat Panels	1	450.00	450.00T
R&I drivers seat and seat back cover and Replace outer bolster sections of the seat.			
Plain and perf leather. Material and labor.			
SUBTOTAL			450.00
TAX (7%)			31.50
TOTAL			\$481.50

Accepted By

Accepted Date

Virgin

**GERMAIN EXPRESS PAINT AND
DENT REPAIR**

13315 N TAMIAMI TRAIL, NORTH NAPLES, FL
34110

Phone: (239) 431-2428

Workfile ID:
PartsShare:

2011 ES30
6mZjL8

Preliminary Estimate

Job Number:

Written By: Ted Nordquist

Insured:
Type of Loss:
Point of Impact:

Policy #:
Date of Loss:

Claim #:
Days to Repair: 0

Inspection Location:
GERMAIN EXPRESS PAINT AND DENT
REPAIR
13315 N TAMIAMI TRAIL
NORTH NAPLES, FL 34110
Repair Facility
(239) 431-2428 Business

Insurance Company:

VEHICLE

2011 LEXU ES 350 4D SED 6-3.5L Gasoline SFI

VIN: JTHBK1EG5	Interior Color:	Mileage In:	Vehicle Out:
License:	Exterior Color:	Mileage Out:	
State:	Production Date:	Condition:	Job #:

TRANSMISSION

Automatic Transmission

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
Memory Package

DECOR

Dual Mirrors
Body Side Moldings
Tinted Glass

Console/Storage

Wood Interior Trim

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Telescopic Wheel
Climate Control
Home Link

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

Auxiliary Audio Connection

Satellite Radio

CD Changer/Stacker

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Front Side Impact Air Bags
Head/Curtain Air Bags
Communications System
Hands Free Device

Rear Side Impact Air Bags

ROOF

Electric Glass Sunroof

SEATS

Bucket Seats
Leather Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Three Stage Paint

OTHER

Fog Lamps
Traction Control
Stability Control
Signal Integrated Mirrors
Power Trunk/Liftgate

Preliminary Estimate

Customer: LEXUS, GERMAIN

Job Number:

2011 LEXU ES 350 4D SED 6-3.5L Gasoline SFI

ESTIMATE TOTALS

Category	Basis		Rate	Cost \$
Parts				74.25
Body Labor	23.6 hrs	@	\$ 50.00 /hr	1,180.00
Paint Labor	18.8 hrs	@	\$ 50.00 /hr	940.00
Paint Supplies	18.8 hrs	@	\$ 35.00 /hr	658.00
Subtotal				2,852.25
Sales Tax	\$ 2,852.25	@	7.0000 %	199.66
Grand Total				3,051.91

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD, OR DECEIVE ANY INSURER FILES A STATEMENT OF CLAIM OR AN APPLICATION CONTAINING ANY FALSE, INCOMPLETE, OR MISLEADING INFORMATION IS GUILTY OF A FELONY OF THE THIRD DEGREE (FLORIDA STATUTES TITLE XLVI, CHAPTER 817.234). FAILURE TO USE THE INSURANCE PROCEEDS IN ACCORDANCE WITH THE SECURITY AGREEMENT, IF ANY, COULD BE A VIOLATION OF S. 812.014, FLORIDA STATUTES. IF YOU HAVE ANY QUESTIONS, CONTACT YOUR LENDING INSTITUTION. IF A CHARGE FOR SHOP SUPPLIES OR HAZARDOUS OR OTHER WASTE REMOVAL IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: "THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL." IF A CHARGE FOR NEW TIRES OR A NEW OR REMANUFACTURED LEAD-ACID BATTERY IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: A \$1.00 FEE FOR EACH NEW MOTOR VEHICLE TIRE SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW MOTOR VEHICLE TIRES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX CHAPTER 403.718. A \$1.50 FEE FOR EACH NEW OR REMANUFACTURED LEAD-ACID BATTERY SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW OR REMANUFACTURED LEAD-ACID BATTERIES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX 403.7185.



Naples, FL



To: U.S. Department of Transportation Traffic
National Highway Safety Administration
1200 New Jersey Ave.
SE Washington, DC 20590

Attn: Chief Counsel & Recall Mr. Paul A. Hemmersbaugh