

March 31, 2022

[REDACTED]  
South Amboy, NJ

Phone [REDACTED]

Email [REDACTED]

Vehicle: 2009 Lexus RX 350

VIN# 2T2HK31U990 [REDACTED]

CL-11459166-2000

To Whom It May Concern,

The dashboard in my car has been sticky and cracked for years. This became a safety issue and liability by posing a real risk in relation to airbags. One area of concern is the cracks will interfere with the deployment of the airbag. Either by triggering the airbag warning light or snagging the airbag on its way out. That puts my safety and the safety of others at risk.

This problem - cracked and sticky dashboards, has been confirmed by a dealer and warranty replacement program was available for a short time back in 2018. The company had to notify it's customers but I did not get any letters, emails or calls. Therefore I did not know about that warranty repair and missed it.

The vehicle was inspected by a local mechanic and safety concerns were raised. The airbags warning lights first started to appear on and off about 2 years ago. I have contacted the dealer several times about dashboard warranty replacement program explaining that I wasn't notified but they did not offer any solutions or repair reimbursement. I would like Toyota Motor North America, Inc. - the manufacturer of my vehicle to replace the dashboard as soon as possible.

Sincerely,

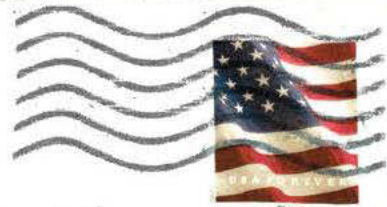
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Washington, DC 20590

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