

[REDACTED]
Dover, NJ
[REDACTED]

JAN 24 2023

January 11, 2023

Mr. Andrew Gilleland, Sr Vice President, Automotive Operations Group
Toyota Motor North America
6565 Headquarters Dr.
Plano, TX 75024

Re: 2020 Lexus RX350
VIN 2T2HZMDA7L [REDACTED]

Dear Mr. Gilleland,

I am writing to notify you of the problem that I have experienced with the subject Lexus vehicle and to request that you refund the amount paid to correct this problem within thirty (30) days of your receipt of this letter. I leased my vehicle from Lexus of Route 10 (Celebrity Motorcars), 130 Route 10 West, Whippany, NJ 07981 on June 24, 2020. On September 15, 2022 we scheduled a repair appointment at Lexus of Route 10 due to water intrusion into the front passenger floor area of the vehicle. The vehicle had only approximately 15,220 miles when we brought it in for this problem. Attached is a copy of the repair order that documents the dealership's repair of my vehicle.

I performed a substantial amount of research prior to leasing this vehicle and every indication was that Lexus vehicles and especially the RX350 model had very positive customer experience reviews and very few service-related problems reported. The dealership indicated that the repair work that was required was due to an external influence and that an insect (spider) had formed a nest in the air conditioning condensation drain line. In turn, the condensation from the air conditioner was backing up under the dashboard of the vehicle and was draining into the passenger side floor area and all the way into the rear passenger floor areas. The dealership informed me that this problem would not be covered under warranty and I would need to file a claim with my auto insurance provider under my comprehensive coverage plan. The total cost of the repair was \$6,283.73 that included removal of the lower side of the dashboard, all seating and replacement of all carpeting, under carpet padding as well as replacing the condensation drain line with one that has an ARINIX insecticide tip.

It is quite disturbing and upsetting to me that Lexus and Toyota are aware of this problem and both brands have experienced a history of issues like this dating back to 2010 for RX350 models. As you are probably aware, Toyota recalled 800,000 cars in 2013 after air conditioning condensation caused by insect intrusion created problems with the car's electronics, shorting the airbag control module in dozens of vehicles.

I have never experienced such an insulting situation after owning numerous vehicles over many years without ever having such a problem and the fact that Lexus and Toyota have been aware of this problem and have not taken action to correct it is even more disturbing. (I reference Lexus Service Bulletin L-SB-0024-21). It is corporately irresponsible to not have addressed this problem or cover the repair cost.

Needless to say, I have a very poor opinion of this vehicle and your company in general after having read numerous articles related to insect intrusion in evaporator hose lines becoming clogged in Lexus and

72

[REDACTED]
Dover, NJ
[REDACTED]

Toyota vehicles. I will never recommend either brand to anyone that I know and will never consider buying or leasing one ever again.

I would appreciate a response to this letter at your earliest convenience. I will also remit payment to my vehicle insurance company for the \$5,783.73 that was paid by them for the repairs (coverage letter attached) once you provide the refund of the cost of repair totaling \$6,283.73.

Very truly yours,
[REDACTED]

CC: NHTSA Headquarters
1200 New Jersey Avenue SE
Washington, DC 20590

Mr. Bob Giaquinto, General Manager
Lexus of Route 10
130 Route 10
Whippany, NJ 07981

CUSTOMER #:

LEXUS OF ROUTE 10

130 Route 10 - Whippany, NJ 07981
PHONE: (973) 319-7900
FAX: (973) 319-1012
www.lexusofroute10.com

INVOICE

PAGE 1

DOVER, NJ

CONT
CELL

SERVICE ADVISOR: 147 WILLIAM MEGLETTI

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, READY, OPTIONS, SOLD-STK, DLR, ENG:3.5 LITER

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes description: A CUSTOMER STATES AIR CONDITIONING LEAKING CONDENSATION INTO PASSENGER SIDE FRONT SEAT AREA.

99 DEALER REPAIRED AS PER ESTIMATE
200 C 3459.36 3459.36
2 58651-22H92 SHEET, RR FLOOR SILE 69.41 69.41 138.82
1 87265-33010 CONNECTOR, WATER HOS 13.24 13.24 13.24
1 58435-0E010 SILENCER, FR FLOOR, 91.23 91.23 91.23
1 58621-0E060 PAD, FR FLOOR SILENC 603.37 603.37 603.37
1 58556-0E040 SILENCER, RR FLOOR 381.15 381.15 381.15
1 PT206-48161-00 RX FMAT BROWN 176.00 176.00 176.00
1 58510-0E300-E2 CARPET ASSY, FLOOR, 1000.49 1000.49 1000.49
1 88539-0E080 HOSE, DRAIN COOLER 29.64 29.64 29.64
99 CLAIM#2022-585225 NJM INS 200 ISP (N/C)

99 NOTED
200 ISP (N/C)
WEB CREATED 2022-09-14
02:59:42PM TAKEN BY

LIMITED LABOR WARRANTY

The Repair Facility guarantees the Labor used in performing the repairs listed on the front of this Repair Order for a period of 90 days or 4,000 miles (whichever comes first) (Some Nissan and Ford parts are for 12,000 miles or 12 months whichever comes first. - see your service advisor for details.) from the date such repairs were completed. This Limited Warranty specifically excludes front end alignments, electrical wiring and shorts, and fuel system - when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, not enforceable by, any other person.

During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of this Repair Order.

To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of this Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of this Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required, and (d) pay the charges for any additional parts required together with sales tax upon completion of such repair.

Any implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this limited warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

CUSTOMER SIGNATURE

Table with columns: DESCRIPTION, TOTALS. Includes rows: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, ENVIRO/HAZD/RECYCLE FEE, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

October 2, 2022

Date of Receipt of Notice of Loss: September 15, 2022

[REDACTED]
Dover N. [REDACTED]

Re: Our Claim No:
Our Policy No:
Our Insured:

[REDACTED]

Date of Loss: September 15, 2022

Dear [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 reached with your repair shop

Repairable Vehicle Settlement (Appraisal attached)

Agreed Price with shop of choice (Subject to re-appraisal if unseen damage is found)	\$6,283.73
Less Betterment	
Less Policy Deductible (Where Applicable)	\$500.00
Sub-Total	\$5,783.73
Other	
Net Settlement	\$5,783.73

The settlement check will be mailed to your repair facility.

Very truly yours,

AnnMarie Taft
Property Damage Representative



[Redacted]
Dover, N

DV DANIELS NJ 070
11 JAN 2023 PM 3 L



CC: NHTSA Headquarters
1200 New Jersey Avenue SE
Washington, DC 20590

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