

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

From: [4ME](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Marion Strasser-King](#); [AnnMarie Ambrose](#)
Subject: ODI-11523504
Date: Tuesday, May 30, 2023 12:43:02 PM

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

From: [REDACTED]
Sent: Friday, May 26, 2023 2:15 PM
To: nhtsa.webmaster@dot.gov <nhtsa.webmaster@dot.gov>
Subject: NHTSA complaint number: 11523504

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

NHTSA complaint number: 11523504
Lexus case number: [REDACTED]

Dear Sir,

I recently dropped off my vehicle (2008 Lexus GS350, VIN: JTHBE96S480[REDACTED]) at Stevens Creek Lexus in San Jose, CA on 5/1/2023, and since then, I have been actively engaging with both Lexus corporate and the dealership in an effort to negotiate coverage for the cost of the broken valve springs recall.

To provide you with a brief timeline of events, I experienced a frightening driving incident involving broken valve springs on 4/27/2023. This incident has left me extremely concerned about the safety and reliability of my vehicle. Subsequently, I immediately contacted Lexus corporate and explained the situation, expressing my strong desire for assistance with the repair costs.

Regrettably, despite my persistent efforts and countless discussions with both Lexus corporate and the dealership, I have yet to receive any feedback or resolution regarding my case. I must emphasize that this lack of response has caused me considerable distress and frustration, as I am left uncertain about the timeline and outcome of my situation.

In light of the ongoing silence from Lexus, I felt compelled to escalate my concerns further and lodged a formal complaint with the National Highway Traffic Safety Administration (NHTSA) on 5/23/2023. It is disheartening that even after resorting to this step, I have still not received any communication from Lexus corporate.

I implore Lexus corporate to consider the seriousness of this matter and the impact it has had on my daily life. Driving a vehicle with known faulty valve springs is not only dangerous but also places an undue burden on me, the customer. I have made every

effort to reach a fair resolution, but the lack of responsiveness has left me feeling both helpless and abandoned.

Attached is a copy of the original feedback email from Lexus on 5/1/2023. I trust that you will review my case with utmost sincerity and take appropriate actions to rectify the situation.

Thank you for your immediate attention to this matter. I eagerly await your prompt response.

Best regards,

[REDACTED]

----- Forwarded message -----

From: Lexus Brand Engagement Center <becdonotreply@lexus.com>

To: [REDACTED]

Sent: Monday, 1 May 2023 at 09:31:17 am GMT-7

Subject: Lexus Brand Engagement Center Reference [REDACTED]



You have a new comment

A Brand Engagement Center advocate has added a comment to your inquiry.

Dear [REDACTED]

Thank you for contacting Lexus.

We regret to learn of the incident with your 2008 Lexus GS 350, Vehicle Identification Number (VIN) JTHBE96S480 [REDACTED]

We appreciate the opportunity to provide clarity to your recall inquiry.

We have conducted this search on your behalf and confirmed there are no open Safety Recalls or Service Campaigns for this vehicle. This means your vehicle is not affected by any recalls and no further action is needed. If we do initiate any type of Safety Recall Campaign (SSC) in the future, you will be notified directly via first class mail.

Additionally, your vehicle was not involved in the 2010 Safety Recall ALE - Certain Lexus GS 350, GS 450h, GS 460, LS 350, LS 460, LS 460 L, and LS 600h L Vehicles - Valve Spring, as such, the repair was not performed on your vehicle. We recommend consulting with an authorized Lexus dealer service department for valve springs repair cost.

Did you know you can visit <https://drivers.lexus.com/lexusdrivers/service/safety-recalls> and enter your Vehicle Identification Number (VIN) to confirm recalls?

Thank you for choosing Lexus for your personal driving needs. Your email has been documented at our National Headquarters under your reference number.

We hope this information has been helpful, but if we can be of further assistance, please feel free to contact us.

Sincerely,

*Michelle P.
Lexus Brand Engagement Center*

To view this inquiry, please click the View the case button below and enter your email and reference number.

Reference Number



Thank you for contacting the **Lexus Brand Engagement Center!**



Note: This email was sent from a notification-only e-mail address that cannot accept incoming e-mail. Please do not reply to this message.