

[REDACTED]  
Fayetteville NC [REDACTED]  
[REDACTED]  
[REDACTED]

March 8, 2024

Department of Transportation  
National Traffic Hwy Administration  
1200 New Jersey Ave, SE  
Washington DC 20590

RE: Dashboard Glare Issue and Request for Extended Coverage  
Lexus IS250 Vehicle

Dear Sirs,

I am writing to address an issue with the dashboard of my Lexus IS250, 2013 vehicle.

Am very satisfied with my Lexus and would purchase another should the need arise. However, there is a persistent problem with glare and stickiness on the dashboard. Most importantly the glare is in the direct sightline of the vehicle in front of you, making it very difficult and dangerous to see clearly.

Further this is a problem that “Lexus has received reports that a combination of high humidity, high temperatures, and light intensity may cause the surface of the Dashboard (Instrument Panel) in some of the covered vehicles to become cracked and/or sticky over time”.

I contacted Lexus Brand Engagement Center, Ms. Ashley, Resolution Specialist directly, who referred me to contact my local dealer – Johnson Lexus, Raleigh NC and Hendrix Toyota, Fayetteville NC – both to no avail. Lexus further mentioned there was a Customer Support Program (Department of Transportation) that was instrumental in resolving the dashboard glare issue.

However, it has come to my attention that the Customer Support Program was instrumental in assisting resolution of this issue. I further understand the current coverage period for addressing this dashboard glare/sticky problem has arisen outside of the coverage period. I kindly request that reconsideration be granted for the coverage policy in this instance and extend the support period to accommodate the resolution of my dashboard glare/sticky issue.

I appreciate your attention to this matter and look forward to a favorable resolution. Should additional information be needed, please let me know.

Sincerely,

[REDACTED]  
Lexus Owner

[REDACTED]  
FAYETTEVILLE NC

DEPARTMENT OF TRANSPORTATION  
NATIONAL TRAFFIC HWY ADM  
1200 NEW JERSEY AVE SE  
WASHINGTON DC 20590

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