

July ____, 2012

Dear Sirs:

I am writing to you in reference to a recent automobile accident (June 21, 2012) that resulted in the total loss of our Lexus ES 330. My 16-year-old son was driving; he lost control of the vehicle in the process of turning and hit a cement light pole.

As you'll note from the attached photos, the damage to the car's front end and frame was massive. My son struck his forehead on the car's steering wheel. Mercifully, he sustained no serious injuries beyond a headache, a bump on the head and a stiff neck. However, despite the irreparable damage to the vehicle, neither the driver's side nor the passenger side airbag deployed.

As noted, the car was deemed a total loss, both by the insurance adjustor and by the repair department of the Lexus Dealership in North Miami where the car was towed and inspected. The frame on the driver's side was completely bent. When questioned by my husband as to the airbag malfunction, an employee at Lexus explained that the bulk of the impact probably occurred between the sensors. That is not a satisfactory explanation – particularly for the mother of teenage drivers!

My husband also drives a Lexus and I must admit that we are considering the wisdom of our choice in vehicles after this terrifying event. We were fortunate that, in this case, despite the airbag malfunction, there was not any permanent physical injury.

I would ask that you address this potentially devastating safety issue and correct this very serious malfunction so that others are spared in the future – not by luck – but by your considered safety design and performance.

I appreciate your expeditious response.

Virginia S. Craven