



George Morino/TMS/Toyota  
04/02/2007 08:00 AM

To William de Manincor/TMS/Toyota@Toyota, Jim  
Wimmer/TMS/Toyota@Toyota  
cc Mike Reding/Mobile/Toyota@Toyota, Michael  
Collinsworth/TMS/Toyota@Toyota, Kirk  
Forsht/TMS/Toyota@Toyota, Dave  
bcc  
Subject (REVISED) ES 350 NHTSA Preliminary Evaluation Q&A

Bill and Jim:

Sorry we had a last minute change to the Q&A. Please utilize this revised version of the Statement and Q&A.  
The issue has been posted on the NHTSA website.



ES 350 All Weather Floor Mat Q&A v7.doc

George Morino  
National Manager  
Quality Compliance Department  
Product Quality and Service Support  
Toyota Motor Sales, U.S.A., Inc.  
Tel. 310-468-3392  
Fax 310-468-3399

NOTICE: This email message and all attachments transmitted with it are intended solely for the use of the addressee and may contain legally privileged and confidential information. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution, copying, or other use of this message or its attachments is strictly prohibited.

If you have received this message in error, please notify the sender immediately by email reply and please delete this message from your computer. Thank you.

**STATEMENT AND Q&A REGARDING  
2007 MODEL YEAR LEXUS ES 350  
ALL WEATHER FLOOR MAT ACCESSORY**

04/01/07 v7

**Statement:**

On March 29, 2007, the National Highway Traffic Safety Administration ("NHTSA") opened an investigation called a Preliminary Evaluation on certain 2007 model year Lexus ES 350 vehicles. NHTSA is concerned that if the Lexus All Weather Floor Mat is installed on top of the existing Lexus Carpeted Floor Mats, the All Weather Floor Mats would not be secured by the retaining hooks (clips) and may slip forward interfering with the accelerator pedal. NHTSA has received five consumer complaints where the All Weather Floor Mat may have interfered with the accelerator pedal operation.

A Preliminary Evaluation is an early-stage inquiry to determine if further analysis (an Engineering Analysis) is warranted; this is not a recall. Lexus is currently cooperating fully with the agency in its efforts to investigate the allegations.

**Q1: When did NHTSA begin its investigation of the reported cases?**

A1: NHTSA opened the Preliminary Evaluation on March 29, 2007. However, as of today, Lexus has not yet received the inquiry letter.

**Q2: What prompted NHTSA to investigate these issues?**

A2: NHTSA received five consumer where the All Weather Floor Mat may have interfered with the accelerator pedal operation. Based upon consumer interviews, the agency believes that the accessory Lexus All Weather Floor Mat, if not properly installed, may interfere with the accelerator pedal on certain 2007 model year Lexus ES 350 vehicles.

**Q3: What seems to be the source of the problem?**

A3: Lexus is in the midst of its own investigation. It is premature to comment on the cause until the investigation is completed.

**Q3a: NHTSA's Opening Resume indicates the caution statement on the Lexus All Weather Floor Mat may not be discernable to consumers. What is the Lexus All Weather Floor Mat and its relationship to this investigation?**

A3a: The 2007 model year ES 350 vehicle is equipped with the genuine Lexus Carpeted Floor Mats as a factory standard accessory. *As an option*, consumers may purchase the genuine Lexus All Weather Floor Mats (floor mats constructed from heavy duty rubber). Either the Lexus Carpeted Floor Mat or the All Weather Floor Mat for the driver's seating position must be secured to the vehicle by the retaining hooks which hold the mat in place through special grommet holes in the mat. In some cases, NHTSA found the All Weather Floor Mat installed on top of the existing Lexus Carpeted Floor Mat in the driver's seating position. In these cases, the retaining hooks on the floor would not be long enough to hold both the Lexus Carpeted and All Weather Floor Mats in place.

In terms of the relation to this Preliminary Evaluation, Lexus is in the midst of its own investigation. It is premature to comment further until the investigation is completed.

**Q3b: What does the caution statement on the Lexus All Weather Floor Mat state?**

A3b: The caution on the front Driver's and Passenger's Lexus All Weather Floor Mat states "DO NOT PLACE ON TOP OF EXISTING FLOOR MATS".

**Q4: Are these five complaints the only vehicles you are aware of that have experienced this problem?**

A4: Our initial focus is on the five complaints reported by NHTSA. However, our investigation will tell us if there are more vehicles involved.

**Q5: Is this a recall?**

A5: No. This is not a recall.

**Q6: What if customers have questions or safety concerns regarding this issue, should they go to their dealer?**

A6: We remain confident in the safety of the Lexus All Weather Floor Mats and our vehicles, but if customers have any concerns at all they should feel free to contact our Lexus Customer Experience Center at 1-800-255-3987.

**Q7: Have there been any cases of deaths or injuries?**

A7: There are no reported deaths among the five consumer allegations received by NHTSA. However, there were allegations of three crashes among the five complaints where several injuries may have occurred.

**Q8: How many ES 350 vehicles has Lexus sold that are being investigated?**

A8: There were approximately 87,800 model year 2007 ES 350 vehicles manufactured for sale in the United States.

**Q8a: How many ES 350 All Weather Floor Mats has Lexus sold that are being investigated?**

A8a: There were approximately 22,000 Lexus All Weather Floor Mats for the 2007 model year ES 350 vehicles manufactured for sale in the United States.

**Q9: Didn't NHTSA open several other Defect Investigations regarding the Camry and ES for unintended throttle application or engine surging? Is this new case related to those past investigations?**

A9: The one previous formal investigation (Preliminary Evaluation) concerned 2002 – 2003 model year Camry, Camry Solara and ES 300 vehicles. NHTSA opened a Preliminary Evaluation on March 3, 2004 to investigate 12 consumer complaints alleging that the throttle system did not properly control engine speed on 2002 through 2003 model year Toyota Camry, Solara and ES 300 vehicles. NHTSA closed the Preliminary Evaluation on July 22, 2004 because there was no defect trend indicating that an Electronic Throttle Control failure occurred and NHTSA found nothing abnormal in the control pedal configuration of the subject vehicles.

**Q10: According to the NHTSA website, there seems to be two other investigations. Doesn't that make three investigations?**

A10: NHTSA opened two Defect Petitions in 2005 and 2006. A Defect Petition is the process in which a private citizen or organization can petition the agency to open a Preliminary Evaluation. The Defect Petition process allows the agency to consider the merit of the case and determine whether a formalized Defect Investigation (Preliminary Evaluation) needs to be opened or not. In both the 2005 and 2006 calendar year cases, NHTSA closed the Defect Petition without opening a Preliminary Evaluation.