

PE07-016 2007MY Lexus ES 350 - All-weather floor mat interferes with throttle pedal

[Definition]

Subject vehicles : 2007MY ES350

Subject component : All Weather Mat manufactured for use on the subject vehicles

Alleged Defect :

- A) Excessive engine speed and/or power out put without pressing on the accelerator pedal
- B) Engine speed and/or power out put failing to decrease when no longer depressing the accelerator pedal
- C) Subject component interfering with the operation of the throttle pedal

DOE 5/23/07 To NHTSA

DOE 5/7/07 to CAD & PQSS comp.

4/20/2007

[Questions]

No.	Questions		Note
1	Information on subject vehicles		
	1) Number of vehicles manufactured for sale in the U.S. and detailed information	J-CQE QL	
	a. VIN		
	b. Whether the vehicle was supplied with the subject component	->TMS-PQSS <i>(CAD)</i>	
	c. Date of Manufacture	TMC	
	d. Date warranty coverage commenced	TMC	
	e. The State where the vehicle was sold or leased	TMC	
2	Field Information on alleged defect		
	1) Number of the following		
	a. Consumer complaints, including those from fleet operators	->TMS-PQSS(TMS-CR)	
	b. Field reports, including dealer field report	->TMS-CAD(TMC-C&A), J-CQE Q41 <i>(CAD)</i>	<i>- de with PQSS</i>
	c. Reports involving a crash, injury, or fatality	->identify based on a,b,d,e,f (J-CQE QL)	
	d. Property damage claims	} TMC-Legal(TMS-Legal)	
	e. Third-party arbitration proceedings		
f. Lawsuits (both pending and closed)			
3	Detailed information on the field information		
	1) The following information for each item within the scope of Response #2	J-CQE Q41, TMS-CAD(TMC-C&A), TMC-Legal	
	a. Toyota's file number		
	b. Category of the item (i.e. consumer complaint, field report, etc)		
	c. vehicle owner or fleet name, address, telephone#	->TMS-PQSS	-> After deciding which information must be submitted to NHTSA, J-CQE QL will send a VIN list to TMS-PQSS.
	d. VIN		
	e. Make, model, model year		
	f. Mileage at time of incident		
	g. Incident date		
	h. Report or claim date		
	i. Whether Toyota inspected the vehicle	} TBD PQSS COMP	
	j. Number of mats installed in the driver's footwell		
	k. Type(s) of mat(s) installed in the driver's footwell		
	l. Manufacturer of mat(s) installed in driver's footwell		
	m. Person/entity who installed the driver's side floor mat		
n. Whether floor mat is alleged to be the cause of the incident			
o. Whether Toyota has determined the floor mat was the cause of the incident			
p. Whether a crash is alleged			
q. Whether property damage is alleged			
r. Number of alleged injuries, if any			
s. Number of alleged fatalities, if any			
4	Copies of all documents related to Response #2		
	1) Organize the copies by category and method Toyota used for organizing	Each responsible Dept. <i>CAD & PQSS</i>	

[Questions]			Note
No.	Questions		
5	Warranty claim information which relates to the alleged defect 1) Number of warranty claims, goodwill, extended warranty claims, claims made in accordance with TSB or CSC, and the following information a. Toyota's claim number b. vehicle owner or fleet name and telephone# c. VIN d. Repair date e. Mileage at time of repair f. Repairing dealer's name, telephone#, city and state or ZIP code g. Labor operation number h. Problem code i. Replacement part number(s) and description(s) j. Concern stated by customer k. Comment by dealer/technician relating to claim and/or repair	J-CQE Q41, TMS-PQSS, TMS-CAD(TMC-C&A) CAD SEARCH FOR OTHERS ->TMS-PQSS	J-CQE Q41: Warranty Claim TMS-PQSS: Goodwill, Extended warranty Search Parts: Accelerator pedal Throttle body Engine ECU TMS-CAD(TMC-C&A): Accessory Claim Search Parts: All weather mat After deciding which claims must be submitted to NHTSA, J-CQE will send a VIN list to TMS-PQSS.
6	Additional information which relates to Q5 1) Search criteria used to identify the claims 2) List of all labor operations, problem codes applicable to the alleged defect 3) Terms of the new vehicle warranty coverage on the subject vehicles 4) Extended warranty coverage option(s) offered for the subject vehicles Number of vehicles covered under each such extended warranty	J-CQE QL ->TMS-PQSS(TFS)	
7	TSB and other documents issued by Toyota to the dealers etc. which relates to the subject component or alleged defect (including the copy of document which will be issued within next 120 days)	CAD RESEARCH ALL DEPTS J-CQE Q41, TMS-CAD(TMC-C&A), TMS-PQSS 3/06 - AUG 07	J-CQE Q41: TSB that may relate to the alleged defect A) & B) TMS-CAD(TMC-C&A): TSB or other documents that relates to all weather mat TMS-PQSS: Dealer and region notice for the campaign
8	Consumer letters which relates to the subject component or alleged defect (including the copy of document which will be issued within next 120 days)	TMS-CAD(TMC-C&A), TMS-PQSS RECHECK ALL DEPTS	TMS-CAD(TMC-C&A): Consumer letter that relates to all weather mat TMS-PQSS: Owner letter for the campaign
9	Actions which relate to the alleged defect (analyses, evaluations, etc.) (have been conducted, are being conducted, are planned, or are being planned) 1) Following information and copies of all documents related to the actions a. Action title or identifier b. Actual or planned start date c. Actual or expected end date d. Brief summary of the subject and objective of the action e. Engineering group/supplier responsible for the action f. Brief summary of the findings and/or conclusions resulting from the action	TMS-CAD(TMC-C&A), J-CQE Q41(CQE-LA) ISER DPO - ENG. IAK Pull out all pertaining	J-CQE Q41: Ask CQE-LA if they have done any go-and-see activity that relates to the alleged defect A) & B), unexpected acceleration. Also check whether there are any warranty returned parts(pedal, throttle body, ECU) that relate to the alleged defect A) & C). TMS-CAD(TMC-C&A): Check whether any action have been done that relates to the mat.
10	Modifications or changes made in the subject component (design, material composition, manufacture, quality control, etc.) 1) Following information (including modification or change made within the next 120 days) a. Date on which the modification/change was incorporated into vehicle production b. Detailed description of the modification/change c. Reason for the modification/change d. Part numbers of the original component (service and engineering) e. Part number of the modified component (service and engineering) f. Whether the original unmodified component was withdrawn and if so, when g. When the modified component was made available as a service component h. Whether the modified component can be interchanged with earlier components	Design/Development history - material TMS-CAD(TMC-C&A) Insp Standard, design etc. - also contact supplier what modifications are planned	- design (must include the design change in the mat being planned.) - material - manufacturing process - inspection standard

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[Questions]			Note
No.	Questions		
11	Number of subject components sold, Prohibition of sale, Supplier information, Other vehicles which contain the identical component 1) Number of components sold by part number, month/year 2) Whether Toyota has prohibited sale, if so, date of prohibition and reason 3) Supplier name, address and contact person(name, title and telephone#) 4) Identify the vehicles that contain the identical component <i>ES 350 only</i>	TMS-CAD(TMC-C&A) <i>CAD</i>	-> either through service parts sales or POE vehicle processing
12	Detailed information on installation during POE 1) Vehicle ordering process 2) POE processes that involve floor mats and whether placing floor mats during POE 3) Location of each POE and contact details(name, title, company affiliation and phone#)	TMS-CAD(TMC-C&A) <i>CAD</i> <i>Carpet mats only.</i> -> TBD - <i>Need to discuss w/ her</i>	-> including carpet or non-subject floor mats
13	Installation instruction provided when purchased as a service part 1) Copy of the installation instruction(including packing materials) 2) Copy of any documents discussing the proper installation of floor mats in general (precautions, warning regarding improper installation, etc.) 3) Intended recipient of each document and how it is made available	TMS-CAD(TMC-C&A) <i>CAD</i> J-CQE QL <i>all CARPET & RUBBER</i>	TMS-CAD(TMC-C&A): all documents except for owner's manual J-CQE QL: Owner's manual -> any type and for subject and non-subject vehicles <i>does have to do all mats. ?</i>
14	Explanation of function of engine control push-button 1) Operation of the engine control push-button when the vehicle is at rest, including how its functionality is effected by brake pedal application and gear shift position 2) Any changes in the button's functionality that occurs when the vehicle is in motion	J-CQE QL	
15	Explanation of shift operation 1) Whether there are any normal operating condition that can prevent the transmission from disengaging a drive gear when shifting from "D" to "N" 2) If so, conditions under which this could occur	J-CQE QL	
16	Toyota's assessment of the alleged defect 1) Toyota's assessment of the alleged defect including the following a. Causal or contributory factor(s) b. Risk to motor vehicle safety that it poses c. Adequacy of the warnings provided to the subject component installer regarding the installation and potential hazards that could result d. Reports included with this inquiry, including for each whether Toyota has determined if the vehicle had improperly installed all weather mats, and if so whether Toyota has determined who installed	Create draft: J-CQE QL, TMA-DC Review: related departments <i>CAD Review only</i>	

unit for scope