

**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.