



Special Service Campaign (SSC) – 9LG (Safety Recall) Q&A  
Certain 2007 – 2010 Model Year Lexus ES Vehicles  
Potential Floor Mat Interference with Accelerator Pedal  
January 22, 2010

***Q1: What is the condition?***

A1: As communicated last Fall, the defect is the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to get stuck in the wide open position. A stuck open accelerator pedal may result in very high vehicle speeds and make it difficult to stop the vehicle, which could cause a crash, serious injury or death. Lexus has determined that this defect does not exist in vehicles in which the driver side floor mat is compatible with the vehicle and properly secured.

***Q2: What is Lexus going to do?***

A2: To make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal, any Lexus dealer will remedy the involved ES vehicle. The remedy will entail modification to both the accelerator pedal and the floor surface in the driver's foot-well.

If the vehicle is equipped with a set of optional genuine Lexus All Weather Floor Mats (AWFM), it will be inspected to determine if the AWFM set is of an older design. If it is, the older design AWFMs for the driver and the front seat passenger will be replaced with a newly designed one.

As an additional measure independent of the vehicle-based recall remedy, Lexus will install a newly designed override system on ES vehicles to provide an extra measure of confidence. This system will cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

***Q2a: What will the modified accelerator pedal look like?***

A2a: The accelerator pedal will be modified to slightly decrease the overall foot pad and pedal arm length. Any Lexus dealer will be more than happy to go over the entire repair with the guest. We ask that they make an appointment as soon as possible.

***Q2b: What if a customer is not satisfied with the appearance of the modified accelerator pedal?***

A2b: The change in appearance to the pedal is not noticeable once it is installed in a vehicle. However, in the event a customer is not satisfied, a replacement accelerator pedal will be offered beginning around April, 2010. Customers who have had the remedy completed will have the opportunity to receive a replacement pedal at no charge if desired.

***Q2c: Can I wait to have the accelerator pedal replaced with a newly designed one rather than have my current accelerator pedal modified?***

A2c: Customer safety is important to Lexus. We ask that customers have the accelerator pedal modified as soon as possible to make the vehicle more resistant to an unsecured or incompatible driver's floor mat interfering with the accelerator pedal. Once a newly designed accelerator pedal is available, if the customer is not satisfied with the appearance of the modified pedal, they may request the pedal to be replaced.

***Q2d: Will Lexus send another owner letter when the newly designed accelerator pedal becomes available?***

A2d: There will not be another owner letter sent when the newly designed accelerator pedal is available. If customers are not satisfied with the appearance of the modified accelerator pedal, we ask that they check with their dealership in a few months to see if the newly designed pedal is available.

***Q3: Can you provide me with additional information regarding the override system?***

A3: As an additional measure independent of the vehicle-based recall remedy, Lexus will install a newly designed override system onto the vehicle to provide an extra measure of confidence. This system will cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

***Q4: Are there any warnings that this condition exists?***

A4: Lexus has determined that pedal entrapment can only occur in vehicles where the driver side floor mat is not compatible with the vehicle and/or not properly secured.

To help reduce the risk of incorrect floor mat installation and/or application, we request that customers take out any **removable** driver's floor mat and NOT replace it with any other floor mat until the Safety Recall remedy has been completed on the vehicle. After the Safety Recall remedy has been completed only floor mats designed specifically for the vehicle and are properly secured should be installed on the driver's floor.



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**Q5: What if a customer chooses not to remove the floor mat currently installed in their vehicle, but would like to verify the installation and applicability?**

A5: The customer should be advised to take out any removable floor mat until the Safety Recall remedy has been completed. If the customer chooses not to remove the floor mat, please direct the customer to their local Lexus dealership's Parts or Service Department to verify whether the Lexus floor mat is designed specifically for their vehicle and correctly installed. The floor mat should be removed before driving to the dealership.

**Q5a: What if a customer disposed of their Lexus genuine All Weather Floor Mat (AWFM)? Will he/she still receive a newly designed one?**

A5a: If a customer has disposed of an older design Lexus Genuine All Weather Floor Mat (AWFM), he/she may receive the replacement AWFM's for the driver and front passenger seating positions upon proof-of-purchase of the original set.

**Q6: What if a floor mat is an aftermarket rubberized floor mat?**

A6: Driver's floor mat interference is possible if the mat is incompatible or incorrectly installed. Therefore, consumers need to make sure the floor mats are compatible for their model and model year. Also, they need to be sure they are properly secured using the appropriate retention device (clips). Driver's floor mats should never be stacked. Consumers should never place any floor mat - aftermarket or not on top of another driver's floor mat. Floor mats should also not be flipped over with the bottom-side up.

**Q6a: When will Lexus genuine All Weather Floor Mats (AWFM) be available for purchase?**

A6a: Newly designed AWFM's will be available for retail in sets of (4) after we're able to provide sufficient supply of the (2) front mats as part of the Safety Recall remedy. Please ask guests to check with their Lexus dealership about availability in several months.

**Q7: What if a driver experiences accelerator pedal interference. What should they do?**

A7: Should the vehicle continue to accelerate rapidly after releasing the accelerator pedal, this could be an indication of floor mat interference. If this occurs, Lexus recommends the driver take the following actions:

- First, if it is possible and safe to do so, pull-back the floor mat and dislodge it from the accelerator pedal, then pull over and stop the vehicle.
- If the floor mat cannot be dislodged, then firmly and steadily step on the brake pedal with both feet. Do not pump the brake pedal repeatedly as this will increase the effort required to slow the vehicle.
- Shift the transmission gear selector to the Neutral (N) position and use the brakes to make a controlled stop at the side of the road and turn off the engine.
- If unable to put the vehicle in Neutral, turn the engine OFF by firmly and steadily pushing the button for at least three seconds. Do NOT tap the Engine Start/Stop button. This will not cause loss of steering or braking control, but the power assist to these systems will be lost.

**Q7a: What if a customer has experienced issues with their vehicle and is not willing to drive the vehicle until the remedy has been completed?**

A7a: The defect is the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to get stuck in the wide open position. Lexus has determined that this defect does not exist in vehicles in which the driver side floor mat is compatible with the vehicle and is properly secured. Until the Safety Recall remedy is performed on the vehicle, we request that customers take out any removable floor mat.

**Q8: Are there any other Lexus or Toyota vehicle involved?**

A8: As outlined in the Consumer Advisory issued by NHTSA and Toyota/Lexus, the following vehicles are also involved:

Lexus  
2007- 2010 ES  
2006 - 2010 IS

Toyota  
2005 - 2010 Avalon



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2007 - 2010 Camry  
2004 - 2009 Prius  
2005 - 2010 Tacoma  
2007 - 2010 Tundra

**Q8a:** *Will the other Lexus and Toyota vehicles listed in the Consumer Advisory receive the same Safety Recall remedy?*

A8a: We are currently in the process of developing a remedy for the remaining vehicles. We will notify owners as soon as it is available.

**Q8b:** *When will the remedy for the remaining vehicles be completed?*

A8b: Lexus is currently in the process of developing the remedy and it is very difficult to determine a specific time. However, we anticipate it will take several months.

**Q8c:** *What should customers do if their vehicle is involved in this phase of the Safety Recall, but they haven't received their owner letter?*

A8c: Lexus began mailing Safety Recall Notices by first class mail to certain '07 - '10 ES owners starting in late December, 2009. The owner letters will be spread over several months consistent with parts supply and repair capacity. We ask customers for their patience as we mail the letters.

Until these important remedies are completed, we request that customers take out any **removable** driver's floor mat, place it in the trunk, and NOT replace it with any other floor mat until the Safety Recall remedy has been implemented on the vehicle. In the event a customer chooses not to take out the removable floor mat, Lexus strongly recommends that the customer ensure that the correct floor mat is being used, that it is properly installed and secured, that it is not flipped over with the bottom-side up, and that one floor mat is not stacked over another. Please visit <http://www.lexus.com/floormats> for additional information.

**Q8d:** *Do customers need the owner letter to set-up an appointment with their Lexus dealership?*

A8d: If the Safety Recall remedy has been launched for the specific model, the customer will not need the owner letter to set-up an appointment with their Lexus dealership.

**Q9:** *What if an owner has additional questions or concerns?*

A9: Owners with questions or concerns, are asked to please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Standard Time. They may also consult the information posted at <http://www.lexus.com/floormats>.

**Q9a:** *Will Lexus offer to install the newly designed override system in vehicles that are not included in the Safety Recall?*

A9a: No. The newly designed override system is specifically designed for the models involved in the Safety Recall and not compatible with other vehicles.

**Q9b:** *What other Lexus models currently have the override system installed already?*

A9b: There are currently no other Lexus models with the newly designed override system. However, vehicles with Hybrid systems such as RX400h, RX450h, GS450h, LS600h and HS250h, already contain a motor protection feature that achieves a similar result as the override system newly designed for the non-hybrid models.

**Q9c:** *What if an owner is experiencing unintended acceleration and their vehicle is not involved in this Safety Recall?*

A9c: If a guest feels they are experiencing unintended acceleration with their vehicle, they are requested to immediately contact an authorized Lexus dealer. The Lexus dealer will inspect the operation of the vehicle.

**Q9d:** *Why aren't other models included in this Safety Recall?*

A9d: Other models are not involved in this Safety Recall. Lexus does not have reason to believe that the vehicle's accelerator pedal or floor is configured in a way that creates an unreasonable risk of pedal entrapment. Nevertheless, there is a risk of accelerator pedal entrapment in any vehicle if inappropriate or unsecured floor mats are in use. Please check the driver's side floor area and remove any improperly installed floor mat. Never use an all weather floor mat on top of a removable



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carpeted mat, never install an all weather floor mat upside down, and never use an all weather floor mat that is incompatible with your vehicle.

**Q9e: What if an owner had previously paid for repairs to modify the vehicle's accelerator pedal and/or floor surface for this condition?**

A9ea: If an owner has previously paid for their vehicle's accelerator pedal and/or floor surface to be modified to address this specific condition, they are requested to mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration

Toyota Motor Sales, U.S.A., Inc.  
Lexus Customer Assistance Center, L201  
19001 South Western Avenue  
Torrance, CA 90509

**Q10: Will Lexus clean the vehicle carpet for those owners that followed the Consumer Safety Advisory and removed their floor mats?**

A10: Your Lexus dealership will inspect and clean the driver's carpet as appropriate.

**Q11: How long does it take to install the override system in the ES350? The dealership only has one Techstream and requests the information for planning purposes.**

A11: The dealership should plan for approximately 30 minutes to install the override system. If additional Techstreams are required, please contact Lexus Equipment Solutions @ [www.equipmentsolutions.com](http://www.equipmentsolutions.com) or 1-800-368-6787.

**Q12: At what speed, or under what circumstances, will the newly designed override system cut engine power in case of simultaneous application of both accelerator and brake pedals? The dealership wants to ensure vehicles will not lose power when in situations such as trying to free the car from large amounts of snow, or customers who drive with one foot on the gas and one on the brake will not trigger a power loss.**

A12: The override system will operate when all the following conditions are met:

- 1) Vehicle speed is approximately 6.3mph (10km/h) or above.
- 2) The brake pedal is depressed while the accelerator pedal is depressed

Note: When the throttle opening is below a certain value, resulting in relatively low engine output, normal braking operation creates enough force to stop the vehicle safely. In this case, the override system will not operate.

**Q13: How will customers that drive with two feet affect the ECM? Will the power be reduced?**

A13: Lexus does not condone the use of both feet during normal driving. However, the newly designed override system should not impact customers that choose to do so.

**Q14: When the accelerator and brake are applied at the same time does the new override cut the throttle or fuel?**

A14: The opening of the throttle is decreased to a certain value and fuel is supplied in response to the throttle opening at that time.

**Q15: How will the power of the vehicle be reactivated once the override cuts the power?**

A15: Once the brake pedal is released and the accelerator pedal is depressed, the override system will restore engine power.

**Q16: What other Manufacturers already have an override system in their vehicles?**

A16: The Lexus override system was developed independently. While we're aware other manufacturers have similar systems, we do not have the details.

**Q17: How long do the brake and accelerator need to be depressed simultaneously for engine power to be cut?**

A17: The override system will start its control immediately after the accelerator and brake pedals are depressed simultaneously. The time lag is negligible. The override system control will be maintained until the brake pedal is released.

**Q18: What happens after this vehicle goes into safety mode? Does the customer have to "cycle" the car by turning it off and then back on, or does the ECM reset automatically?**

A18: The vehicle does not go into "safety mode" therefore cycling of the key is unnecessary.

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**Q19: How did Lexus decide what customers were contacted in each wave?**

A19: Lexus sent initial notices to owners who contacted the company about this issue. Subsequent mailings are being sent to affected owners on a random basis.

**Q20: What should a Dealer do if a customer declines the Safety Recall remedy?**

A20: Customer safety is important to Lexus. We request that customers have the accelerator pedal and floor surface in the driver's foot-well modified as soon as possible to make the vehicle more resistant to an unsecured or incompatible driver's floor mat interfering with the accelerator pedal.

We request the dealership to work closely with the customer to address each concern so the customer is comfortable with the remedy. In the event the customer is not satisfied and continues to refuse the remedy, the dealership should document the case in the Repair Order for the dealer's records.

**Q21: How will vehicles with the newly designed accelerator pedal be identified?**

A21: The overall foot pad and pedal arm length will be slightly decreased in the newly designed accelerator pedal, similar to the modified accelerator pedal. In addition, the technical instructions will be updated shortly to reflect identification (white paint mark) on the newly designed pedal arm.

**Q22: After the installation of the override system, will the push-button start logic change?**

A22: The override system does not affect the push-button start.

**Q23: Will the override system affect brake torque diagnostic testing (i.e. is there a "method to turn "off" the override system to test brake torque)?**

A23: The override system will not affect brake torque diagnostic testing. No switch is available to turn off the override system.

**Q24: How do dealers address situations in which customers fail to provide their "older" design AWFMs? Can an "after the fact" op-code be created for owners who are unable to supply the old set when the Safety Recall is completed?**

A24: There will not be a separate operation code provided under the Safety Recall. The labor time for the Safety Recall remedy includes time to install the AWFMs as needed. Should an "after the fact" installation occur the dealer has already been compensated for the labor and expense for the AWFMs would require a separate goodwill claim, authorized by the DSPM.

**Q25: Why are the tibia pads I received in my initial parts order different from those I am receiving in my current part orders?**

A25: In an effort to increase the number of tibia pads available at launch, the initial pads were produced in a separate process. Current tibia pads being shipped to dealers are from the new production line. There may be some noticeable difference in the thickness between the two but both are appropriate parts for use in performing the Safety Recall remedy.

**Q26: If a customer sells their vehicle before conducting the Safety Recall remedy, will subsequent owners be notified?**

A26: Customer safety is important to Lexus. We will conduct subsequent renotifications utilizing new State Department of Motor Vehicle Records.

**Q27: What happens if there is a private party sale to a person who hasn't come in for service? Are we using registration data or only RDR/service info for Safety Recall mailings?**

A27: Lexus is utilizing state vehicle registration records for the owner notification process. Owners should receive a notification letter regardless of whether a vehicle is serviced at a Lexus dealership or not, provided the vehicle is registered.