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Floor mat is reason for sudden acceleration of local Lexus

Days after the event, the [REDACTED] wrote to Toyota Motor Company. The couple showed 6 On Your Side a report from a Toyota field technical specialist who inspected the car.

Toyota says, "Our FTS was unable to duplicate the unintended acceleration that you reported. For the sequence to have occurred as reported to us, two totally different systems would have to fail at exactly the same time. And if properly maintained, the brakes will always override the acceleration."

Toyota replaced the transmission on the couple's Lexus but the [REDACTED] wanted a new car. So they appealed to the National Center for Dispute Settlement.

In its March 6 report, the NCDS writes, "The evidence is insufficient to conclude there is a warrantable defect. The customers' request that the vehicle be repurchased is denied."

[REDACTED] also wrote to the Department of Transportation.

6 On Your Side searched the National Highway Traffic Safety Administration's (NHTSA) Web site and found 14 incidents reported on sudden acceleration for the 2007 Lexus ES350. (To duplicate this search, [click here](#) and put in the vehicle's year, make and model. Then you can select "vehicle speed control" to see the complaints.)

- One owner writes, "My car began to accelerate uncontrollably."
- Another says, "Car did not slow down."
- A third owner says, "It's a miracle I'm alive."

An investigator from the NHTSA came to Sevierville to examine [REDACTED] car. He found something out of the ordinary, a rubber mat on top of the regular floor mat.

Who would have suspected the floor mat? A preliminary report from NHTSA says there are six cases of improperly placed floor mats on cars like [REDACTED]

The regular floor mat is hooked with clips. When the winter mat is put on top of the regular one, there's no way to hook it. Consequently, the rubber mat can slip forward and come over the accelerator pedal.

The [REDACTED] ordered the extra floor mat from their dealer in Kingsport. "When we went to pick up the car, they had installed the winter mat on top of this other mat. So when I saw that done, I thought that must be fine. It's okay because the dealership had done it."

There is a warning label on the winter mat but it's difficult to see. "Do not place on top of existing floor mat," [REDACTED] reads. "It is what, about an eighth of an inch?"

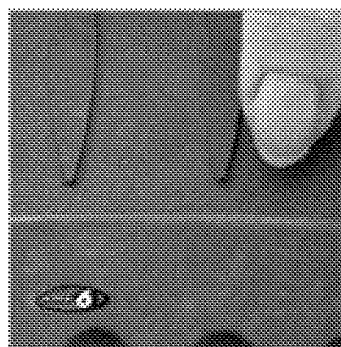
[REDACTED] only recently got back in her Lexus. It has a total of 2,700 miles on it.

Toyota tells 6 On Your Side it is cooperating fully with the [NHTSA in its efforts](#) to investigate the allegations made in the government's preliminary evaluation of the floor mats.

That [floor mat evaluation report](#) shows three crashes so far and seven injuries regarding this issue.



When the winter floor mat is put on top of the regular one, there's no way to hook it.



[REDACTED] is pointing to the warning on the winter floor mat. It's extremely hard to see.

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