



Via Overnight Mail
April 26, 2011

To: Lexus Area Managers

From: Robin LeFevre, National Field Operations Manager

Subject: Safety Recall BLC - **Remedy Available**
Certain 2004 - Early 2007 Model Year RX 330, RX 350 and RX 400h Vehicles
Driver's Side Floor Carpet Cover and Retention Clips

As communicated on Thursday, February 24, 2011, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a Safety Recall on certain 2004 through early 2007 model year RX 330, RX 350 and RX 400h vehicles to replace the driver's side Floor Carpet Cover and Retention Clips.

Background

In certain 2004 through early 2007 model year RX 330, RX 350 and RX 400h vehicles, if the forward retention clip used to secure the driver's side floor carpet cover, which is located in front of the center console, is not installed properly, the cover may lean toward the accelerator pedal and interfere with the accelerator pedal arm. If this occurs, the accelerator pedal may temporarily become stuck in a partially depressed position when returning to the idle position. An accelerator pedal temporarily stuck in a partially depressed position may increase the risk of a crash.

The following information is provided to inform you and your staff of the remedy phase of this Safety Recall and your degree of involvement.

Pre-Owned Vehicles in Dealer Inventory

Lexus requests that dealers not deliver any pre-owned vehicles in their inventory which are involved in this Safety Recall until the defect has been remedied. If a dealer wishes to sell or deliver a pre-owned vehicle covered by this Safety Recall, it is important the dealer clearly communicate to the consumer that the vehicle has been identified by Lexus as subject to a recently announced Safety Recall.

Also, as a reminder, Lexus CPO policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall, such as this Safety Recall BLC. Thus, no affected units may be sold or delivered as a CPO vehicle until the Safety Recall has been completed on that vehicle.

Dealer and Owner Notification

Lexus dealers will be notified of the remedy phase of this Safety Recall the morning of Wednesday, April 27, 2011 via e-mail to the Dealer Principal, General Manager, Service Manager, Parts Manager, Pre-owned Manager and Warranty Administrator.

Lexus will begin mailing Safety Recall Notices by first class mail in phases beginning in early May. The owner letters will be spread over several weeks consistent with parts availability and repair capacity. A sample of the owner letter is attached.

Identification of Covered Vehicles

MODEL	WMI	MY	VDS	START	FINISH
RX 330	2T2	2004	GA31U	C001001	C019006
			HA31U	C001002	C039897
	JTJ	2004	GA31U	0001010	0044873
			HA31U	0001045	0074277
RX 330	2T2	2005	GA31U	C018659	C042888
			HA31U	C039056	C087493
	JTJ	2005	GA31U	0044429	0059262
			HA31U	0074282	0098527
RX 400H	JTJ	2005	HW31U	0001014	0001025
RX 330	2T2	2006	GA31U	C042219	C053399
			HA31U	C086510	C109798
	JTJ	2006	GA31U	0059263	0065897
			HA31U	0098335	0106215
RX 400H	JTJ	2006	GW31U	0001007	0004971
				2000101	2000921
			HW31U	0001035	0049416
				2000103	2007117
RX 350	2T2	2007	GK31U	C001006	C017490
			HK31U	C001008	C027928
	JTJ	2007	GK31U	0001007	0005483
			HK31U	2000449	2017229

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please ask them to *verify coverage by confirming through Dealer Daily/TIS*. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

Remedy Procedures

Refer to TIS for the appropriate Technical Instructions. Technical instructions will be posted on TIS on Wednesday, April 27, 2011.

Parts Ordering

The floor carpet cover and two clips have been kitted together for this Safety Recall.

Part Number	Part Description	Quantity
04001-1340E (Ivory)	Cover Kit, Floor Carpet, CTR LH*	1
04001-1320E (Light Gray)	Cover Kit, Floor Carpet, CTR LH*	1
04001-1330E (Black)	Cover Kit, Floor Carpet, CTR LH*	1

In order to assure sufficient availability of kits for scheduled appointments these kits have been placed on the Dealer Order Solution process. Please refer to the Manual Allocation Control (MAC) report (see sample on next page) posted

in the Lexus Customer Services website for daily and weekly order limits.

Current Campaign MAC Parts							
Part Number	Analyst Code	Special Activity Description	Dealer Ordering Instructions			NAC Release Contact	Inventory Status
			Dealer MAX Quantity	Dealer Order frequency	DOS or MAC Code		

IMPORTANT PARTS ORDERING REMINDER

Effective March 1, 2009, Special Service Campaign (SSC), Limited Service Campaign (LSC) and Customer Satisfaction Program (CSP) parts do not earn obsolescence credits and are not returnable under the Monthly Return Program. Please order parts based only on confirmed appointments and immediate customer needs. Please reference Service and Parts Operations Communication 2009-01 for additional details

Warranty Claim Instructions

The warranty operation codes will be loaded and available for dealer use on Thursday, April 28, 2011. Dealers are required to submit Safety Recall claims using the information below.

Safety Recall	Op. Code	Description	Flat Rate Hour
	1526B1	Replace the floor carpet cover and clips	0.3 hr/vehicle

Note: Flat rate time includes 0.1 hour for Safety Recall administration cost per vehicle for your dealership. Lexus warranty will only accept one claim per vehicle under the terms of the Safety Recall. Please ensure that your dealership checks Dealer Daily or TIS to see if the vehicle has been repaired under the Safety Recall prior to servicing a vehicle.

The interim inspection procedure, B2C, is now superseded by Safety Recall BLC. All B2C procedures must be completed by April 30, 2011. All claims for B2C must be submitted no later than May 31, 2011.

Customer Handling

This Safety Recall is a great opportunity to focus on assuring your customers that their safety remains Lexus' highest priority, which will go a long way toward preserving their faith in your dealers and the Lexus brand. Please ask your dealers to welcome these customers and answer any questions they may have. The attached Q&A is provided to assure a consistent message is communicated.

Media Contacts

For **news media inquires only**. Due to the nature of this Safety Recall, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, **all media contacts** must be directed to Brian Lyons (310) 468-2552 in Corporate Communications. (Please do not provide these numbers to customers or direct dealership associates to call).

Please review this entire package with your staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your understanding and cooperation.

Lexus, a Division of Toyota Motor Sales, USA, Inc.

Attachments

CC: Assistant Area General Managers
Customer Satisfaction Managers District Technical Managers
Customer Services Field Managers Field Product Engineers
Customer Services Operations Managers Vehicle Field Sales Managers
District Service and Parts Managers
District Technical Managers
Field Product Engineers
Pre-Owned Managers
Vehicle Field Sales Managers



Safety Recall BLC - Q&A - **Remedy Notice**
Certain 2004 - Early 2007 Model Year RX 330/350/400h
Driver's Side Floor Carpet Cover and Retention Clips

Q1: What is the condition?

A1: In certain 2004 through early 2007 model year RX330/350/400h vehicles, if the forward retention clip used to secure the driver's side Floor Carpet Cover, which is located in front of the center console, is not installed properly, the cover may lean toward the accelerator pedal and interfere with the accelerator pedal arm. If this occurs, the accelerator pedal may temporarily become stuck in a partially depressed position rather than return to the idle position. An accelerator pedal temporarily stuck in a partially depressed position may increase the risk of a crash.

Q1a: How many retention clips secure the Floor Carpet Cover?

A1a: There are two retention clips, a forward one and a rearward one.

Q2: What is Lexus going to do?

A2: Lexus has completed parts preparations and will now begin mailing remedy owner letters.

Lexus will replace the Driver's side Floor Carpet Cover and Retention clips with newly designed parts. The new Floor Carpet Cover has an additional tab which extends beyond the travel of the accelerator pedal arm, so as not to interrupt the movement of accelerator pedal arm even if the cover is leaning. This will be performed at no charge to the vehicle owner.

Q3: Are there any other Toyota or Lexus models covered by this Safety Recall?

A3: In addition to the RX 330/350/400h vehicles, there are approximately 397,000 Toyota Highlander (2004 - certain 2006 model year) vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period	Number of Vehicles
RX 330/350/400h	Certain 2004 -Early 2007	Mid-February, 2003 to late August, 2006	Approximately 372,000 units
Highlander	Certain 2004 -2006	Mid-August, 2003 to late July, 2006	Approximately 397,000 units

Q4: Are there any warnings for this condition?

A4: If the driver's side Floor Carpet Cover is leaning, the driver may notice it is contacting his/her foot.

Q5: How long will it take to conduct the remedy?

A5: The replacement of the Floor Carpet Cover and retention clips will take approximately 15 minutes. However, it may be necessary for the owner to make the vehicle available for a longer period of time depending upon the dealer's work schedule.

Q6: How is the shape of the new Floor Carpet Cover different from the original one?

A6: The new Floor Carpet Cover has an additional tab which extends beyond the travel of the accelerator pedal arm, so as not to interrupt the movement of the accelerator pedal arm even if the cover is leaning.

Q7: What if an owner has additional questions or concerns?

A7: Owners with questions or concerns are asked to please contact the Lexus Customer Satisfaction 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>.

Q8: What if an owner has previously paid for repair to address the condition described above?

A8: Reimbursement consideration instructions will be provided in the Remedy owner letter.

**Certain 2004 – 2007 Model Year RX330/350/400h
Floor Carpet Cover and Retention Clips
Safety Recall Notice (*Replacement Parts Now Available*)**

[VIN]

Dear Lexus Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 – 2007 Model Year RX330/350/400h vehicles.

What is the condition?

As previously communicated to you, in certain 2004 through 2007 model year RX330/350/400h vehicles, if the forward retention clip used to secure the driver's side Floor Carpet Cover, which is located in front of the center console, is not installed properly, the cover may lean toward the accelerator pedal and interfere with the accelerator pedal arm. If this occurs, the accelerator pedal may temporarily become stuck in a partially depressed position rather than returning to the idle position. An accelerator pedal temporarily stuck in a partially depressed position may increase the risk of a crash.

What is Lexus going to do?

The replacement parts for your vehicle are now available. Lexus will replace the Floor Carpet Cover with one of a different shape as well as both forward and rear retention clips.

What should you do?

- Please contact any Lexus dealer and make an appointment as soon as possible to have the Floor Carpet Cover and both forward and rear retention clips of your vehicle replaced at **no charge** to you.
- The replacement of the cover and clips will take approximately 20 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.lexus.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

Your local Lexus dealer will be more than happy to answer any of your questions. If you require further assistance, you may contact Lexus Customer Satisfaction at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Lexus Customer Assistance
Mail Stop L201
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow us 6-8 weeks to process your request.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

Lexus Division
TOYOTA MOTOR SALES, U.S.A., INC.

Sample



Via Overnight Mail
April 27, 2011

Subject: Safety Recall BLC - **Remedy Available**
Certain 2004 - Early 2007 Model Year RX 330, RX 350 and RX 400h Vehicles
Driver's Side Floor Carpet Cover and Retention Clips

Dear Dealer Principal:

As communicated on Thursday, February 24, 2011, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a Safety Recall on certain 2004 through early 2007 model year RX 330, RX 350 and RX 400h vehicles to replace the driver's side Floor Carpet Cover and Retention Clips.

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Owner Notification

Lexus will begin mailing Safety Recall Notices by first class mail in phases beginning in early May. The owner letters will be spread over several weeks consistent with parts availability and repair capacity. A sample of the owner letter is attached.

Identification of Covered Vehicles

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			HA31U	0001045	0074277
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			HA31U	C039056	C087493
	JTJ	2005	GA31U	0044429	0059262
			HA31U	0074282	0098527
RX 400H	JTJ	2005	HW31U	0001014	0001025
RX 330	2T2	2006	GA31U	C042219	C053399
			HA31U	C086510	C109798
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			HA31U	0098335	0106215
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				2000101	2000921
			HW31U	0001035	0049416
				2000103	2007117
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Media Contacts

- Dealership associates with questions should contact their District Service and Parts Manager.
- For *news media inquires only*. Due to the nature of this Safety Recall, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, *all media contacts* must be directed to Brian Lyons (310) 468-2552 in Corporate Communications. (Please do not provide these numbers to customers or direct dealership associates to call).

Please review this entire package with your staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your understanding and cooperation.

Lexus, a Division of Toyota Motor Sales, USA, Inc.

Attachments

Cc: Customer Satisfaction Manager
General Manager
Parts Manager
Pre-Owned Manager
Sales Manager
Service Manager



Safety Recall BLC - Q&A - **Remedy Notice**

Certain 2004 - Early 2007 Model Year RX 330/350/400h

Driver's Side Floor Carpet Cover and Retention Clips

Q1: *What is the condition?*

A1: In certain 2004 through early 2007 model year RX330/350/400h vehicles, if the forward retention clip used to secure the driver's side Floor Carpet Cover, which is located in front of the center console, is not installed properly, the cover may lean toward the accelerator pedal and interfere with the accelerator pedal arm. If this occurs, the accelerator pedal may temporarily become stuck in a partially depressed position rather than return to the idle position. An accelerator pedal temporarily stuck in a partially depressed position may increase the risk of a crash.

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A3: In addition to the RX 330/350/400h vehicles, there are approximately 397,000 Toyota Highlander (2004 - certain 2006 model year) vehicles covered by this Safety Recall.

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Q6: *How is the shape of the new Floor Carpet Cover different from the original one?*

A6: The new Floor Carpet Cover has an additional tab which extends beyond the travel of the accelerator pedal arm, so as not to interrupt the movement of the accelerator pedal arm even if the cover is leaning.

Q7: *What if an owner has additional questions or concerns?*

A7: Owners with questions or concerns are asked to please contact the Lexus Customer Satisfaction 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>.

Q8: *What if an owner has previously paid for repair to address the condition described above?*

A8: Reimbursement consideration instructions will be provided in the Remedy owner letter.

**Certain 2004 – 2007 Model Year RX330/350/400h
Floor Carpet Cover and Retention Clips
Safety Recall Notice (*Replacement Parts Now Available*)**

[VIN]

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You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.lexus.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Lexus Customer Assistance
Mail Stop L201
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow us 6-8 weeks to process your request.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

Lexus Division
TOYOTA MOTOR SALES, U.S.A., INC.

Sample