



Via Overnight Mail
April 11, 2011

Subject: Safety Recall 9LG Phase 3 - Remedy Available
2008 Through Certain 2011 LX 570 Vehicles
Potential Floor Mat Interference with Accelerator Pedal

Dear Dealer Principal:

As communicated on February 24, 2011, Lexus filed an amendment to the Defect Information Report (DIR) which was filed in October, 2009, with the National Highway Traffic Safety Administration (NHTSA). The amendment added certain 2008 through 2011 model year LX 570 vehicles, as well as two Toyota models.

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.*

To make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal, Lexus dealers are requested to do the following:

- Modify the rigid plastic accelerator pedal (*floor surface modification is not necessary on LX 570 models*).
- If the vehicle is equipped with a set of optional genuine Lexus All Weather Floor Mats (AWFM), it must be inspected to determine if the AWFM set is on an older design. If it is, replace the mats with the newly designed mats.
- Before the vehicle is returned to the customer, inspect the front carpet and floor mat and clean them as appropriate.

After the campaign remedy has been completed, only floor mats designed specifically for the vehicle and which are properly secured should be installed on the driver's floor.

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 9LG. Thus, no affected units may be sold or delivered as a CPO vehicle until the Safety Recall has been completed on that vehicle.

Owner Notification Mailing Date

Lexus will begin mailing Safety Recall Notices by first class mail in phases beginning in mid-April. The owner letters will be spread over several weeks consistent with remedy preparation and repair capacity. A sample of the owner letter is attached.

Identification of Covered Vehicles

MODEL	WMI	MY	VDS	START	FINISH
LX 570	JTJ	2008	HY00W	4000112	4018664
		2009		4018800	4033720
		2010	HY7AX	4032477	4055443
		2011		4051569	TBD

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 **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 and remedy process video. Technical instructions will be posted on TIS on Tuesday, April 12, 2011.

Special Service Tools

Dealers were previously provided with an orbital sander and a reciprocating saw during Phase 1 of this Safety Recall.

Warranty Processing Instructions

The warranty operation code will be loaded and available for dealer use on Tuesday, April 12, 2011. Dealers are required to submit Safety Recall claims using the information below.

Safety Recall	Operation Code	Description	Model	Labor Hours
9LG	1922B1	Reshape the accelerator pedal and inspect and replace the AWFMs	LX 570	0.8/vehicle
	1922B2	Reshape the accelerator pedal		0.8/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.

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 dealership and the Lexus brand. Please welcome these customers and answer any questions they may have. The attached Q&A is provided to assure a consistent message is communicated.

Lexus' usual customer care amenities of car wash and fuel tank fill apply to this Safety Recall. Additionally, one day of rental vehicle expense (to a maximum of \$45) or the cost of pick up and delivery of the customer's vehicle may be claimed if required and subject to the guidelines published in the Safety Recall/Special Service Campaign/Limited Service Campaign General Procedures document on TIS.

Media Contacts

For **news media inquiries 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 this number to customers or direct dealer 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 9LG - Phase 3
2008 Through Certain 2011 LX570 Vehicles
Potential Floor Mat Interference with Accelerator Pedal Q&A
February, 2011

Lexus is now launching Phase 3 of Safety Recall 9LG on 2008 through certain 2011 Lexus LX 570 vehicles for potential floor mat interference with the accelerator pedal.

Q1: What is the condition?

A1: 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 for vehicles covered by Safety Recall 9LG Phase 3?

A2: To make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal, dealerships are requested to do the following:

- Modify the rigid plastic accelerator pedal (*floor surface modification is not necessary on LX570 vehicles*).
- If the vehicle is equipped with a set of optional genuine Lexus All Weather Floor Mats (AWFM), it must 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 positions will be replaced with newly designed mats once the mats are available.
- Before the vehicle is returned to the customer, inspect the front carpet and floor mat and clean them as appropriate.

While this Safety Recall is performed, dealerships will also verify if the vehicle is eligible for other Safety Recalls. Dealerships will make every effort to assure all applicable remedies are performed on the vehicle during the service appointment.

Q2a: Why isn't Lexus installing the brake override system on LX 570 vehicles as a part of this remedy?

A2a: The brake override system is an extra measure of confidence and not a remedy inclusive of our recall announced in 2009. It does not address the root cause of accelerator pedal entrapment, which is interference between the accelerator pedal and an unsecured and/or incompatible floor mat. This is why the remedy specifically addresses the floor mat and the pedal configuration.

Q3: What should owners do until they have the recall remedy performed?

A3: Lexus has determined that the pedal entrapment can only occur in vehicles where the driver's 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 (campaign) remedy has been completed on the vehicle. After the campaign remedy has been completed, only floor mats designed specifically for the vehicle and which are properly secured should be installed on the driver's floor.

Q4: What if a customer chooses not to remove the floor mat currently installed in his/her vehicle, but would like to verify the installation and applicability?

A4: 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 (campaign) remedy has been completed on the vehicle.

If the customer chooses not to take out the floor mat, the customer is requested to contact his/her local Lexus dealership's Parts or Service Department to verify whether the Lexus floor mat is designed specifically for the vehicle and to ensure that it is correctly installed. The floor mat should be removed before driving to the dealership. The dealership will ensure that the vehicle is equipped with the proper floor mat and that it is properly installed. After the campaign remedy has been completed, only floor mats designed specifically for the vehicle and which are properly secured should be installed on the driver's floor.

Q4a: *What if a customer disposed of his/her Lexus genuine All Weather Floor Mat (AWFM)? Will he/she still receive a newly designed one?*

A4a: 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.

Q5: *What if a floor mat is an aftermarket rubberized floor mat?*

A5: Driver's floor mat interference is possible if the floor mat is incompatible or incorrectly installed. Therefore, consumers need to make sure the floor mats are compatible for his/her 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.

Q6: *Which and how many vehicles are covered by this Safety Recall?*

A6: There are approximately 17,000 LX 570 (2008 through certain 2011 model year) vehicles sold in the U.S. market are involved in this safety recall.

Model Name	Model Year	Production Period	Number of Vehicles
LX 570	2008 - 2011	Mid-July, 2007 to TBD	17,000
4Runner	2003 - 2009	Mid-May 2002 to mid-August 2009	602,700
RAV4	2006 - 2010	TBD	761,000

Q7: *Are there any other Lexus or Toyota vehicles covered and what is Lexus' timing for announcing the remedy on the covered vehicles?*

A7: The following chart illustrates the covered vehicles and the Remedy Launch Date (Additional details will be provided as they become available).

Safety Recall No.	Phase	Model	Launch Day	Owner Letter Start
9LG	1	2007 - 2010 Lexus ES	12/21/2009	12/31/2009
	2	2006 - 2010 Lexus IS	4/5/2010	4/23/2010
	3	2008 - 2011 Lexus LX 570	TBD	TBD
90L	1	2007 - 2010 Camry/Camry HV (Denso)	02/02/2010	02/16/2010
	2	2007 - 2010 Camry (CTS)	02/04/2010	02/16/2010
	3	2005 - 2010 Avalon (CTS)	02/23/2010	03/01/2010
	4	2008 - 2010 Highlander HV	03/22/2010	03/30/2010
	5	2004 - 2009 Prius	04/12/2010	04/23/2010
	6	2008 - 2010 Highlander (Non-Hybrid), 2007 - 2010 Tundra,	04/16/2010	Highlander - 04/30/2010 Tundra - 05/05/2010
	7	2009 - 2010 Corolla, 2009 - 2010 Matrix,	06/08/2010	06/21/2010
	8	2007 - 2010 Camry (Sport Pedal)	07/02/2010	07/16/2010
	9	2009 - 2010 Venza 2005 - 2010 Tacoma,	7/16/2010	08/02/2010 (Tacoma) 7/28/2010 (Venza)
	10	2003 - 2009 4Runner	2/24/2011	Mid-March, 2011
	11	2006 - 2010 RAV4	Late March, 2011	Early April, 2011

Q7a: *Why aren't all Lexus vehicles covered by this Safety Recall receiving the brake override system (BOS)?*

A7a: The brake override system is an extra measure of confidence and not a remedy inclusive of our recall announced in 2009. It does not address the root cause of accelerator pedal entrapment, which is interference between the accelerator pedal and an unsecured and/or incompatible floor mat. This is why the remedy specifically addresses the floor mat and the pedal configuration.

Q7b: What should customers do if his/her vehicle is covered in this phase of the Safety Recall, but they haven't received his/her owner letter?

A7b: Lexus will begin mailing Safety Recall Notices by first class mail to owners of 2008 through certain 2011 Lexus LX 570 vehicles in early April, 2011. The owner letters will be spread over several weeks consistent with remedy preparation and repair capacity. We ask customers for their patience as we mail the letters.

Until these important remedies are completed, 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 (campaign) remedy has been completed on the vehicle. After the campaign remedy has been completed, only floor mats designed specifically for the vehicle and which are properly secured should be installed on the driver's floor.

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.

Q7c: Do customers need the owner letter to set-up an appointment with his/her Toyota dealership?

A7c: If the safety recall remedy has been launched for the specific model and accelerator pedal, customers will not need the owner letter to set up an appointment with his/her Toyota dealership.

Q7d: Is there a greater potential for floor mat interference with the accelerator pedal in these models? Why is Lexus including the LX 570 now?

A7d: There is a risk of accelerator pedal entrapment in any vehicle, regardless of manufacturer or model, if inappropriate or unsecured floor mats are in use. Nevertheless, in the interest of customer safety and satisfaction, Lexus has decided to include this additional model in this Safety Recall.

Q8: What if an owner has additional questions or concerns?

A8: 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 Time. They may also consult the information posted at <http://www.lexus.com/floormats>.

Q8a: What if an owner has previously paid for repairs to modify the vehicle's accelerator pedal to address this condition?

A8a: Owners that have previously paid for their vehicle's accelerator pedal to be modified to address this specific condition 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

Q8b: What if an owner has experienced unintended acceleration and his/her vehicle is not covered in either of these safety recalls?

A8b: If an owner of a Lexus vehicle that is not covered by these recalls believes that he/she has experienced unintended acceleration with their vehicle, they are requested to immediately contact an authorized Lexus dealer. The Lexus dealer will evaluate the consumer's complaint.

Q8c: Why aren't other models included in this safety recall?

A8c: Other models are not covered 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 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.

Q9: What will the modified accelerator pedal look like?

A9: The accelerator pedal will be modified to slightly decrease the overall foot pad and pedal arm length. Any local Lexus dealer will be more than happy to go over the entire repair with the customer. We ask that they make an appointment as soon as they receive their owner notification letter.

Q9a: What if a customer is not satisfied with the appearance of the modified accelerator pedal?

A9a: 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. Customers who have had the remedy completed will have the opportunity to receive a replacement pedal at no charge if desired.

Q9b: Can I wait to have the accelerator pedal replaced with a newly designed one rather than have my current accelerator pedal modified?

A9b: Customer safety is important to Lexus. We ask that customers have the 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.

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

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

Q11: What if a driver experiences accelerator pedal interference. What should they do?

A11: 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 Engine Start/Stop 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.
 - If the vehicle is equipped with a conventional key-ignition, turn the ignition key to the ACC position to turn off the engine. Do NOT remove the key from the ignition as this will lock the steering wheel.

**2008 Through Certain 2011 Model Year Lexus LX570 Vehicles
Potential Floor Mat Interference with Accelerator Pedal
Safety Recall Campaign**

Please make an appointment with your local Lexus Dealer to have this important remedy completed.

[VIN]

Dear Lexus Owner:

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 2008 through certain 2011 model year Lexus LX570 vehicles.

What is the Condition?

- 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.

What will Lexus do?

- To make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal on your vehicle, any Lexus dealer will remedy your vehicle at **NO CHARGE** to you. The remedy will entail modifying the accelerator pedal.
- If your 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 AWFM's for the driver and the front seat passenger will be replaced with newly designed ones at **NO CHARGE** to you.
- Before the vehicle is returned to you, Lexus will inspect the driver's carpet and will clean it if necessary at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact your authorized Lexus dealer to make an appointment to have these important remedies performed on your vehicle as soon as possible.

The remedy will take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until these important remedies are completed, we request that you take out ***any removable*** driver's floor mat, place it in the trunk, and NOT replace it with any other floor mat until the campaign remedy has been implemented on your vehicle. ***If you have an optional genuine Lexus All Weather Floor Mat, please bring it to the dealership at the time of your remedy.***

In the event you choose not to take out your removable floor mat, Lexus strongly recommends that you 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.

What should you do if you experience accelerator pedal interference?

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 you 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 Engine Start/Stop 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.

Please place this letter in your Owner's Manual for future reference.

What if you have other questions?

Please visit <http://www.lexus.com/floormats> for further information. Your local Lexus dealer will be more than happy to answer any of your questions as well. If you require further assistance, you may 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. Your satisfaction is extremely important to us. In the event you are not satisfied with the modification of your accelerator pedal after it is completed, a replacement accelerator pedal will be offered. Customers who have had the remedy completed will have the opportunity to receive a new pedal at no charge if desired.

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 Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

What if you have previously paid for your vehicle's accelerator pedal to be modified to address the same condition described above?

If you have previously paid for your vehicle's accelerator pedal to be modified to address the same condition described above, please mail a copy of your 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, L201
19001 South Western Avenue
Torrance, CA 90509

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 vehicle lessee within ten days of your receipt of this letter.

We have sent this notice in the interest of your continued satisfaction with our products.

Thank you for driving a Lexus.

Sincerely,

Sample