

Original sent 2/24/11  
Update sent 3/7/11



**Update 3/7/2011: Operation Codes have been added**

**Previous versions of these documents should be discarded**

Via Overnight Mail  
February 24, 2011

**Subject: Safety Recall BLB  
2006 - Early 2007 Model Year GS 300 and GS 350 AWD Vehicles  
Plastic Pad Embedded into the Floor Carpet**

Dear Dealer Principal:

On Thursday, February 24, 2011, Lexus will file 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 2006 through early 2007 model year GS 300 and GS 350 AWD vehicles.

In 2006 through early 2007 model year GS 300 and GS 350 AWD vehicles, in the event that the floor carpet around the accelerator pedal is not properly reinstalled in the correct position after a service operation, there is a possibility that the plastic pad embedded into the floor carpet may interfere with the operation of the accelerator pedal arm. If this occurs, the accelerator pedal could 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.

Lexus dealers are requested to inspect and, if necessary, modify the shape of the plastic pad which is embedded into the vehicle's floor carpet.

The following information is provided to inform you and your staff of the filing of the DIR for this Safety Recall and your degree of involvement.

#### Owner Notification Mailing Dates

The owner notification will commence in early March 2011. The letters will be sent over several weeks consistent with repair capacity. The Lexus Q&A is attached for your use when responding to customer questions.

Only owners of the affected vehicles will be notified. If your dealership is contacted by an owner who would like to know if their vehicle is affected, please verify vehicle eligibility by confirming through TIS. The affected VINs will be posted on TIS on Friday, February 25.

#### 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 and that the consumer will be notified by Lexus when the remedy is available.

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

#### Remedy Procedures

Refer to TIS for the appropriate Technical Instructions and additional information. Technical Instructions will be posted on TIS on February 25, 2011.

#### Parts Ordering

No parts will be required for this remedy.

Identification of Affected Vehicles

Model	WMI	Model Year	VIN Range	
			VDS	Range
GS 300 AWD	JTH	2006	CH96S	0001017 - 0021080
GS 350 AWD	JTH	2007	CE96S	0001838 - 0002349

Warranty Processing Instructions

The warranty operation codes will be loaded and available for dealer use late next week (week of February 25, 2011).

Safety Recall	Op. Code	Description	Model	Labor Hours
BLB	1522B1	Inspect and modify the plastic pad embedded into the Floor Carpet	All	0.7 hr/vehicle

- Flat rate time includes 0.1 hour for Safety Recall administrative 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 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.

Attachment

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

**2006 through Early 2007 Model Year GS 300/350 AWD  
Plastic Pad Embedded in the Floor Carpet  
Safety Recall Notice - BLB**

**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 certain 2006 through early 2007 model year GS300 and GS350 All Wheel Drive (AWD) vehicles.

**What is the condition?**

In 2006 through early 2007 model year GS300 and GS350 AWD vehicles, there is a possibility that the Plastic Pad embedded into the floor carpet may interfere with the operation of the accelerator pedal arm in the event that the floor carpet around the accelerator pedal is not properly installed. If this occurs, the accelerator pedal could 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.

**What will Lexus do?**

Any authorized Lexus dealer will modify the shape of the Plastic Pad, which is embedded into the vehicle's floor carpet. This modification will be conducted at **NO CHARGE** to you.

**What should you do?**

***This is an important Safety Recall***

Please contact any Lexus dealer to make appointment to have the remedy performed on your vehicle as soon as possible.

The remedy will take approximately 30 minutes hours. 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/owners](http://www.lexus.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What if you have other questions or concerns?**

***Your local Lexus dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.*** 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 Standard 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, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

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 inconveniences this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

LEXUS DIVISION  
TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE



Safety Recall BLB Q&A  
2006 - Early 2007 Model Year GS 300 and 350 AWD vehicles  
Plastic Pad Embedded into the Floor Carpet

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

A1: In 2006 through early 2007 model year GS300 and GS350 AWD vehicles, in the event that the floor carpet around the accelerator pedal is not properly reinstalled in the correct position after a service operation, there is a possibility that the Plastic Pad embedded into the floor carpet may interfere with the operation of the accelerator pedal arm. If this occurs, the accelerator pedal could 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.

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

A2: Owners of involved vehicles will receive a Safety Recall notification by first class mail beginning in early March 2011. Lexus dealers will modify the shape of the Plastic Pad which is embedded into the vehicle's floor carpet. This modification will be conducted at **no charge** to the vehicle owner.

**Q3: *Which and how many vehicles are covered by this Safety Recall?***

A3: There are approximately 20,000 GS300/350 AWD (2006 - Early 2007 model year) vehicles sold in U.S. market involved in this safety recall.

Model Name	Model Year	Production Date	Number of Vehicles
GS300 AWD	2006	January, 2005 to late July, 2006	Approximately 19,500 units
GS350 AWD	2007	Mid-July, 2006 to mid-August, 2006	Approximately 500 units

**Q3a: *Why are only the AWD models involved?***

A3a: The accelerator pedal for the AWD model is a different design from the 2WD model.

**Q3b: *What is the production period for affected models?***

A3b: The affected Lexus GS 300/350 AWD vehicles were produced from January 2005 to August 2006.

**Q4: *What is the purpose of the Plastic Pad ?***

A4: The Plastic Pad is installed to minimize wear and dirt transfer from the driver's foot to the vehicle's floor carpet.

**Q5: *Are there any other Toyota or Lexus vehicles covered by this Safety Recall?***

A5: No, this Safety Recall only covers 2006 through early 2007 Model Year Lexus GS 300 and 350 AWD vehicles only. Rear wheel drive GS 300 and 350 vehicles are **not** covered.

**Q6: *Are there any warnings that this condition will occur?***

A6: No, there are no warnings that this condition will occur.

**Q7: *How long will the modification take?***

A7: The modification will take approximately 30 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 schedule.

**Q8: *Why are the vehicles covered by this Safety Recall not receiving a BOS system?***

A8: The modification is addressing the possibility of the Plastic Pad interfering with the operation of the accelerator pedal arm when the accelerator pedal is depressed. The BOS system is not an appropriate remedy for this condition.

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

A9: Owners with questions or concerns are requested to 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 Standard Time.



**Kathy Wachs/Lexus/Toyota**

03/08/2011 07:54 AM

To

cc

bcc

Subject: Operation Code for Safety Recall BLB

The operation code for Safety Recall BLB will be available for dealers to apply to their DMS on Wednesday, March 9.

The operation code for this recall is:

1522B1      Modify the plastic pad embedded in the floor carpet      0.7  
hours/vehicle

Thank you for your support.



**Kathy Wachs**

Vendor Relations Administrator, Sr.  
Lexus Service & Parts Operations  
Tel. 310.468.4968    Fax 310.381.4293  
<http://tv/lexusps>





**Kathy Wachs/Lexus/Toyota**

03/09/2011 01:20 PM

To

cc

bcc [REDACTED]

Subject Safety Recall BLB Templates and Practice Carpet Pads

Please be advised that templates and practice carpet pads for Safety Recall BLB have been shipped to the attention of the Service Manager at each dealership. The UPS Next Day boxes with these materials should be received by Thursday, March 10, 2011.

Thank you for your continuing support of this Safety Recall.



**Kathy Wachs**

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