

# TOYOTA

**Toyota Motor Sales, U.S.A., Inc.**  
19001 South Western Avenue, S207  
Torrance, CA 90509-2991

TMS-NTC-11228  
September 29, 2011

Kelly Schuler  
Recall Management Division  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Re: Toyota Safety Recalls 09V-023, 09V-388, 10V-023, 10V-384, 11V-029 and 11V-115 Dealer Notification Letter for Owner Follow-Up Notice

Dear Ms. Schuler,

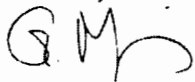
Please find attached, for your records, representative copies of the previously approved Owner Notification Letters for a Follow-Up Owner Notification on the following Toyota and Lexus vehicles:

NHTSA campaign ID	Toyota campaign No.	Vehicles Covered
09V-023	90B	Certain '04 MY Sienna
09V-388	90L	'07 - certain '10 MY Camry '04 - certain '09 MY Prius
10V-023	90L	'08 - certain '10 MY Highlander and Highlander HV
10V-384	A0J	Certain '05 – '08 MY Corolla and Matrix
11V-029	BLA	'06-'07 GS300/350 '06-'09 IS250 '06-'08 IS350
11V-115	BLB	'06-'07 GS300/350 AWD

These documents are being submitted in accordance with regulation 49 CFR 573.6 (c)(10).

If you have any questions regarding this matter, please contact me at (310) 468-3392.

Sincerely,



George Morino  
National Manager, Quality Compliance

Attachments:

- Lexus 11V-029 (BLA) Owner Notification Letter
- Lexus 11V-115 (BLB) Owner Notification Letter
- Toyota 09V-023 (90B) Owner Notification Letter
- Toyota 09V-388 (90L) Owner Notification Letter
- Toyota 10V-023 (90L) Owner Notification Letter
- Toyota 10V-384 (A0J) Owner Notification Letter



Lexus Division  
Toyota Motor Sales, U.S.A., Inc.  
1700 South Western Avenue  
P.O. Box 2701  
Irvine, CA 92613-2701

**2006 through Early 2007 Model Year GS 300/350 AWD  
Plastic Pad Embedded in the Floor Carpet  
SAFETY RECALL FOLLOW-UP NOTICE**

**URGENT**

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 GS 300 and GS 350 All Wheel Drive (AWD) vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

**What is the condition?**

In 2006 through early 2007 model year GS 300 and GS 350 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 an appointment to have the remedy performed on your vehicle as soon as possible. The remedy will take approximately 30 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](http://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 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 the **Lexus Customer Assistance Center** 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, 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 [www.safercar.gov](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.

Spanish translation on back side  
Traducción en español en el reverso