

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

TMS-NTC-12080  
April 16, 2012

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

Re: Toyota Safety Recalls 08V-162, 10V-346 and 11V-113 Dealer Notification Letter for Owner Follow-Up Notice

To whom it may concern,

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

NHTSA campaign ID	Toyota campaign No.	Vehicles Covered
08V-162	80A	Certain 2003 through 2004 Corolla and Corolla Matrix
10V-346	ALF	Certain 2003 through 2007 MY LX470
11V-113	9LG	2008 Through Certain 2011 MY LX570

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

Sincerely,



George Morino  
National Manager, Quality Compliance

Attachments:

- Lexus 10V-.346 (ALF) Owner Notification
- Lexus 11V-113 (9LG) Owner Notification
- Toyota 08V-162 (80A) Owner Notification

**URGENT**

This is an important Safety Recall.  
The remedy will be performed at  
**NO CHARGE** to you.

**Lexus Division**  
**Toyota Motor Sales, U.S.A., Inc.**  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991

**2008 Through Certain 2011 Model Year Lexus LX 570 Vehicles**  
**Potential Floor Mat Interference with Accelerator Pedal**  
**SAFETY RECALL CAMPAIGN 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 2008 through certain 2011 model year Lexus LX 570 vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

**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 AWFMs 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 one 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 [www.lexus.com/floormats](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 [www.lexus.com/floormats](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 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 [www.safercar.gov](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,

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

Spanish translation on back side  
Traducción en español en el reverso