



Via Overnight Mail  
February 24, 2011

Subject: Safety Recall 9LG (Interim 92G) - Phase 3 - **Preliminary Notice**  
2008 Through Certain 2011 LX570 Vehicles  
Potential Floor Mat Interference with Accelerator Pedal

Dear Dealer Principal:

On Thursday, February 24, 2011, Lexus will file an amendment to the Defect Information Report (DIR) which was filed in October, 2009, with the National Highway Traffic Safety Administration (NHTSA). The amendment will add 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, dealerships will be 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 AWFM's 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.

Lexus is currently preparing remedy parts and procedures for this condition. 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.

The following preliminary 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 Date

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.

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. *During the preliminary phase of this Safety Recall affected vehicles will be identified with a '92G' code.*

#### Implementation at Dealerships

Technical instructions, parts information, and warranty claim submission instructions will be provided when remedy preparations are complete and parts are available. All associates who have a part in this Safety Recall should be familiar with the contents of this letter.

## New and Pre-Owned Vehicles in Dealer Inventory

As required by Federal law, dealers are not to deliver any new vehicle in their inventory, which is covered by a Safety Recall, until the necessary remedy has been performed. Vehicles covered by the Safety Recall are identified on TIS under Safety Recall "92G".

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.

Until the instructions to modify the accelerator pedals are made available, dealerships are requested to semi-permanently install the driver's position floor mat in new or pre-owned vehicles covered by this Safety Recall. Read and follow the attached technical instructions using specified materials which can be found at local hardware and office supply stores. **This will assure the floor mats are not removable.** We recommend the Service Department designate associates to conduct this installation to assure that the involved vehicles are handled consistently.

It is important the dealer clearly communicate to the consumer that the vehicle has been identified by Lexus as subject to a recently amended Safety Recall and that the consumer will be notified by Lexus when the remedy part are available. The dealership is also requested to inform the customer that the floor mats have been semi-permanently installed to the vehicle until the accelerator pedal can be modified.

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.

## 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.

## 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



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 AWFM's 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.

**Safety Recall 9LG (INTERIM 92G) 2008 Through Certain 2011 LX 570  
Floor Mat Inspection, Application and Semi-Permanent Installation Instructions**



**Read these important warnings BEFORE installing ANY type of Floor Mat.**

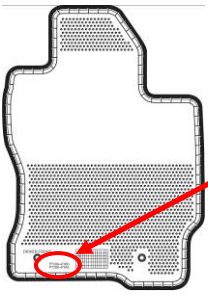
**A. General Floor Mat Warnings**

- Only install floor mats designed specifically for that model and model year. Check for correct model name and part number on the packaging label to confirm vehicle application.
  - Never install a floor mat if you are uncertain of the model application.
  - Never install the floor mat upside down or turned over for any reason.
  - Only install the driver's floor mat in the driver's foot area.
- Always properly secure the driver's floor mat using the retaining hooks (clips) supplied in the bag with the floor mats (in the case of Lexus with the carpet floor mats). Follow the floor mat retention clip installation instruction supplied with the clips. If the mat is properly secured and you have confirmed vehicle applicability, it will not interfere with the accelerator pedal.
- **After the driver's mat is secured by the retaining hooks (clips) semi-permanently install the floor mat to the vehicles using the self-locking nylon tie-wraps mentioned in the instructions below.**
  - Never install the front driver's floor mat without all retaining hooks (clips) securing the mat firmly in place and the self-locking nylon tie-wraps semi-permanently installing the floor mat to the vehicle.
- The retaining hooks (clips) are designed to accommodate only one floor mat at a time.
  - Do not install another floor mat(s) on top of an existing driver's floor mat.
- After installation, always check the operation of the accelerator, and brake (if applicable) pedals to assure the floor mat does not interfere with them.
- Carefully read the warning tag attached to the driver's floor mat regarding installation.

**B. Floor Mat Inspection Instructions and Application Information**

- **Before placing a floor mat in a vehicle, be familiar with the procedure outlined below.**
  - **Identify the correct driver's floor mat for the specific vehicle application.**
  - **Correctly install the driver's floor mat.**
- Regularly verify the correct floor mat is securely installed in the appropriate model using the retaining hooks (clips).
- Regularly verify the correct driver's floor mat is semi-permanently installed in the appropriate model using the self-locking nylon tie-wraps.

**NOTE: Use the Application Information Chart provided or the Accessory Parts Catalog to verify mat-to-vehicle application.**

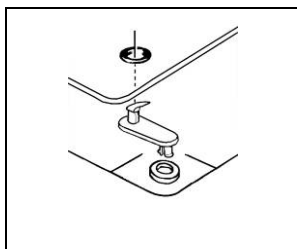


PT548-33070

Driver's floor mat part number is located on the bottom of the back side of the mat. (Location may vary by mat)

(Carpet Mat Application Information Chart)

Part Number	2008	2009	2010	2011	Mat Description	
					Color	Type
PT206-LX086-01	X	X	X		Gray	Standard
PT206-LX086-10	X	X	X		Ivory	Standard
PT206-LX096-07		X	X	X	Dark Brown	Standard
PT206-LX114-20				X	Black	Standard
PT206-LX088-01	X	X	X		Gray	Premium
PT206-LX088-10	X	X	X		Ivory	Premium
PT206-LX118-20				X	Black	Premium



1. If a floor mat other than what is listed above (Lexus AWMF or aftermarket mat) is found in the vehicle, remove the mat from the driver's position and take appropriate action to assure the incorrect mat is not reinstalled.
2. Make sure the driver's floor mat is properly secured by the retaining hooks (clips). Confirm that the retaining hooks (clips) are secured into the grommet holes in the vehicle's floor (carpet).

**Warning: Do not stack the floor mats in any vehicle. The retaining hooks (clips) are designed to accommodate only one floor mat at a time.**



## C. Driver's Position Semi-Permanent Installation

### 1. Necessary Materials

- Self-locking nylon tie-wraps (Rated at 50 pounds minimum, 0.19 inches wide and 17 inches long)
- Easy Peel Labels (Use Avery® 5260™)
- Thin Flat-Head Screwdriver
- Fine-Pointed Punch
- Ruler
- Diagonal Cutting Pliers



### 2. Locate, align & punch driver's floor mat.

- a) Align & punch directly in front of the driver's seat outboard mounting bracket in the location shown (see red circle in illustration).
- b) Punch the hole into the lower left driver's floor mat as indicated in step 2a. If necessary, enlarge the hole with a thin flat-head screwdriver.



### 3. Route & fasten self-locking nylon tie-wraps.

**STOP** Self-locking nylon tie-wraps must be rated at 50 pounds minimum, be 0.19 inches wide and 17 inches long.

- a) Route and fasten the self-locking nylon tie-wrap through the floor mat and under the seat mounting bracket as illustrated.
- b) Tighten the self-locking nylon tie-wrap to remove slack, but do not apply tension or displace the secured floor mat from the clipped position.

#### NOTE:

**Two tie-wraps to joined in series may be required to complete routing.**

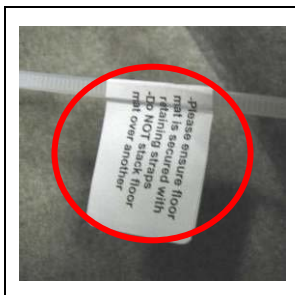


### 4. Verify correct installation.

- STOP**
- a) **Confirm clearance to electrical wiring connectors and any moving components.**
  - b) Verify the self-locking nylon tie-wraps are not too loosely or too tightly fastened as illustrated.
  - c) Verify the floor mat does not interfere with the accelerator pedal throughout its range of travel.

#### NOTE:

**Trim excess portion of self-locking nylon tie-wraps and conceal the self-locking portion of the tie-wrap under the seat bracket and/or floor mat.**



### 5. Install Labels

- STOP**
- a) Install a label on the self-locking nylon tie-wraps, secured to the seat mounting brackets.
- NOTE: Print on Avery® 5260™ using the template provided.**
- b) Make sure to fold over the label so the text is visible from both sides.

### 6. Check the following pedal operation (fully depress the pedal) to assure the floor mat does not interfere with it. Make sure the vehicle is turned off and in the "Park" position when testing:

- Accelerator Pedal
- Brake Pedal





Kathy Wachs / Service & Parts Operations  
Lexus Customer Services  
February 24, 2011  
Approved by: Al Smith

To: All Lexus Dealers  
From: Lexus Customer Services

**Safety Recall 9LG – Phase 3 – Preliminary Notice**  
**2008 Through Certain 2011 LX 570 Vehicles**  
**Potential Floor Mat Interference with Accelerator Pedal**

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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.

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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



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February, 2011

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- 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 AWFM's 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.



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### **Toyota Announces Two Voluntary Recalls and Amends Potential Floor Mat Interference Recall Announced in 2009**

Toyota Motor Sales, U.S.A., Inc., today announced that it will conduct a voluntary safety recall of approximately 20,000 2006 and early 2007 Model Year GS 300 and GS 350 All-Wheel Drive vehicles to modify the shape of the plastic pad embedded in the driver's side floor carpet. In the event that the floor carpet around the accelerator pedal is not properly replaced 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. If this occurs, the accelerator pedal may become temporarily stuck in a partially depressed position rather than returning to the idle position.

Toyota will also voluntarily recall approximately 372,000 2004 through 2006 and early 2007 RX 330, RX 350, and RX 400h vehicles, and approximately 397,000 2004 through 2006 Highlander and Highlander HV vehicles to replace the driver's side floor carpet cover and its two retention clips. If the forward retention clip used to secure the 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 become temporarily stuck in a partially depressed position rather than returning to the idle position.

Separately, Toyota has amended its recall from November 2009, adding three models to address the potential for unsecured or incompatible floor mat entrapment of the accelerator pedal. The models added include:

- Approximately 603,000 2003 through 2009 4Runner
- Approximately 17,000 2008 through 2011 Lexus LX 570; and
- Approximately 761,000 2006 through 2010 RAV4

To read the complete press release, please visit the Toyota USA Newsroom at <http://pressroom.toyota.com/pr/tms/toyota-announces-two-voluntary-192803.aspx>