

TMS-NTC-12172  
July 30, 2012

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

Re: Toyota Safety Recall 12V-305 – Dealer Notification Remedy

To whom it may concern,

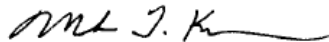
Please find attached the Dealer Notification - Remedy Letter for Toyota Safety Recall 12V-305 on the following Lexus vehicles:

- 2010 Model Year RX350 and RX450h

We will send a DVD with the video links mentioned in the Remedy Instructions under separate cover due to the size of the video file.

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

Sincerely,



Quality Compliance Assistant Manager

Attachments:

- Lexus 12V-305 (9LG Ph4) Dealer Notification (Remedy)



Via Overnight Mail  
July 25, 2012

**Subject: Safety Recall 9LG (Interim 92G) - Phase 4 - Remedy Available**  
2010 Model Year RX350 and RX450h Vehicles  
Potential Floor Mat Interference with Accelerator Pedal

Dear Dealer Principal:

As previously announced in June 2012, Lexus filed an amendment to the Defect Information Report (DIR) with the Nation Highway Traffic Safety Administration (NHTSA) for Safety Recall 9LG. The amendment added 2010 model year RX 350 and RX450h vehicles.

**This communication is to inform you that Lexus has completed Remedy preparations and will begin the owner notification.**

### Background

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 RX 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 of 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. Refer to [www.lexusasg.com](http://www.lexusasg.com) to verify the correct floor mat part number.

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 early August, 2012. The owner letters will be spread over several weeks. A sample of the owner letter is attached.

## Identification of Covered Vehicles

There are approximately 154,000 model year 2010 RX 350 and RX 450h vehicles covered by this Safety Recall in the United States.

MODEL	WMI	MY	VDS	START	FINISH
RX 350	2T2	2010	BK1BA	C001056	C080412
			ZK1BA	C001035	C041433
	JTJ		BK1BA	2000160	2432473
			ZK1BA	2000116	2410947
RX 450h	JTJ		BC1BA	2000136	2415865
			ZB1BA	2000108	2403581

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.

## Special Service Tools

Dealers were previously provided with an orbital sander and a reciprocating saw during Phase 1 of this Safety Recall. The template and shape gauge that will be used to modify the RX pedal is the same as the ES template and shape gauge provided in Phase 1 of 9LG. If you need additional shape gauges or templates please contact your Area representative.

## All Weather Floor Mat (AWFM) Replacement

This only applies to customers who currently have an All Weather Floor Mat (AWFM). Please confirm the customers AWFM is the most current part number listed below. If the floor mat is not the most current part number listed below, please replace the non-compatible or older design AWFM with the new AWFM set listed below:

Part Number	Description	Color
*PT908-48102-02	4PC AWFM BLK	Black

\*AWFMs replaced under this Safety Recall have been placed on Warranty Parts Recovery.

- To assure the AWFMs are rendered unusable, please cut them prior to return.
- Floor mats that are not returned will result in the claim being debited.
- If a customer has disposed of their non-compatible or older design Lexus genuine AWFM, he/she may receive the replacement AWFM set upon proof-of-purchase of the original set. Please return a copy of the proof-of-purchase stapled to the repair order in an envelope in lieu of the actual AWFM for warranty parts recovery.

At this time the parts are not on dealer ordering solutions (DOS). However, based upon parts demand they may be placed on dealer ordering solutions in the future.

In the event the grommet area requires repair, a repair part is available. Please refer to T-SB-0397-09 for additional information on grommet repair.

Part Number	Description	Qty/Unit
58297-50020	Retainer, Floor Clamp	Depending Upon Need

Although Lexus is making every effort to replace the Lexus Genuine All Weather Floor Mats (AWFMs) with newly designed ones in the vehicles covered by Safety Recall 9LG, some customers have decided to retain their original Lexus AWFMs. In these cases, we request that the following verbiage be written in the Repair Order and signed by the customer:

The owner of a [MODEL YEAR, MAKE, MODEL], VIN \_\_\_\_\_, which is covered by Safety Recall 9LG, has declined to have the All-Weather Floor Mat (AWFM) in his or her vehicle replaced as a part of the Safety Recall remedy. The customer has been advised that the new AWFM will reduce the risk of accelerator pedal entrapment. The customer understands and accepts this and agrees to not hold [DEALER], Toyota Motor Sales, or any other Toyota company responsible in the event that the current AWFM interferes with the accelerator pedal.

The customer also understands and accepts that it will be his or her responsibility to advise and inform any other potential driver or future owner of this vehicle that the AWFM has not been replaced as part of this recall.

Customer's Name (Printed): \_\_\_\_\_

Customer's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Accelerator Pedal Replacement

Until your Area Office confirms that there is a trained technician at your dealership, dealers are requested to replace the pedal using the following part number and operation code:

Part Number	Description	Qty
04009-51233	PEDAL ASSY,ACCELERATOR	1(as needed)

Safety Recall	Operation Code	Description	Labor Hours
9LG Phase 4	9LG4PR	Replace Accelerator Pedal and Inspect and Replace the AWFM's as necessary	0.3 hr/vehicle

- Flat rate time includes 0.1 hour for Safety Recall administration cost per vehicle for your dealership.

This operation code will be available for dealer use until 8/15/2012

Once your Area Office has confirmed there is a trained technician to begin the accelerator pedal modification process, dealerships are requested to remedy vehicles by modifying the pedal.

In the following cases, you may need to replace the acceleration pedal:

- Customer is unhappy with the shape of the modified pedal.
- Customer does not want the original accelerator pedal modified.
- Incorrect modification of the original accelerator pedal

Operation codes for accelerator pedal replacement after 8/15/2012 can be found in "Supplemental Information for Safety Recall 9LG" located in the appendix or on TIS.

### Warranty Processing Instructions

The operation codes to be used for this Safety Recall are:

Safety Recall	Operation Code	Description	Labor Hours
9LG Phase 4	2918G1	Reshape the Accelerator Pedal and Inspect and Replace the AWFM's	0.8 hr/vehicle
	2918G2	Reshape the Accelerator Pedal	0.8 hr/vehicle

- Above flat rate time(s) include 0.1 hour for recall administrative cost per unit for the dealership. Lexus warranty will only accept one claim per vehicle under the terms of the recall. Please ensure that your dealership checks Dealer Daily or TIS to see if the vehicle has been repaired under this recall prior to servicing a vehicle.
- Additional materials used for repairing each vehicle (i.e., industrial tape, double-stick tape, replacement saw blades (amortized over several repairs), replacement sanding disks (amortized over several repairs), etc.) can be claimed as a sublet type "ZZ" at a rate of \$1.00 per vehicle.
- The replaced all weather floor mats are on Warranty Parts Recovery and dealers will be required to return them to Lexus. Dealers should be sure to only return one set of mats per box. Floor mats that are not returned will result in the claim being debited.
- The above flat rate time includes the necessary time to repair the floor carpet grommets on an as needed basis.
- **Dealers should inspect the driver's carpet and clean it if needed. Lexus will reimburse dealers up to a maximum of \$10 per vehicle for this inspection and cleaning. To claim reimbursement, use sublet type "CG."**

## 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 ensure 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

# APPENDIX

## Supplemental Information for Safety Recall 9LG

Although we believe that customers will be satisfied with the modification of the accelerator pedal, a few customers may request pedal replacement. Customer satisfaction is important to Lexus. Therefore, if a customer is not satisfied with the appearance of the accelerator pedal *after it has been modified*, please assist us by assuring a replacement pedal is provided at **no charge** to these customers.

### Pedal Ordering Process:

#### *Key points regarding replacement pedals are:*

- A replacement pedal should only be offered to a customer after the modification has been performed and the customer has expressed dissatisfaction with the appearance of the pedal.
- Accelerator pedal replacement is based upon specific customer request only. Dealers are not to solicit pedal replacement. Orders for dealer inventory stocking will not be accepted.
- Orders will only be filled for requests placed by e-mail to the Lexus contact from DSPMs.
- Dealers requesting accelerator pedals should be sure to advise their DSPMs of the following:
  1. Dealer Code
  2. Accelerator Pedal part number
  3. VIN
  4. Order reference number
- Orders will be monitored to assure dealer compliance.

#### *The service parts accelerator pedal part numbers are provided below:*

Model Year	Model	Part Number	Replacement Part Name
2007 - 2010	ES 350	04009-51233	Denso Accelerator Pedal
2010	RX 350/450h		

### Warranty Processor Instruction:

The operation code to be used for pedal replacement is:

Safety Recall No.	Op. Code	Description	Flat Rate Hour
9LG	9916M1	<u>Replace the accelerator pedal based upon customer request following the modification of the pedal.</u>	0.3 hrs/vehicle

#### NOTE:

- The above flat rate includes 0.1 hour for administrative cost per unit for the dealership.
- To expedite claim approval, dealers must follow these steps when filing claims for op. code 9916M1:
  1. *All claims using op. code 9916M1 require DSPM authorization.*
  2. Claims using 9916M1 must be filed as a secondary claim following a pedal modification claim.
  3. All accelerator pedal replacement claims will **not** be automatically processed, but will initially be returned to the dealership. When this occurs, please contact the Dealer "800" Warranty Assistance Line (1-800-553-9055) so we may manually process your claim.



Safety Recall 9LG - Phase 4 - **Remedy Available**  
2010 Model Year RX350 and RX450h Vehicles  
Potential Floor Mat Interference with Accelerator Pedal Q&A

*Lexus has completed remedy preparations and will begin the owner notification.*

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 4?

A2: 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 RX 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 of 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.

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 ensure all applicable remedies are performed on the vehicle during the service appointment.

Q2a: Why isn't Lexus installing the brake override system on RX 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 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 154,000 model year 2010 RX 350 and RX 450h vehicles covered by this Safety Recall in the United States.

Model Name	Model Year	Production Period	Number of Vehicles
RX 350	2010	Mid-November, 2008 to early September, 2010	131,800
RX 450h		Late November 2008 through Mid-August, 2010	22,200

**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	4/11/2011	Mid-April, 2011
	4	2010 Lexus RX 350/RX 450h	7/25/2012	Early August, 2012
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: 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?

A7a: Lexus will begin mailing Safety Recall Notices by first class mail to owners of 2010 model year RX 350 and RX 450 h vehicles in early August, 2012. The owner letters will be spread over several weeks. 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. Refer to [www.lexusasg.com](http://www.lexusasg.com) to verify the correct floor mat part number.

Q7b: Do customers need the owner letter to set-up an appointment with his/her Toyota dealership?

A7b: 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.

Q7c: Is there a greater potential for floor mat interference with the accelerator pedal in these models? Why is Lexus including the RX 350 and RX 450 h now?

A7c: 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.

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 the customer 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.

Q10: What if a driver experiences accelerator pedal interference. What should they do?

A10: 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.

**2010 Model Year Lexus RX350 and RX450h 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 2010 model year RX350 and RX450h 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 the most current design. If it is not, the AWFM set will be replaced 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 Campaign***

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; you may use the table below to confirm if your vehicle has the most current floor mat part number installed. If your vehicle has the most current floor mat installed ensure 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. If your vehicle does not have one of these mats properly installed, please remove it immediately.

Floor Mat Type	Color	Correct Part Number
Carpet	Black	PT206-48100-22
	Dark Brown	PT206-48100-09
Carpet (Premium)	Black	PT919-48100-20
	Ivory	PT919-48100-01
	Gray	PT919-48100-12
Lexus All Weather Floor Mat	Black	PT908-48102-02

**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/recalls> 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 <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.

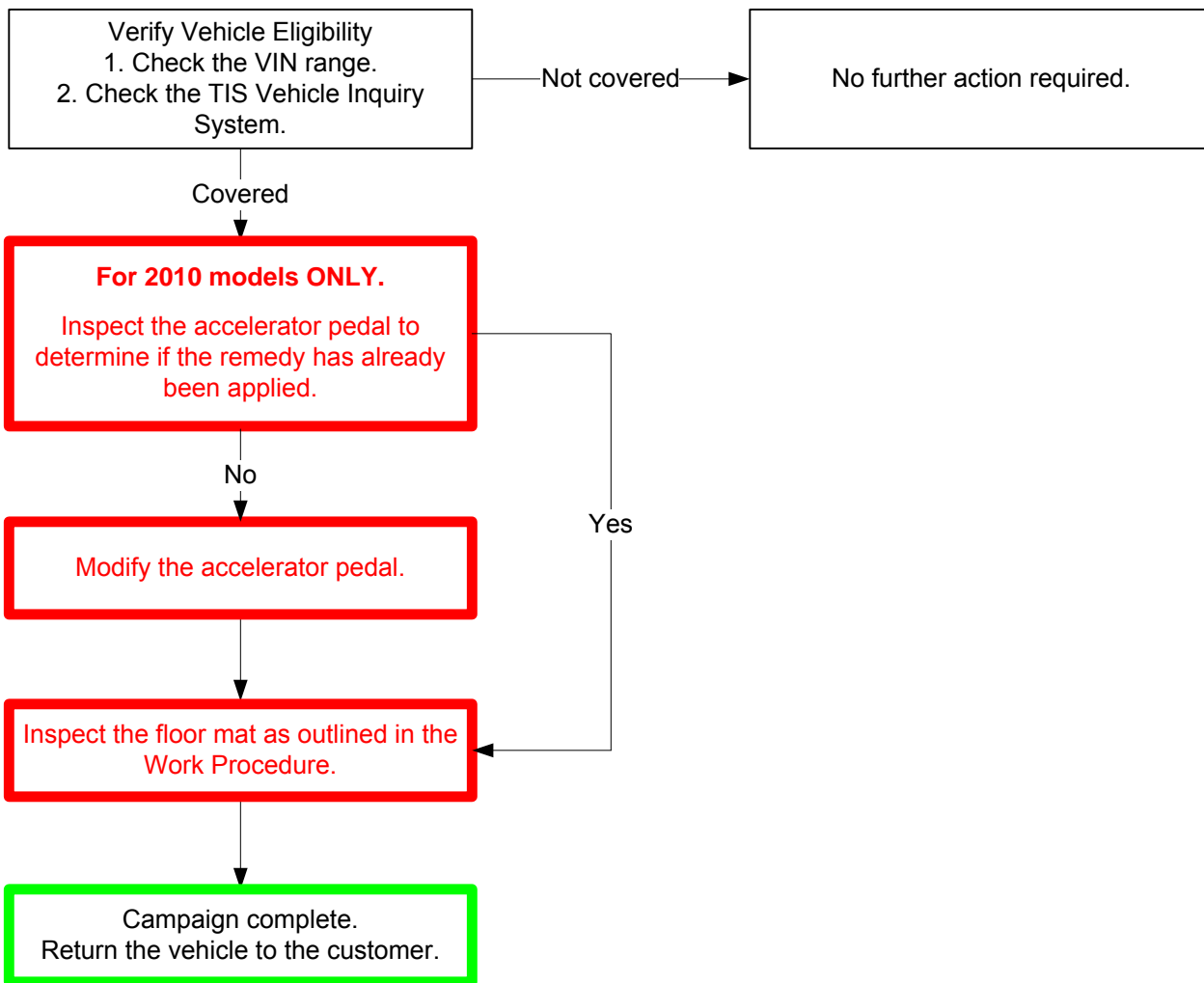
Thank you for driving a Lexus.

Sincerely,

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

**TECHNICAL INSTRUCTIONS**  
**FOR**  
**SAFETY RECALL 9LG (PHASE 4)**  
**ACCELERATOR PEDAL MODIFICATION**  
**2010 MODEL YEAR RX350 AND RX450H**

## I. OPERATION FLOW CHART



## II. IDENTIFICATION OF AFFECTED VEHICLES

### A. COVERED VIN RANGE

Model	WMI	Year	VIN Range	
			VDS	Range
RX 350	2T2	2010	BK1BA	C001056-C080412
			ZK1BA	C001035-C041433
	JTJ		BK1BA	2000160-2432473
			ZK1BA	2000116-2410947
RX 450H	JTJ		BC1BA	2000136-2415865
			ZB1BA	2000108-2403581

#### NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

### III. PREPARATION

#### A. PARTS

Part Number	Part Description	Quantity
PT908-48102-02	2PC AWFM BLK	1


\*This only applies to customers who currently have an All Weather Floor Mat (AWFM). Please confirm the customers AWFM is the newly designed ones. If the floor mat is not the newly designed ones, please replace the non-compatible or older design AWFM with the new AWFM set.

#### B. TOOLS & EQUIPMENT

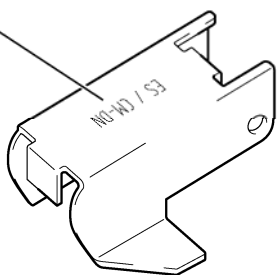
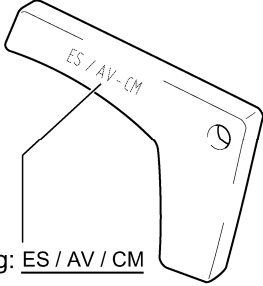
- Dust mask
- Hair dryer or heat gun
- Hand file
- Orbital sander \*
- Protective eyewear
- Protective work gloves
- Reciprocating Saw \*
- Scribe
- Standard hand tools
- Techstream
- Torque wrench
- Workbench with vise

\* One orbital sander and one reciprocating saw were provided to each dealership during phase 1 of this Safety Recall.

#### C. ACCELERATOR PEDAL TEMPLATE & GAUGE



The **ES** Template and Shape Gauge will be used to modify the **RX** accelerator pedal.

Cutting Template (Color: Silver) **	Shape Gauge (Color: Silver) **
<p>Stamping : <u>ES / CM-DN</u></p> 	 <p>Stamping: <u>ES / AV / CM</u></p>

\*\* The template and shape gauge used on RX are the same ones used previously on the ES. One cutting template and one shape gauge was previously provided to each dealership. If additional templates or shape gauges are needed, contact your area representative.

#### D. MATERIALS

- Bubble wrap
- Shop cloth
- Masking tape
- Sandpaper 400 grit

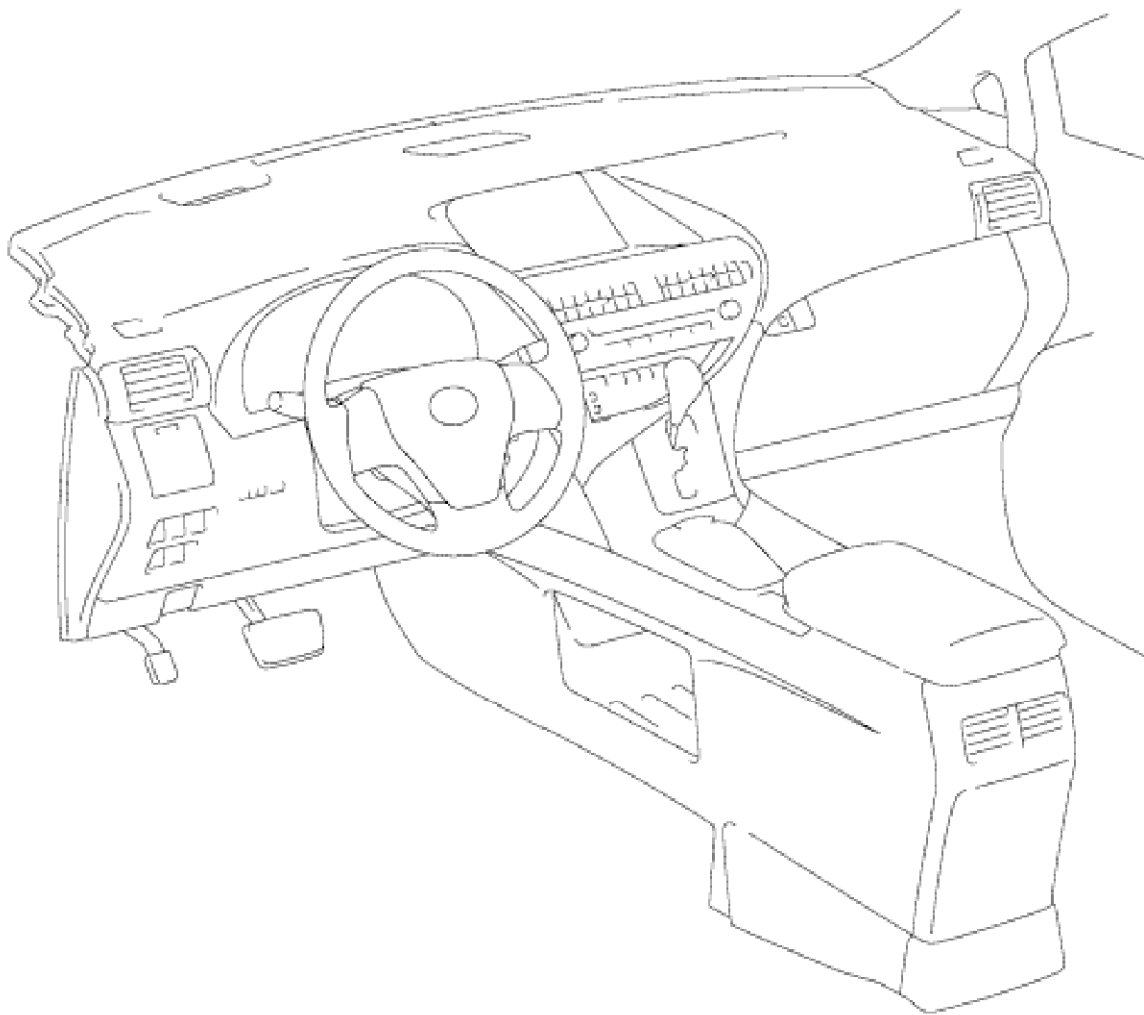
### IV. BACKGROUND

In late June, Lexus announced it will initiate a Safety Recall Campaign (Special Service Campaign) for potential floor mat interference with the accelerator pedal. The condition involves 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.

- Vehicles equipped with the optional genuine Toyota All Weather Floor Mats (AWFM) will be inspected to determine if the AWFM set is of an older design. If it is, the older design AWFM for the driver and the front passenger will be replaced with newly designed ones.
- The accelerator pedal will be modified to reduce the risk of an unsecured or incompatible floor mat from interfering with the accelerator pedal.

## V. WORK PROCEDURE

### A. COMPONENTS



ACCELERATOR PEDAL ASSEMBLY



x 2

5.4 (55, 48 in.\*lbf)

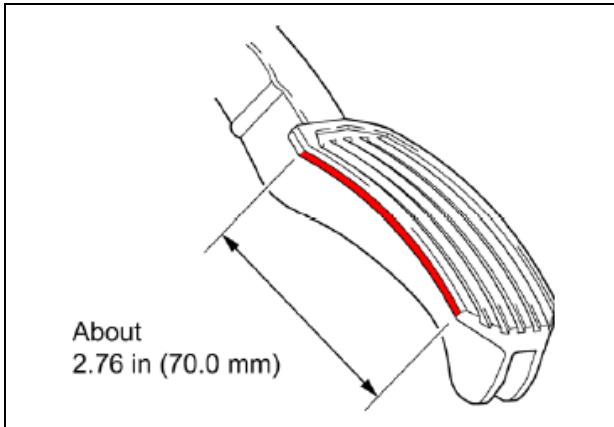
**N\*m (kgf\*cm, ft.\*lbf)**: Specified torque



## B. PRELIMINARY INSPECTION FOR 2010 MODELS ONLY



The following inspection procedure is to determine if vehicle has had remedy (accelerator pedal) already applied.



### 1. INSPECT THE ACCELERATOR PEDAL ASSEMBLY

- a) Inspect the accelerator pedal length, is it approximately 2.76 in. (70 mm)?

#### YES

- The accelerator pedal has been remedied.
- Proceed to section D, step 2 “INSPECT THE FLOOR MAT”.

#### NO

- The accelerator pedal requires modification proceed to the next step to begin the process.

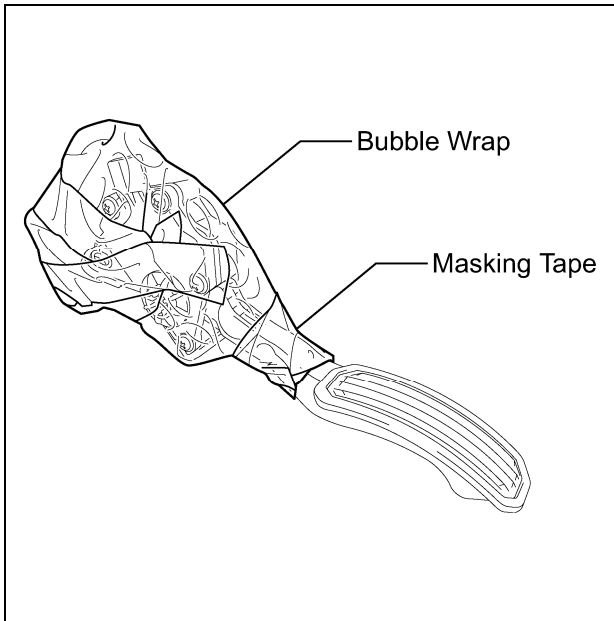
## C. REMOVE AND CUT THE ACCELERATOR PEDAL



### ACCELERATOR PEDAL HANDLING NOTES:

- DO NOT drop.
- DO NOT reuse an accelerator pedal that has been dropped.
- Avoid vibration and shock.
- DO NOT place sensor in vise.
- Cover and uncover the sensor while in the vehicle to prevent damage and debris from entering.

[CLICK HERE TO WATCH THE VIDEO BEFORE BEGINNING THE WORK PROCEDURE.](#)



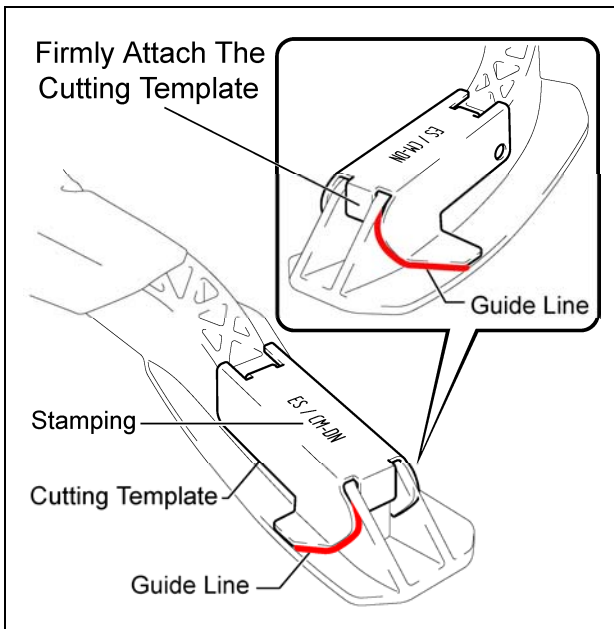
### 1. REMOVE THE ACCELERATOR PEDAL ASSEMBLY

[Click here to watch the video to supplement this step.](#)

- a) Disconnect the negative battery cable and wait 90 seconds
- b) Disconnect the accelerator pedal connector.
- c) Remove the 2 nuts.
- d) While still inside the vehicle, use bubble wrap and masking tape to cover and protect the sensor.

#### NOTE:

- For additional information on accelerator pedal removal, please refer to TIS.
- Be sure to use bubble wrap to protect the sensor.
- Be sure to seal the bubble wrap with masking tape to prevent damage to the sensor, and cutting debris from entering the pedal’s movable lock.
- DO NOT reuse the bubble wrap.



## 2. MARK THE AREA TO BE CUT

[Click here to watch the video to supplement steps 2 and 3.](#)

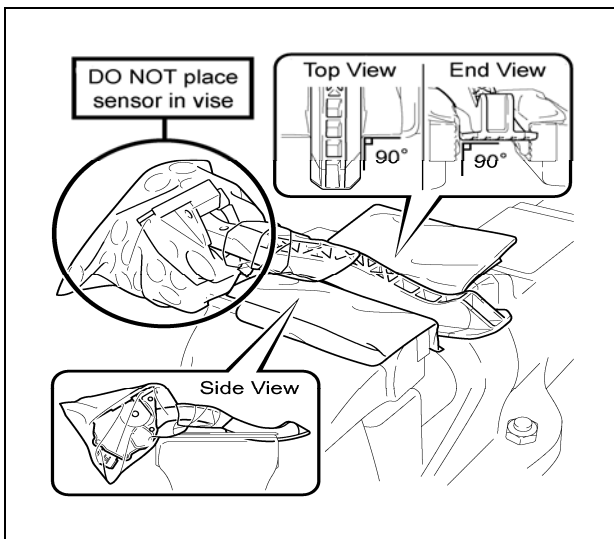
- a) Firmly set the template to the pedal and scribe guide lines to outline the area to be cut.

Cutting Template:

- Color: Silver
- Stamping: ES / CM-DN

### NOTE:

- **DO NOT** mark the area beyond the template.
- Use a flat tip screwdriver if a scribe is not available.
- **Make sure to use the correct cutting template by verifying the color and stamping.**
- **Never cut or sand the pedal while the template is on the pedal.**

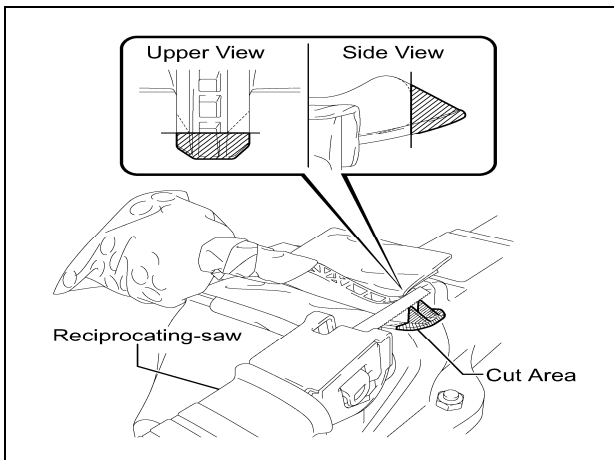


## 3. SECURE THE ACCELERATOR PEDAL ASSEMBLY

- a) Set the pedal in the vise at a right angle using a shop cloth while avoiding the sensor.

### NOTE:

- **DO NOT** place the sensor in the vise to avoid damage.
- **Firmly secure the pedal to prevent it from moving.**
- **DO NOT** over tighten the vise.



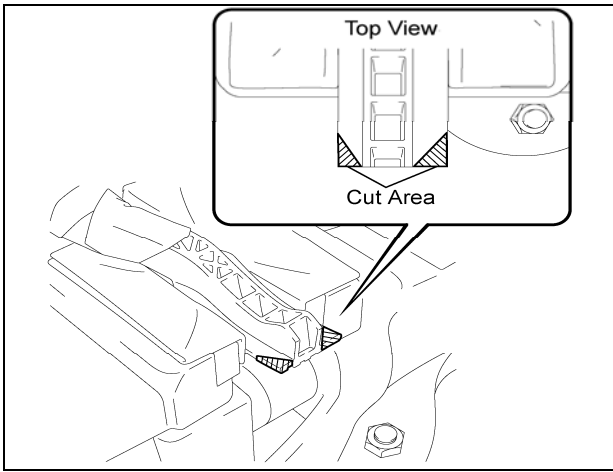
## 4. CUT THE ACCELERATOR PEDAL

[Click here to watch the video to supplement steps 4 through 7.](#)

- a) Using a reciprocating saw, cut the lower section of the pedal.

### NOTE:

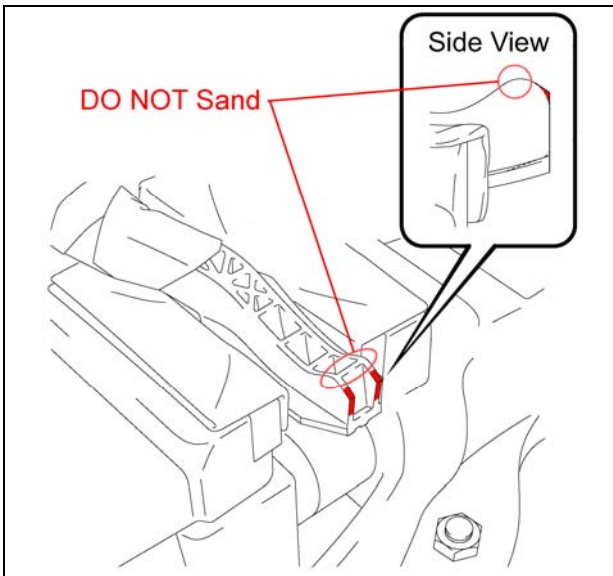
- **Always wear protective eyewear, gloves, and dusk mask when cutting.**
- **The cut must be straight and clean.**
- **Apply consistent pressure during cutting.**
- **Do not stop while cutting.**



b) Using a reciprocating saw, cut the corners of the pedal.

**NOTE:**

- Always wear protective eyewear, gloves, and dusk mask when cutting.
- Each cut must be straight and clean.
- Apply consistent pressure during cutting.
- Do not stop while cutting.

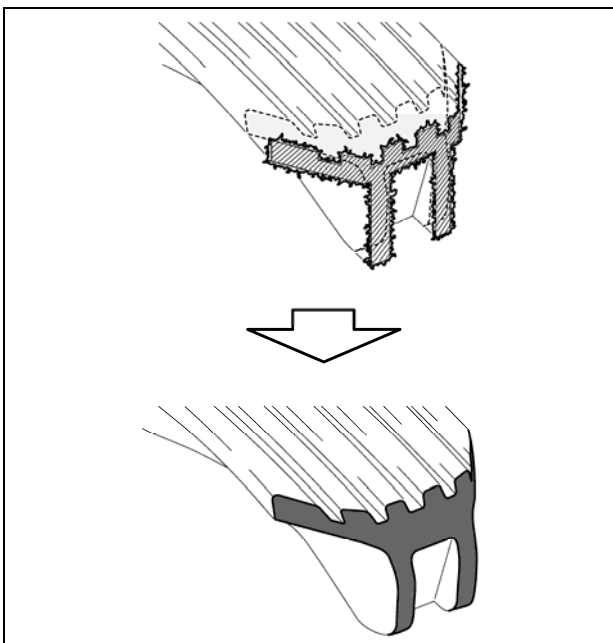


**5. SAND THE RADIUS LINE**

a) Using an orbital sander, sand the radius line which was scribed and remove the sharp edges and burrs.

**NOTE:**

- Always wear protective eyewear, gloves, and dusk mask when sanding.
- **DO NOT sand the back of the pedal arm.**

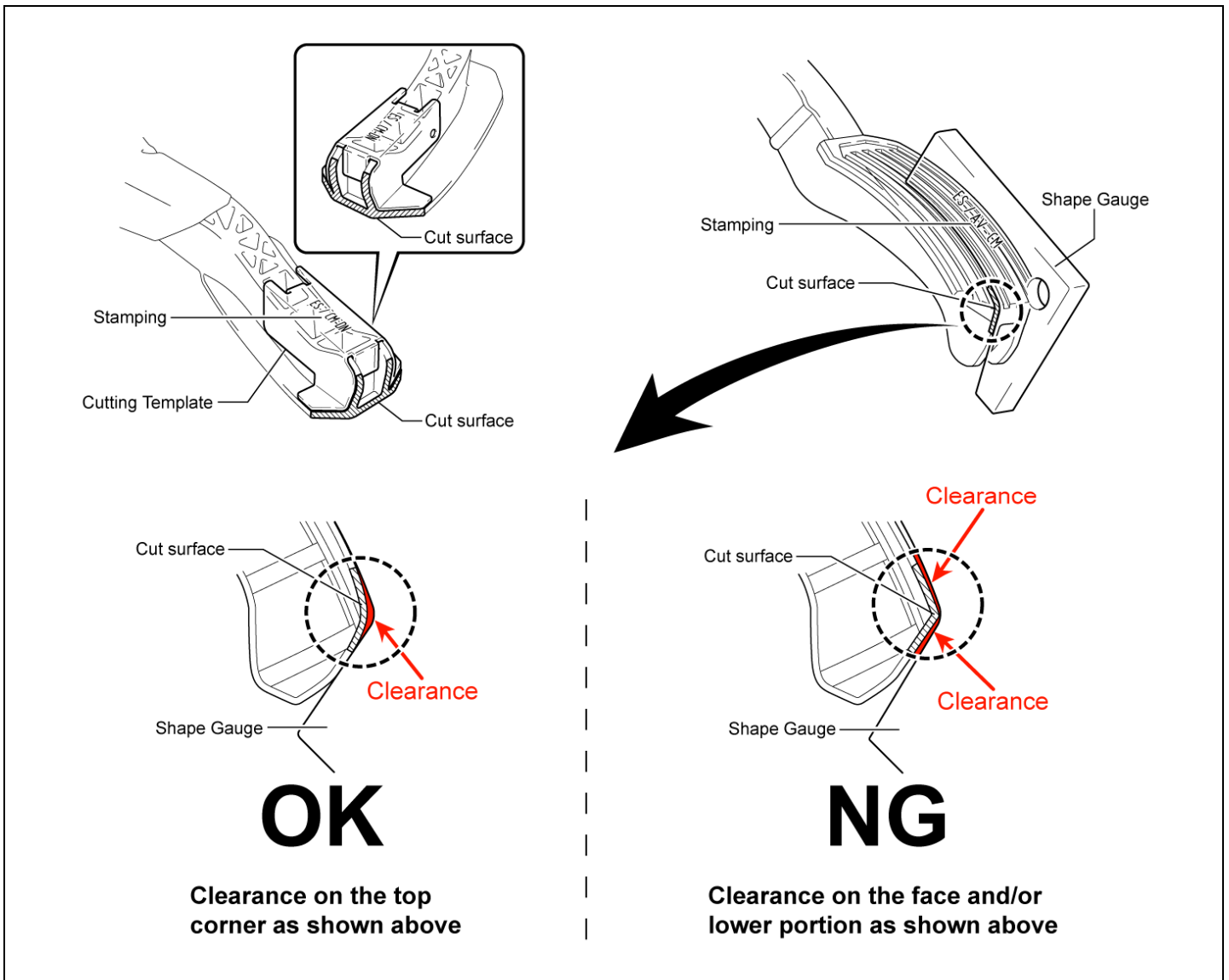


**6. REMOVE ALL BURRS FROM THE CUT SURFACE**

- Remove the pedal from the vise.
- Turn the pedal over and set it pedal in the vise using a shop cloth while avoiding the sensor.
- Using an orbital sander and file, remove all burrs from the cut surface. The cut edges along the foot pad should be rounded and not square.
- Finish the cut surface and all edges with 400 grit sandpaper.

**NOTE:**

- Always wear protective eyewear, gloves, and dusk mask when sanding or filing.
- **DO NOT** place the sensor in the vise to avoid damage.
- Firmly secure the pedal to prevent it from moving.
- **DO NOT** over tighten the vise.



## 7. CHECK THE SHAPE OF THE PEDAL

- a) Using the correct cutting template and shape gauge, check the shape of the pedal.

Cutting Template:

- Color: Silver,
- Stamping: ES / CM-DN

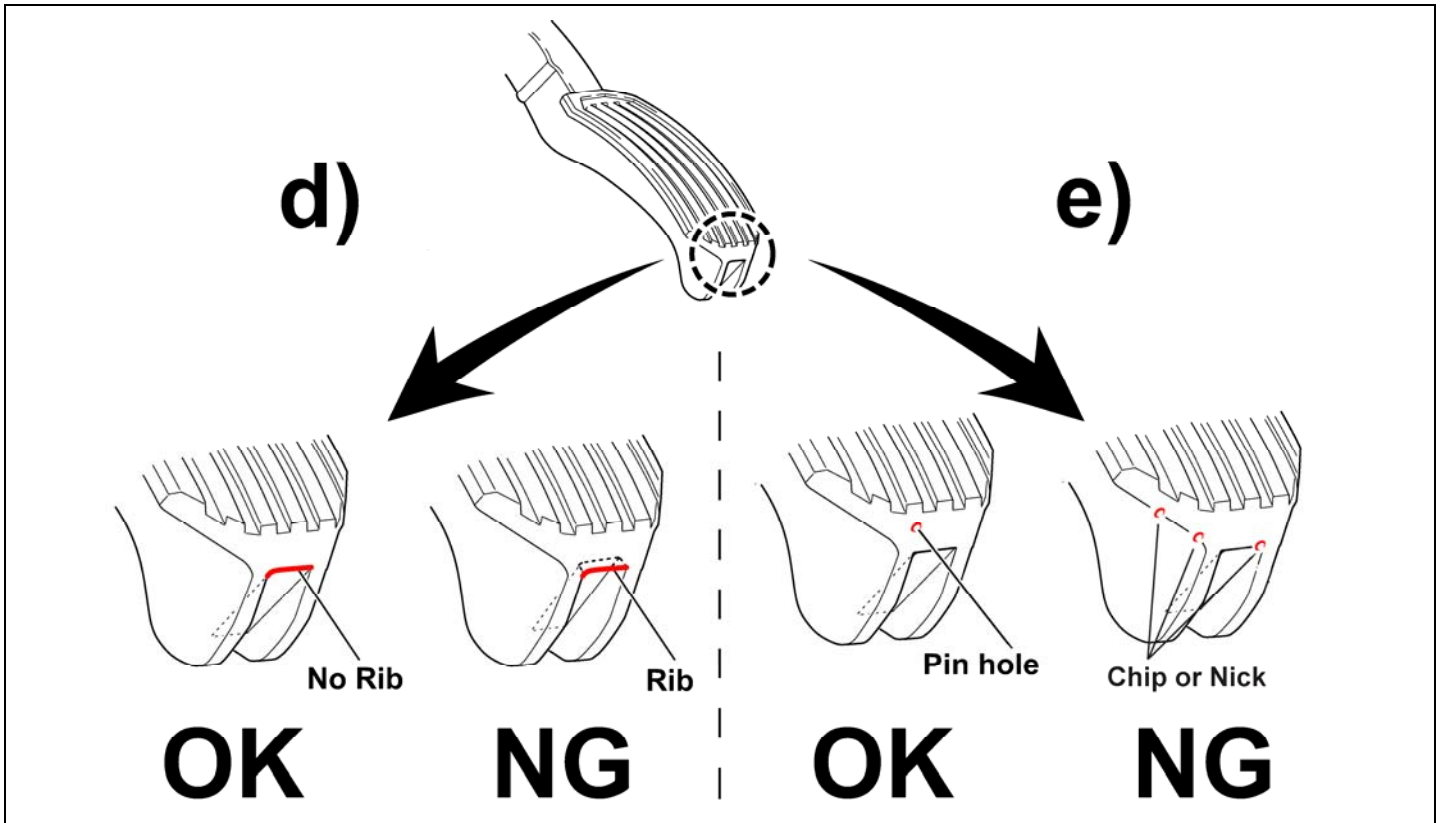
Shape Gauge:

- Color: Silver
- Stamping: ES / AV / CM

- b) If the shape does NOT match the template and/or gauge, continue filing.  
 c) If the shape matches the template and gauge, touch the cut surface with your hand to verify it is smooth and free of burrs.

### NOTE:

- Always wear protective eyewear, gloves, and dusk mask when sanding or filing.
- A tolerance of -1.0 mm is permissible between the final cut surface and the template.



d) Check for a rib as shown. If there is a rib, file it until it is gone.

e) Check for any chips or nicks on the finished surface edge. If there are any chips or nicks, file the edge to make them smooth.

**NOTE:**

The key point of judgment is a “**smooth pedal surface**”.

f) If a “smooth pedal surface” cannot be achieved due to a pinhole / cavity, repair the pedal utilizing the steps below.

**Materials Needed:**

- KBS Coatings - NuMetal® Epoxy Putty (Black)  
Contact: 1-888-531-4527  
Website: [www.kbs-coatings.com/KBS-NuMetal-Epoxy-Putty\\_p\\_9-19.html](http://www.kbs-coatings.com/KBS-NuMetal-Epoxy-Putty_p_9-19.html)

**OR**

- Milliput® Black Epoxy Putty  
Website: [www.milliput.com/home.htm](http://www.milliput.com/home.htm)

**Repair Instructions:**

- **Make sure to follow all manufacturer directions and cautions when using the Epoxy Putty.**
- Fill in the pin hole/cavity with the Epoxy Putty, and then smooth it out with a wet finger as outlined in the instructions included with the putty.

**Notes:**

- Make sure to use black Epoxy Putty, both brands listed above are offered in that color.
- Milliput® Black Epoxy Putty is from a UK supplier, and may be difficult to locate in the US. If you should encounter this, please utilize KBS Coatings - NuMetal® Epoxy Putty (Black) that is locally supplied and easier to locate.

## D. REINSTALL ACCELERATOR PEDAL ASSEMBLY

### 1. REINSTALL THE ACCELERATOR PEDAL ASSEMBLY

[Click here to watch the video to supplement this step.](#)

- Remove and discard the masking tape and bubble wrap from the accelerator pedal assembly, while it is inside the vehicle.
- Reinstall the pedal with the 2 nuts and torque to specification.

**Torque Specification:**

**5.4 Nm (55 kgf cm, 48 in. lbf)**

- Reconnect the accelerator pedal connector.

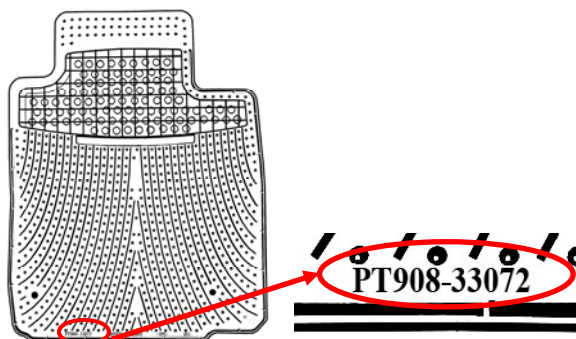
**NOTE**

- DO NOT reuse the bubble wrap.
- For additional information on accelerator pedal installation, please refer to TIS.

### 2. INSPECT THE FLOOR MAT

- Confirm the correct floor mat for this model is secured with the retaining hooks (clips).  
If the grommets in the floor for the vehicle are in poor condition, refer to the appropriate TSB and repair the grommets.

Locate the ten digit floor mat part number on the bottom of the back side of the mat as illustrated below.  
**PLEASE NOTE, the floor mat part numbers are 12 digits but only the first ten are shown.**



**For Carpeted Floor Mats:**

Utilizing the ten digit part number and the chart below, confirm the vehicle has the correct carpeted floor mat.

Part Number	Model	Type	10	Color
PT206-48100-22	RX350/RX450H	Carpet	X	Black
PT919-48100-01	RX350/RX450H Premium	Carpet	X	Ivory
PT919-48100-12	RX350/RX450H	Carpet	X	Gray
PT919-48100-20	RX350/RX450H Premium	Carpet	X	Black
PT206-48100-09	RX350/RX450H	Carpet	X	Brown

**For All Weather Floor Mats (AWFM):**

Utilizing the ten digit part number and the chart below, confirm the vehicle has the correct AWFM.

Part Number	Model	Type	10	Color
PT908-48102-02	RX350/RX450H	All Weather	X	Black

**DO NOT** use the AWFM listed below. These AWFM must be removed from the vehicle and recovered by the dealer.

Part Number	Model	Type	Pre model	10	Color
PT908-48100-02	RX350/RX450H	All Weather		X	Black
PT908-48100-14	RX350/RX450H			X	Brown
PT908-48060-02	RX330/350		X		Black
PT908-48060-14	RX330/350		X		Brown
PT908-48050-02	RX400h		X		Black

- Confirm the pedal does not get caught on the floor or floor mat during operation.
- Confirm the pedal operates properly.

Refer to the Corporate Accessories Department's website [www.LexusASG.com](http://www.LexusASG.com) for the correct floor mat application.

### 3. INSPECT THE ACCELERATOR PEDAL ASSEMBLY OPERATION

- a) Connect Techstream to the DLC3.
- b) Enter the following menus
  - RX350: Powertrain / Engine/ Data List./ Accel Sensor out No1, Accel Sensor out No2.
  - RX450h: Powertrain / Hybrid Control / Data List /Accel Pedal Pos #1, Accel Pedal Pos #2
- c) Check the values by referring to the table below.

**For RX350**

Tester Display	Normal Condition	Diagnostic Note
Accel Sensor Out No. 1	Accelerator Pedal is Released: 0.5 to 1.1 V	Read value with ignition switch to ON
	Accelerator Pedal is Fully Depressed: 2.6 to 4.5 V	(Do not start engine)
Accel Sensor Out No. 2	Accelerator Pedal is Released: 1.2 to 2.0 V	Read value with ignition switch to ON
	Accelerator Pedal is Fully Depressed: 3.4 to 4.8 V	(Do not start engine)

**For RX450h**

Tester Display	Normal Condition	Diagnostic Note
Accel Pedal Pos No. 1	Accelerator Pedal is Released: 10to 22%	Read value with ignition switch to ON
	Accelerator Pedal is Fully Depressed: 52 to 90%	(Do not start engine)
Accel pedal Pos No. 2	Accelerator Pedal is Released: 24 to 40%	Read value with ignition switch to ON
	Accelerator Pedal is Fully Depressed: 68to 96 %	(Do not start engine)

**NOTE:**

There are two sets of Accel Sensor Out No. 1 & No. 2 parameters. Select ALL DATA (A to Z) on the pull down menu at the bottom of the screen when searching for the correct parameter set.

### 4. CHECK FOR DTC CODES

- a) Connect the Techstream to the DLC3.
- b) Check for DTC codes.

**NOTE:**

If any Pending, Current, and/or History DTCs are set, troubleshoot according to the repair manual.



## 5. PRINT CUSTOMER HEALTH CHECK REPORT

- a) From the Health Check Results screen select the Customer Health Check Report button (TIS will launch when button is pressed).



Techstream - 10958

File Function Setup TIS User Help

System Select Stored Data

2010 Venza  
1AR-FE  
4T3ZA38B5AU021086

2010\_Venza\_1A  
File Notes  
Health Check  
Data 1.4/2

Expand>>

TIS Search  
Print  
Back

**Health Check Results**  
Health Check does not display live data  
Changes in vehicle condition will not update automatically  
To update Health Check, click the Refresh button

System	Current	Pending	History	Permanent	Monitor Status	Calibration	Update?
Engine	0	0	0	0	Com	30T03000	No
ECT	0	0	0	0	-	A0C01000	No
Cruise Control	0	-	-	0	-	895360T02000	No
Tire Pressure Monitor	0	-	-	-	-	-	-
ABS/VSC/TRAC	0	-	-	-	-	-	-
EMPS	0	-	0	-	-	-	-
Occupant Detection	0	-	0	-	-	-	-
Air Conditioner	0	-	0	-	-	-	-
Combination Meter	0	-	0	-	-	-	-
Main Body	0	-	0	-	-	-	-
D-Door Motor	0	-	0	-	-	-	-
P-Door Motor	0	-	0	-	-	-	-
RR-Door Motor	0	-	0	-	-	-	-
RL-Door Motor	0	-	0	-	-	-	-
Sliding Roof	0	-	0	-	-	-	-
Master Switch	0	-	-	-	-	-	-
Back Door	0	-	-	-	-	-	-
SRS Airbag	0	-	0	-	-	-	-
Immobiliser	0	-	0	-	-	-	-

4/27/2010 1:12:25 PM Campaign Available:NO

9309-06 Default User PLC 3

- b) Log in to TIS.
- c) Input Vehicle Mileage and Repair Order number.
- d) Check the "Performed" radio button for the 90L campaign and any other campaigns completed during this service event.
- e) Select the Report button.
- f) Confirm Customer Health Check Report information is correct.

**Diagnostic Report**

**Vehicle Information**

Vehicle: 2010 Venza      VIN: 4T3ZA885AU021086      Mileage: 7787  
Repair Order: 77888

**Health Check Summary**

Checkpoints	Status	Comments
Powertrain Systems	All systems OK	
Chassis Systems	All systems OK	
Electrical Systems	All systems OK	
Network Systems	All systems OK	
Service Campaigns	No Action Required	90L Performed

Performed: 4/27/10, 1:12 PM

- g) Print Customer Health Check Report from TIS.
- h) Sign and provide to the customer.

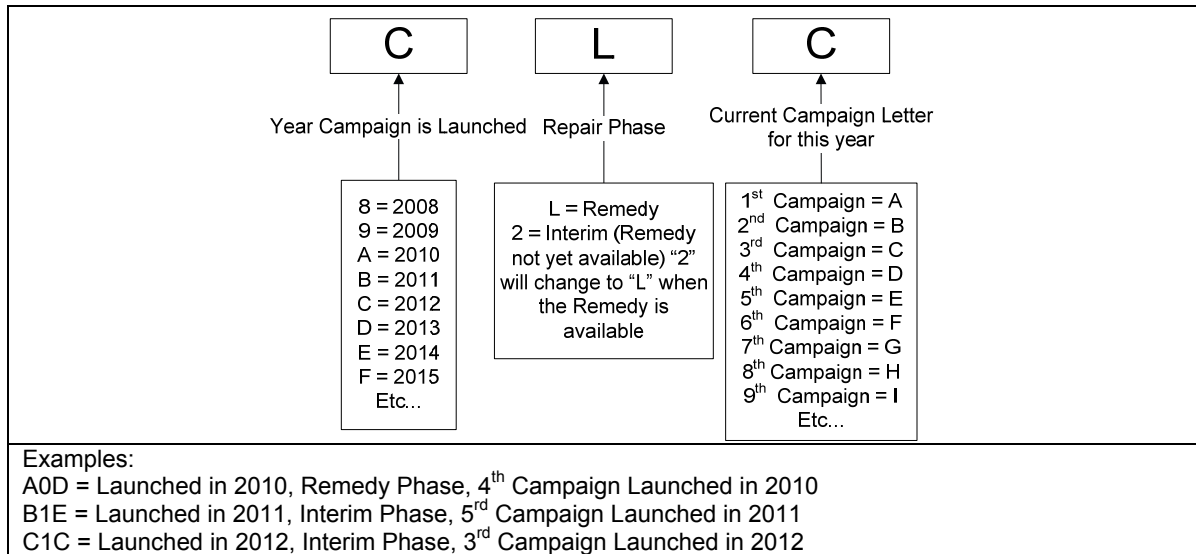
## 6. TEST DRIVE THE VEHICLE AND INSPECT FOR ANY PROBLEMS

## 7. PERFORM SYSTEM INITIALIZATIONS



## VI. APPENDIX

### A. CAMPAIGN DESIGNATION DECODER



### B. RECALLED PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***

**From:** Kathy Wachs  
**Sent:** Tuesday, July 24, 2012 3:58 PM  
**Subject:** Safety Recall 9LG – Phase 4 – Remedy Available 2010 Model Year RX350 and RX450h Vehicles Potential Floor Mat Interference with Accelerator Pedal

**This message was approved by Don Fordiani, National Dealer and Field Operations Manager.**

On Friday June 29, 2012, 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 will add 2010 model year RX 350 and RX450h vehicles.

**This communication is to inform you that Lexus has completed remedy preparations and will begin owner notification.**

**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.*

There are approximately 154,000 model year 2010 RX350 and RX450h vehicles covered by this recall:

Model Name	Model Year	Number of Vehicles (Approx.)
RX350	2010	131,800
RX450h		22,200

**Owner Notification**

- Owner notifications will begin mailing in phases in early August, 2012.

**Remedy Procedures**

- Refer to TIS for the appropriate Technical Instructions and remedy process video.

**Warranty Processing Instructions**

- Refer to the dealer letter for operation codes and warranty claim submission information.

**Please review the dealer letter for details of the remedy phase and review this entire package with your staff to familiarize them with this notification and implementation requirements.**

Thank you for your continuing support.

