



Via Overnight Mail
June 29, 2012

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

Dear Dealer Principal:

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.

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 |

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

Status

- 9LG ("92G" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting the morning of Friday, June 29, 2012. For reference purposes only, VINs covered by this Safety Recall will be searchable in TIS starting the morning of Friday June 29, 2012.
- *Lexus is currently working on preparing technical instructions and materials to perform the repair for this condition.* Once preparations are completed Lexus will notify dealers of the remedy phase prior to starting the owner notification.

Implementation at Dealerships

Lexus is currently preparing technical instructions and materials to perform the pedal modification for this condition. Until these important preparations 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. Lexus will publish another dealer communication once remedy preparations are completed.

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. In the event a customer is greatly concerned about their vehicle, please use the attached Q&A to address their concerns.

If a customer is unwilling to relocate their floor mat (AWFM or Carpet) until the remedy is performed please verify the correct floor mat is installed and properly secured. Refer to www.lexusasg.com to verify the correct floor mat part number.

If the customer is still concerned after the consultation and does not want to relocate the floor mats and requests that the remedy be performed, the dealer may replace the current pedal with a new replacement pedal which is of a different design. Please refer to the

"Important Parts Ordering Information Section" for additional details. Once the technical instructions for pedal modification are available dealers should only replace pedal assemblies based upon customer complaint or request after the modification has been performed. An operation code for this procedure will be provided in the near future.

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.

Until the instructions to modify the accelerator pedals are made available, dealerships are requested to replace the current pedal assembly with a new replacement pedal which is of a different design.

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.

Important Parts Ordering Information Section

The parts listed in this red box should only be ordered for the following two scenarios:

- RX Customer is unwilling to wait for the remedy and/or relocate the floor mats until the (remedy) technical instructions for pedal modification are available.
- Repair of vehicles currently in dealership inventory (In-Stock Vehicles)

Accelerator Pedal Replacement

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

All Weather Floor Mat (AWFM) Replacement

This only applies to customers who currently have a Genuine Lexus 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 |

*AWFM's replaced under this campaign will be placed on Warranty Parts Recovery.

- To assure the AWFM's 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 |

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 Campaign 9LG (Interim 92G) - Phase 4
 2010 Model Year RX350 and RX450h Vehicles
 Potential Floor Mat Interference with Accelerator Pedal - Q&A

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.*

Q1a: How many vehicles are covered by this recall?

A1a: 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 |

Q2: What is Lexus going to do for vehicles covered by this Safety Campaign?

A2: Lexus is currently preparing technical instructions and materials to perform the repair for this condition.

Q3: What should owners do until they have the 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 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.

For customers that require assistance or have any additional questions, his/her Lexus dealership will be more than happy to assist.

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: 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 a non-compatible or older design Lexus genuine All Weather Floor Mat (AWFM), he/she may receive the replacement AWFM set upon proof-of-purchase of the original set. Additional details will be provided in the owner notification once the remedy is ready.

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: Are there any other Lexus or Toyota vehicles covered and what is Lexus' timing for announcing the remedy on the covered vehicles?

A6: The following chart illustrates the covered vehicles and the Remedy Launch Date.

| Model | Launch Day | Owner Letter Start |
|----------------------|------------|--------------------|
| 2007 - 2010 Lexus ES | 12/21/2009 | 12/31/2009 |
| 2006 - 2010 Lexus IS | 4/5/2010 | 4/23/2010 |

| | | |
|---|------------|--|
| 2008 - 2011 Lexus LX570 | 4/8/2011 | 4/27/2011 |
| <i>2010 Lexus RX</i> | <i>TBD</i> | <i>TBD</i> |
| 2007 - 2010 Camry/Camry HV (Denso) | 02/02/2010 | 02/16/2010 |
| 2007 - 2010 Camry (CTS) | 02/04/2010 | 02/16/2010 |
| 2005 - 2010 Avalon (CTS) | 02/23/2010 | 03/01/2010 |
| 2008 - 2010 Highlander HV | 03/22/2010 | 03/30/2010 |
| 2004 - 2009 Prius | 04/12/2010 | 04/23/2010 |
| 2008 - 2010 Highlander (Non-Hybrid), 2007 - 2010 Tundra, | 04/16/2010 | Highlander - 04/30/2010 Tundra - 05/05/2010 |
| 2009 - 2010 Corolla, 2009 - 2010 Matrix, | 06/08/2010 | 06/21/2010 |
| 2007 - 2010 Camry (Sport Pedal) | 07/02/2010 | 07/16/2010 |
| 2009 - 2010 Venza 2005 - 2010 Tacoma, | 7/16/2010 | 08/02/2010 (Tacoma) 7/28/2010 (Venza) |
| 2003 - 2009 4Runner | 3/4/2011 | 4/5/2011 |
| 2006 - 2010 RAV4 | 4/6/2011 | 4/13/2011 |

Q6a: Why aren't all Lexus vehicles covered by this Safety Campaign receiving the brake override system (BOS)?

A6a: The brake override system is an extra measure of confidence and not a remedy inclusive of our safety campaign 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.

Q7: What if an owner has additional questions or concerns?

A7: 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>.

Q7a: What if an owner has previously paid for repairs to modify the vehicle's accelerator pedal to address this condition?

A7a: 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

Q7b: What if an owner has experienced unintended acceleration and his/her vehicle is not covered in this safety campaign?

A7b: If an owner of a Lexus vehicle that is not covered by this safety campaign 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.

Q7c: Why aren't other models included in this safety campaign?

A7c: Other models are not covered in this safety campaign. 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: Will Lexus clean the vehicle carpet for those owners that removed his/her floor mats?

A9: Your local Lexus dealership will inspect and clean the driver's carpet and floor mat as appropriate.

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 Start/Stop button 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.



**FOR IMMEDIATE RELEASE
JUNE 29, 2012 12:00 PM ET
TMS-033-12**

Toyota Announces Amendment to 2009 Recall

2010 Lexus RX added to potential floor mat interference campaign

TORRANCE, Calif., June 29, 2012 -- Toyota Motor Sales (TMS), U.S.A., Inc., today announced that it has amended its recall from late 2009, adding two models to address the potential for unsecured or incompatible floor mat entrapment of the accelerator pedal. The models added are:

- 2010 RX350 (approximately 131,800 vehicles) and
- 2010 RX450h (approximately 22,200 vehicles)

Owners of the involved vehicles will receive a safety recall notification by first class mail in early August 2012. Lexus dealers will remedy the involved vehicles at no cost to the customers.

Detailed information and answers to questions are available at or www.lexus.com/recall and Lexus Customer Satisfaction (1 800-255-3987).

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MEDIA CONTACTS:

Lexus Vehicle Safety and Quality Communications

Brian R. Lyons (310) 468-2552

John Hanson (310) 468-4718

Katy Soto (310) 468-8068

Toyota Motor Sales, USA, Inc. Media Line (310) 468-5297

Kathy Wachs / Service & Parts Operations

Lexus Customer Services

June 29, 2012

Approved by: Don Fordiani, National Field and Dealer Operations Manager

To: All Lexus Dealers

From: Lexus Customer Services

Safety Recall 9LG (Interim 92G) - Phase 4 - Preliminary Notice

2010 Model Year RX350 and RX450h Vehicles

Potential Floor Mat Interference with Accelerator Pedal

*******URGENT*******

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Q7b: What if an owner has experienced unintended acceleration and his/her vehicle is not covered in this safety campaign?

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Q7c: Why aren't other models included in this safety campaign?

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Q9: Will Lexus clean the vehicle carpet for those owners that removed his/her floor mats?

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- 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 Start/Stop button 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.

June 29, 2012

Toyota Fast Facts is an update on Toyota and industry news. Please feel free to share this information with family and friends. For more news, visit www.toyotanevnewsroom.com.

1. Toyota Motor Sales Announces Amendment to 2009 Recall

Toyota Motor Sales (TMS) today announced that it has amended its recall from late 2009, adding two models to address the potential for unsecured or incompatible floor mat entrapment of the accelerator pedal. The models added are:

- 2010 RX 350 (approximately 131,800 vehicles) and
- 2010 RX 450h (approximately 22,200 vehicles)

Owners of the involved vehicles will receive a safety recall notification by first class mail in early August 2012.

The efforts TMS has made over the past two years have reduced the risks of potential floor mat interference in our vehicles. The company is confident these additional steps will help further diminish those concerns.

2. BMW and Toyota Agree to Develop Sports Car, Expand Technology Ties

Akio Toyoda, president of Toyota Motor Corporation, met today with Norbert Reithofer, chairman of the Board of Management of BMW AG, at the BMW Group headquarters in Munich to announce the planned expansion of their existing cooperation initiated in December last year. The two companies signed a memorandum of understanding aimed at a long-term strategic collaboration in four fields:

- joint development of a fuel cell system
- joint development of architecture and components for a future sports vehicle
- collaboration on powertrain electrification and
- joint research and development on lightweight technologies

To see more on the announcement and watch the webcast, go to: <http://www.toyota-global.com/news/12/index.html>