


Greg Busenkell /TMS/Toyota

02/23/2007 03:00 PM

To Jason Gan/TMS/Toyota@Toyota

cc

bcc

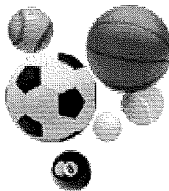
Subject Re: Fw: Fw: ES 350 All Weather Floor Mat Installation Instructions 

To all:

The all weather mats have 'do not place over existing floor mats' or something to that effect molded into the face of the mats.

g

Jason Gan/TMS/Toyota



Jason Gan/TMS/Toyota

02/23/2007 01:50 PM

To "Greg Busenkell" <Greg\_Busenke11@Toyota.com>

cc

Subject Fw: Fw: ES 350 All Weather Floor Mat Installation Instructions

Greg, please see below. Don't we already do that?  
Mark E Morgan

**From:** Mark E Morgan

**Sent:** 02/23/2007 01:22 PM

**To:** Jason Gan

**Cc:** Terry Perlick

**Subject:** Re: Fw: ES 350 All Weather Floor Mat Installation Instructions

Hi Jason,

We have been advised by the Customer Assistance Center that there have been a few ES 350 customers that have had the Lexus accessory all weather floor mats incorrectly installed. Upon inspection, it was found that the mats had been placed over the standard carpeted floor mats and not retained by the floor mat retaining hooks. The result has been that some floor mats have interfered with the movement of the accelerator pedal.

Would you please consider adding something like the following caution box and wording to the floor mat instructions? Please review any wording you want to use with TMS Legal before adding to the instructions.

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/!\ CAUTION

When inserting the floor mat

Make sure the floor mat is properly placed and secured on the floor carpet. Do not place mats over other floor mats or other objects. If the floor mat slips and interferes with the movement of the pedals during driving, it may cause an accident.

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Would you also please consider adding the work "hook" to steps 1 and 2? It would be good to have consistent wording with the Owner's Manual, which uses the word "hook."

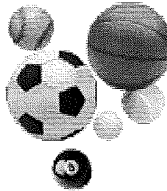
1. Install retention clip/hook (P/N 00206-00801) into grommet hole provided in vehicle carpet.
2. Hook floor mat onto clip/hook first, then place mat into position.

Please let me know if you can help us with adding the caution statement and adding the word "hook" on


the instructions.

Thanks!  
Mark

Mark E. Morgan  
Lexus Technical Coordination  
310-468-3347  
Jason Gan/TMS/Toyota




Jason Gan/TMS/Toyota  
02/08/2007 01:27 PM

To Mark E Morgan/Lexus/Toyota@Toyota  
cc Jennee Julius/TMS/Toyota@Toyota  
Subject Re: Fw: ES 350 All Weather Floor Mat Installation Instructions 

Hi Mark,  
Yes they are available both PPO and DIO. They are thrown in at the port.

Jason Gan  
Accessory Product Manager - Lexus  
Corporate Accessory Department  
(310) 468-0464  
(310) 381-5851 (Fax)  
Mark E Morgan/Lexus/Toyota

Mark E  
Morgan/Lexus/Toyota  
02/08/2007 01:25 PM

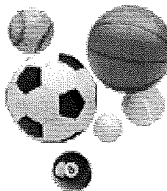
To Jason Gan/TMS/Toyota@Toyota  
cc Jennee Julius/TMS/Toyota@Toyota  
Subject Re: Fw: ES 350 All Weather Floor Mat Installation Instructions 

Hi Jason,

Thanks for the instructions. Are the all weather mats available as DIO and PPO? Are the instructions the same for DIO and PPO?

Thanks,  
Mark

Mark E. Morgan  
Lexus Technical Coordination  
310-468-3347  
Jason Gan/TMS/Toyota



Jason Gan/TMS/Toyota  
02/08/2007 01:21 PM

To Mark E Morgan/Lexus/Toyota@Toyota  
cc  
Subject Fw: ES 350 All Weather Floor Mat Installation Instructions

fyi



2-8-07 FM Instructions.pdf

Jason Gan  
Accessory Product Manager - Lexus  
Corporate Accessory Department  
(310) 468-0464  
(310) 381-5851 (Fax)

Jason Gan/TMS/Toyota

----- Forwarded by Jason Gan/TMS/Toyota on 02/08/2007 12:43 PM -----  
Mark E Morgan

**From:** Mark E Morgan  
**Sent:** 02/08/2007 08:41 AM  
**To:** Jennee Julius  
**Cc:** Ryan Abenes  
**Subject:** ES 350 All Weather Floor Mat Installation Instructions

Hi Jennee,

May I ask a favor? Would you please send me the installation instructions for the Lexus Accessory all weather floor mat for the ES 350?

Are these mats available only as DIO or are they also available as PPO?

Thanks!  
Mark

Mark E. Morgan  
Lexus Technical Coordination  
310-468-3347  
[attachment "brochure\_2007ES.pdf" deleted by Kiyu Inoue/TMS/Toyota]