



Via Overnight Mail  
December 14, 2005

**Subject: Special Service Campaign (SSC) 5LC - 2006 IS 250 AWD Accelerator Pedal**

Dear Dealer Principal:

Lexus has initiated a Special Service Campaign (SSC) on certain 2006 model year IS 250 AWD vehicles. Campaign details and the degree of your dealer's involvement are explained below.

**Condition**

In certain early 2006 model year IS 250 AWD vehicles there is a possibility that the accelerator pedal may temporarily become stuck in the partially depressed position due to inadequate clearance between the accelerator pedal linkage and a plastic pad embedded into the vehicle's carpet. This condition may interfere with the accelerator pedal returning to the idle position.

For further information refer to the attached Lexus Q&A and customer notification letter.

**Owner Notification Date**

Owner notification letters will be mailed via First Class Mail beginning in late December 2005.

**Identification of Involved Vehicles**

Model Year	Model	VDS	Serial Range	Production Period
2006	IS 250 AWD	CK262	TBD	August 2005 to mid-December 2005

**Note: Dealers should always consult Dealer Daily or TIS to confirm VIN eligibility and to assure that the SSC is applicable. This will verify the vehicle is involved and has not already been completed by another dealer. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected.**

**As required by Federal regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary repairs have been performed.**

**Implementation at Dealerships**

The SSC package contains the repair instructions, warranty claim procedures, and parts for all affected vehicles sold by your dealership. All associates who have a part in the completion of

this campaign should be familiar with its contents.

**Replacement Parts**

Each dealer has been sent a quantity of parts equal to the number of affected IS 250 AWD vehicles sold by the dealership. Dealers must ensure that these parts are only used for affected vehicles since no additional parts inventory is available. *Lexus will require that the selling dealer send the required parts to another dealer should a customer choose to have the campaign performed at a dealership other than where the vehicle was purchased.* Please make sure that your dealership understands this and cooperates so that our customers are not inconvenienced.

**Tools and Equipment**

- TBD

**Customer Care**

Lexus' usual customer care amenities (car wash, fuel fill-up and loaner vehicles) apply to this SSC. Specific details may be found in TIS in the General Procedures for Limited and Special Service Campaigns.

**Reimbursement Procedures**

Dealers are required to submit SSC claims following the procedures described below.

Repair	Claim Type	Opcode	Labor Hours*	Sublet
TBD	SC	TBD	X.X	GA (fuel), TW (tow), RT (loaner vehicle), DE (pick-up/delivery or remote repair), or CW (car wash) as required and substantiated by invoices.

\*Includes 0.1 labor hours for administrative time.

**NOTE: Lexus warranty will only accept one claim per vehicle under the terms of the SSC. Please ensure that your dealership checks the National History File or TIS to see if the vehicle has been repaired under this SSC prior to servicing a vehicle.**

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## **Dealer System Communications**

- The VIN number information download will be performed on December xx, 2005 and the dealer system flag on affected vehicles will be activated at that time.
- The operation code will be downloaded and available for dealerships to use on December xx, 2005. DMS dealer files are automatically updated and no further action should be required.

Thank you for your understanding. Your special care of these owners, many of whom are new members of the Lexus family, during this campaign protects our customers and their image of Lexus.

Sincerely,

Jerry Marcotti  
Service and Parts Operations Manager

Attachments

CC: Customer Satisfaction Manager  
General Manager  
Parts Manager  
Sales Manager  
Service Manager

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**Special Service Campaign (SSC) Q&A  
Early 2006 Model Year IS 250 AWD Accelerator Pedal**

**Q1: What is the condition?**

A1: In certain early 2006 Model Year Lexus IS 250 AWD vehicles there is a possibility that the accelerator pedal may temporarily become stuck in the partially depressed position due to inadequate clearance between the accelerator pedal linkage and a plastic pad embedded into the vehicle's carpet. This condition may interfere with the accelerator pedal returning to the idle position. In the worst case, this may increase the possibility of a crash.

**Q2: What is the cause of this condition?**

A2: This condition is caused by tolerance variations between the accelerator pedal linkage and a plastic pad embedded into the vehicle's carpet.

**Q3: Are there any warnings that this condition exists?**

A3: No, there are no warnings that this condition will occur.

**Q4: Which and how many vehicles are involved?**

A4: Certain early 2006 Model Year IS 250 AWD vehicles are involved. There are approximately 3,500 IS 250 AWD vehicles involved in the U.S.

**Q5: What is the production period of the affected vehicles?**

A5: The affected Lexus IS 250 AWD vehicles were produced from August, 2005 to mid-December, 2005.

**Q6: Are there any other Toyota or Lexus vehicles involved?**

A6: No, this condition only affects certain early 2006 Model Year Lexus IS 250 AWD vehicles only. Rear wheel drive IS 250 and IS 350 vehicles are *not* involved.

**Q7: How many incidents of this condition have been reported?**

A7: There have been two cases reported for this condition in the affected vehicles.

**Q8: Have there been any accidents reported?**

A8: There have been no reported cases of accidents related to this condition.

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**Q9: What is Toyota going to do?**

A9: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail beginning in late-December, 2005. Lexus dealers will replace the accelerator pedal assembly and modify the vehicle's carpet at **NO CHARGE** to the vehicle owners.

**Q10: How long will the repair take?**

A10: The repair will take approximately \_\_\_ hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q11: What should an owner do if they experience the condition?**

A11: Owners are requested to contact their local Lexus dealer for diagnosis and repair.

**Early 2006 Model Year IS 250 AWD - Accelerator Pedal Assembly  
Safety Recall Notice**

**DRAFT**

Dear IS 250 Owner:

Lexus is dedicated to the "Passionate Pursuit of Perfection."

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 certain early 2006 model year IS 250 All Wheel Drive (AWD) vehicles.

**What is the condition?**

In certain early 2006 Model Year Lexus IS 250 AWD vehicles there is a possibility that the accelerator pedal may temporarily become stuck in the partially depressed position due to inadequate clearance between the accelerator pedal linkage and a plastic pad embedded into the vehicle's carpet. This condition may interfere with the accelerator pedal returning to the idle position. In the worst case, this may increase the possibility of a crash.

**What will Lexus do?**

Any Lexus dealer will replace the accelerator pedal assembly with an improved one and modify the vehicle carpet at **NO CHARGE** to you.

**What should you do?**

Please contact any authorized Lexus dealer to schedule an appointment to have this service performed on your vehicle.

The labor time for this repair will take approximately \_\_\_ hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**Please present this notice to the dealer when you bring the vehicle in for your service appointment.**

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner if possible.

**What if you have other questions?**

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Please contact any Lexus dealer or call the Lexus Customer Assistance Center at 1-800-255-3987.

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, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

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 lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconveniences this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

LEXUS DIVISION  
TOYOTA MOTOR SALES, U.S.A., INC.

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