

From: George Morino/=TMS/Toyota

Sent: 4/2/2007 8:04 AM

To: [-] Sam Butto/=Lexus/Toyota@Toyota.

Cc: [-] "Julie Alfonso" <Julie_Alfonso@toyota.com>

Bcc: [-]

Subject: Fw: (REVISED) ES 350 NHTSA Preliminary Evaluation Q&A.

Sorry, this one doesn't have the changes in red.

George Morino
National Manager
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Product Quality and Service Support
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----- Forwarded by George Morino/TMS/Toyota on 04/02/2007 08:03 AM -----

George Morino/TMS/Toyota

04/02/2007 07:40 AM

To Sam Butto/Lexus/Toyota

cc alasaine@fkmagency.com, Allison Takahashi/TMS/Toyota@Toyota, Antoinette Arianna/TMS/Toyota@toyota, audra_ruzich@lexus.com, Barbara Steed/Vendors/Toyota@toyota, bdebruhl@fkmagency.com, Bill Kwong/Mobile/Toyota@toyota, Bonnie Jeyam/TMS/Toyota@toyota, cdobrin@mdpr.com, Christopher Tinto/WDC/Toyota_NY@Toyota_NY, clyde@hopkinspr.com, dengelman@fkmagency.com, Denise Morrissey/TMS/Toyota@toyota, Dick Kelley/TMS/Toyota@toyota, Greg Thome/TMS/Toyota@toyota, Irv Miller/Exec/TMS/Toyota@toyota, Jo Lam/Lexus/Toyota@toyota, Joe Tetherow/TMS/Toyota@toyota, John Hanson/TMS/Toyota@toyota, John McCandless/TMS/Toyota@toyota, "Julie Alfonso" <Julie_Alfonso@toyota.com>, marilyn@hopkinspr.com, Martha Voss/WDC/Toyota_NY@Toyota_NY, mdobrin@mdpr.com, mike@walkeragency.com, Mike Michels/TMS/Toyota@toyota, Ming-Jou Chen/TMS/Toyota@Toyota, Mona Richard/TMS/Toyota@toyota, msmith@fkmagency.com, Nancy Hubbell/TMS/Toyota@toyota, pete@walkeragency.com, proane@fkmagency.com, Renee Socia/TMS/Toyota@toyota, Wade Hoyt/TMS/Toyota@toyota
Subject (REVISED) ES 350 NHTSA Preliminary Evaluation Q&A

Sam:

Per my voice mail message, please utilize this revised version of the Statement and Q&A. The issue has been posted on the NHTSA website.

Sorry for the last minute change.

[Old]

NHTSA has received five consumer complaints regarding unintended throttle control in the subject vehicles.

[New]

NHTSA received five consumer where the All Weather Floor Mat may have interfered with the accelerator pedal

operation.

[Changed Version]

Statement:

On March 29, 2007, the National Highway Traffic Safety Administration ("NHTSA") opened an investigation called a Preliminary Evaluation on certain 2007 model year Lexus ES 350 vehicles. NHTSA is concerned that if the Lexus All Weather Floor Mat is installed on top of the existing Lexus Carpeted Floor Mats, the All Weather Floor Mats would not be secured by the retaining hooks (clips) and may slip forward interfering with the accelerator pedal. NHTSA has received five consumer complaints where the All Weather Floor Mat may have interfered with the accelerator pedal operation.

A Preliminary Evaluation is an early-stage inquiry to determine if further analysis (an Engineering Analysis) is warranted; this is not a recall. Lexus is currently cooperating fully with the agency in its efforts to investigate the allegations.

Q2: What prompted NHTSA to investigate these issues?

A2: NHTSA received five consumer where the All Weather Floor Mat may have interfered with the accelerator pedal operation. Based upon consumer interviews, the agency believes that the accessory Lexus All Weather Floor Mat, if not properly installed, may interfere with the accelerator pedal on certain 2007 model year Lexus ES 350 vehicles.

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Sam Butto/Lexus/Toyota
03/30/2007 04:35 PM

To John McCandless/TMS/Toyota@Toyota, Mona Richard/TMS/Toyota@Toyota, Renee Socia/TMS/Toyota@Toyota, Wade Hoyt/TMS/Toyota@Toyota, Antoinette Arianna/TMS/Toyota@Toyota, Barbara Steed/Vendors/Toyota@Toyota, Dick Kelley/TMS/Toyota@Toyota, Bonnie Jeyam/TMS/Toyota@Toyota, clyde@hopkinspr.com, marilyn@hopkinspr.com, alasaine@fkmagency.com, bdebruhl@fkmagency.com, proane@fkmagency.com, msmith@fkmagency.com, mdobrin@mdpr.com, cdobrin@mdpr.com, mike@walkeragency.com, pete@walkeragency.com, Martha Voss/WDC/Toyota_NY@Toyota_NY, dengelman@fkmagency.com

cc Joe Tetherow/TMS/Toyota@Toyota, julie alfonso, Mike Michels/TMS/Toyota@Toyota, Nancy Hubbell/TMS/Toyota@Toyota, Greg Thome/TMS/Toyota@Toyota, audra_ruzich@lexus.com, Jo Lam/Lexus/Toyota@Toyota, George Morino/TMS/Toyota@Toyota, John Hanson/TMS/Toyota@Toyota, ming-jou chen, Bill Kwong/Mobile/Toyota@Toyota, allison takahashi, Denise Morrissey/TMS/Toyota@Toyota, Christopher Tinto/WDC/Toyota_NY@Toyota_NY, Irv Miller/Exec/TMS/Toyota@Toyota
Subject ES 350 NHTSA Preliminary Evaluation Q&A

The attached document is a statement and Q&A regarding an upcoming NHTSA Preliminary Evaluation (PE) investigation regarding the 2007 ES 350. This is not a recall.

NHTSA is concerned about 2007 ES owners who purchased Lexus all- weather floor mats and then rested them upon existing floor mats. By resting the all-weather mats upon the existing mats owners run the risk of the all-weather mats slipping forward and interfering with the accelerator pedal, thereby causing a possible loss of throttle control.

The PE is scheduled to go up on the NHTSA site over the weekend.

Please feel free to direct any media calls to me.

Thanks!

[attachment "ES 350 All Weather Floor Mat Q&A v6.doc" deleted by George Morino/TMS/Toyota]

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