



Toyota / Lexus Potential Unintended Acceleration Summary

BACKGROUND

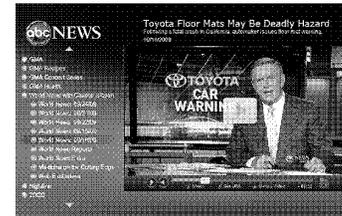
On August 28th, 2009, California Highway Patrol Officer [REDACTED] and three members of his family tragically lost their lives on a highway near San Diego California, while driving a 2009 ES350 loaned to them by Bob Baker Lexus of El Cajon. Preliminary information from law enforcement investigators indicates that the cause may have been an all-weather floor mat from a different Lexus model.



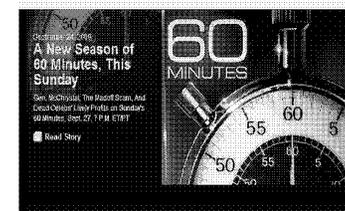
TMS ACTIVITY

MEDIA IMPACT

MAJOR MEDIA OUTLETS: ATTENTION:

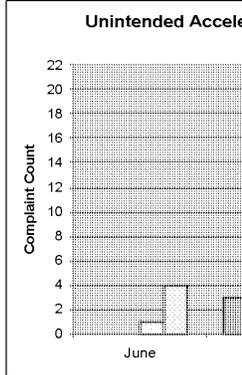


ABC World News and Good Morning America are popular national programs, which have utilized video reports to cover this issue.



NHTSA informed TMA that 60 Minutes, a popular weekly News program with a large national audience, may report on this issue.

IMPACT OF MEDIA

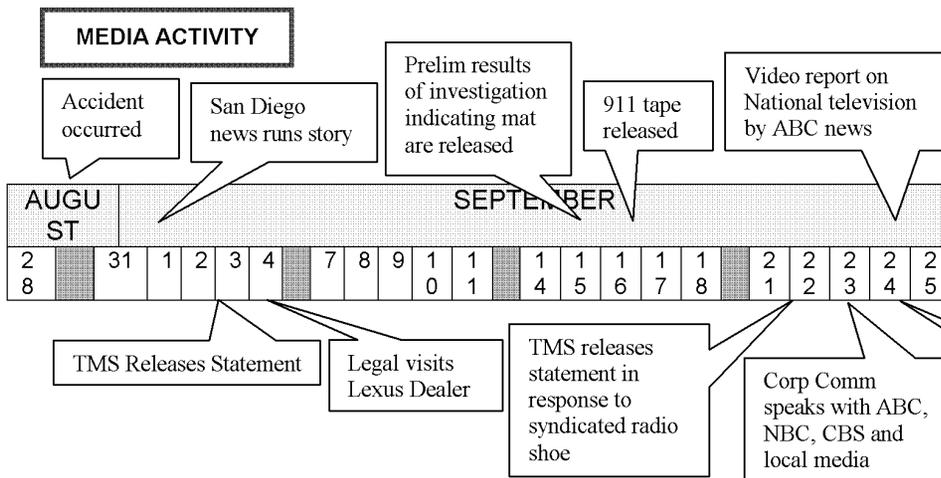


NHTSA INVESTIGATION TIMELINE FOR UNINTENDED ACCELERATION

Open Date	Jul-03	Mar-04	Aug-05	Sep-06	Mar-07
Type	DP	PE	DP	DP	PE
MY/Model	'97 - '00 LS, GS	'02 - '03 Camry, Solara, ES300	'02 - '03 Camry, Solara, ES300	02 - '06 Camry, Solara	'07 ES350

NHTSA CONSUMER COMPLAINTS

EVENT TIMELINE



CONSUMER COMPLAINTS TO NHTSA:

(Highest Complaint Vehicles by MY, Model and Make for Category "Vehicle Speed Control")

Red shading indicates

Make	Model	Average Complaints for highest Complaint Model	2003	2004	2005	2006	2007	2008	2009	TOTAL
BMW	325i	1.1	2	1	3	2	0	0	0	8
	DEVILLE	0.4	0	3	0	0	0	0	0	3
CHEVROLET	Escalade		0	1	0	0	2	1	0	4
	SILVERADO	6.9	28	18	2	0	0	0	0	48
CHRYSLER	Tahoe		21	20	3	0	2	1	0	47
	SEBRING	3.4	3	16	0	0	3	2	0	24
DODGE	DURANGO	7.0	3	27	11	5	3	0	0	49
	EXPLORER	13.3	23	35	20	11	3	1	0	93
FORD	F150		15	45	27	8	17	11	3	126
	Mustang		13	31	24	9	7	1	0	85
HONDA	ACCORD	11.4	28	21	11	6	11	3	0	80
	CIVIC		12	11	8	15	7	4	1	58
HYUNDAI	SANTA FE	8.9	12	18	23	6	3	0	0	62
	Accent		1	0	0	0	1	1	0	3
JAGUAR	XJ		0	0	0	0	2	0	0	2
JEEP	GRD CHRKE	14.1	18	48	25	7	1	0	0	99
	BRONCO	5.9	13	8	7	7	5	1	0	41
KIA	all	0.1	1	0	0	0	0	0	0	1
	SABLE	1.1	7	0	1	0	0	0	0	8
MERCURY	all		4	10	5	0	1	0	0	20
	Mountaineer									

TMS CUSTOMER VERBATIMS

*** 2009/08/28 09:18:25 Email - Inbound ***

I had my car repaired at Lexus of Edison, after a bad experience of the accelerator sticking. It cost over \$2,500.00. I called the dealership 2 times, never to receive a return call. I wanted the computer read out of the car the first time I called. Now I am having trouble with the brakes, the car shimmying, the the ABS light going on saying there is something wrong with my ABS brakes. My car is still not running right! What can be done? This is the third Lexus we purchased. It's not the car, It's the dealership, because of them, I am becoming very dissolusioned with Lexus products.

*** 2009/09/17 14:16:54 Call - Inbound ***

Cust sts he received a ticket 9/15/2009 51mph over the speed limit traveling at 126mph. Cust sts he would like Lexus to pay for the \$640.00 ticket. Cust sts that he has all weather floor mats and that the original carpeted floor mats are not in the veh and were not under the all weather mats at the time of the speeding. The all weather floor mat had slid up under the gas and brake pedal while he was trying to pass another veh. Cust sts that the veh sped up under its own power and that when he pressed the brake pedal it felt like there was no brake pressure. Cust sts that he had to pull the floor mat back while the car was in motion and it took him about 5 miles to gain control of the vehicle.

*** 2009/09/16 14:49:23 Call - Inbound ***

Cust has a 08 GS 350. Cust sts he wants to know what to do if the throttle gets stuck. Cust sts he wants to know what to do when the throttle gets stuck. Cust sts his son knew the Officer that was killed in San Diego. Cust sts he cldd Lexus Carlsbad and they adv cust to call LCS. Cust sts Lexus probably has lost sales due to this issue. Cust sts if he owned the company he would be testing every veh to ensure people are safe. Cust sts he owns two Lexus vehicles. Cust sts this is horrible and do not apologize b/c the people have lost their lives. Cust disconnected the phone.

*** 2009/09/10 08:57:50 Call - Inbound ***

Cust adv he read about the story of the police officer and his family killed in San Diego and that it may have been attributed to the all-weather mats on top of the carpeted mats. Cust adv his son was driving their 2008 ES 350 and while he is not completely certain, but his son had a situation where the mat may have slid into the accelerator pedal. Cust adv nothing happened to his son or the veh, but this news made them think about that

incident.

*** 05/22/2007 02:37:30 Call - Inbound ***

Cust sts: THE ONLY THING IS, THAT RECALL THAT THEY HAD ON THAT FLOORMAT, IT CAUSES THE ACCELERATOR TO STICK TWICE. AND YOU CAN'T TURN OFF THE NEW 350, AND IT'S HARD TO STEER. YOU CAN'T TURN IT OFF. AN ELDERLY PERSON WOULD KILL THEMSELVES IN THAT CAR. IT'S A SERIOUS DESIGN FLAW. I'M SERIOUSLY CONSIDERING GETTING RID OF IT. THIS RECALL JUST CAME OUT A WEEK AGO. REPORTED THIS TO MY DEALER BACK IN NOVEMBER." LETTER