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PE07-016 2007MY Lexus ES 350 - All-weather floor mat interferes with throttle pedal

[Definition]

[Questions]

No.
1
2
3

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Subject vehicles : 2007MY ES350
Subject component : All Weather Mat manufactured for use on the subject vehicles
Alleged Defect :

Questions

Information on subject vehicles

Field Information on alleged defect

Detailed information on the field information

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1)

1)

1)

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A)
B)
C)

Number of vehicles manufactured for sale in the U.S. and detailed information

a.
b.
c.
d.
e.

Number of the following

a.
b.
c.
d.
e.
f.

The following information for each item within the scope of Response #2

a.
b.
c.
d.
e.
f.
g.
h.
i.
j.

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Excessive engine speed and/or power out put without pressing on the accelerator pedal
Engine speed and/or power out put failing to decrease when no longer depressing the accelerator pedal
Subject component interfering with the operation of the throttle pedal

VIN
Whether the vehicle was supplied with the subject component
Date of Manufacture
Date warranty coverage commenced
The State where the vehicle was sold or leased

Consumer complaints, including those from fleet operators
Field reports, including dealer field report
Reports involving a crash, injury, or fatality
Property damage claims
Third-party arbitration proceedings
Lawsuits (both pending and closed)

Toyota's file number
Category of the item (i.e. consumer complaint, field report, etc)
vehicle owner or fleet name, address, telephone#
VIN
Make, model, model year
Mileage at time of incident
Incident date
Report or claim date
Whether Toyota inspected the vehicle
Number of mats installed in the driver's footwell

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J-CQE QL

->TMS-CAD

->TMS-PQSS(TMS-CR)
->TMS-CAD(TMC-C&A), J-CQE Q41
->identify based on a,b,d,e,f (J-CQE QL)

TMC-Legal(TMS-Legal)

J-CQE Q41, TMS-CAD(TMC-C&A), TMC-Legal

->TMS-PQSS

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Note

|-> After deciding which information must be submitted to NHTSA, J-CQE QL will send a VIN list to TMS-PQSS.

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4

5

6

7

8

9

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Copies of all documents related to Response #2

Warranty claim information which relates to the alleged defect

Additional information which relates to Q5

**TSB and other documents issued by Toyota to the dealers etc.
which relates to the subject component or alleged defect**

Consumer letters which relates to the subject component or alleged defect

Actions which relate to the alleged defect (analyses, evaluations, etc.)

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1)

1)

1)
2)
3)
4)

(including the copy of document which will be issued within next 120 days)

(including the copy of document which will be issued within next 120 days)

(have been conducted, are being conducted, are planned, or are being planned)

1)

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k.
l.
m.
n.
o.
p.
q.
r.
s.

Organize the copies by category and method Toyota used for organizing

Number of warranty claims, goodwill, extended warranty claims, claims made in accordance with TSB or CSC, and the following information

a.
b.
c.
d.
e.
f.
g.
h.
I.
j.
k.

Search criteria used to identify the claims

List of all labor operations, problem codes applicable to the alleged defect

Terms of the new vehicle warranty coverage on the subject vehicles

Extended warranty coverage option(s) offered for the subject vehicles

Number of vehicles covered under each such extended warranty

Following information and copies of all documents related to the actions

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Type(s) of mat(s) installed in the driver's footwell
Manufacturer of mat(s) installed in driver's footwell
Person/entity who installed the driver's side floor mat
Whether floor mat is alleged to be the cause of the incident
Whether Toyota has determined the floor mat was the cause of the incident
Whether a crash is alleged
Whether property damage is alleged
Number of alleged injuries, if any
Number of alleged fatalities, if any

Toyota's claim number
vehicle owner or fleet name and telephone#
V I N
Repair date
Mileage at time of repair
Repairing dealer's name, telephone#, city and state or ZIP code
Labor operation number
Problem code
Replacement part number(s) and description(s)
Concern stated by customer
Comment by dealer/technician relating to claim and/or repair

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TBD

Each responsible Dept.

J-CQE Q41, TMS-PQSS, TMS-CAD(TMC-C&A)

->TMS-PQSS

J-CQE QL

->TMS-PQSS(TFS)

J-CQE Q41, TMS-CAD(TMC-C&A), TMS-PQSS

TMS-CAD(TMC-C&A), TMS-PQSS

TMS-CAD(TMC-C&A), J-CQE Q41(CQE-LA)

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probably need to ask the dealer or FTS
TMC will give Compliance a list of VINs and we will contact FTS's to investigate

All Departments must provide documents

J-CQE Q41:
TMS-PQSS:

Search Parts:

TMS-CAD(TMC-C&A): Accessary Claim

Search Parts:
TMC will provide CAD with the record format that they want them to use
CAD will provide accessory claims to TMC

After deciding which claims must be submitted to NHTSA, J-CQE will send a VIN list to TMS-PQSS.

J-CQE Q41: TSB that may relate to the alleged defect A) & B)
TMS-CAD(TMC-C&A): TSB or other documents that relates to all weather mat
TMS-PQSS: Dealer and region notice for the campaign

TMS-CAD(TMC-C&A): Consumer letter that relates to all weather mat
TMS-PQSS: Owner letter for the campaign

J-CQE Q41:

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Warranty Claim
Goodwill, Extended warranty

Accelerator pedal
Throttle body
Engine ECU

All weather mat

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10

11

12

13

14

15

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Modifications or changes made in the subject component

Number of subject components sold, Prohibition of sale, Supplier information, Other vehicles which contain the identical component

Detailed information on installation during POE

Installation instruction provided when purchased as a service part

Explanation of function of engine control puch-button

Explanation of shift operation

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(design, material composition, manufacture, quality control, etc.)

1)

1)
2)
3)
4)

1)
2)
3)

1)
2)
3)

1)
2)

1)
2)

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a.
b.
c.
d.
e.
f.

Following information (including modification or change made within the next 120 days)

a.
b.
c.
d.
e.
f.
g.
h.

Number of components sold by part number, month/year
Whether Toyota has prohibited sale, if so, date of prohibition and reason
Supplier name, address and contact person(name, title and telephone#)
Identify the vehicles that contain the identical component

Vehicle ordering process
POE processes that involve floor mats and whether placing floor mats during POE
Location of each POE and contact details(name, title, company affiliation and phone#)

Copy of the installation instruction(including packing materials)
Copy of any documents discussing the proper installation of floor mats in general
(precautions, warning regarding improper installation, etc.)
Intended recipient of each document and how it is made available

Operation of the engine control push-button when the vehicle is at rest, including how its functionality is effected by brake pedal application and gear shift position
Any changes in the button's functionality that occurs when the vehicle is in motion

Whether there are any normal operating condition that can prevent the transmission from disengaging a drive gear when shifting from "D" to "N"
If so, conditions under which this could occur

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Action title or identifier
Actual or planned start date
Actual or expected end date
Brief summary of the subject and objective of the action
Engineering group/supplier responsible for the action
Brief summary of the findings and/or conclusions resulting from the action

Date on which the modification/change was incorporated into vehicle production
Detailed description of the modification/change
Reason for the modification/change
Part numbers of the original component (service and engineering)
Part number of the modified component (service and engineering)
Whether the original unmodified component was withdrawn and if so, when
When the modified component was made available as a service component
Whether the modified component can be interchanged with earlier components

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TMS-CAD(TMC-C&A)

TMS-CAD(TMC-C&A)

TMS-CAD(TMC-C&A)

->TBD

TMS-CAD(TMC-C&A)
J-CQE QL

J-CQE QL

J-CQE QL

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Ask CQE-LA if they have done any go-and-see activity that relates to the alleged defect A) & B), unexpected acceleration.
Also check whether there are any warranty returned parts(pedal. throttle body, ECU) that relate to the alleged defect A) & C).

Check whether any action have been done that relates to the mat.

TMS-CAD(TMC-C&A):

- design (must include the design change in the mat being planned.)
- material
- manufacturing process
- inspection standard

CAD also needs to ask mat supplier if there have been any changes in the material or manufacturing process as well as any canges in the inspection standard

-> either through service parts sales or POE vehicle processing

TMS QC and CAD will hold a separate meeting to determine the responsible party

-> including carpet or non-subject floor mats

TMS-CAD(TMC-C&A): all documents except for owner's manual
J-CQE QL: Owner's manual

-> any type and for subject and non-subject vehicles

Kato-san will request NHTSA to limit the scope of this request

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1)

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Toyota's assessment of the alleged defect including the following

a.
b.
c.
d.

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Causal or contributory factor(s)
Risk to motor vehicle safety that it poses
Adequacy of the warnings provided to the subject component installer regarding the installation and potential hazards that could result
Reports included with this inquiry, including for each whether Toyota has determined if the vehicle had improperly installed all weather mats, and if so whether Toyota has determined who installed

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Create draft: J-CQE QL, TMA-DC
Review: related departments

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