2007 Lexus ES 350 All Weather Floor Mat Q&A

Q1: What is the condition?

A1: On certain 2007 model year Lexus ES 350 vehicles, if the Lexus All Weather Floor Mat is placed 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.

Q2: What is the Lexus All Weather Floor Mat?

A2: The 2007 model year ES 350 vehicle is equipped with the genuine Lexus Carpeted Floor Mats as a factory standard accessory. ***As an option***, consumers may purchase the genuine Lexus All Weather Floor Mats (floor mats constructed from heavy duty rubber). Either the Lexus Carpeted Floor Mat or the All Weather Floor Mat for the driver's seating position must be secured to the vehicle by the retaining hooks which hold the mat in place through special grommet holes in the mat.

Q3: What is the cause of this condition?

A3: If the Lexus All Weather Floor Mat is placed 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.

Q4: Can customers confirm themselves if this condition exists?

A4: Yes. Please confirm only one floor mat is installed in the vehicle and is properly placed on the vehicle's carpet. If the floor mat slips and interferes with the movement of the pedals during driving, it may cause an accident. Customers should also confirm the driver's floor mat is secured using the hooks provided on the floor.

If the customer prefers, their local Lexus dealer will be more than happy to assist them in verifying the proper placement of their driver's seating position floor mat.

Q5: Which and how many vehicles are involved in this notification program?

A5: There are approximately 96,000 2007 model year Lexus ES 350 vehicles involved in the U.S. for this notification program.

Q6: Is this owner notification program a recall?

A6: No, this is not recall. Lexus is simply providing information to our owners.

Q7: Are there any other Toyota or Lexus vehicles involved?

A7: No, this owner notification program only affects certain 2007 model year Lexus ES 350 vehicles equipped with the Lexus All Weather Floor Mat.

Q8: Recently, the National Highway Traffic Safety Administration (NHTSA) opened a Preliminary Evaluation investigation on certain 2007 model year Lexus ES 350 vehicles. Is this owner notification program related to the investigation?

A8: Lexus is currently cooperating fully with the agency in its efforts to investigate the allegations. In terms of the relation to this Preliminary Evaluation, Lexus is in the midst of its own investigation. It is premature to comment further until the investigation is completed.

The ES 350 driver's seating position is designed to accommodate only one floor mat at a time. However in some of these cases, it is possible that the Lexus All Weather Floor Mat was placed on top of the Carpeted Floor Mat, and therefore the All Weather Floor Mat was not properly secured to the floor by the two plastic retention hooks protruding from the vehicle floor. We at Lexus care greatly about our customers and are taking proactive steps to inform them as soon as possible.

Q9: How many incidents of this condition have been reported?

A9: According to NHTSA, there have been 5 cases of this condition reported in the U.S. market.

Q10: How many incidents is Lexus aware of?

A10: Lexus is currently cooperating fully with the agency to study each of these complaints. Our investigation will tell us if there are more vehicles involved.

Q11: Have there been any accidents reported?

A11: There have been 3 accidents reported by NHTSA which are possibly related to this condition in the U.S. market.

Q12: Have there been any reports of deaths or injuries?

A12: There have been 7 injuries and no deaths reported by NHTSA which are possibly related to this condition in the U.S. market.

Q13: What is Lexus going to do?

A13: Owners of the involved vehicles will receive an owner notification by first class mail beginning late April, 2007. Owners will be sent a label and requested to place the label on the driver's side Lexus All Weather Floor Mat, if so equipped.

Q14: How long will the label installation take?

A14: Installing the label may take less than five minutes.