

Customer complaints

ID	VIN	NHTSA	Legal	Crash	Injury	Property Damage
200607070388	JTHBJ46G872					
200607310905	JTHBJ46G472					
200608300403	JTHBJ46G672					
200609071346	JTHBJ46G372		2006-10-41049	Hit a center divider and airbag were deployed.	(L:0)	Y
200609080772	JTHBJ46G					
200610201285	JTHBJ46G472					
200611200119	JTHBJ46G572					
200611220619	JTHBJ46G		2007-02-41751			N
200612061328	JTHBJ46G772					
200701220831	JTHBJ46G772	Same incident as the above				
200701090634	JTHBJ46G772	Same incident as the above				
200702060143	JTHBJ46G272					
200702261053	JTHBJ46GX72					
200703020533	JTHBJ46G872					

FTS Inspection	Mat	Whether alleged	Whether FTS determined	FTS Comment	
Rick Vierke	All weather mat	Carpeted floor mat		No	
	All weather mat	Carpeted floor mat	Yes		
	All weather mat				
Yes				No	
	Leather floor mat		Yes		
	Rubber mat				
	Carpet		Yes		
Todd Kortum [FCR]	Aftermarket rubber floor mat			No	It was found that the aftermarket floor mat that was on her vehicle interfered with the gas pedal and caused the acceleration.
	Winter mat	Summer mat			
	All season floor mat	Regular mat			
Dan Pheiffer	Rubber winter floor mat			Yes	It appears the rubber winter mat was rubbing on the accelerator pedal. The customer apparently did not remove the extra plastic cover on the winter floor mat. Customer acknowledged that he installed the winter floor mats. Dealer put the regular floor mats.

Dealer Comment	Customer Comment
<p>Dealer said there is some possibility that the unsecured second layer of mats could have interfered with the pedal.</p>	
<p>The customer should be notified that the appendage(on the back edge of the all weather mats) should be removed so the mats fit properly.</p>	
<p>Dealer advised that the clips were not attached properly and the carpet slid up and caused the accelerator to stick.</p>	
<p>Tech found a rubber mat was getting stuck, remove and relocate a rubber mat.</p>	
<p>Took summer mats put in trunk and put winter mats on there proper hooks keep from getteing stuck under floor mats. The vehicle was not braking due to the fact that the accelerator pedal was stuck under the floor mat.</p>	
<p>Dealer determined the issue was due to the fact the all season floor mats were on top of the regular mats. Dealer confirmed the customer installed the all season floor mats.</p>	

200703131532	JTHBJ46G						
200703280184	JTHBJ46G972						
200703290138	JTHBJ46G572						
200704030152	JTHBJ46G372					The vehicle jumped the curb causing damage to the 2 front tires and the alignment.	
200704130672	JTHBJ46G772						
200704190496	JTHBJ46G						
200611160023	JTHBJ46G772						
200611030394	JTHBJ46G372					Went on the side walk and hit a tree which only damaged the headlight.	
200605010405	JTHBJ46G272						
200609080103	JTHBJ46G372				2006-09-40956	She was in an accident.	(L:0) Y
200610130433	JTHBJ46G(372)		10182245		2006-12-41406		N
200701100169	JTHBJ46G372		Same incident as the above				
200611110115	JTHBJ46G672						
200611160923	JTHBJ46G772					Customer stated the issue has caused two accidents.	
200612011652	JTHBJ46GX72						
200612280968	JTHBJ46G572						
200701040792	JTHBJ46G772						
200701181361	JTHBJ46G972						
200701230977	JTHBJ46G872		10190658		2007-05-42362	Customer ended up hitting another vehicle. There were a total of 8 vehicles involved.	(N:5) (L:1) Y
200701310201	JTHBJ46G672		10182749		2007-03-41861	She had gone off the side of the road into snow.	(N:1) (L:1) Y

	Winter mat		Yes
	All weather mat	Regular mat	
Yes			No
	All weather mat	Regular mat	Yes
	All weather mat	other mat	

	Lexus winter mat		
Yes (PIR)			No
Yes			No
Rick (FCR)			No
Leonard St Amand [FCR]		Carpeted mat	No

Yes	No
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Yes	No
Bruce Bivens	No
Yes	No
Yes (PIR)	No

All weather floor mats got stuck on the gas pedal and the vehicle accelerated. Dealer took out the regular mats under the all weather mats.	Customer said whenever the winter mats are on, there is a tendency for the accelerator to get stuck in the full down position.
	Customer advised that the dealer said the mats were installed properly. Customer stated all weather mats appeared to have engaged the accelerator which caused the vehicle to accelerate. Customer stated dealer sold her the vehicle with the all weather mat on top of her regular mats.
Dealer advised customer that all weather mats were not supposed to be used together with the other mats on the vehicle.	
Dealer found Lexus winter mat stuck under accel pedal.	Customer stated there are no floor mats under pedals.

200702061214	JTHBJ46GX72	[REDACTED]	10183821	2007-03-41858	Vehicle ran into a parked vehicle.	(N:1) (L:0)	Y
200702081276	JTHBJ46G872	[REDACTED]					
200702230662	JTHBJ46G472	[REDACTED]					
200610041474	JTHBJ46G872	[REDACTED]					
200610140129	JTHBJ46G272	[REDACTED]		2006-12-41365	Vehicle lunged forward into their fence.	(L:1)	Y
200607120541	JTHBJ46G272	[REDACTED]	Same incident as the above				
200611220974	JTHBJ46G572	[REDACTED]					
200612050013	JTHBJ46G	[REDACTED]					
200704230106	JTHBJ46G672	[REDACTED]					

NHTSA VOQ

10186045	JTHBJ46G172	[REDACTED]
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Legal Claim

2007-03-42039	JTHBJ46G272	[REDACTED]
2007-05-42361	UNK	[REDACTED]

Y	1	Y
Y	1	Y

Rick Holden [PIR]	(All weather mat)	Carpeted floor mat
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No

Yes

No

Jamey Skurtovich [FCR]
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Carpeted floor mat
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No

Y