2007 Lexus ES 350 Driver's Seating Position All Weather Floor Mat Replacement

Dear Lexus Customer:

Lexus is dedicated to the "Pursuit of Perfection."

Thank you very much for your patronage of Lexus. We are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Lexus is providing important follow-up information to you about your vehicle.

To help protect the interior of your ES 350, your vehicle is factory-equipped with genuine Lexus Carpeted Floor Mats. ***As an option***, you may have also purchased genuine Lexus All Weather Floor Mats (floor mats constructed from heavy duty rubber).

Earlier this year, Lexus provided information regarding the design and installation of the Lexus All Weather Floor Mats. As the winter months approach, Lexus is sending this notice out to remind you that if you have not had an opportunity to visit your local Lexus dealership to verify the installation condition of your driver's seating position floor mat, or you require assistance in affixing the caution label to the All Weather Floor Mat, your local Lexus dealership would be more than happy to assist you.

Lexus continues to examine several consumer complaints which have resulted in a National Highway Traffic Safety Administration ("NHTSA") investigation on 2007 model year ES 350 vehicles alleging unintended acceleration. During the analysis, Lexus found that any type of floor mat may wedge the accelerator pedal on to the floor mat if it is not properly secured by the retaining hooks (clips) provided in each vehicle. This was also found to be the case on several other manufacturers' vehicles as well, especially with a rubberized floor mat. Both OEM, as well as several aftermarket floor mats, were utilized in the analysis.

Each circumstance may vary, and drivers must use their best judgment, but Lexus is providing the following instructions and warnings if the accelerator pedal should become wedged by any floor mat:

- If it is possible and safe to do so, pull back the floor mat as it may dislodge the accelerator pedal if it is stuck.
- If you need to stop the vehicle immediately, firmly step on the brake pedal with both feet. Do not pump the brake pedal as it will deplete the vacuum utilized for the power brake assist.
- In a Lexus ES 350 vehicle equipped with an Engine Start Stop button, if you can safely stop the vehicle, firmly hold down the Engine Start Stop button for at least three seconds to turn off the engine. Do not tap the Engine Start Stop button. However, by turning off the engine, you will lose both power brake assist and power steering.

Lexus is continuing to analyze the issue and is fully cooperating with NHTSA in the investigation. In the meantime, we request your assistance to regularly verify the floor mats are properly secured using the retaining hooks (clips) provided. Good times to check are after filling your vehicle's tank with gasoline, after a carwash and/or vehicle interior cleaning, when another driver is about to drive the vehicle, etc. If you do not have retaining hooks (clips), please visit your local dealership and an associate would be happy to help you. More than one floor mat should never be used in the driver's seating position, as the vehicle is designed to accommodate only one floor mat at a time.

For further information about floor mat and accelerator pedal interference in general, visit Transport Canada's website at:
http://www.tc.gc.ca/roadsafety/tp/tp14665/v200701/menu.htm

Thank you for driving a Lexus.

Sincerely,

Lexus Division,
TOYOTA MOTOR SALES, U.S.A., INC.