Special Service Campaign (SSC) – 7LB (Safety Recall) Q&A
Lexus ES 350 All Weather Floor Mat for 2007 and Early 2008 Lexus ES 350

DRAFT

Q1: What is the condition?

A1: The optional Lexus ES 350 All Weather Floor Mat is specifically engineered and manufactured for 2007 and early 2008 model year ES 350 vehicles. On the driver's seating position Lexus ES 350 All Weather Floor Mat, there are two grommet holes in the All Weather Floor Mat and retaining hooks (clips) attached to the carpet of the vehicle to secure the mat. Lexus has received reports that if the optional Lexus ES 350 All Weather Floor Mat (either by itself or if it is placed on top of an existing carpeted floor mat) is not secured by the retaining hooks (clips), the mat can move forward and interfere with the accelerator pedal returning to the idle position. ***If the mat is properly secured, it will not interfere with the accelerator pedal.***

Q2: What is the cause of this condition?

A2: If the optional Lexus ES 350 All Weather Floor Mat (either by itself or if it is placed on top of an existing carpeted floor mat) is not secured by the retaining hooks (clips), the mat can move forward and interfere with the accelerator pedal returning to the idle position. ***If the mat is properly secured, it will not interfere with the accelerator pedal.***

Q3: Why is Lexus sending owner notifications beginning in late November, 2007?

A3: In late September, 2007, Lexus mailed a ***preliminary owner notification*** regarding the Safety Recall (Special Service Campaign) on certain optional Lexus ES 350 All Weather Floor Mats (floor mats constructed from heavy duty rubber). The preliminary notification advised owners that Lexus was designing a replacement Lexus ES 350 All Weather Floor Mat and that another notice will be mailed to them once the new mat was available.

In late November, 2007, Lexus will begin sending a Safety Recall notification to inform owners the newly designed replacement Lexus ES 350 All Weather Floor Mat for the driver's seating position is now available.

Q4: Are there any warnings that this condition exists?

A4: Yes, customers may verify the floor mat is properly secured using the retaining hooks (clips) provided. If the mat is properly secured, it will not interfere with the accelerator pedal. Good times to check are after filling the vehicle's tank with gasoline, after a carwash and/or vehicle interior cleaning, when another driver is about to drive the vehicle, etc. More than one floor mat should never be used in the driver's seating position, as the retaining hooks (clips) are designed to accommodate only one floor mat at a time. Customers may refer to the floor mat section of their Owner's Manual for further information regarding the retaining hooks (clips).

Q5: Which and how many floor mats are involved?

A5: The *optional* Lexus ES 350 All Weather Floor Mat specifically designed for the driver's seating position in 2007 and early 2008 Lexus ES 350 vehicles are involved. There are approximately 30,500 Lexus ES 350 All Weather Floor Mats involved in this campaign.

Q6: Are there any other Lexus or Toyota All Weather Floor Mats involved?

A6: Yes, this condition also involves the Toyota Camry All Weather Floor Mat. There are approximately 24,500 Toyota Camry All Weather Floor Mats specifically designed for 2007 and early 2008 model year vehicles involved.

Q7: How many vehicles are involved?

A7: Approximately 30,500 Lexus ES 350 and 24,500 Toyota Camry vehicles are equipped with the All Weather Floor Mats designed for 2007 and early 2008 model year vehicles.

Q8: What is the production period of the affected All Weather Floor Mats?

A8: The affected Lexus ES 350 and Toyota Camry All Weather Floor Mats were produced from December, 2005 (Camry) and February, 2006 (ES 350) to mid-September, 2007.

Q9: Is this campaign related to the recent NHTSA investigation on the ES 350 All Weather Floor Mat?

A9: Yes, this campaign is a direct result of the National Highway Traffic Safety Administration (NHTSA) and Toyota investigation into the ES 350 All Weather Floor Mats. During the investigation, it was determined that if the optional Lexus ES 350 All Weather Floor Mat (either by itself or if it is placed on top of an existing carpeted floor mat) is not secured by the retaining hooks (clips), the mat can move forward and interfere with the accelerator pedal returning to the idle position. ***If the mat is properly secured, it will not interfere with the accelerator pedal.*** Based upon the same design pattern to the driver's seating position Lexus ES 350 All Weather Floor Mats, the 2007 and early 2008 Toyota Camry vehicles were included in this campaign.

Q10: How many incidents of this condition have been reported?

A10: According to information received from NHTSA, there had been 17 consumer allegations of this condition in the 2007 Lexus ES 350.

Q11: Have there been any accidents reported?

A11: There have been allegations of 5 accident cases among the 17 complaints received by NHTSA.

Q12: What is Lexus going to do?

A12: Any authorized Lexus dealer will exchange the **Driver's** seating position Lexus All Weather Floor Mat with a newly designed mat at **no charge** to the owner.

Q13: What if the customer does not have the Lexus ES 350 or Toyota Camry All Weather Floor Mat?

A13: If the vehicle does not have the Lexus ES 350 or Toyota Camry All Weather Floor Mat designed for 2007 and early 2008 model year vehicles, it is **NOT** involved in this recall. However, during our investigation, it was noted that floor mat interference is possible in ***any vehicle with any combination of floor mats***. Therefore, if you utilize non-Lexus/non-Toyota floor mats, please make sure they are also properly secured using the appropriate retention device and do not place them on top of another floor mat.

Q14: What if you experience accelerator pedal interference prior to your appointment?

A14: Each circumstance may vary, and drivers must use their best judgment, but Lexus is providing the following instructions and warnings if the All Weather Floor Mat should interfere with the accelerator pedal:

- If it is possible and safe to do so, pull back the floor mat as it may dislodge the All Weather Floor Mat from the accelerator pedal.
- 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 the Lexus ES 350 which is equipped with the 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 assist.

Above all, until the replacement All Weather Floor Mat for the driver's seating position is ready, we request the customer's assistance in regularly verifying the floor mat is properly secured using the retaining hooks (clips) provided. If the mat is properly secured, it will not interfere with the accelerator pedal.

Q15: Are the mats Lexus Genuine accessories?

A15: Yes. The mat can be placed in the vehicle at the port or dealership, and purchased over-the-counter at Lexus dealerships.

Q16: What if the customer doesn't have the involved Lexus ES 350 All Weather Floor Mat, but receives the notification?

A16: Please have the customer fill out the request form included in their notification.