TOYOTA

Special Service Campaign (SSC) – 70F (Safety Recall)
2007 and Early 2008 Toyota Camry All Weather Floor Mat Q&A

Q1: What is the condition?

A1: ***The* optional *Toyota Camry All Weather Floor Mat is specifically engineered and manufactured for Camry vehicles. This includes two grommet holes in the All Weather Floor Mat and retaining hooks (clips) to secure the mat to the vehicle's carpet. In recent months, Toyota has received reports regarding the optional Toyota Camry All Weather Floor Mat slipping forward and interfering with the movement of the accelerator pedal. (Please see the diagram for the specific mat involved). Toyota has investigated these reports and determined that if the optional Toyota Camry 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)* ***and the mat moves forward, it may interfere with the accelerator pedal from returning to the idle position.***

Q2: What is the cause of this condition?

A2: If the floor mat is not properly secured by the retaining hooks (clips) or if it is placed on top of an existing floor mat, the AWFM may slide forward causing accelerator pedal interference.

Q3: Are there any warnings that this condition exists?

A3: Yes, if the floor mat is not properly secured by the retaining hooks (clips), they need to be reattached. 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.

Q4: Which and how many vehicles are involved?

A4: All 2007 and early 2008 Toyota Camry vehicles equipped with the Toyota AWFM could be affected. However, during our investigation, it was noted that floor mat interference is possible in any vehicle with any combination of floor mat. Therefore, if you utilize a non-Toyota floor mat, please make sure they are also properly secured using the appropriate retention device and not placed on top of another floor mat.

Q5: What is the production period of the affected vehicles?

A5: The affected vehicles were produced from XXX to XXX.

Q6: Are there any other Toyota or Lexus vehicles involved?

A6: Yes, there are approximately XXX 2007, and XXX early 2008 Model Year Lexus ES 350 vehicles that may be equipped with the Lexus AWFM.

Q7: How many incidents of this condition have been reported?

A7: There have been XXX cases of this condition reported in the affected vehicles.

Q8: Have there been any accidents reported?

A8: There have been XXX accident cases reported in the affected vehicles which may relate to this condition.

Q9: What is Toyota going to do?

A9: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail beginning in late September, 2007. Owners will be requested to fill out a postcard indicating whether or not they own a set of All Weather Floor Mats. Once the replacement mat becomes available, Toyota dealers will replace the driver side front AWFM with a new redesigned AWFM mat at **NO CHARGE** to the vehicle owner.

Q10: When will the new redesigned All Weather Floor Mat become available?

A10: Toyota is still in the process of producing the redesigned mat. Replacement mats will be available in approximately XXX months. During this time please make sure your vehicle's AWFM is secured by the retaining hooks (clips). Owners will receive another notification once the new mats are available.

Q11: What should an owner do if they experience the condition or have immediate concerns about the current safety of their vehicle?

A11: Each circumstance may vary, and drivers must use their best judgment, but Toyota is providing the following instructions and warnings if the accelerator pedal should become wedged by the optional Toyota All Weather Floor Mat:

- Shift the vehicle into neutral (N) and 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.
- 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.
- In a Camry 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.
- In a traditional key ignition Camry vehicle, if you can safely stop the vehicle, turn the ignition key to the off position. Again, by turning off the engine, you will lose both power brake assist and power steering.

Until the improved driver's seating position All Weather Floor Mat is ready, we request your assistance in regularly verifying the floor mat is 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. 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.