TOYOTA

Toyota All Weather Floor Mat Q&A

Q1: What happened to the ES 350 in San Diego?

A1: On August 28th, 2009, California Highway Patrol Officer Mark Saylor and three members of his family tragically lost their lives on a highway near San Diego California, while driving a 2009 ES350 loaned to them by a local Lexus dealer. Our deepest sympathies go out to the friends and family of Mark, Cleofe, Mahala, and Cleofe's brother Chris Lastrella.

Preliminary information from law enforcement investigators indicates that the cause may have been an All Weather Floor Mat (AWFM) from a different Lexus model which, if installed incorrectly in the ES350, could cause it to interfere with the accelerator pedal.

Q2: How can I make sure this does not occur in my vehicle?

A2: First, only install floor mats designed specifically for that model and model year.
Second, 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. (*1) 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).

Q3: I'm not sure if my floor mats are designed specifically for my model and model year. How can I verify it?

A3: Your local Toyota dealership's Parts or Service Department can verify whether your Toyota AWFM is designed specifically for your model and model year. Please remove your floor mat before driving to a local dealer.

Q4: Is this a recall?

A4: No. This is not a recall.

Q5: What if my floor mat is an aftermarket rubberized floor mat. Do I need to be concerned?

A5: Driver's floor mat interference is possible in any make or model vehicle with any combination of floor mats. Therefore, please make sure they are designed specifically for your model and model year. Also be sure they are properly secured using the appropriate retention device and do not place them on top of another floor mat.

Q6: What if I experience accelerator pedal interference. What should I do?

A6: Each circumstance may vary, and drivers must use their best judgment, but Toyota 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 accelerator pedal from the All Weather Floor Mat.
- If you need to stop the vehicle immediately, shift to Neutral position 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.
- In the Toyota model 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. (*2)
- In a traditional key ignition Toyota vehicle, if you can safely stop the vehicle, turn the ignition key to the ACC position. Again, by turning the key to the ACC position, you will lose both power brake assist and power steering. Do not remove the key from the ignition. If you remove the key from the ignition, the steering wheel will lock.