



April 7, 2010

**Subject: Safety Recall - 9LG
Certain 2006 - 2010 Model Year IS 250, IS 350, IS F and IS c Vehicles
Potential Floor Mat Interference with Accelerator Pedal**

Dear Dealer Principal:

In early October, Lexus announced it would initiate a Safety Recall for potential floor mat interference with the accelerator pedal. The defect is the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to get stuck in the wide open position. A stuck open accelerator pedal may result in very high vehicle speeds and make it difficult to stop the vehicle, which could cause a crash, serious injury or death. *Lexus has determined that this defect does not exist in vehicles in which the driver side floor mat is compatible with the vehicle and properly secured.*

Lexus has developed a recall remedy for IS 250, IS 350, IS-F and IS C vehicles. Please continue to use the previously communicated instructions and guidelines for floor mat installation in IS vehicles until customers are notified with regard to the remedy for their vehicles. Please familiarize your associates so they may address any customer questions.

The following vital information is provided to inform you and your staff of the owner notification and remedy completion phase of the recall and your dealership's degree of involvement. Additional information may be found in the attached Lexus Q&A and customer notification letter.

Recall Remedy

To make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal on the affected vehicles, the accelerator pedal foot pad will be replaced with a newly designed one.

If the vehicle is equipped with a set of optional genuine Lexus All Weather Floor Mats (AWFM), an inspection will be made to determine if the AWFM set is of an older design. If it is, the driver and the front seat passenger floor mat will be replaced with a newly designed product. Before the vehicle is returned to the customer, dealers should inspect the front carpet and clean it as appropriate.

Independent of the vehicle-based recall remedy, a newly designed brake override system will be installed onto the vehicle to provide an extra measure of confidence. This system will cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions. It is critical that your dealership fully explains this brake override system feature to customers so that they understand this extra measure and its operation. Information on this override system is posted in the Lexus Customer Services website (<http://dealer.lexus.com/ddcontents/lexusps/specialservicecampaign/9LG/brakeoverridesystem.pdf>).

Owner Notification Mailing Date

In mid-April, 2010, Lexus will begin sending the owner notification letters. Owner mailings will be sent in phases. A sample of the owner letter is attached for your reference. If your dealership is contacted by the owner of an IS vehicle who has not yet received a notification, be reminded that owners do not need the owner letter to have this important Safety Recall performed. Your dealership should **verify eligibility by confirming through Dealer Daily/TIS prior to performing the remedy** and perform the remedy as outlined in the Technical Instructions found on TIS.

Owner Lists

A list of vehicles last serviced by your dealership which require the 9LG remedy is enclosed with this letter.

Dealer Operations in Support of this Safety Recall

We recommend each dealership continue to designate two associates with complementary schedules to become intimately familiar with all aspects of the remedy and Q&A, as well as other enclosed materials. These two associates should coordinate all operations related to this activity.

Identification of Involved Vehicles

Model	WMI	Year	VIN Range		
			VDS	Range	
IS 250	JTH	2006	BK262	2000010 - 2021611 5000018 - 5025772	
		2007	BK262	2021159 - 2058542 5025773 - 5050845	
		2008	BK262	2057792 - 2082748 5050849 - 5086447	
		2009	BK262	2081667 - 2094281 5086449 - 5107246	
		2010	BF5C2	2094264 - 2098065 5107249 - 5120392	
IS 250 AWD		2006	CK262	2000003 - 2008675 5000003 - 5007908	
		2007	CK262	2008542 - 2019897 5007909 - 5015612	
		2008	CK262	2019898 - 2027723 5015613 - 5027611	
		2009	CK262	2027724 - 2032532 5027613 - 5036006	
		2010	CF2C2	2032534 - 2034195 5036007 - 5041329	
IS 250 C			2010	FF2C2	2500014 - 2511181
IS 350		2006	BE262	2000000 - 2007084 5000005 - 5011869	
		2007	BE262	2006942 - 2013016 5011870 - 5017246	
		2008	BE262	2011547 - 2016302 5017247 - 5021818	
		2009	BE262	2016235 - 2017388 5021000 - 5023468	
	2010	BE5C2	2017389 - 2017589 5023469 - 5024512		
IS 350 C		2010	FE2C2	2500004 - 2503636	
IS-F		2008	BP262	5000113 - 5004828	
		2009	BP262	5002981 - 5006738	
		2010	BP5C2	5006743 - 5007676	

Note: Not all vehicles in the VIN range may be affected. Dealers should always consult Dealer Daily or TIS to confirm VIN eligibility and to assure that the recall is applicable. This will verify the vehicle is involved and has not already been completed by another dealer. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

Implementation at Dealerships

This dealer recall communication contains the repair instructions, warranty claim procedures, and parts information. All associates who have a part in this recall should be familiar with its contents.

Parts Availability and Ordering

Initially, Lexus will place all dealer orders for Safety Recall 9LG IS vehicle parts based on each dealer’s service population of the affected vehicles. **It is critical that your dealership does not schedule any appointments unless you have parts on-hand to make the repairs.**

Part Description	Part Number	Quantity per Vehicle
Accelerator Pedal Pad - Normal	04000-14153	1
Accelerator Pedal Pad (for vehicles equipped with Sport Pedal ONLY)	04000-14253	1*
IS 2WD AWFEM Black (2 pc)	PT908-5301W-02	1
IS AWD AWFEM Black (2 pc)	PT908-5300W-02	1

*Only 3% of IS vehicles (approximately 6,000 vehicles nationwide) are equipped with the Sport Pedal.

AWFEMs replaced under this Safety Recall will be placed on Warranty Parts Recovery.

- To assure the AWFEMs are rendered unusable, they should be cut prior to return. Dealers should only return one set of mats per box.
- Floor mats that are not returned will result in the claim being debited.
- If a customer has disposed of their older design Lexus genuine AWFEMs, he/she may receive the replacement AWFEMs for the driver and front passenger seating positions upon proof-of-purchase of the original set. Please return a copy of the proof-of-purchase stapled to the repair order in an envelope in lieu of the actual AWFEM for warranty parts recovery.

Although Lexus is making every effort to replace the Lexus Genuine All Weather Floor Mats (AWFEMs) with newly designed ones in the vehicles covered by Safety Recall 9LG, some customers have decided to retain their original Lexus AWFEMs. In these cases, we request that the following verbiage be written on the Repair Order and signed by the customer:

The owner of a [MODEL YEAR, MAKE, MODEL], VIN _____, which is covered by Safety Recall 9LG, has declined to have the All-Weather Floor Mat (AWFEM) in his or her vehicle replaced as a part of the Safety Recall remedy. The customer has been advised that the new AWFEM will reduce the risk of accelerator pedal entrapment. The customer understands and accepts this and agrees to not hold [DEALER], Toyota Motor Sales, or any other Toyota company responsible in the event that the current AWFEM interferes with the accelerator pedal.

The customer also understands and accepts that it will be his or her responsibility to advise and inform any other potential driver or future owner of this vehicle that the AWFEM has not been replaced as part of this recall.

Customer’s Name (Printed): _____

Customer’s Signature: _____

Date: _____

IMPORTANT PARTS ORDERING REMINDER

Effective March 1, 2009, Safety Recall, Special Service Campaign (SSC), Limited Service Campaign (LSC) and Customer Satisfaction Program (CSP) parts do not earn obsolescence credits and are not returnable under the Monthly Return Program. Please order parts based only on confirmed appointments and immediate customer needs. Please reference Service and Parts Operations Communication 2009-01 for additional details.

In the event the grommet area requires repair, a new repair part is available:

Part Description	Part Number	Quantity per Vehicle
Retainer, Floor Clamp	58297-50020	Depending upon need.

Tools, Equipment and Materials

The required tools, equipment and materials are listed on page three of the technical instructions enclosed with this letter.

Warranty Claim Submission

Dealers are required to submit recall claims using the information described below.

SSC	Opcode	Model	Description	Labor Hours
9LG	9915M5	IS 250 / IS 350	Accelerator Pedal Foot Pad Replacement and ECU reprogramming and <i>replacement of the AWFM if necessary</i>	1.2
	9915M6	IS-F IS 250 C / IS 350 C	Accelerator Pedal Foot Pad Replacement and ECU reprogramming and <i>replacement of the AWFM if necessary</i>	1.2

- Flat rate time(s) include 0.1 hour for recall administrative cost per unit for the dealership. Lexus warranty will only accept one claim per vehicle under the terms of the recall. Please ensure that your dealership checks Dealer Daily or TIS to verify if the vehicle is covered under this recall prior to performing the remedy.
- The flat rate time includes the necessary time to repair the floor carpet grommets on an as needed basis.
- **Dealers should inspect the driver's carpet and clean it if needed. Lexus will reimburse dealers up to a maximum of \$10 per vehicle for this inspection and cleaning. To claim reimbursement, use sublet type "CG."**

Warranty operation codes and VIN flagging will be available via DMS and TIS on April 8, 2010.

Customer Handling

Please consider this recall as a great opportunity to focus on assuring customers that their safety remains Lexus' highest priority, which will go a long way toward preserving their faith in your dealership and the Lexus brand.

In the meantime, customers who receive the owner letter may contact you with questions regarding the letter, and/or recall remedy. Please make sure that your dealership welcomes them and answers any questions that they may have. A Q&A is provided to assure a consistent message is communicated. In addition, dealers should continue to do the following:

- Encourage owners of vehicles who have not yet received the recall remedy to make sure the floor mats are compatible for their model and model year. Also, they need to be sure they are properly secured using the appropriate retention device (clips). Driver's floor mats should never be stacked. Consumers should never place any floor mat - aftermarket or not - on top of another driver's floor mat. Mats should also not be flipped over with the bottom-side up.
- Information on proper floor mat installation can be found on <http://www.lexus.com/floormats>.
- Assist any customer who asks to verify correct floor mat application and secure installation.
- Owners with additional questions or concerns are asked to please contact the Lexus Customer Assistance Center (1-800-255-3987).

Lexus' usual customer care amenities of car wash and fuel fill-up apply to this safety recall. Additionally, one day of rental vehicle expense (to a maximum of \$45) or the cost of pick-up and delivery of the customer's vehicle may be claimed if required and subject to the guidelines published in the Safety Recall/Special Service Campaign/Limited Service Campaign General Procedures document on TIS.

If a customer has previously paid for their vehicle's accelerator pedal or floor surface to be modified to address the same condition described above, please instruct them to mail a copy of their repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration.

Toyota Motor Sales, U.S.A., Inc
Lexus Customer Assistance, L201
19001 South Western Avenue
Torrance, CA 90509

What If a Customer Does Not Want Safety Recall 9LG Performed

Although Lexus is making every effort to quickly remedy all vehicles covered by Safety Recall 9LG, in rare cases customers may decline the remedy. In these cases, we request you to work with the customer, following these steps:

1. Determine why the customer has declined the Safety Recall 9LG remedy. Utilize the Safety Recall 9LG Q&A and the Service Consultant Job Aid to educate the customer on the remedy as necessary.
2. Remind the customer (as stated in the Owner's Letter) that if they are not satisfied with the modification of the accelerator pedal after it is completed, a replacement accelerator pedal will be offered.
3. **Immediately** contact your Field Technical Specialist (FTS) for further instructions.

Service Department:

Some customers may have misconceptions in relation to this Safety Recall. Your dealership can impact a customer's satisfaction with this remedy by ensuring there is time during the reception and write-up process to accurately address all of the customer's questions and concerns and that there is a quality service delivery of the vehicle to the customer following completion of the remedy work. Your dealership's service delivery process should include the following:

- Paperwork is assembled and stored in a location that is easy to access
- Customer keys are organized and stored in a secure location
- Staffing allows you to have extra time to review the details of the remedy
- Review the work completed (Pedal modification)
- Review any approved customer pay maintenance or repair work performed outside the scope of the recall
- Review the "Customer Health Check" that was performed on their vehicle
- Review any multipoint inspection that was performed with the customer's approval
- Review proper floor mat installation
- Ask the customer if they have any questions or concerns. If necessary, direct them to the Lexus Customer Assistance Center (1-800-255-3987) or <http://www.lexus.com/floormats>.
- Offer to set the next appointment for scheduled maintenance for customer

To ensure owners retain the newly designed language regarding steps to be taken in the event they experience accelerator interference, please encourage the customer to place their owner letter in the vehicle's owner's manual. If the customer no longer has their letter, please print the attached sample copy and provide it to them.



Note: For dealerships that retain a copy of the customer's owner letter with the repair order, please make a photocopy and return the original to the owner.

Corrective Actions for Vehicles in Dealer Stock

Dealers should perform this recall remedy to new and pre-owned vehicles, based on parts availability, immediately prior to owner delivery. Please ensure that a warranty claim is filed for these vehicles as the work is performed so that they may be correctly identified as completed.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your understanding and cooperation.

Lexus, A Division of Toyota Motor Sales, USA, Inc.

Attachments

CC: Customer Satisfaction Manager
General Manager
Parts Manager
Sales Manager
Service Manager

**2006 Through Certain 2010 Model Year Lexus IS Vehicles
Potential Floor Mat Interference with Accelerator Pedal
Safety Recall Campaign**

Please make an appointment with your local Lexus Dealer to have this important remedy completed.

[VIN]

Dear Lexus Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect which relates to motor vehicle safety exists in 2006 through certain 2010 model year Lexus IS vehicles.

What is the Condition?

- The defect is the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to get stuck in the wide open position. A stuck open accelerator pedal may result in very high vehicle speeds and make it difficult to stop the vehicle, which could cause a crash, serious injury or death. Lexus has determined that this defect does not exist in vehicles in which the driver side floor mat is compatible with the vehicle and properly secured.

What will Lexus do?

- To make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal on your vehicle, any Lexus dealer will remedy your vehicle at **NO CHARGE** to you. The remedy will entail replacing the accelerator pedal foot pad with a newly designed one.
- If your vehicle is equipped with a set of optional genuine Lexus All Weather Floor Mats (AWFM), it will be inspected to determine if the AWFM set is of an older design. If it is, the older design AWFM's for the driver and the front seat passenger will be replaced with newly designed ones at **NO CHARGE** to you.
- Before the vehicle is returned to you, Lexus will inspect the driver's carpet and will clean it if necessary at **NO CHARGE** to you.

As an additional measure independent of the vehicle-based recall remedy, Lexus will install a newly designed brake override system in your vehicle to provide an extra measure of confidence. This system will cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions. This installation will also be conducted at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact your authorized Lexus dealer to make an appointment to have these important remedies performed on your vehicle as soon as possible.

The remedy will take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until these important remedies are completed, we request that you take out ***any removable*** driver's floor mat, place it in the trunk, and NOT replace it with any other floor mat until the campaign remedy has been implemented on your vehicle. ***If you have an optional genuine Lexus All Weather Floor Mat, please bring it to the dealership at the time of your remedy.***

In the event you choose not to take out your removable floor mat, Lexus strongly recommends that you ensure that the correct floor mat is being used, that it is properly installed and secured, that it is not flipped over with the bottom-side up, and that one floor mat is not stacked over another. Please visit <http://www.lexus.com/floormats> for additional information.

What should you do if you experience accelerator pedal interference?

Should the vehicle continue to accelerate rapidly after releasing the accelerator pedal, this could be an indication of floor mat interference. If this occurs, Lexus recommends you take the following actions:

First, if it is possible and safe to do so, pull back the floor mat and dislodge it from the accelerator pedal; then pull over and stop the vehicle.

If the floor mat cannot be dislodged, then firmly and steadily step on the brake pedal with both feet. Do NOT pump the brake pedal repeatedly as this will increase the effort required to slow the vehicle.

Shift the transmission gear selector to the Neutral (N) position and use the brakes to make a controlled stop at the side of the road and turn off the engine.

If unable to put the vehicle in Neutral, turn the engine OFF by firmly and steadily pushing the Engine Start/Stop button for at least three seconds. Do NOT tap the Engine Start/Stop button. This will not cause loss of steering or braking control, but the power assist to these systems will be lost.

Please place this letter in your Owner's Manual for future reference.

What if you have other questions?

Please visit <http://www.lexus.com/floormats> for further information. Your local Lexus dealer will be more than happy to answer any of your questions as well. If you require further assistance, you may contact the **Lexus Customer Assistance Center at 1-800-255-3987** Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Standard Time. Your satisfaction is extremely important to us. In the event you are not satisfied with newly designed accelerator pedal foot pad after it is installed, a replacement accelerator pedal will be offered. Customers who have had the remedy completed will have the opportunity to receive a new pedal at no charge if desired.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

What if you have previously paid for your vehicle's accelerator pedal to be modified to address the same condition described above?

If you have previously paid for your vehicle's accelerator pedal to be modified to address the same condition described above, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration

Toyota Motor Sales, U.S.A., Inc
Lexus Customer Assistance, L201
19001 South Western Avenue
Torrance, CA 90509

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the vehicle lessee within ten days of your receipt of this letter.

We have sent this notice in the interest of your continued satisfaction with our products.

Thank you for driving a Lexus.

Sincerely,

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



Safety Recall - 9LG Phase 2
2006 Through Certain 2010 Model Year Lexus IS Vehicles (Q&A)
Potential Floor Mat Interference with Accelerator Pedal
April, 2010

Q1: What is the condition?

A1: The defect is the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to get stuck in the wide open position. A stuck open accelerator pedal may result in very high vehicle speeds and make it difficult to stop the vehicle, which could cause a crash, serious injury or death. Lexus has determined that this defect does not exist in vehicles in which the driver side floor mat is compatible with the vehicle and properly secured.

Q2: What is Lexus going to do?

A2: To make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal, any Lexus dealer will remedy the involved IS vehicle. The remedy will entail replacing the accelerator pedal foot pad with a newly designed one.

If the vehicle is equipped with a set of optional genuine Lexus All Weather Floor Mats (AWFM), it will be inspected to determine if the AWFM set is of an older design. If it is, the older design AWFMs for the driver and the front seat passenger will be replaced with a newly designed one.

As an additional measure independent of the vehicle-based recall remedy, Lexus will install a newly designed brake override system on IS vehicles to provide an extra measure of confidence. This system will cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

Q2a: What will the newly designed accelerator pedal foot pad look like?

A2a: The newly designed foot pad has a modified mounting location that will increase the distance between the pedal and the floor of the vehicle. This distance increase will make it less likely for the floor mat to interfere with the accelerator pedal. Any Lexus dealer will be more than happy to go over the entire repair with the customer. We ask that they make an appointment as soon as possible.

Q3: Can you provide me with additional information regarding the Brake Override System?

A3: As an additional measure independent of the vehicle-based recall remedy, Lexus will install a newly designed Brake Override System onto the vehicle to provide an extra measure of confidence. This system will cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

Q4: Are there any warnings that this condition exists?

A4: Lexus has determined that pedal entrapment can only occur in vehicles where the driver side floor mat is not compatible with the vehicle and/or not properly secured.

To help reduce the risk of incorrect floor mat installation and/or application, we request that customers take out any removable driver's floor mat and NOT replace it with any other floor mat until the Safety Recall remedy has been completed on the vehicle. After the Safety Recall remedy has been completed only floor mats designed specifically for the vehicle and are properly secured should be installed on the driver's floor.

Q5: What if a customer chooses not to remove the floor mat currently installed in their vehicle, but would like to verify the installation and applicability?

A5: The customer should be advised to take out any removable floor mat until the Safety Recall remedy has been completed. If the customer chooses not to remove the floor mat, please direct the customer to their local Lexus dealership's Parts or Service Department to verify whether the Lexus floor mat is designed specifically for their vehicle and correctly installed. The floor mat should be removed before driving to the dealership.

Q5a: What if a customer disposed of their Lexus genuine All Weather Floor Mat (AWFM)? Will he/she still receive a newly designed one?

A5a: If a customer has disposed of an older design Lexus Genuine All Weather Floor Mat (AWFM), he/she may receive the replacement AWFMs for the driver and front passenger seating positions upon proof-of-purchase of the original set.

Q6: What if a floor mat is an aftermarket rubberized floor mat?

A6: Driver's floor mat interference is possible if the mat is incompatible or incorrectly installed. Therefore, consumers need to make sure the floor mats are compatible for their model and model year. Also, they need to be sure they are properly secured using the appropriate retention device (clips). Driver's floor mats should never be stacked. Consumers should never place any floor mat - aftermarket or not on top of another driver's floor mat. Floor mats should also not be flipped over with the bottom-side up.

Q6a: When will Lexus genuine All Weather Floor Mats (AWFM) be available for purchase?

A6a: The newly designed Lexus IS genuine AWFM will be available for customer purchase in Fall, 2010.

Q7: What if a driver experiences accelerator pedal interference. What should they do?

A7: Should the vehicle continue to accelerate rapidly after releasing the accelerator pedal, this could be an indication of floor mat interference. If this occurs, Lexus recommends the driver take the following actions:

- First, if it is possible and safe to do so, pull-back the floor mat and dislodge it from the accelerator pedal, then pull over and stop the vehicle.
- If the floor mat cannot be dislodged, then firmly and steadily step on the brake pedal with both feet. Do not pump the brake pedal repeatedly as this will increase the effort required to slow the vehicle.
- Shift the transmission gear selector to the Neutral (N) position and use the brakes to make a controlled stop at the side of the road and turn off the engine.
- If unable to put the vehicle in Neutral, turn the engine OFF by firmly and steadily pushing the Engine Start/Stop button for at least three seconds. Do NOT tap the Engine Start/Stop button. This will not cause loss of steering or braking control, but the power assist to these systems will be lost.

Q7a: What if a customer has experienced issues with their vehicle and is not willing to drive the vehicle until the remedy has been completed?

A7a: The defect is the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to get stuck in the wide open position. Lexus has determined that this defect does not exist in vehicles in which the driver side floor mat is compatible with the vehicle and is properly secured. Until the Safety Recall remedy is performed on the vehicle, we request that customers take out any removable floor mat.

Q8: Are there any other Lexus or Toyota vehicles involved?

A8: As outlined in the Consumer Advisory issued by NHTSA and Toyota, the following chart illustrates the affected vehicles and the Remedy Launch Date (Additional details will be provided as they become available).

Safety Recall No.	Phase	Model	Launch Day	Owner Letter Start
90L	1	2007 - 2010 Camry/Camry HV	02/02/2010	02/16/2010
	2	2007 - 2010 Camry	02/04/2010	02/16/2010
	3	2005 - 2010 Avalon	02/23/2010	03/01/2010
	4	2008 - 2010 Highlander HV	Mid-March, 2010	Late March, 2010
	TBD	2009 - 2010 Corolla, 2008 - 2010 Highlander, 2009 - 2010 Matrix, 2004 - 2009 Prius, 2005 - 2010 Tacoma, 2007 - 2010 Tundra, 2009 - 2010 Venza	TBD	TBD
9LG	1	2007 - 2010 Lexus ES	12/21/2009	12/31/2009
	2	2006 - 2010 Lexus IS	Early April, 2010	Mid-April, 2010

Q8a: Will the other Lexus and Toyota vehicles listed in the Consumer Advisory receive the same Safety Recall remedy?

A8a: Toyota is currently in the process of developing a remedy for the remaining Toyota vehicles. We will notify owners as soon as it is available.

Q8b: When will the remedy for the remaining vehicles be completed?

A8b: Lexus has announced the remedy for all affected Lexus vehicles. The remedies for the remaining Toyota vehicles are currently in the process of being developed. It is very difficult to determine a specific time. However, we anticipate it will take a few months.

Q8c: What should customers do if their vehicle is involved in this phase of the Safety Recall, but they haven't received their owner letter?

A8c: Lexus will begin mailing Safety Recall Notices by first class mail to 2006 through certain 2010 model year Lexus IS owners starting in mid-April. The owner letters will be spread over several months consistent with parts supply and repair capacity. We ask customers for their patience as we mail the letters.

Until these important remedies are completed, we request that customers take out any removable driver's floor mat, place it in the trunk, and NOT replace it with any other floor mat until the Safety Recall remedy has been implemented on the vehicle. In the event a customer chooses not to take out the removable floor mat, Lexus strongly recommends that the customer ensure that the correct floor mat is being used, that it is properly installed and secured, that it is not flipped over with the bottom-side up, and that one floor mat is not stacked over another. Please visit <http://www.lexus.com/floormats> for additional information.

Q8d: Do customers need the owner letter to set-up an appointment with their Lexus dealership?

A8d: If the Safety Recall remedy has been launched for the specific model, the customer will not need the owner letter to set-up an appointment with their Lexus dealership.

Q9: What if an owner has additional questions or concerns?

A9: Owners with questions or concerns, are asked to please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time. They may also consult the information posted at <http://www.lexus.com/floormats>.

Q9a: Will Lexus offer to install the newly designed Brake Override System in vehicles that are not included in the Safety Recall?

A9a: No. The newly designed Brake Override System is specifically designed for the models involved in the Safety Recall and not compatible with other vehicles.

Q9b: What other Lexus models currently have the Brake Override System installed already?

A9b: There are currently no other Lexus models with the newly designed override system outside of the recalled vehicles. The Brake Override System for other Lexus models is being developed successively. However, vehicles with Hybrid systems such as RX400h, RX450h, GS450h, LS600h and HS250h, already contain a motor protection feature that achieves a similar result as the override system newly designed for the non-hybrid models.

Q9c: What if an owner is experiencing unintended acceleration and their vehicle is not involved in this Safety Recall?

A9c: If a guest feels they are experiencing unintended acceleration with their vehicle, they are requested to immediately contact an authorized Lexus dealer. The Lexus dealer will evaluate the consumer's complaint.

Q9d: Why aren't other models included in this Safety Recall?

A9d: Other models are not involved in this Safety Recall. Lexus does not have reason to believe that the vehicle's accelerator pedal or floor is configured in a way that creates an unreasonable risk of pedal entrapment. Nevertheless, there is a risk of accelerator pedal entrapment in any vehicle if inappropriate or unsecured floor mats are in use. Please check the driver's side floor area and remove any improperly installed floor mat. Never use an all weather floor mat on top of a removable carpeted mat, never install an all weather floor mat upside down, and never use an all weather floor mat that is incompatible with your vehicle.

Q9e: What if an owner had previously paid for repairs to modify the vehicle's accelerator pedal for this condition?

A9e: If an owner has previously paid for their vehicle's accelerator pedal to be modified to address this specific condition, they are requested to mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration

Toyota Motor Sales, U.S.A., Inc.
Lexus Customer Assistance Center, L201
19001 South Western Avenue
Torrance, CA 90509

Q10: Will Lexus clean the vehicle carpet for those owners that followed the Consumer Safety Advisory and removed their floor mats?

A10: Your Lexus dealership will inspect and clean the driver's carpet as appropriate.

Q11: How long does it take to install the Brake Override System in the Lexus IS vehicles?

A11: The dealership should plan for approximately 30 minutes to install the override system.

Q12: What if a customer has additional questions regarding the Brake Override System (BOS)?

A12: Any Lexus dealer will be more than happy to answer the additional questions a customer may have. Additional information is also available at: <http://www.lexus.com/recall/>.

Q13: How will customers that drive with two feet affect the ECM? Will the power be reduced?

A13: Lexus does not condone the use of both feet during normal driving.

Q14: How will the power of the vehicle be reactivated once the override cuts the power?

A14: Once the brake pedal is released or the accelerator pedal is operated, the Brake Override System will be cancelled.

Q15: What other Manufacturers already have an override system in their vehicles?

A15: The Lexus Brake Override System was developed independently. While we're aware other manufacturers have similar systems, we do not have the details.

Q16: How long do the brake and accelerator need to be depressed simultaneously for engine power to be cut?

A16: The Brake Override System will start its control immediately after the accelerator and brake pedals are depressed simultaneously under certain spreads and driving conditions. The time lag is negligible. The Brake Override System control will be maintained until the brake pedal is released.

Q17: How did Lexus decide what customers were contacted in each wave?

A17: Mailings are being sent to affected owners on a random basis.

Q18: What should a Dealer do if a customer declines the Safety Recall remedy?

A18: Customer safety is important to Lexus. We request that customers have the accelerator pedal modified as soon as possible to make the vehicle more resistant to an unsecured or incompatible driver's floor mat interfering with the accelerator pedal.

We request the dealership to work closely with the customer to address each concern so the customer is comfortable with the remedy. In the event the customer is not satisfied and continues to refuse the remedy, the dealership should contact their Area Office FTS.

Q19: How do dealers address situations in which customers fail to provide their "older" design AWFMs? Can an "after the fact" op-code be created for owners who are unable to supply the old set when the Safety Recall is completed?

A19: There will not be a separate operation code provided under the Safety Recall. The labor time for the Safety Recall remedy includes time to install the AWFMs as needed. Should an "after the fact" installation occur the dealer has already been compensated for the labor and expense for the AWFMs would require a separate goodwill claim, authorized by the DSPM.

Q20: If a customer sells their vehicle before conducting the Safety Recall remedy, will subsequent owners be notified?

A20: Customer safety is important to Lexus. We will conduct subsequent renotifications utilizing new State Department of Motor Vehicle Records.

Q21: What happens if there is a private party sale to a person who hasn't come in for service? Are we using registration data or only RDR/service info for Safety Recall mailings?

A21: Lexus is utilizing state vehicle registration records for the owner notification process. Owners should receive a notification letter regardless of whether a vehicle is serviced at a Lexus dealership or not, provided the vehicle is registered.

TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL 9LG

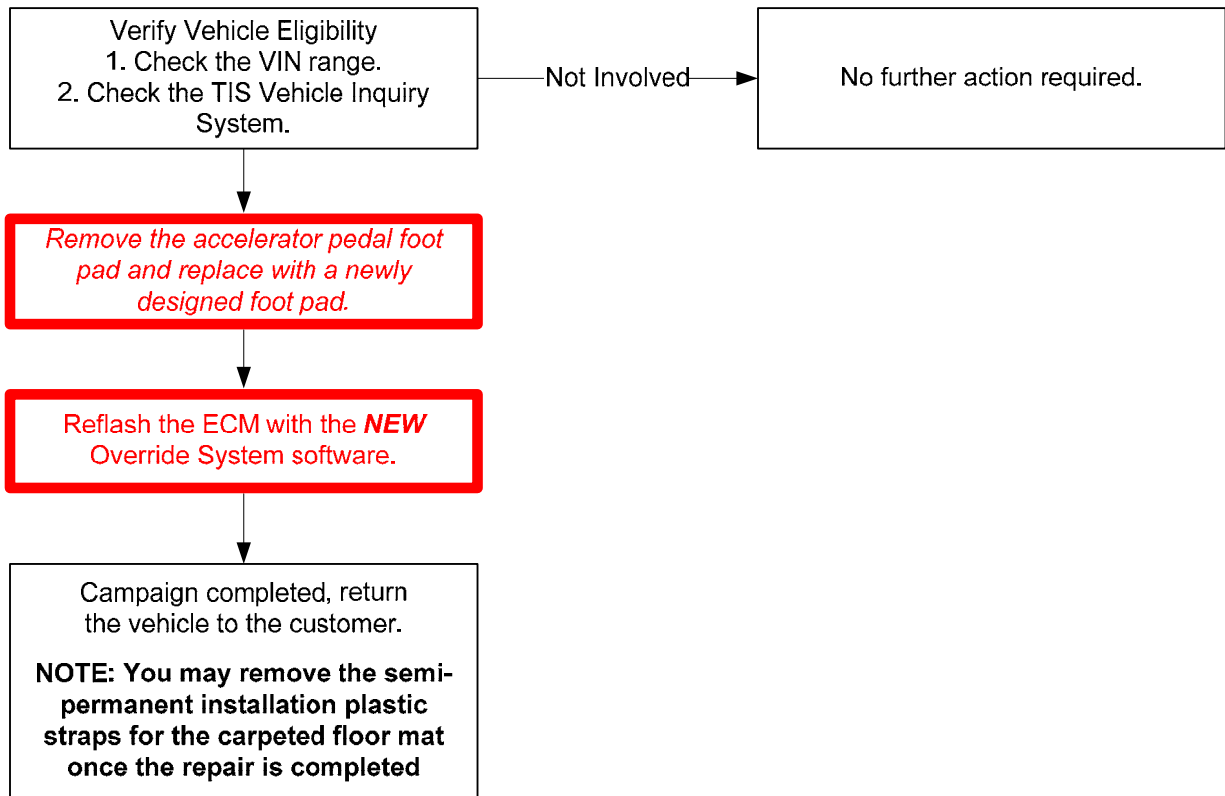
ACCELERATOR PEDAL MODIFICATION

2006 – 2010 MODEL YEAR LEXUS IS250, IS250 AWD, IS350

2008 – 2010 MODEL YEAR LEXUS IS-F

2010 MODEL YEAR LEXUS IS250C, IS350C

I. OPERATION FLOWCHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

Model	WMI	Year	VIN Range	
			VDS	Range
IS 250	JTH	2006	BK262	2000010 – 2021611
				5000018 – 5025772
		2007		2021159 – 2058542
				5025773 – 5050845
		2008		2057792 – 2082748
				5050849 – 5086447
		2009		2081667 – 2094281
				5086449 – 5107246
2010	BF5C2	2094264 – 2098065		
IS 250C	JTH	2010	FF2C2	5107249 – 5120392
IS 250 AWD	JTH	2006	CK262	2500014 – 2511181
				2000003 – 2008675
		2007		5000003 – 5007908
				2008542 – 2019897
		2008		5007909 – 5015612
				2019898 – 2027723
		2009		5015613 – 5027611
				2027724 – 2032532
2010	CF5C2	5027613 – 5036006		
IS 350C		2010	FE2C2	2032534 – 2034195
				5036007 – 5041329
				2500004 – 2503636

AFFECTED VIN RANGE CONTINUED...

Model	WMI	Year	VIN Range	
			VDS	Range
IS 350	JTH	2006	BE262	2000000 – 2007084
				5000005 – 5011869
		2007		2006942 – 2013016
				5011870 – 5017246
		2008		2011547 – 2016302
				5017247 – 5021818
		2009		2016235 – 2017388
				5021000 – 5023468
2010	BE5C2	2017389 – 2017589		
		5023469 – 5024512		
IS-F	JTH	2008	BP262	5000113 – 5004828
		2009		5002981 – 5006738
		2010	BP5C2	5006743 – 5007676

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this SSC, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

Part Number	Part Description	Qty per vehicle
04000-14153	Accelerator Foot Pad (Normal)	1
04000-14253*	Accelerator Foot Pad (Sport)*	1

* Limited use: The metallic sport pedal is only used in approx. 5% of the IS vehicles.
 - Parts include foot pad and pin.

B. TOOLS & EQUIPMENT

- | | | |
|-----------------------|--------------------------|-----------------|
| • Standard hand tools | • Protective eyewear | • Techstream |
| • Pin Punch (5/32") | • Protective work gloves | • Torque wrench |
| • Workbench with vise | • Hand file | • Hammer |

C. MATERIALS

- | | |
|---------------|--------------------------|
| • Bubble wrap | • Masking tape |
| • Shop cloth | • Touch-up Paint (Black) |

IV. BACKGROUND

The potential exists for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to get stuck in the wide open position. A stuck open accelerator pedal may result in very high vehicle speeds and make it difficult to stop the vehicle, which could cause a crash, serious injury or death. Lexus has determined that this defect does not exist in vehicles in which the driver side floor mat is compatible with the vehicle and properly secured.

- To make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal, the accelerator pedal foot pad will be replaced with a newly designed one.
- Vehicles equipped with the optional genuine Lexus All Weather Floor Mats (AWFM) will be inspected to determine if the AWFM set is of an older design. If it is, the older design AWFM for the driver and the front passenger will be replaced with newly designed ones.
- Finally, the ECU will be reflashed with newly designed software to provide customers an extra measure of confidence. This reflash will allow the system to cut engine power in case of simultaneous application of both the accelerator and brake pedals during certain driving speeds.

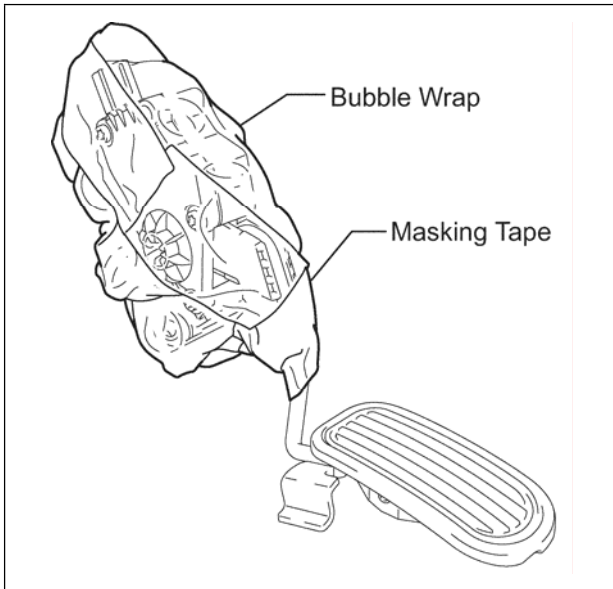
V. WORK PROCEDURE

A. REMOVE THE ACCELERATOR PEDAL

ACCELERATOR PEDAL HANDLING NOTES:



- **DO NOT drop**
- **DO NOT reuse an accelerator pedal that has been dropped**
- **Avoid vibration and shock**
- **DO NOT place the sensor portion of the pedal in a vise**
- **Cover and uncover the sensor while in the vehicle to prevent damage and debris from entering**



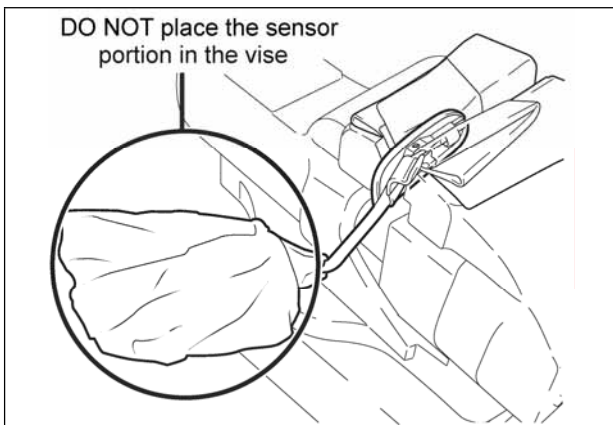
1. REMOVE THE ACCELERATOR PEDAL ASSEMBLY

[Click here to watch the video to supplement this step](#)

- a) Record the radio station presets.
- b) Disconnect the negative battery cable and wait 90 seconds.
- c) Disconnect the accelerator pedal connector.
- d) Remove the 2 bolts.
- e) While still inside the vehicle, use bubble wrap and masking tape to cover and protect the sensor.

NOTE:

- **For additional information on accelerator pedal removal, please refer to TIS.**
- **Be sure to use bubble wrap to protect the sensor.**
- **Be sure to seal the bubble wrap with masking tape to prevent damage to the sensor.**



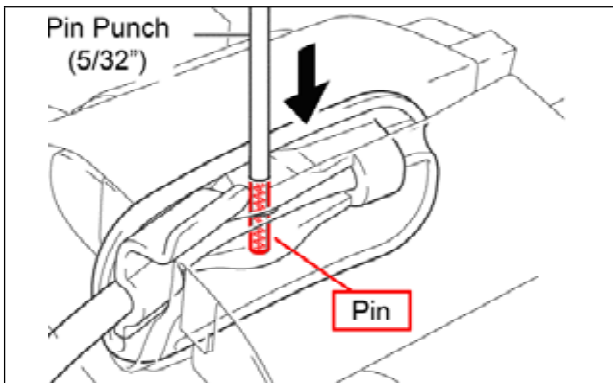
2. REMOVE THE ACCELERATOR PEDAL FOOT PAD

[Click here to watch the video to supplement this step](#)

- a) Place shop towels between the pedal assembly and the vise to prevent pedal damage.
- b) Secure the pedal in the vise.

NOTE:

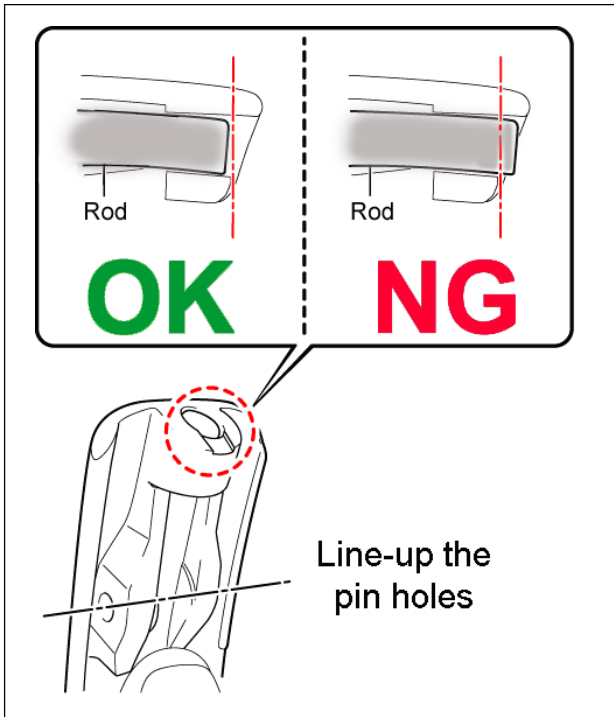
DO NOT place the sensor portion of the pedal in the vise, only the pedal portion.



- c) Remove the pin using a hammer and a 5/32" punch.

NOTE:

- **Use caution to ensure the pedal assembly does not fall out of the vise when removing the pin.**
- **Always use protective eyewear when using a hammer.**
- **Throw away the old pin and original foot pad after removal.**



3. CHECK THE ROD LENGTH

[Click here to watch the video to supplement steps 3-5](#)

- Put a **NEW pedal foot pad** onto the existing pedal rod and while lining-up the pin holes, confirm that the rod does not extend past the end of the foot pad. **Do not install the pin yet.**

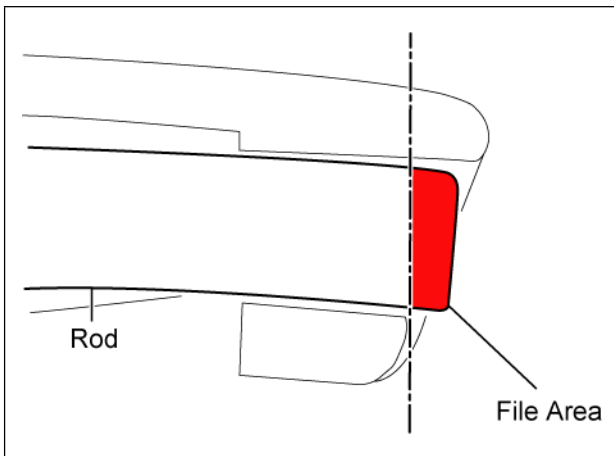
NOTE:

If the rod is **OK**:

- Skip to step 5.

If the rod is **NG**:

- Continue with step 4 and file the pedal rod.

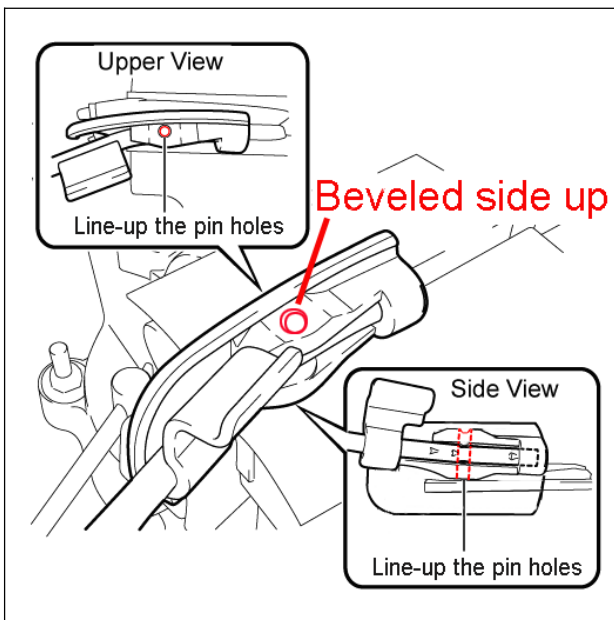


4. FILE THE ROD

- Mark the protruding section of the rod and remove the foot pad.
- File the protruding section of the rod with a hand file.
- Apply touch up paint to the filed area to prevent corrosion.**
- Confirm the rod no longer protrudes.

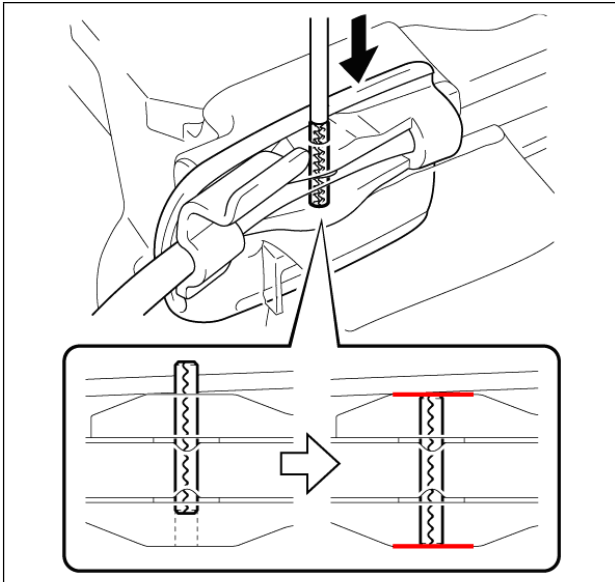
NOTE:

Make sure the foot pad is NOT installed on the rod when filing.



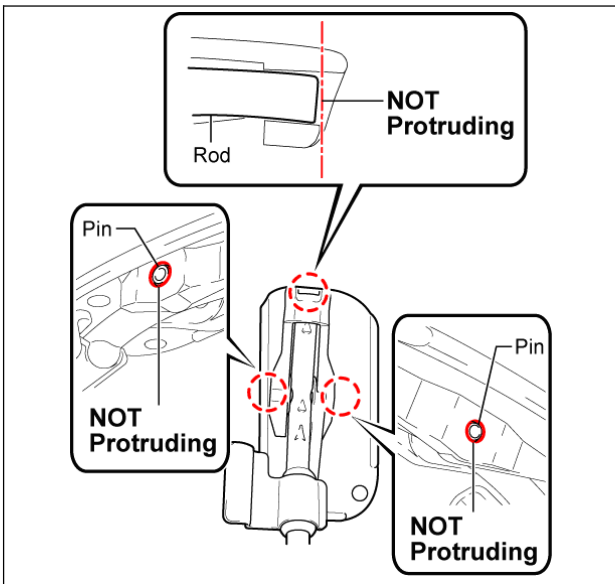
5. ASSEMBLE THE NEW ACCELERATOR PEDAL

- Place shop towels between the pedal assembly and the vise to prevent pedal damage.
- Secure the pedal in the vise with the **beveled pin hole facing up on both the foot pad and the pedal rod.**
- Line up the pin hole of the foot pad to the pedal rod.



d) Install the **NEW** pin using a hammer and 5/32" punch.

NOTE:
DO NOT damage the new accelerator pedal foot pad.



6. CHECK THE ROD AND PIN

a) After installing the pin, confirm it is not protruding from either the left or right side and confirm the rod does not extend past the foot pad.

B. REINSTALL THE ACCELERATOR PEDAL ASSEMBLY IN THE VEHICLE

1. REINSTALL THE ACCELERATOR PEDAL ASSEMBLY

- Remove and discard the masking tape and bubble wrap from the accelerator pedal assembly, while it is inside the vehicle.
- Reinstall the pedal with the 2 bolts and torque to specification.

Torque Specification:
5.4 Nm (55 kgf cm, 48 in. lbf)

- Reconnect the accelerator pedal electrical connector.
- Reconnect the negative battery cable.
- Set the clock and radio station presets.
- Reinitialize the vehicle system(s) as outlined in the repair manual on TIS.

NOTE

- DO NOT** reuse the bubble wrap.
- For additional information on accelerator pedal installation, please refer to TIS.
- The IS models do NOT require modification of the floor pan surface.**

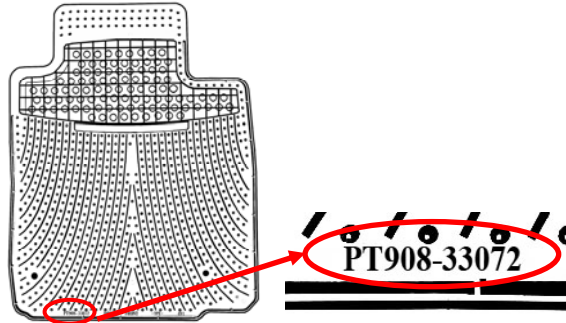
2. INSPECT THE FLOOR MAT

- a) Confirm the correct floor mat for this model is secured with the retaining hooks (clips).
 - If the grommets in the floor for the vehicle are in poor condition, refer to the appropriate TSB and repair the grommets.

NOTE:

- **If a Recalled All Weather Floor Mat (AWFM) has been identified, remove the AWFM from the vehicle and CUT THE RECALLED AWFM SO THAT IT CANNOT BE REUSED.**
- **You may remove the semi-permanent installation plastic straps for the carpeted floor mat once the repair is completed.**

Locate the ten digit floor mat part number on the bottom of the back side of the mat as illustrated below.
PLEASE NOTE, the floor mat part numbers are 12 digits but only the first ten are shown.



For Carpeted Floor Mats:

Utilizing the ten digit part number and the chart below, confirm the vehicle has the correct carpeted floor mat.

Part Number	Model	Type	'06	'07	'08	'09	'10	Color
PT208-53006-02	IS-C F-Sport SE	Carpet					X	Black
PT208-53060-02	IS250/350 2WD	Carpet	X					Black
PT208-53060-30	IS250/350 2WD	Carpet	X					Cashmere
PT208-53062-02	IS250 AWD	Carpet	X					Black
PT208-53062-30	IS250 AWD	Carpet	X					Cashmere
PT208-53067-02	IS250/350 2WD	Carpet	X	X	X	X	X	Black
PT208-53087-01	IS250/350 2WD	Carpet				X	X	Ecru
PT208-53067-30	IS250/350 2WD	Carpet	X	X	X			Cashmere
PT208-53068-02	IS250 AWD	Carpet	X	X	X	X	X	Black
PT208-53088-01	IS250 AWD	Carpet				X	X	Ecru
PT208-53068-30	IS250 AWD	Carpet	X	X	X			Cashmere
PT208-53087-02	IS-F	Carpet			X	X	X	Black
PT208-53093-02	IS-C	Carpet					X	Black
PT208-53095-02	IS-C F-Sport	Carpet					X	Black
PT208-53097-02	IS250/350	Carpet			X	X	X	Black
	F-Sport 2WD							
PT208-53098-02	IS250	Carpet			X	X	X	Black
	F-Sport AWD							

For All Weather Floor Mats (AWFM):

Utilizing the ten digit part number and the chart below, confirm the vehicle has the correct AWFM.

Part Number	Model	Type	'06	'07	'08	'09	'10	Color
PT908-5301W-02	IS 2WD	All Weather	X	X	X	X	X	Black 2 pc
PT908-5300W-02	IS AWD	All Weather	X	X	X	X	X	Black 2 pc

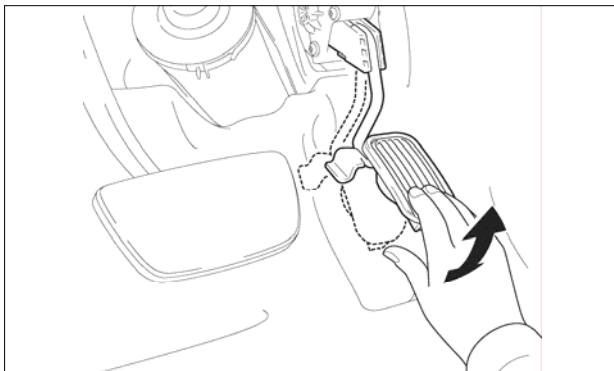
NOTE:

The part numbers listed above are for the 2 piece (driver & front passenger) campaign set ONLY.

DO NOT use the recalled AWFM listed below. These AWFM must be removed from the vehicle and recovered by the dealer.

Part Number	Model	Type	'06	'07	'08	'09	'10	Color
PT908-53050-02	IS250/350 2WD	All Weather	X					Black
PT908-53051-02	IS250 AWD	All Weather	X	X	X	X	X	Black
PT908-53070-02	IS250/350/F 2WD	All Weather	X	X	X	X	X	Black
PT908-53100-02	IS250/350/C	All Weather				X		Black

All recalled AWFM will be placed on Warranty Parts Recovery, and dealers will be required to return them to TMS. AWFM that are not returned will result in the claim being debited.



- b) Confirm the pedal does not get caught on the floor or floor mat during operation.
- c) Confirm the pedal operates properly.

3. INSPECT THE ACCELERATOR PEDAL ASSEMBLY OPERATION

- a) Connect Techstream to the DLC3.
- b) Enter the following menus: Powertrain / Engine and ECT / Data List.
- c) Check the values by referring to the table below.

NOTE:

Select ALL DATA on the pull down menu at the bottom of the screen when searching for the correct parameters.

Tester Display	Measurement: Range (Display)	Normal Condition
Accelerator Position	Accelerator Pedal Position Min: 0%, Max: 100%	Accelerator Pedal Released: 0% Accelerator Pedal Fully Depressed: 100%

4. REFLASH THE ECU

- a) Reflash the Engine ECU with the NEW Override System software following L-SB-0015-10
- b) For Calibration ID, please refer to the tables below.

IS250 2WD Auto Trans	Current CID	New CID
2006 MY	35323500	35323600
	35323400	
	35323300	
	35323200	
	35323100	
	35323000	
2007 MY	35347300	35347400
	35347200	
	35347100	
	35347000	
2008 MY	35366100	35366200
	35366000	
2009 MY	35380100	35380200
	35380000	
2010 MY	353C6000	353C6100

IS250 AWD Auto Trans	Current CID	New CID
2006 MY	35324500	35324600
	35324400	
	35324300	
	35324200	
	35324100	
	35324000	
2007 MY	35348300	35348400
	35348200	
	35348100	
	35348000	
2008 MY	35367100	35367200
	35367000	
2009 MY	35381100	35381200
	35381000	
2010 MY	353C7000	353C7100

IS250 2WD Manual Trans	Current CID	New CID
2006 MY	35322500	35322600
	35322400	
	35322300	
	35322200	
	35322100	
	35322000	
2007 MY	35346300	35346400
	35346200	
	35346100	
	35346000	
2008 MY	35365100	35365200
	35365000	
2009 MY	35379100	35379200
	35379000	
2010 MY	353C5000	353C5100

IS350	Current CID	New CID
2006 MY	35321400	35321500
	35321300	
	35321200	
	35321100	
	35321000	
2007 MY	35343200	35343300
	35343100	
	35343000	
2008 MY	35362200	35362300
	35362100	
	35362000	
2009 MY	35376100	35376200
	35376000	
2010 MY	353C1000	353C1100

IS-F	Current CID	New CID
2008-09 MY	353A0000	353A0100
	35356000	
2010 MY	353B6000	353B6100

IS-C	Current CID	New CID
2010 IS250 Auto Trans/2WD	353A9000	353A9100
2010 IS250 Manual Trans/2WD	353A8000	353A8100
2010 IS350-C	353A6000	353A6100

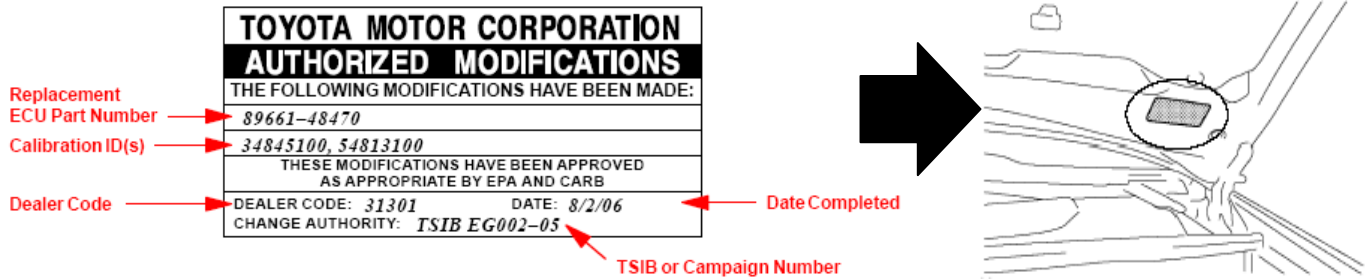
5. CHECK FOR DTC CODES

a) Check for DTC codes.

NOTE:

If DTC(s) are displayed, verify the code(s) and record the freeze frame data, then perform repairs as necessary.

6. TEST DRIVE THE VEHICLE AND INSPECT FOR ANY PROBLEMS



7. AFFIX THE AUTHORIZED MODIFICATIONS LABEL

a) Using a permanent marker or ball point pen, complete the Authorized Modifications Label and attach it to the underside of the hood in front of the driver as shown above.

- **Replacement ECU Part Number & Calibration ID(s)**

Model Year	Specification	Replacement ECU Part Number	New Calibration ID
2006	IS350/2GR-FSE/6AT/FR	89661-53565	35321500
	IS250/4GR-FSE/MT/FR	89661-53575	35322600
	IS250/4GR-FSE/6AT/FR	89661-53585	35323600
	IS250/4GR-FSE/6AT/AWD	89661-53595	35324600
2007	IS350/2GR-FSE/6AT/FR	89661-53783	35343300
	IS250/4GR-FSE/MT/FR	89661-53814	35346400
	IS250/4GR-FSE/6AT/FR	89661-53824	35347400
	IS250/4GR-FSE/6AT/AWD	89661-53834	35348400
2008	IS350/2GR-FSE/6AT/FR	89661-53A73	35362300
	IS250/4GR-FSE/MT/FR	89661-53B02	35365200
	IS250/4GR-FSE/6AT/FR	89661-53B12	35366200
	IS250/4GR-FSE/6AT/AWD	89661-53B22	35367200
	IS-F/2UR-GSE/8AT/FR	89661-53D51	353A0100
2009	IS350/2GR-FSE/6AT/FR	89661-53C12	35376200
	IS250/4GR-FSE/MT/FR	89661-53C42	35379200
	IS250/4GR-FSE/6AT/FR	89661-53C52	35380200
	IS250/4GR-FSE/6AT/AWD	89661-53C62	35381200
	IS-F/2UR-GSE/8AT/FR	89661-53D51	353A0100
2010	IS350/2GR-FSE/6AT/FR	89661-53F61	353C1100
	IS250/4GR-FSE/MT/FR	89661-53G01	353C5100
	IS250/4GR-FSE/6AT/FR	89661-53G11	353C6100
	IS250/4GR-FSE/6AT/AWD	89661-53G21	353C7100
	IS350-C/2GR-FSE/6AT/FR	89661-53E11	353A6100
	IS250-C/4GR-FSE/MT/FR	89661-53E31	353A8100
	IS250-C/4GR-FSE/6AT/FR	89661-53E41	353A9100
	IS-F/2UR-GSE/8AT/FR	89661-53F11	353B6100

- **Dealer Code**
- **Date Completed**
- **Campaign Number**

NOTE:

Authorized Modifications Label (in packages of 25) can be ordered through the Material Distribution Center (MDC), P/N 00451-00001-LBL.

VI. APPENDIX

A. RECALLED PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***