



Via Overnight Mail
April 27, 2011

Subject: Safety Recall BLC - Remedy Available
Certain 2004 - Early 2007 Model Year RX 330, RX 350 and RX 400h Vehicles
Driver's Side Floor Carpet Cover and Retention Clips

Dear Dealer Principal:

As communicated on Thursday, February 24, 2011, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a Safety Recall on certain 2004 through early 2007 model year RX 330, RX 350 and RX 400h vehicles to replace the driver's side Floor Carpet Cover and Retention Clips.

Background

In certain 2004 through early 2007 model year RX 330, RX 350 and RX 400h vehicles, if the forward retention clip used to secure the driver's side floor carpet cover, which is located in front of the center console, is not installed properly, the cover may lean toward the accelerator pedal and interfere with the accelerator pedal arm. If this occurs, the accelerator pedal may temporarily become stuck in a partially depressed position when returning to the idle position. An accelerator pedal temporarily stuck in a partially depressed position may increase the risk of a crash.

The following information is provided to inform you and your staff of the remedy phase of this Safety Recall and your degree of involvement.

Pre-Owned Vehicles in Dealer Inventory

Lexus requests that dealers not deliver any pre-owned vehicles in their inventory which are involved in this Safety Recall until the defect has been remedied. If a dealer wishes to sell or deliver a pre-owned vehicle covered by this Safety Recall, it is important the dealer clearly communicate to the consumer that the vehicle has been identified by Lexus as subject to a recently announced Safety Recall.

Also, as a reminder, Lexus CPO policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall, such as this Safety Recall BLC. Thus, no affected units may be sold or delivered as a CPO vehicle until the Safety Recall has been completed on that vehicle.

Owner Notification

Lexus will begin mailing Safety Recall Notices by first class mail in phases beginning in early May. The owner letters will be spread over several weeks consistent with parts availability and repair capacity. A sample of the owner letter is attached.

Identification of Covered Vehicles

MODEL	WMI	MY	VDS	START	FINISH
RX 330	2T2	2004	GA31U	C001001	C019006
			HA31U	C001002	C039897
	JTJ	2004	GA31U	0001010	0044873
			HA31U	0001045	0074277
RX 330	2T2	2005	GA31U	C018659	C042888
			HA31U	C039056	C087493
	JTJ	2005	GA31U	0044429	0059262
			HA31U	0074282	0098527
RX 400H	JTJ	2005	HW31U	0001014	0001025
RX 330	2T2	2006	GA31U	C042219	C053399
			HA31U	C086510	C109798
	JTJ	2006	GA31U	0059263	0065897
			HA31U	0098335	0106215
RX 400H	JTJ	2006	GW31U	0001007	0004971
				2000101	2000921
			HW31U	0001035	0049416
				2000103	2007117
RX 350	2T2	2007	GK31U	C001006	C017490
			HK31U	C001008	C027928
	JTJ	2007	GK31U	0001007	0005483
			HK31U	2000449	2017229

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

Remedy Procedures

Refer to TIS for the appropriate Technical Instructions. Technical instructions will be posted on TIS on Wednesday, April 27, 2011.

Parts Ordering

The floor carpet cover and two clips have been kitted together for this Safety Recall.

Part Number	Part Description	Quantity
04001-1340E (Ivory)	Cover Kit, Floor Carpet, CTR LH*	1
04001-1320E (Light Gray)	Cover Kit, Floor Carpet, CTR LH*	1
04001-1330E (Black)	Cover Kit, Floor Carpet, CTR LH*	1

In order to assure sufficient availability of kits for scheduled appointments these kits have been placed on the Dealer Order Solution process. Please refer to the Manual Allocation Control (MAC) report (see sample on next page) posted

in the Lexus Customer Services website for daily and weekly order limits.

Current Campaign MAC Parts								
Part Number	Analyst Code	Special Activity Description	Dealer Ordering Instructions			MAC Release Contact	Inventory Status	ETA and Additional Information <small>In stock = inventory available and/or in-transit to all PDC locations. Limited = inventory is low and/or parts in-transit to some or all PDC locations.</small>
			Dealer MAX Quantity	Dealer Order Frequency	DOS or MAC Code			

IMPORTANT PARTS ORDERING REMINDER

Effective March 1, 2009, 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

Warranty Claim Instructions

The warranty operation codes will be loaded and available for dealer use on Thursday, April 28, 2011. Dealers are required to submit Safety Recall claims using the information below.

Safety Recall	Op. Code	Description	Flat Rate Hour
	1526B1	Replace the floor carpet cover and clips	0.3 hr/vehicle

Note: Flat rate time includes 0.1 hour for Safety Recall administration cost per vehicle for your dealership. Lexus warranty will only accept one claim per vehicle under the terms of the Safety Recall. Please ensure that your dealership checks Dealer Daily or TIS to see if the vehicle has been repaired under the Safety Recall prior to servicing a vehicle.

The interim inspection procedure, B2C, is now superseded by Safety Recall BLC. All B2C procedures must be completed by April 30, 2011. All claims for B2C must be submitted no later than May 31, 2011.

Customer Handling

This Safety Recall is a great opportunity to focus on assuring your 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. Please welcome these customers and answer any questions they may have. The attached Q&A is provided to assure a consistent message is communicated.

Media Contacts

- Dealership associates with questions should contact their District Service and Parts Manager.
- For *news media inquires only*. Due to the nature of this Safety Recall, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, *all media contacts* must be directed to Brian Lyons (310) 468-2552 in Corporate Communications. (Please do not provide these numbers to customers or direct dealership associates to call).

Please review this entire package with your 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
Pre-Owned Manager
Sales Manager
Service Manager



Safety Recall BLC - Q&A - **Remedy Notice**
Certain 2004 - Early 2007 Model Year RX 330/350/400h
Driver's Side Floor Carpet Cover and Retention Clips

Q1: *What is the condition?*

A1: In certain 2004 through early 2007 model year RX330/350/400h vehicles, if the forward retention clip used to secure the driver's side Floor Carpet Cover, which is located in front of the center console, is not installed properly, the cover may lean toward the accelerator pedal and interfere with the accelerator pedal arm. If this occurs, the accelerator pedal may temporarily become stuck in a partially depressed position rather than return to the idle position. An accelerator pedal temporarily stuck in a partially depressed position may increase the risk of a crash.

Q1a: *How many retention clips secure the Floor Carpet Cover?*

A1a: There are two retention clips, a forward one and a rearward one.

Q2: *What is Lexus going to do?*

A2: Lexus has completed parts preparations and will now begin mailing remedy owner letters.

Lexus will replace the Driver's side Floor Carpet Cover and Retention clips with newly designed parts. The new Floor Carpet Cover has an additional tab which extends beyond the travel of the accelerator pedal arm, so as not to interrupt the movement of accelerator pedal arm even if the cover is leaning. This will be performed at no charge to the vehicle owner.

Q3: *Are there any other Toyota or Lexus models covered by this Safety Recall?*

A3: In addition to the RX 330/350/400h vehicles, there are approximately 397,000 Toyota Highlander (2004 - certain 2006 model year) vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period	Number of Vehicles
RX 330/350/400h	Certain 2004 -Early 2007	Mid-February, 2003 to late August, 2006	Approximately 372,000 units
Highlander	Certain 2004 -2006	Mid-August, 2003 to late July, 2006	Approximately 397,000 units

Q4: *Are there any warnings for this condition?*

A4: If the driver's side Floor Carpet Cover is leaning, the driver may notice it is contacting his/her foot.

Q5: *How long will it take to conduct the remedy?*

A5: The replacement of the Floor Carpet Cover and retention clips will take approximately 15 minutes. However, it may be necessary for the owner to make the vehicle available for a longer period of time depending upon the dealer's work schedule.

Q6: *How is the shape of the new Floor Carpet Cover different from the original one?*

A6: The new Floor Carpet Cover has an additional tab which extends beyond the travel of the accelerator pedal arm, so as not to interrupt the movement of the accelerator pedal arm even if the cover is leaning.

Q7: *What if an owner has additional questions or concerns?*

A7: Owners with questions or concerns are asked to please contact the Lexus Customer Satisfaction 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. They may also consult the information posted at <http://www.lexus.com/floormats>.

Q8: *What if an owner has previously paid for repair to address the condition described above?*

A8: Reimbursement consideration instructions will be provided in the Remedy owner letter.

**Certain 2004 – 2007 Model Year RX330/350/400h
Floor Carpet Cover and Retention Clips
Safety Recall Notice (*Replacement Parts Now Available*)**

[VIN]

Dear Lexus Customer:

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 certain 2004 – 2007 Model Year RX330/350/400h vehicles.

What is the condition?

As previously communicated to you, in certain 2004 through 2007 model year RX330/350/400h vehicles, if the forward retention clip used to secure the driver's side Floor Carpet Cover, which is located in front of the center console, is not installed properly, the cover may lean toward the accelerator pedal and interfere with the accelerator pedal arm. If this occurs, the accelerator pedal may temporarily become stuck in a partially depressed position rather than returning to the idle position. An accelerator pedal temporarily stuck in a partially depressed position may increase the risk of a crash.

What is Lexus going to do?

The replacement parts for your vehicle are now available. Lexus will replace the Floor Carpet Cover with one of a different shape as well as both forward and rear retention clips.

What should you do?

- Please contact any Lexus dealer and make an appointment as soon as possible to have the Floor Carpet Cover and both forward and rear retention clips of your vehicle replaced at **no charge** to you.
- The replacement of the cover and clips will take approximately 20 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.lexus.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

Your local Lexus dealer will be more than happy to answer any of your questions. If you require further assistance, you may contact Lexus Customer Satisfaction at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

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 Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Lexus Customer Assistance
Mail Stop L201
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow us 6-8 weeks to process your request.

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 lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

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

Sample

TECHNICAL INSTRUCTIONS

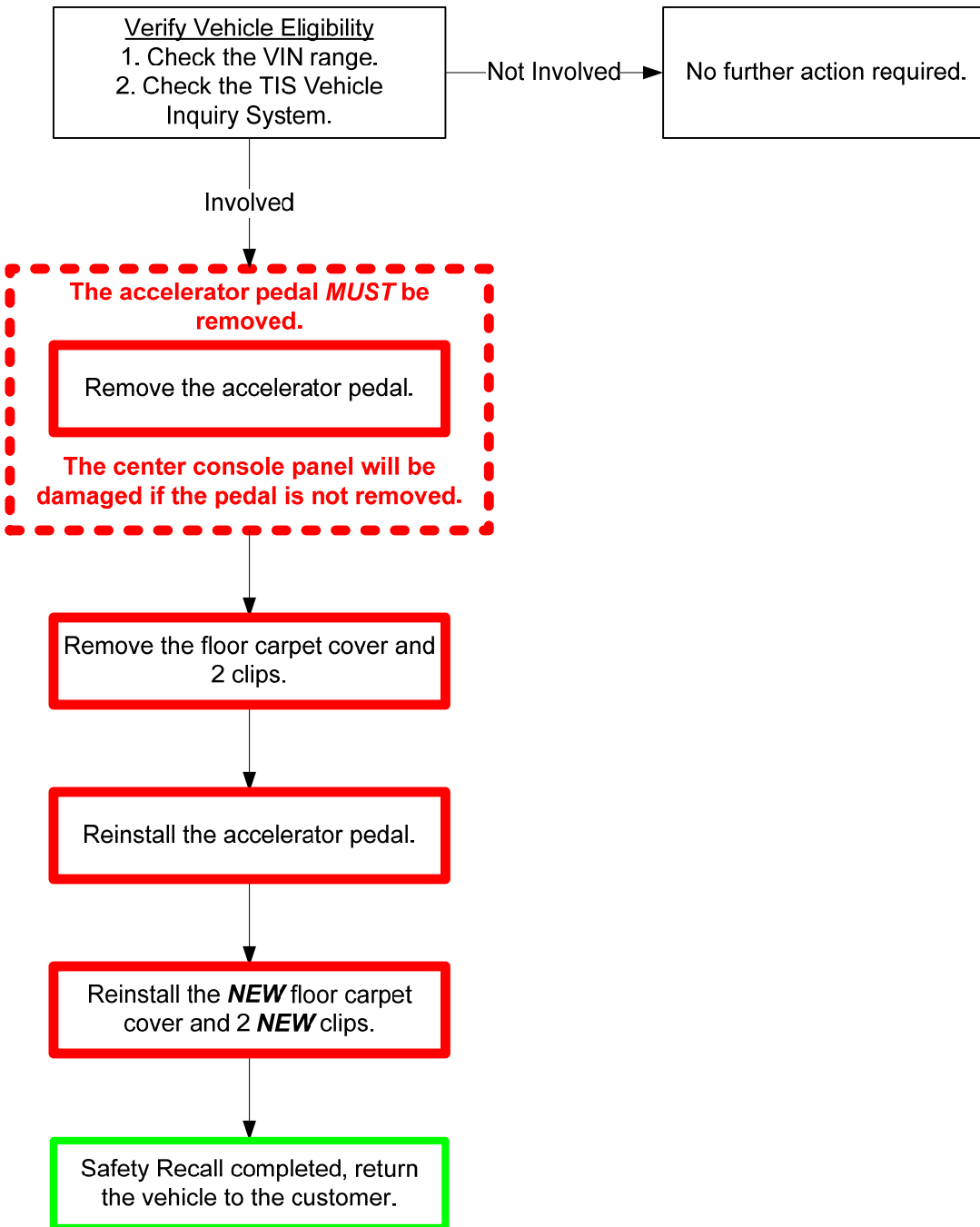
FOR

SAFETY RECALL BLC

FLOOR CARPET COVER

CERTAIN 2004 – EARLY 2007 MODEL YEAR RX 330/350/400h

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

Model	WMI	Year	VIN Range	
			VDS	Range
RX 330	2T2	2004	GA31U	C001001 - C019006
			HA31U	C001002 - C039897
	GA31U		0001010 - 0044873	
	HA31U		0001045 - 0074277	
	2T2	2005	GA31U	C018659 - C042888
			HA31U	C039056 - C087493
	GA31U		0044429 - 0059262	
	HA31U		0074282 - 0098527	
RX 400h	JTJ	2005	HW31U	0001014 - 0001025
RX 330	2T2	2006	GA31U	C042219 - C053399
			HA31U	C086510 - C109798
	JTJ		GA31U	0059263 - 0065897
			HA31U	0098335 - 0106215
RX 400h	JTJ	2006	GW31U	0001007 - 0004971
				2000101 - 2000921
			HW31U	0001035 - 0049416
				2000103 - 2007117
RX 350	2T2	2007	GK31U	C001006 - C017490
			HK31U	C001008 - C027928
	JTJ		GK31U	0001007 - 0005483
			HK31U	2000449 - 2017229

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, 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	Quantity
04001-1340E (Ivory)	Cover Kit, Floor Carpet, CTR LH*	1
04001-11248 (Light Gray)	Cover Kit, Floor Carpet, CTR LH*	1
04001-11448 (Black)	Cover Kit, Floor Carpet, CTR LH*	1

*The kit above includes the following parts:

58534-xxxx-xx	Floor Carpet Cover	1
90467-06020-C0	Retention Clip	2

NOTE:

The following website can be used to confirm the appropriate part kit to order based on the VIN.
<http://lexus-blc.imagespm.info/>

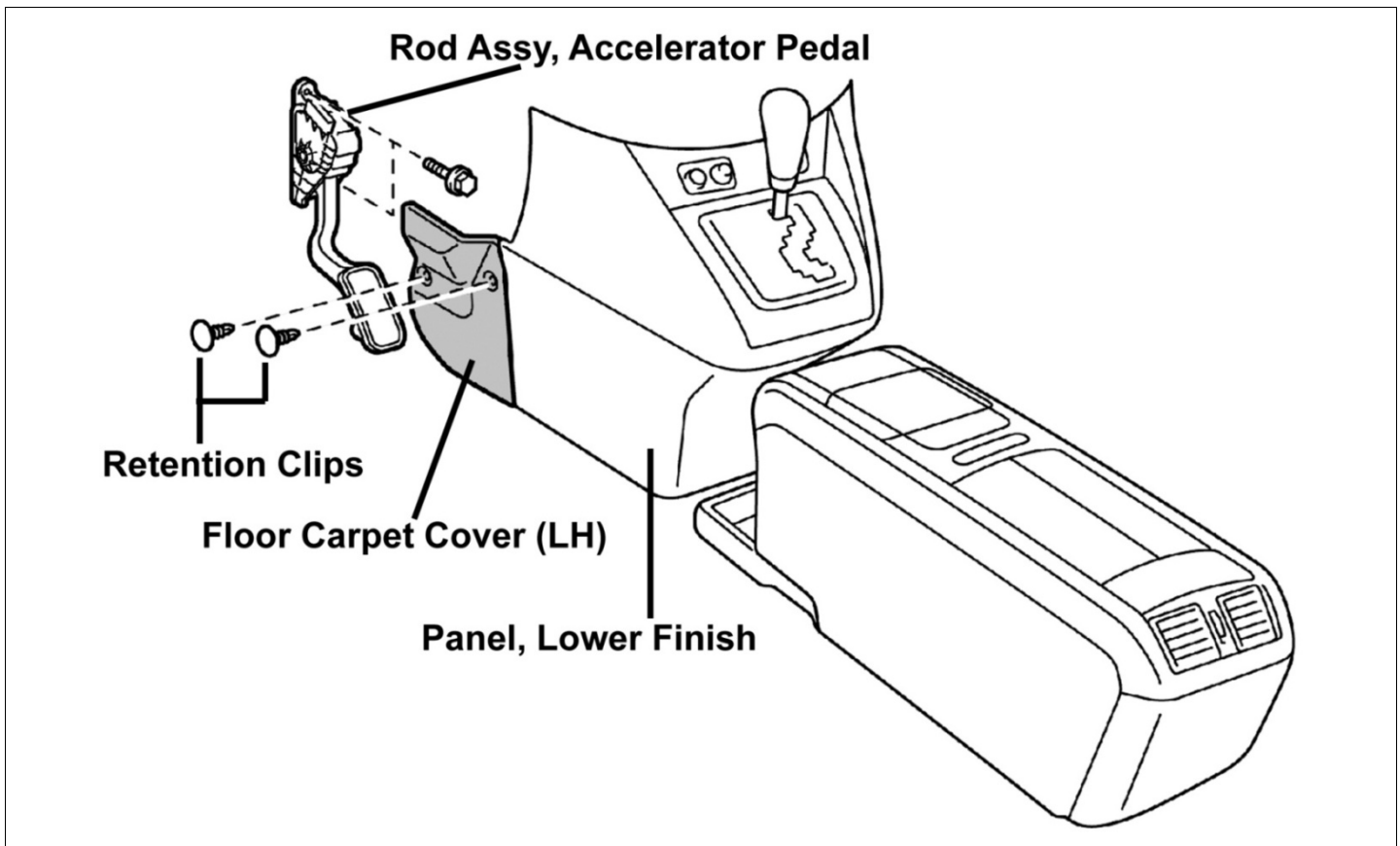
B. TOOLS & EQUIPMENT

- Standard hand tools
- Torque wrench

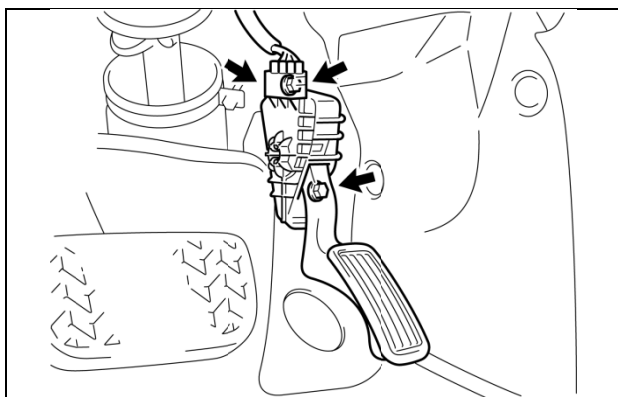
IV. BACKGROUND

In certain 2004 through early 2007 model year RX 330, RX 350 and RX 450h vehicles, if the forward retention clip used to secure the driver's side floor carpet cover, which is located in front of the center console, is not installed properly, the cover may lean toward the accelerator pedal and interfere with the accelerator pedal arm. If this occurs, the accelerator pedal may temporarily become stuck in a partially depressed position when returning to the idle position. An accelerator pedal temporarily stuck in a partially depressed position may increase the risk of a crash.

V. WORK PROCEDURE

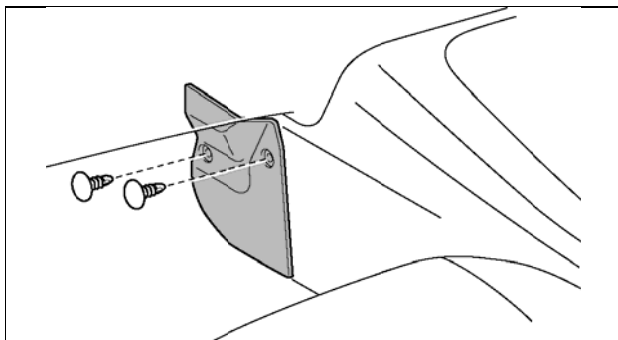


A. REPLACE THE CARPET COVER AND CLIPS



1. REMOVE THE ACCELERATOR PEDAL ASSEMBLY

- Record the radio station presets.
- Disconnect the negative battery cable and wait 90 seconds.
- Disconnect the accelerator pedal connector.
- Remove the 2 nuts and accelerator pedal assembly.



2. REMOVE THE CARPET COVER CLIPS

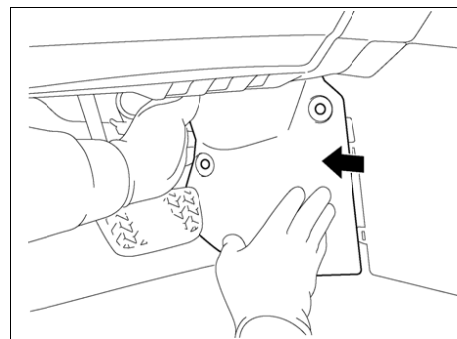
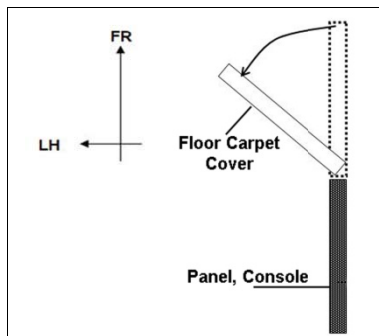
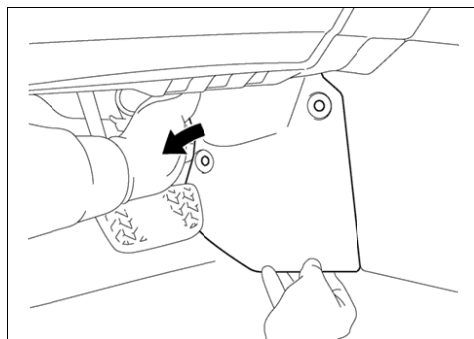
- Remove the two retention clips.

3. REMOVE THE CARPET COVER



The accelerator pedal **MUST** be removed. The center console panel will be damaged if the pedal is not removed.

- Tilt the front of the carpet cover toward the brake pedal.
- Move the carpet cover toward the front of the vehicle to remove it.



4. REINSTALL THE ACCELERATOR PEDAL ASSEMBLY

Torque: 4.9 Nm (50 kgf cm, 43 in. lbf)

5. REINSTALL THE NEW CARPET COVER AND TWO NEW CLIPS

6. RECONNECT THE NEGATIVE BATTERY CABLE

7. CONFIRM THE PEDAL OPERATES PROPERLY AND NOTHING INTERFERES WITH THE PEDAL

◀ VERIFY REPAIR QUALITY ▶

- Confirm the pedal is reinstalled correctly
- Confirm the carpet cover is reinstalled correctly
- Confirm the correct retention clips are used and secure
- Confirm nothing interferes with accelerator pedal operation
- If you have any questions regarding this recall, please contact your regional representative

VI. APPENDIX

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.***



Kathy Wachs/Lexus/Toyota

04/27/2011 03:46 PM

To

cc

bcc [REDACTED]

Subject Customer Care Amenities for Safety Recall BLC

Please be advised that Lexus' usual customer care amenities of car wash and fuel tank fill 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.



Kathy Wachs

Vendor Relations Administrator, Sr.
Lexus Service & Parts Operations
Tel. 310.468. [REDACTED] Fax 310.381. [REDACTED]
<http://tv/lexusps>

