



QUESTIONS & ANSWERS regarding the FLOOR MAT PEDAL ENTRAPMENT RECALL

Which Lexus models are involved in the floor mat pedal entrapment recall?

2006 - 2010 IS 250
2006 - 2010 IS 350
2007 - 2010 ES 350

What is the condition that has prompted this floor mat pedal entrapment recall?

There is the potential for an unsecured or incompatible driver's floor mat to interfere with, or entrap, the accelerator pedal in the worst case, in the wide-open position. A vehicle with an entrapped accelerator pedal may be difficult to control and/or stop.

What are the specific measures of the vehicle-based remedy you are using to address the potential for floor mats to entrap the pedal?

The remedy is as follows:

1. The shape of the accelerator pedal will be reconfigured to address the risk of floor mat entrapment, even when an older-design all-weather floor mat or other inappropriate floor mat is improperly attached, or is placed on top of another floor mat. For the ES350, Camry, and Avalon models involved, the shape of the floor surface underneath will also be reconfigured to increase the space between the accelerator pedal and the floor.
2. Vehicles with any genuine Toyota or Lexus accessory all-weather floor mat will be provided with newly-designed replacement driver- and front passenger-side all-weather floor mats.

In addition, as a separate measure independent of the vehicle-based remedy, Toyota will install a brake override system onto the involved Camry, Avalon, and Lexus ES 350, IS 350 and IS 250 models as an extra measure of confidence. This system cuts engine power in case of simultaneous application of both the accelerator and brake pedals.

What is the function of "brake override system"?

When the vehicle is moving and both the gas and brake pedal are pushed at the same time, this software forces the vehicle to respond to the brake only. The brake takes precedence over the gas pedal.

Is Toyota implementing the brake override system because there is an electronic control unit (ECU) defect?

Toyota is confident that no defect exists in the ECU.

What vehicles has Toyota begun notification on for the floor mat recall?

Toyota has begun issuing notification for the Lexus division involved models – ES350 and IS250 and IS350, and the Toyota Camry and Avalon. The recall remedies for other involved vehicles will be rolled out through 2010.

In the meantime, if you are an owner of a vehicle involved in this recall, as a precaution, to help reduce the risk of incorrect floor mat installation and/or application, Toyota requests

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 recall remedy has been completed, only floor mats designed specifically for the vehicle and which are properly secured should be installed on the driver's floor.

What is the likelihood that my vehicle will experience this condition?

Pedal entrapment can occur in vehicles in which the driver's side floor mat is not compatible with the vehicle and/or is not properly installed and secured. It can also occur when there is a loose item or debris on the driver's side floor.

As a precaution, to help reduce the risk of incorrect floor mat installation and/or application, Toyota requests 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 recall remedy has been completed, only floor mats designed specifically for the vehicle and which are properly secured should be installed on the driver's floor.

What should I do if I experience floor mat pedal entrapment while driving?

Should the vehicle continue to accelerate rapidly after releasing the accelerator pedal, this could be an indication of floor mat interference. If this occurs, Toyota 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 you are unable to put the vehicle in Neutral, turn the engine OFF, or to ACC. This will not cause loss of steering or braking control, but the power assist to these systems will be lost.
 - o If the vehicle is equipped with an Engine Start/Stop button, firmly and steadily push the button for at least three seconds to turn off the engine. Do NOT tap the Engine Start/Stop button.
 - o If the vehicle is equipped with a conventional key-ignition, turn the ignition key to the ACC position to turn off the engine. Do NOT remove the key from the ignition as this will lock the steering wheel.

What if I don't want to remove my floor mat?

Toyota strongly recommends that you remove the driver's side floor mat and that you not disregard this advice. If you choose to disregard our recommendation, please be sure that your vehicle has the correct floor mat and that it is properly installed and secured. Do not stack floor mats and do not turn them over. While there are instructions on www.toyota.com for proper floor mat installation in unaffected vehicles, again, Toyota strongly recommends that you remove the floor mat out of recalled vehicles.

Are the all-weather floor mats being replaced in involved vehicles?

Yes. Toyota will be replacing the front driver and passenger-side floor mats.

Is Toyota recalling the old style floor mats and what are you doing with them?

Yes, Toyota is recalling the old style floor mat as part of this recall to completely remove them from the market. At some point in time, in the future, these mats will be recycled into other products such as road surfaces. Toyota has not completed the details of the recycling actions.