



March 18, 2010

**Subject: Safety Recall - 9LG  
Certain 2007 - 2010 Model Year ES 350 Vehicles  
Potential Floor Mat Interference with Accelerator Pedal - Updated**

Dear Dealer Principal:

In early October, Lexus announced it would initiate a Safety Recall for potential floor mat interference with the accelerator pedal. The condition involves 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 ES 350 vehicles. The remedy for affected IS vehicles is still being developed.** Please continue to use the previously communicated instructions and guidelines for floor mat installation in ES vehicles and IS vehicles until customers are notified with regard to the remedy for their vehicles. Please familiarize your associates so they may assist customers in addressing any questions they may have.

The following vital information is provided to inform you and your staff of the owner notification and remedy completion phase of the campaign 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, both the accelerator pedal and the floor surface in the driver's foot-well will be modified.

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.

Independent of the vehicle-based recall remedy, a newly designed 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 override system feature to customers so that they understand this extra measure of safety 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 late December, 2009, Lexus began sending the owner notification letters. Owner mailings were sent in phases. A sample of the owner letter is attached for your reference.

#### 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
ES 350	JTH	2007	BJ46G	2000052 - 2154865
		2008	BJ46G	2124795 - 2274244
		2009	BJ46G	2272246 - 2342372
		2010	BK1EG	2321902 - 2374931

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

Dealers should place orders for the needed parts which are on manual allocation. Lexus will review and release dealer orders. **It is critical that your dealers do not schedule any appointments unless they have parts on-hand to make the repairs.**

Part Description	Part Number	Quantity per Vehicle
Upper Tibia Pad	58571-33010	1
Rubber Pad	78118-41010	1
Retainer, Floor Clamp	58297-50020	2
ES 350 AWFM Black (2 pc)	PT908-3310W-02	1
ES 350 AWFM Gray (2 pc)	PT908-3310W-11	1
ES 350 AWFM Brown (2 pc)	PT908-3310W-14	1

### **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

In a separate December shipment, your dealers were sent a campaign tool kit. This kit included the required accelerator template and gauge, an orbital sander and a reciprocating saw. The additionally 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	Description	Labor Hours
9LG	9911M1	1. Accelerator Pedal and Floor Surface Modification 2. ECU Reprogramming  <i>3. Remove the sound deadening material</i> <i>4. Replacement of the AWFM</i>	1.8
	9911M2	1. Accelerator Pedal and Floor Surface Modification 2. ECU Reprogramming  <i>3. Remove the sound deadening material</i>	1.8
	9911M3	1. Accelerator Pedal and Floor Surface Modification 2. ECU Reprogramming  <i>3. Replacement of the AWFM</i>	1.7
	9911M4	1. Accelerator Pedal and Floor Surface Modification 2. ECU Reprogramming	1.7

- Above 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 see if the vehicle has been repaired under this recall prior to servicing a vehicle.
- Additional materials used for repairing each vehicle (i.e., industrial tape, double-stick tape, replacement saw blades (amortized over several repairs), replacement sanding disks (amortized over several repairs), etc.) can be claimed as a sublet type "ZZ" at a rate of \$1.00 per vehicle.
- The collected all weather floor mats will be placed on Warranty Parts Recovery and dealers will be required to return them to Lexus. Dealers should be sure to only return one set of mats per box. Floor mats that are not returned will result in the claim being debited.
- The above 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 are available via your DMS and TIS.

## 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 your dealers with questions regarding the letter, and/or recall remedy. Please make sure that your dealers welcome them and answer 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 ES and IS vehicles who have not yet received the recall remedy letter 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>.
- Advise owners of affected IS vehicles that Lexus is currently working on a campaign remedy. ***Customers should retain the all weather and/or carpeted driver's floor mat until the campaign remedy is available.***
- Assist any customer who asks to verify correct floor mat application and secure installation.
- Although Lexus is making every effort to replace the Lexus Genuine All Weather Floor Mats (AWFMs) with newly designed ones in the vehicles covered by Safety Recall 9LG, some customers have decided to retain their original Lexus AWFMs. In these cases, we request that the following verbiage be written in 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 (AWFM) in his or her vehicle replaced as a part of the Safety Recall remedy. The customer has been advised that the new AWFM 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 AWFM 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 AWFM has not been replaced as part of this recall.

Customer's Name (Printed): \_\_\_\_\_

Customer's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

- Owners with additional questions or concerns are asked to please contact the Lexus Customer Assistance Center (1-800-255-3987).

*Some of the ES 350 vehicles subject to Safety Recall 9LG (Potential Floor Mat Interference with Accelerator Pedal) are also subject to LSC 9LH (VVT-i Oil Hose Replacement). Lexus will only accept sublet charges for customer care amenities (car wash, fuel fill, rental, pick up and delivery) on the dealer claim for the Safety Recall 9LG repair. It is important that your dealership perform all applicable Safety Recall/LSC repairs in a single service visit and correctly submit the associated warranty claims.*

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

Corrective Actions for Vehicles in Dealer Stock

Dealers should perform this recall modification to new and pre-owned vehicles 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



Special Service Campaign (SSC) – 9LG (Safety Recall) Q&A  
Certain 2007 – 2010 Model Year Lexus ES Vehicles  
Potential Floor Mat Interference with Accelerator Pedal  
December, 2009

Q1: *What is the condition?*

A1: As communicated earlier this past fall, 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 vehicle. The remedy will entail modification to both the accelerator pedal and the floor surface in the driver's foot-well.

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 AWFM's 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 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.

Q2a: *Will customers receive a loaner vehicle during the vehicle remedy process?*

A2a: Lexus will make every effort to minimize customer inconvenience during the customer's appointment. This includes providing a loaner vehicle.

Q2b: *What if a customer is not satisfied with the appearance of the modified accelerator pedal?*

A2b: The change in appearance to the pedal is not noticeable once it is installed in a vehicle. However, in the event a customer is not satisfied, we will re-notify them once a newly designed accelerator pedal is available.

Q2c: *Can I wait to have the accelerator pedal replaced with a newly designed one rather than have my current accelerator pedal modified?*

A2c: Customer safety is important to Lexus. We ask 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. Once a newly designed accelerator pedal is available, if the customer is not satisfied with the appearance of the modified pedal, they may request the pedal to be replaced.

Q2d: *When will the newly designed accelerator pedal become available?*

A2d: The newly designed accelerator pedal will become available in a few months.

Q2e: *Why will it take so long for the newly designed accelerator pedal to become available?*

A2e: Lexus is making every effort to provide the newly designed accelerator pedal as soon as possible. We request your patience and understanding as we make these arrangements.

Q2f: *When will newly designed accelerator pedals become incorporated in vehicle production?*

A2f: ES 350 vehicle production will begin utilizing the newly designed accelerator pedal in late January, 2009.

Q2g: Why will it take so long for customers to begin receiving newly designed accelerator pedals?

A2g: Lexus is making every effort to provide the newly designed accelerator pedal to customers as soon as possible. We apologize for the delay and request your patience and understanding as we make arrangements to produce additional parts.

Q2h: Will Lexus send another owner letter when the newly designed accelerator pedal becomes available?

A2h: If you are not satisfied with the appearance of the modified accelerator pedal, Lexus or your local Lexus dealer will contact you when the newly designed pedal becomes available.

Q3: Can you provide me with additional information regarding the override system?

A3: As an additional measure independent of the vehicle-based recall remedy, Lexus will install a newly designed 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 warning that this condition exists?

A4: Lexus has determined that the 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 campaign remedy has been completed on the vehicle. After the campaign 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 would like to verify the installation and applicability of the floor mats currently installed in their vehicle?

A5: 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.

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.

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 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.

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

A8: As outlined in the Consumer Advisory issued by NHTSA and Toyota, the following vehicles are also involved:

**Lexus**

2006 - 2010 IS

**Toyota**

2005 - 2010 Avalon

2007 - 2010 Camry

2004 - 2009 Prius

2005 - 2010 Tacoma

2007 - 2010 Tundra

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

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

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

A8b: Lexus is currently in the process of developing the remedy and it is very difficult to determine a specific time. However, we anticipate it will take several months.

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 (1 800-255-3987), or consult the information posted at <http://www.lexus.com/floormats>.



**Certain 2007 through 2010 Model Year ES 350  
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 certain 2007 through certain 2010 model year ES 350 vehicles.

**What is the Condition?**

- As we notified you earlier this past fall, 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 modification to both the accelerator pedal and the floor surface in the driver's foot-well.
- 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.

As an additional measure independent of the vehicle-based recall remedy, Lexus will install a newly designed override system onto 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?**

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***This is an important Safety Recall***

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

The remedy will take approximately two hours. 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 them 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.

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### **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 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.

### **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 the modification of your accelerator pedal after it is completed, a replacement accelerator pedal will be offered beginning around April 2010. 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 or floor surface to be modified to address the same condition described above?**

If you have previously paid for your vehicle's accelerator pedal or floor surface 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.

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.

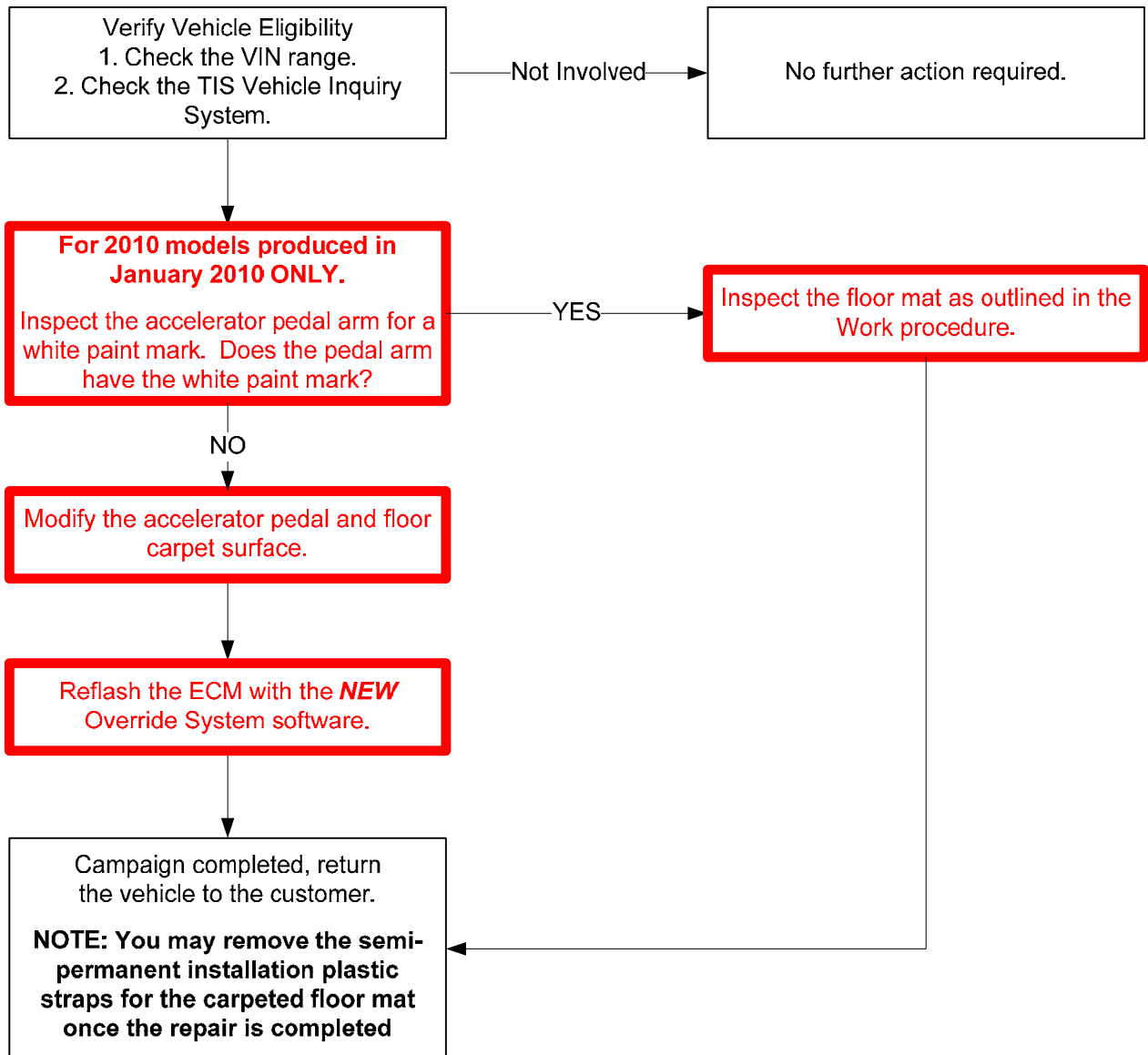
**TECHNICAL INSTRUCTIONS**  
**FOR**  
**SPECIAL SERVICE CAMPAIGN 9LG (SAFETY RECALL)**  
**ACCELERATOR PEDAL MODIFICATION**  
**2007 – 2010 MODEL YEAR ES**  
***REVISED MARCH 11, 2010***

**TECHNICAL INSTRUCTION REVISION NOTICE:**

- **January 5, 2010:**
  - Information was updated to clarify Work Procedure section E, step 3, “INSPECT ACCELERATOR PEDAL OPERATION”.
- **January 13, 2010:**
  - Note in Work Procedure section C, step 2, “MARK AREA TO BE CUT” was updated.
  - Information was updated to clarify Work Procedure section D, step 4, “REMOVE THE UPPER TIBIA PAD”.
  - Steps were added and the note was updated for Appendix section B, “RELOCATING DETACHED TIBIA PADS”.
  - Note in Appendix section d, step 2, “REMOVE THE SOUND DEADENING MATERIAL” was updated.
- **January 21, 2010:**
  - Note in Work Procedure section E, step 6, “CHECK FOR DTC CODES” was updated.
  - Step 8 was added to Work Procedure section E, “AFFIX THE AUTHORIZED MODIFICATIONS LABEL”.
- **February 3, 2010:**
  - Steps were added to the “OPERATION FLOWCHART”
  - Step 1 was added to Work Procedure section B, “PRELIMINARY INSPECTION FOR 2010 MODELS ONLY”.
  - Information and illustration was updated to clarify Work Procedure section C, step 8, “CHECK THE SHAPE OF THE PEDAL”.
  - Work Procedure section E, step 3, “INSPECT ACCELERATOR PEDAL OPERATION” was renamed to “INSPECT THE FLOOR MAT”.
- **March 11, 2010:**
  - A pin hole / cavity repair process was added to Work Procedure [Section C, step 8f](#), “CHECK THE SHAPE OF THE PEDAL”

Previous versions of this Technical Instruction should be discarded.

## I. OPERATION FLOWCHART



## II. IDENTIFICATION OF AFFECTED VEHICLES

### A. AFFECTED VIN RANGE

Model	WMI	Year	VIN Range	
			VDS	Range
ES 350	JTH	2007	BJ46G	2000052 – 2154865
		2008	BJ46G	2124795 – 2274244
		2009	BJ46G	2272246 – 2342372
		2010	BK1EG	2321902 – 2374932

#### NOTE:

- 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

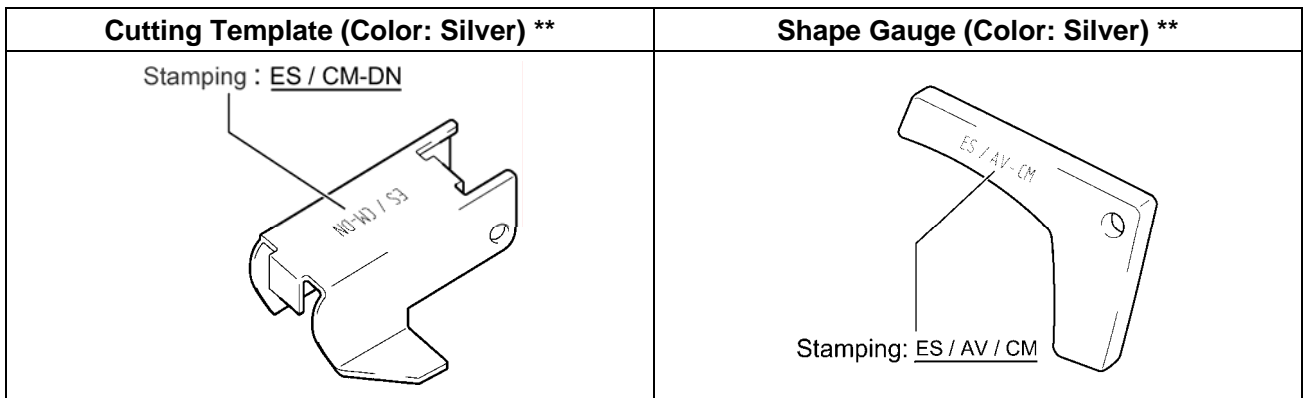
Part Number	Part Description	Quantity
58571-33010	Upper Tibia Pad	1
78118-41010	Rubber Pad	1

#### B. TOOLS & EQUIPMENT

- Dust mask
- Hair dryer or heat gun
- Hand file
- Orbital sander \*
- Protective eyewear
- Protective work gloves
- Reciprocating Saw \*
- Scribe
- Standard hand tools
- Techstream
- Torque wrench
- Workbench with vise

\* One orbital sander and one reciprocating saw will be provided to each dealership.

#### C. ACCELERATOR PEDAL TEMPLATE & GAUGE



\*\* One cutting template and one shape gauge will be provided to each dealership.

#### D. MATERIALS

- Bubble wrap
- Double sided tape – (¾" wide Scotch® Heavy Duty Mounting Tape 110-Long)
- Industrial tape – (2" wide Gorilla Tape®)
- Masking tape
- Sandpaper 400 grit
- Shop cloth

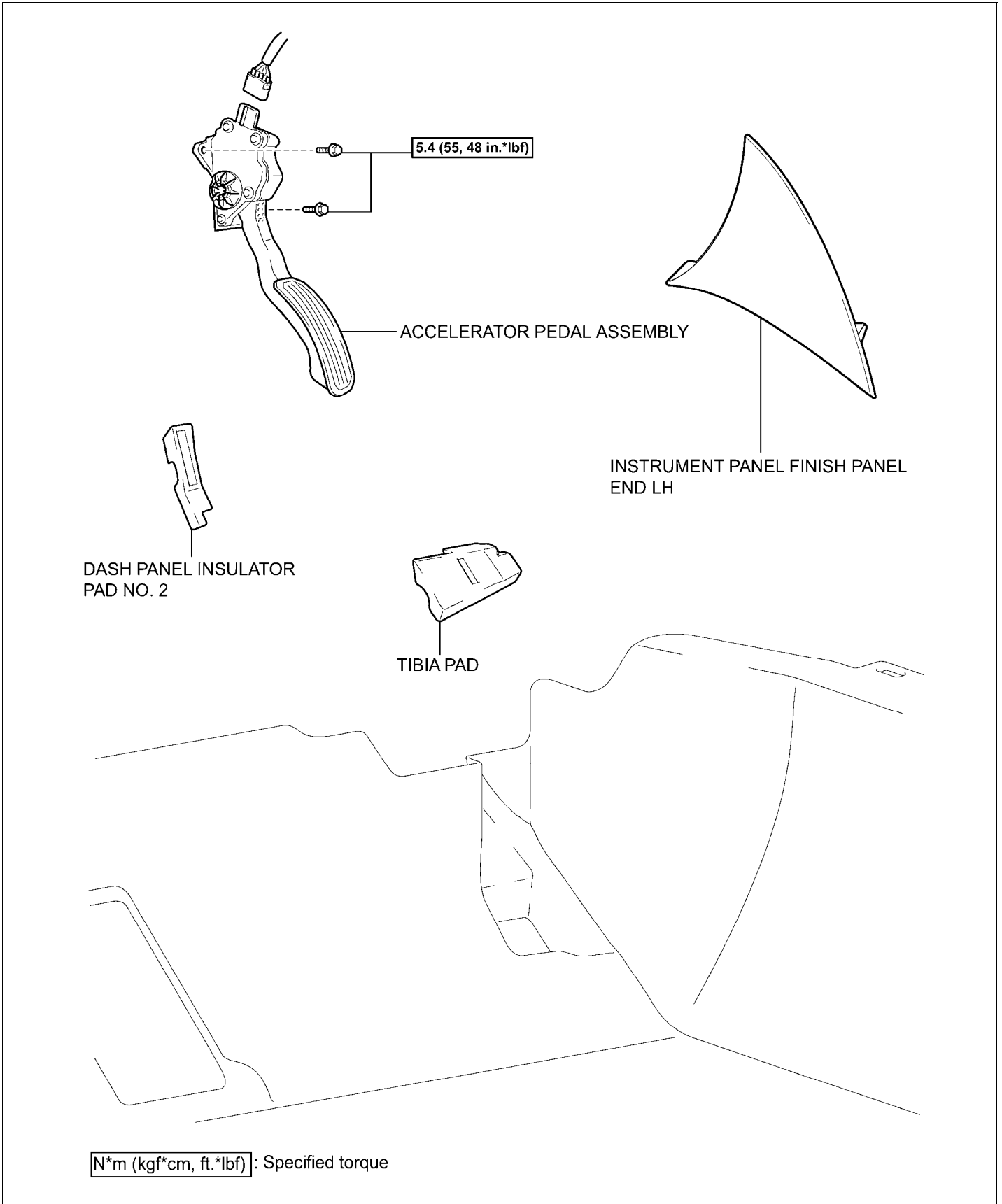
### IV. BACKGROUND

In early October, Toyota announced it will initiate a Safety Recall Campaign (Special Service Campaign) for potential floor mat interference with the accelerator pedal. The condition involves 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.

- The accelerator pedal will be modified to reduce the risk of an unsecured or incompatible floor mat from interfering with the accelerator pedal.
- Foam pads underneath the carpet in the accelerator pedal area will also be removed and/or replaced to modify the shape of the floor.
- Vehicles equipped with the optional genuine Toyota 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

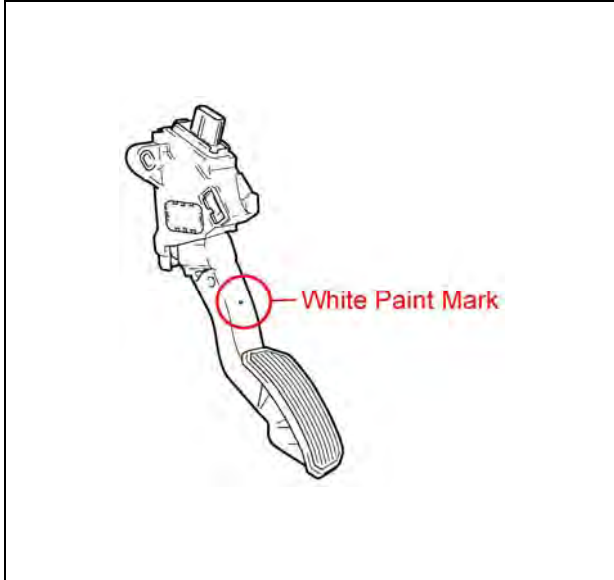
## A. COMPONENTS



## B. PRELIMINARY INSPECTION FOR 2010 MODELS ONLY



The following inspection procedure is to determine if some 2010 models produced in January 2010 may have had remedies (accelerator pedal, floor carpet and ECM CID) already applied by the factory.



### 1. INSPECT THE ACCELERATOR PEDAL ASSEMBLY

- a) Verify if the accelerator pedal assembly has a white paint mark in the location shown.

#### With White Paint Mark:

- The accelerator pedal, floor carpet and ECM CID remedies have been applied by the factory, NO modifications are required.
- Proceed to section E, step 3 "INSPECT THE FLOOR MAT". After completing this step the vehicle can be returned to the customer

#### NO Paint Mark:

- The accelerator pedal, floor carpet and ECM CID require modification.
- Proceed to the next step to begin the modification process.

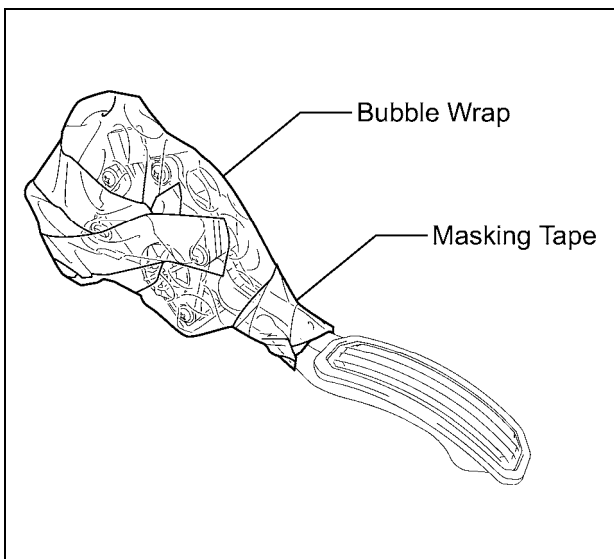
## C. REMOVE AND CUT THE ACCELERATOR PEDAL



### ACCELERATOR PEDAL HANDLING NOTES:

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

[CLICK HERE TO WATCH THE VIDEO BEFORE BEGINNING THE WORK PROCEDURE.](#)



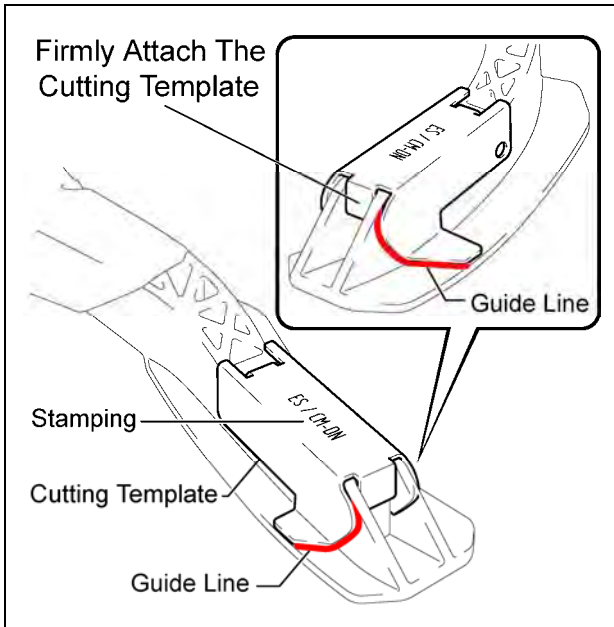
### 2. REMOVE THE ACCELERATOR PEDAL ASSEMBLY

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

- a) Disconnect the accelerator pedal connector.
- b) Remove the 2 bolts.
- c) 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, and cutting debris from entering the pedal's movable lock.
- DO NOT reuse the bubble wrap.



### 3. MARK THE AREA TO BE CUT

[Click here to watch the video to supplement steps 2 and 3.](#)

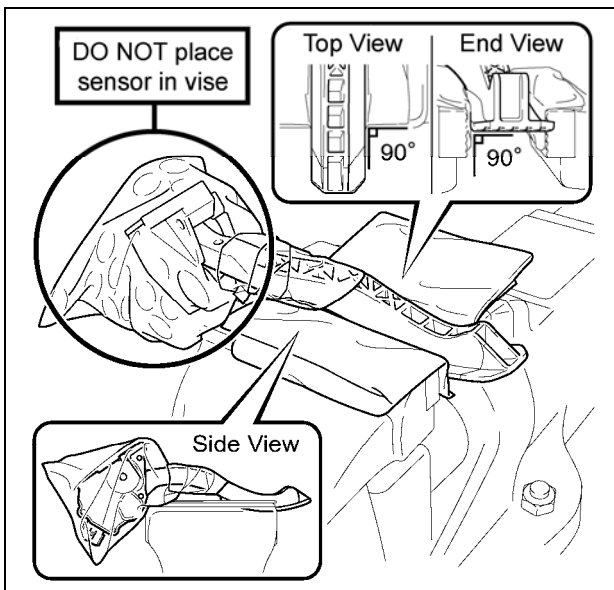
- a) Firmly set the template to the pedal and scribe guide lines to outline the area to be cut.

Cutting Template:

- Color: Silver
- Stamping: ES / CM-DN

#### NOTE:

- **DO NOT** mark the area beyond the template.
- Use a flat tip screwdriver if a scribe is not available.
- **Make sure to use the correct cutting template by verifying the color and stamping.**
- **Never cut or sand the pedal while the template is on the pedal.**

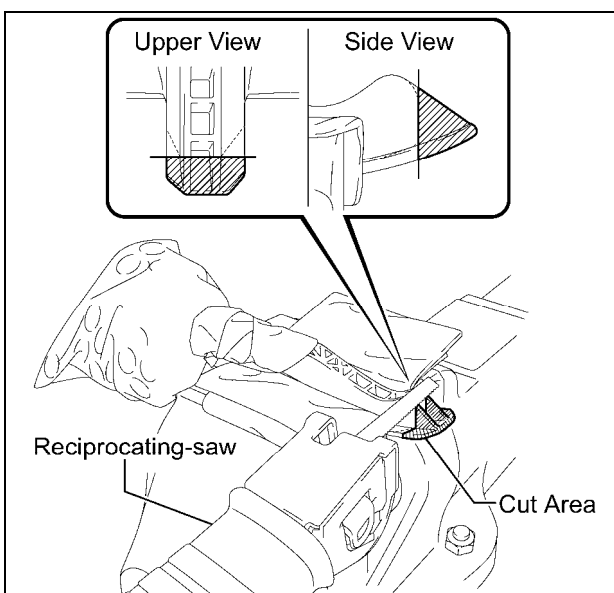


### 4. SECURE THE ACCELERATOR PEDAL ASSEMBLY

- a) Set the pedal in the vise at a right angle using a shop cloth while avoiding the sensor.

#### NOTE:

- **DO NOT** place the sensor in the vise to avoid damage.
- **Firmly secure the pedal to prevent it from moving.**
- **DO NOT** over tighten the vise.



### 5. CUT THE ACCELERATOR PEDAL

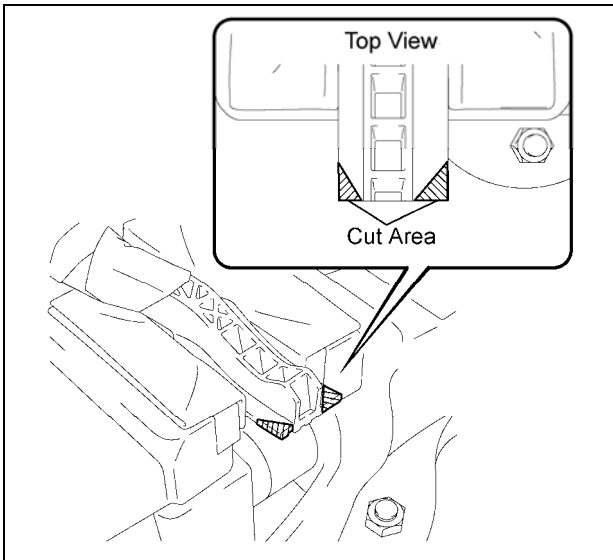
[Click here to watch the video to supplement steps 4 through 7.](#)

- a) Using a reciprocating saw, cut the lower section of the pedal.

#### NOTE:

- **Always wear protective eyewear, gloves, and dusk mask when cutting.**
- **The cut must be straight and clean.**
- **Apply consistent pressure during cutting.**
- **Do not stop while cutting.**

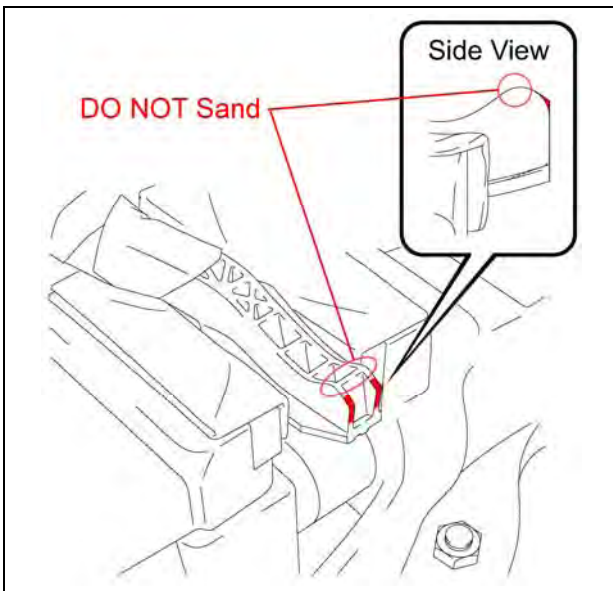




b) Using a reciprocating saw, cut the corners of the pedal.

**NOTE:**

- Always wear protective eyewear, gloves, and dusk mask when cutting.
- Each cut must be straight and clean.
- Apply consistent pressure during cutting.
- Do not stop while cutting.

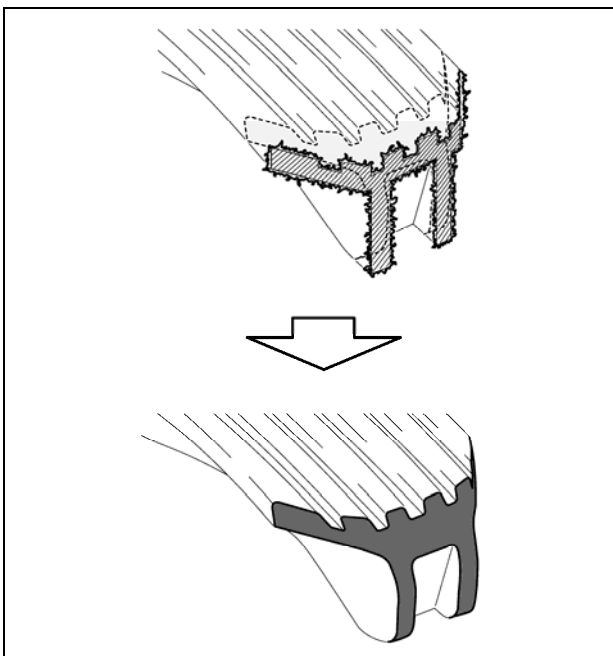


**6. SAND THE RADIUS LINE**

a) Using an orbital sander, sand the radius line which was scribed and remove the sharp edges and burrs.

**NOTE:**

- Always wear protective eyewear, gloves, and dusk mask when sanding.
- **DO NOT sand the back of the pedal arm.**

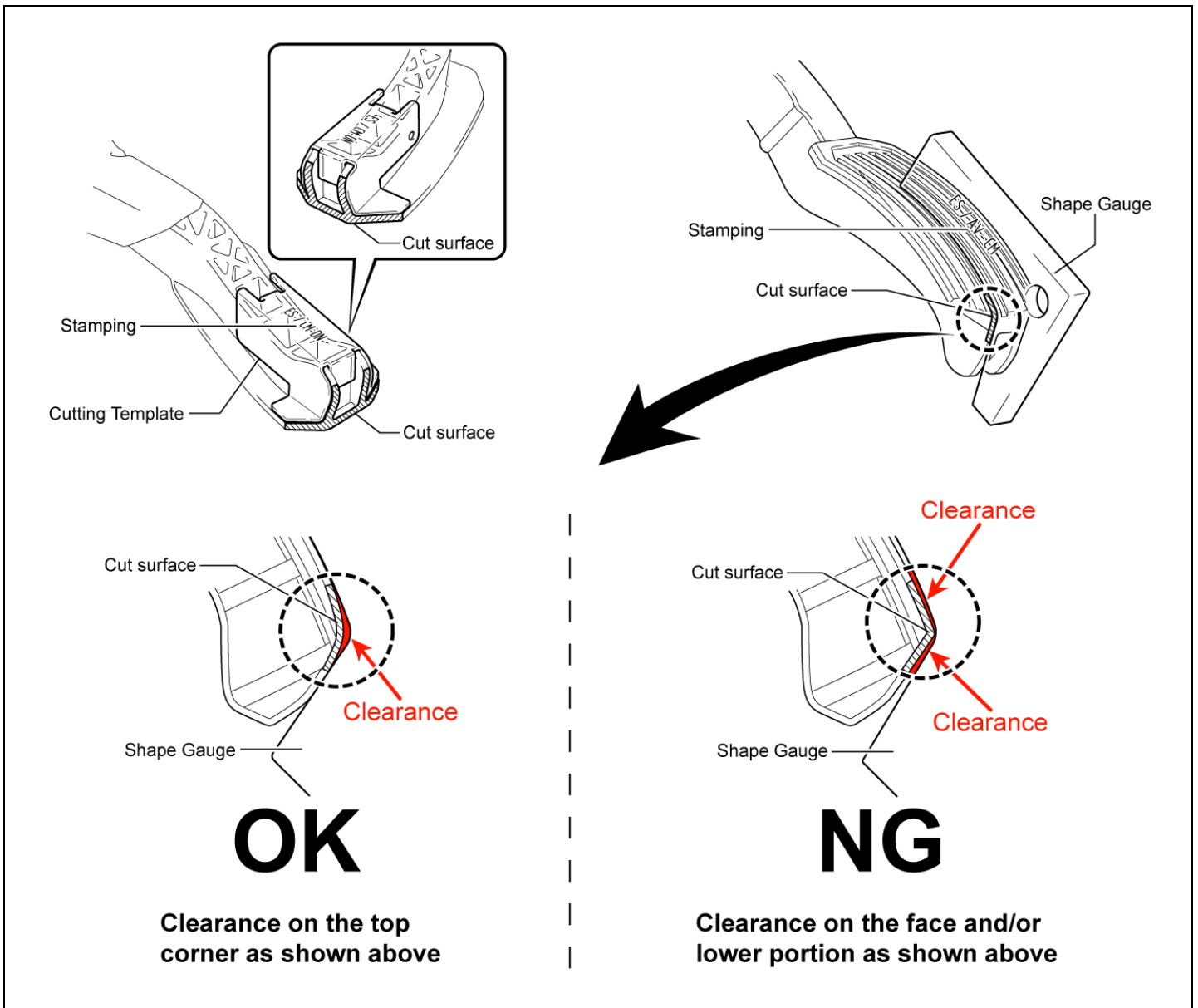


**7. REMOVE ALL BURRS FROM THE CUT SURFACE**

- Remove the pedal from the vise.
- Turn the pedal over and set it pedal in the vise using a shop cloth while avoiding the sensor.
- Using an orbital sander and file, remove all burrs from the cut surface. The cut edges along the foot pad should be rounded and not square.
- Finish the cut surface and all edges with 400 grit sandpaper.

**NOTE:**

- Always wear protective eyewear, gloves, and dusk mask when sanding or filing.
- **DO NOT** place the sensor in the vise to avoid damage.
- Firmly secure the pedal to prevent it from moving.
- **DO NOT** over tighten the vise.



## 8. CHECK THE SHAPE OF THE PEDAL

a) Using the correct cutting template and shape gauge, check the shape of the pedal.

Cutting Template:

- Color: Silver,
- Stamping: ES / CM-DN

Shape Gauge:

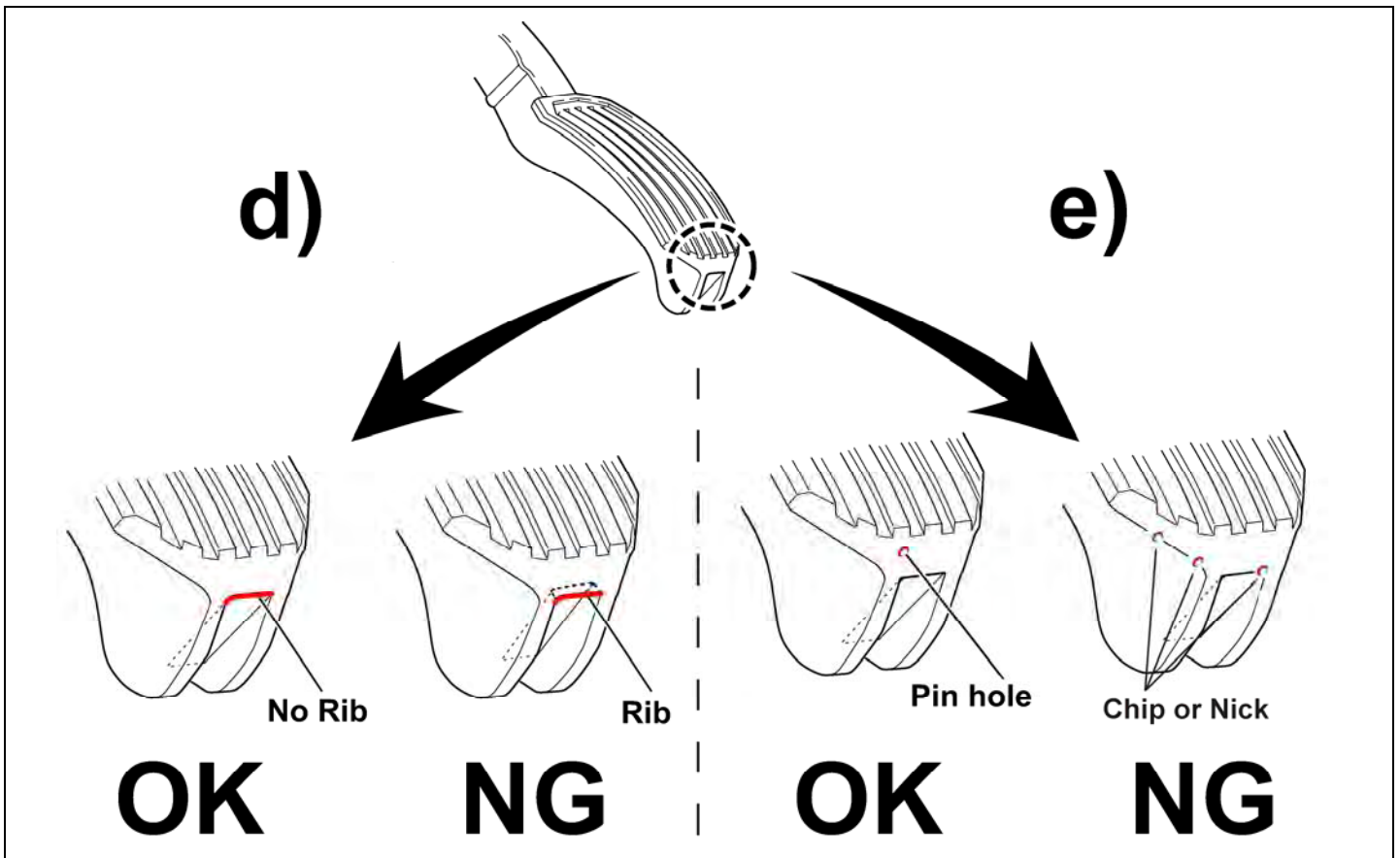
- Color: Silver
- Stamping: ES / AV / CM

b) If the shape does NOT match the template and/or gauge, continue filing.

c) If the shape matches the template and gauge, touch the cut surface with your hand to verify it is smooth and free of burrs.

### NOTE:

- Always wear protective eyewear, gloves, and dusk mask when sanding or filing.
- A tolerance of -1.0 mm is permissible between the final cut surface and the template.



d) Check for a rib as shown. If there is a rib, file it until it is gone.

e) Check for any chips or nicks on the finished surface edge. If there are any chips or nicks, file the edge to make them smooth.

**NOTE:**

The key point of judgment is a “**smooth pedal surface**”.

f) If a “smooth pedal surface” cannot be achieved due to a pinhole / cavity, repair the pedal utilizing the steps below.

Materials Needed:

- KBS Coatings - NuMetal® Epoxy Putty (Black)  
Contact: 1-888-531-4527  
Website: [www.kbs-coatings.com/KBS-NuMetal-Epoxy-Putty\\_p\\_9-19.html](http://www.kbs-coatings.com/KBS-NuMetal-Epoxy-Putty_p_9-19.html)

**OR**

- Milliput® Black Epoxy Putty  
Website: [www.milliput.com/home.htm](http://www.milliput.com/home.htm)

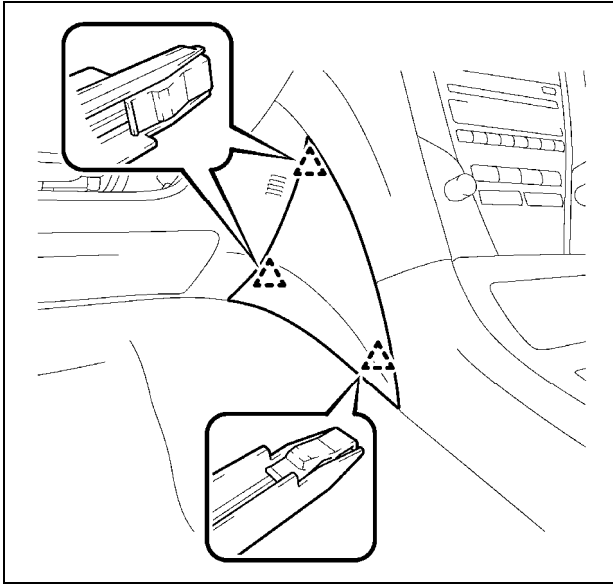
Repair Instructions:

- **Make sure to follow all manufacturer directions and cautions when using the Epoxy Putty.**
- Fill in the pin hole/cavity with the Epoxy Putty, and then smooth it out with a wet finger as outlined in the instructions included with the putty.

Notes:

- Make sure to use black Epoxy Putty, both brands listed above are offered in that color.
- Milliput® Black Epoxy Putty is from a UK supplier, and may be difficult to locate in the US. If you should encounter this, please utilize KBS Coatings - NuMetal® Epoxy Putty (Black) that is locally supplied and easier to locate.

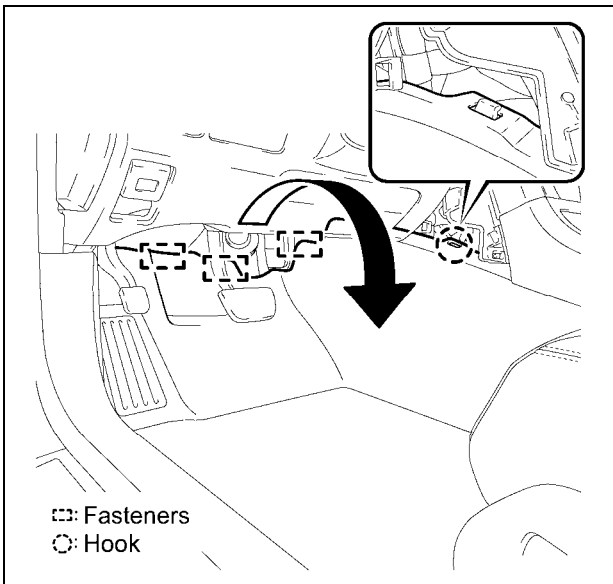
## D. FLOOR CARPET MODIFICATION



### 1. REMOVE THE INSTRUMENT PANEL FINISH PANEL END LH

[Click here to watch the video to supplement steps 1 through 7.](#)

- a) Disengage the 3 clips and remove the instrument panel finish panel end LH.

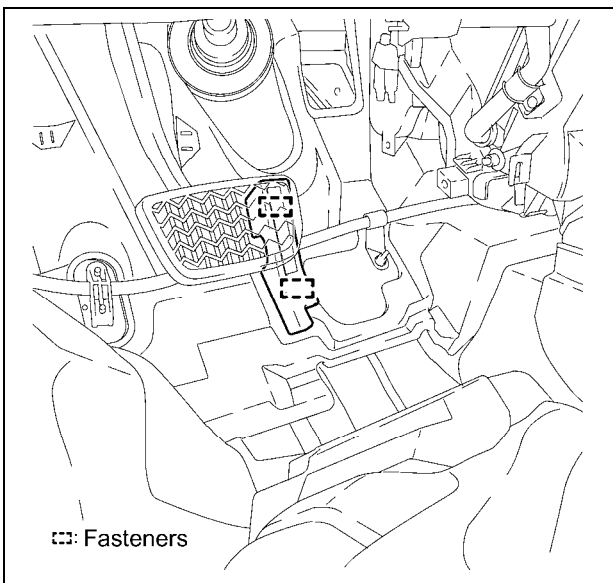


### 2. PULL BACK THE FLOOR CARPET

- a) Disengage the 3 fasteners.
- b) Disengage the floor carpet from the hook and pull it back as illustrated.

**NOTE:**

**Make sure not to remove the tibia pads when pulling back the carpet.**

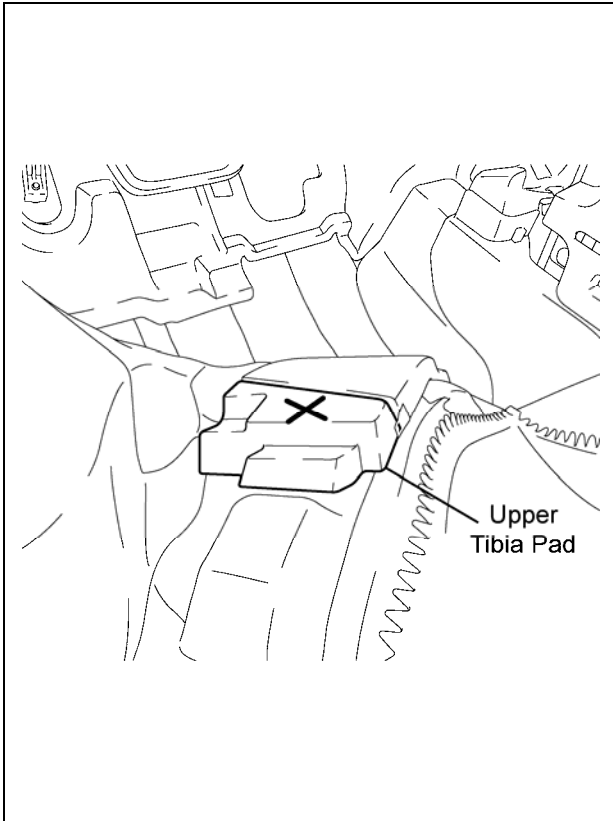


### 3. REMOVE THE DASH PANEL INSULATOR PAD NO. 2

- a) Disengage the 2 fasteners to remove and discard the dash panel insulator pad No. 2.

**NOTE:**

**The dash panel insulator No. 2 will not be reused, make sure to discard it after removal.**

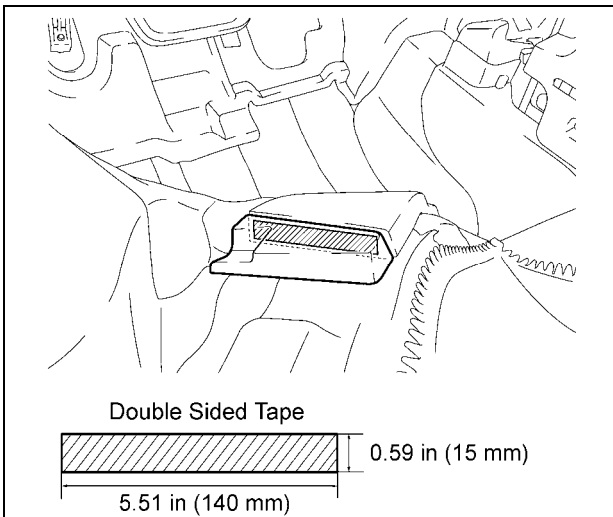


#### 4. REMOVE THE UPPER TIBIA PAD

- a) Place an "X" mark on the upper tibia pad before removing. This will prevent them from being mixed up with the new pads.
- b) Using a ball point pen, outline the location of the upper and lower tibia pads on the carpet for positioning reference.
- c) Using a hair dryer or a low temperature heat gun, warm up the backside of the upper tibia pad until the adhesive is loose. This will make it easier to remove the upper tibia pad from the carpet. **Pay close attention when using the hair dryer or low temperature heat gun to prevent damage to the carpet.**
- d) Remove the upper tibia pad. **CAUTION: DO NOT forcefully pull the pads.** Doing so may damage the carpet. If necessary, re-heat the carpet to make the adhesive more pliable.

#### NOTE:

- **DO NOT** damage the lower tibia pad.
- **If both tibia pads detach from the carpet before their location is outlined, please refer to APPENDIX "B" for "RELOCATING DETACHED TIBIA PADS".**

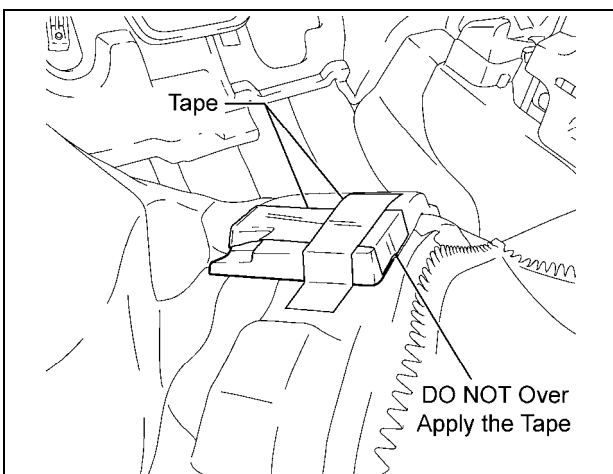


#### 5. INSTALL THE NEW UPPER TIBIA PAD

- a) Using a 0.59 in. (15 mm) x 5.51 in. (140 mm) piece of double sided tape, install the **NEW** upper tibia pad.

#### NOTE:

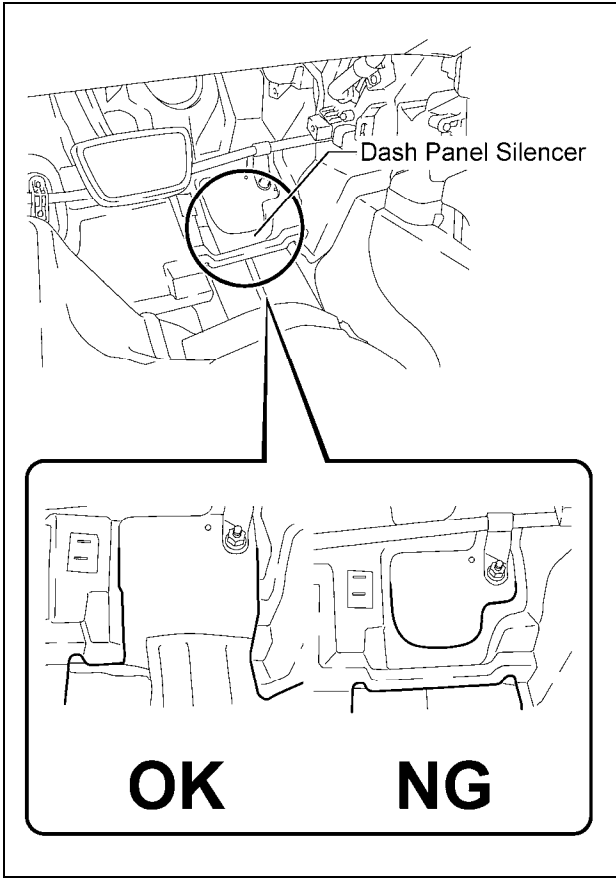
- **Make sure to securely install the NEW upper tibia pad in the proper location to avoid fitment issue when reinstalling the carpet.**
- **The upper tibia pad cut out faces the floor panel when the carpet is installed.**



- b) Secure the **NEW** upper tibia pad to the lower tibia pad, by applying the industrial tape to the locations shown.

#### NOTE:

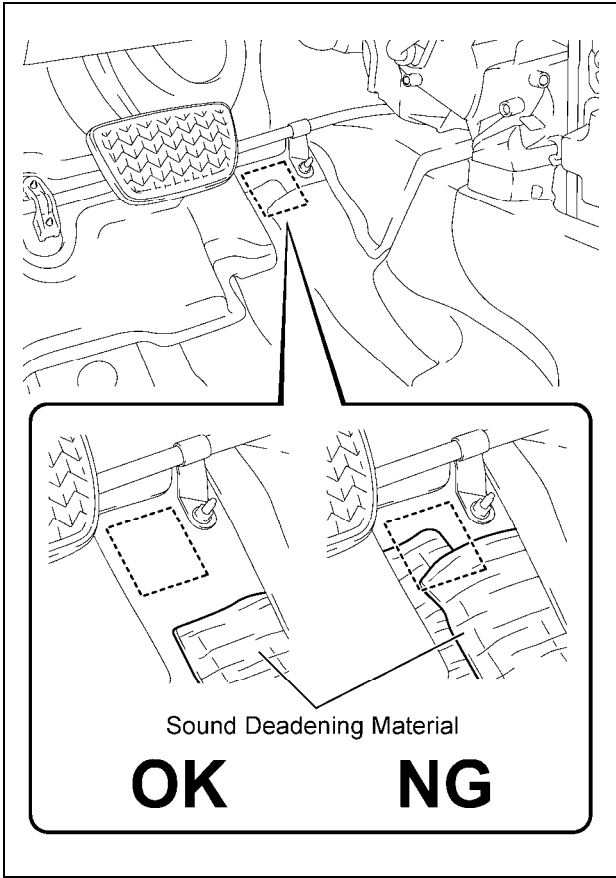
- **DO NOT** over apply the tape past the joint portions of the two tibia pads.
- **Press the tape firmly onto tibia pads.**
- **Make sure there are no wrinkles on the tape.**
- **If both tibia pads detached from the carpet before their location is outlined, please refer to APPENDIX "B" for "RELOCATING DETACHED TIBIA PADS".**



**6. INSPECT THE LOWER PORTION OF THE FABRIC FLOOR SILENCING MATERIAL**

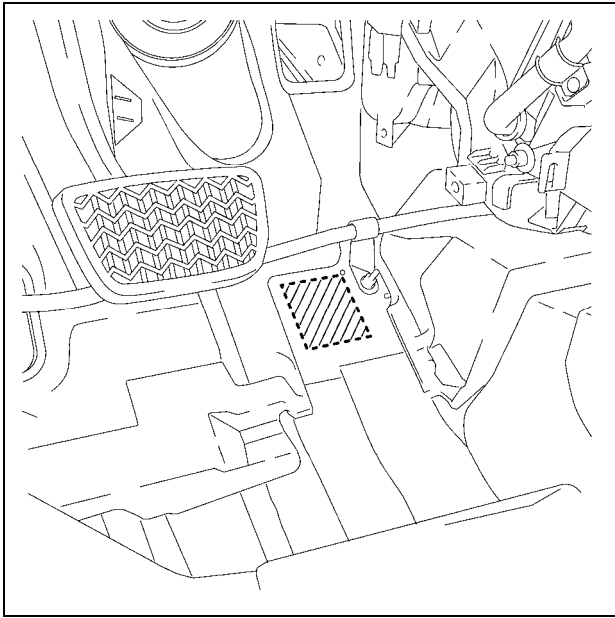
- a) Inspect the lower portion of the fabric floor silencing material.
  - If OK, proceed to step 7 "RUBBER PAD APPLICATION" below.
  - If NG, please refer to APPENDIX "C" for "CUT THE FLOOR SILENCING MATERIAL".

**NOTE:**  
The fabric floor silencing material is a soft, gray, paper-like material beneath the carpet.

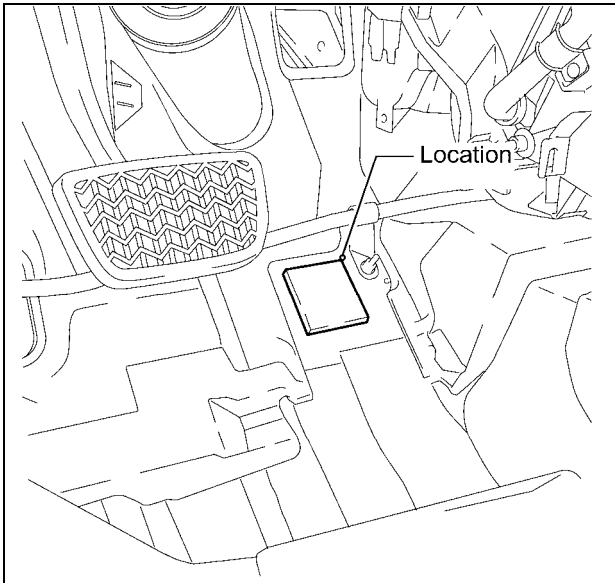


**7. RUBBER PAD APPLICATION**

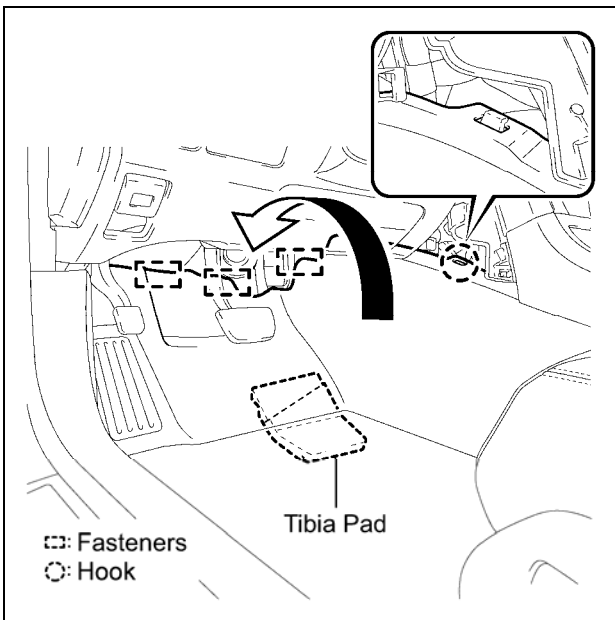
- a) Inspect the rubber pad application area for sound deadening material.
  - If OK (no sound deadening material in pad application area), proceed to step "b" on the next page.
  - If NG (sound deadening material found in application area), please refer to APPENDIX "D" for "REMOVE THE SOUND DEADENING MATERIAL".



b) Clean and degrease the rubber pad application area.



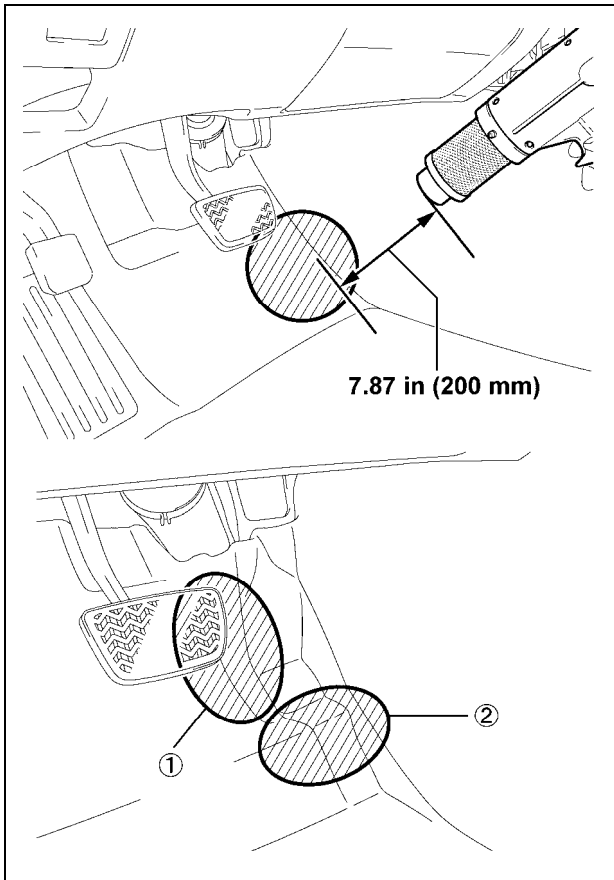
- c) Peel the double sided tape cover off the **NEW** rubber pad.
- d) Apply the rubber pad to the floor pan. The upper right corner of the rubber pad needs to be positioned next to the locating protrusion.



- e) Place the floor carpet back into position and engage the hook as shown in the illustration.
- f) Engage the 3 fasteners.

**NOTE:**

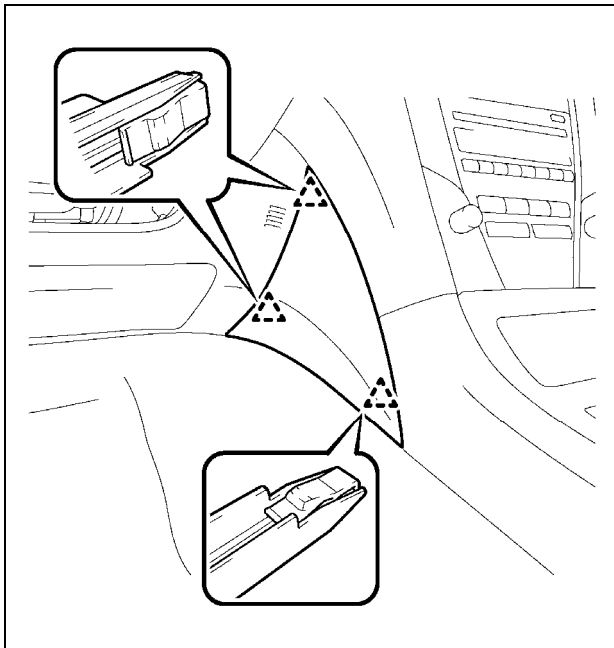
**Be careful not to detach the tibia pads when placing the carpet back into position.**



- g) Heat the floor carpet area No. 1 as shown for 2 minutes, and smooth it out by pushing it with your hand.
- h) Heat the floor carpet area No. 2 as shown for 2 minutes, and smooth it out by pushing it with your hand. Heat same area again for another minute, and smooth the carpet firmly.

**NOTE:**

- Always wear protective gloves when heating the floor carpet.
- Keep the hair dryer/ low temperature heat gun more than 8 inches (20 cm) away from the floor carpet, and stop after 1 or 2 minute intervals. Continuous heating of the floor carpet may cause damage.
- DO NOT leave hair drier or low temperature heat gun inside the vehicle when it is hot, to prevent unintended heat damage to interior parts.



**8. REINSTALL THE INSTRUMENT PANEL FINISH PANEL END LH**

- a) Reinstall the instrument panel finish panel end LH by engaging the 3 clips.



## E. REINSTALL THE ACCELERATOR PEDAL ASSEMBLY

### 1. REINSTALL THE ACCELERATOR PEDAL ASSEMBLY

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

- 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.

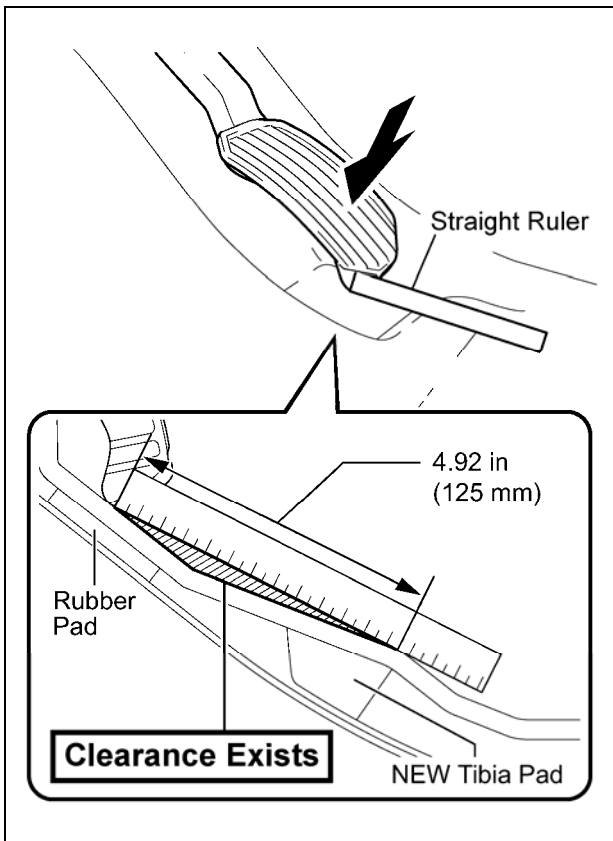
#### **Torque Specification:**

**5.4 Nm (55 kgf cm, 48 in. lbf)**

- Reconnect the accelerator pedal connector.

#### **NOTE**

- DO NOT** reuse the bubble wrap.
- For additional information on accelerator pedal installation, please refer to TIS.



### 2. INSPECT THE FLOOR CARPET

- With the accelerator pedal fully depressed, confirm clearance exists between the floor carpet and the straight ruler as shown.
- If no clearance exists, reshape the carpet again.
- Confirm the claw and all fasteners of the floor carpet are securely attached.

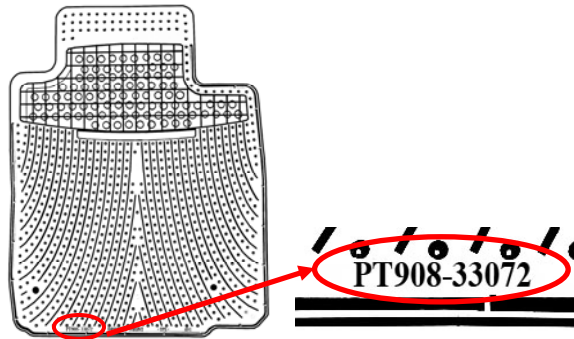
### 3. INSPECT THE FLOOR MAT

- 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	'07	'08	'09	'10	Color
PT548-33070-02	ES350	Carpet	x	x	x	x	Black
PT548-33070-11	ES350	Carpet	x	x	x	x	Lt Gray
PT548-33070-10	ES350	Carpet	x	x	x	x	Cashmere
PT548-33080-02	ES350 Special Edition	Carpet			x	x	Black
PT548-33080-10	ES350 Special Edition	Carpet			x	x	Cashmere
PT548-33080-11	ES350 Special Edition	Carpet			x	x	Lt Gray
PT548-33090-01	ES350	Carpet			x	x	Brown
PT548-33090-12	ES350	Carpet			x	x	Charcoal
PT206-33070-10	ES350	Carpet			x	x	Cashmere
PT206-33070-11	ES350	Carpet			x	x	Lt Gray
PT206-33090-05	ES350	Carpet			x	x	Brown
PT206-33090-15	ES350	Carpet			x	x	Charcoal
PT206-33090-25	ES350	Carpet			x	x	Black

**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	'07	'08	'09	'10	Color
PT908-3310W-02	ES350	All Weather	x	x	x	x	Black
PT908-3310W-11	ES350	All Weather	x	x	x	x	Gray
PT908-3310W-14	ES350	All Weather	x	x	x	x	Brown

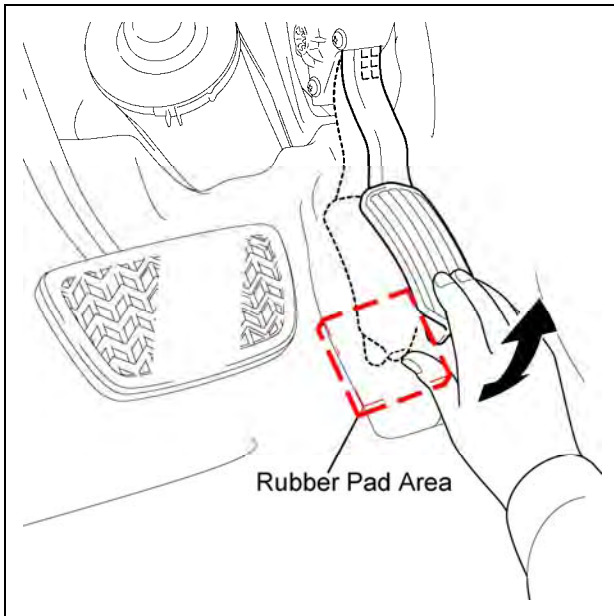
**NOTE:**

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	'07	'08	'09	'10	Color
PT908-33070-02	ES350 – Do not use	All Weather	x				Black
PT908-33070-11	ES350 – Do not use	All Weather	x				Gray
PT908-33070-14	ES350 – Do not use	All Weather	x				Brown
PT908-33071-02	ES350 – Do not use	All Weather	x	x			Black
PT908-33071-11	ES350 – Do not use	All Weather	x	x			Gray
PT908-33071-14	ES350 – Do not use	All Weather	x	x			Brown
PT908-3307F-02	ES350 – Do not use	All Weather	x	x	x	x	Black
PT908-3307F-11	ES350 – Do not use	All Weather	x	x	x	x	Gray
PT908-3307F-14	ES350 – Do not use	All Weather	x	x	x	x	Brown
PT908-33072-02	ES350 – Do not use	All Weather	x	x	x	x	Black
PT908-33072-11	ES350 – Do not use	All Weather	x	x	x	x	Gray
PT908-33072-14	ES350 – Do not use	All Weather	x	x	x	x	Brown

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.
- d) Confirm the bottom of pedal contacts on the area of rubber pad when the accelerator pedal fully depressed.

#### 4. INSPECT THE ACCELERATOR PEDAL ASSEMBLY OPERATION

- a) Connect Techstream to the DLC3.
- b) Enter the following menus: Chassis / ABS – VSC – TRAC / Data List.
- c) Check the values by referring to the table below.

Tester Display	Measurement: Range (Display)	Normal Condition	Diagnostic Note
Accelerator Opening Angle	Accelerator Opening Angle	Accelerator Pedal Released: 0%	-
	Min: 0%, Max: 100%	Accelerator Pedal Fully Depressed: 100%	

Model Year	Current CID	New CID
2007	33375100	<a href="#">33375200</a>
	33375000	
2008 - 2009	333A9100	<a href="#">333A9200</a>
	333A9000	
2010	333C7000	<a href="#">333C7100</a>

#### 5. REFLASH THE ECU

- a) Reflash the Engine ECU with the **NEW** Override System software following TSIB SS002-07.
- b) For Calibration ID, please refer to the table on the left.

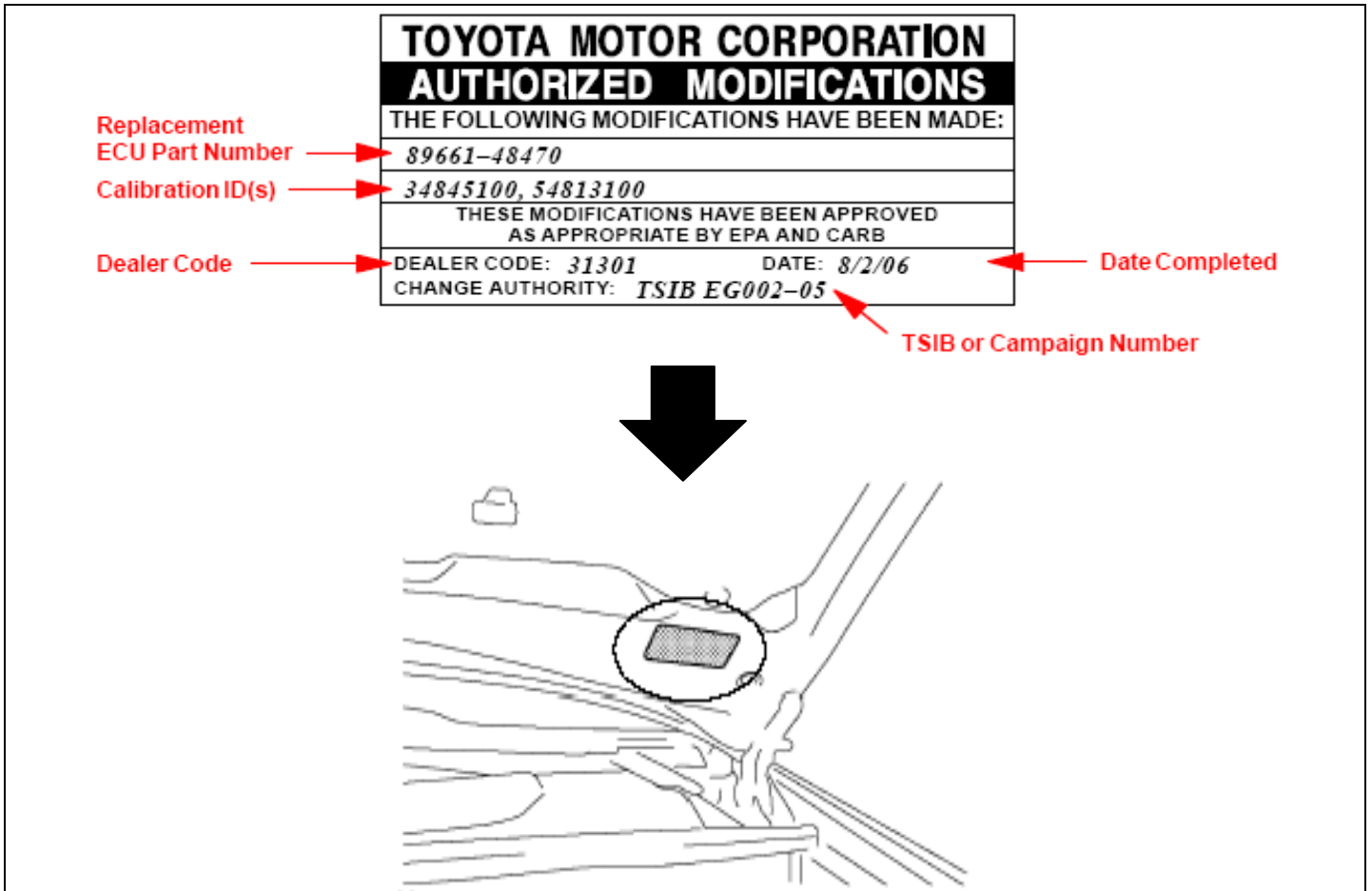
#### 6. CHECK FOR DTC CODES

- a) Connect the Techstream to the DLC3.
- b) Check for DTC codes.

##### NOTE:

- A U0101 DTC may set during reprogramming. This is normal and should be cleared.
- For 2010 MY, a U0101 Permanent DTC may remain after DTCs are cleared. This is normal. A Permanent DTC does not illuminate the MIL and will not be cleared by a scantool. If the DTCs are cleared using Techstream but a U0101 Permanent DTC remains, there is no need to troubleshoot. The permanent DTC will clear during customer driving after completing the Universal Trip Drive Pattern.
- If any Pending, Current, and/or History DTCs are set, troubleshoot according to the repair manual.

#### 7. TEST DRIVE THE VEHICLE AND INSPECT FOR ANY PROBLEMS



## 8. 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.

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

Model Year	Replacement ECU Part Number	Calibration ID
2007	89661-3T832	33375200
2008 - 2009	89661-33E72	333A9200
2010	89661-33F41	333C7100

- Dealer Code
- Date Completed
- Campaign Number

**NOTE:**

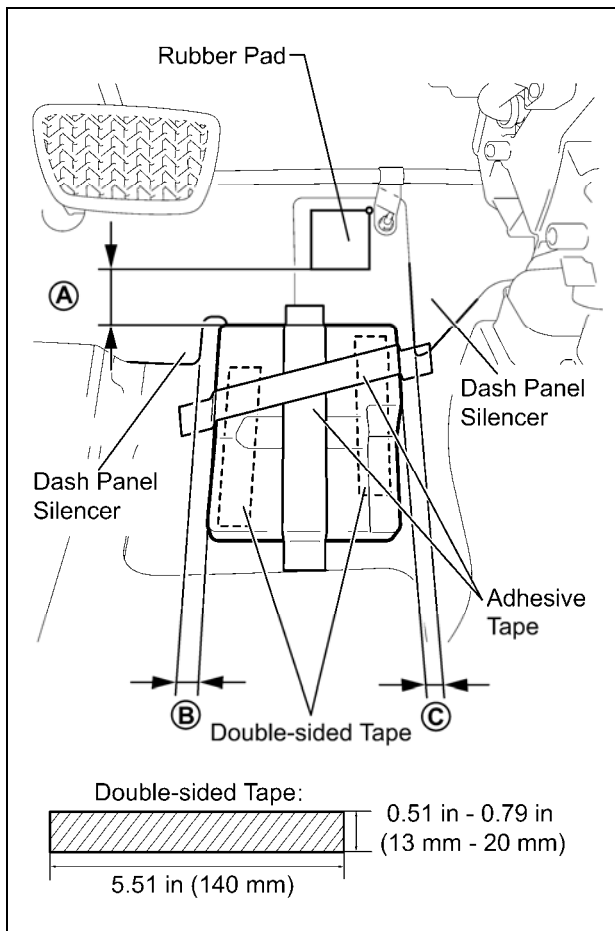
Authorized Modifications Label (in packages of 25) can be ordered through the Material Distribution Center (MDC), P/N 00451-00001-LBL.

## 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.***

## B. RELOCATING DETACHED TIBIA PADS



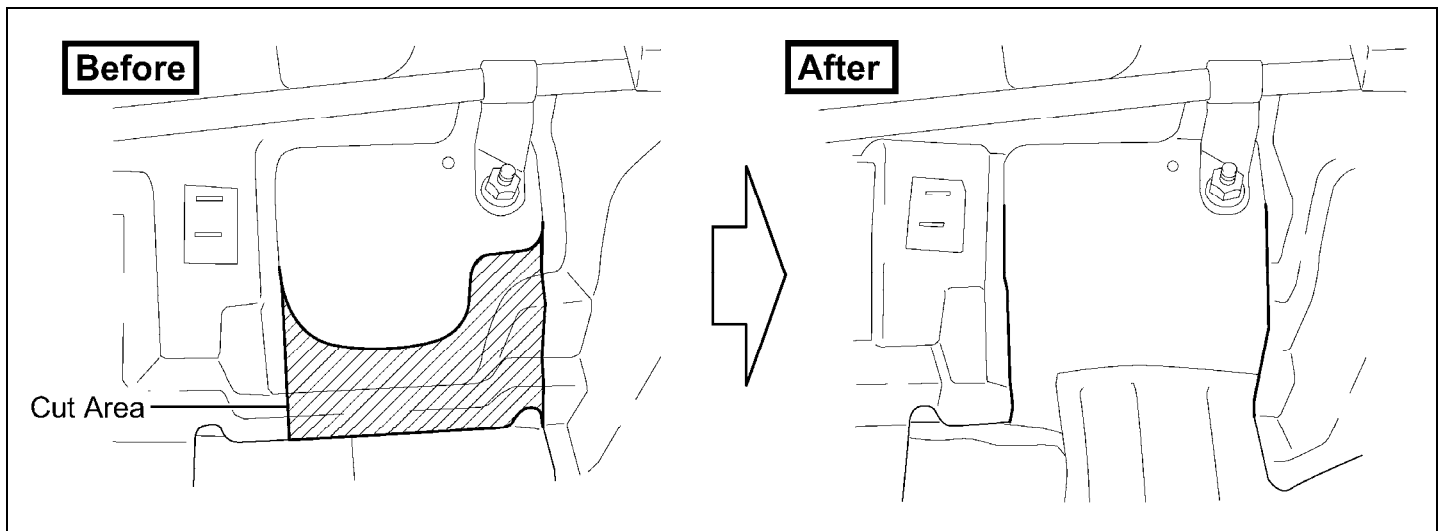
1. In the event the lower tibia pad has detached from the carpet following the steps below.
  - a) Apply double sided tape to the bottom (floor pan side) of the tibia pads as illustrated.
  - b) Position the tibia pads on the floor pan as indicated using the rubber pad and chart below as a guide.
  - c) Apply a piece of industrial adhesive tape from the top to the bottom of the tibia pads.
  - d) Apply a second piece of industrial adhesive tape from the left to the right side of the tibia pads.

### NOTE:

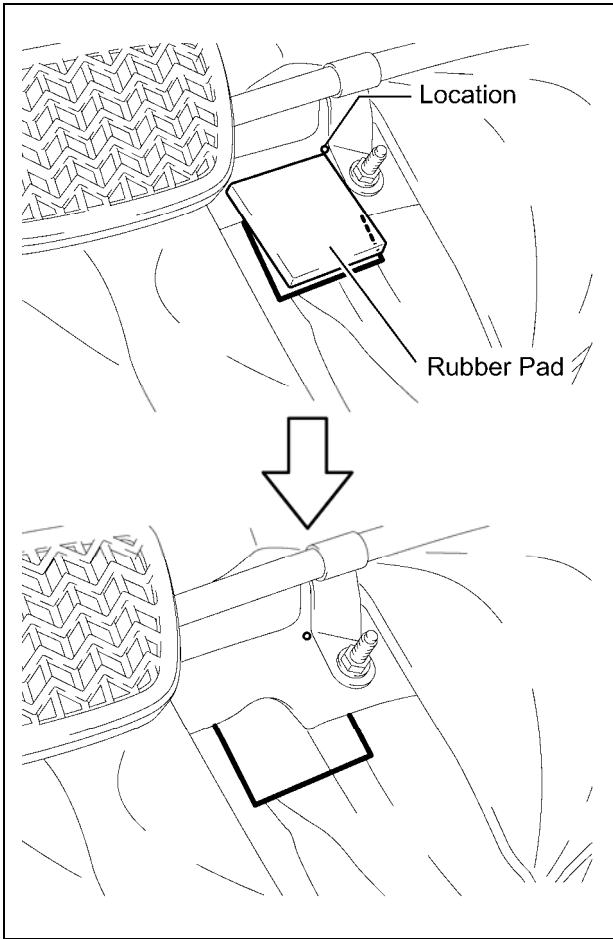
- Use the rubber pad's lower edge as a guide to position the top section of the tibia pads.
- Use floor side member as a guide to position the right section of the tibia pads.
- Angle the industrial adhesive tape running left to right to ensure that both tibia pads are covered.
- Both pieces of industrial adhesive tape should have a good contact surface to the floor pan.

Part	Length	
A	2.14 in	54.4 mm
B	0.54 in	13.8 mm
C	0.81 in	20.5 mm

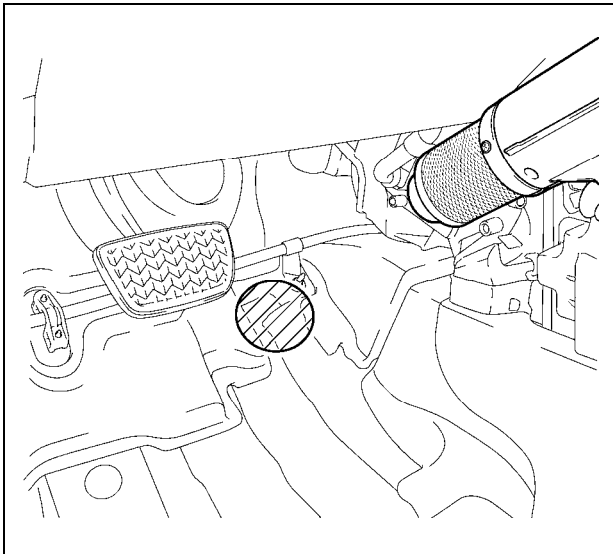
## C. CUT THE FABRIC FLOOR SILENCING MATERIAL



## D. REMOVE THE SOUND DEADENING MATERIAL



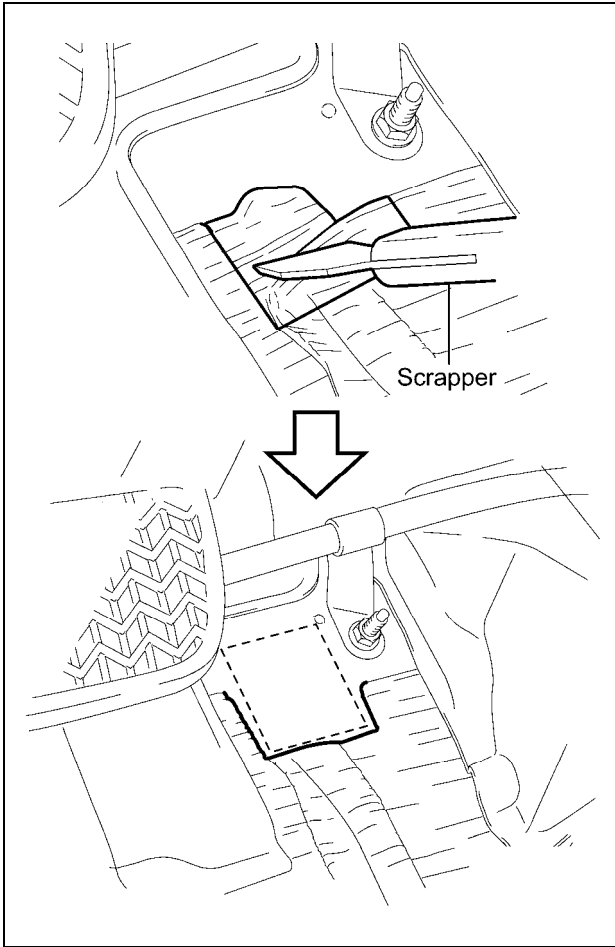
1. Temporarily place the rubber pad on the floor panel as shown, and outline the pad on the sound deadening material with a ball point pen.



2. Using a hair dryer or low temperature heat gun, warm up the sound deadening material until it becomes soft.

### NOTE:

- Make sure not to damage the fabric floor silencing material.
- Pay close attention when using the hair dryer or low temperature heat gun to prevent damage to the carpet.



3. Using a scraper, remove the sound deadening material from the rubber pad application area.
4. Remove any loose sound deadening material from the rubber pad application area.

**NOTE:**

- **Wear protective gloves during the scraping process.**
- **Warm up the sound deadening material again, if it becomes hard during removal.**
- **Remove the sound deadening material until the rubber pad application surface is smooth.**
- **Make sure not to damage the paint film on the floor panel when scraping.**
- **Apply touch up paint if the paint film was damaged.**