



Via Overnight Mail  
March 15, 2010

**Subject:** Supplemental Information for Safety Recall 9LG  
Potential Floor Mat Interference with Accelerator Pedal

Dear Dealer Principal:

Although we believe that customers will be satisfied with the modification of the accelerator pedal, a few customers may request pedal replacement. Customer satisfaction is important to Lexus. Therefore, if a customer is not satisfied with the appearance of the accelerator pedal **after it has been modified**, please assist us by assuring a replacement pedal is provided at **no charge** to these customers.

**Pedal Ordering Process:**

***Key points regarding replacement pedals are:***

- A replacement pedal should only be offered to a customer after the modification has been performed and the customer has expressed dissatisfaction with the appearance of the pedal.
- Accelerator pedal replacement is based upon specific customer request only. Dealers are not to solicit pedal replacement. Orders for dealer inventory stocking will not be accepted.
- Orders will only be filled for requests placed by e-mail to the Lexus contact from DSPMs.
- Dealers requesting accelerator pedals should be sure to advise their DSPMs of the following:
  1. Dealer Code
  2. Accelerator Pedal part number
  3. VIN
  4. Order reference number
- Orders will be monitored to assure dealer compliance.

***The service parts accelerator pedal part numbers are provided below:***

Model Year	Model	Part Number	Replacement Part Name
2007 – 2010	ES 350	04009-51233	Denso Accelerator Pedal

**Warranty Processor Instruction:**

The operation code to be used for pedal replacement is:

Safety Recall No.	Op. Code	Description	Flat Rate Hour
9LG	9916M1	<b><u>Replace the accelerator pedal based upon customer request following the modification of the pedal.</u></b>	0.3 hrs/vehicle

NOTE:

- The above flat rate includes 0.1 hour for administrative cost per unit for the dealership.

- To expedite claim approval, dealers must follow these steps when filing claims for op. code 9916M1:
  1. **All claims using op. code 9916M1 require DSPM authorization.**
  2. Claims using 9916M1 must be filed as a secondary claim following a pedal modification claim.
  3. All accelerator pedal replacement claims will **not** be automatically processed, but will initially be returned to the dealership. When this occurs, please contact the Dealer “800” Warranty Assistance Line (1-800-553-9055) so we may manually process your claim.

Please review this letter with your staff and familiarize them with the content to help maximize our combined customer satisfaction efforts.

Thank you for your cooperation.

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

CC:        Customer Satisfaction Manager  
             General Manager  
             Parts Manager  
             Service Manager