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1200 New Jersey Avenue SE. Washington, DC 20590

of Transportation
National Highway
Traffic Safety
Administration

#### **CERTIFIED MAIL - RETURN REEIPT REQUESTED**

Michael Brooks Center for Auto Safety 1825 Connecticut Avenue, NW, Suite 330 Washington, DC 20009-5708

RE: Freedom of Information Act (FOIA) Request, 5 U.S.C. 552

Dear Mr. Brooks:

This responds to your three FOIA requests dated December 1, 2009. For the purpose of this response, we have consolidated your three requests (which concern the subject of 2007 Lexus ES-350 unintended acceleration) into one.

In your first request, you seek the following information regarding the "Final Report: 2007 Lexus ES-350 Unintended Acceleration":

- 1) Any and all records relating to or describing test protocols including the maneuver used to activate the ESC.
- 2) Any records of meetings or communications with Toyota including emails, meeting minutes, telephone notes, letters.
- 3) Any records regarding the cost of the test or expenditure or authorization of federal funds.
- 4) Any records pertaining to the actual 2007 Lexus ES-350 tested including how it was obtained, how it was prepared for testing as well as any records on its maintenance and condition prior to testing & any records on the cost of obtaining and using the Lexus.

As to item, 1 we searched for but found no records relating to or describing test protocols, including the maneuver used to activate the ESC.

As to item 2, all of the responsive information is available on the agency's website at www.nhtsa.dot.gov.



For consumer complaints, go to the website identified above. At the top of the page, click on "Vehicles/Equipment" and proceed as follows: Under "Quick Clicks," click on "Recalls, Defects and Complaints Databases." Under "File a Safety Complaint," click on "Search our safety complaint database." Click on the radio knob to the left of the word "Vehicle." Click on "Search Selected Type," to get to the next screen. Use the "drill down" search method in the middle of the screen to select the model year vehicle to be searched. Follow the directions to obtain the information you seek.

For defect investigation information, go to the agency's website identified above. On the left-hand side of the page, click on "Recalls, Defects and Complaints Database." Next, under "Defects Investigations," click on "Search our investigations database," and proceed as follows: Under "Quick Search," enter defects investigation number "PE07016" or "EA07010" and click on "Search." Scroll to and click on "Document Search" to obtain the information you seek.

For recall information, go to the website identified above. At the top of the page, click on "Vehicles/Equipment" and proceed as follows: Under "Browse Topics, click on "Recalls/Defects." Under "Related Links" on the right, click on "View All Equipment Recalls." Under "Recalls," click on "Search for a Recall." Click on the radio knob to the left of the word "Vehicle." Click on "Search Selected Type," to get the next screen. Use the "drill down" search method in the middle of the screen, to select the year vehicle to be searched. Follow the directions to obtain the information you seek.

As to item 3, enclosed are copies of responsive information.

As to item 4, enclosed are copies of responsive information.

In your second request, you seek the following information:

All records related to the owner survey conducted in section 3.2 of the document, "Final Report: 2007 Lexus ES-350 Unintended Acceleration." This request seeks both the survey sent to vehicle owners and any replies received, as well as any other related records.

Enclosed are copies of responsive information. I have withheld documents or portions of documents that contain names, addresses, telephone numbers and Vehicle Identification Numbers (VIN) whose disclosure would constitute a clearly unwarranted invasion of personal privacy pursuant to exemption (b)(6) of the FOIA.

In your third request, you seek the following information regarding the "Final Report: 2007 Lexus ES-350 Unintended Acceleration":

- 1) Any and all records reflecting, containing, or recording test data including video tapes and other electronic media.
- 2) All documentation describing the type, location and intensity of magnetic or electro-magnetic fields used to evaluate their potential for causing increased vehicle engine RPM.
- 3) All documentation describing the selection of the type, location and intensity of magnetic or electronic fields used in the testing performed on the vehicle in question.

As to item 1, enclosed is a DVD containing responsive information.

As to item 2, the only responsive information we have is contained in the Final Report you attached to this request.

As to item 3, all responsive documentation is contained in Defects Petition DP09001, which is available on the agency's website at <a href="www-odi.nhtsa.dot.gov/cars/problems/defects/results.cfm">www-odi.nhtsa.dot.gov/cars/problems/defects/results.cfm</a>.

Pursuant to the provisions of 49 CFR Part 7, there is no charge for this response.

I am the person responsible for this decision. If you wish to appeal this decision, you may do so by writing to the Chief Counsel, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, West Building, W41-227, Washington, DC 20590. An appeal must be submitted within 30 days after you receive this

determination. It should contain any information and argument upon which you rely. The decision of the Chief Counsel will be administratively final.

Sincerely,

Stanley Feldman

Associate Chief Counsel

**Enclosures** 

# PURCHASE ORDER REQUEST P.O. Box B-37 10820 State Route 347 - Building 60

**VEHICLE RESEARCH & TEST CENTER** 

**Authorized Signature** 

. - Vehicle Research & Test Center U. S. DOT - NH

East Liberty, OH 43319

Phone: (937) 666-4511

Fax: (937) 666-3590

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#### DEPARTMENT OF TRANSPORTATION

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Premium Plus Package Includes:	2480.00	
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Wood & Leather Steering Wheel	330.00	
Preferred Accessory Package:	197.00	
All Weather Mats	99.00	
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OPTIONAL FORM 348 (Rev. 896) Prescribed by GSA FAR (48 CFR) 53,213(c)







### 23 -- Blanket Synopsis for Vehicle Purchases over \$25,000

#### General Information

Document Type:

Presolicitation Notice

Solicitation Number:

VRTC2007VEHICLESYNOPSIS

Posted Date:

Nov 02, 2006

Original Response Date:

Current Response Date:

Original Archive Date: Oct 01, 2007

Current Archive Date:

Oct 01, 2007

Classification Code:

23 -- Ground effects vehicles, motor vehicles, trailers & cycles

Naics Code:

441110 -- New Car Dealers

#### **Contracting Office Address**

Department of Transportation, National Highway Traffic Safety Administration (NHTSA), National Highway Traffic Safety Administration HQ, 400 7th Street, SW Room 5301, Washington, DC, 20590, UNITED STATES

#### Description

As authorized in 49 U.S.C. 30168, the National Highway Traffic Safety Administration (NHTSA) of the U.S. Department of Transportation is authorized to procure motor vehicles for NHTSA's Vehicle Research and Test Center (VRTC), located in research and testing purposes. East Liberty, Ohio will competitively procure vehicles from commercial motor vehicle dealers located in reasonable proximity to the VRTC to reduce transportation/delivery charges and to

expedite delivery. Reasonable proximity will be determined on an individual requirement basis in order to facilitate the current requirement for vehicle research and testing being conducted by the VRTC. Passenger motor vehicles through large heavy truck motor vehicles may be required to facilitate VRTC's needs through the end of FY 2007. Because competitive procedures will be used to meet these requirements, no further synopsis for vehicles with a purchase price over \$25,000.00 will be issued. This announcement is for information purposes only. Commercial motor vehicle dealers in the East Liberty, Ohio area wishing to be notified when a specific requirement is identified should contact Robin Esser, Contracting Officer at (937) 666-4511, ext. 213 or robin.esser@nhtsa.dot.gov.

#### **Point of Contact**

Robin Esser, Contracting Officer (OH), Phone (937)666-4511, Fax (937)666-3590, Email R.Esser@NHTSA.DOT.GOV - Earnest Jenkins, Contract Specialist, Phone 202 366-9568, Fax 202 366-9555, Email earnest.jenkins@nhtsa.dot.gov

#### Place of Performance

Address:

Vehicle Research & Test Center, P. O. Box 37, East Liberty, OH

Postal Code: 43319

Country:

**UNITED STATES** 

Register to Receive Notification

## Government-wide Numbered Notes You may return to Business Opportunities at:

- DOT NHTSA listed by [Posted Date]
- DOT Agencywide listed by [Posted Date]

[Home] [SEARCH synopses] [Procurement Reference Library]



BS WEST DUBLIN-GRANVILLE RD

12001 AUG - 6 PH 3: 59

#### **INVOICE FOR 2007 LEXUS ES 350**

INVOICE #

VIN:

JTHBJ46G672068656

MILEAGE:

12,569

PRICE:

INVOICE DATE:

03 AUGUST 2007 1

CONTRACTOR:

GERMAIN LEXUS of DUBLIN 3885 W. DUBLIN GRANVILLE RD.

**DUBLIN, OHIO 43017** 

614-793-1990

CONTRACTOR DUNS # 040818601

**CONTRACT**#

DTNH22-07-P-00416 5

CONTRACT SPECIALIST:

ROBIN R ESSER 937-666-4511 Ext. 213

robin.esser@nhtsa.dot.gov

LICENS WEST ENGINEERINGSHOPS IN RE DUNEM, Dec 43017 (USI#: 3UB23 (LEXILES 614. 783-1996 VO-CE DEALH OF DUTHLIN 56897 614 793-7400 FAR AHILIA MUHICLE RESEARCHATEST CERTER DATE \_ 08/4/37/2007 Tion can come so PO BE CELTATINED DATER ABOUT USED [] 10: NOTICE: WE DO NOT QUARANTEE MILEAGE ON USED CARS. HA. 444 THE MILEAGE ON THE ODOLLETER IS 12569 AND ☐ IS ACCURATE ☐ IS NOT ACCURATE 1/4 SEC. LICENSE 4 FINANCE RECORD TOTAL TAKABLE PRICE 3473<del>2 (14</del> SALES IAZ COMPAN ľA DOCUMENTARY CERS NOT THAT EEF TRADE IN THE UNION IS GIVEN AND ACCEPTED SUBMECT TO THE CONSTITUTES LESS BALANCE OWED TO KIB in and the start of the state o CUETOWER'S 21.1 CASH GEPCSE WITH CHEEP A.A CASH TO BE PAID ON GELWERY WHITE Colinian between the Food Conductey 391AL CREUT 19620<sub>|</sub> ST | FT | 347 BALANCE TO FINANCE **347.** U-00. EAST LIBERTY MISURANCE ASH PG. OFFICE CREDIT LIFE ALS ALA. TOTAL TO FINANCE **PHIOVED BY** 4270 OFSCRIPTION CCG SERVICE COMPILE AZCTAC METHOLE GONTFIAGT erxls listoc 4005 4370 Ç C 3110 Füxfiz i 2010 C 4010 CAR DEAL NO. 4015 RESIDENCIA C SALES HAN FOR LEAST 4065 3140 \$E71/5 **\$530**0 LUXU! IF TAX FEES 3141 C 4040 BALLS TAX 3142 FOR ELECTION 4050 CONSPORES G 41035 8040 LEXUS CEASE DOS FECS 8042 4070 i, din An Mo Ĉ TOTAL CASH PINCE 4105 RAIN LEASE LSC A **MEXISTANS** 2270 4110 1 C CASISTIN POLICE 2030 C 4115 er alek element elemen 2030 C 4165 COUNTY AND INSIDE TOTAL LEGYS LEAST GETOR 4140 30:10 C 4150 AY OFF BAL CHROSEN GT LENUS LEASE UK 120 BAL TO CHEKAMEN 3010 4135 FALSE DEVICE 2409 4170 COLOR LITAGE TO DOC C 4310 2400 USED PETAL (AMER) MAD REDUCTION OFF 8010 ट 4303 used of the lexis 6 , PRACE AU CHOUSE c 4320 CHLINGHLIE CALL meen and Ē 2246 ふさとひ しこのりち しをべらげ c 2320 C 628 KEW VEIN 197 O BOKEN IN

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HOUSE CONTRACT

Supplier GERMAIN FORD

Supplier Site NHTSA REMIT

Date 03-AUG-2007

Amount 34,778 00 USD

PO Line Details

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34,778 00

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DTNH2207P00416

1 00 USD

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Invoice Distributions

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Invoice Unit

Invoice Distribution Code Quantity

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Payments

Payment Number 340119 340259 Payment Date 24-AUG-2007 27-AUG-2007 Payment Amount 34,778.00

34,778.00

Payment Currency USD USD Payment Status VOIDED

NEGOTIABLE

Treasury

Document History

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# VRTC VEHICLE INVENTORY

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DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS

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MV 3800 Rev. 5/04

JOHN OGRADY, COUNT

Pu	rchases		TR	C Charges
2007			20	07
23-Apr GSA	Labels	\$127.28	April	\$995.00
9-May Toyota USA	Floor Mats	\$368.68	May	\$45.00
11-Jun Tansky Toyota	Floor Mats	\$340.80	June	\$3,935.00
12-Jun Germain Lexus	Floor Mats	\$287.00	July	\$0.00
14-Jun Tansky Toyota	Brake Rotors	\$382.20	Aug	\$19,461.00
1-Jun OBMV	Registrations	\$4.00	Sep	\$3,328.00
19-Jul SPX Kent-Moore	Diagnostic Tester	\$4,611.90	Oct	\$3,469.00
26-Jul Germain Lexus	Floor Mats	\$159.92	Nov	\$288.00
3-Aug Germain Lexus	Vehicle Purchase	\$34,778.00	Dec	\$0.00
8-Aug Germain Lexus	Rotors & Pads	\$494.30		
21-Aug Grismer Tire	Tires	\$700.00	20	08
21-Aug Germain Lexus	Manuais	\$628.74	Jan	\$2,332.00
			Feb	\$192.00
2008			Total	\$34,045.00
17-Jan Germain Lexus	Brake Lines	\$61.61		
	Total	\$42,944.43		

United States Dept. of Transportation NHTSA Vehicle Research and Test Center P.O. Box B37 10820 State Route 347 East Liberty, Ohio 43319

«First\_Name» «MI» «Last\_Name», «Suffix»
«Address»
«City», OH «Zip\_1»



## PLEASE DO NOT DISCARD! THIS IS PART OF A GOVERNMENT INVESTIGATION ON THE 2007 LEXUS ES350

Refer to the back of this page for more information. Then please respond to the following questions: 1. Have you experienced unwanted acceleration with your Lexus ES350?VIN «VIN» NO If yes, please explain: 2. Have you ever used Lexus All weather rubber floor mats in this vehicle? YES NO YES 3. Were the rubber floor mats included with the purchase of the Lexus? If you answered "No", please specify where you purchased the floor mats: 4. Who installed the rubber floor mats? 5. Are the rubber floor mats attached to the floor with the hooks provided? YES NO If you answered "No", please take corrective action to ensure they are properly attached to the floor. 6. If you installed or ever re-installed Lexus all weather floor mats, did you receive any instructions or warnings about the risks associated with improper installation? 7. In the event of an emergency that requires you to shut off your engine while the vehicle is in motion, are you aware that the ignition button must be depressed for at least three consecutive seconds to shut off the engine? \_\_\_\_YES \_\_ NO \_\_\_\_YES \_\_\_\_NO 8. May we contact you to discuss your response in more detail? If "Yes", please provide phone number(s)/email: Your name: \_\_\_\_\_ Date: \_\_\_\_\_

#### Dear Sir or Madam:

The Vehicle Research and Test Center (VRTC) and the Office of Defects Investigation (ODI), both offices of the National Highway Traffic Safety Administration (NHTSA), an agency within the United States Department of Transportation (DOT), are examining allegations of unwanted or unintended acceleration in certain 2007 Lexus ES350 vehicles caused by a rubberized winter floor mat that when installed improperly, may cause the accelerator to become trapped at a non-idle position.

As a listed owner, you can help with this investigation by answering the following questions found on the enclosed postcard, which has prepaid postage. Your completing this survey will be greatly appreciated and will help us to understand any problems that these vehicles may be experiencing. If you find the rubber mats are not secured to the floor with the plastic hooks, this should be corrected immediately. If you have any questions, please call me at 800-262-8309 ext 271.

Thank you for your assistance.

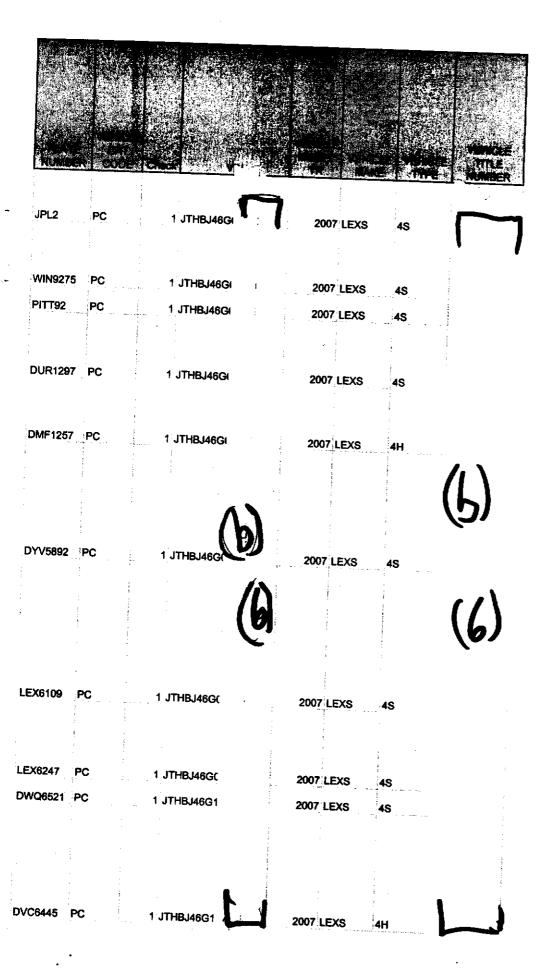
Bill Collins
Safety Defects Engineer
Vehicle Research and Test Center
National Highway Traffic Safety Administration
Bill.Collins@dot.gov

The Privacy Act of 1974 – Public Law 93-579 This information is requested pursuant to a49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Please Detach the lower portion and return as a postcard. Postage is prepaid.

POSTAGE HERE

U.S. DOT-NHTSA Vehicle Research and Test Center P.O. Box B37 10820 State Route 347 East Liberty, Ohio 43319 Attn: Bill Collins



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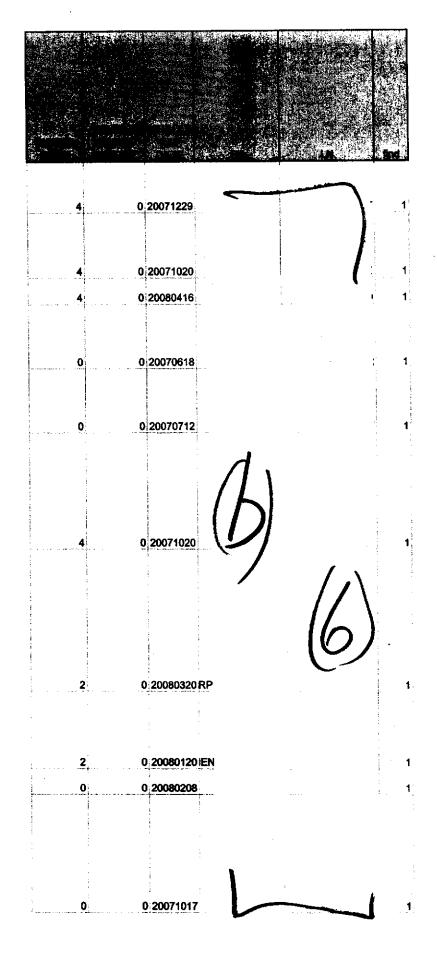
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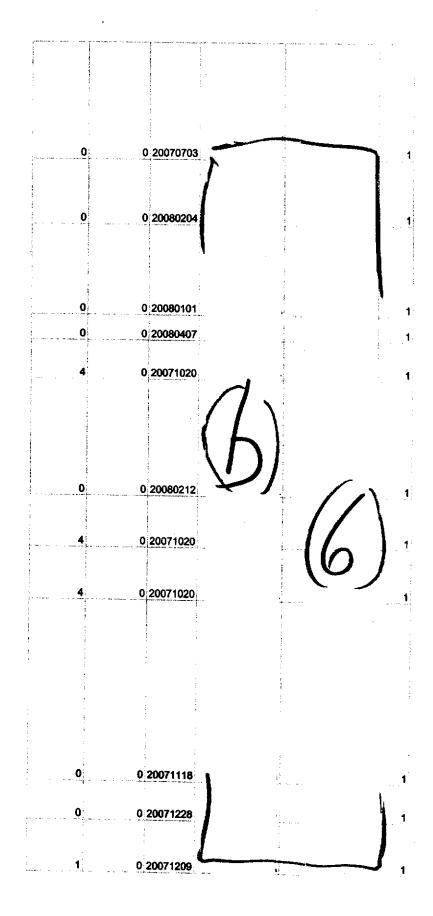
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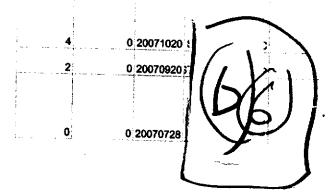


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8		20060818	20060811	0	:	0 Yes
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6		20061030	20061021	0,	· · · · · · · · · · · · · · · · · · ·	0 Yes
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15	TOYOTA LE	20061213	20061110			<b>O</b> Yes
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, 9		20070213	20061127	0		) Yes
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10		20070111	20070106	0		) Yes ) Yes
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73		20061010	20060544	•	:	
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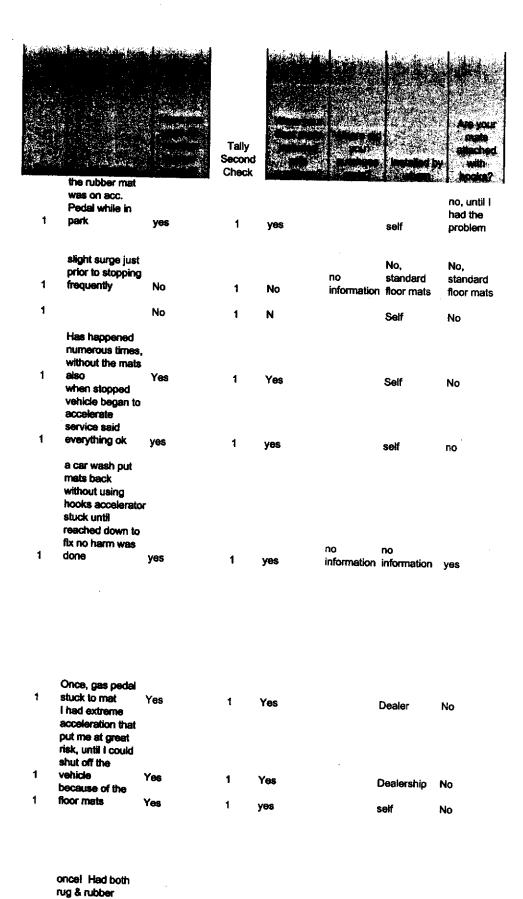
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56	TOYOTALE	20070410	20070405	0:		0 Yes
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14 TOYOTA LE	20060808	20060726	0	0 Yes
9 BLOSSOM V	20070313	20060718	0	0 Yes
69	20070213	20060809		0 yes
2.	20061222	20061129	<b>0</b>	0 Yes
1	20070322	20061104	<u>0</u>	0 Yes
3 TOYOTA LE	20060816	20060811	0	0 Yes
	20070111	20060908	0	0 Yes
8.	20061205	20060925	0	<b>O</b> Y <b>es</b>
	*Ad to additional delivery			,
12	20061012	20061006	0	0 Yes
65	20061020	20061020	0	0 Yes
67	20070226	20061015	0	0 Yes
76	20061205	20061204	<b>o</b>	0 Yes
75	20070116	20061228	0	0 Yes

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yes

self

yes

mats & gas pedal got caught

1	I took foot of pedal but car	d till yes		1 yes		yes, were lership, not prior to lexus incident
1	wouldn't stop reached down and pulled the mat back from pedal and it was okey mat pressed	-	1	l yes	deal	ership no
	against					
1	accelerator	yes	1	yes	self	no
1	when engine cold/firs time putting in revers when cole where the car	e Yes	1	yes	Self	No, told not necessary but carpet mats removed first no problems
	first begins to operate at about					
1	40 mph	yes	1	yes	self	yes
1	When driving the car will sometimes accelerate when have not pressed the accelerator anymore	<b>i</b> I				·
•	·	Yes	1	Yes	Husba	and No
1	entering freeway, accelerator stuck floor mats became loose & got caught on	yes	1	yes	dealer	yes
1	accelerator I think its an engine problem & I will address it @	yes	1	yes	no information no info	rmatio yes
1	5000 miles	Yes	1	Yes	Self	Yes
1	Did not know the reason	Yes	1	Yes	Lexus	no information ?
1	3 or 4 occasions, very brief and thank goodness, not often but it's a big of a shock when it occurs	· Yes	1	yes	deal <del>ers</del> i	nip no

Happened once, used toe 10 seconds - when initially starting & putting in gear car jumped

1	putting in gear car jumped forward	Yes	1	Yes		Self	No
1	when taking off after a stop	yes	1	yes		Dealership	yes
1	don't explain	Yes	1	Yes		Lexus	Yes
1	Periodically, the car will accelerate the accelerator was trapped under the floor	No	1	n/a	n/a	n/a	n/a
1	mat	Yes	1	Yes		Dealership	No
	The accelerator was held down by the mat. The mat was installed properly	Yes	1	Yes	Self, it was installed properly not over the mat and hooked	Yes	Yes

Vehicle in park, tapped accelerator, pedal stuck on on, engine rpm stuck at over 6,000 rpm (free loaded) could not bring down, floor mat did not appear to have be in the way, if so must have barely caught Yes Dealership No when foot removed from gas pedal car periodically accelerated yes dealership yes driving on the freeway the rubber mat go jammed on the gas pedal yes dealer No timing seems to no be off sometimes. Yes Yes information Yes As described, I suddenly was not controlling the aceleration

1	aceleration	Yes	1	Yes	s	elf N	lo
	could not stop						
	car, almost got killed down on						
1	the main road	No	1	Yes	_		
			1	165	Se	ervice Dept Ye	<del>8</del> 8
1	accelerator stud						
'	periodically High heel shoes	yes 1	1	yes	De	ealership no	ot sure
	get caught in the	, B					
	groove of the						
1	floor mat, can't reach brakes	V					
•	winter mat stuck	Yes	1	Yes	De	ealership ye	s
	accelerator to						
1	floor	Yes	1	Yes	De	alership no	,
1	pedal getting stuck	yes	4			•	
		,00	1	yes	de	alership no	+
	When entering						
	ramp on						
1	expressway	Yes	1	Yes	Sei	Lee si	
	mtn		·		38	lf No	•
	stepped on accelerator &						
	when let up car						
1	kept going faster	no informati	1	no infor	matio no informati no i	informatio no	informati
	Not related to floor mats, when					A HOTTI GUO ITO	шоппац
	car is moving						
	slowly & I push						
	on accelerator,						
1	the car lunges forward	Yes	_				
		163	1	Yes	Lex	us Yes	i
1	1 44 te	No	1	Yes	Nev	er installed	
	i time it accelerated after					o alouallou	
	I got on an						
	interstate kept						
1	accelerated onto the ramp	V					
•	ore result	Yes	1	Yes	Self	No	
	There are times						
	when the car						
1	accelerates when drivings it jumps	Yes					
	my foot would get	100	1	Yes	Deal	ership Yes	
	stuck on the						
t	rubber mat	yes	1	yes	self	по	

		•					
					•		
	the cruise conf would not relea						
	and speed	45e					
	accelerated to						
	over 90 miles p						
1	hour improperly	Yes	1	Yes		Dealershi	p Yes
	installed.						
	accelerator got						
	stuck on rubbe	r					
1	floor mat	yes	1	yes		self	yes
	On drive, I	-				no	,
	experience					informatio	•
	sudden, randon	n				just states rubber on	
	u/a wintout pressing on the					one side &	•
1		Yes	1	V		carpet on	
	-	• •••	1	Yes		the other	Yes
1	Rubber on carp	et Yes	1	Yes		Dealer	No
	one time caused by rubber floor					Doulor	140
1	mats	yes	1				•
		,	•	yes		Dealership	??
	I thought it was						
	my imagination,						
	exactly what you	ı					
	described, I was						
	going to speak to them at my 5000						
1	mile check	Yes	1	Voc			
	•		•	Yes		Self but diff	ic No
1	don't explain	Yes	1		no	no	
	was driving &		•	Yes	information	information	Yes
	winter floor mat						
1	got stuck under accelerator	Yes					
		100	1	Yes		Lexus	Yes
	i. a						
	when I pressed the gas pedal the						
	car couplined to						
	accelerate even						
	when I took my						
	foot off and when I preceeded to						
	break it was very						
	hard to slow						
	down I tried to						
1	continue to accelerationg	vae					
	-	yes	1			dealership	no
	I have experience				lexus as		
1	u/a at low speed	Yes	1	No		Self	No
	Transmission					- Jan	No
	related, rpms kick						
1	up unexpectantly	Yes .	1	yes		Ou	
				,		Owner '	Yes

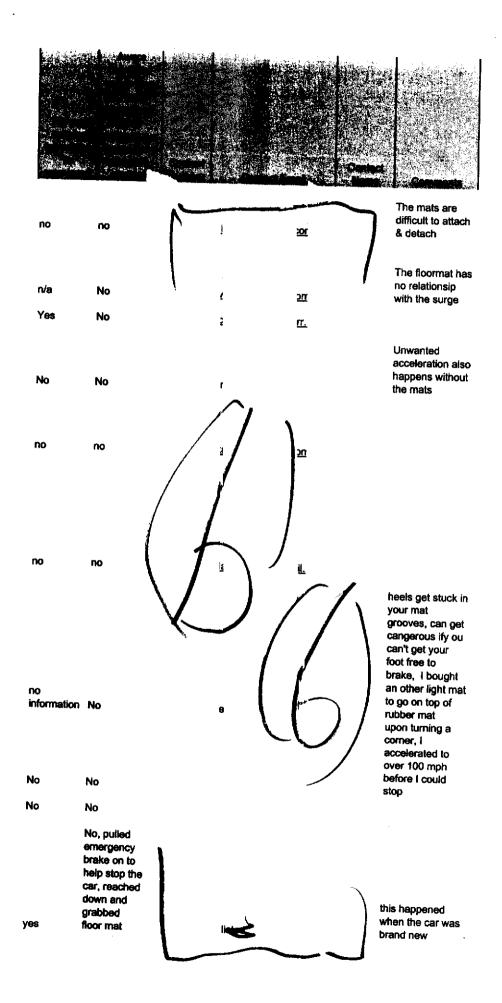
my problem is not with the rubber mats, it's the transmission,,I have taken the car in for repair, they says 6 weeks to fix...they say its okay to

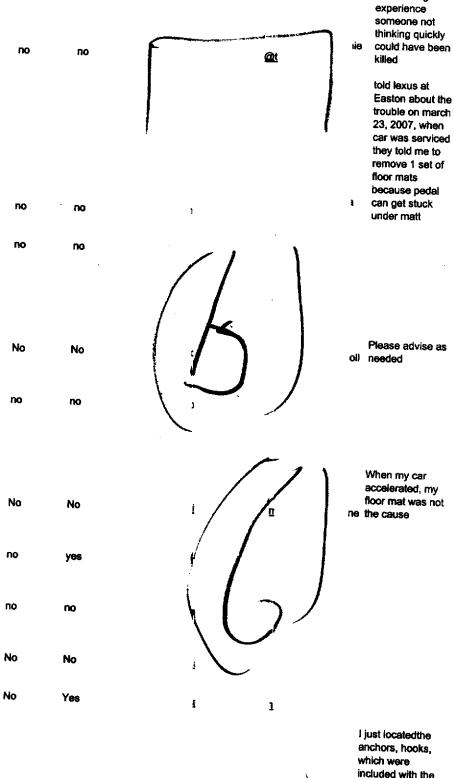
1 drive i'm scared yes 1 yes Dealership yes shifted under the

1 pedal yes 1 Yes dealership yes

unexpected accleration, even white braking,

while braking, yes, now scary experience yes 1 yes dealership they are





??, received letter from lexus 5/2/07 no

anchors, hooks, which were included with the cloth floormats which I have not used so I didn't open them up if until now

This was very traumitizing

No No yes no No No No No No No Yes No No No no yes No Νo No No

concerned about the unwanted acceleration???s hould I be concerned ???? I appreciate the notice. I hope removal of floor mats wil corect the problem

the dealer told me the car was getting use to my driving habits Bryan was the operator of car both times it happened

I cut the rubber mat so the accelerator can not be held down

when accelerator stuck, did not see rubber mat holding pedal, nore in the way, we were very concerned about engine damage due to high rpm's for approx. 13 sec, contacted dealer immediately, they said they have never heard of this happening

the experience scared the s... out of me!! Thank god was on the freeway No No
No no no
No no no
No no no
yes no
No No

Yes

No

Νφ

No

no

No

No

No

No

по



I love my dealership and staff but I didn't realize the allweather mats were designed to use the floor hooks.

2

Because the car was keyless, i couldn't turn off the car and leaving the car, the car locked itself with key in car only had the car for 3 days

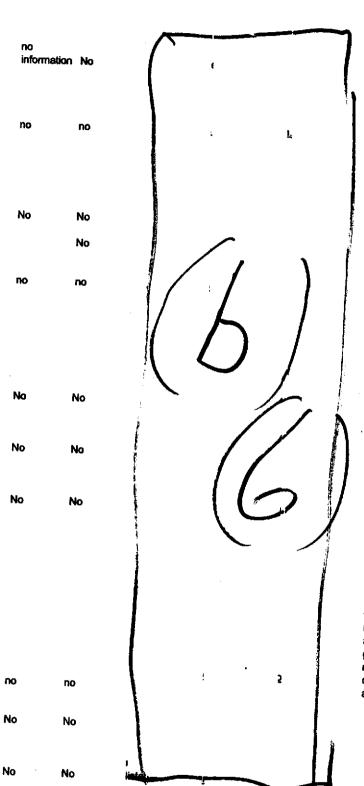
very scary the first time this happened

Thanks for the info, I was just in for service and no one mentioned this

please see comments above, this happens primarily when the car is warm

the acceleration occurred after I had taken it back for a routine service

I need help with my navigation system



Please do not allow lexus to use the rubber mats. As an excuse, my car was out of control, I sure it was the cruise control ??????

lexus dealer was very cooperative 3 & responsive

I am not sure, though, that it just relates to the rubber mats, it may have occurred prior to me putting them in too

very dangerous situation, luckily the was on the highway where all other car were going fast. On a regular street the could have had an accident

the dealer said there is a campaign on the transmission...of course they are not calling it a recall because they can't get the replacement transmission fast enough real problem

no no E

Scary experience for my wife