## TOYOTA

**Toyota Motor Sales, U.S.A., Inc.** 19001 South Western Avenue Torrance, CA 90501 (310) 468-4000

To: All Toyota Dealer Principals, Service Managers, Parts Managers

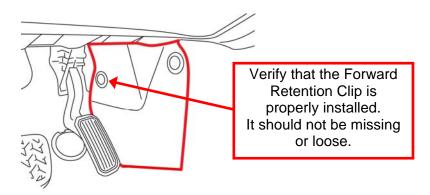
Subject: Safety Recall B0A (interim B1A) – *Interim Notification* 

Certain 2004 – 2006 model year Highlander/Highlander HV Driver's Side Floor Carpet Cover and Retention Clips

On February 24, 2011, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2004 – 2006 model year Highlander/Highlander HV vehicles to replace the driver's side Floor Carpet Cover and Retention Clips.

#### **Background**

In certain 2004 through 2006 model year Highlander and Highlander HV vehicles, if the forward retention clip used to secure the driver's side Floor Carpet Cover, which is located in front of the center console, is not installed properly, the cover may lean toward the accelerator pedal and interfere with the accelerator pedal arm. If this occurs, the accelerator pedal may temporarily become stuck in a partially depressed position rather than return to the idle position. An accelerator pedal temporarily stuck in a partially depressed position may increase the risk of a crash.



The following vital information is provided to inform you and your staff of the *interim* owner notification phase of the campaign and your degree of involvement.

#### **Interim** Owner Notification

Toyota is currently preparing replacement parts for this Safety Recall. In the meantime, we are communicating the recall status and current actions:

- To assure transparency with owners, Toyota will mail an *interim* owner notification beginning in early March, 2011 advising owners of this Safety Recall and the fact that they will receive a second notice when parts become available in greater quantities.
- The interim owner notification letter will advise owners: (1) of this safety recall, (2) of the fact they will receive a future notice once parts have been produced in sufficient quantities, (3) of what to do if they experience this condition during the interim period and (4) instructions on how to verify the retention clips are installed properly.
- Customers may visit your dealership and request assistance in determining if the retention clips and floor carpet cover is properly installed. Please assist the customer by verifying the retention clips are installed properly, if the clips are not installed properly; please assist the customer by replacing the retention clip(s) with a new one.

## 1. <u>Timing of Safety Recall (Second) Notification</u>

Toyota is currently preparing remedy parts. Once preparations are complete, you will receive another notification (remedy) with parts ordering information, technical instructions and reimbursement procedures. Additional information regarding the timing of the second notification letter will be provided to you with the remedy notice.

#### 2. Number and Identification of Covered Vehicles

There are approximately 397,000 Toyota Highlander/Highlander HV (Certain 2004 – 2006 Model Year) vehicles covered by this Safety Recall.

MODEL	WMI	MY	VDS	START	FINISH
		2004	DD21A	0073058	0105659
			DP21A	0001005	0043214
			ED21A	0025894	0031832
			EP21A	0001045	0067233
			GD21A	0073656	0105684
			GP21A	0001006	0043210
			HD21A	0025363	0033057
			DD21A	0105687	0132243
			DP21A	0043215	0091384
			ED21A	0033309	0039278
		2005	EP21A	0067234	0136405
HIGHLANDER	JTE	2003	GD21A	0105182	0132242
		2006	GP21A	0042673	0091386
			HD21A	0033060	0040125
			HP21A	0118918	0118918
			DD21A	0132256	0155324
			DP21A	0091388	0126213
			ED21A	0040139	0044652
			EP21A	0136406	0186757
			GD21A	0132244	0155327
			GP21A	0090882	0126215
			HD21A	0040128	0045716
			HP21A	0165464	0186758
HIGHLANDER HV	JTE	2005	EW21A	0001002	0001004
			DW21A	0001003	0016407
		2006	EW21A	0001009	0033818
			GW21A	0001541	0013007
			HW21A	0001275	0020710

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

The following vital information is provided to inform you and your staff of the owner notification phase of the campaign and your degree of involvement.

## 3. Remedy Procedures

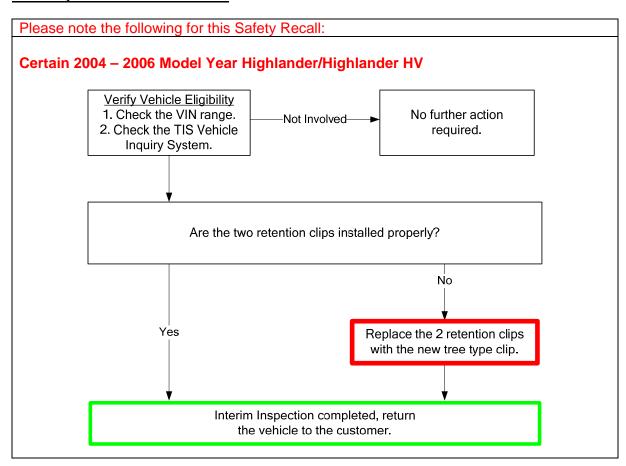
For additional information on inspection and repair please refer to TIS.

### 4. Parts Ordering

A new specification retention clip (one piece tree type) can be ordered through your dealerships facing PDC. This retention clip will also be provided with the remedy Floor Carpet Cover when it becomes available. Therefore, this clip will be placed on Manual Allocation Control to assure an adequate interim supply for all dealerships.

Part Number	Part Description	Quantity
90467-06020-C0	Retention Clip	(As Needed)

#### 5. Warranty Processor Instructions



#### **Operation Codes:**

Safety Recall	Op. Code	Description	Flat Rate Hour
B1A	TBD	Inspect and Replace the Retention Clips	TBD hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- If an inspection is requested by the customer and the retention clip(s) is missing, the dealer may install 2 of the new 1 piece tree type retention clips and file an Op. Code for inspection and replacement.
- We anticipate interim inspection operation codes will be available late next week (week of February 28th)
- These Op. Codes should not be used unless a customer has requested an inspection and the
  floor carpet cover and retention clips are confirmed to be covered by this Safety Recall. The usage of
  theses Op. Codes will be monitored, and inappropriate usage will result in a claim debit.

## 6. <u>Media Contacts</u>

- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- In the event you are contacted by the News media, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Brian Lyons (310) 468-2552, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media representatives.)

#### 7. Customer Contacts

A Q&A has been attached for your use in the event you receive a customer contact. If a customer
has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800331-4331.

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 cooperation. TOYOTA MOTOR SALES, U.S.A., INC.

## Certain 2004 - 2006 Model Year Highlander/Highlander HV Floor Carpet Cover and Retention Clip Safety Recall Notice (*Interim Notice*)

[VIN]

## Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 through 2006 model year Highlander/Highlander HV vehicles.

The purpose of this letter is to explain what the recall is about and to keep you informed of Toyota's implementation plan. We are currently making preparations to implement the Safety Recall remedy. We will send you a second notification letter when the replacement parts are ready and preparations are completed.

## What is the condition?

In certain 2004 through 2006 model year Highlander/Highlander HV vehicles, if the forward retention clip used to secure the driver's side Floor Carpet Cover, which is located in front of the center console, is not installed properly, the cover may lean toward the accelerator pedal and interfere with the accelerator pedal arm. If this occurs, the accelerator pedal may temporarily become stuck in a partially depressed position rather than return to the idle position. An accelerator pedal temporarily stuck in a partially depressed position may increase the risk of a crash.

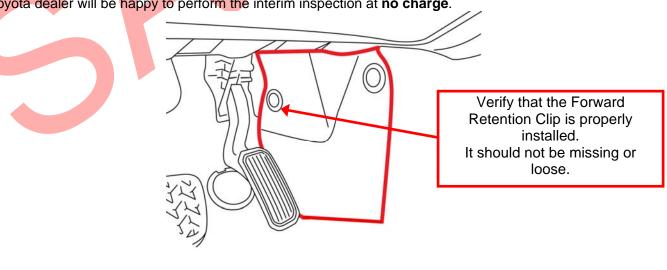
#### What is Toyota going to do?

Once the remedy parts are available, Toyota will replace the Floor Carpet Cover with one of a different shape as well as the forward and rear retention clips. *Toyota will send a second owner notification letter when the replacement parts are ready and preparations are complete.* 

#### What should you do?

We anticipate that preparations will be completed in late April, 2011. We will begin mailing the second owner notification letters beginning in early May, 2011. The letters will be mailed over several weeks consistent with parts availability.

- If your vehicle exhibits the condition described above, please contact any Toyota dealer for diagnosis and appropriate repair. The inspection and if necessary repair will be performed at **no charge** to you.
- Until the remedy parts are available, you may minimize the possibility of this condition occurring by verifying that the forward Retention Clip is properly installed and the Floor Carpet Cover is not leaning. The location of the forward retention clip is depicted in the diagram. If you are not comfortable conducting the inspection, any Toyota dealer will be happy to perform the interim inspection at **no charge**.



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

## What if you have other questions?

**Your local Toyota dealer will be more than happy to answer any of your questions.** If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to http://www.safercar.gov.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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

Thank you for driving a Toyota.

Sincerely,

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



Safety Recall B0A - Q&A Certain 2004 – 2006 model year Highlander/Highlander HV Driver's Side Floor Carpet Cover and Retention Clips

#### Q1: What is the condition?

A1: In certain 2004 through 2006 model year Highlander and Highlander HV vehicles, if the forward retention clip used to secure the driver's side Floor Carpet Cover, which is located in front of the center console, is not installed properly, the cover may lean toward the accelerator pedal and interfere with the accelerator pedal arm. If this occurs, the accelerator pedal may temporarily become stuck in a partially depressed position rather than return to the idle position. An accelerator pedal temporarily stuck in a partially depressed position may increase the risk of a crash.

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

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

## Q2: What is Toyota going to do?

A2: Toyota is currently preparing remedy parts for this condition; in the meantime Toyota will mail an Interim Owner Notification to owners of covered vehicles. This first notification will be sent in early March, 2011. It will advise vehicle owners of this condition and how to inspect their vehicle's Floor Carpet Cover and retention clips until the remedy parts are available. If the owner is not comfortable performing this inspection, any Toyota dealer will conduct the inspection at **no charge**.

Once remedy parts are available, Toyota will mail a second owner notification advising owners to make an appointment with any Toyota dealer. Toyota will replace the Floor Carpet Cover with one of a different shape as well as replace the retention clips at **no charge**.

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

A3: In addition to the Highlander/Highlander HV vehicles, there are approximately 372,000 Lexus RX 330/350/400h (certain 2004 – early 2007 model year) vehicles covered by this Safety Recall.

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

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

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

#### Q5: What should a customer do if they notice the Floor Carpet Cover is leaning?

A5: If the customer notices the Floor Carpet Cover is leaning, he/she is requested to contact any Toyota dealer for inspection and if applicable repair.

#### Q6: When will the remedy parts be available?

A6: Toyota anticipates the remedy parts will become available in late April, 2011. In early May, 2011, Toyota will begin mailing the second owner notification over several weeks consistent with parts availability and repair capacity.

## Q7: Once the remedy parts are available, how long will it take to conduct the remedy?

A7: The replacement of the Floor Carpet Cover and retention clips will take approximately 15 minutes. However, it may be necessary for the owner to make the vehicle available for a longer period of time depending upon the dealer's work schedule.

## Q8: How is the shape of the new Floor Carpet Cover different from the original one?

A8: The new Floor Carpet Cover has an additional tab which extends beyond the travel of the accelerator pedal arm, so as not to interrupt the movement of accelerator pedal arm even if the cover is leaning.

#### Q9: What if an owner has additional questions or concerns?

A9: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Standard Time. They may also consult the information posted at http://www.toyota.com/floormats.



Safety Recall B0A (INTERIM B1A) – INTERIM Carpet Floor Cover and Retention Clip Inspection 2004 through Certain Early 2006 MODEL YEAR Highlander/Highlander HV

This inspection guide will help you assist customers in inspecting their vehicles until the remedy is available.

- 1. Check VIN to see if it is applicable to 60F.
  - A. If completed go to step 2.



B. If In-Complete proceed with performing 60F, once completed no further action required for INTERIM Inspection.

STOP



2. Inspect Floor Carpet Cover to ensure all clips are present and secure.







Proceed to Step 3.

3. Depress the accelerator pedal several times and ensure there is adequate clearance between the Floor Carpet Cover and the pedal assembly through its entire range of motion.

## **INTERIM INSPECTION COMPLETE!**

Await further instruction when remedy becomes available.



Zac White / Toyota Customer Services
Product Quality and Service Support, Quality Compliance
February 24, 2011
Approved By: Bob Waltz

To: All Toyota Dealers

From: Toyota Customer Services

Safety Recall B0A (interim B1A) – Interim Notification
Certain 2004 – 2006 model year Highlander/Highlander HV
Driver's Side Floor Carpet Cover and Retention Clips
\*\*\*\*\*\*\*URGENT\*\*\*\*\*\*

On February 24, 2011, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2004 – 2006 model year Highlander/Highlander HV vehicles to replace the driver's side Floor Carpet Cover and Retention Clips.

#### **Background**

- In certain 2004 through 2006 model year Highlander and Highlander HV vehicles, if the forward retention clip used to secure the driver's side Floor Carpet Cover, which is located in front of the center console, is not installed properly, the cover may lean toward the accelerator pedal and interfere with the accelerator pedal arm.
- If this occurs, the accelerator pedal may temporarily become stuck in a partially depressed position rather than return to the idle position.
- An accelerator pedal temporarily stuck in a partially depressed position may increase the risk of a crash.

#### **Internal Owner Notification**

- Toyota is currently preparing replacement parts for this Safety Recall. In the meantime, we are communicating the recall status and current actions:
  - To assure transparency with owners, Toyota will mail an *interim* owner notification beginning in early March, 2011 advising owners of this Safety Recall and the fact that they will receive a second notice when parts become available in greater quantities.
  - The interim owner notification letter will advise owners: (1) of this recall, (2) of the fact they will receive a future notice once parts have been produced in sufficient quantities, (3) of what to do if they experience this condition during the interim period and (4) instructions on how to verify the retention clips are installed.
  - Customers may visit your dealership and request assistance in determining if the retention clips and floor carpet cover is properly installed. Please assist the customer by verifying the retention clips are installed, if the clips are not installed please assist the customer by replacing the retention clip(s) with a new one.
- A Dealer Letter containing additional information has been posted on TIS.
- Please verify vehicle coverage by confirming through Dealer Daily/TIS.
- Please refer to TIS for additional details and official Dealer Notification Letter.

#### **Customer Contacts**

- A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.
  - Toyota is currently developing interim repair procedures in the event customers contact dealerships with this condition. They will be available on TIS shortly.
  - Operation Codes for temporary repairs during this interim period will be provided shortly.
  - For a customer who has not experienced this condition but does not feel comfortable driving the vehicle please work with the customers and answer any questions he/she may have. A Q&A is attached.

#### **Media Contacts**

• In the event you are contacted by the News media, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Brian Lyons (310) 468-2552, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media representatives.)



Safety Recall B0A - Q&A Certain 2004 – 2006 model year Highlander/Highlander HV Driver's Side Floor Carpet Cover and Retention Clips

### Q1: What is the condition?

A1: In certain 2004 through 2006 model year Highlander and Highlander HV vehicles, if the forward retention clip used to secure the driver's side Floor Carpet Cover, which is located in front of the center console, is not installed properly, the cover may lean toward the accelerator pedal and interfere with the accelerator pedal arm. If this occurs, the accelerator pedal may temporarily become stuck in a partially depressed position rather than return to the idle position. An accelerator pedal temporarily stuck in a partially depressed position may increase the risk of a crash.

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

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

## Q2: What is Toyota going to do?

A2: Toyota is currently preparing remedy parts for this condition; in the meantime Toyota will mail an Interim Owner Notification to owners of covered vehicles. This first notification will be sent in early March, 2011. It will advise vehicle owners of this condition and how to inspect their vehicle's Floor Carpet Cover and retention clips until the remedy parts are available. If the owner is not comfortable performing this inspection, any Toyota dealer will conduct the inspection at **no charge**.

Once remedy parts are available, Toyota will mail a second owner notification advising owners to make an appointment with any Toyota dealer. Toyota will replace the Floor Carpet Cover with one of a different shape as well as replace the retention clips at **no charge**.

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

A3: In addition to the Highlander/Highlander HV vehicles, there are approximately 372,000 Lexus RX 330/350/400h (certain 2004 – early 2007 model year) vehicles covered by this Safety Recall.

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

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

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

#### Q5: What should a customer do if they notice the Floor Carpet Cover is leaning?

A5: If the customer notices the Floor Carpet Cover is leaning, he/she is requested to contact any Toyota dealer for inspection and if applicable repair.

#### Q6: When will the remedy parts be available?

A6: Toyota anticipates the remedy parts will become available in late April, 2011. In early May, 2011, Toyota will begin mailing the second owner notification over several weeks consistent with parts availability and repair capacity.

## Q7: Once the remedy parts are available, how long will it take to conduct the remedy?

A7: The replacement of the Floor Carpet Cover and retention clips will take approximately 15 minutes. However, it may be necessary for the owner to make the vehicle available for a longer period of time depending upon the dealer's work schedule.

## Q8: How is the shape of the new Floor Carpet Cover different from the original one?

A8: The new Floor Carpet Cover has an additional tab which extends beyond the travel of the accelerator pedal arm, so as not to interrupt the movement of accelerator pedal arm even if the cover is leaning.

#### Q9: What if an owner has additional questions or concerns?

A9: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Standard Time. They may also consult the information posted at http://www.toyota.com/floormats.

Mark Kubota / TMS Toyota Customer Services Quality Compliance February 25, 2011 Approved By: Bob Waltz

To: All Toyota Dealers

From: Toyota Customer Services

New and Pre-Owned Vehicle Inventory for SSC 90L (Interim 91L) - Potential Floor Mat Interference with Accelerator Pedal and SSC B0A (Interim B1A) - Driver's Side Floor Carpet Cover and Retention Clips

\*\*\*\*\*\*URGENT\*\*\*\*\*\*

As announced on Thursday, Toyota filed an amendment to the Defect Information Report (DIR) which was filed in October, 2009, with the National Highway Traffic Safety Administration (NHTSA). The amendment added 2003 through certain 2009 model year 4 Runner vehicles, and 2006 through 2010 model year RAV4 vehicles, as well as one Lexus model.

In addition, Toyota announced that a DIR was filed with NHTSA informing the agency of our intent to conduct a voluntary Safety Recall on certain 2004 – 2006 model year Highlander/Highlander HV vehicles to replace the driver's side Floor Carpet Cover and Retention Clips.

As required by Federal law, dealers are not to deliver any new vehicle in their inventory, which is covered by a Safety Recall, until the necessary remedy has been performed. In addition, Toyota requests that dealers not deliver any pre-owned vehicles in their inventory which are involved in this Safety Recall until the defect has been remedied. However, covered vehicles may be sold if the floor mats have been semi-permanently installed, as described below.

Please make sure the following procedures are followed until the permanent remedy is available for new, Certified Pre-owned and pre-owned, as well as TRAC vehicles.

#### 4Runner

• 4Runner vehicles covered by the Safety Recall are identified on TIS under Safety Recall "91L," remedy instructions to modify the accelerator pedal are also posted.

#### RAV4

- RAV4 vehicles covered by the recall will be identified on TIS shortly. Until the instructions to modify the accelerator pedals are made available, dealerships are requested to semi-permanently install the RAV4's driver's position floor mat in new or pre-owned vehicles covered by this Safety Recall. Read and follow the attached technical instructions using specified materials which can be found at local hardware and office supply stores. This will assure the floor mats are not removable. We recommend the Service Department designate associates to conduct this installation to assure that the involved vehicles are handled consistently.
- It is important the dealer clearly communicate to the consumer that the vehicle has been identified by Toyota as subject to a recently amended Safety Recall and that the consumer will be notified by Toyota when the remedy parts are available. The dealership is also requested to inform the customer that the floor mats have been semi-permanently installed to the vehicle until the accelerator pedal can be modified.

#### Highlander

• For 2004 through 2006 Model Year Highlander and Highlander Hybrid vehicles (B0A), inspect the vehicle per the interim inspection process available in TIS and advise the customer about the open recall.

Thank you for your cooperation.

# Safety Recall 90L (INTERIM 91L) Phase 11 RAV4 Floor Mat Inspection, Application and Semi-Permanent Installation Instructions



#### Read these important warnings BEFORE installing ANY type of Floor Mat.

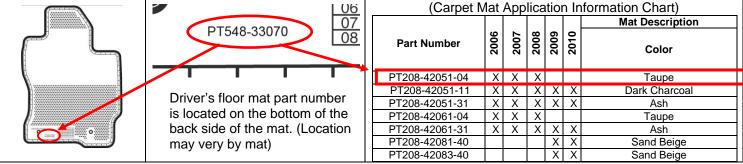
#### A. General Floor Mat Warnings

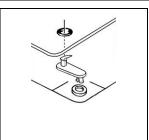
- Only install floor mats designed specifically for that model and model year. Check for correct model name and part number on the packaging label to confirm vehicle application.
  - o Never install a floor mat if you are uncertain of the model application.
  - Never install the floor mat upside down or turned over for any reason.
  - Only install the driver's floor mat in the driver's foot area.
- Always properly secure the driver's floor mat using the retaining hooks (clips) supplied in the bag with the floor
  mats (in the case of Lexus with the carpet floor mats). Follow the floor mat retention clip installation instruction
  supplied with the clips. If the mat is properly secured and you have confirmed vehicle applicability, it will not
  interfere with the accelerator pedal.
- After the driver's mat is secured by the retaining hooks (clips) semi-permanently install the floor mat to the vehicles using the self-locking nylon tie-wraps mentioned in the instructions below.
  - Never install the front driver's floor mat without all retaining hooks (clips) securing the mat firmly in place and the self-locking nylon tie-wraps semi-permanently installing the floor mat to the vehicle.
- The retaining hooks (clips) are designed to accommodate only one floor mat at a time.
  - o Do not install another floor mat(s) on top of an existing driver's floor mat.
- After installation, always check the operation of the accelerator, and brake (if applicable) pedals to assure the floor mat does not interfere with them.
- Carefully read the warning tag attached to the driver's floor mat regarding installation.

#### **B.** Floor Mat Inspection Instructions and Application Information

- . Before placing a floor mat in a vehicle, be familiar with the procedure outlined below.
  - o Identify the correct driver's floor mat for the specific vehicle application.
  - Correctly install the driver's floor mat.
- Regularly verify the correct floor mat is securely installed in the appropriate model using the retaining hooks (clips).
- Regularly verify the correct driver's floor mat is semi-permanently installed in the appropriate model using the self-locking nylon tie-wraps.

NOTE: Use the Application Information Chart provided or the Accessory Parts Catalog to verify mat-to-vehicle application.





- If a floor mat other that what is listed above (Toyota AWFM or aftermarket mat) is found in the vehicle, remove the mat from the driver's position and take appropriate action to assure the incorrect mat is not reinstalled.
- 2. Make sure the driver's floor mat is properly secured by the retaining hooks (clips). Confirm that the retaining hooks (clips) are secured into the grommet holes in the vehicle's floor (carpet).

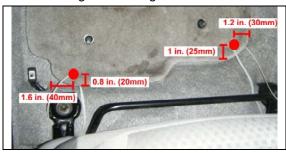
Warning: Do not stack the floor mats in any vehicle. The retaining hooks (clips) are designed to accommodate only one floor mat at a time.

#### C. Driver's Position Semi-Permanent Installation

- 1. Necessary Materials
  - Self-locking nylon tie-wraps (Rated at 50 pounds minimum, 0.19 inches wide and 17 inches long)

Route & fasten self-locking nylon tie-wraps.

- Easy Peel Labels (Use Avery® 5260™)
- Thin Flat-Head Screwdriver
- Fine-Pointed Punch
- Ruler
- Diagonal Cutting Pliers



- 2. Locate, align & punch driver's floor mat.
  - a) Punch two holes into the floor mat using the dimensions given in the picture. If necessary, enlarge the holes with a thin flat-head screwdriver.







Self-locking nylon tie-wraps must be rated at 50 pounds minimum, be 0.19 inches wide and 17 inches long.

- Route and fasten the self-locking nylon tie-wraps through the floor mat and under the seat mounting brackets on both sides of the floor mat as illustrated.
- b) Tighten the self-locking nylon tie-wraps to remove slack, but <u>do not</u> apply tension or displace the secured floor mat from the clipped position.

#### NOTE:

Two tie-wraps joined in series may be required to complete routing.





a) Confirm clearance to electrical wiring connectors and any moving



Verify correct installation.

- b) Verify the self-locking nylon tie-wraps are not too loosely or too tightly fastened as illustrated.
- c) Verify the floor mat does not interfere with the accelerator pedal throughout its range of travel.

## NOTE:

Trim excess portion of self-locking nylon tie-wraps and conceal the self-locking portion of the tie-wrap under the seat bracket and/or floor mat.



Install Labels

a) Install a label on the self-locking nylon tie-wraps, secured to the seat mounting brackets.



NOTE: Print on Avery® 5260™ using the template provided.

- b) Make sure to fold over the label so the text is visible from both sides.
- 6. Check the following pedal operation (fully depress the pedal) to assure the floor mat does not interfere with it. Make sure the vehicle is turned off and in the "Park" position when testing:
  - Accelerator Pedal
  - Brake Pedal

Applicable to 90L (INTERIM 91L) Phase 11 RAV4 vehicles only. Lexus Floor Mat Inspection, Application and Semi-Permanent Installation Instructions

| -Please Ensure:      |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| floor mat is secure  |
| with retaining strap |
| -Do NOT stack floor  |
| mat over another     |
| -Please Ensure:      |
| floor mat is secure  |
| with retaining strap |
| -Do NOT stack floor  |
| mat over another     |
| -Please Ensure:      |
| floor mat is secure  |
| with retaining strap |
| -Do NOT stack floor  |
| mat over another     |
| -Please Ensure:      |
| floor mat is secure  |
| with retaining strap |
| -Do NOT stack floor  |
| mat over another     |
| -Please Ensure:      |
| floor mat is secure  |
| with retaining strap |
| -Do NOT stack floor  |
| mat over another     |
| -Please Ensure:      |
| floor mat is secure  |
| with retaining strap |
| -Do NOT stack floor  |
| mat over another     |
| -Please Ensure:      |
| floor mat is secure  |
| with retaining strap |
| -Do NOT stack floor  |
| mat over another     |
| -Please Ensure:      |
| floor mat is secure  |
| with retaining strap |
| -Do NOT stack floor  |
| mat over another     |
| -Please Ensure:      |
| floor mat is secure  |
| with retaining strap |
| -Do NOT stack floor  |
| mat over another     |
| -Please Ensure:      |
| floor mat is secure  |

with retaining strap

mat over another

-Do NOT stack floor

with retaining strap

-Do NOT stack floor

mat over another

with retaining strap

mat over another

-Do NOT stack floor

with retaining strap

-Do NOT stack floor

mat over another

with retaining strap

mat over another

-Do NOT stack floor

with retaining strap

-Do NOT stack floor

mat over another

#### February 24, 2011

*Toyota Fast Facts* is an update on Toyota and industry news. Please feel free to share this information with family and friends. For more news, visit www.toyotanewsroom.com.

## Toyota Announces Two Voluntary Recalls and Amends Potential Floor Mat Interference Recall Announced in 2009

Toyota Motor Sales, U.S.A., Inc., today announced that it will conduct a voluntary safety recall of approximately 20,000 2006 and early 2007 Model Year GS 300 and GS 350 All-Wheel Drive vehicles to modify the shape of the plastic pad embedded in the driver's side floor carpet. In the event that the floor carpet around the accelerator pedal is not properly replaced in the correct position after a service operation, there is a possibility that the plastic pad embedded into the floor carpet may interfere with the operation of the accelerator pedal. If this occurs, the accelerator pedal may become temporarily stuck in a partially depressed position rather than returning to the idle position.

Toyota will also voluntarily recall approximately 372,000 2004 through 2006 and early 2007 RX 330, RX 350, and RX 400h vehicles, and approximately 397,000 2004 through 2006 Highlander and Highlander HV vehicles to replace the driver's side floor carpet cover and its two retention clips. If the forward retention clip used to secure the floor carpet cover, which is located in front of the center console, is not installed properly, the cover may lean toward the accelerator pedal and interfere with the accelerator pedal arm. If this occurs, the accelerator pedal may become temporarily stuck in a partially depressed position rather than returning to the idle position.

Separately, Toyota has amended its recall from November 2009, adding three models to address the potential for unsecured or incompatible floor mat entrapment of the accelerator pedal. The models added include:

- Approximately 603,000 2003 through 2009 4Runner
- Approximately 17,000 2008 through 2011 Lexus LX 570; and
- Approximately 761,000 2006 through 2010 RAV4

To read the complete press release, please visit the Toyota USA Newsroom at http://pressroom.toyota.com/pr/tms/toyota-announces-two-voluntary-192803.aspx