

To: All Dealer Principals, General Managers, Service Managers, and Parts Managers

Subject: Floor Mat Installation and Inspection

As part of Toyota's on-going commitment to customer safety, this communication is sent to remind you of the importance of routinely checking the floor mats of your customer's vehicles to ensure they are appropriate for each application and are properly installed using the factory retention knob-style clips or hooks.

Effective procedures for floor mat installation and inspection demonstrate your continuing commitment to customer safety. Please reinforce these important points with all of your staff by:

- Sharing this reminder letter and inspection process attachments with all associates.
- Continuing to conduct periodic management meetings and training sessions on your dealership's standardized quality control processes, including those applicable to floor mats.
- Ensuring your dealership has adopted processes to:
 - a. Display the previously provided "Driver's Floor Mat Safety" poster in highly visible locations in and around your service drive. Print additional copies using the attached file.
 - b. Inspect customer vehicles at write-up and alert customers to potential floor mat concerns.
 - c. Implement floor mat inspection as part of all Multi-Point Inspections (MPI) and as described in the Toyota MPI checklist/form.
 - d. Remove all driver's side floor mats that cannot be secured and replace broken or inoperative retention clips/hooks.
 - e. Remove double stacked or improper mats and secure the proper fitting Protective or All Weather Floor Mat using the original equipment (OE) retention clips or hooks.
 - f. Remove any items that cannot be secured or that interfere with the vehicle's pedal operation

Note: All removed items, including unsecured or double-stacked floor mats, should be placed in the vehicle's trunk or cargo area. Document this action on the repair order and explain to the customer why this action was taken. To support this process, TMS has developed a new floor mat mirror hang tag that helps explain to your customer, why the floor mat was removed from their vehicle. You will receive an initial supply of 100 hang tags with this communication. Additional hang tags are available through the MDC.

- Hang Tags - \$10.00 for a bundle of 20 (MDC Part # 00411-140004)
- g. Deliver all new, pre-owned, and TRAC/loaner vehicles with floor mats that have been confirmed as applicable for the vehicle and secured appropriately.

- h. Only offer for sale floor mats that are originally designed for the Toyota vehicle in which they will be used and attach to the vehicle in the original locations using OE retention hooks or clips.

In addition, to the new Floor Mat Mirror Hang Tags, you will also receive 2 additional "Drivers Floor Mat Safety" posters that should be prominently located in a highly visible area of the service drive. These posters are also now available through the MDC.

- Floor Mat Poster - \$5.00 for each poster (MDC Part #00411-140006)

It is also important that all dealership associates continue to demonstrate in words and actions that Toyota cares about customer safety. When interacting with customers regarding this important subject, please encourage communication be delivered with detail, consistency, and patience.

We appreciate your full and immediate cooperation in assuring your associates follow quality control processes you have implemented and demonstrating an unwavering commitment to customer and vehicle safety.

Thank you.

Attachments:

- 1) Floor Mat Inspection/Installation Instructions
- 2) Floor Mat Application Chart Instructions
- 3) New Vehicle Delivery Check Sheet

All Floor Mat Inspection (Carpeted and AWFM), Application and Installation Instructions



**Read these important Warnings BEFORE installing ANY type of Floor Mat.
Post this at all locations where Floor Mats are stored and/or installed.**

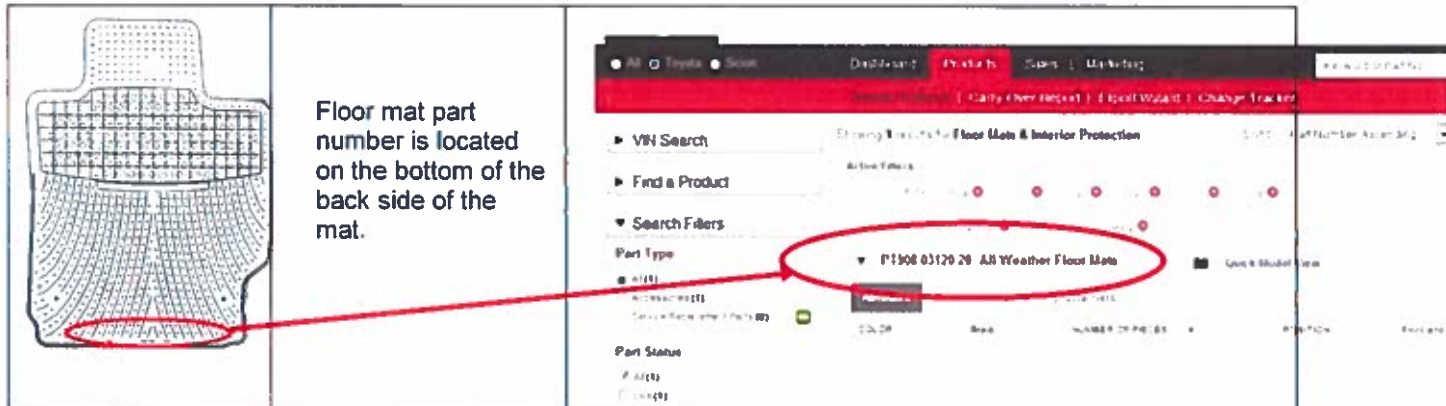
A. General Floor Mat Warnings

- Only install floor mats designed specifically for that model and model year. This applies both to All Weather Floor Mats as well as carpet floor mats.
 - Never install a floor mat if you are uncertain of the model application.
 - Never install the passenger floor mat in the driver's position.
 - Never install the floor mat with the securing end (side with clip grommets) in the reverse direction facing the pedals.
- Always properly secure the driver's floor mat using the retaining hooks (clips) supplied in the bag with the floor mats. If the mat is properly secured and you have confirmed vehicle applicability, it will not interfere with the accelerator pedal. (Note: Some mats may have the knob style retaining clips instead of the hook style)
 - Never install the front driver's floor mat without confirming that all retaining hooks or knob style clips have secured the mat firmly into place.
- The retaining hooks are designed to accommodate only one floor mat at a time.
 - Do not install another floor mat(s) on top of an existing driver's floor mat.
- Never turn the driver's floor mat over on the vehicle floor to keep the mat's top carpet side clean or to prevent wear.
- After installation, always check the operation of the accelerator, brake and clutch (if applicable) pedals to assure the floor mat does not interfere with them.
- DO NOT Remove the warning tag attached to the front driver's floor mat (Customer to remove only).
- To ensure the floor mats proper non slip operation, DO NOT place anything between the floor mat and the vehicles carpet.

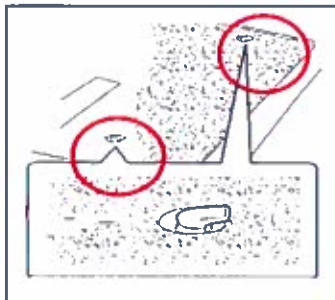
B. Inspection Instructions and Application Information

- Before placing any floor mat in a vehicle, be familiar with the procedure outlined below.
 - Each dealership associate storing or installing the floor mats should be familiar with the following:
 - Identifying the correct floor mat for the specific vehicle application.
 - Correctly installing the floor mat.
 - Permanently mark each floor mat used for TRAC (Service Loaner) vehicles with the correct vehicle application (i.e. make, model and model year). Regularly check each floor mat to ensure correct application.
 - Regularly verify the correct floor mat is securely installed in the appropriate model using the retaining hooks/knob style clips.
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1. Inspect all vehicles in dealer stock to ensure that the correct floor mat is securely installed in the vehicle using the retaining hooks (clips).
 - TRAC (Service Loaner Vehicles) both before and after the vehicle is loaned out to the customer
 - New Vehicle Inventory
 - Used Vehicle Inventory
 - Demonstration Vehicles
 - All vehicles returning from a car wash

NOTE: Use the Toyota Accessory website <http://www.toyotaasg.com/> to confirm the correct floor mat application for the specific model/MY vehicle your inspecting (See the attached instructions)



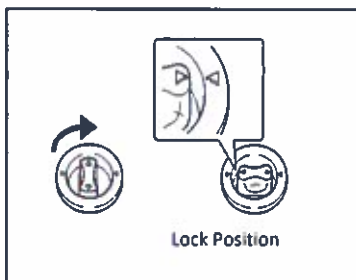
Hook Style Clip



2. Make sure the 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.

Knob Style Clip



Note: Some vehicles may be equipped with a "knob type" retaining clip system that is permanently mounted to the floor carpet of the vehicle. Make sure the knob is twisted into the lock position.



3. 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
 - Clutch Pedal (if equipped)

Note: Refer to attached TSB (T-SB-0040-11) for more detailed instructions

4. Regularly verify that all AWFMs involved in previous recalls have been purged from your parts inventory; and are not used in any vehicle application. (Please see TIS for further information.)

Floor Mat Installation

If you are installing Carpeted or All Weather Floor Mats (AWFM) in a specific vehicle for the first time, please follow these important instructions.

1. Carefully read the General Floor Mat Warnings.
2. Check for correct part number on the packaging label as well as on the floor mats to confirm vehicle applicability.
3. Check for correct model name on the packaging label to confirm vehicle application.
4. Carefully read the warning tag attached to the driver's floor mat regarding installation.
5. Install only the driver's floor mat in the driver's foot area.
6. Do not install more than one floor mat in the driver's foot area.
7. Follow the floor mat retention clip installation instructions supplied with the vehicles floor mats. (Note: The hooks style clips are supplied in the bag with the floor mats. Some models come equipped with a Knob Style clip that is part of the floor carpet).
8. Ensure all retaining hooks (clips) supplied with the floor mats are securely installed to the vehicle floor carpet's grommet holes.
9. Install the floor mats securely to the retaining hooks verifying the driver's floor mat is secured to the vehicle floor.
10. Check the following pedal operation to assure the floor mat does not interfere with the:
 - Accelerator Pedal
 - Brake Pedal
 - Clutch Pedal (if equipped)

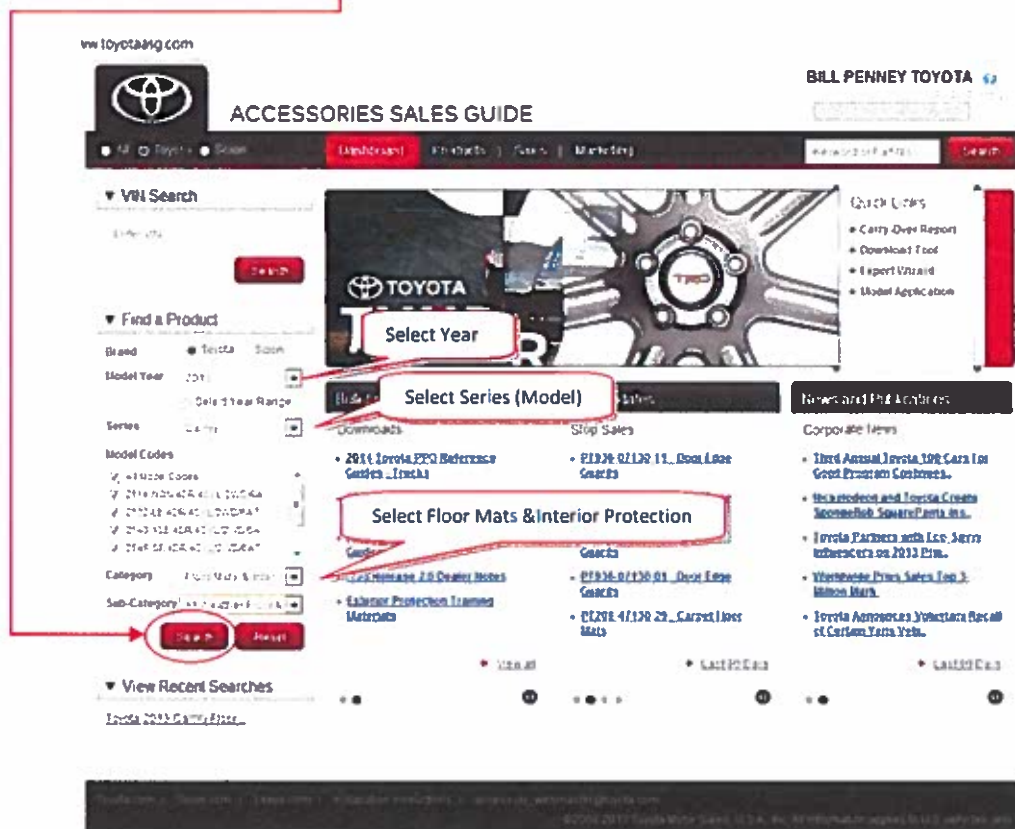
Floor Mat Application Chart

For detailed information on the appropriate floor mat application, by model and model year, please visit Toyota's Corporate Accessories website <http://www.toyotaasg.com/>

From the opening screen, enter your Region and Dealer Code and Click LOGIN.



You will be brought to the opening dashboard. From here the pull down menus that will help you filter down to the exact Model Year, Series (Model), Category (Floor Mats and Interior Protection) and Sub Categories (Type of Floor Mats) for your vehicle. Click Search





New Vehicle Delivery Checklist ☒

Toyota vehicles undergo one of the most demanding inspection processes in the automotive industry. Hundreds of inspections are conducted at the factory, our U.S. port of entry inspection centers and your authorized Toyota dealer. The following checklist is our assurance that your vehicle is clean, in excellent condition, has a full tank of gas, and is not missing any promised items.

Vehicle Identification Number _____

Dealership Name _____
(Please Print)

Quality Inspection

- ☐ We have performed a quality Pre-Delivery Inspection on your new vehicle. Our factory-trained service professionals have verified that all systems and controls are operating properly.

Vehicle Inspection

- ☐ Exterior Clean and Undamaged
☐ Interior Clean and Undamaged
☐ Full tank of fuel or gas voucher
☐ Vehicle Delivered with all features promised

Products or Services Due to Customer

Description of any Products/Services Due To the Customer Date Promised

Explain Vehicle Features and Benefits

- ☐ Thoroughly explained Major Features and Demonstrated Operation of Controls

Explain New Vehicle Publications

- ☐ Reviewed Owner's Manual
☐ Reviewed Pocket Reference Guide
☐ Reviewed Owner's Warranty Information Booklet
☐ Reviewed Scheduled Maintenance Guide
☐ Reviewed www.ToyotaGuide.com

Dealer Staff Introductions

(Provide Business Cards)

- ☐ Service Manager
☐ Parts Manager
☐ Customer Relations Manager

For New Customers:

- ☐ Introduced the Customer to the Parts and Service Departments
☐ Reviewed Hours of Operation & Provide Parts and Service Departments Telephone Numbers

During Normal Business Hours:

- ☐ Scheduled First Service Appointment:

Date _____ Time _____

Proper Floor Mat Installation and Care

- ☐ Verified that the correct driver's floor mat is installed.
☐ Explained proper driver's floor mat installation using the retaining hooks (clips).
☐ Explained floor mat care: Never install the driver's floor mat with the bottom-side up, do not place another floor mat(s) on top of an existing mat, regularly verify the driver's floor mat is properly secure. e.g., after carwash, interior cleaning, etc.

Customer Acknowledgement

I have inspected my new Toyota and acknowledge that all Pre-Delivery and Delivery Checklist items have been reviewed with me by the dealership representative.

Customer Signature _____

Name (Please Print) _____

Dealership Representative Signature _____

Name (Please Print) _____

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