

**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:
  - Display the previously provided "Driver's Floor Mat Safety" poster in highly visible locations in and around your service drive. These posters are available through the MDC for \$5.00 each (MDC Part #00411-140006)
  - a. Inspect customer vehicles at write-up and alert customers to potential floor mat concerns.
  - b. Implement floor mat inspection as part of all Multi-Point Inspections (MPI) and as described in the Toyota MPI checklist/form.
  - c. Remove all driver's side floor mats that cannot be secured and replace broken or inoperative retention clips/hooks.
  - d. Remove double stacked or improper mats and secure the proper fitting floor mats or All Weather Floor Mats using the original equipment (OE) retention clips or hooks.
  - e. 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 place a Floor Mat hang tag on the mirror and explain to your customer why the floor mat was removed from their vehicle. Additional hang tags are now available through the MDC **free of charge**. Hang Tags come in bundles of 20 (MDC Part # 00411-140004)

- f. Deliver all new, pre-owned, and TRAC/loaner vehicles with floor mats that have been confirmed as applicable for the vehicle and secured appropriately.



## All Floor Mat Inspection (Carpeted and AWF), 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.
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

## 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)



## 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) \_\_\_\_\_

To Receive Future Contacts About Products, Services, Events and Promotions please register at:  
[www.ToyotaOwnersOnline.com](http://www.ToyotaOwnersOnline.com)