

Original Publication Date: March 12, 2020

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

LIMITED SERVICE CAMPAIGN 20TD01 *Remedy Notice*

Certain 2012-2019 Model Year Sequoia Potentially Incorrect Toyota Genuine Carpet Floor Mats

Model / Years	Production Period	Approximate Total Vehicles
2012-2019 Model Year Sequoia	Late August 2011- Early February 2019	94,500

Condition

There is a possibility that some of the involved 2012-2019 Sequoias received a Toyota Genuine carpet floor mat set that is designed for different model year Sequoia vehicles (model years 2008-2011). If installed, the driver's floor mat would not be secured in the way it was designed due to differences in the attachment grommets.

Remedy

For all involved vehicles, any authorized Toyota dealer can inspect the driver's floor mat and if an incorrect Toyota Genuine driver's floor mat designed for the 2008-2011 model year Sequoia is identified in an involved vehicle, any authorized Toyota dealer will install the correct Toyota Genuine carpet floor mat set **FREE OF CHARGE**.

NOTE: To reduce owner inconvenience, the owner notification will include instructions on how to confirm the driver's carpet floor mat and notify Toyota accordingly. Some owners may prefer to have a dealer inspect the vehicle for them, in which case the dealer should perform the inspection as outlined in the Technical Instructions.

This Limited Service Campaign will be available until March 31, 2023 and is only available at an authorized Toyota dealer.

Covered Vehicles

There are approximately 94,500 vehicles covered by this Limited Service Campaign. There were approximately 200 vehicles distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will notify owners in March 2020. A sample of the owner notification letter has been included for your reference.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Limited Service Campaign announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Dealer Inventory Procedures

New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Toyota requests that dealers complete this Limited Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Limited Service Campaign prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Limited Service Campaign.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state "Disclosure Form 20TD01" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Limited Service Campaign. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Salvage Title Vehicles

Every attempt should be made to complete an open Limited Service Campaign when circumstances permit, unless noted otherwise in the LSC dealer letter.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Parts Ordering Process - Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Part Number	Part Description	Quantity
PT926-0C193-20 (Black)	Carpet Floor Mats	1
PT926-0C191-20 (Black)	TRD Sport Floor Mats	1

The TRD Sport floor mat is specifically for TRD Sport grade vehicles. The vehicle can be identified as a TRD Sport grade through vehicle look up in Vehicle Inquiry.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Service Technician (any specialty)
- Certified Diagnostic Specialist (any specialty)
- Master Technician
- Master Diagnostic Specialist

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

This Limited Service Campaign will be available until 03/31/2023 and is only available at an authorized Toyota dealer.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Parts Recovery Procedures

All parts replaced as part of this Limited Service Campaign must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

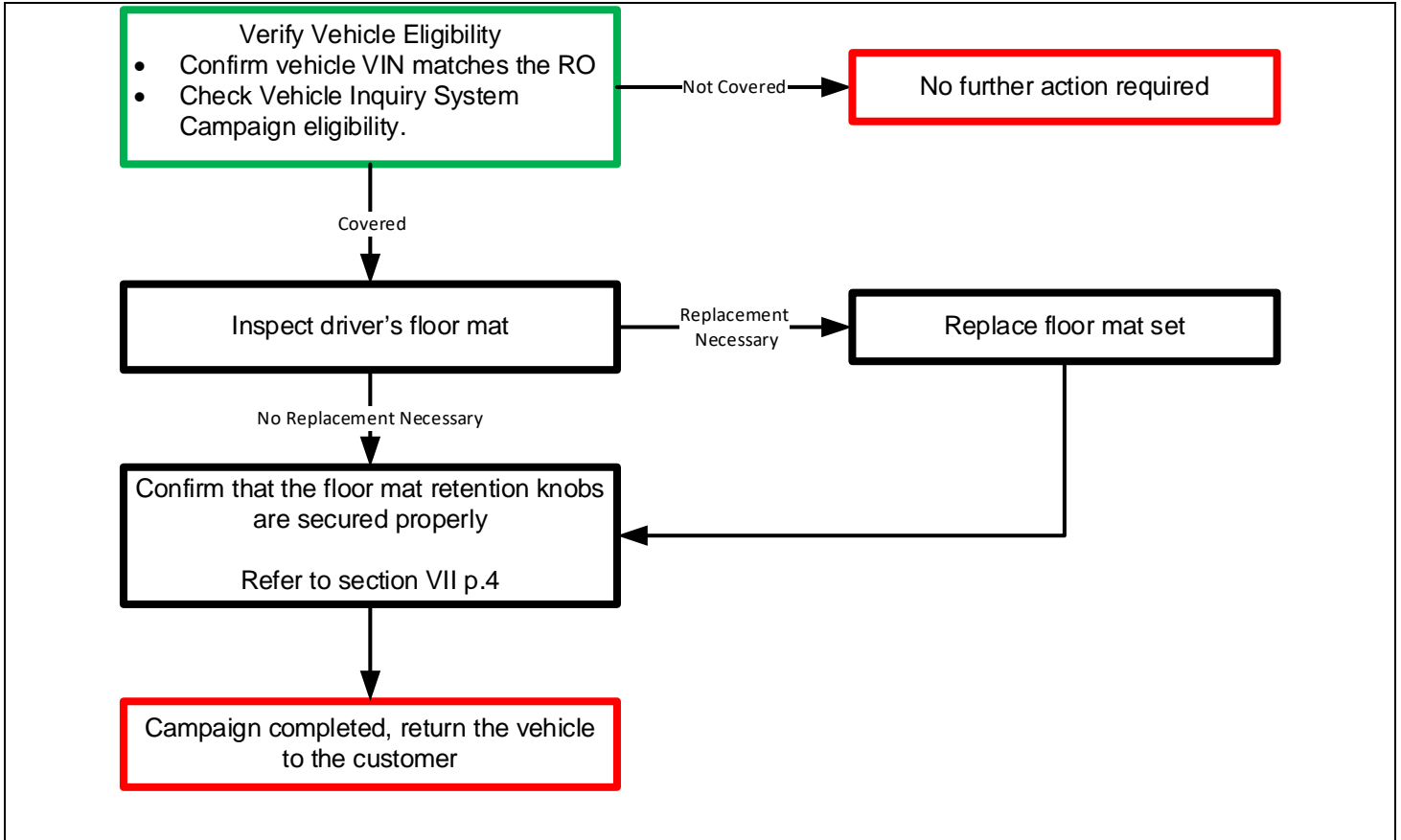
To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
2TD011	Inspect the driver's floor mat, floor mat NOT involved	0.1
2TD012	Inspect the driver's floor mat, floor mat involved, replace the floor mat set	0.2

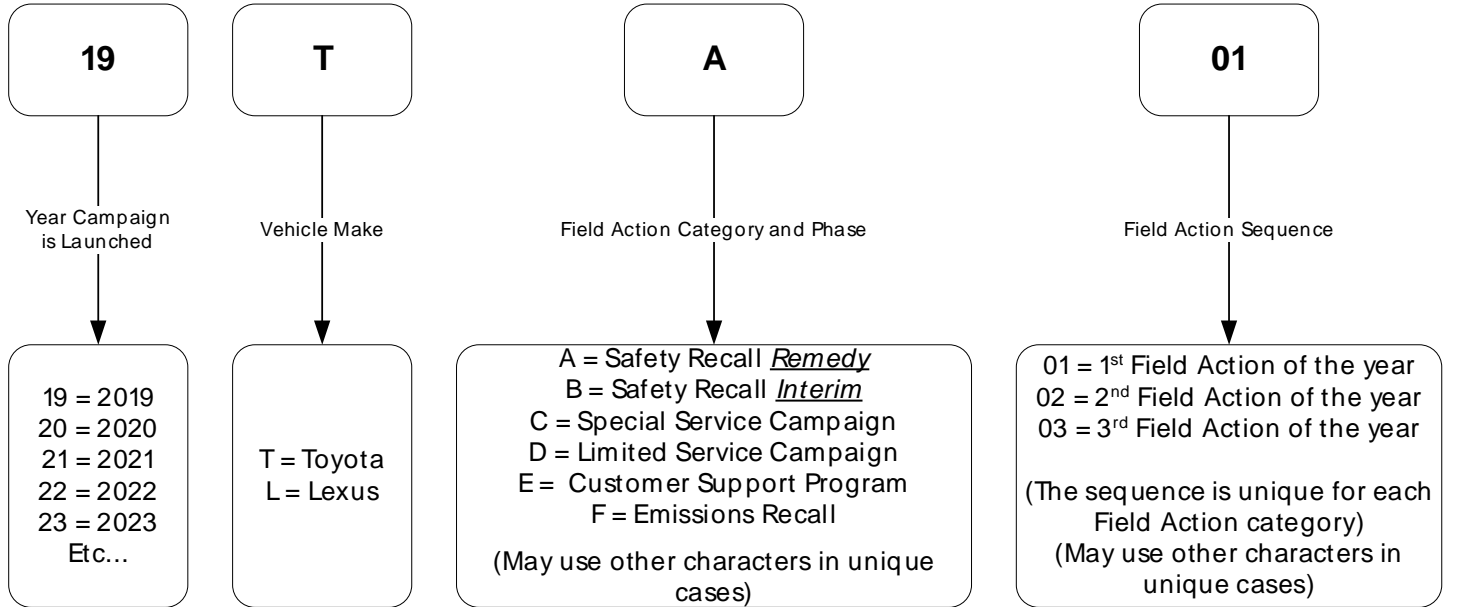
- The flat rate time for Op Code 2TD012 includes 0.1 hours for administrative cost per unit for the dealership.
- ***This Limited Service Campaign expires on March 31, 2023.***

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Limited Service Campaign. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Campaign Designation / Phase Decoder

19TA01



Examples:

- 19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019
- 20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020
- 21TE05 = Launched in 2021, Customer Support Program, 5th Customer Support Program Launched in 2021

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 Limited Service Campaign.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.

LIMITED SERVICE CAMPAIGN 20TD01 (Remedy Notice)

Certain 2012-2019 Model Year Sequoia
Potentially Incorrect Toyota Genuine Carpet Floor Mats

Frequently Asked Questions

Original Publication Date: March 12, 2020

Q1: What is the condition?

A1: There is a possibility that some of the involved 2012-2019 Sequoias received a Toyota Genuine carpet floor mat set that is designed for different model year Sequoia vehicles (model years 2008-2011). If installed, the driver's floor mat would not be secured in the way it was designed due to differences in the attachment grommets.

Q2: Can I determine if my vehicle is equipped with the incorrect carpet floor mats?

A2: Yes. Inspect attachment grommets in the **driver's floor mat** to determine if the vehicle has the incorrect Toyota Genuine carpet floor mats. See images below for examples.

Correct



Correct Style Grommet for 2012-2019 Sequoia vehicles:

- The correct grommet is made of plastic.
- The correct grommet is equipped with guide triangles, circled in images above.
- The correct grommet is larger and will fit over the retention knobs in the floor carpet.

Incorrect



Incorrect Style Grommet for 2012-2019 Sequoia vehicles

- The incorrect grommet is made of metal.
- The incorrect grommet is **missing** guide triangles.
- The incorrect grommet is too small and will **not** fit over the retention knobs in the floor carpet.

Q2a: What if I cannot determine what floor mats are in my vehicle?

A2a: Any authorized Toyota dealer can inspect your vehicle to determine if it is equipped with the correct carpet floor mats.

Q3: How many carpet floor mat sets are covered by this Limited Service Campaign?

A3: There are 344 Toyota Genuine carpet floor mat sets designed for 2008-2011 model year Sequoia vehicles that were potentially incorrectly installed in the involved 2012-2019 model year Sequoia vehicles. These floor mats may have been installed by dealers or sold over the counter to an owner of an involved vehicle. The majority of the involved vehicles will not be equipped with this incorrect Toyota Genuine carpet floor mat set.

Q4: What is Toyota going to do?

A4: All known owners of the involved vehicles will be notified by first class mail in March 2020. If an incorrect Toyota Genuine driver's floor mat designed for the 2008-2011 model year Sequoia is identified, any authorized Toyota dealer will install the correct Toyota Genuine carpet floor mat set **FREE OF CHARGE**.

Q5: How long will this Limited Service Campaign be available?

A5: This Limited Service Campaign will be offered **FREE OF CHARGE** until March 31, 2023.

Q6: How long will the repair take?

A6: The inspection and repair will take approximately thirty minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: How many vehicle owners will be notified of this Limited Service Campaign?

A7: To ensure notification to all potential owners of 2012-2019 model year Sequoia vehicles that may be equipped with the incorrect Toyota Genuine carpet floor mat sets designed for 2008-2011 model year Sequoia, approximately 94,500 vehicle owners will be notified of this Limited Service Campaign.

Model Name	Model Year	Production Period
Sequoia	2012-2019	Late August 2011 - Early February 2019

Q8: Will owners of any other Lexus/Toyota/Scion vehicles be notified?

A8: No, this Limited Service Campaign only affects certain 2012-2019 Sequoias.

Q9: Toyota identified incorrect carpet floor mats designed for the 2008-2011 model year Sequoia in my vehicle that are beige or gray color, will the replacement floor mats be the same color?

A9: Unfortunately, the gray and beige floor mats are not available for 2012-2019 model year sequoia. The only color floor mat set equipped with the proper attachment grommet is black.

Q10: How does Toyota obtain my mailing information?

A10: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q11: What if I have additional questions or concerns?

A11: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.



Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for TCUV units.

This vehicle is involved in a Limited Service Campaign. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using www.toyota.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

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Campaign Code

--	--	--	--	--	--

Model _____

Model Year _____

Customer Information

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.toyota.com/ownersupdate or contact us at 1-888-270-9371.

Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____

TOYOTA

2012– 2019 Model Year Sequoia Potentially Incorrect Carpet Floor Mats Limited Service Campaign (**Remedy Notice**)

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Limited Service Campaign, which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

There is a possibility that some of the involved 2012-2019 Sequoias received a Toyota Genuine carpet floor mat set that is designed for different model year Sequoia vehicles (model years 2008-2011). If installed, the driver's floor mat would not be secured in the way it was designed due to differences in the attachment grommets.

What will Toyota do?

For all involved vehicles, any authorized Toyota dealer can inspect the driver's floor mat and if an incorrect Toyota Genuine driver's floor mat designed for the 2008-2011 model year Sequoia is identified in an involved vehicle, any authorized Toyota dealer will install the correct Toyota Genuine carpet floor mat set **FREE OF CHARGE**.

What should you do?

You can inspect the attachment grommets in the **driver's floor mat** to determine if your vehicle has the incorrect Toyota Genuine carpet floor mats designed for model year 2008-2011 Sequoia vehicles. The Inspection Procedure below will walk you through this process.

If you are not comfortable doing this inspection, any authorized Toyota dealer can perform inspection **FREE OF CHARGE** to you.

Inspection Procedure:

Looking at the Toyota Genuine **driver's floor mat** in your vehicle, determine which style of grommet is used on the **driver's floor mat**. Use the steps below as a reference.

Correct



Correct Style Grommet for 2012-2019 Sequoia vehicles:

- The correct grommet is made of plastic.
- The correct grommet is equipped with guide triangles, circled in images above.
- The correct grommet is larger and will fit over the retention knobs in the floor carpet.

Incorrect



Incorrect Style Grommet for 2012-2019 Sequoia vehicles

- The incorrect grommet is made of metal.
- The incorrect grommet is **missing** guide triangles.
- The incorrect grommet is too small and will **not** fit over the retention knobs in the floor carpet.

NOTE: This inspection ONLY applies to Toyota Genuine carpet floor mats.

Do you have an incorrect Toyota Genuine carpeted floor mat designed for model year 2008-2011 Sequoia vehicles?

Yes: If your Toyota Genuine driver's carpet floor mat has the incorrect grommet like the example above in the **red** box, please contact your authorized Toyota dealer to make an appointment to have the carpet floor mats replaced. The remedy will take approximately **thirty minutes**. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. ***This Program will be offered until March 31, 2023, and will only be available at an authorized Toyota dealer.***

No: If you have completed the inspection yourself and the Toyota Genuine driver's carpet floor mat has the correct grommet like the example above in the **green** box, your vehicle was **not** equipped with the incorrect carpet floor mats designed for model year 2008-2011 Sequoia vehicles. In this case, please check the box on the attached insert and return it to us. No postage is necessary. Doing so will remove your vehicle's information from any future communication regarding this Limited Service Campaign.

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- For more information on this and other campaigns, please visit www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-toyota> You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

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.

SAMPLE

Remove at perforation and insert into supplied envelope

TOYOTA

Please check the box that applies to your vehicle and return it in the postage paid reply envelope provided.

John Q Sample
VIN 99999
123 Nowhere Drive
Any City, AA 00000-0000

**Certain 2012-2019 Model Year Sequoia
Potentially Incorrect Carpet Floor Mats**

My Toyota Genuine driver's carpet floor mat has the correct grommet. Please remove my name from any other communications for this campaign in the future.

If your vehicle ownership information has changed you may update it by visiting us at www.toyota.com/ownersupdate or by completing the following form:

Mark One: 1 Same Owner, Name and /or Address Changed 2 Same Owner, Additional Driver 3 New Owner 4 No Longer Have Vehicle— Sold to Individual Listed Below 5 Exported 6 Destroyed/Stolen

First Name										MI	<input type="checkbox"/> MR.	<input type="checkbox"/> MRS.	
Last Name										<input type="checkbox"/> MS.	<input type="checkbox"/> DR.	Effective Date of This Information	
Company Name										Month	Day	Year	
Address, P.O. Box													
Apt./Suite Number													
City										State	Zip Code		
Primary Telephone Number					Ext.		Alternate Telephone Number					Ext.	
e-mail Address													

SALE