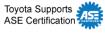


Service

Category General

Section Pre-Delivery Service

Market USA



Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION	
2021	4Runner, Avalon, Avalon HV, C-HR, Camry, Camry HV, Corolla, Corolla Hatchback, Corolla HV, Highlander, Highlander HV, Land Cruiser, Mirai, Prius, Prius Prime, RAV4, RAV4 HV, RAV4 Prime, Sequoia, Supra, Tacoma, Tundra		

Introduction

All 2021 model year Toyota vehicles are equipped with driver side floor mat retainers to secure the floor mat in the correct position. In addition, some models may also utilize retainers for passenger side and rear seat floor mats. During Pre-Delivery Service (PDS), follow the appropriate Installation Procedure to attach the driver side, and if applicable, the passenger side and rear seat floor mats to the vehicle carpet using the floor mat retainers. If installation instructions are included in the floor mat kit, place the instructions in the vehicle's glove box for customer reference.

CAUTION

- ALWAYS verify the floor mat is designed specifically for the model and model year it is being installed in.
- ONLY use floor mats that can be secured using the retainers. ALL OEM Toyota floor mats are specifically designed to fit correctly and be secured using the retainers.
- Make sure the floor mat is properly placed on the vehicle carpet and secured with the retainers.
 If the driver side floor mat is NOT properly placed and secured, it could slip and interfere with the movement of the pedals during driving and may cause an accident.
- Verify the operation of the accelerator, brake, and clutch (if equipped) pedals and clearance to the mat.
- NEVER install more than one floor mat at a time in the driver's seating position.
- If applicable, ANY secondary set of floor mats (based upon customer preference, such as the all-weather floor mats or other floor mats) MUST be placed in the trunk with ALL the packaging material intact. Do NOT install the secondary mat on top of the primary floor mat already installed in the driver's seating position.

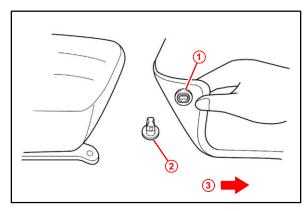
Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
N/A	Not Applicable to Warranty	_	_	-	-

Installation Procedure: Pre-Installed Knob Style

- 1. Verify that the driver side, and if applicable, passenger side, and rear seat floor mats are for the correct model and model year they are being installed in.
- 2. Align the floor mat grommets with the retention knobs and place the floor mat grommets onto the retention knobs.

Figure 1.



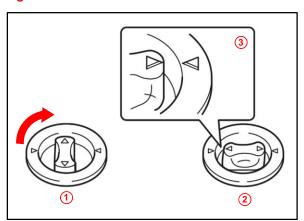
1	Floor Mat Grommet
2	Retention Knob
3	Front of Vehicle

Installation Procedure: Pre-Installed Knob Style (continued)

3. Twist the retention knobs a quarter of a turn to lock in place.

4. Verify the triangle marks on the retention knobs and floor mat are aligned.

Figure 2.



1	Twist Knob
2	Knob in Locked Position
3	Align Triangle Marks

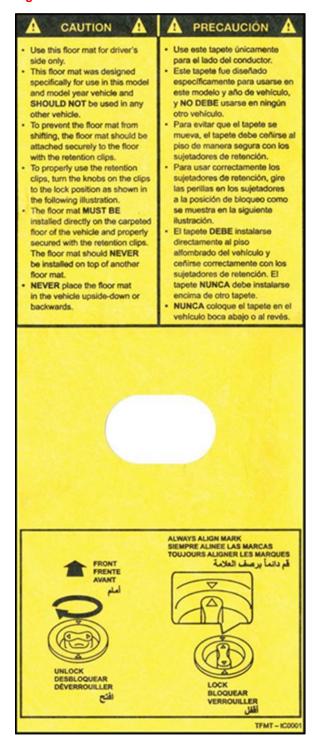
Installation Procedure: Pre-Installed Knob Style (continued)

5. Verify proper installation.

NOTE

If applicable, do NOT remove the yellow caution tag from the floor mat. ONLY the customer should remove the caution tag.

Figure 3.



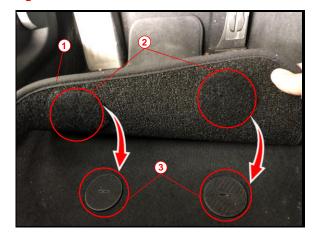
TOYOTA T-SB-0028-20 March 23, 2020 Page 5 of 5

Floor Mat Installation During PDS

Installation Procedure: Hook and Loop Style

- 1. Verify that the driver side, and, if applicable, passenger side floor mats are for the correct model and model year they are being installed in.
- 2. Attach the driver, and if applicable, passenger side floor mats to the vehicle carpet using the hook and loop fasteners.

Figure 4.



1	Underside of Driver Floor Mat
2	Loop
3	Hook

3. Verify proper installation.