

Carpet Floor Retainer Serviceability

Service Category Vehicle Interior

Section Interior Panels/Trim

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2003 - 2013	4Runner	
2000 - 2012	Avalon	
2002 - 2011	Camry	
2002 - 2013	Corolla	
2001 - 2013	Highlander	
2008 - 2011	Land Cruiser	
2004 - 2011	Prius	
2001 - 2012	RAV4	
2001 - 2007	Sequoia	
2004 - 2010	Sienna	
2005 - 2012	Tacoma	
2000 - 2011	Tundra	
2009 - 2013	Venza	
2007 - 2013	Yaris	

SUPERSESSION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0397-09.

- Applicability has been updated to include all applicable 2000 – 2013 model year vehicles.
- The Introduction, Parts Information, and Repair Procedure sections have been updated.

Service Bulletin No. T-SB-0397-09 is obsolete and any printed versions should be discarded.

Carpet Floor Retainer Serviceability

Introduction

This Service Bulletin includes procedures to replace damaged or loose front carpet floor retainer(s) without replacing the carpet assembly. Follow the Repair Procedure in this bulletin to replace the loose or damaged carpet floor retainer(s).

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

Parts Information

PART NUMBER	PART NAME	QTY
58297-50020	Carpet Floor Retainer*	1
08210-00820	Floor/Cargo Mat, Floor Mat Clip**	1

*Carpet floor retainers are shipped in a package of 10 pieces.

**If the vehicle's floor/cargo mat and/or clips are missing/damaged, it may be necessary to order new ones.

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Plastic Pry Tool Set*	00002-06000-01	1

*Essential SST.

NOTE

Additional SSTs may be ordered by calling 1-800-933-8335.

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Repair Procedure

1. Does the vehicle exhibit damaged or loose front carpet floor retainer(s)?
See Figure 1 below for reference.
 - **YES** — Continue to step 2.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 1.



1	Damaged Carpet Floor Retainer
2	Floormat Clip

3	Floormat
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Repair Procedure (continued)

2. Slide the front seat(s), pertaining to the affected area, to the most rearward position.
3. Remove the scuff plate.

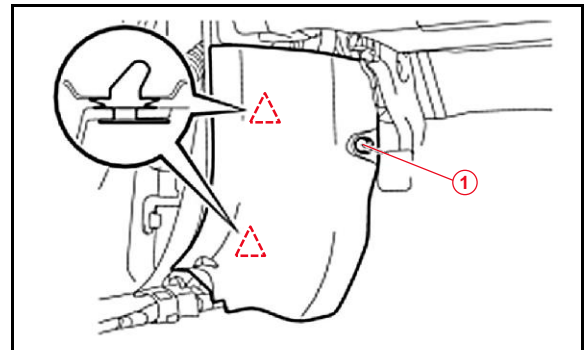
NOTICE
Be careful when removing the scuff plate clips. Apply tape to painted surfaces to prevent damage.

4. Unclip ANY wire harness(es) located under the scuff plate.

NOTICE
Do NOT damage the wire harness(es).

5. Remove the side cowl.
 - A. Remove the trim clip.
 - B. Gently pull on the side cowl using the pry tool on the retainer clips, if needed.

Figure 2. Side Cowl



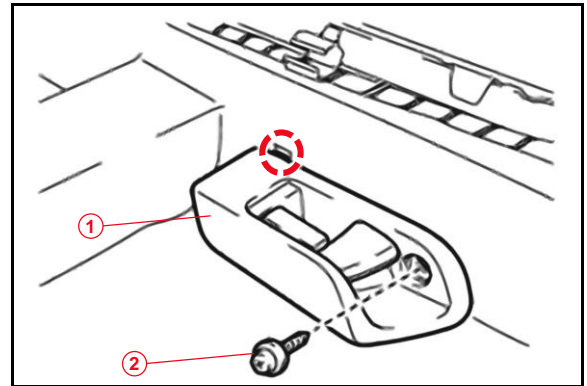
△	Retainer Clip
1	Trim Clip


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Repair Procedure (continued)

6. If equipped, remove the luggage door lock open lever sub-assembly on the driver's side.
 - A. Remove the screw.
 - B. Disengage the claw and remove the luggage door lock open lever sub-assembly.

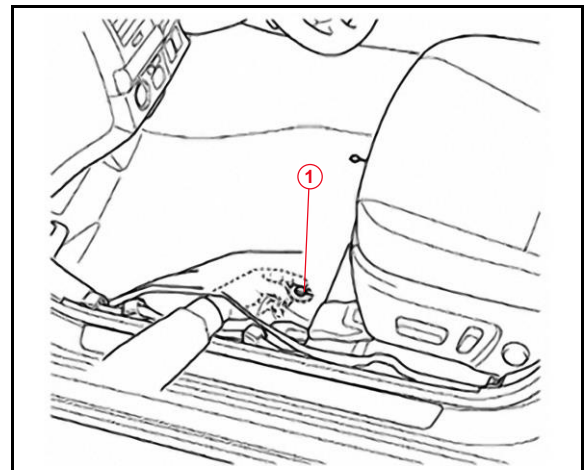
Figure 3.



	Claw
1	Luggage Door Lock Open Lever Sub-assembly
2	Screw

7. Remove damaged or loose upper and lower carpet floor retainer(s).
 - A. Raise the floor carpet.
 - B. Remove the carpet floor retainer(s).

Figure 4.



1	Carpet Floor Retainer
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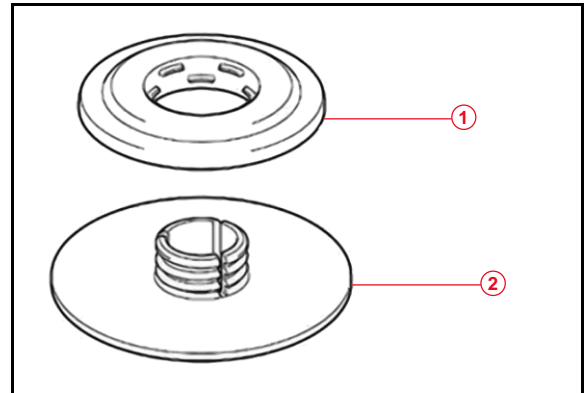
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Repair Procedure (continued)

8. Install the new upper and lower carpet floor retainer(s).

NOTE
 Carpet floor retainers are labeled as UPR for upper and LWR for lower.

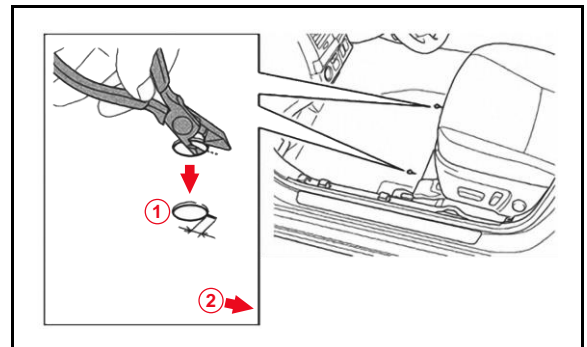
Figure 5.



1	Upper Carpet Floor Retainer
2	Lower Carpet Floor Retainer

- A. Carefully enlarge the carpet hole(s) to allow the tip of the lower carpet floor retainer(s) to protrude through the carpet. Cut the carpet 1.5 – 2.0 mm toward the rear of the vehicle.

Figure 6.



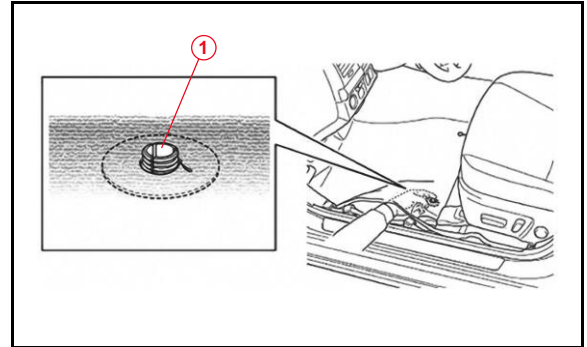
1	Cut 1.5 – 2.0 mm
2	Rear of the Vehicle

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Repair Procedure (continued)

- B. Insert the NEW lower carpet floor retainer(s) under the original hole(s) of the carpet.

Figure 7.



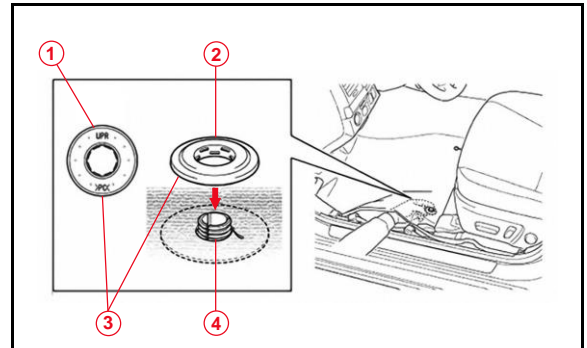
1	Lower Carpet Floor Retainer
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- C. Secure the NEW upper carpet floor retainer(s) onto the lower carpet floor retainer(s) by pressing the two pieces together until a click sound is heard.

NOTE

Confirm that the upper carpet floor retainer(s) is/are facing the correct direction.

Figure 8. Installing New Carpet Floor Retainer



1	Wrong Way to Secure Upper Carpet Floor Retainer
2	Correct Way to Secure Upper Carpet Floor Retainer
3	Upper Carpet Floor Retainer
4	Lower Carpet Floor Retainer

- 9. Repeat step 8 for other damaged carpet floor retainers, if necessary.
- 10. Lay the carpet back down to its original location.
- 11. Reinstall the removed components in the following order:
 - A. Luggage door lock open lever sub-assembly, if equipped
 - B. Side cowl
 - C. Wire harness(es)
 - D. Side scuff plate