

Door Scuff Plate Carpet Untucked and/or Torn Carpet Loops

Service Category Vehicle Interior

Section Outline-Vehicle Interior

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019 - 2022	Avalon, Avalon HV	
2018 - 2023	Camry, Camry HV	

Introduction

Some 2019 – 2022 model year Avalon and Avalon Hybrid and 2018 – 2023 model year Camry and Camry Hybrid vehicles may exhibit a condition in which the carpet underneath the door scuff plate becomes untucked (Figure 1) or a carpet loop is torn (Figure 2). The condition(s) can occur on both the front driver and front passenger sides of the vehicles.

Figure 1. Untucked Carpet



Figure 2. Torn Carpet Loop



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Introduction (continued)

To address this concern, an updated floor mat no. 2 has been developed to reduce the likelihood of this condition from occurring. Follow the Repair Procedure in this bulletin to address this condition.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
BD2301	Carpet Untucked at Door Scuff Plate (No R & R Carpet)	0.4	58510-#####*	62	57
Combo A	Carpet Untucked at Door Scuff Plate (R & R Carpet)	1.2			12

*Warranty claim MUST be submitted with the correct 10-digit OFP. Choose the correct OFP for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

Parts Information

PART NUMBER	PART NAME	QTY
58512-06010	Mat, Floor, No. 2	1
58510-06711-C1	Carpet Assy, Floor, Front (Black)	0 – 1
58510-06711-B2	Carpet Assy, Floor, Front (Neutral Warm Gray)	0 – 1

Required Tools & Equipment

REQUIRED TOOLS & MATERIAL	QUANTITY
3M™ Hot Melt Adhesive 3792LM (or Equivalent)	1
3M™ Hot Melt Applicator (or Equivalent)	1

Repair Procedure

1. Is the carpet untucked from the door scuff plate?
 - **YES** — Continue to step 2.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

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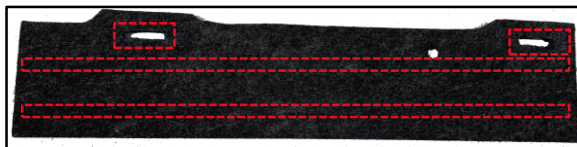
Repair Procedure (continued)

2. Remove the door scuff plate.
3. If applicable, disengage the undamaged carpet loop(s) from the tab(s).
4. Are there ANY torn carpet loops?
 - **YES** — Continue to the step 5.
 - **NO** — Go to step 6.
5. Remove and replace the damaged carpet from the vehicle.
6. Apply the hot melt adhesive to the carpet mating side (back side) of the NEW floor mat No. 2 per Figure 3 and Figure 4.

NOTE

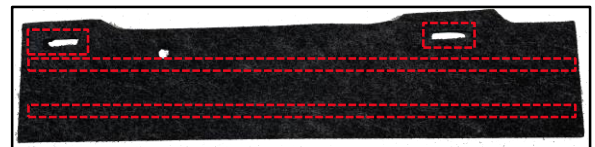
The same part is applicable to both front driver and passenger side. The side for applying the hot melt adhesive will change depending on orientation.

**Figure 3. Floor Mat No. 2
Driver-side Orientation**



	Hot Melt Adhesive Placement
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**Figure 4. Floor Mat No.2:
Passenger-side Orientation**



	Hot Melt Adhesive Placement
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7. Pull back the carpet and align the NEW floor mat No. 2 to the carpet and adhere the NEW floor mat No. 2 to the carpet.
8. Place the NEW floor mat No. 2 adhered to the carpet onto the carpet hooks.
9. Reinstall the door scuff plate.
10. Confirm the condition(s) no longer exist(s).

Figure 5.



1	Floor Mat No. 2 Adhered to the Carpet
2	Carpet Hooks