

TECHNICAL INSTRUCTIONS

FOR

LIMITED SERVICE CAMPAIGN 20TD01

POTENTIALLY INCORRECT CARPET FLOOR MATS

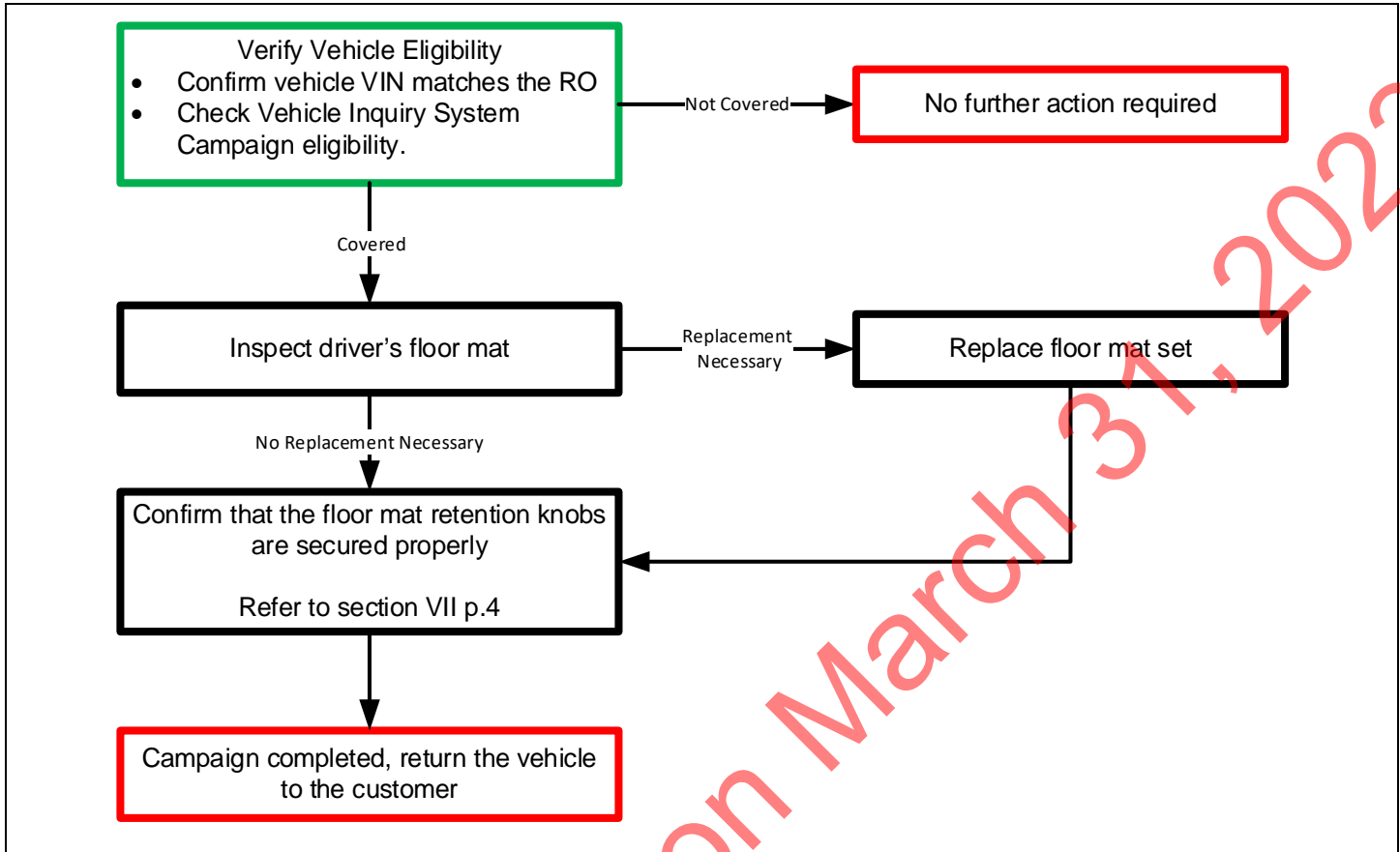
CERTAIN 2012-2019 Sequoia

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall 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 recall repair are required to currently hold at least one of the following certification levels:

- Certified Technician (any specialty)
- Expert Technician (any specialty)
- Master Technician
- Master Diagnostic Technician

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this recall 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.

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

1. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY

- Compare the vehicles VIN to the VIN listed on the Repair Order to ensure they match.
- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Campaign, and that it has not already been completed.

Note: TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were previously completed, even by another dealer.

III. PREPARATION

A. PARTS

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

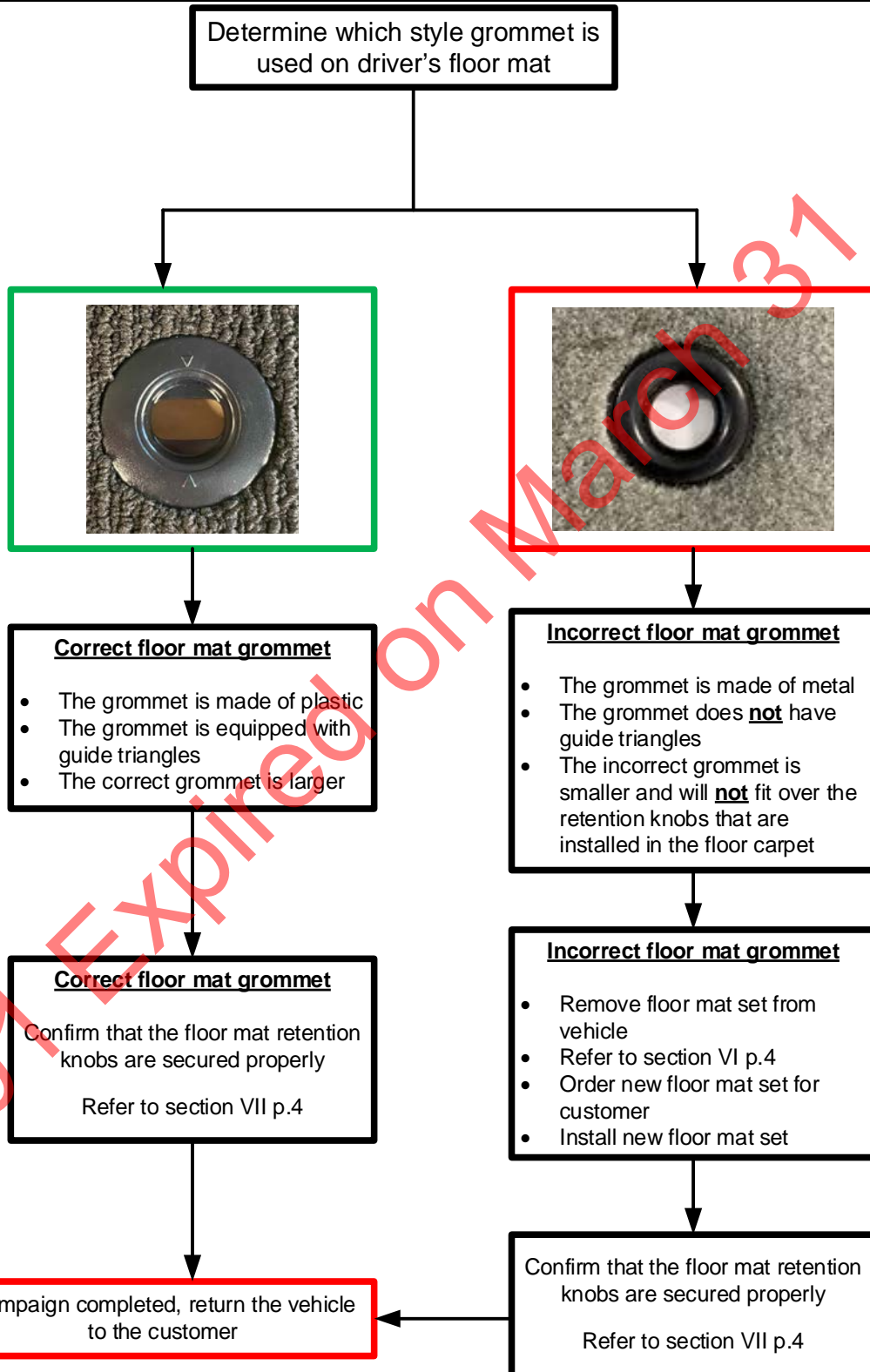
The TRD Sport floor mat is specifically for TRD Sport grade vehicles. The vehicle can be identified as a TRD Sport grade through vehicle look up in Vehicle Inquiry.

IV. BACKGROUND

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.

V. INSPECTION

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



VI. REMOVE FLOOR MAT



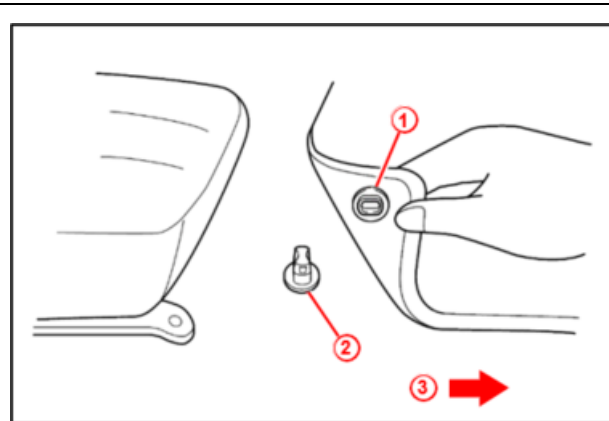
Floor Mat replacement is only necessary if the incorrect floor mat is installed. DO NOT replace the floor mat if the floor mat is equipped with the correct grommets.

1. REMOVE FLOOR MAT FROM VEHICLE

- Please make sure all incorrect Toyota Genuine floor mats are removed from the vehicle are disposed of in a manner in which they will not be reused.

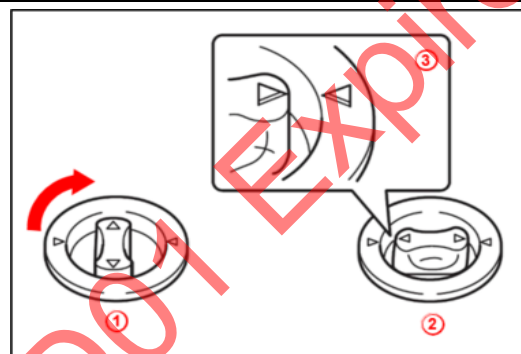
2. ORDER NEW FLOOR MAT SET FOR CUSTOMER

VII. FLOOR MAT INSTALLATION



| | |
|---|-------------------|
| 1 | Floor Mat Grommet |
| 2 | Retention Knob |
| 3 | Front of Vehicle |

1. Verify the driver side floor mat is correct for the model and model year it is being installed in.
2. Align the floor mat grommets with the retention knobs and place the floor mat grommets onto the retention knobs.



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

1. Twist the retention knobs a quarter of a turn to lock in place.
2. Verify the triangle marks on the retention knobs and floor mat are aligned.

◀ VERIFY REPAIR QUALITY ▶

- Confirm that the floor mat retention knob is secured properly.
- Confirm that each floor mat is equipped with the twist style grommet.

If you have any questions regarding this update, please contact your regional representative.

10. APPENDIX

A. PARTS DISPOSAL

In accordance with Federal law, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, **unless requested for parts recovery return.**

B. CAMPAIGN DESIGNATION DECORDER

