TOYOTA

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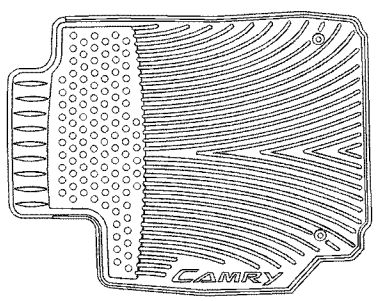
To: All Toyota Dealer Principals, General Managers, Service and Parts Managers

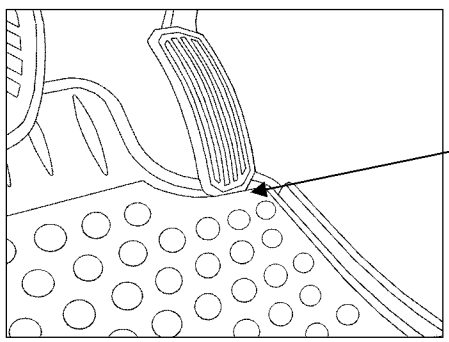
Subject: Toyota All Weather Floor Mats

Recently, we learned of a tragic accident involving a Lexus ES 350 dealership service loaner vehicle. Although the law enforcement investigation has not been completed, preliminary information indicates that the cause may have been an All Weather Floor Mat ("AWFM") from a different Lexus model which, if installed incorrectly in the ES 350, could cause it to interfere with the accelerator pedal. Toyota takes our customers' safety very seriously and is redoubling assistance to our dealers' quality control efforts regarding proper AWFM installation.

While we are confident in the processes at your dealership, we are instructing all dealers to immediately inspect their new, used, and loaner fleet vehicles, including any reserve AWFM inventories, to assure correct vehicle application and installation.

Toyota All Weather Floor Mat





If the correct model/year specific Toyota All Weather Floor Mat is not used and/or not **secured by the retaining hooks (clips)**, it may interfere with the accelerator pedal.

1. <u>All Weather Floor Mat Application and Installation Training</u>
   - Conduct a management meeting to familiarize all department heads with the incident, need for training and the implementation of an on-going AWFM quality control business process. Parts, Service, Carwash, New Vehicle, New Car Preparation, Used Vehicle, Used Vehicle Reconditioning and Body Shop operations, both in dealership or outsourced services as well as any others you have identified should be included in the meeting.
   - We are providing the following information to facilitate the meeting, training and on-going AWFM quality control business process:
     - General Floor Mat Warnings.
     - AWFM Inspection Instructions and Application Information
     - AWFM Application Information Chart which identifies the model and model year application.

2. <u>All Weather Floor Mat Inspection</u>
   After the training is complete, please instruct your departments to immediately inspect all new, used, TRAC as well as any other service loaner vehicle in your inventory. Any reserve AWFM inventories, particularly for TRAC (service loaner) vehicles must also be inspected.

3. <u>Parts Department Inventories</u>
   Please verify that all AWFM involved in SSC 70F have been purged from your Parts inventory. Please see SSC 70F on TIS for further information.

4. <u>Media Contacts</u>
   Due to the nature of this incident, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, ***all media contacts*** must be directed to Brian Lyons (310) 468-2552, in Toyota Corporate Communications. (Please do not provide these numbers to customers. Dealership associates should contact their Region/PD representative for any questions).

We appreciate your full and immediate cooperation in assuring the completion of this verification and training.

All Weather Floor Mat (AWFM) Inspection, Application and Installation Instructions

Read these important Warnings BEFORE installing ANY type of Floor Mat.
Post this at all locations where Floor Mats are stored and/or installed.

A. General Floor Mat Warnings

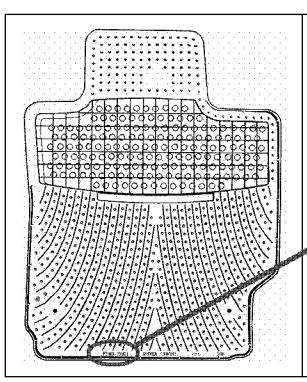
- Only install floor mats designed specifically for that model and model year. This applies both to All Weather Floor Mats as well as carpet floor mats.
  - Never install a floor mat if you are uncertain of the model application.
  - Never install the passenger floor mat in the driver's position.
  - Never install the floor mat upside down.
- Always properly secure the driver's floor mat using the retaining hooks (clips) supplied in the bag with the floor mats (in the case of Lexus with the carpet floor mats). If the mat is properly secured and you have confirmed vehicle applicability, it will not interfere with the accelerator pedal.
  - Never install the front driver's floor mat without all retaining hooks (clips) securing the mat firmly in place.
- The retaining hooks (clips) are designed to accommodate only one floor mat at a time.
  - Do not install another floor mat(s) on top of an existing driver's floor mat.
- Never turn the driver's floor mat over on the vehicle floor to keep the mat's top carpet side clean or from wearing out.
- After installation, always check the operation of the accelerator, brake and clutch (if applicable) pedals to assure the floor mat does not interfere with them.
- Do NOT Remove the warning tag attached to the front driver's floor mat (Customer to remove only).

B. AWFM Inspection Instructions and Application Information

- **Before placing an AWFM in a vehicle be familiar with the procedure outlined below.**
- **Each dealership associate storing or installing the AWFM should be familiar with the following:**
  - **Identifying the correct AWFM for the specific vehicle application.**
  - **Correctly installing the AWFM.**
- **Permanently mark each AWFM used for TRAC (Service Loaner) vehicles with the correct vehicle application (i.e. make and model year). Regularly check each AWFM to ensure correct application.**
- **Regularly verify the correct AWFM is securely installed in the appropriate model using the retaining hooks (clips).**

1. Inspect all vehicles in dealer stock to ensure that the correct AWFM is securely installed in the vehicle using the retaining hooks (clips).
   - TRAC (Service Loaner Vehicles) both **before** and **after** the vehicle is loaned out to the customer
   - New Vehicle Inventory
   - Used Vehicle Inventory
   - Demonstration Vehicles
   - All vehicles returning from a car wash

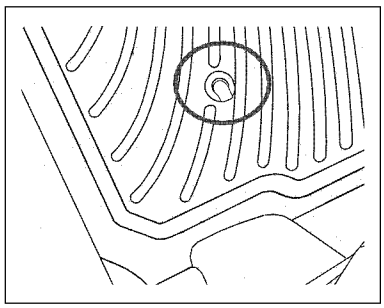
   NOTE: Use the Application Information Chart provided or the Accessory Parts Catalog to verify mat-to-vehicle application.



AWFM part number is located on the bottom of the back side of the mat.

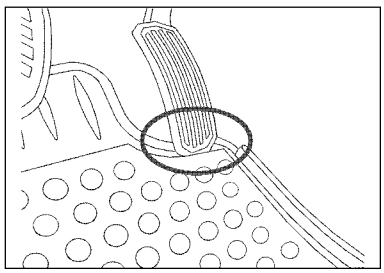
(Sample of Application Information Chart)

Model	2003	2004	2005	2006	2007	2008	2009	2010	Mat Description: Color	Mat Description: Piece Set No.	Part Number
Camry	x	x	x	x					Oak	4 pc set	PT206-03036-16
Camry (Front Mats)					x	x			Black	1 pc	PT908-0307F-02
Camry (Front Mats)					x	x			Brown	1 pc	PT908-0307F-14
Camry					x				Black	4 pc set	PT908-32070-02
Camry					x				Brown	4 pc set	PT908-32070-14



2. Make sure the AWFM is properly secured by the retaining hooks (clips). Confirm that the retaining hooks (clips) are secured into the grommet holes in the vehicle's floor (carpet).

   Warning: Do not stack the floor mats in any vehicle. The retaining hooks (clips) are designed to accommodate only one floor mat at a time.



3. Check the following pedal operation (fully depress the pedal) to assure the AWFM does not interfere with it. Make sure the vehicle is turned off and in the "Park" position when testing:
   - Accelerator Pedal
   - Brake Pedal
   - Clutch Pedal (if equipped)

4. Regularly verify that all AWFM involved in SSC 70F have been purged from your parts inventory and deemed unusable. (Please see SSC 70F on TIS for further information.)

   SSC 70F P/N :
   PT908-32070-02 (Black) DO NOT USE THESE MATS
   PT908-32070-14 (Brown) DO NOT USE THESE MATS

C. Floor Mat Installation

If you are installing Carpeted or All Weather Floor Mats (AWFM) for the first time, please follow these important instructions.

1. Carefully read the General Floor Mat Warnings.
2. Check for correct part number on the packaging label as well as on the floor mats to confirm vehicle applicability.
3. Check for correct model name on the packaging label to confirm vehicle application.
4. Carefully read the warning tag attached to the driver's floor mat regarding installation.
5. Install only the driver's floor mat in the driver's foot area.
6. Do not install more than one floor mat in the driver's foot area.
7. Follow the floor mat retention clip installation instructions supplied with the clips. The retaining hooks (clips) are supplied in the bag with the floor mats (in the case of Lexus, the hooks (clips) are supplied with the carpet floor mats).
8. Ensure all retaining hooks (clips) supplied with the floor mats are securely installed to the vehicle floor carpet's grommet holes.
9. Install the floor mats securely to the retaining hooks (clips).
10. Verify the driver's floor mat is secured to the vehicle floor by the retaining hooks (clips).
11. Check the following pedal operation to assure the floor mat does not interfere with it:
    - Accelerator Pedal
    - Brake Pedal
    - Clutch Pedal (if equipped)