## **TECHNICAL INSTRUCTIONS**

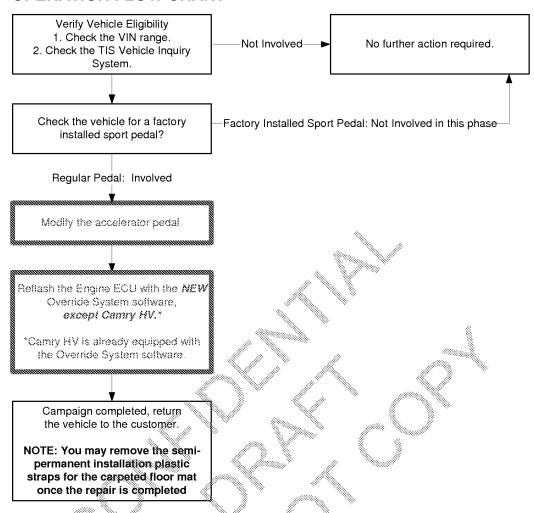
**FOR** 

SPECIAL SERVICE CAMPAIGN 90L (SAFETY RECALL)

ACCELERATOR PEDAL MODIFICATION

2007 - 2010 MODEL YEAR CAMRY

## I. OPERATION FLOW CHART



## II. IDENTIFICATION OF AFFECTED VEHICLES

200000000

## A. AFFECTED VIN RANGE

Model	WMI	Year		VIN Range
Iviodei	VV IVII	b. <sup>73</sup> 88888	VDS	Range
		2007	BB46K	TBD
		2007	BE46K	
			BK46K	
		2008	BB46K	
			BE46K	
			BK46K	
CAMRY	4T1	2009	BB46K	
			BE46K	
			BK46K	
			BB3EK	
		2010	BF3EK	
			BK3EK	
		2010	BF3EK	

Model	Model WMI		VIN Range		
wodei	VV IVII	Year	VDS	Range	
		2007	BE46K	TBD	
	4T4	2008	BE46K		
		2009	BE46K		
			BB46K		
		2007	BE46K		
			BK46K		
		2008	BB46K		
CAMRY			BE46K		
	JTN		BK46K		
	JIN	2009	BB46K		
			BE46K	*	
			BK46K		
		2010	BB3EK		
			BF3EK		
			BK3EK		

#### NOTE:

- This phase will not include vehicles with factory installed sport pedals; they will be included in a later phase.
- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this SSC, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

## III. PREPARATION

## A. PARTS

	<del></del>	
Part Number	Part Description	Quantity
04009-52106	Tibia Pad	1
78118-41010	Rubber Pad	1

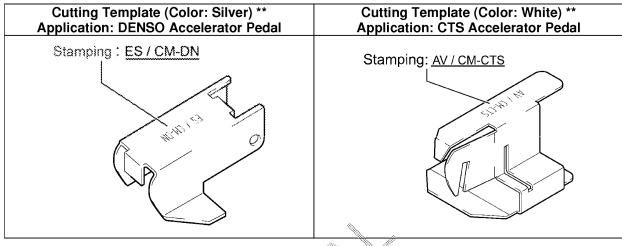
## **B. TOOLS & EQUIPMENT**

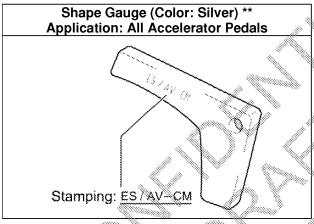
- Dust mask
- Hair dryer or heat gun
- Hand file
- Orbital sander \*
- Protective eyewear
- Protective work gloves
- Reciprocating Saw \*
- Scribe

- Standard hand tools
- Techstream
- Torque wrench
- Workbench with vise

<sup>\*</sup> One orbital sander and one reciprocating saw will be provided to each dealership.

#### C. ACCELERATOR PEDAL TEMPLATE & GAUGE





\*\* One DENSO cutting template, one CTS cutting template and one shape gauge will be provided to each dealership.

#### D. MATERIALS

- Bubble wrap
- Double sided tape (¾" wide Scotch ® Heavy Duty Mounting Tape 1\*10-Long)
- Industrial tape (2" wide Gorlla Tape ®)
- Masking tape
- Sandpaper 400 grit
- Shop cloth

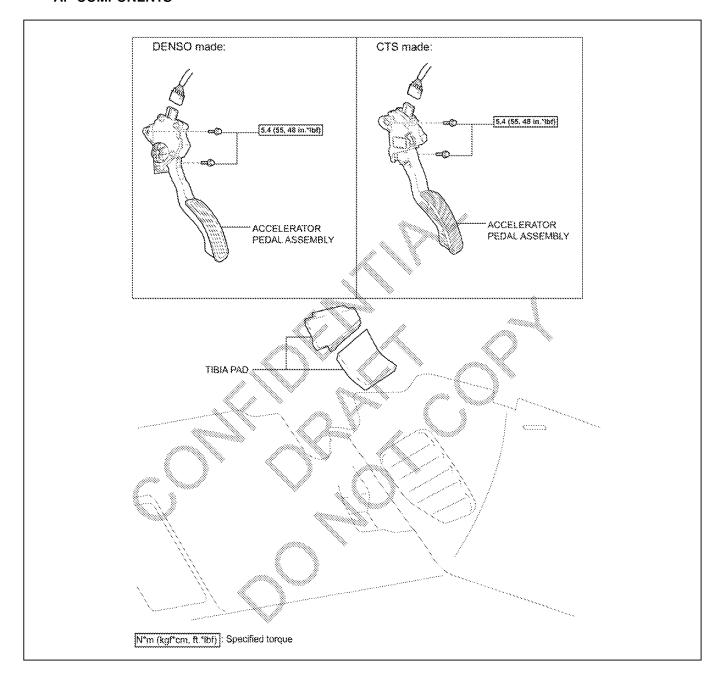
## IV. BACKGROUND

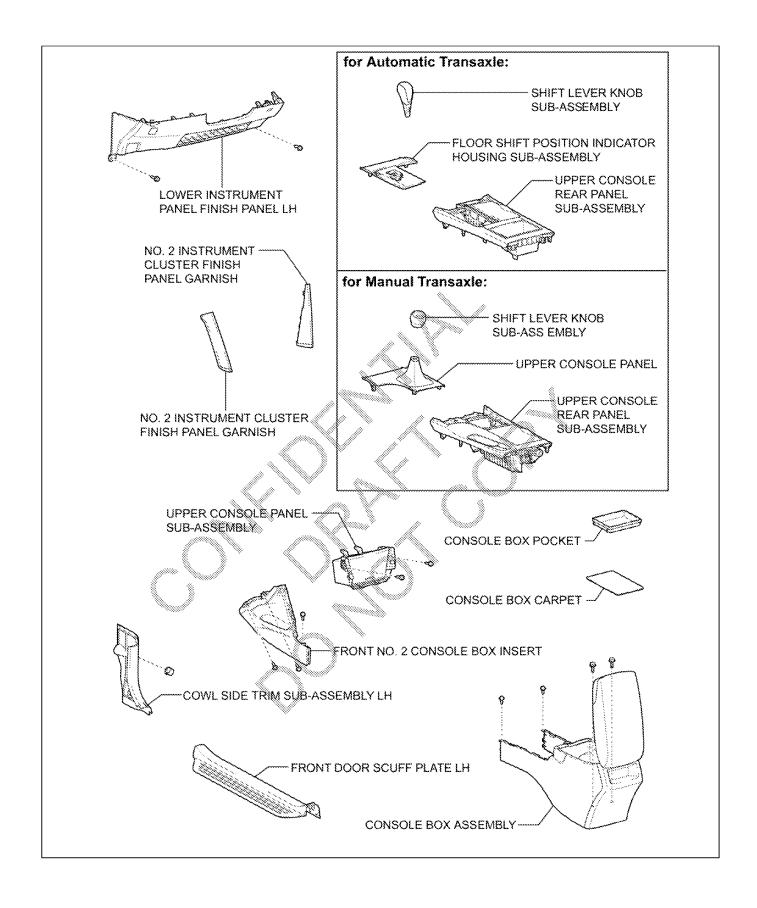
In early October, Toyota announced it will initiate a Safety Recall Campaign (Special Service Campaign) for potential floor mat interference with the accelerator pedal. The condition involves the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to get stuck in the wide open position.

- The accelerator pedal will be modified to reduce the risk of an unsecured or incompatible floor mat from interfering with the accelerator pedal.
- Foam pads underneath the carpet in the accelerator pedal area will also be removed and/or replaced to modify the shape of the floor.
- Vehicles equipped with the optional genuine Toyota All Weather Floor Mats (AWFM) will be inspected to
  determine if the AWFM set is of an older design. If it is, the older design AWFM for the driver and the front
  passenger will be replaced with newly designed ones.
- Finally, the ECU will be reflashed with newly designed software to provide customers an extra measure of confidence. This reflash will allow the system to cut engine power in case of simultaneous application of both the accelerator and brake pedals during certain driving speed.

## V. WORK PROCEDURE

## A. COMPONENTS



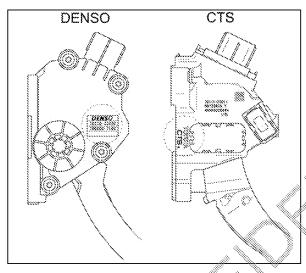


#### B. REMOVE THE ACCELERATOR PEDAL

## ACCELERATOR PEDAL HANDLING NOTES:



- DO NOT drop
- DO NOT reuse an accelerator pedal that has been dropped.
- Avoid vibration and shock
- DO NOT place sensor in vise
- Cover and uncover the sensor while in the vehicle to prevent damage and debris from entering

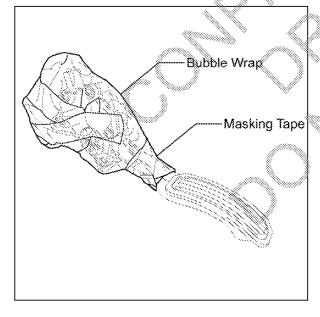


#### 1. REMOVE THE ACCELERATOR PEDAL ASSEMBLY

- a) Disconnect the accelerator pedal connector.
- b) Remove the 2 bolts.
- c) Verify if the pedal was made by DENSO or CTS by looking at the location shown in the illustration.

#### NOTE

- For additional information on accelerator pedal removal, please refer to TIS.
- The pedal modification varies between the DENSO and CTS pedals, due to a difference in shape.



d) While still inside the vehicle, use bubble wrap and masking tape to cover and protect the sensor.

#### For DENSO Pedal Modification:

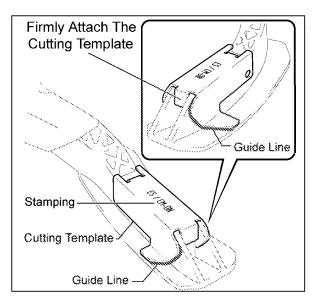
 Proceed to section "C. CUT THE DENSO ACCELERATOR PEDAL" on the next page.

## For CTS Pedal Modification:

 Proceed to section "D. CUT THE CTS ACCELERATOR PEDAL" on the page 12.

- For additional information on accelerator pedal removal, please refer to TIS.
- Be sure to use bubble wrap to protect the sensor.
- Be sure to seal the bubble wrap with masking tape to prevent damage to the sensor, and cutting debris from entering the pedal's movable lock.
- DO NOT reuse the bubble wrap.

#### C. CUT THE DENSO ACCELERATOR PEDAL



## 2. MARK THE AREA TO BE CUT

a) Firmly set the template to the pedal. Scribe guide lines to outline the area to be cut. (see illustration)

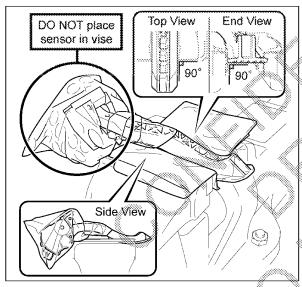
## **Cutting Template:**

Color: Silver

• Stamping: ES / CM-DN

#### NOTE:

- DO NOT mark the area beyond the template.
- Use a flat tip screwdriver if a scribe is not available.
- Make sure to use the correct cutting template by verifying the color and stamping.
- Never cut or sand the pedal while the template is on the pedal.

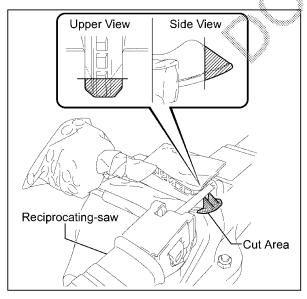


#### 3. SECURE THE ACCELERATOR PEDAL ASSEMBLY

a) Set the pedal in the vise at a right angle using a shop cloth while avoiding the sensor portion.

## NOTE:

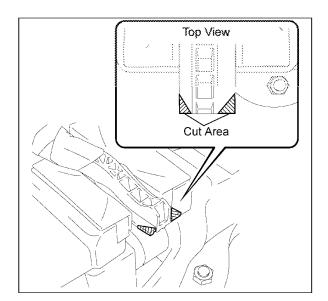
- DO NOT place the sensor in the vise to avoid damage.
- Firmly secure the pedal to prevent it from moving.
- DO NOT over tighten the vise.



#### 4. CUT THE ACCELERATOR PEDAL

a) Using a reciprocating saw, cut the lower section of the pedal.

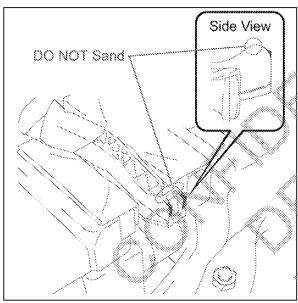
- Always wear protective eyewear, gloves, and dusk mask when cutting.
- Each cut must be straight and clean.
- Apply consistent pressure during cutting.
- Do not stop while cutting.



b) Using a reciprocating saw, cut the corners of the pedal.

#### NOTE:

- Always wear protective eyewear, gloves, and dusk mask when cutting.
- Each cut must be straight and clean.
- Apply consistent pressure during cutting.
- · Do not stop while cutting.

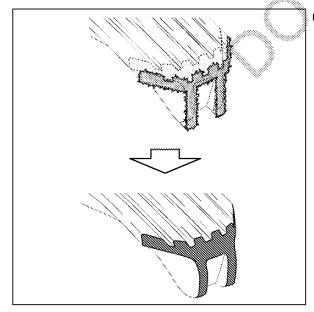


## 5. SAND THE RADIUS LINE

a) Using an orbital sander, sand the radius line which was scribed and remove the sharp edges and burrs.

#### NOTE:

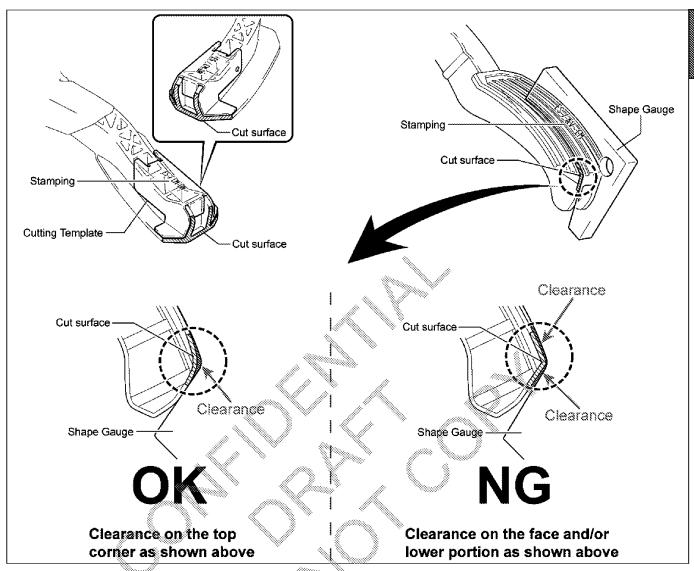
- Always wear protective eyewear, gloves, and dusk mask when sanding.
- QO NOT sand the pedal stopper area.



## 6. REMOVE ALL BURRS FROM THE CUTTING SURFACE

- a) Remove the pedal from the vise.
- b) Turn the pedal over and set the pedal in the vise using a shop cloth while avoiding the sensor.
- Using an orbital sander and file, remove all burrs from the cutting surface. The cut edges along the foot pad should be rounded and not square.
- d) Finish the cut surface and all edges with 400 grit sandpaper.

- Always wear protective eyewear, gloves, and dusk mask when sanding or filing.
- DO NOT place the sensor in the vise to avoid damage.
- Firmly secure the pedal to prevent it from moving.
- DO NOT over tighten the vise.



#### 7. CHECK THE SHAPE OF THE PEDAL

a) Using the correct cutting template and shape gauge, check the shape of the pedal.

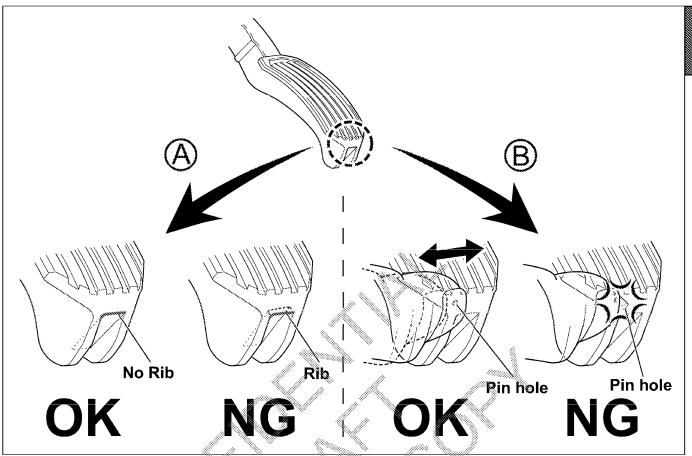
Cutting Template: Shape Gauge: (Same as CTS Gauge)

Color: Silver, Color: Silver

Stamping: ES / CM-DN Stamping: ES / AV-CM

- b) If the shape does NOT match the template and or gauge, continue filing.
- c) If the shape matches the template and gauge, touch the cut surface with your hand to verify it is smooth and free of burrs.

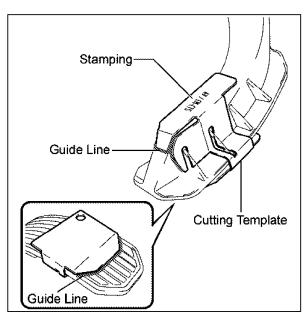
- Always wear protective eyewear, gloves, and dusk mask when sanding or filing.
- A tolerance of -1.0 mm is permissible between the final cut surface and the template.



- d) Check for a rib in as shown in section "A" above. If there is a rib file it until it is gone.
  e) Check for a pin hole on the finished surface as shown in section "B" above. If there is a pin hole, touch it with your fingertip. If the edges of hole catch your finger tip, replace and modify a new pedal.

  DENSO accelerator pedal modification is now complete; proceed to section "E. FLOOR CARPET
- MODIFICATION" on the page 19.

#### D. CUT THE CTS ACCELERATOR PEDAL



#### MARK THE AREA TO BE CUT

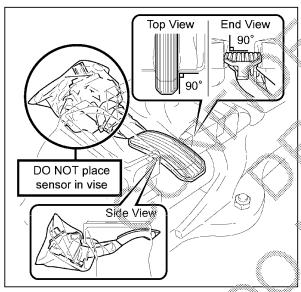
a) Firmly set the template to the pedal and scribe guide lines to outline the area to be cut.

## Cutting Template:

- Color: white
- Stamping: AV / CM-CTS

#### NOTE:

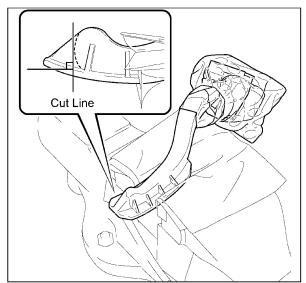
- DO NOT mark the area beyond the template.
- Use a flat tip screwdriver if a scribe is not available.
- Make sure to use the correct cutting template by verifying the color and stamping.
- Never cut or sand the pedal while the template is on the pedal.



## 2. SECURE THE ACCELERATOR PEDAL ASSEMBLY

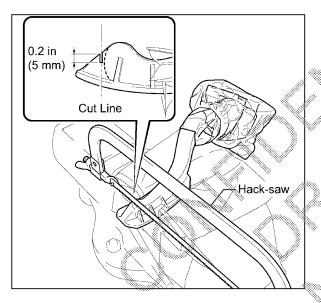
a) Set the pedal in the vise at a right angle using a shop cloth while avoiding the sensor.

- DO NOT place the sensor in the vise to avoid damage.
- Firmly secure the pedal to prevent it from moving.
- DO NOT over tighten the vise.



# 3. CUT THE LOWER SECTION OF THE ACCELERATOR PEDAL ASSEMBLY

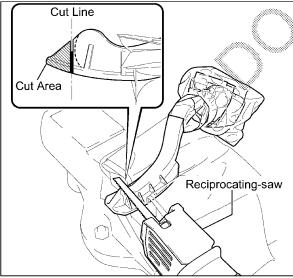
 a) The cut line is slightly outside from the scribed line and its positioned 90 degrees from the pedal foot pad as illustrated.



b) Use a hack-saw and cut the pedal 0.2 in (5 mm) to create a guide cut for the reciprocating-saw.

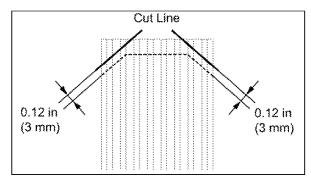
## NOTE:

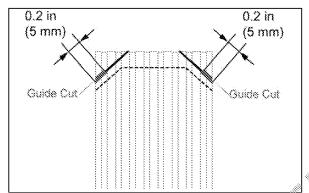
- Always wear protective eyewear, gloves, and dusk mask when cutting.
- Guide cut must be straight and clean.



c) Use a reciprocating-saw and cut off the lower section of the pedal as illustrated.

- Always wear protective eyewear, gloves and dust mask when cutting.
- Each cut must be straight and clean.
- Apply consistent pressure during cutting.
- Do not stop while cutting.





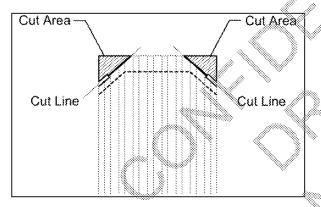
# 4. CUT THE CORNERS OF THE ACCELERATOR PEDAL ASSEMBLY

a) The cut line is 0.12 in (3 mm) outside from the scribed line as illustrated.

#### NOTE:

Do not cut at the scribed line. This area will be sanded later.

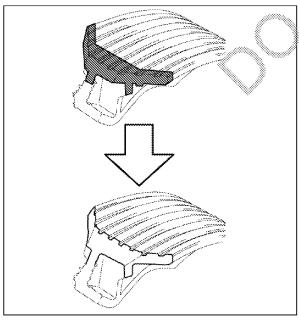
b) Using a hack-saw, create a guide cut for the reciprocating saw as illustrated.



c) Using the reciprocating-saw cut the pedal corners off as illustrated.

## NOTE:

- Always wear protective eyewear, gloves, and dusk mask when cutting.
- Each cut must be straight and clean.
- . Apply consistent pressure during cutting.
- Do not stop while cutting.

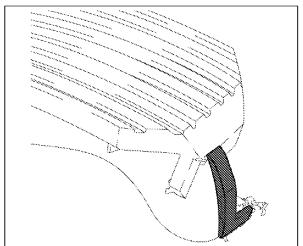


## SAND THE TOP SURFACE

a) Using an orbital sander, sand the top surface until you reach the scribed line and remove the edges and burrs. (remove the section of the pedal indicated in red)

#### NOTE:

Always wear protective eyewear, gloves, and dusk mask when sanding.

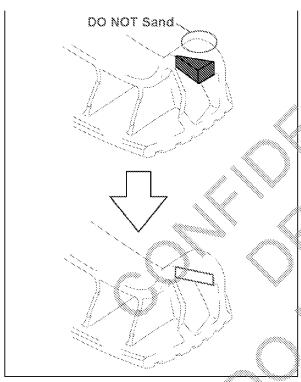


#### 6. SAND THE RADIUS LINE

a) Using an orbital sander, sand the scribed radius line and remove the edges and burrs.

#### NOTE:

Always wear protective eyewear, gloves, and dusk mask when sanding.

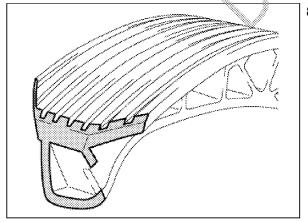


# 7. SAND THE LOWER CORNER NEAR THE PEDAL STOPPER

- a) Turn the pedal over in the vise so the bottom of the pedal is facing up; do not clamp the sensor portion of the pedal.
- b) Using an orbital sander and hand file, sand the lower corner near the pedal stopper.

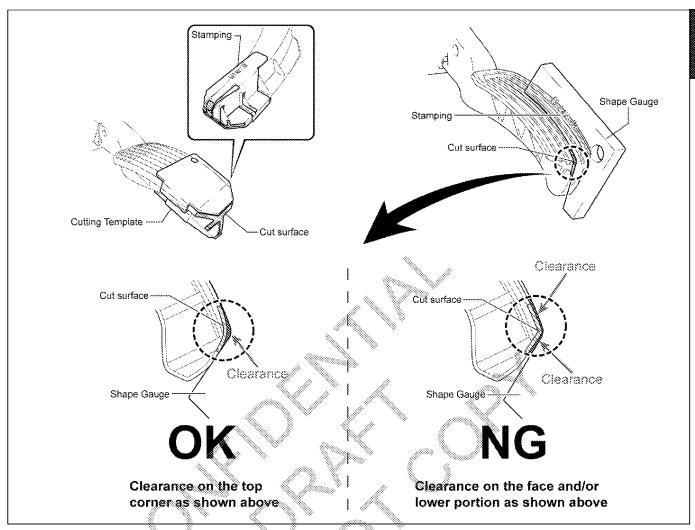
#### NOTE:

- Always wear protective eyewear, gloves, and dusk mask when sanding.
- Always use a shop cloth to protect the pedal when clamping it in a vise.
- DONOT sand the pedal stopper area



## 8. REMOVE ALL BURRS FROM THE CUTTING SURFACE

- using an orbital sander and file, finish removing all burrs from the cutting surface. The cut surface along the foot pad should be rounded and not square.
- b) Finish the cut surface and all edges with 400 grit sandpaper.



## 8. CHECK THE SHAPE OF THE PEDAL

a) Using the correct cutting template and shape gauge, check the shape of the pedal.

Cutting Template: Shape Gauge: (Same as Denso Gauge)

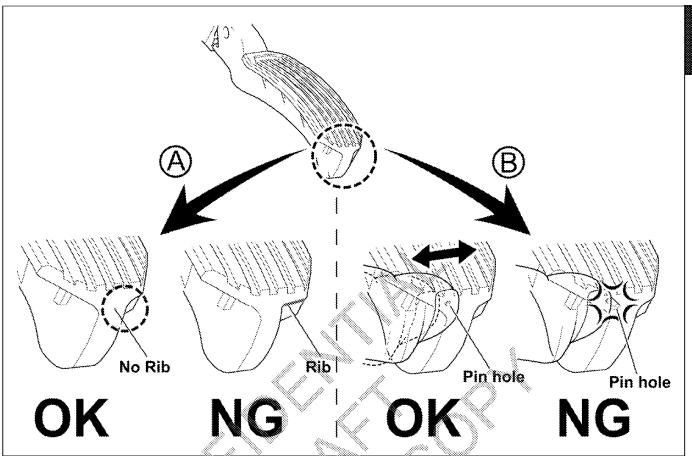
Color: White, Color: Silver

Stamping: ES / CM-DN Stamping: ES / AV-CM

b) If the shape does NOT match the template and/or gauge, continue filing.

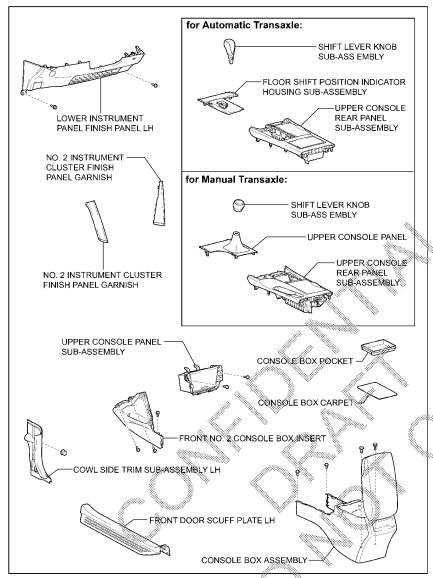
c) If the shape matches the template and gauge, touch the cut surface with your hand to verify it is smooth and free of burrs.

- Always wear protective eyewear, gloves and dusk mask when sanding or filing.
- A tolerance of -1.0 mm is permissible between the final cut surface and the template.



- a) Check for a rib in as shown in section "A" above. If there is a rib, file it until it is gone.
- b) Check for a pin hole on the finished surface as shown in section "B" above. If there is a pin hole, touch it with your fingertip. If the edges of hole catch your finger tip, replace and modify a new pedal.
  c) CTS accelerator pedal modification is now complete; proceed to section "E. FLOOR CARPET
- MODIFICATION" on the next page.

#### E. FLOOR CARPET MODIFICATION

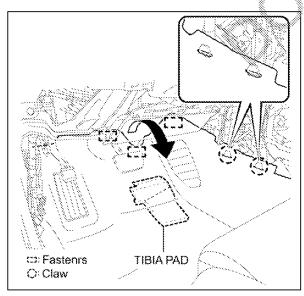


## 1. REMOVE THE FOLLOWING COMPONENTS

- Front door scuff plate LH
- · Cowl side trim sub-assembly LH
- Lower instrument panel finish panel LH
- Shift lever knob sub-assembly
- No. 1 instrument cluster finish panel garnish
- No. 2 instrument cluster finish panel garnish
- Floor shift position indicator housing sub-assembly (automatic transmission ONLY)
- Upper console panel (manual transmission ONLY)
- Upper console rear panel subassembly
- Upper console panel subassembly
- Console box pocket
- Console box carpet
- Console box assembly
- Front No. 2 console box insert

#### NOTE

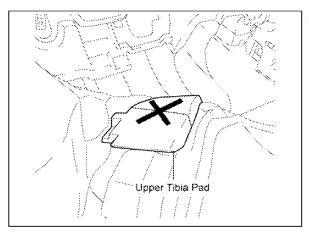
For additional information on removal of the components above, please refer to TIS.



## 2. PULL BACK THE FLOOR CARPET

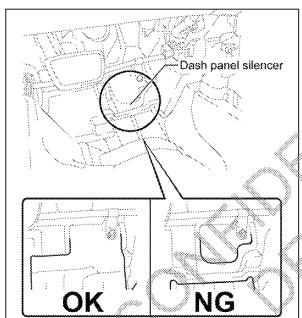
- a) Disengage the 3 fasteners.
- b) Disengage the 2 claws and pull back the floor carpet as illustrated.

- Make sure not to remove the tibia pads when pulling back the carpet.
- There are some vehicles with a hole in the floor carpet for a hook.



#### 3. REMOVE BOTH TIBIA PADS

- a) Place an "X" mark on the tibia pads before removing. This will prevent them from being mixed up with the new pads.
- b) Using a hair dryer or heat gun, warm up the carpet side of the 2 tibia pads until the adhesive is loose. This will make it easier to remove the 2 tibia pads from the carpet. Pay close attention when using the hair dryer or heat gun to prevent damage to the carpet.
- c) Remove the 2 tibia pads. CAUTION: DO NOT forcefully pull the pads. Doing so may damage the carpet. If necessary, re-heat the carpet to make the adhesive more pliable.

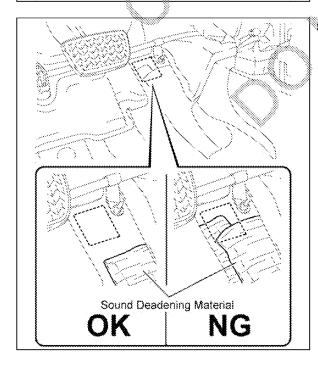


# 4. INSPECT THE LOWER PORTION OF THE DASH PANEL SILENCER

- a) Inspect the lower portion of the dash panel silencer.
   Vehicles produced after late 2006 will have the OK condition.
  - If OK, proceed to step 7 "RUBBER PAD APPLICATION" on the next page.
  - \*\* M'NG, please refer to APPENDIX "C" for "CUT THE DASH PANEL SLENCER"

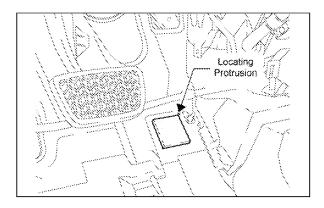
#### NOTE

The dash panel silencer is a soft, gray, paper-like material beneath the carpet.



## 5. RUBBER PAD APPLICATION

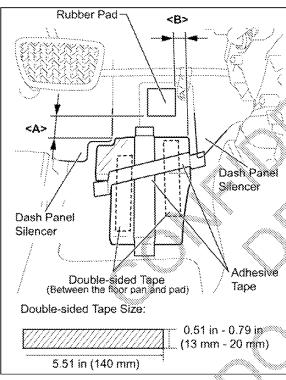
- a) Inspect the rubber pad application area for sound deadening material.
  - If OK (no sound deadening material in pad application area), proceed to step "b" on the next page.
  - If NG (sound deadening material found in application area), please refer to APPENDIX "D" for "REMOVE THE SOUND DEADENING MATERIAL".

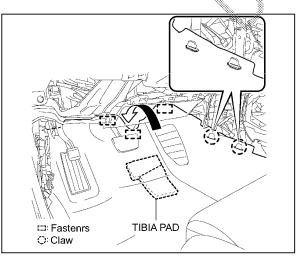


- b) Clean and degrease the rubber pad application area.
- c) Peel the double sided tape cover off the **NEW** rubber pad.
- d) Stick the rubber pad using double-sided tape to the floor pan. The upper right corner of the rubber pad should be positioned next to the locating protrusion.



Carefully take the time to understand Step 6 (Next step). It is necessary to correctly complete this procedure to prevent the tibia pads from slipping.





## 6. INSTALL THE NEW TIBIA PADS

- a) Apply double sided tape to the bottom (floor pan side) of the tibia pads as illustrated.
- b) Position the **NEW** tibia pads on the floor pan as indicated using the rubber pad and chart below as a guide.
- c) Apply a piece of industrial adhesive tape from the top to the bottom of the tibia pads.
- d) Apply a second piece of industrial adhesive tape from the left to the right side of the tibia pads.

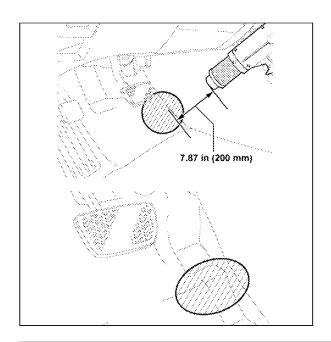
## NOTE:

- Angle the industrial adhesive tape running left to right to ensure that both tibia pads are covered.
- Both sets of industrial adhesive tape should have a good contact surface to the floor pan.

Part	Len	gth
<a></a>	1.67 in	42.3 mm
<b></b>	0.63 in	15.9 mm

- e) Place the floor carpet back into position and engage the claw as shown in the illustration.
- f) Engage the 3 fasteners.

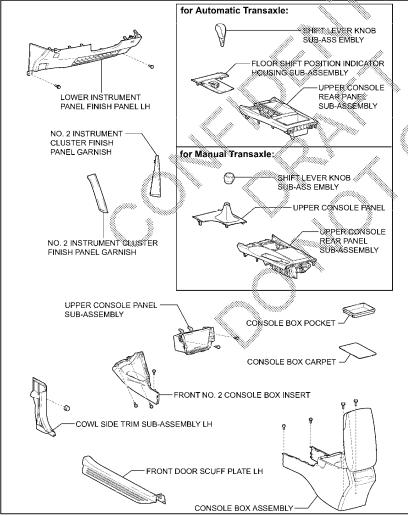
- Be careful not to detach the tibia pads when placing the carpet back into position.
- There are some vehicles with a hole in the floor carpet for a hook. For these vehicles, please install the hook to this hole.



g) Heat the floor carpet area No. 1 as shown for 2 minutes, and smooth it out by pushing it with your hand. Heat same area again for another minute, and smooth the carpet firmly.

#### NOTE:

- Always wear protective gloves when heating the floor carpet.
- Keep the hair dryer/heat gun more than 8 inches (20 cm) away from the floor carpet, and stop after 1 or 2 minute intervals. Continuous heating of the floor carpet may cause damage.
- DO NOT leave hair drier or heat gun inside the vehicle when it is hot, to prevent unintended heat damage to interior parts.



# 7. REINSTALL THE FOLLOWING COMPONENTS

- Front No. 2 console box insert
- Console box assembly
- Console box carpet
- Console box pocket
- Upper console panel subassembly
- Upper console rear panel subassembly
- Upper console panel (manual transmission ONLY)
- Floor shift position indicator housing sub-assembly (automatic transmission ONLY)
- No. 2 instrument cluster finish panel garnish
- No. 1 instrument cluster finish panel garnish
- Shift lever knob sub-assembly
- Lower instrument panel finish panel LH
- Cowl side trim sub-assembly LH
- Front door scuff plate LH

#### NOTE

For additional information on installation of the components above, please refer to TIS.

#### F. REINSTALL THE ACCELERATOR PEDAL ASSEMBLY

#### 1. REINSTALL THE ACCELERATOR PEDAL ASSEMBLY

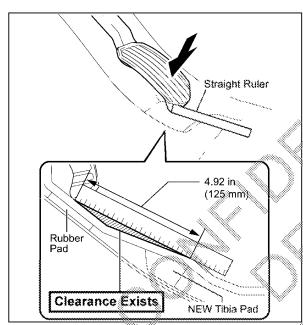
- a) Remove and discard the masking tape and bubble wrap from the accelerator pedal assembly, while it is inside the vehicle.
- b) Reinstall the pedal with the 2 bolts and torque to specification.

Torque Specification: 5.4 Nm (55 kgf cm, 48 in. lbf)

c) Reconnect the accelerator pedal connector.

## NOTE

- DO NOT reuse the bubble wrap.
- For additional information on accelerator pedal installation, please refer to TIS.



## 2. INSPECT THE FLOOR CARPET

- a) With the accelerator pedal fully depressed, confirm clearance exists between the floor carpet and the straight ruler as shown.
- ) If no clearance exists, reshape the carpet again.
- c) Confirm the claw and all fasteners of the floor carpet are securely attached.

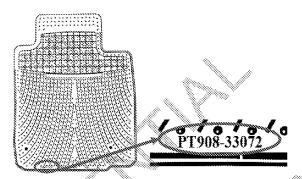
#### 3. INSPECT ACCELERATOR PEDAL OPERATION

a) Confirm the correct floor mat for this model is secured with the retaining hook.

#### NOTE:

- If a Recalled All Weather Floor Mat (AWFM) has been identified, remove the AWFM from the vehicle and CUT THE RECALLED AWFM SO THAT IT CANNOT BE REUSED.
- You may remove the semi-permanent installation plastic straps for the carpeted floor mat once the repair is completed.

Locate the floor mat part number on the bottom of the back side of the mat as shown below.



Utilizing the part number and the charts below confirm the vehicle has the correct floor mat.

## For Carpeted Floor Mats:

Utilizing the part number and the chart below, confirm the vehicle has the correct carpeted floor mat.

Part Number	Model	Туре	07	1018	'08	- 90		
PT206-32060-11	Camry / Camry Hybad	Carpeted	х	х -	≪×	×	Àsh	
PT206-32060-12	Camry / Camry Hybro	Carpeted	х	х	×	×	Dk Charcoal	ľ
PT206-32060-14	Camry / Camry Hybrid	©arpeted	х	×	×		Bisque	ļ
PT206-32078-40	Camry:Hybrid	Carpeted	х				Bisque	ŀ
PT206-32100-12	Camry / Camry Hybrid	Carpeted				х	:::Gray	ŀ
PT206-32100-45	Camry / Camry Hybrid	Carpeted				х	Boown	ľ

## For All Weather Floor Mats (AWFM):

Utilizing the part number and the chart below, confirm the vehicle has the newly designed AWFM.

Part Number	Model	Туре	07	œ	109	10	Calor
PT908-0310W-02	Camry	All Weather	х	х	х	х	Black
P4908-0310W-14	Camry	All Weather	х	х	х	х	Brown

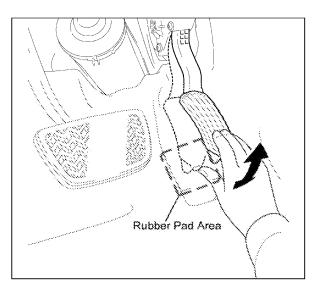
#### NOTE:

The part numbers listed above are for the 2 piece (driver & front passenger) campaign set ONLY.

**DO NOT** use the recalled AWFM listed below. These AWFM must be removed from the vehicle and recovered by the dealer.

Part Number	Madel	Туре	07	08	09	10	Color
PT908-03071-02	Camry - Do not use	All Weather	х	х	х	х	Black
PT908-03071-14	Camry - Do not use	All Weather	х	х	х	х	Brown
PT908-0307F-02	Camry - Do not use	All Weather	х	х			Black
PT908-0307F-14	Camry - Do not use	All Weather	х	х			Brown
PT908-32070-02	Camry - Do not use	All Weather	х				Black
PT908-32070-14	Camry - Do not use	All Weather	х				Brown

All recalled AWFM will be placed on Warranty Parts Recovery, and dealers will be required to return them to TMS. AWFM that are not returned will result in the claim being debited.



- b) Confirm the pedal does not get caught on the floor or floor mat during operation.
- c) Confirm the pedal operates properly.
- d) Confirm that the bottom of pedal contacts the rubber pad area when the accelerator pedal is fully depressed.

## 4. INSPECT THE ACCELERATOR PEDAL ASSEMBLY OPERATION

- a) Connect Techstream to the DLC3.
- b) Enter the following menus: Powertrain / Engine and ECT / Data List.
- c) Check the values by referring to the table below.

Tester Display	Measurement: Range (Display) Normal Condition Diagnostic Note
Accelerator Opening Angle	Accelerator Opening Angle Accelerator Pedal Released: 0%
Accelerator Opening Angle	Min: Q%, Max: 100% Accelerator Pedal Fully Depressed: 100%

		<u> </u>
AZ/AR Engine	Current CID	New CID
	333A5200	
	333A5100	
2007-2009 Model Year AZ AT/ULEV	333A5000	333A53QQ
/=/	33366100	
	33366000	
2010 Model Year AR AT/ULEV	333B5000	333B5100
	333A6100	
2007-2009 MY AZ MT/ULEV	333A6000	333A6200
7 AZ 11117 O ZZ V	33367000	
2010 Model Year AR MT/ULEV	30669000	30669100
	333A7200	
	333A7100	
2007-2009 Model Year AZ AR AT/PZEV	333A7000	333A7300
AL ART ART ALL	33368100	
	33368000	
2010 Model Year AR AT/PZEV	333B6000	333B6100

GR Engine	Current CID	New CID	
2007 Model Year GR	33334100	33334200	
2007 Model Feal Gh	33334000	33334200	
2008-2009 Model Year GR	333A8100	333A8200	
2006-2009 Model Feal Gh	333A8000	333A0200	
2010 Model Year GR	333B8000	333B8100	

## 5. REFLASH THE ECM

- a) Reflash the ECM with the **NEW** Override System software following TSIB SS002-07.
- b) For Calibration ID, please refer to the table on the left.

## NOTE:

ECM reflashing on the Camry HV is NOT required, as the vehicle is already equipped with the Override System software.

#### 6. PERFORM HEALTH CHECK

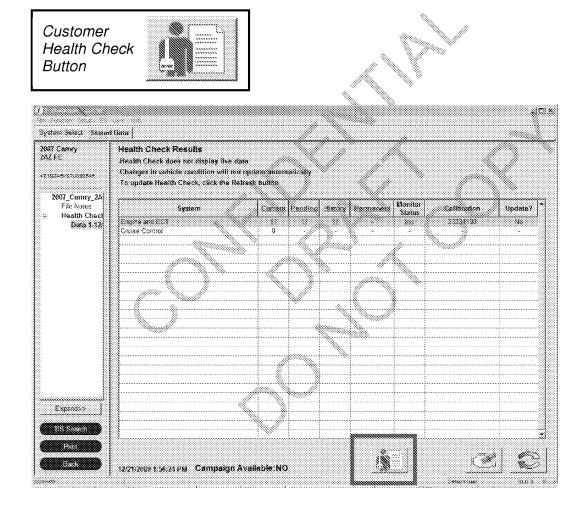
- a) Connect Techstream to the DLC3.
- b) From the System Select screen select Health Check.
- c) Check for DTC codes.

#### NOTE:

If DTC(s) are displayed, verify the code(s) and record freeze frame data, then perform repairs as necessary.

## 7. PRINT CUSTOMER HEALTH CHECK REPORT

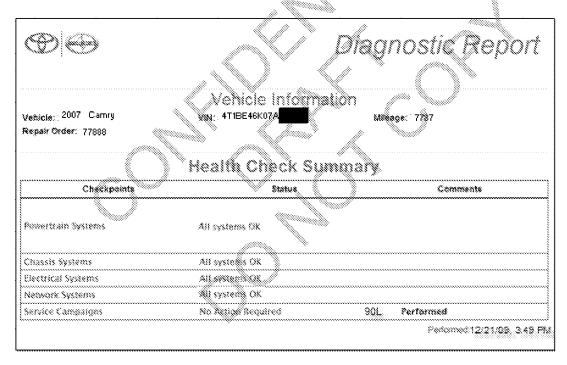
a) From the Health Check Results screen select the Customer Health Check Report button (TIS will launch when button is pressed).



- b) Log in to TIS.
- c) Input Vehicle Mileage and Repair Order number.
- d) Check the "Performed" radio button for the 90L campaign and any other campaigns completed during this service event.
- e) Select the Report button.

9	Diagnostic Report
	Vehicle Information
	Mileage: 7787
	Repair Order: 77899
	Our systems show the following campaigns are outstanding. Have any of these campaigns been completed? (Check for SSC door label if unsure.)
	90L * Performed * Not Performed  [Payor]

d) Confirm Customer Health Check Report information is correct.



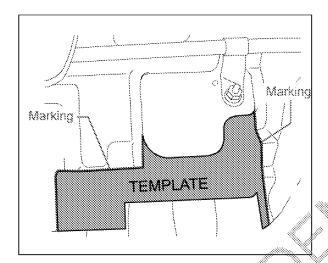
- e) Print Customer Health Check Report from TIS.
- f) Sign and provide to the customer.
- 8. TEST DRIVE THE VEHICLE AND INSPECT FOR ANY PROBLEMS

## VI. APPENDIX

## A. RECALLED PARTS DISPOSAL

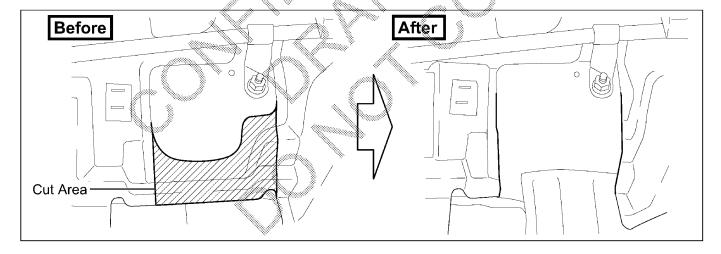
As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, *unless requested for parts recovery return.* 

#### **B. CUT THE DASH PANEL SILENCER**

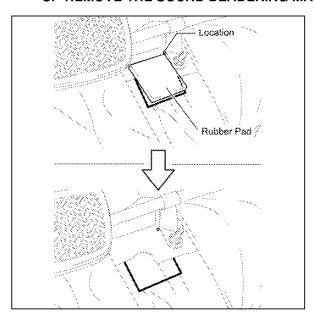


- a) Photocopy and cut out the template located at the end of the appendix.
- b) Hold the template against the dash panel silencer and mark the templates outline with a pen.

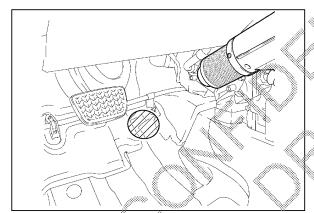
c) Hold the template against the dash panel silencer and mark the template outline with a pen.



#### C. REMOVE THE SOUND DEADENING MATERIAL



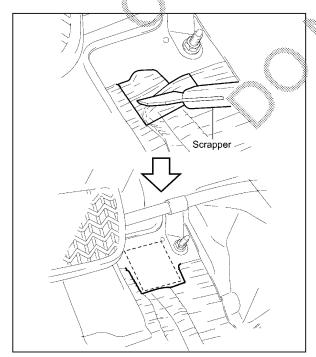
1. Temporarily place the rubber pad on the floor panel as shown, and outline the pad on the sound deadening material with a ball point pen.



2. Using a hair dryer or a heat gun, warm up the sound deadening material until it becomes soft.

#### NOTE

Make sure not to damage the dash silencer.



- Using a scraper, remove the sound deadening material from the rubber pad application area.
- 4. Remove any loose sound deadening material from the rubber pad application area.

- Wear protective gloves during the scraping process.
- Warm up the sound deadening material again, if it becomes hard during removal.
- Remove the sound deadening material until the rubber pad application surface is smooth.
- Make sure not to damage the paint film on the floor panel when scraping.
- Apply touch up paint if the paint film was damaged.



