

# TOYOTA CUSTOMER SERVICES

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 Action  
 Retain  
 Information

## INTEROFFICE MEMORANDUM

TO: ALL REGION/PRIVATE DISTRIBUTOR GENERAL MANAGERS/  
VICE PRESIDENTS

FROM: DAVE ZELLERS, *Dave*  
VICE PRESIDENT, PRODUCT QUALITY & SERVICE SUPPORT

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 40F  
(2002 TO EARLY 2004 MODEL YEAR NORTH AMERICAN PRODUCED TOYOTA  
CAMRY CURTAIN SIDE AIRBAG)

Toyota will initiate a voluntary Special Service Campaign (SSC) to inspect, and if necessary, replace the curtain side airbags on certain 2002 to early 2004 Model Year (MY) North American Produced (NAP) Toyota Camry vehicles.

Certain 2002 to early 2004 Model Year Toyota Camry vehicles built in North America are equipped with a Curtain Side Airbag (CSA) as an option. During the manufacture of the CSA, it may have been twisted near the inflator due to improper assembly. If the CSA is twisted, the gas supplied by the inflator may be inadequate for proper inflation of the airbag. In the worst case, this will cause incomplete inflation of the CSA in the event of a severe side impact collision.

The following vital information is provided to inform you and your staff of the campaign notification schedule and your degree of involvement.

1. **Dealer Letter Mailing Date**

The attached Dealer Letter will be mailed to all Toyota dealers in late July, 2004.

2. **Owner Notification Mailing Date**

The owner notification will commence in early August, 2004. We have attached a copy of the owner notification letter for your reference.

If a dealer is contacted by an owner of an involved vehicle, who has not yet received a notification, please instruct them to **verify eligibility through Dealer Daily or TIS**. Dealers should perform repairs as outlined in the attached Technical Instructions.

3. **Number of Vehicles Involved**

Nationally, there are approximately 128,000 Model Year 2002 to early 2004 North American-built Camry vehicles equipped with Curtain Side Airbags as an option, involved in this campaign.

4. **Region/District Summary Reports**

We have enclosed the following SSC 40F Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this campaign.
- District Summary Report that indicates the number of involved vehicles per dealership in each district for this campaign.

#### 6. Vehicles In Dealer Stock

As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary inspections/replacements have been performed.

#### 6. Parts Ordering

Since the actual failure rate is expected to be less than 1%, dealers should not stock the Curtain Side Airbag. In the event that a dealer inspects a vehicle and confirms that the vehicle has an affected CSA, the necessary parts can be ordered through the dealer's facing PDC. Please refer to the table below and the Technical Instructions for part number information.

Part Number	Description	Qty/Vehicle
62180-06011	Curtain Side Airbag LH	1
62170-06011	Curtain Side Airbag RH	1

Due to the low expected failure rate, the Curtain Side Airbags will be placed on Manual Allocation Control. Once a dealership inspects a vehicle and confirms that the vehicle has an affected CSA, and the dealership orders these parts, a representative from TMS Quality Compliance will review each order and contact the dealership's part manager to verify the necessity of the order, and will then release orders accordingly. This will assure an adequate and balanced parts inventory.

If there are *special* circumstances where a dealer is having difficulty receiving parts for a confirmed customer, dealer associates may contact 310-468-5516 to research the CSA order. **YOU DO NOT NEED TO CALL FOR ROUTINE CSA RELEASE.** The associate should have the following information ready to expedite research of the order status:

- Dealer Information (Dealer Code, Contact Name, Telephone Number)
- Order Reference Number
- Customer Name and Vehicle 17-digit VIN

Please note that during the period the parts are on-order, customer rental car through the Toyota Rent-A-Car (TRAC) Program is available. Follow the Toyota Transportation Assistance Program (TTAP) guidelines. DSPM authorization will be required for vehicle rentals exceeding 4 days.

#### 7. Special Airbag Handling and Disposal Procedures

As this SSC may involve the replacement of Curtain Side Airbags, several special steps must be followed to assure compliance with record keeping and Federal hazardous materials regulations. We request the assistance of the District Service and Parts Managers in assuring these procedures are adhered to by dealership associates:

- Dealers will be requested to return the Curtain Side Airbag Serial Number Registration postcard to TMS. It is vital that this postcard be returned to TMS with the correct information. Failure to return the postcard with the correct information will result in a claim debit against the dealership.
- This SSC will also require the deployment and disposal of the original Curtain Side Airbag. Please ensure that all replaced Curtain Side Airbags are deployed in accordance with the procedures described in the Repair Manual or attached Technical Instructions. Dispose of CSA's in accordance with Federal, State, and Local regulations.
- Currently we are making arrangements to procure addition CSA wire harnesses for CSA deployment purposes. We plan to ship each dealer approximately 2 pieces by mid-August.

**8. Reimbursement Procedures**

Please refer to the Reimbursement Procedures found in the attached Dealer Letter.

Please review this entire Special Service Campaign package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A, INC.

Enclosures

cc: Region/Private Distributor Assistant General Managers  
Region/Private Distributor Customer Service Operations Managers  
Region/Private Distributor Service Managers/Directors/VPs  
Region/Private Distributor Parts Managers/Directors/VPs  
Region/Private Distributor Customer Services Field Managers  
Region/Private Distributor Technical Services and Training Managers  
Region/Private Distributor District Service and/or Parts Managers  
Region/Private Distributor Customer Relations Managers  
Region/Private Distributor PDC Managers  
Region/Private Distributor Field Technical Specialists  
Region/Private Distributor Service Training Specialists  
Region/Private Distributor Vehicle Operations Managers  
All NAPC General Managers  
All TMS Sales Administration Managers  
All TMS Product Quality & Service Support Managers  
All Field Product Engineers

E. Bastien	G. Fogg	D. Ogilvie
J. Beseda	Y. Funo	J. Olson
R. Broughman	J. Hanson	D. Pettitt
G. Bryan	J. Hollis	J. Press
D. Camden	N. Kawakami	D. Stephenson
B. Carter	J. Lang	E. Taira
D. Cecconi	K. Masumoto	T. Takada
R. Daly	E. Matsuda	J. Tetherow
C. Davis	M. Michels	M. Tomozoe
B. Ertmann	I. Miller	A. Walsh
D. Esmond	T. Nagata	M. Yamaguchi



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991

TO: ALL TOYOTA DEALER PRINCIPALS,  
SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 40F  
(2002 TO EARLY 2004 MODEL YEAR NORTH AMERICAN BUILT TOYOTA  
CAMRY CURTAIN SIDE AIRBAG)

Toyota will initiate a voluntary Special Service Campaign (SSC) to inspect, and if necessary, replace the curtain side airbags on certain 2002 to early 2004 Model Year (MY) North American Produced (NAP) Toyota Camry vehicles.

Certain 2002 to early 2004 Model Year Toyota Camry vehicles built in North America are equipped with a Curtain Side Airbag (CSA) as an option. During the manufacture of the CSA, it may have been twisted near the inflator due to improper assembly. If the CSA is twisted, the gas supplied by the inflator may be inadequate for proper inflation of the airbag. In the worst case, this will cause incomplete inflation of the CSA in the event of a severe side impact collision.

The following vital information is provided to inform you and your staff of the campaign notification schedule and your degree of involvement.

1. **Owner Notification Letter Mailing Date**

The owner notification will commence early August, 2004.

If you are contacted by an owner of an involved vehicle, who has not yet received a notification, please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs. Dealers should perform repairs as outlined in the attached Technical Instructions.

2. **Identification of Involved Vehicles**

Nationally, there are approximately 128,000 Model Year 2002 to early 2004 North American-built Camry vehicles equipped with Curtain Side Airbags as an option, involved in this campaign.

Model	Year	VIN Range	
		VDS	Ranges
Camry	2002	BE30K	2U016708 - 2U641096
	2002	BF30K	2U010508 - 2U542026
	2003	BE30K	3U101472 - 3U788111
	2003	BF30K	3U032729 - 3U567398
	2004	BA30K	4U001027 - 4U503127
	2004	BE30K	4U260581 - 4U868734
	2004	BF30K	4U062091 - 4U579393

**NOTE:** Not all 2002 to early 2004 NAP Camry vehicles in the VIN range are involved. As always, consult Dealer Daily/TIS to confirm VIN eligibility and to assure the SSC is applicable. This will verify the vehicle is affected and 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.

### 3. Dealer/Owner Lists

Affected vehicle VIN Lists (VIN only due to changes in Privacy Laws) for SSC 40F have been distributed to each dealership's Service and Parts Managers. These lists are based on dealership's Primary Marketing Area (PMA) or the selling dealership where applicable. Dealerships which did not sell an affected vehicle, or do not have affected vehicles in stock, will receive a report indicating so.

A UIO by state matrix is listed below to inform dealers of the number of vehicles in their area:

AK	17	GA	1,892	ME	524	NJ	6,532	SD	80
AL	939	IA	565	MI	1,857	NM	551	TN	1,399
AR	495	ID	183	MN	2,085	NV	918	TX	4,734
AZ	2,561	IL	6,994	MO	951	NY	9,449	UT	804
CA	15,274	IN	1,895	MS	587	OH	4,222	VA	8,759
CO	1,676	KS	453	MT	77	OK	574	VT	216
CT	2,331	KY	1,286	NC	2,381	OR	643	WA	1,237
DC	477	LA	1,313	ND	85	PA	10,857	WI	2,050
DE	835	MA	5,344	NE	313	RI	800	WV	1,025
FL	5,389	MD	9,495	NH	8	SC	817	WY	112

### 4. Vehicles in Dealer Stock

As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary inspections/replacements have been performed.

### 5. Parts Ordering

Since the actual failure rate is expected to be less than 1%, dealers should not stock the Curtain Side Airbag. In the event that a dealer inspects a vehicle and confirms that the vehicle has an affected CSA, the necessary parts can be ordered through the dealer's facing PDC. Please refer to the table below and the Technical Instructions for part number information.

Part Number	Description	Qty/Vehicle
62180-06011	Curtain Side Airbag LH	1
62170-06011	Curtain Side Airbag RH	1

Due to the low expected failure rate, the Curtain Side Airbags will be placed on Manual Allocation Control. Once a dealership inspects a vehicle and confirms that the vehicle has an affected CSA, and the dealership orders these parts, a representative from TMS Quality Compliance will review each order and contact the dealership's part manager to verify the necessity of the order, and will then release orders accordingly. This will assure an adequate and balanced parts inventory.

If there are *special* circumstances where a dealer is having difficulty receiving parts for a confirmed customer, dealer associates may contact 310-488-5516 to research the CSA order. **YOU DO NOT NEED TO CALL FOR ROUTINE CSA RELEASE.** The associate should have the following information ready to expedite research of the order status:

- Dealer Information (Dealer Code, Contact Name, Telephone Number)
- Order Reference Number
- Customer Name and Vehicle 17-digit VIN

Please note that during the period the parts are on-order, customer rental car through the Toyota Rent-A-Car (TRAC) Program is available. Follow the Toyota Transportation Assistance Program (TTAP) guidelines. DSPM authorization will be required for vehicle rentals exceeding 4 days.

6. **Repair Procedures**

Refer to the attached Technical Instructions.

7. **Special Airbag Handling and Disposal Procedures**

As this SSC may involve the replacement of Curtain Side Airbags, several special steps must be followed to assure compliance with record keeping and Federal hazardous materials regulations. We request the assistance of dealership associates in assuring these procedures are adhered to:

- Dealers will be requested to return the Curtain Side Airbag Serial Number Registration postcard to TMS. It is vital that this postcard be returned to TMS with the correct information. Failure to return the postcard with the correct information will result in a claim debt against the dealership. (MDC P/N: 00410-92005)
- This SSC will also require the deployment and disposal of the original Curtain Side Airbag. Please ensure that all replaced Curtain Side Airbags are deployed in accordance with the procedures described in the Repair Manual or attached Technical Instructions. Dispose of CSA's in accordance with Federal, State, and Local regulations.
- Currently we are making arrangements to procure addition CSA wire harnesses for CSA deployment purposes. We plan to ship each dealer approximately 2 pieces by mid-August.

8. **Reimbursement Procedures**

Submit Special Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

The operation codes to be used for this Special Service Campaign are:

SSC #	Op. Code	Description	Flat Rate Hour
40F	4501G1	Inspect Curtain Side Airbag (Includes removing and reinstalling C-pillar garnish)	0.5 hr/vehicle
	4501G2	Inspect Curtain Side Airbag (Includes removing and reinstalling C-pillar garnish and molded roof headliner)	1.9 hr/vehicle
	4501G3	Inspect and replace Curtain Side Airbag (Replace one side only)	2.2 hr/vehicle
	4501G4	Inspect and replace Curtain Side Airbag (Both sides)	2.5 hr/vehicle

NOTE: The above flat rate time includes 0.1 hours of administrative cost per unit for the dealership.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.



**Special Service Campaign (SSC) Q&A  
2002 Through Early 2004 Model Year North American Produced Toyota Camry Curtain Side  
Airbag**

**Q1: What is the condition?**

A1: Certain 2002 to early 2004 Model Year Toyota Camry vehicles built in North America are equipped with a Curtain Side Airbag (CSA) as an option. During the manufacture of the CSA, it may have been twisted near the inflator due to improper assembly. If the CSA is twisted, the gas supplied by the inflator may be inadequate for proper inflation of the airbag. In the worst case, this will cause the incomplete inflation of the CSA in the event of a severe side impact collision.

**Q2: What is the cause of this condition?**

A2: During the manufacture of the CSA, it may have been twisted near the inflator due to improper assembly.

**Q3: Are there any warnings that this condition exists?**

A3: No, there are no specific warnings that this condition exists.

**Q4: Which and how many vehicles are involved?**

A4: Only certain 2002 to early 2004 Model Year North American Produced (NAP) Camry vehicles equipped with CSAs are involved. There are approximately 128,000 vehicles in the U.S.

**Q5: What is the production period of the affected vehicles?**

A5: The affected NAP Toyota Camry vehicles were produced from October, 2001 to early February, 2004.

**Q6: Are there any other Toyota or Lexus vehicles involved?**

A6: No, this condition only affects 2002 through early 2004 Model Year NAP Camry vehicles equipped with a CSA.

**Q7: How many incidents of this condition have been reported?**

A7: There have been no reported cases of this condition in the affected NAP Camry vehicles.

**Q8: Have there been any accidents reported?**

A8: There have been no reported cases of accidents related to this condition.

**Q9: What is Toyota going to do?**

A9: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail beginning in late July, 2004. Toyota dealers will inspect and, if necessary, replace the CSA at NO COST to the vehicle owners.

**Q10: How long will the repair take?**

A10: The inspection/repair will take approximately three hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q11: What should an owner do if they experience the condition?**

A11: Owners are requested to contact their local Toyota dealer for diagnosis and repair.

**Special Service Campaign 40F**  
**2002 Through Early 2004 Model Year North American Produced Toyota Camry Curtain Side Airbag**  
**SAFETY RECALL NOTICE**

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2002 through early 2004 Model Year North American Produced Toyota Camry vehicles.

**What is the problem?**

Certain 2002 to early 2004 Model Year Toyota Camry vehicles built in North America are equipped with a Curtain Side Airbag (CSA) as an option. During the manufacture of the CSA, it may have been twisted near the inflator due to improper assembly. If the CSA is twisted, the gas supplied by the inflator may be inadequate for proper inflation of the airbag. In the worst case, this will cause the incomplete inflation of the CSA in the event of a severe side impact collision, and could increase the risk of injury.

**What will Toyota do?**

Any Toyota dealer will inspect the driver's side and passenger side CSAs and, if necessary, replace them at NO COST to you.

**What should you do?**

Please contact your authorized Toyota dealer and make an appointment to have the driver's side and passenger side CSAs inspected at your earliest convenience. The labor time to inspect and, if necessary, replace the CSAs is approximately three hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Please present this notice to the Toyota Dealer when you bring the vehicle in for your service appointment.

If you no longer own the vehicle or have changed addresses, please indicate so on the enclosed postage paid form, providing us with the updated name and address.

**What if you have other questions?**

*Your local Toyota dealer would be more than happy to answer any of your questions and set up an appointment to perform the repair.* If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 9:30 pm, Saturday and Sunday 7:00 am through 3:00 pm Pacific Standard Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 1-888-327-4236.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

As always, Toyota wants to ensure your complete satisfaction with your vehicle and ownership experience. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.



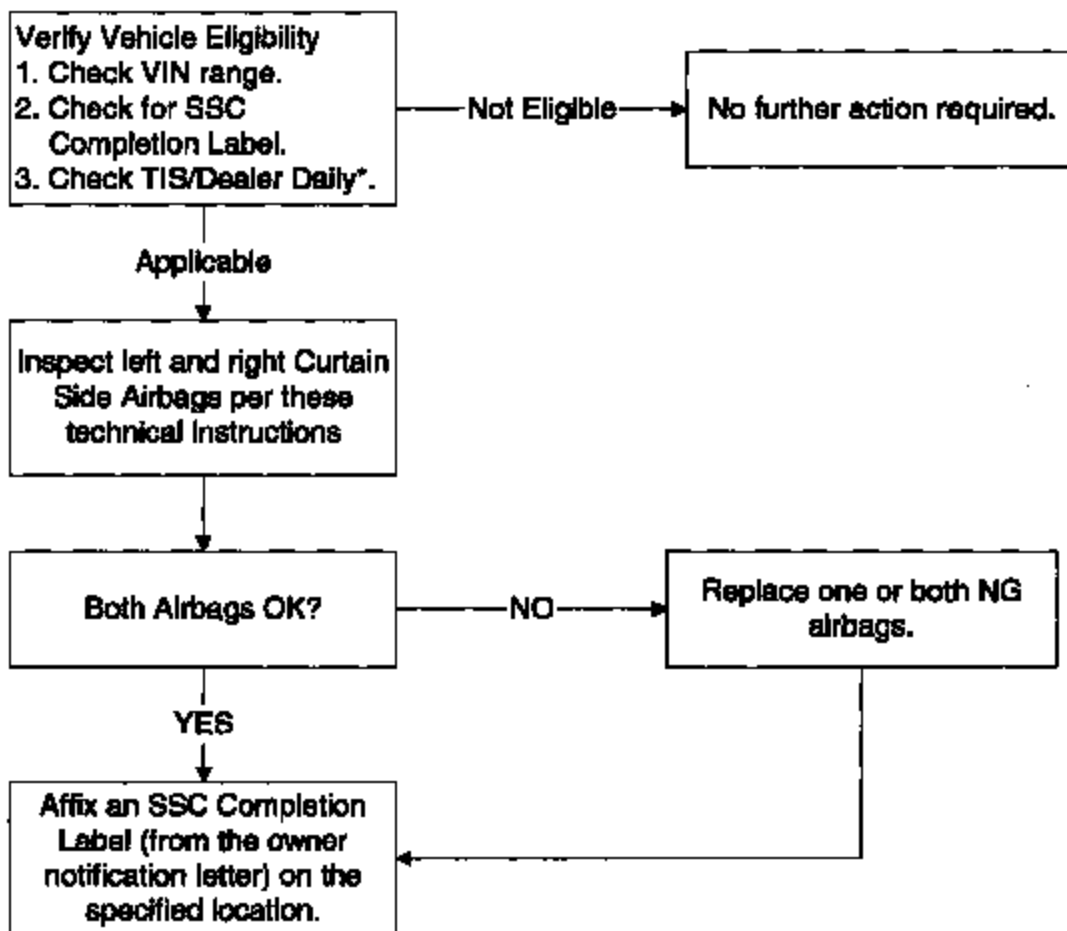
**TECHNICAL INSTRUCTIONS**

**FOR**

**SPECIAL SERVICE CAMPAIGN 40F**

**2002 THROUGH EARLY 2004 MODEL YEAR**  
**NORTH AMERICAN PRODUCED (NAP) TOYOTA CAMRY**  
**CURTAIN SIDE AIRBAG**

## I. OPERATION FLOW CHART



## II. BACKGROUND INFORMATION

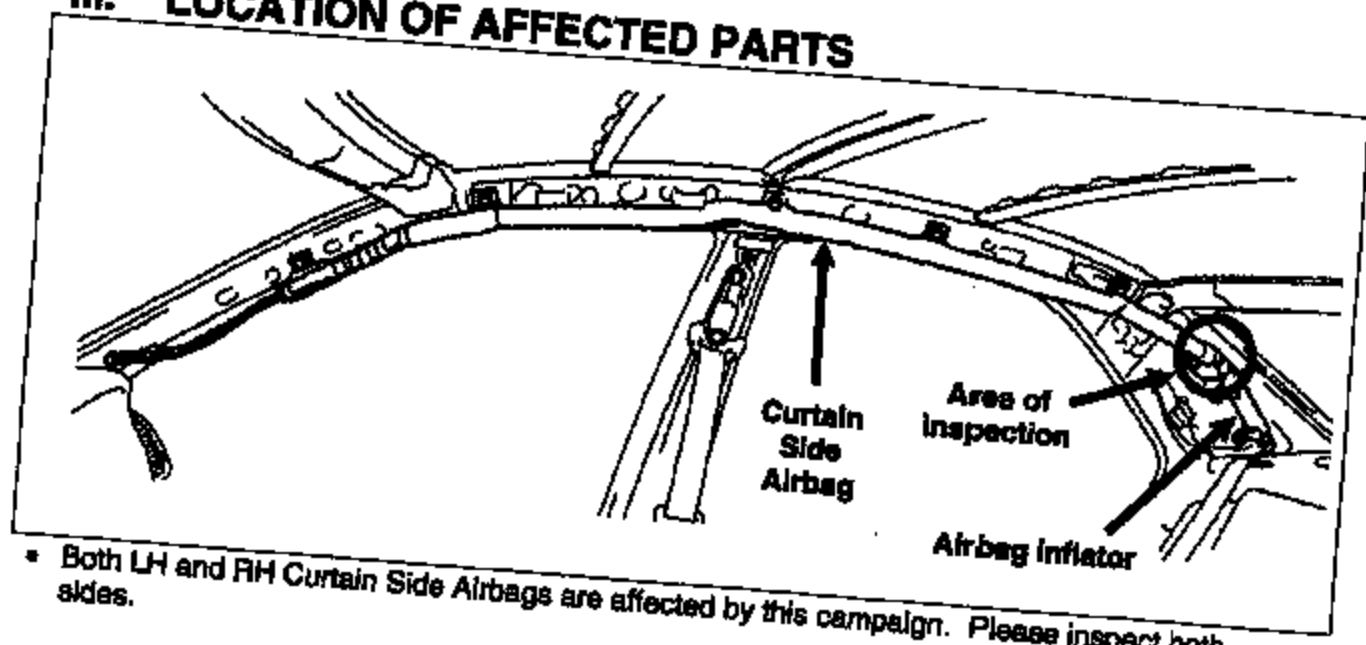
Certain 2002 to early 2004 Model Year Toyota Camry vehicles built in North America are equipped with a Curtain Side Airbag (CSA) as an option. During the manufacture of the CSA, it may have been twisted near the inflator due to improper assembly. If the CSA is twisted, the gas supplied by the inflator may be inadequate for proper inflation of the airbag. In the worst case, this will cause incomplete inflation of the CSA in the event of a severe side impact collision.

Since the actual failure rate is expected to be less than 1%, dealers should not stock the Curtain Side Airbag.

There are two possible Curtain Side Airbag conditions and they are listed below:

Airbag condition	Amount of affected vehicles with condition
OK – Airbag assembled correctly	Approximately 99% of affected vehicles will have this condition
NG – Airbag twisted	Approximately 1% of affected vehicles will have this condition

### III. LOCATION OF AFFECTED PARTS



- Both LH and RH Curtain Side Airbags are affected by this campaign. Please inspect both sides.

## IV. AFFECTED VIN RANGE

Model	Year	VIN Range	
		VDS	Ranges
Camry	2002	BE30K	2U016708 - 2U641086
	2002	BF30K	2U010508 - 2U542026
	2003	BE30K	3U101472 - 3U788111
	2003	BF30K	3U032729 - 3U567398
	2004	BA30K	4U001027 - 4U503127
	2004	BE30K	4U260581 - 4U866734
	2004	BF30K	4U062091 - 4U579393

**NOTE:** Not all vehicles in the VIN range are affected. Always consult Dealer Daily or TIS to confirm VIN eligibility and to assure the SSC is applicable. This will verify the vehicle is involved and has not already been completed by another dealer. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected.

## V. PREPARATION

### A. PARTS

Part Number	Part Description	Qty/Vehicle*
62170-06011	Air Bag Assy, Curtain Shield, RH	1
62180-06011	Air Bag Assy, Curtain Shield, LH	1

**NOTE:** Since the actual failure rate is expected to be less than 1%, dealers should not stock the Curtain Side Airbag.

### B. TOOLS

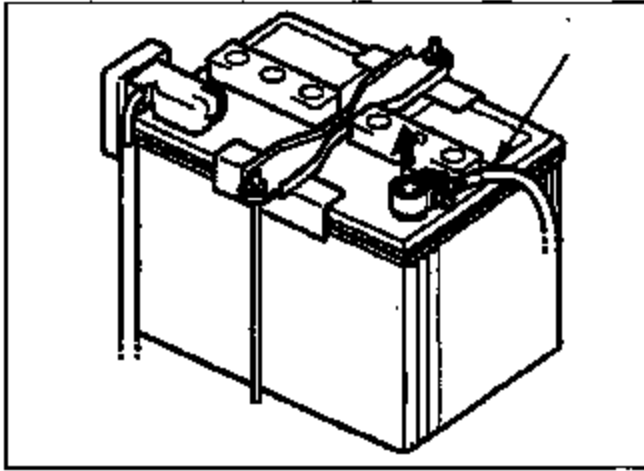
- Standard Tools
- Special Service Tools (SST's):
  - a. SST 09082-00700 Airbag Deployment Tool
  - b. SST 09082-00760 Driver / Passenger Deployment Wire
  - c. SST 00002-06000-01 Plastic Pry Tool Set

### C. MATERIAL

- Foam Tape

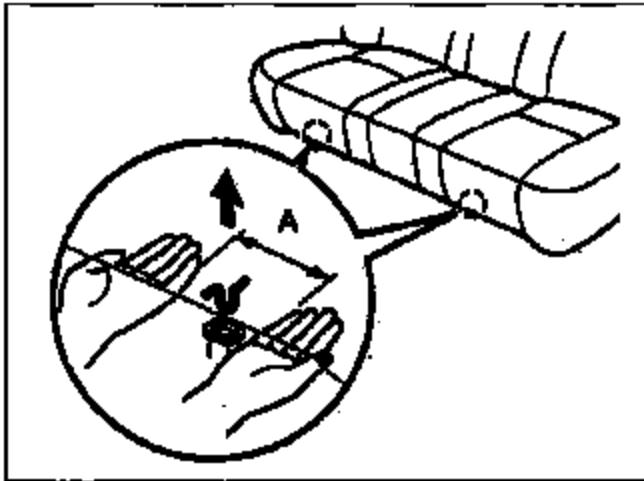
## VI. INSPECTION PROCEDURE

### A. C-PILLAR GARNISH REMOVAL



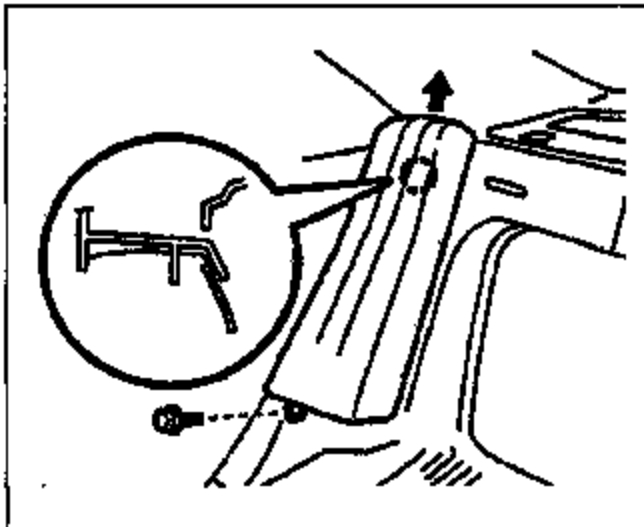
1. **DISCONNECT THE NEGATIVE BATTERY CABLE**

**NOTE:** Wait ninety (90) seconds before proceeding to the next step.

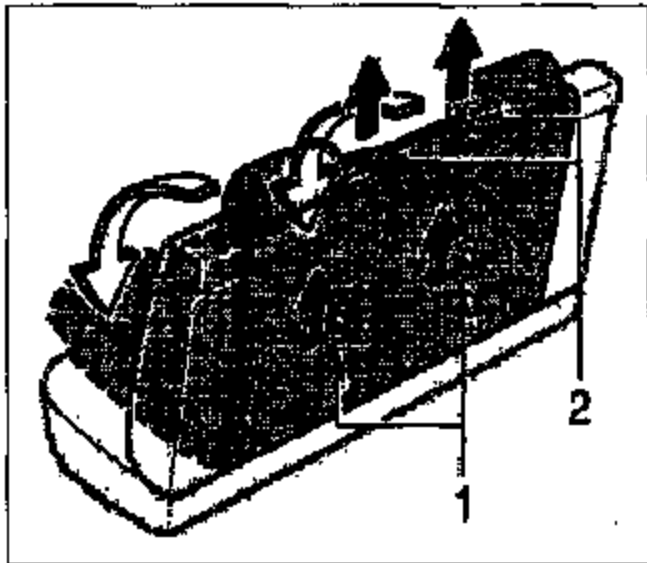


2. **REMOVE REAR SEAT CUSHION**
  - (a) Pull up on the lower-front portion of the rear seat cushion assembly to disengage the two (2) clips.
  - (b) Pull the rear seat cushion assembly forward and remove the rear seat cushion.

**NOTE:** Be sure to push the seat belt latch mechanisms through the seat cushion before pulling the seat cushion forward.

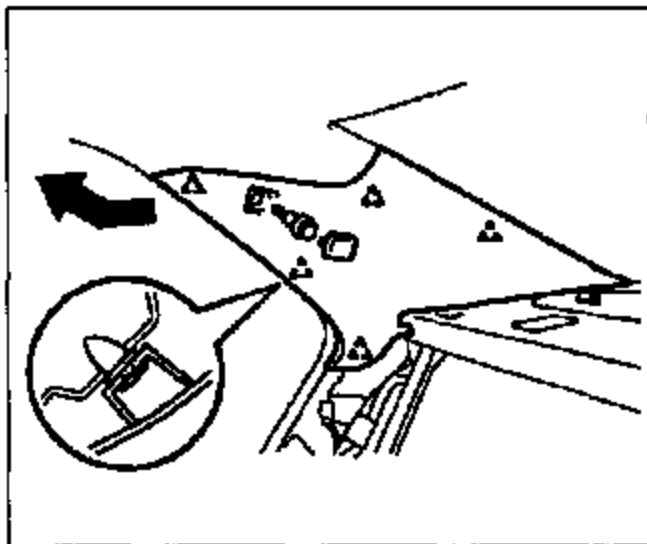


3. **REMOVE THE REAR SIDE SEAT BACK ASSEMBLY RH**
  - (a) Remove the lower bolt.
  - (b) Slide the rear side seat back assembly upward to disengage the clip and remove the rear side seat back assembly.
  - (c) Repeat the above process to remove the rear side seat back assembly LH.



**4. FOLD THE REAR SEAT ASSEMBLIES FORWARD**

- (a) Pull the rear seat buttons up and fold the rear seat assemblies forward.



**5. REMOVE THE C-PILLAR GARNISH RH**

- (a) Using a plastic pry tool, remove the C-Pillar garnish bolt cover.  
 (b) Remove the C-Pillar garnish bolt.  
 (c) Using a plastic pry tool, disengage the clips that secure the C-Pillar garnish to the vehicle body and remove the C-Pillar garnish.  
 (d) Repeat the above process to remove the C-Pillar garnish LH.

## B. CURTAIN SIDE AIRBAG INSPECTION – FIRST STAGE



**WARNING!** Since the actual failure rate is expected to be less than 1%, please carefully follow these inspection instructions to accurately determine the condition of the Curtain Side Airbags.

**NOTE:** Both LH and RH Curtain Side Airbags are inspected the same. Use the process below to inspect both sides.

### 1. INSPECT THE CURTAIN SIDE AIRBAG ASSEMBLY FOR ROLLED PORTION

- (a) Locate the airbag end where it connects to the airbag inflator.
- (b) Inspect the Curtain Side Airbag for the rolled portion.
- (c) Use the table below to determine the condition of the Curtain Side Airbag.

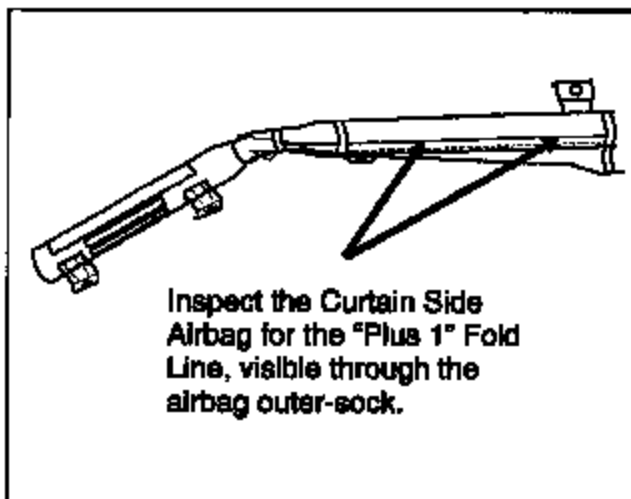
A technical line drawing of a car's roof rail assembly. A thick black line points from a circular callout on the right side of the roof rail to another circular callout on the left side, which is positioned over the airbag inflator. Below this main drawing are two smaller, detailed drawings of the airbag inflator and airbag end connection, each with a circular callout.	
1. OK Part - Rolled portion of airbag is visible. Reassemble the vehicle, affix an SSC Completion Label, and return the vehicle to the customer.	2. Rolled portion of airbag is NOT visible. Proceed to "Section VII, B." to remove the roof headliner assembly, then return to "Section VI, C. CURTAIN SIDE AIRBAG INSPECTION – SECOND STAGE" to continue the inspection.
Approximately 99% of affected vehicles will have this condition.	Approximately 1% of affected vehicles will have this condition.
To view a sample click on the following link: [TIS OK Video 1 Here]	To view a sample click on the following link: [TIS NG Video 1 Here]

## C. CURTAIN SIDE AIRBAG INSPECTION – SECOND STAGE (Headliner Removed)



**WARNING:** DO NOT continue with the next step unless the rolled portion of the Curtain Side Airbag is NOT visible.

**NOTE:** The roof headliner assembly must be removed before proceeding to the next step. Reference "Section VII, B." to remove the roof headliner assembly.

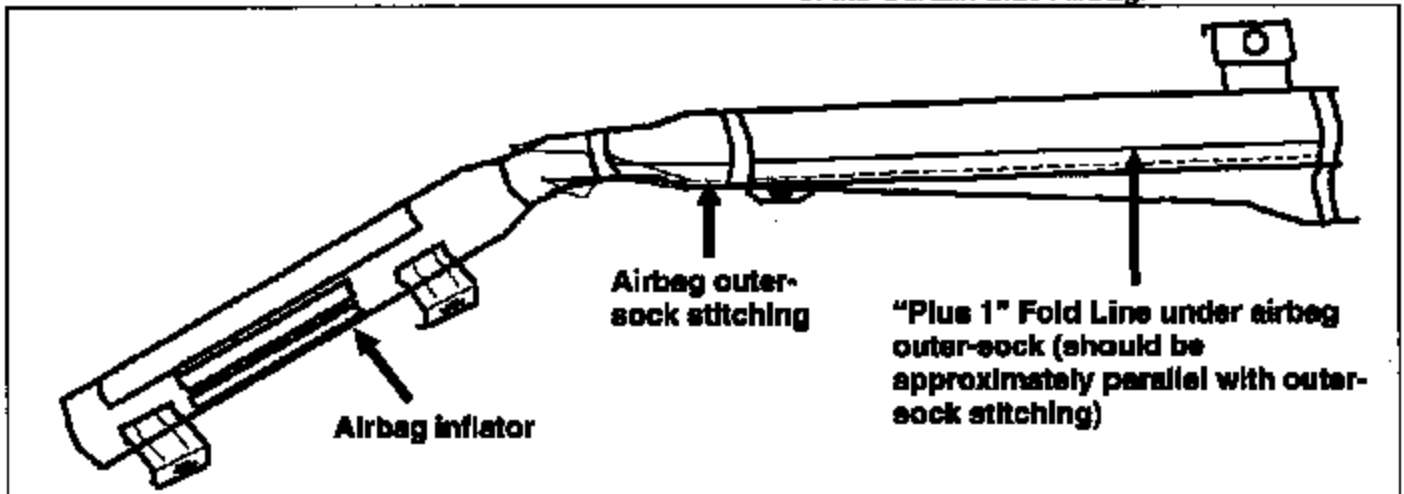


It will now be necessary to inspect the Curtain Side Airbag for the "Plus 1" Fold Line. The "Plus 1" Fold Line is part of the Curtain Side Airbag material, and is under the airbag outer-sock. The "Plus 1" Fold Line will be visible through the airbag outer-sock and should be approximately parallel with the airbag outer-sock stitching. The Fold Line on an OK part will be within  $\pm 10$  mm of the airbag outer-sock stitching along the entire length of the Curtain Side Airbag. Please carefully follow the Inspection Instructions on the next page to accurately determine the condition of the Curtain Side Airbag.



**1. INSPECT THE CURTAIN SIDE AIRBAG ASSEMBLY FOR THE "PLUS 1" FOLD LINE (Headliner Removed)**

- (a) Inspect the Curtain Side Airbag for the "Plus 1" Fold Line. The "Plus 1" Fold Line will be visible through the airbag outer-sock. The Fold Line can also be felt by lightly sliding a hand across the airbag outer-sock.
- (b) Use the table below to determine the condition of the Curtain Side Airbag.

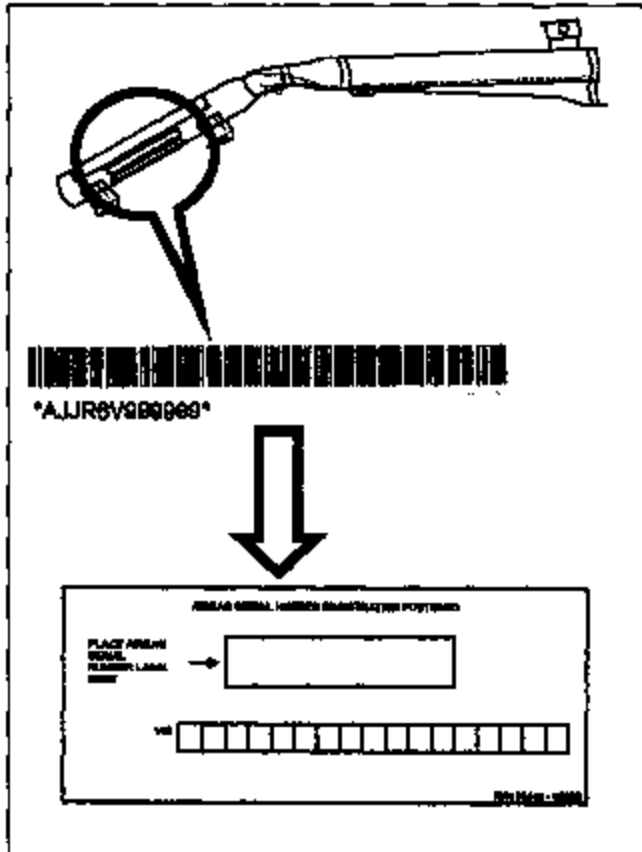


<p>Check Range "Plus 1" Fold Line <b>OK</b></p>	<p>Check Range "Plus 1" Fold Line <b>NG</b></p>	<p>Check Range "Plus 1" Fold Line <b>NG</b></p>
<p><b>OK – "Plus 1" Fold Line parallel with outer-sock stitching.</b></p>	<p><b>NG – "Plus 1" Fold Line NOT parallel with outer-sock stitching.</b></p>	<p><b>NG – "Plus 1" Fold Line NOT parallel with outer-sock stitching.</b></p>
<p>1. If the "Plus 1" Fold Line is parallel with the airbag outer-sock stitching (within a band of <math>\pm 10</math> mm (3/8 inch)), as illustrated above, the part is OK. Proceed to "Section VII, D." to reassemble the vehicle.</p>	<p>2. If the "Plus 1" Fold Line is not parallel with the airbag outer-sock stitching (within a band of <math>\pm 10</math> mm (3/8 inch)), as illustrated above, the part is NG. Proceed to "Section VII." to replace the Curtain Side Airbag.</p>	<p>3. If the "Plus 1" Fold Line is not parallel with the airbag outer-sock stitching (within a band of <math>\pm 10</math> mm (3/8 inch)), as illustrated above, the part is NG. Proceed to "Section VII." to replace the Curtain Side Airbag.</p>
<p><b>Approximately 99% of affected vehicles will have this condition.</b></p>	<p><b>Approximately 1% of affected vehicles will have one of these conditions.</b></p>	
<p>To view a sample click on the following link <b>[TIS OK Video 2 Here]</b></p>	<p>To view a sample click on the following link: <b>[TIS NG Video 2 Here]</b></p>	

**NOTE: If the condition of the Curtain Side Airbag cannot be determined after following the above inspection process, replace the Curtain Side Airbag. Proceed to "Section VII." to replace the Curtain Side Airbag.**

## VII. REPAIR PROCEDURE (Only If Curtain Side Airbag is NG after Inspection)

### A. NEW CURTAIN SIDE AIRBAG REGISTRATION



#### 1. NEW AIRBAG NUMBER REGISTRATION

The new airbag will also include an extra airbag serial number label on the airbag inflator. You are required to submit the airbag serial number with the vehicle's VIN to assure proper registration. The SSC claim will be debited if this step is not followed properly.

- Remove the new Curtain Side Airbag from the box.
- Remove the Extra Airbag Serial Number Label, located on the airbag inflator, and apply it to an Airbag Serial Number Registration postcard.
- Write the vehicle VIN in the space provided on the postcard.

#### NOTE:

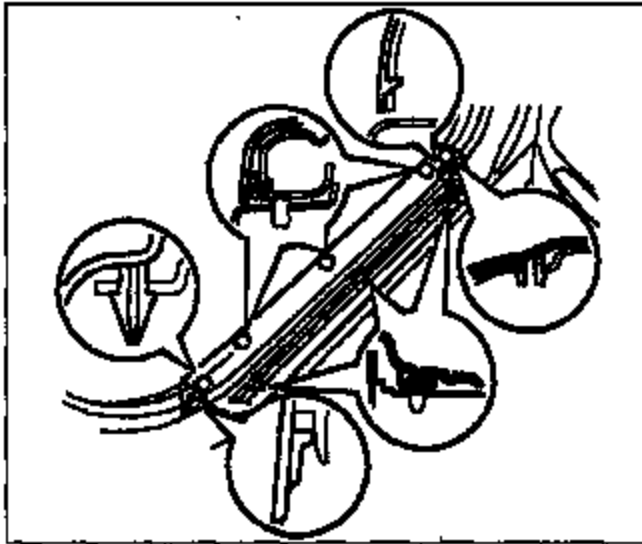
The VIN will not be preprinted on the Airbag Serial Number Registration postcard ordered from the MDC. Please assure that the VIN is recorded on the Airbag Number Registration postcard.

- Additional postcards, in packs of 50 (P/N 00410-92005), may be ordered through the non-parts system on a 1450 order form or through the TDN system.

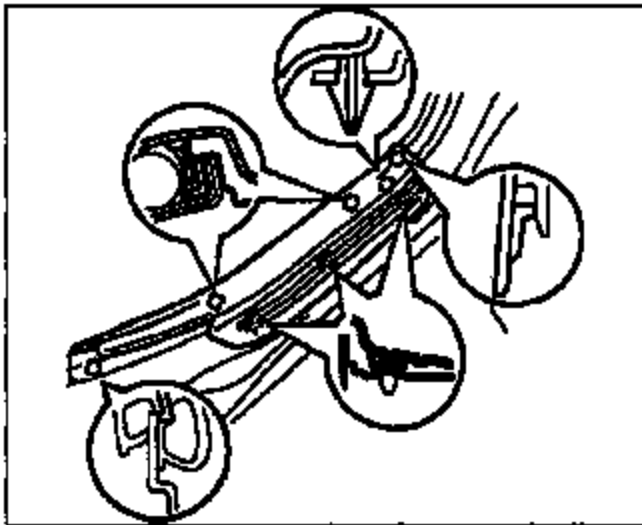
#### 2. COMPLETE POSTCARD AND MAIL

- After completing the postcard, make a copy of it and staple it to the dealership copy of the Repair Order. This will assure you are able to provide the information in the future if the postcard is not received by Toyota.
- Mail the Airbag Serial Number Registration postcard to Toyota to assure it is properly registered.

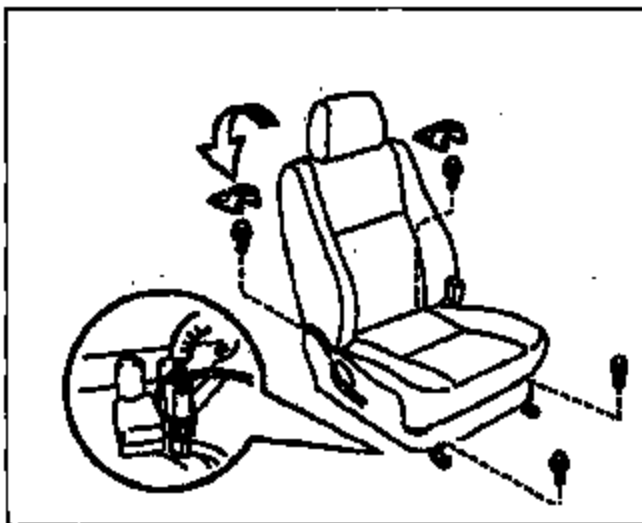
## B. HEADLINER REMOVAL



1. **REMOVE THE FRONT DOOR SCUFF PLATE RH**
  - (a) Using a plastic pry tool, disengage the clips securing the front door scuff plate to the vehicle body and remove the front door scuff plate.
  - (b) Repeat the above process to remove the front door scuff plate LH.

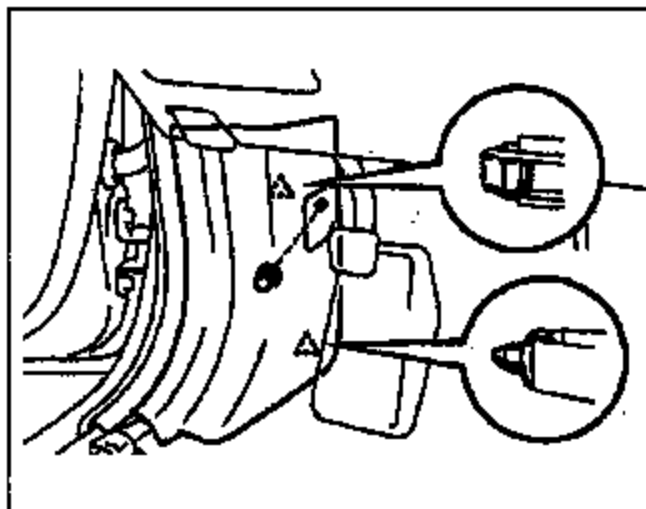


2. **REMOVE THE REAR DOOR SCUFF PLATE RH**
  - (a) Using a plastic pry tool, disengage the clips securing the rear door scuff plate to the vehicle body and remove the rear door scuff plate.
  - (b) Repeat the above process to remove the rear door scuff plate LH.



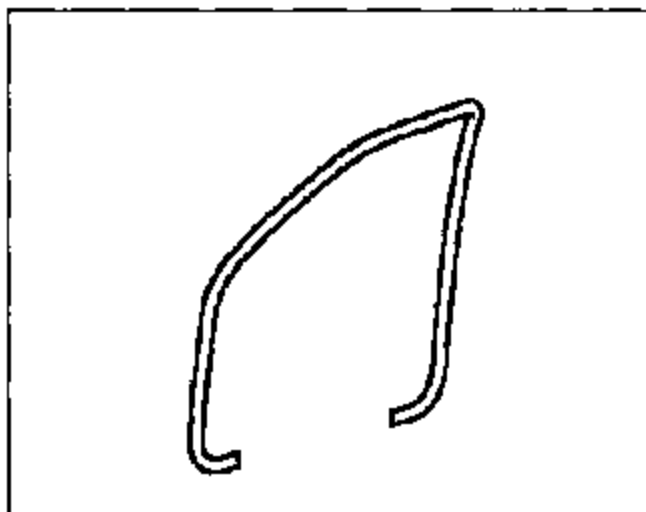
3. **REMOVE THE FRONT SEAT ASSEMBLY RH**
  - (a) Remove the two (2) front seat rear bolt covers.
  - (b) Remove the four (4) bolts securing the front seat to the vehicle floor.
  - (c) Disconnect the electrical connectors from the underside of the front seat assembly and remove the front seat assembly.
  - (d) Repeat the above process to remove the front seat assembly LH.

**NOTE:** For vehicles with power seats, it may be necessary to temporarily reconnect the battery and adjust the seats in order to access the seat bolts.



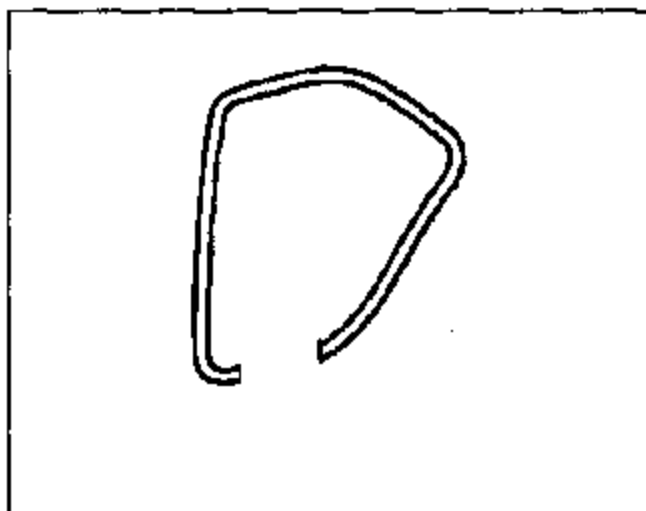
**4. REMOVE THE COWL SIDE TRIM SUB-ASSEMBLY RH**

- (a) Remove the plastic cap nut.
- (b) Using a plastic pry tool, disengage the two clips securing the cowl side trim sub-assembly to the vehicle body and remove the cowl side trim sub-assembly.
- (c) Repeat the above process to remove the cowl side trim sub-assembly LH.



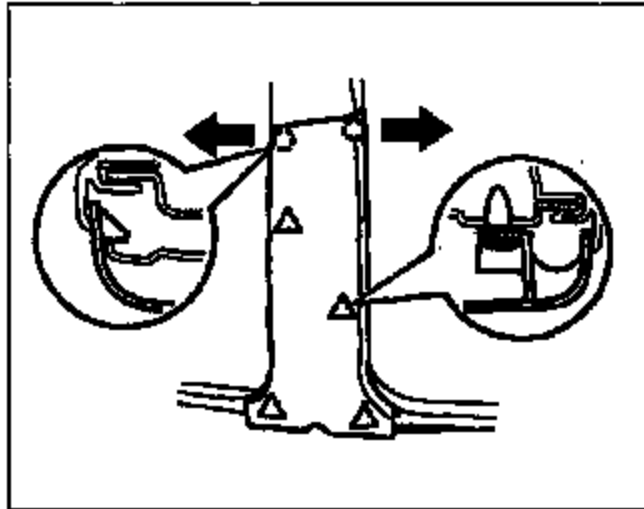
**5. REMOVE THE FRONT DOOR OPENING TRIM WEATHERSTRIP RH**

- (a) Pull the front door opening trim weatherstrip toward the center of the door opening and remove the front door opening trim weatherstrip.
- (b) Repeat the above process to remove the front door opening trim weatherstrip LH.



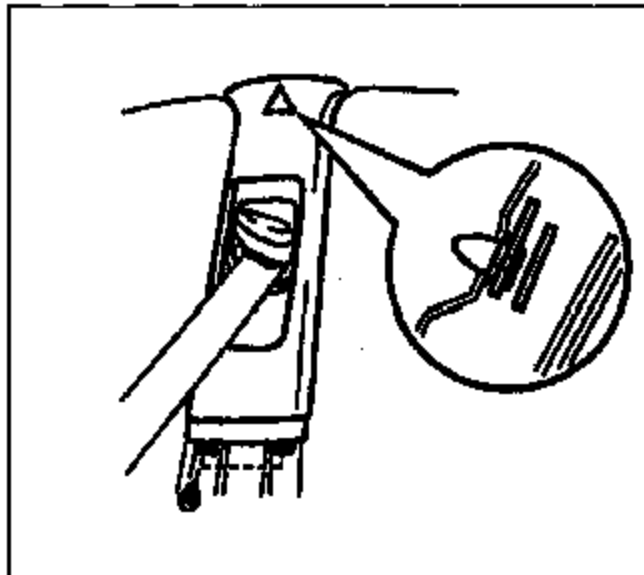
**6. REMOVE THE REAR DOOR OPENING TRIM WEATHERSTRIP RH**

- (a) Pull the rear door opening trim weatherstrip toward the center of the door opening and remove the rear door opening trim weatherstrip.
- (b) Repeat the above process to remove the rear door opening trim weatherstrip LH.



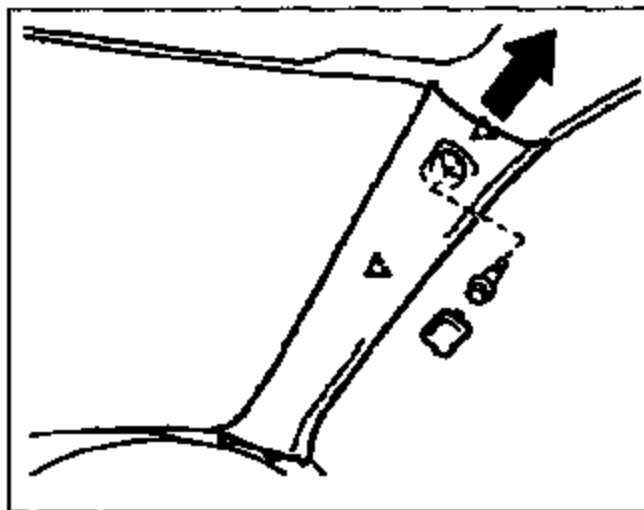
**7. REMOVE THE CENTER PILLAR GARNISH LOWER RH**

- (a) Using a plastic pry tool, disengage the clips securing the center pillar garnish lower to the vehicle body and remove the center pillar garnish lower.
- (b) Repeat the above process to remove the center pillar garnish lower LH.



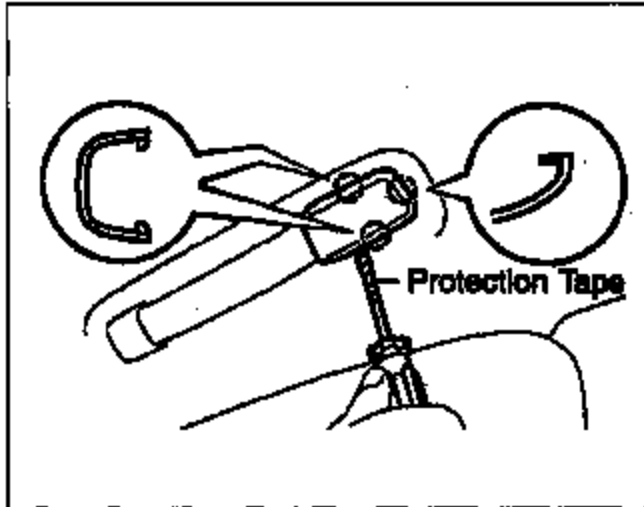
**8. REMOVE THE CENTER PILLAR GARNISH UPPER RH**

- (a) Using a screwdriver, disengage the two (2) lower clips.
- (b) Using a plastic pry tool, disengage the upper clip securing the center pillar garnish upper to the vehicle body.
- (c) Move the center pillar garnish upper toward the center of the vehicle.
- (d) Repeat the above process to remove the center pillar garnish upper LH.



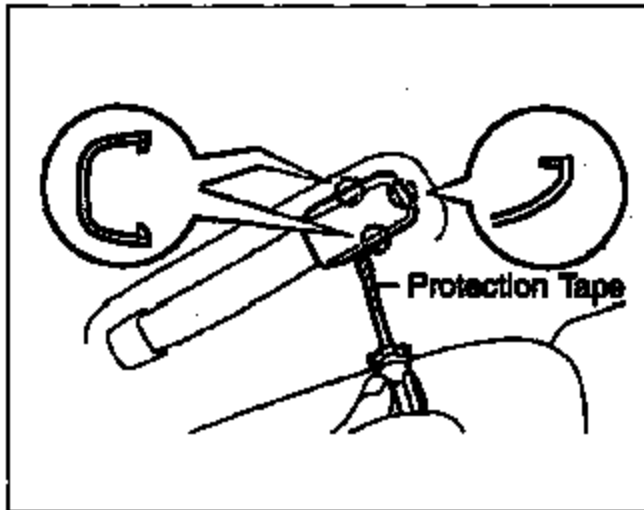
**9. REMOVE THE A-PILLAR GARNISH RH**

- (a) Using a plastic pry tool, remove the A-Pillar garnish bolt cover.
- (b) Remove the A-Pillar garnish bolt.
- (c) Using a plastic pry tool, disengage the clips securing the A-Pillar garnish to the vehicle body.
- (d) Pull the A-Pillar garnish upward and toward the rear of the vehicle as illustrated to the left and remove the A-Pillar garnish.
- (e) Repeat the above process to remove the A-Pillar garnish LH.



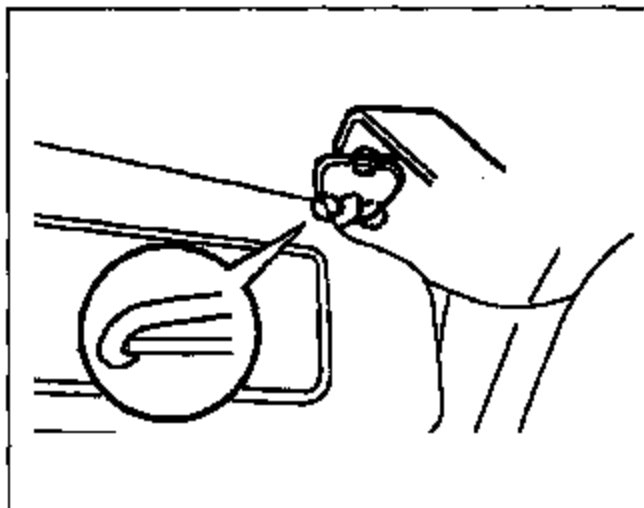
#### 10. REMOVE THE FRONT ASSIST GRIP RH

- (a) Using a plastic pry tool, pry out the three edges of the front assist grip bolt covers and remove the bolt covers.
- (b) Remove the two bolts and the front assist grip.
- (c) Repeat the above process to remove the front assist grip LH.



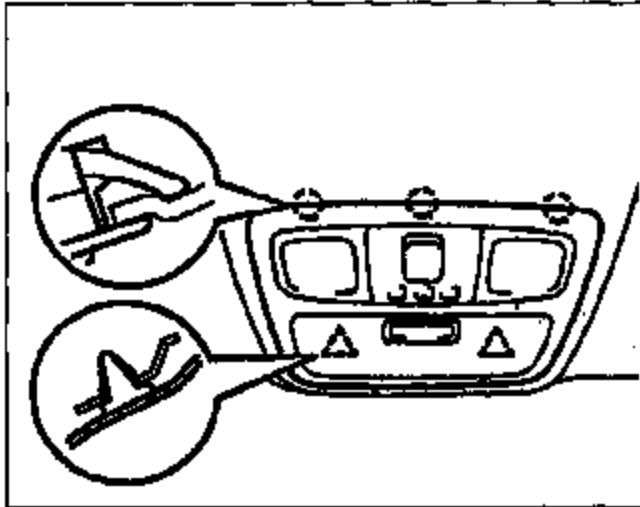
#### 11. REMOVE THE REAR ASSIST GRIP RH

- (a) Using a plastic pry tool, pry out the three edges of the rear assist grip bolt covers and remove the bolt covers.
- (b) Remove the two bolts and the rear assist grip.
- (c) Repeat the above process to remove the rear assist grip LH.



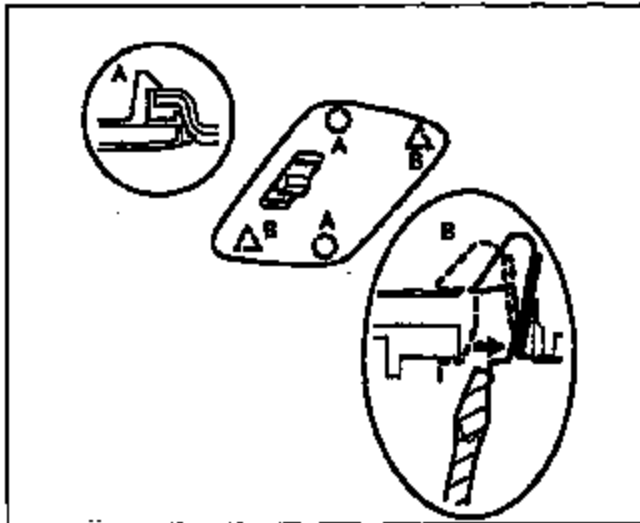
#### 12. REMOVE THE SUN VISOR ASSEMBLY RH

- (a) Using a plastic pry tool, remove the sun visor bracket cover.
- (b) Remove the two screws and the sun visor assembly.
- (c) Repeat the above process to remove the sun visor assembly LH.



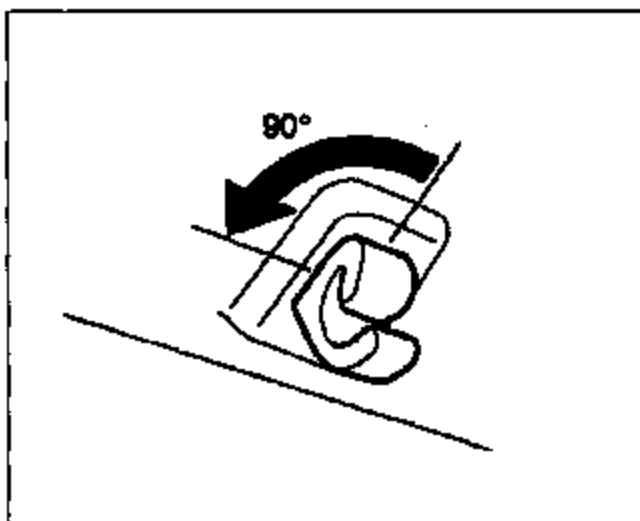
### 13. REMOVE THE ROOF CONSOLE BOX ASSEMBLY

- (a) Using a plastic pry tool, disengage the two (2) clips securing the front of the console box assembly to the vehicle body.
- (b) Slide the rear side of the roof console box toward the front of the vehicle.
- (c) Disconnect the electrical connector and remove the roof console box.



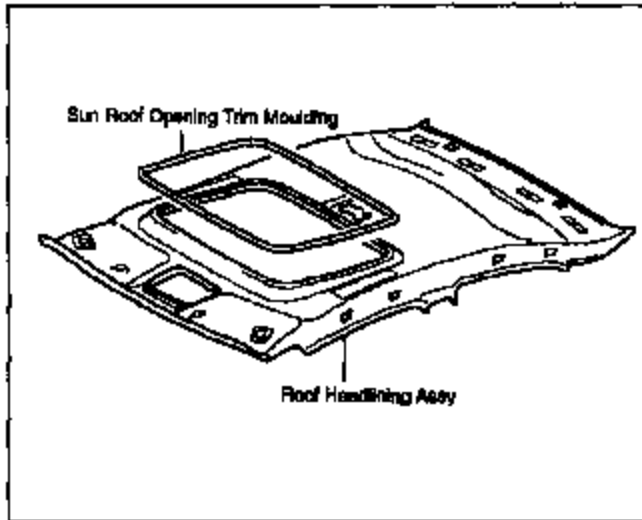
### 14. REMOVE THE ROOM LAMP ASSEMBLY NO. 1

- (a) Using a plastic pry tool, pry the room lamp assembly No. 1 clear plastic cover from the left side of the room lamp assembly No. 1.
- (b) Slide the room lamp assembly No. 1 clear plastic cover to the left.
- (c) Using a plastic pry tool, disengage the clips securing the room lamp assembly No. 1 to the headliner assembly.
- (d) Disconnect the connector and remove the room lamp assembly No. 1.



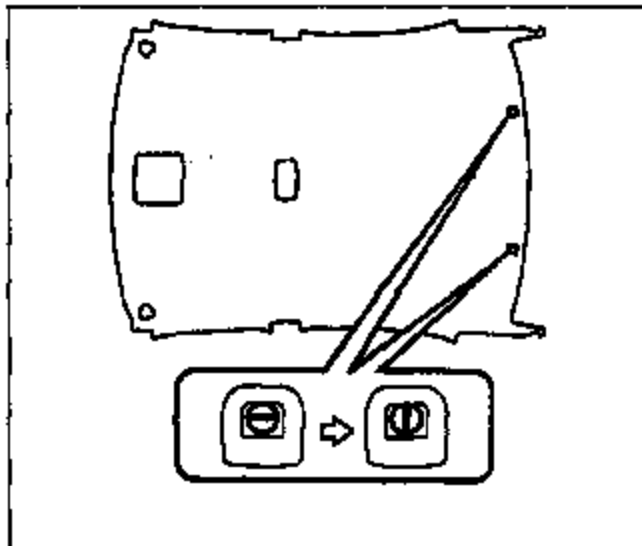
### 15. REMOVE THE SUN VISOR HOLDER RH

- (a) Turn the sun visor holder 90 degrees to the left, pull down, and remove the sun visor holder.
- (b) Repeat the above process to remove the sun visor holder LH.



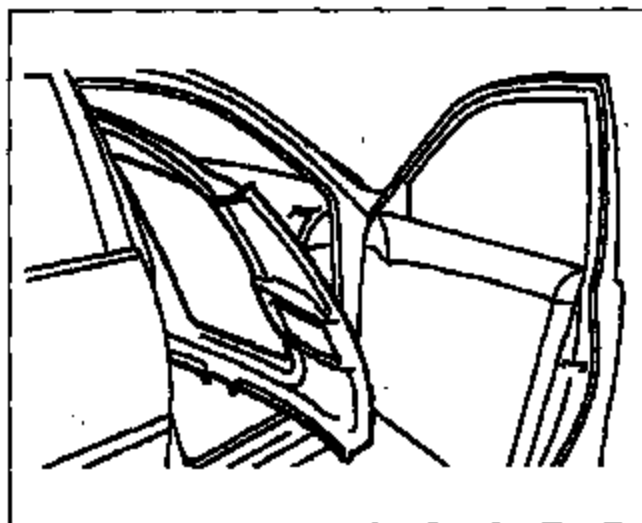
**16. REMOVE THE SUN ROOF OPENING TRIM MOLDING (IF APPLICABLE)**

- (a) Pull the sun roof opening trim molding toward the center of the sun roof opening and remove the sun roof opening trim molding.



**17. REMOVE THE ROOF HEADLINER ASSEMBLY**

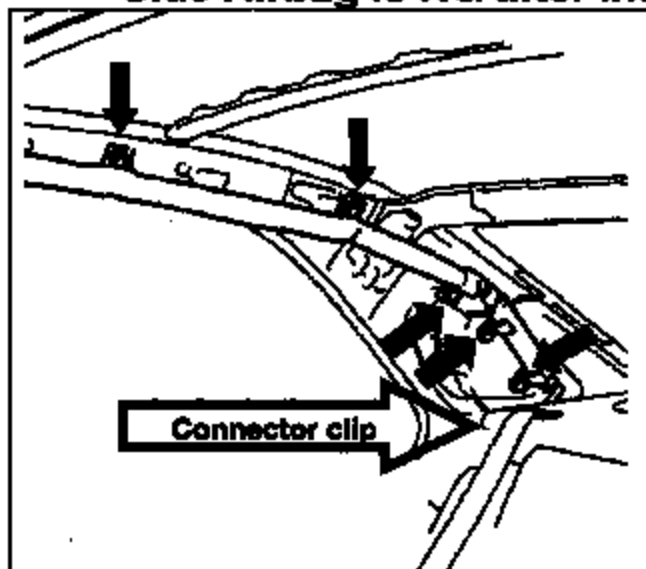
- (a) Turn the inner latches of the rear sunshade trim holders 90 degrees, then pull the rear sunshade trim holders down, and remove the rear sunshade trim holders.
- (b) If the vehicle is equipped with an electrochromatic inner-rear-view-mirror, remove the inner-rear-view-mirror cover.
- (c) Remove the tape that adheres the wire harness to the headliner assembly.
- (d) Disconnect the rear window defrost connectors.
- (e) Push the headliner assembly back toward the rear of the vehicle and drop the headliner assembly down.
- (f) Remove the headliner assembly from the passenger's door.



**NOTE: Be careful not to crease the headliner assembly.**

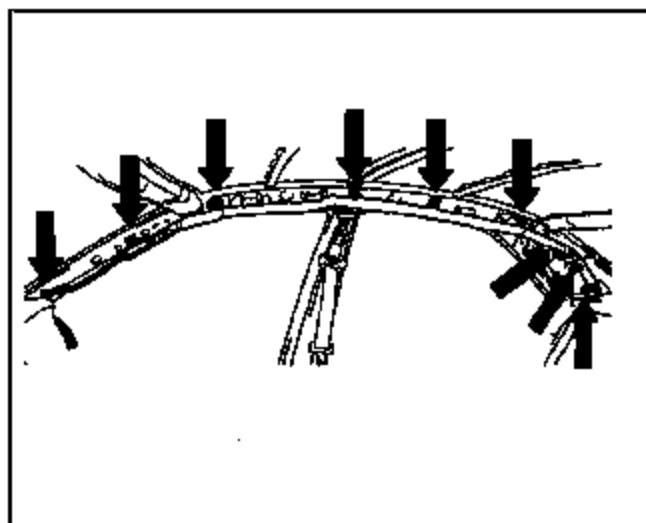


## C. CURTAIN SIDE AIRBAG REPLACEMENT (Only If Curtain Side Airbag Is NG after Inspection)



### 1. REMOVE THE NG CURTAIN SIDE AIRBAG ASSEMBLY

- Using a plastic pry tool, disengage the Curtain Side Airbag connector clip that secures the connector to the vehicle body.
- Disconnect the airbag connector.
- Remove the nine (9) bolts and the Curtain Side Airbag assembly.



### 2. INSTALL THE CURTAIN SIDE AIRBAG ASSEMBLY

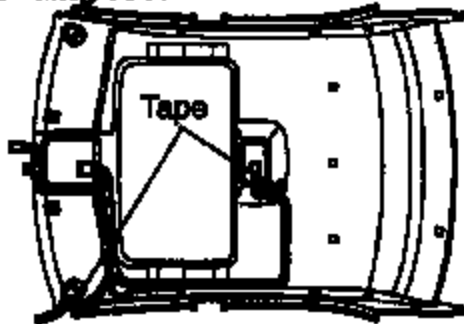
- Install the nine (9) bolts starting from the rear of the vehicle, moving toward the front of the vehicle in order.

**TORQUE:** 14 N·m (143 kgf·cm, 10 ft·lbf)

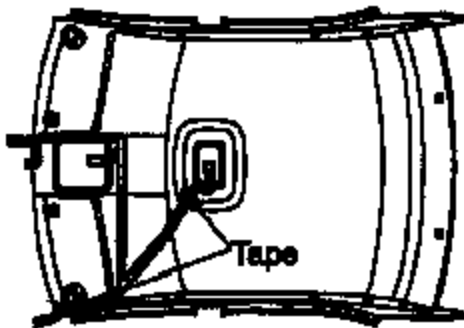
- Connect the Curtain Side Airbag connector, and engage the connector clip into the vehicle body.

## D. REASSEMBLE VEHICLE

w/ Sliding roof



w/o Sliding roof

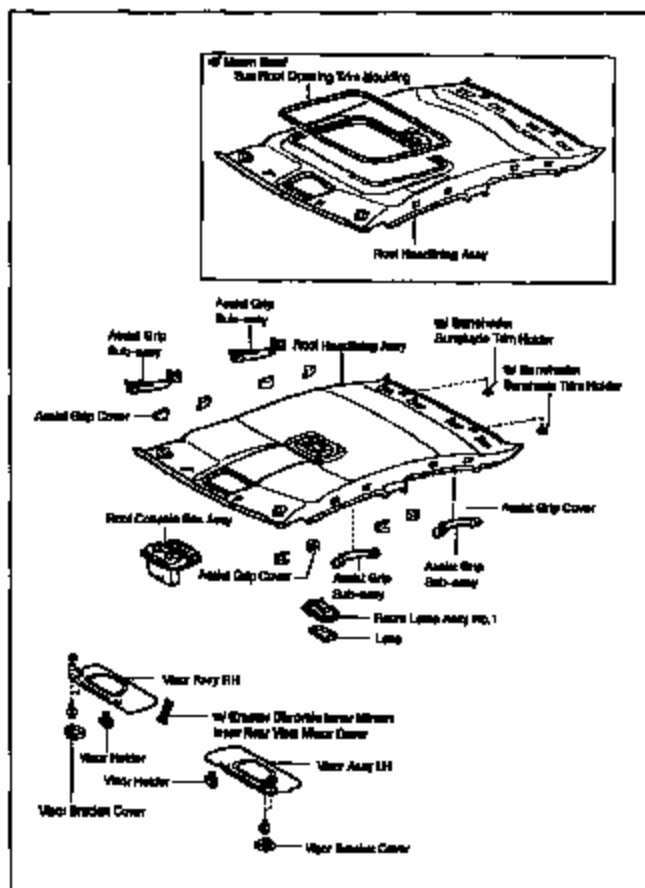


### 1. INSTALL THE ROOF HEADLINER ASSEMBLY

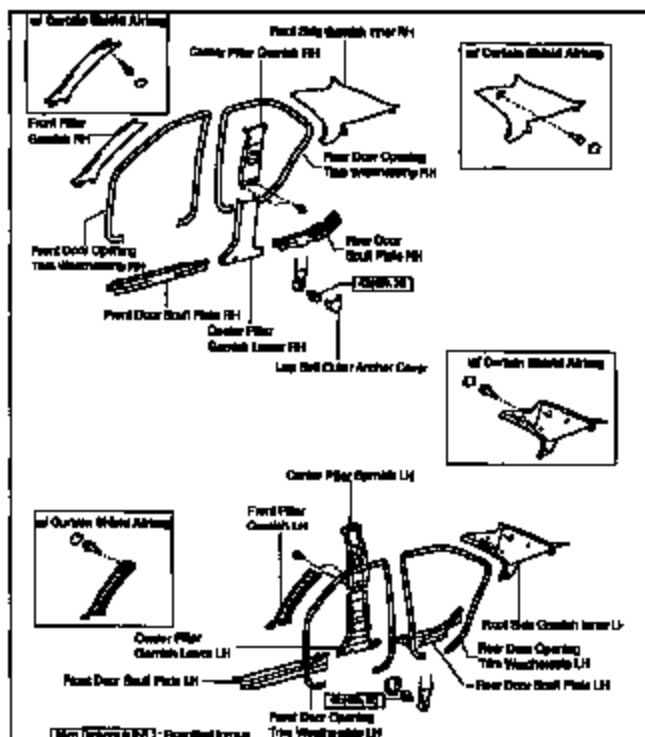
- (a) Using the illustration to the left adhere the wire harness to the headliner assembly with foam tape.
- (b) Using foam tape, adhere the headliner assembly rear clip metal strips in their correct positions to the headliner assembly.

**NOTE:** Use the previous glue spots on the headliner assembly to locate where the headliner assembly rear clip metal strips will be adhered.

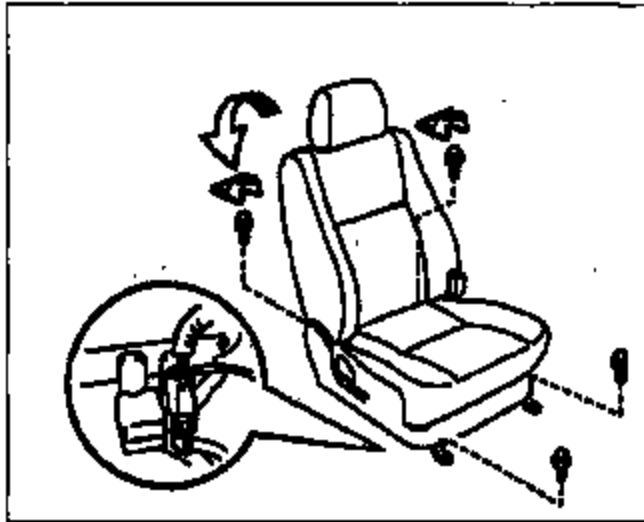
- (c) Install the headliner assembly to the roof.
- (d) Install the two (2) rear sunshade trim holders.
- (e) If the vehicle is equipped with an electrochromatic inner-rear-view-mirror, install the inner-rear-view-mirror cover.



- 2. INSTALL THE SUN VISOR HOLDERS**
- 3. INSTALL THE SUN ROOF OPENING TRIM MOLDING**
- 4. INSTALL THE ROOM LAMP ASSEMBLY NO. 1**
- 5. INSTALL THE ROOF CONSOLE BOX ASSEMBLY**
- 6. INSTALL THE ASSIST GRIPS**
- 7. INSTALL THE SUN VISOR ASSEMBLIES**



- 8. INSTALL THE FRONT PILLAR GARNISHES**
- 9. INSTALL THE CENTER PILLAR GARNISHES UPPER**
- 10. INSTALL THE CENTER PILLAR GARNISHES LOWER**
- 11. INSTALL THE DOOR OPENING TRIM WEATHERSTRIPS**
- 12. INSTALL THE COWL SIDE TRIM SUB-ASSEMBLIES**
- 13. INSTALL THE SCUFF PLATES**
- 14. INSTALL THE ROOF SIDE GARNISHES**

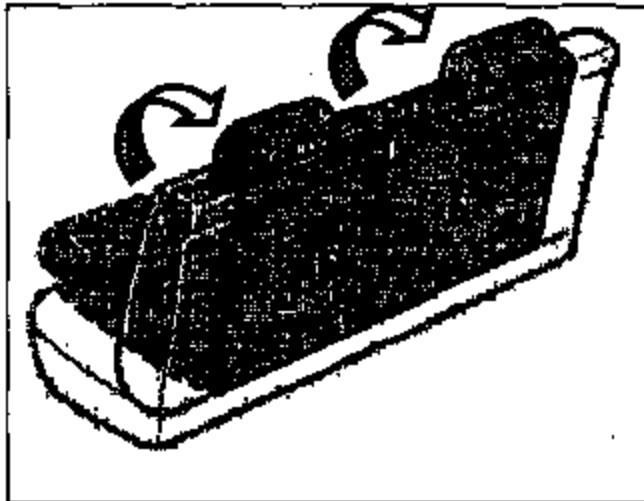


**15. INSTALL THE FRONT SEAT ASSEMBLY RH**

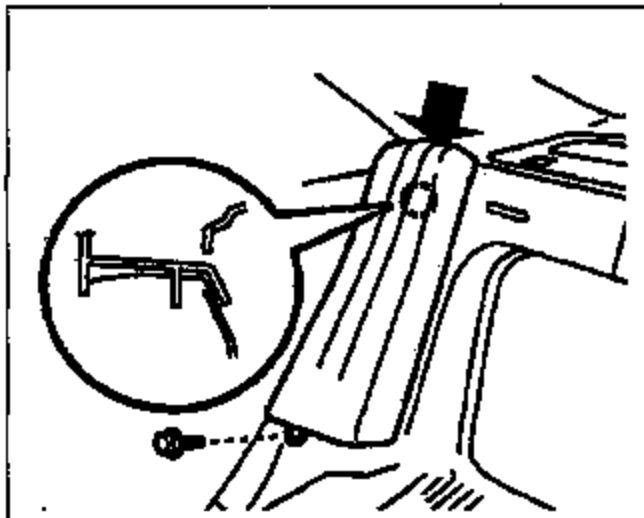
- (a) Reconnect the electrical connectors.
- (b) Install the four (4) front seat bolts.

**TORQUE: 36.8 N·m (377 kgf-cm, 27 ft-lbf)**

- (c) Install the two (2) front seat rear bolt covers.
- (d) Repeat the above process to install the front seat assembly LH.



**16. FOLD THE REAR SEAT BACK ASSEMBLIES TO THE UP POSITION**

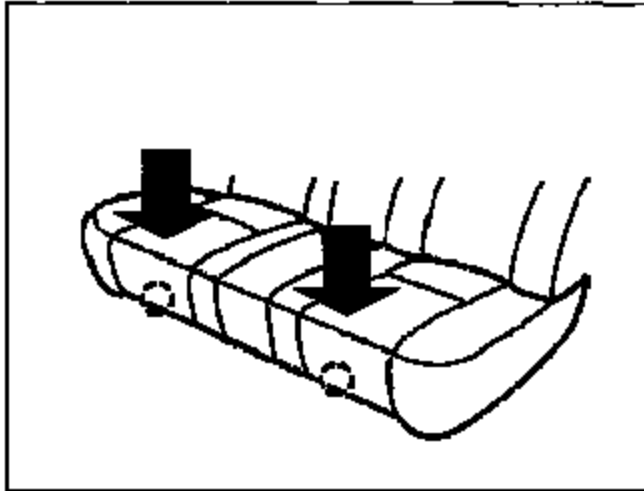


**17. INSTALL THE REAR SIDE SEAT BACK ASSEMBLY RH**

- (a) Engage the rear side seat back assembly clip by sliding the rear side seat back assembly down into position.
- (b) Install the bolt.

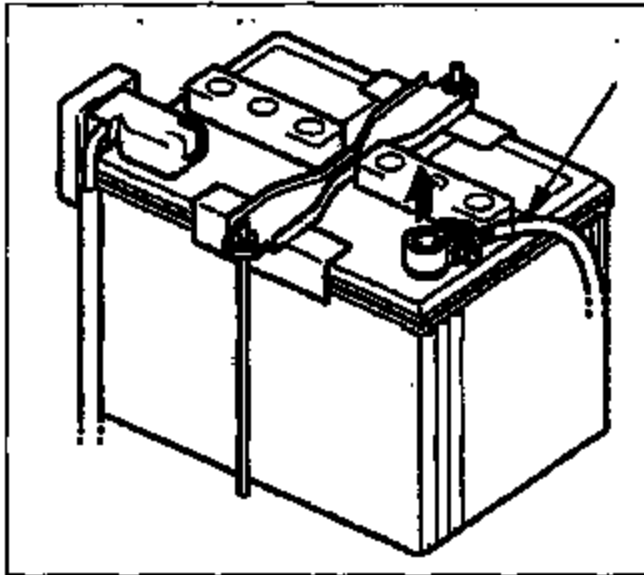
**TORQUE: 18 N·m (183 kgf-cm, 13 ft-lbf)**

- (c) Repeat the above process to install the rear side seat back assembly LH.



**18. INSTALL THE REAR SEAT CUSHION**

**NOTE:** Verify that the rear seat belt latch mechanisms are positioned correctly through the rear seat cushion.



**19. RECONNECT THE BATTERY**

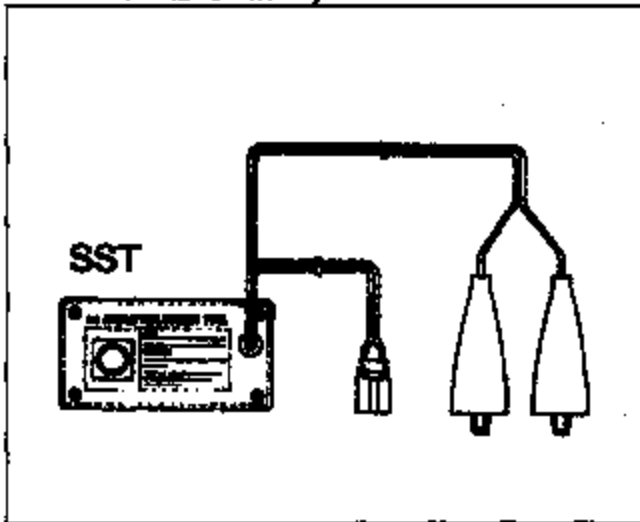
**TORQUE:** 4.1 N·m (41.8 kgf·cm, 36 ft·lbf)

**20. VERIFY THAT THERE ARE NO MALFUNCTION INDICATOR LAMPS ILLUMINATED**

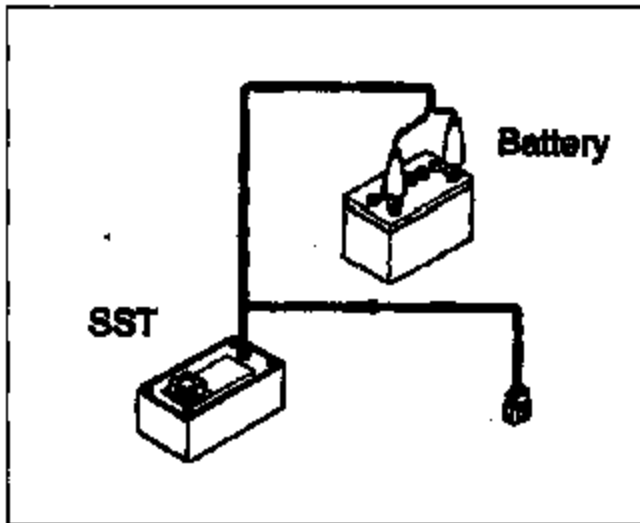
**21. VERIFY THAT THERE ARE NO CODES PRESENT IN THE VEHICLE ECU'S**

**22. RETURN THE VEHICLE TO THE CUSTOMER**

## E. CURTAIN SIDE AIRBAG DISPOSAL (RH AND LH PROCEDURE IS THE SAME)

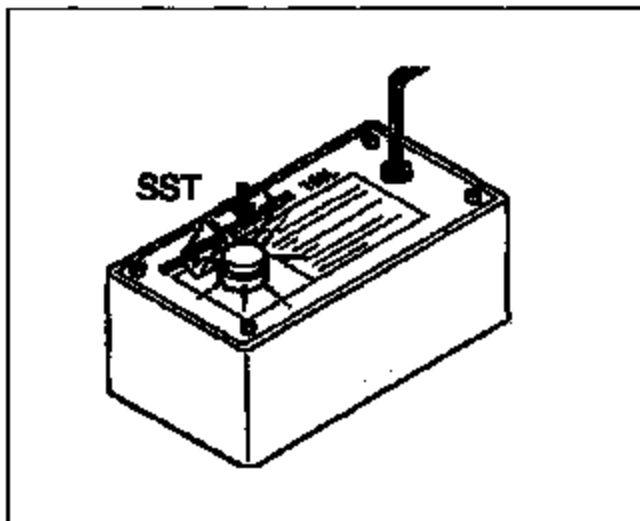


**NOTE:** Use SST 09082-00700 Airbag Deployment Tool in conjunction with SST 09082-00760 Driver / Passenger Deployment Wire for the following disposal procedure.



### 1. PREPARE A POWER SOURCE TO DEPLOY THE AIRBAG

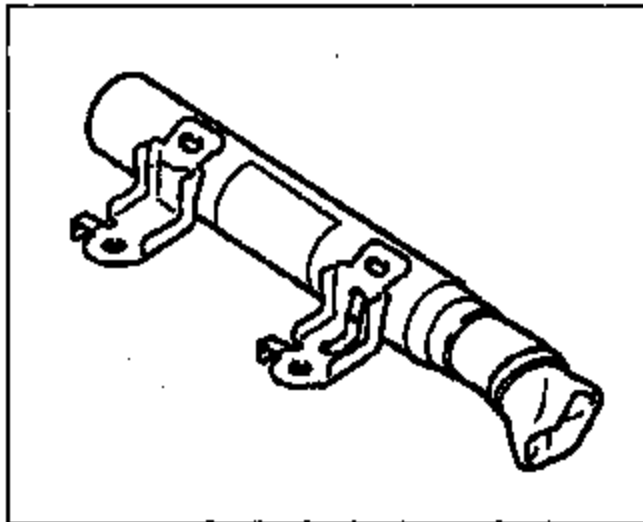
- (a) Prepare a battery as the power source to deploy the airbag.



### 2. CHECK THE FUNCTION OF THE SST

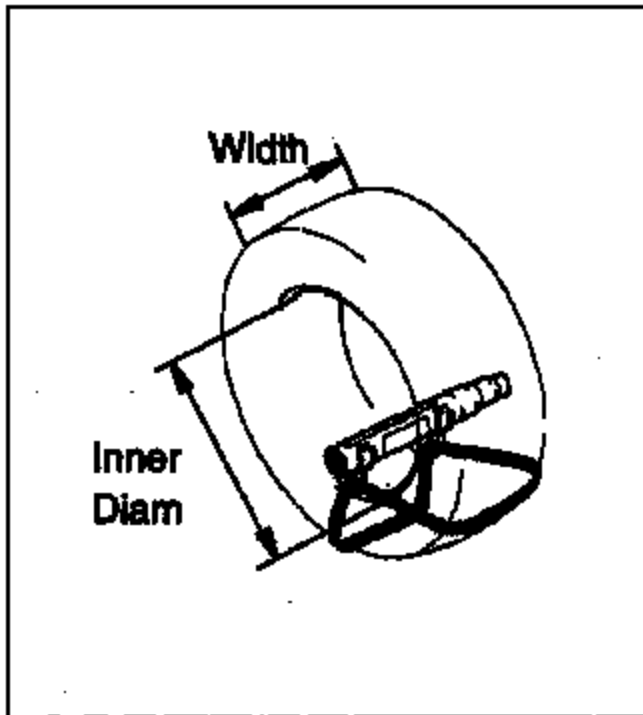
- (a) Connect the SST red lead to the positive terminal of the battery, and the SST black lead to the negative terminal of the battery.
- (b) Press the SST activation switch and verify that the LED light of the activation switch illuminates.
- (c) Disconnect the SST leads from the battery terminals.

**SST:** 09082-00700 Airbag Deployment Tool



**3. PREPARE THE CURTAIN SIDE AIRBAG ASSEMBLY FOR DEPLOYMENT**

- (a) Cut off the deployment section of the Curtain Side Airbag assembly.



- (b) Tie the deployment section of the Curtain Side Airbag assembly to a tire using a service-purpose wire harness or mechanic's wire.

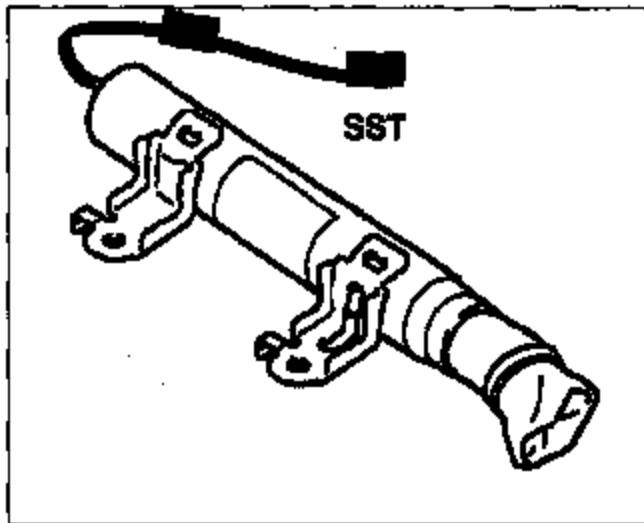
**NOTE:** Tire size must exceed the following dimensions:

**Width:** 185 mm (7.28 in.)

**Inner Diameter:** 360 mm (14.17 in.)

**CAUTION:** Make sure that the deployment section of the Curtain Side Airbag assembly is secured tight to the tire. It is highly dangerous when the looseness in the wire harness or mechanic's wire results in the deployment section of the Curtain Side Airbag assembly coming free due to the shock from deployment.

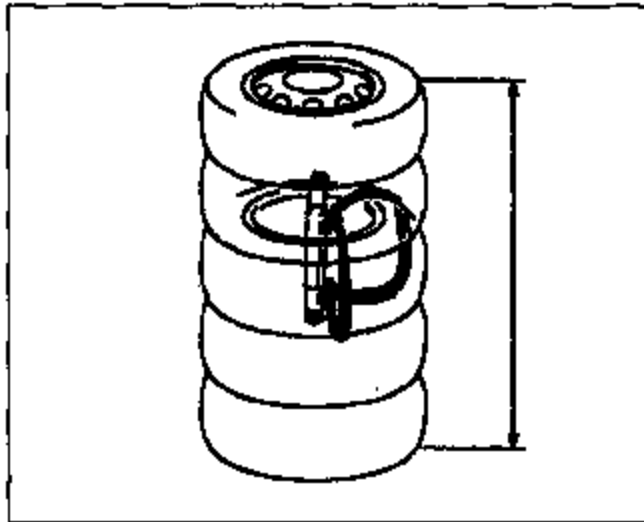
**NOTE:** The tire will be marked by the airbag deployment so use a redundant tire.



**4. INSTALL THE SST**

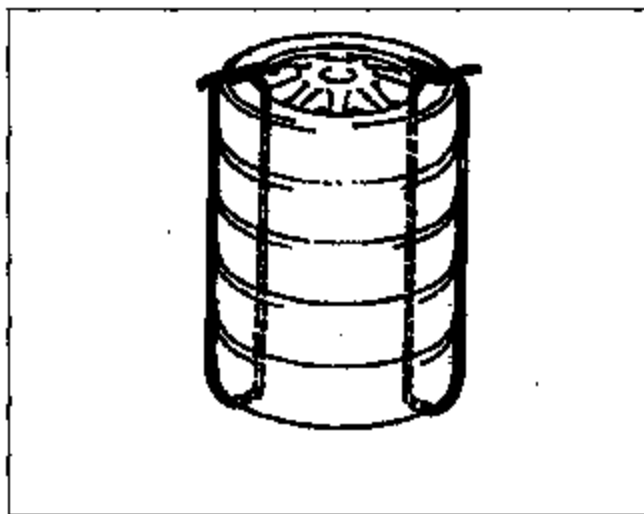
- (a) Connect the SST 09082-00760 Driver / Passenger Deployment Wire to the Curtain Side Airbag deployment section.

**SST: 09082-00760 Driver / Passenger Deployment Wire**



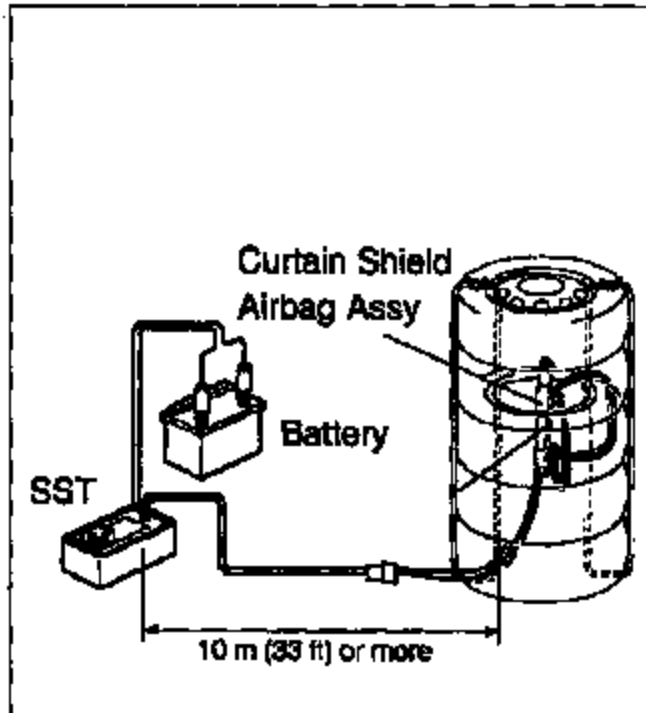
**5. PREPARE TIRES FOR DEPLOYMENT**

- (a) Place at least two (2) tires under the tire to which the Curtain Side Airbag deployment section is secured.
- (b) Place at least two (2) tires on top of the tire to which the Curtain Side Airbag deployment section is secured.



- (c) Tie the five (5) or more tires together with two (2) service-purpose wire harnesses or lengths of rope.





## 6. DEPLOY THE AIRBAG

- Connect the SST 09082-00760 Driver / Passenger Deployment Wire to the SST 09082-00700 Airbag Deployment Tool.
- Connect the SST red lead to the positive (+) terminal of the battery and connect the SST black lead to the negative (-) terminal of the battery.
- Verify that no one is within a 10 m (33 ft) radius of the tire stack.
- Press the activation switch of the SST and deploy the airbag.

**NOTE:** The airbag is deployed as the LED light of the SST activation switch illuminates.

**SST:** 09082-00700 Airbag Deployment Tool and 09082-00760 Driver / Passenger Deployment Wire



## 7. DISPOSE OF THE CURTAIN SIDE AIRBAG ASSEMBLY

- Remove the Curtain Side Airbag deployment section from the tire.
- Place the Curtain Side Airbag deployment section and airbag in a plastic bag, tie it tightly, and dispose of it in the same way as for other general parts disposal.

### CAUTION:

- The Curtain Side Airbag deployment section is extremely hot when the airbag is deployed so do not touch it for at least thirty (30) minutes after deployment.
- Use gloves and safety glasses when handling the Curtain Side Airbag deployment section and airbag.
- Do not apply water, etc. to the Curtain Side Airbag deployment section or airbag.
- Always wash your hands with water after completing the disposal procedure.

## VIII. SSC COMPLETION LABEL INSTALLATION

1. After completing the repair and before returning the vehicle to the owner, an SSC completion label that is enclosed in the owner's notification letter must be affixed to the left front door hinge post near the check strap.

2. The label is to be filled out as follows:
  - Write in SSC 40F.
  - Write in the date the repair was performed.
  - Write in your dealer code.

SSC	Date
DEALER CODE NO.	
00410-01917	

3. Additional SSC completion labels, in sheets of 50 (P/N 00410-01917), may be ordered through the non-parts system on a 1450 order form or through the TDN system.