

TOYOTA CUSTOMER SERVICES

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Date: 04/09/2008
 Action
 Retain
 Information

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

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

SUBJECT: SAFETY RECALL (SPECIAL SERVICE CAMPAIGN) – 80A
(CERTAIN 2003 THROUGH 2004 MODEL YEAR COROLLA AND COROLLA
MATRIX FRONT DOOR GLASS BOLTS)

Toyota will initiate a Safety Recall (Special Service Campaign) to replace the driver and front passenger door glass bolts on certain 2003 through 2004 model year Corolla and Corolla Matrix vehicles equipped with power windows. There are approximately 539,500 vehicles involved.

On certain 2003 through 2004 model year Corolla and Corolla Matrix vehicles equipped with power windows, the driver and front passenger door glass bolts may loosen and come off, causing the door glass to separate from the window regulator. Vehicles that are equipped with manual windows are NOT involved.

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

1. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in mid-April, 2008.

2. Owner Notification Mailing Date

The owner notification will commence in late April, 2008, approximately one week after the dealer notification.

Please note that only owners of the affected vehicles will be notified. 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 by confirming through Dealer Daily/TIS**. Dealers should perform the replacement as outlined in the attached Technical Instructions and appropriate repair manual as indicated.

3. Region/District Summary Reports

We have enclosed the following SSC 80A 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 SSC.
- A District Summary Report that indicates the number of involved vehicles per dealership in each district for this campaign.

Please refer to the attached Dealer Letter for additional information.

Please review this entire SSC 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

K. Aoki
K. Arase
J. Beseda
G. Borst
R. Broughman
G. Bryan
W. Burns
D. Camden
B. Carter
G. Christoff
J. Colon
B. Cooper
R. Daly
D. Danzer
F. Davidson
A. DeCarr
T. Doi
B. Ertmann
D. Esmond
W. Fay
N. Fein

F. Fontanella
Y. Funo
S. Haag
J. Hanson
K. Higgins
M. Hosoe
D. Illingworth
R. Ito
M. King
J. Lang
J. Lentz
E. Matsuda
T. Matsuno
T. Medeiros
M. Michels
I. Miller
T. Minyon
M. Morrison
T. Morrison
T. Nakagami

K. Ohara
D. Pettitt
R. Pflughaupt
C. Reynolds
M. Rocco
R. Sakai
D. Sakakibara
M. Setta
A. Smith
R. Specht
J. Stempkowski
S. Sugawara
E. Taira
M. Templin
J. Tetherow
A. Vaish
R. Waltz
S. Yamaguchi
M. Yamanami
H. Yoshihashi



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

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

SUBJECT: SAFETY RECALL (SPECIAL SERVICE CAMPAIGN) – 80A
(CERTAIN 2003 THROUGH 2004 MODEL YEAR COROLLA AND COROLLA MATRIX
FRONT DOOR GLASS BOLTS)

Toyota will initiate a Safety Recall (Special Service Campaign) to replace the driver and front passenger door glass bolts on certain 2003 through 2004 model year Corolla and Corolla Matrix vehicles equipped with power windows. There are approximately 539,500 vehicles involved.

On certain 2003 through 2004 model year Corolla and Corolla Matrix vehicles equipped with power windows, the driver and front passenger door glass bolts may loosen and come off, causing the door glass to separate from the window regulator. Vehicles that are equipped with manual windows are NOT involved.

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

1. Owner Notification Letter Mailing Date

The owner notification will commence in late April, 2008, approximately one week after the dealer notification.

As always, please **verify vehicle eligibility by confirming through Dealer Daily/TIS**. Dealers should perform the replacement as outlined in the attached Technical Instructions and appropriate repair manual as indicated.

2. Dealer/Owner Lists

Affected vehicle VIN lists (VIN only due to changes in Privacy Laws) for SSC 80A have been distributed to each dealership's Service and Parts Managers. These lists are based upon the dealership's Primary Marketing Area (PMA) or selling dealership where applicable. Based upon our records, a dealership which does not have an affected vehicle in their PMA will receive a report indicating so.

3. 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 replacements have been performed.

4. Number and Identification of Involved Vehicles

There are approximately 539,500 Corolla and Corolla Matrix (2003 through 2004 model year) vehicles involved in the U.S.

Model	WMI	Year	VIN Range	
			VDS	Ranges
Corolla	1NX	2003	BR32E	Z000002 – Z190444
			BR38E	Z000012 – Z190424
		2004	BR32E	Z190447 – Z342394
			BR38E	Z190512 – Z342398
	2T1	2003	BR32E	C000090 – C165640
			BR38E	C000123 – C165643
		2004	BR32E	C165645 – C300963
			BR38E	C167737 – C300955
	JTD	2003	BR32E	0002007 – 0051596
				2000001 – 2016855
			BR38E	0006684 – 0051592
		2004		2000002 – 2016852
BR32E			0051487 – 0053025	
BR38E			2016856 – 2048916	
Corolla Matrix	2T1	2003	KR32E	C000085 – C165642
			KR38E	C000094 – C165595
			KY32E	C000098 – C165632
			KY38E	C000118 – C165579
			LR32E	C000138 – C165628
			LR38E	C001163 – C165585
		2004	KR32E	C165644 – C300958
			KR38E	C165737 – C300939
			KY32E	C163607 – C300911
			KY38E	C165661 – C300805
			LR32E	C165669 – C300961
			LR38E	C165650 – C300798

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/TIS**. Dealers should perform the replacement as outlined in the attached Technical Instructions and appropriate repair manual as indicated.

5. Parts Ordering

The necessary parts can be ordered through the dealership's facing PDC. Please refer to the table below and the Technical Instructions for part number information.

Part Number	Part Description	Quantity
04008-09102	Kit, Bolt with Washer	1

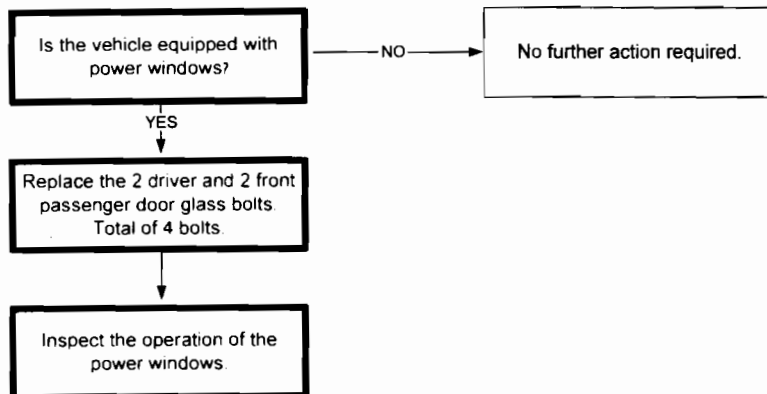
UIO by state matrix is listed below to inform dealers of the number of vehicles in their area.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	571	GA	12,309	ME	1,726	NJ	21,769	SD	488
AL	4,664	IA	2,610	MI	6,598	NM	2,557	TN	6,306
AR	2,104	ID	1,366	MN	6,693	NV	5,118	TX	30,559
AZ	10,295	IL	20,822	MO	6,311	NY	32,948	UT	4,128
CA	102,914	IN	6,098	MS	2,064	OH	17,136	VA	16,625
CO	5,927	KS	3,278	MT	610	OK	2,885	VT	1,271
CT	7,904	KY	6,506	NC	13,020	OR	5,398	WA	10,140
DC	966	LA	5,991	ND	361	PA	20,149	WI	8,165
DE	1,394	MA	17,627	NE	1,435	RI	2,717	WV	1,990
FL	47,221	MD	15,649	NH	3,241	SC	4,787	WY	391

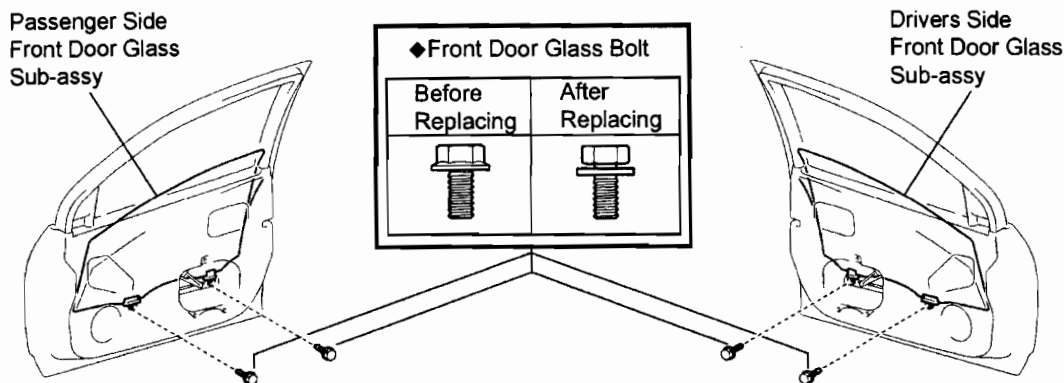
6. Warranty Processor Instructions

Please note the following for this campaign:

- **All vehicles involved will require the replacement of the driver and front passenger door glass bolts.**
- **ONLY vehicles equipped with power windows are involved in this campaign.**
- **Vehicles equipped with manual windows are NOT involved.**



2003 Through 2004 Model Year Corolla and Corolla Matrix Front Door Glass Bolts



The operation code to be used for this campaign is:

SSC #	Op. Code	Description	Flat Rate Hour
80A	8512C1	Replace the driver and front passenger door glass bolts	1.0 Hr/Veh

NOTE:

- The above flat rate times include 0.1 hour for campaign administrative cost per unit for the dealership.
- For Operation Code 8512C1, a \$2 per vehicle for the costs of the butyl tape may be included on the SSC claim **if used during the repair**. Use "SL" sublet type. State "Butyl Tape" in the sublet description. Sublet cost maximum is \$2.

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 80A
2003 Through 2004 Model Year Corolla and Corolla Matrix Front Door Glass Bolts
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 the driver and front passenger door glass bolts of certain 2003 through 2004 model year Corolla and Corolla Matrix vehicles equipped with power windows.

What is the Condition?

On certain 2003 through 2004 model year Corolla and Corolla Matrix vehicles equipped with power windows, the driver and front passenger door glass bolts may loosen and come off, causing the door glass to separate from the window regulator. If this condition has occurred on your vehicle, in some cases due to the components becoming loose and possibly rattling, an abnormal noise may be heard from the driver and/or front passenger door when operating the power windows. In the worst case, the door glass may separate from the window regulator, bind and shatter during operation of the power windows, causing driver distraction and/or injury.

What will Toyota do?

Any Toyota dealer will replace the two driver and two front passenger door glass bolts (four bolts total) with newly designed ones at **NO CHARGE** to you.

What should you do?

This is an Important Safety Recall

Please contact your authorized Toyota dealer to make an appointment to replace the two driver and two front passenger door glass bolts (four bolts total) as soon as possible. The repair will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

We request that you present this notice to the dealer at the time of your service appointment.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this important Safety Recall. 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 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

What if you have previously paid for the replacement of the front door glass bolts for this specific condition?

If you have previously paid for the replacement of the front door glass bolts for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration

Toyota Motor Sales, U.S.A., Inc
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

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, 1200 New Jersey Avenue S.E., Washington, DC 20590 or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

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.

We have sent this notice in the interest of your continued satisfaction with our products, and 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.



**Special Service Campaign (SSC) – 80A (SAFETY RECALL)
 Certain 2003 through 2004 model year Corolla and Corolla Matrix Front Door Glass Bolts**

Q1: What is the condition?

A1: On certain 2003 through 2004 model year Corolla and Corolla Matrix vehicles equipped with power windows, the driver and front passenger door glass may separate from the window regulator. In the worst case, the door glass may bind and shatter during operation of the power windows.

Q2: What is the cause of this condition?

A2: On the affected vehicles, the driver and front passenger door glass bolts may loosen and come off.

Q3: Are there any warnings that this condition exists?

A3: Yes, if this condition has occurred on the vehicle, in some cases due to the components becoming loose and possibly rattling, an abnormal noise may be heard from the driver and/or front passenger door when operating the power windows.

Q4: Which and how many vehicles are involved?

A4: There are approximately 539,500 vehicles involved in the U.S.

Model Year	Model	UIO
2003 – 2004	Corolla	415,300
2003 – 2004	Corolla Matrix	124,200

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

A5: The affected Corolla and Corolla Matrix vehicles were produced from January, 2002 to April, 2004.

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

A6: No, this specific condition only affects certain 2003 through 2004 model year Corolla and Corolla Matrix vehicles.

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

A7: There have been 143 cases of this condition reported in the affected vehicles.

Q8: Have there been any accidents reported?

A8: There has been 1 minor accident reported in the affected vehicles which may relate to this condition.

Q9: Have there been any injuries related to the alleged accidents?

A9: There have been 15 reported cases of injuries related to this condition reported in the affected vehicles.

Q10: What is Toyota going to do?

A10: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail beginning in late April, 2008. Toyota dealers will replace the two driver and two front passenger door glass bolts (four bolts total) with newly designed ones at **NO CHARGE** to the vehicle owner.

Q11: How long will the repair take?

A11: The repair will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q12: Is this campaign related to the recent NHTSA investigation on the Pontiac Vibe?

A12: Yes, this campaign is a direct result of the National Highway Traffic Safety Administration (NHTSA) and Toyota investigation into the Pontiac Vibe. During the investigation, it was determined that the driver and front passenger door glass bolts may loosen and come off, causing the door glass to separate from the window regulator. Based upon the same design, the 2003 through 2004 Toyota Corolla and Corolla Matrix vehicles were included in this campaign.

Q13: What should an owner do if they experience the condition or have immediate questions or concerns about the current safety of their vehicle?

A13: Owners are requested to contact their local Toyota dealer for diagnosis and repair.

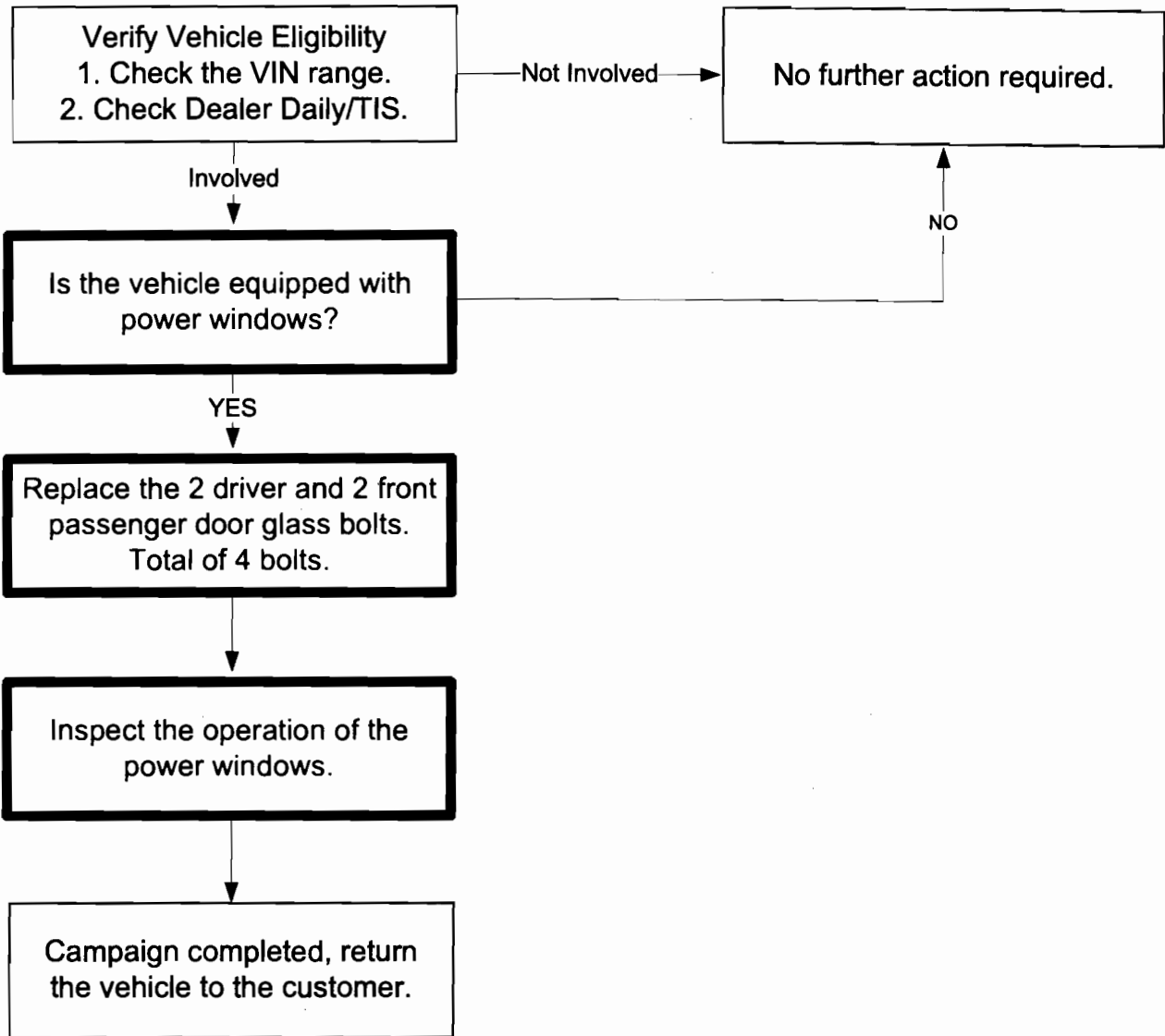
TECHNICAL INSTRUCTIONS

FOR

**SPECIAL SERVICE CAMPAIGN 80A (SAFETY RECALL)
FRONT DOOR GLASS BOLTS**

**2003 THROUGH 2004 MODEL YEAR COROLLA & COROLLA MATRIX
WITH POWER WINDOWS**

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

Model	WMI	Year	VIN Range	
			VDS	Range
Corolla	1NX	2003	BR32E	Z000002 – Z190444
			BR38E	Z000012 – Z190424
		2004	BR32E	Z190447 – Z342394
			BR38E	Z190512 – Z342398
	2T1	2003	BR32E	C000090 – C165640
			BR38E	C000123 – C165643
		2004	BR32E	C165645 – C300963
			BR38E	C167737 – C300955
	JTD	2003	BR32E	0002007 – 0051596
				2000001 – 2016855
			BR38E	0006684 – 0051592
				2000002 – 2016852
		2004	BR32E	0051487 – 0053025
				2016856 – 2048916
			BR38E	0051779 – 0053026
				2016863 – 2048900
Corolla Matrix	2T1	2003	KR32E	C000085 – C165642
			KR38E	C000094 – C165595
			KY32E	C000098 – C165632
			KY38E	C000118 – C165579
			LR32E	C000138 – C165628
			LR38E	C001163 – C165585
		2004	KR32E	C165644 – C300958
			KR38E	C165737 – C300939
			KY32E	C163607 – C300911
			KY38E	C165661 – C300805
			LR32E	C165669 – C300961
			LR38E	C165650 – C300798

NOTE:

- Check Dealer Daily/TIS to confirm the VIN is involved in this SSC. 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 or were completed by another dealer.

III. PREPARATION

A. PARTS

Part Number	Part Description	Quantity
04008-09102	Kit, Bolt with Washer *	1
* The kit listed above includes the following parts: <ul style="list-style-type: none">• 69913-12020 = Bolt with Washer = Qty 4		

B. TOOLS

- Standard hand tools
- Torque wrench
- Nylon Pry Tools
- Ruler

C. MATERIALS

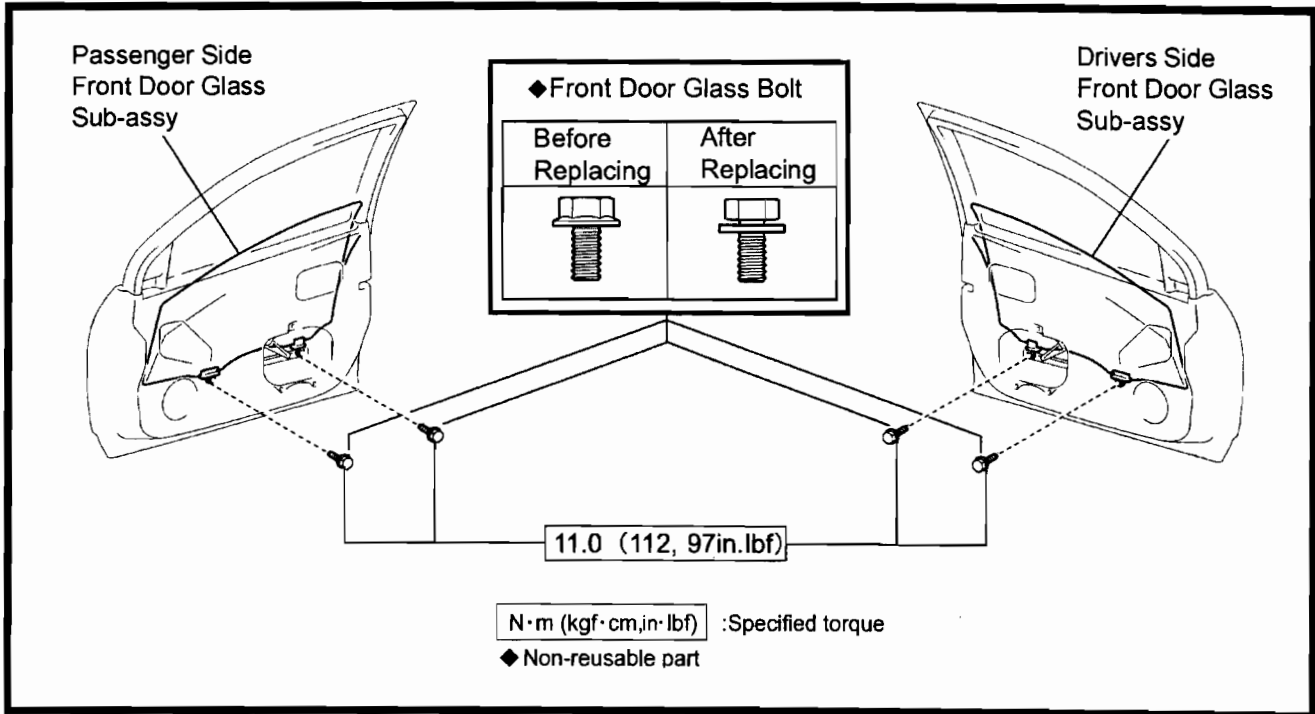
- Tape
- Butyl Tape (use **ONLY** as needed)
 - Brand: 3M Window-Weld (Windo-Weld™) Round Ribbon Sealer
 - Size: ¼ in. x 15 ft.
 - Part Number: 08610

IV. WORK PROCEDURE TABLE OF CONTENTS

Background and Components.....	page 05
Corolla Work Procedure.....	page 06
Corolla Matrix Work Procedure.....	page 14
Appendix.....	page 22

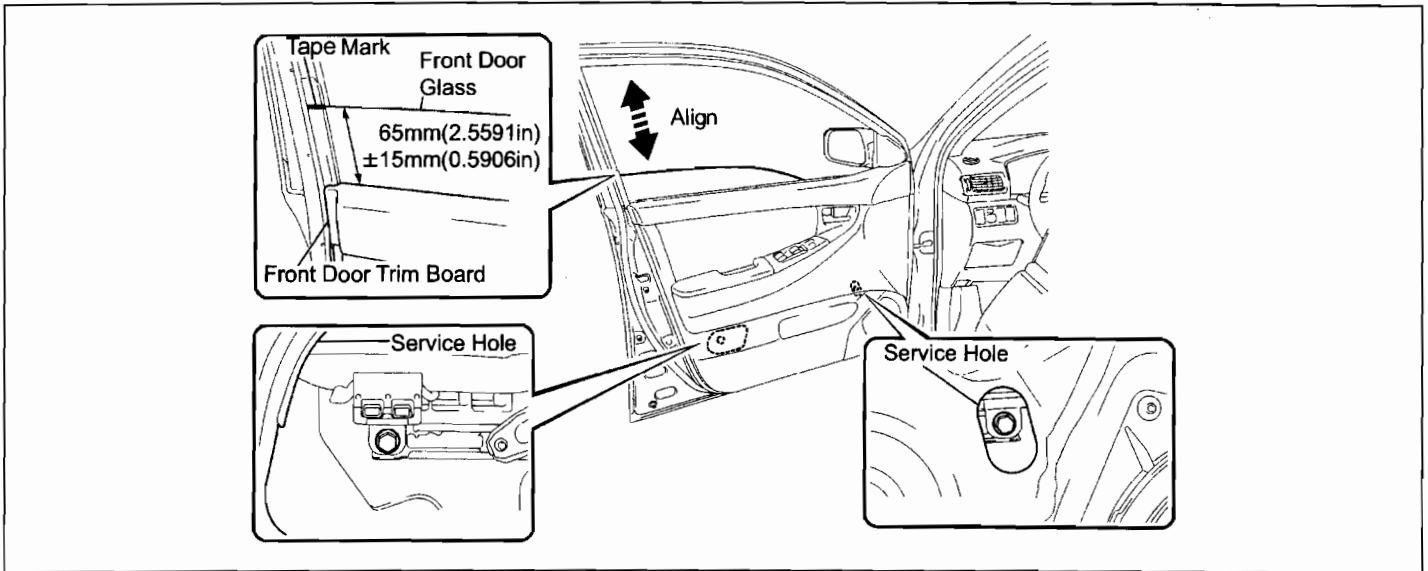
V. BACKGROUND AND COMPONENTS

On certain 2003 through 2004 model year Corolla and Corolla Matrix vehicles equipped with power windows, the driver and front passenger door glass bolts may loosen and come off, causing the door glass to separate from the window regulator. This Safety Recall involves replacement of the 2 driver and 2 front passenger door glass bolts. Total of 4 bolts.



VI. COROLLA WORK PROCEDURE

A. REPLACE THE DRIVER AND FRONT PASSENGER DOOR GLASS BOLTS

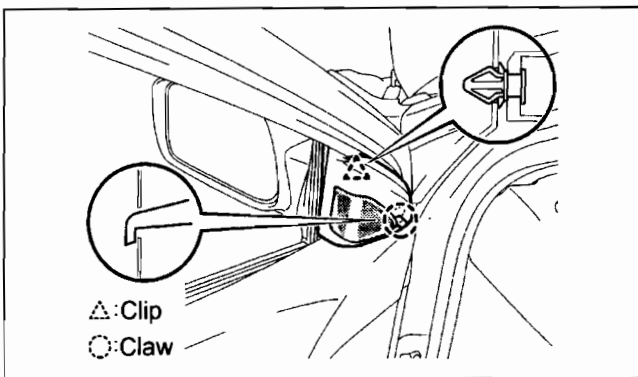


1. ADJUST THE FRONT DOOR GLASS

- From the top of the front door trim board, measure 65 mm \pm 15 mm (2.5591 in. \pm 0.5906 in.) and mark it with tape as shown in the illustration.
- Adjust and align the front door window glass with the tape mark.

NOTE:

Keep hands and face away from the front door glass when adjusting.

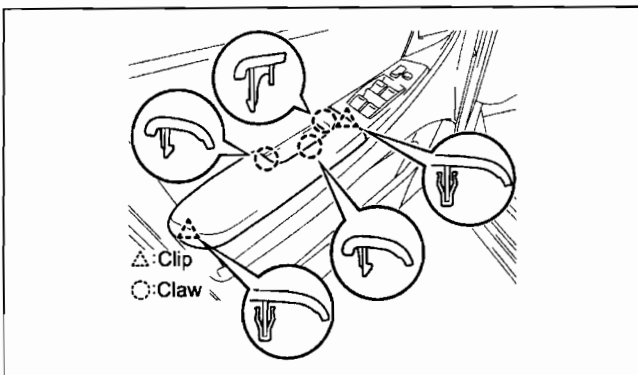


2. REMOVE THE FRONT DOOR LOWER FRAME BRACKET GARNISH

- Detach the clip and unhook the claw to remove the bracket garnish.

NOTE:

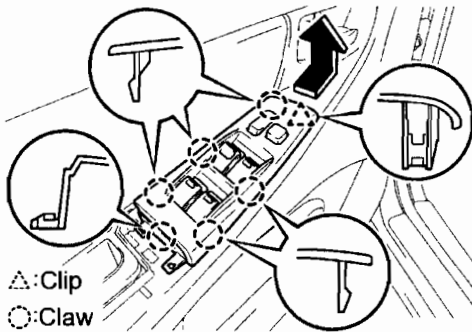
Make sure to detach the clip before unhooking the claw to prevent damage to the bracket garnish.



3. REMOVE THE FRONT DOOR ARMREST

- Using a nylon pry tool, detach the 2 clips and 3 claws and remove the door armrest.

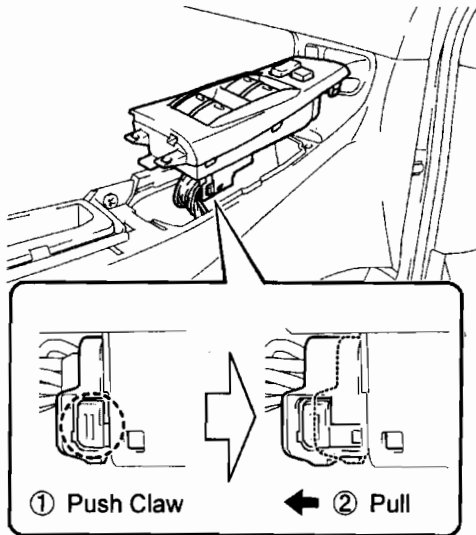
DRIVER'S SIDE SHOWN



4. REMOVE THE POWER WINDOW REGULATOR SWITCH SUB-ASSY

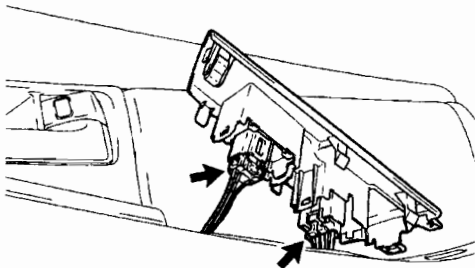
a) Using a nylon pry tool, detach the clip and 6 claws.

DRIVER'S SIDE

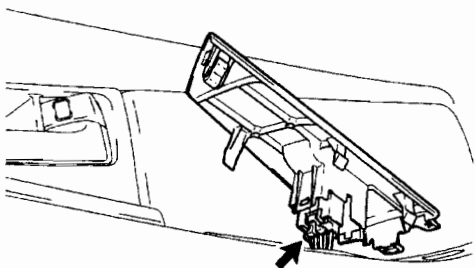


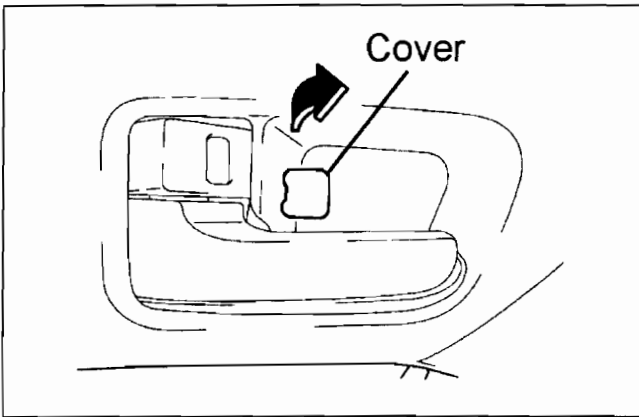
b) To remove the power window switch, lift it up and disconnect the connector(s) as shown in the illustrations.

FRONT PASSENGER SIDE WITH DOOR LOCK SWITCH



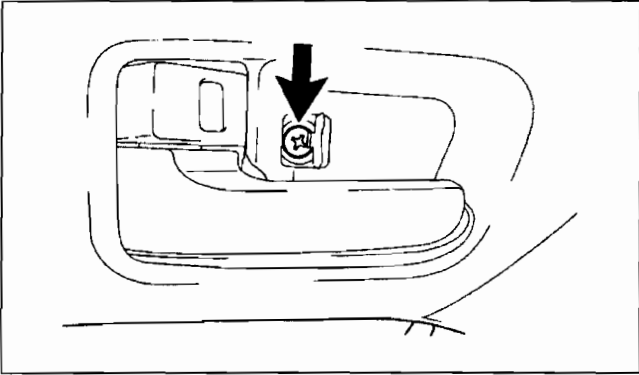
FRONT PASSENGER SIDE WITHOUT DOOR LOCK SWITCH



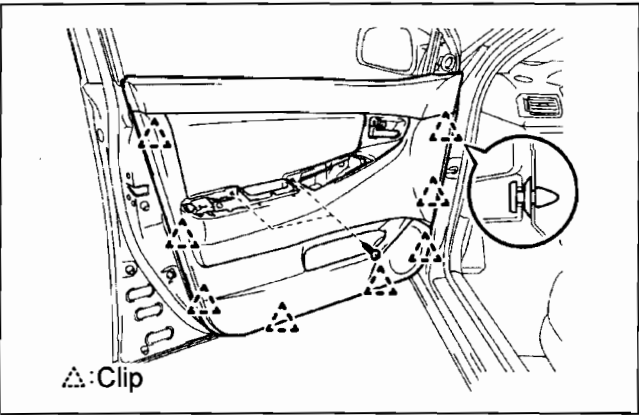


5. REMOVE THE FRONT DOOR TRIM BOARD

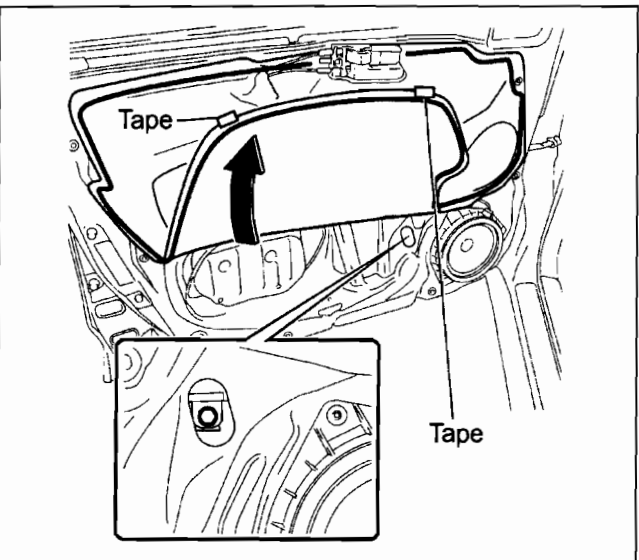
- a) Using a nylon pry tool, flip open the trim board screw cover.



- b) Remove the screw.



- c) Remove the 2 screws.
- d) Detach the 8 clips and remove the trim board.

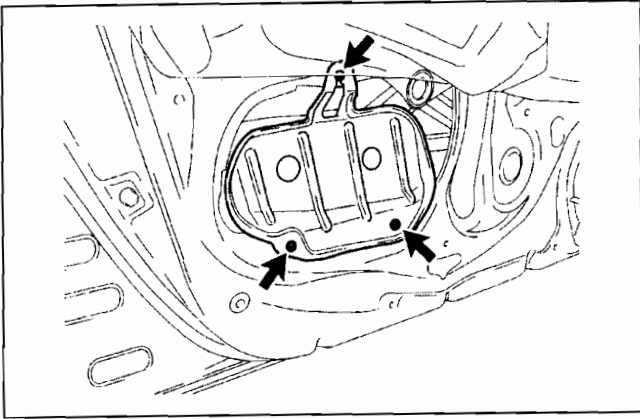


6. PULL THE FRONT DOOR SERVICE HOLE COVER UP

- a) Pull the service hole cover up until the door glass bolt is visible, then secure the cover in place with tape.

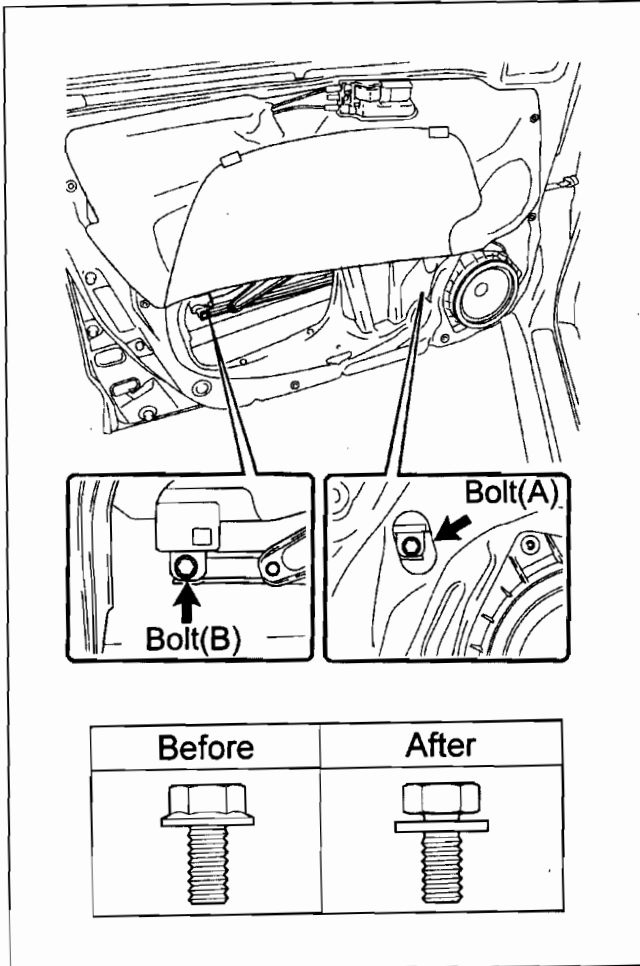
NOTE:

- Carefully pull back the service hole cover so that the butyl tape remains on the door panel.
- While removing the service hole cover, DO NOT allow the butyl tape to adhere to other components.



7. REMOVE THE FRONT DOOR SIDE PANEL PLATE

- a) Remove the 3 screws then remove the side panel plate.



8. REPLACE THE FRONT DOOR GLASS BOLTS

- a) Remove bolt "A" and install a **NEW** bolt, then torque to specification.

Torque Specification:
 11 N·m (112 kgf·cm, 97 in·lbf)

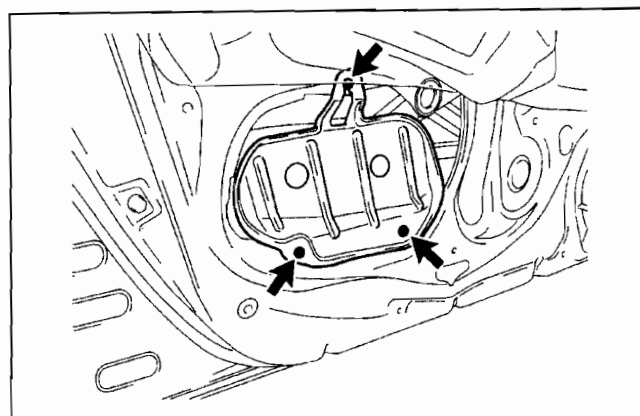
- b) Remove bolt "B" and install a **NEW** bolt, then torque to specification.

Torque Specification:
 11 N·m (112 kgf·cm, 97 in·lbf)

NOTE:

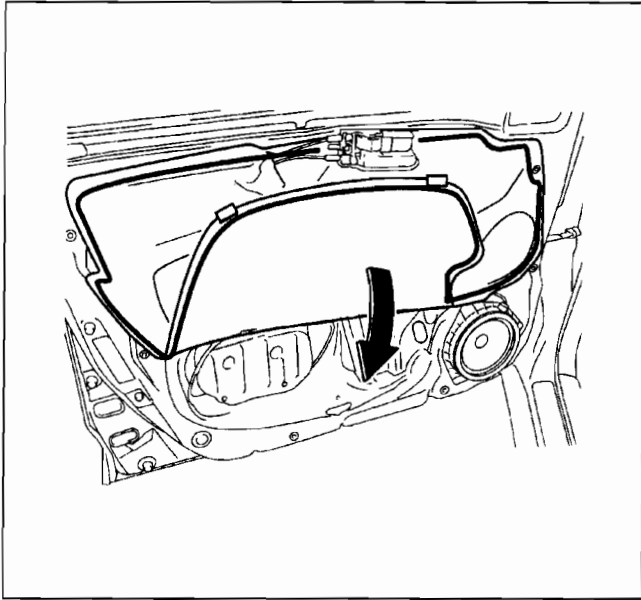
- Use only **NEW** bolts.
- Remove and install the bolts one at a time to prevent the door glass from falling.
- **DO NOT** shake or move the vehicle during this procedure as the front door glass may fall.

REPEAT THE ABOVE PROCEDURE ON THE PASSENGER SIDE DOOR



9. REINSTALL THE FRONT DOOR SIDE PANEL PLATE

- a) Reinstall the side panel plate and the 3 screws.

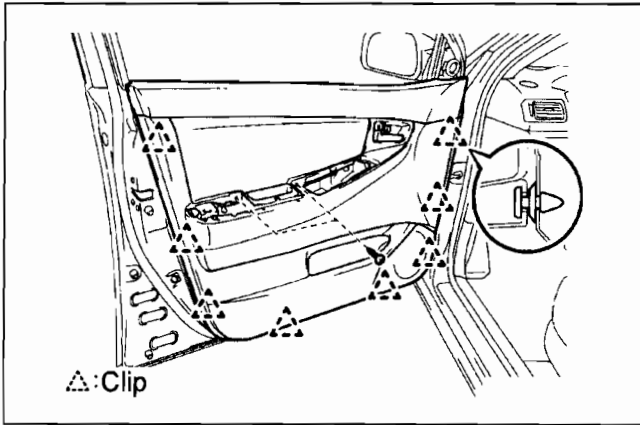


10. REINSTALL THE FRONT DOOR SERVICE HOLE COVER

- a) Remove the tape securing the service hole cover.
- b) Reattach the service hole cover.

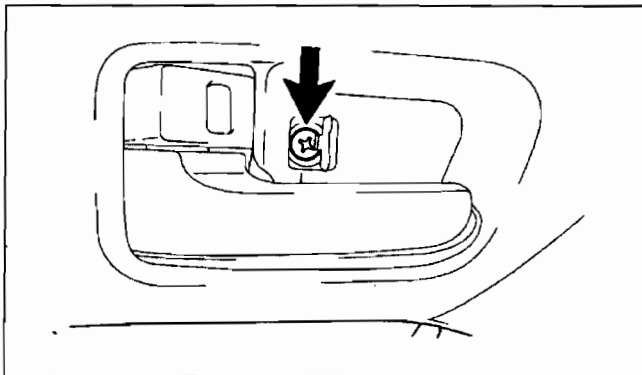
NOTE:

- If the butyl tape does not adhere, replace it as needed.
- Avoid wrinkles when reattaching the service hole cover.
- When the service hole cover is attached firmly press on the cover to ensure the butyl tape completely adheres.

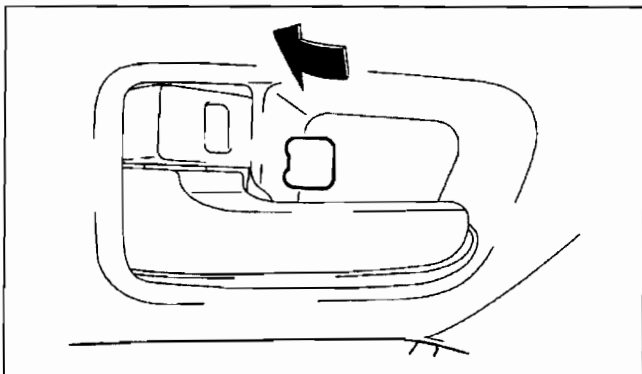


11. REINSTALL THE FRONT DOOR TRIM BOARD

- a) Reinstall the trim board and reattach the 8 clips.
- b) Reinstall the 2 screws.

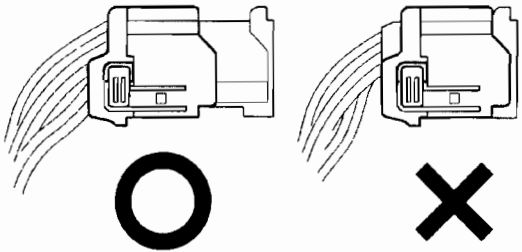
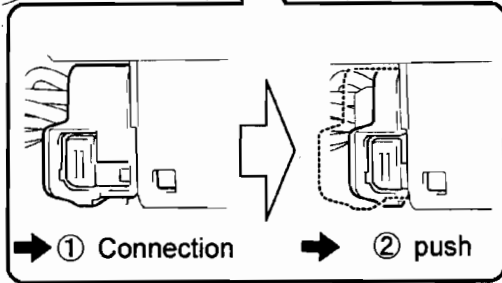
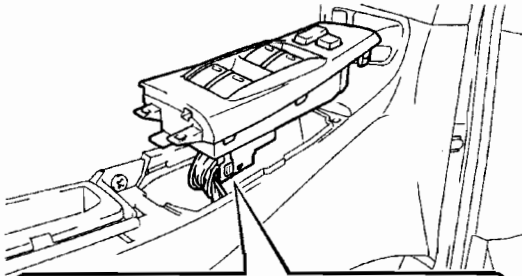


- c) Reinstall the screw.

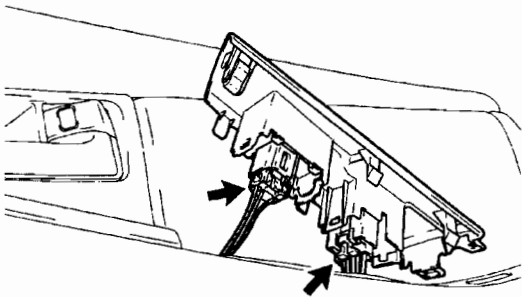


- d) Close the trim board screw cover.

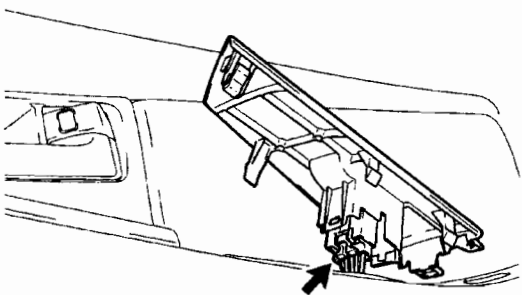
DRIVER'S SIDE



FRONT PASSENGER SIDE WITH DOOR LOCK SWITCH



FRONT PASSENGER SIDE WITHOUT DOOR LOCK SWITCH

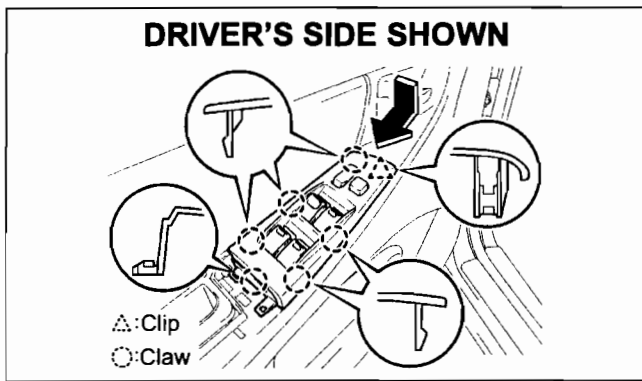


12. REINSTALL THE POWER WINDOW REGULATOR SWITCH SUB-ASSY

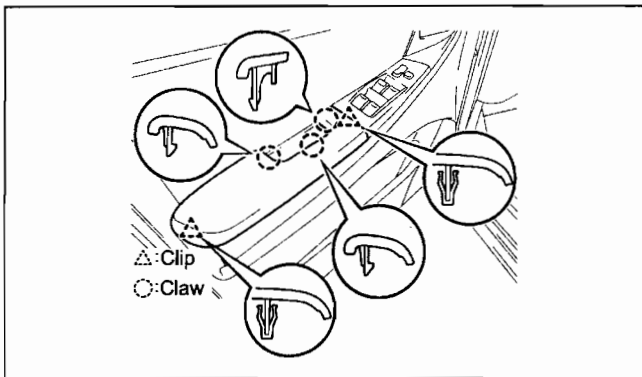
a) Reconnect the connector(s).

NOTE:

Prior to connecting the connector, ensure that the clip is fully extended.

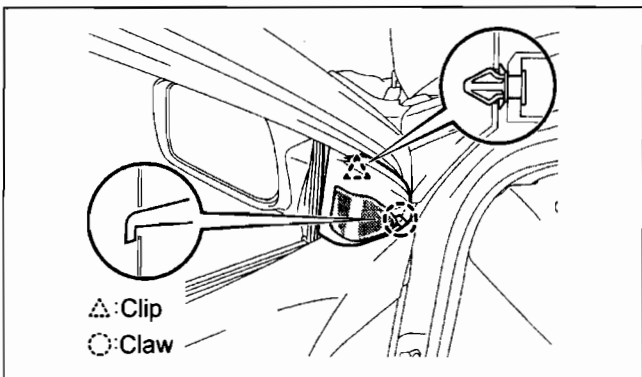


- b) Reinstall the power window switch.
- c) Reattach the clip and 6 claws.



13. REINSTALL THE FRONT DOOR ARMREST

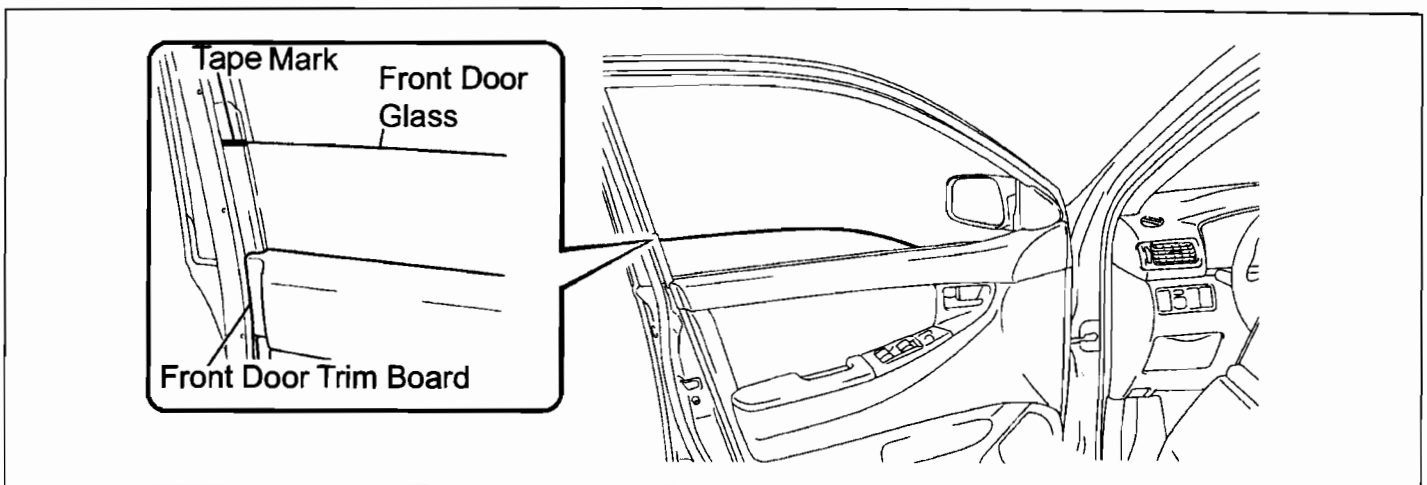
- a) Reinstall the door armrest by reattaching the 3 claws and 2 clips.



14. REINSTALL THE FRONT DOOR LOWER FRAME BRACKET GARNISH

- a) Reinstall the frame bracket garnish by reattaching the claw and clip.

15. REMOVE THE TAPE MARKING FROM THE DOOR



REMINDER: CONDUCT REPLACEMENT ON THE OTHER FRONT DOOR

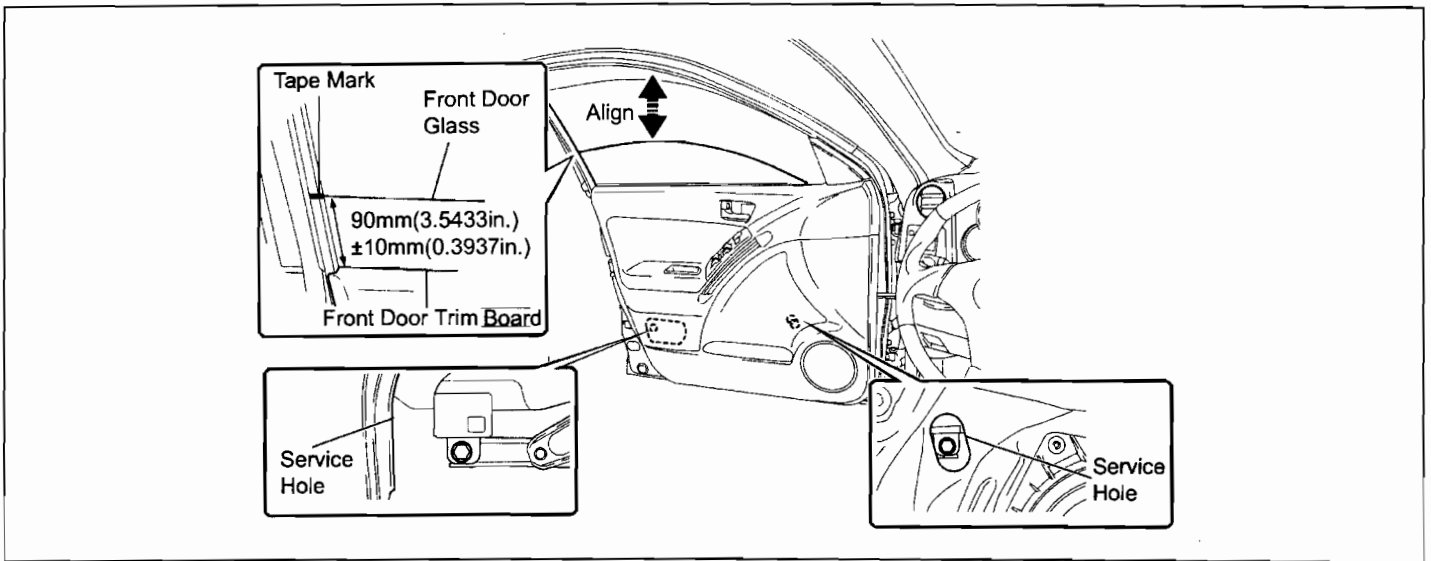
16. INSPECT THE OPERATION OF THE POWER WINDOWS

- a) Inspect the manual adjustment function.
 - Set the ignition switch to the ON position.
 - Raise and lower each door glass with the driver's power window regulator master switch and verify that each door glass raises and lowers properly.
 - Raise and lower each door glass with the power window regulator switch at each seating position and verify that the door glass raises and lowers properly.
 - Verify that only the driver's door glass can be adjusted from the driver's power window regulator master switch when the window lock switch is set to LOCK.

- b) Inspect the auto adjustment function (Only for the driver's door).
 - Set the ignition switch to the ON position.
 - Fully push down (2nd step) the driver's power window switch, and verify that the AUTO DOWN lowers the driver's door glass.
 - While AUTO DOWN is active, verify that the driver's door glass stops when the driver's power window switch is pulled up.

VII. COROLLA MATRIX WORK PROCEDURE

A. REPLACE THE DRIVER AND FRONT PASSENGER DOOR GLASS BOLTS

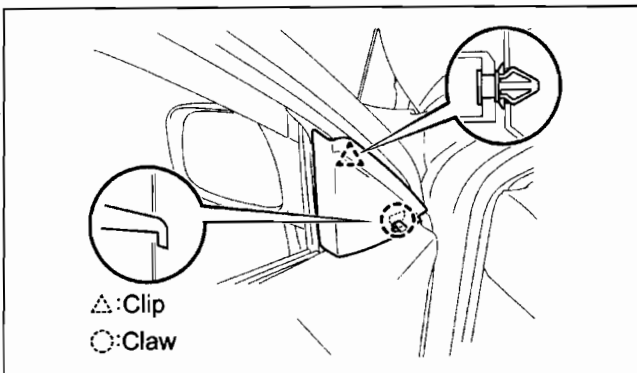


1. ADJUST THE FRONT DOOR GLASS

- From the top of the front door trim board, measure 90 mm ±10 mm (3.5433 in. ±0.3937 in.) and mark it with tape as shown in the illustration.
- Adjust and align the front door window glass with the tape mark.

NOTE:

Keep hands and face away from the front door glass when adjusting.

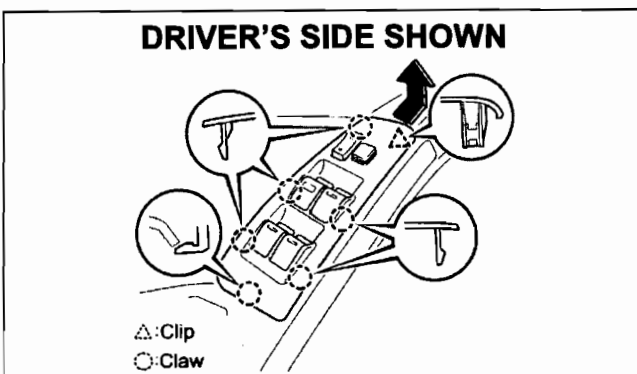


2. REMOVE THE FRONT DOOR LOWER FRAME BRACKET GARNISH

- Detach the clip and unhook the claw to remove the bracket garnish.

NOTE:

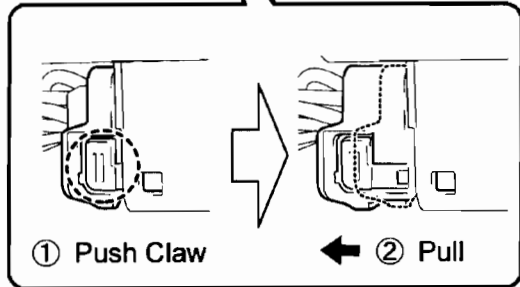
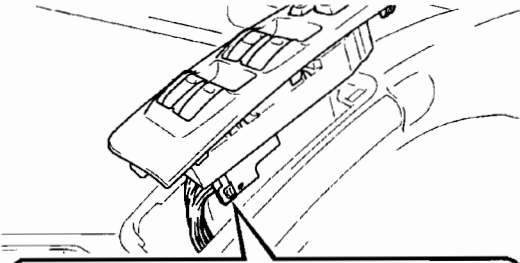
Make sure to detach the clip before unhooking the claw to prevent damage to the bracket garnish.



3. REMOVE THE POWER WINDOW REGULATOR SWITCH SUB-ASSY

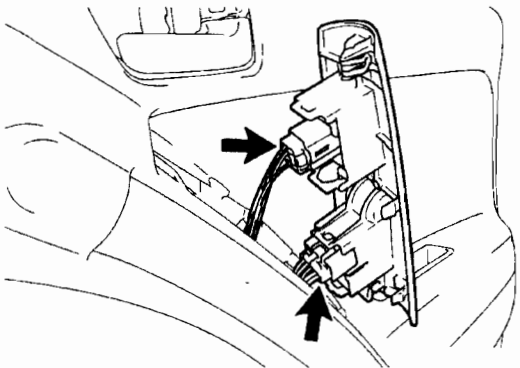
- Using a nylon pry tool, detach the clip and 6 claws.

DRIVER'S SIDE

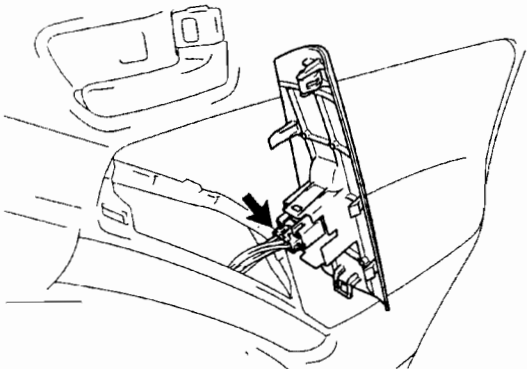


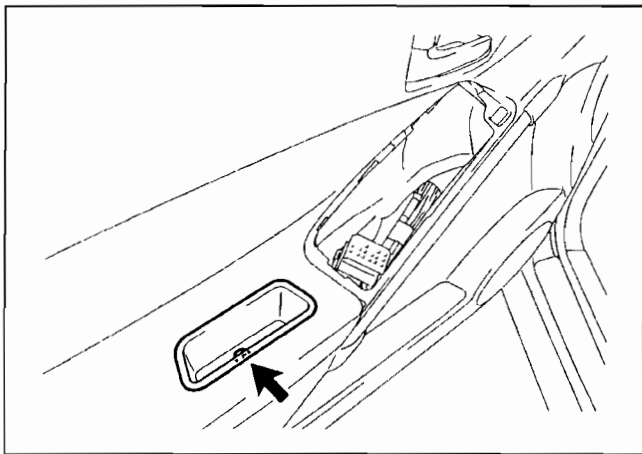
- b) To remove the power window switch, lift it up and disconnect the connector(s) as shown in the illustrations.

FRONT PASSENGER SIDE WITH DOOR LOCK SWITCH



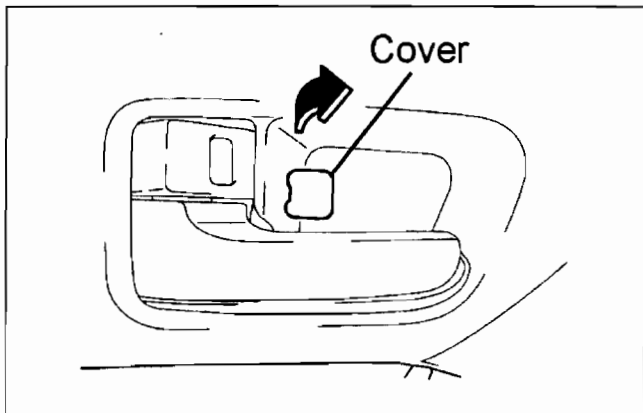
FRONT PASSENGER SIDE WITHOUT DOOR LOCK SWITCH





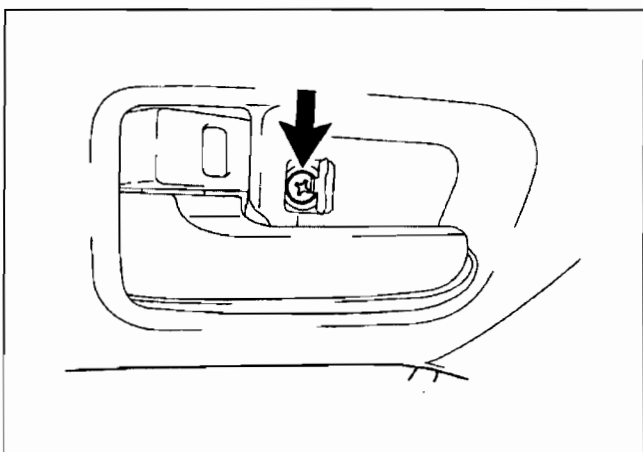
4. REMOVE THE FRONT DOOR PULL HANDLE

- a) Remove the screw.
- b) Remove the door pull handle.

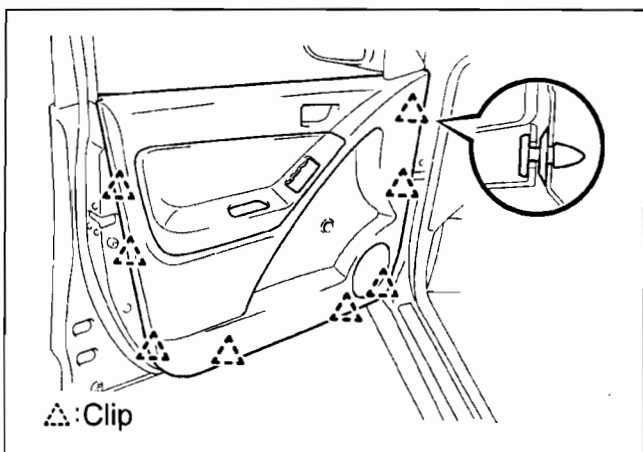


5. REMOVE THE FRONT DOOR TRIM BOARD

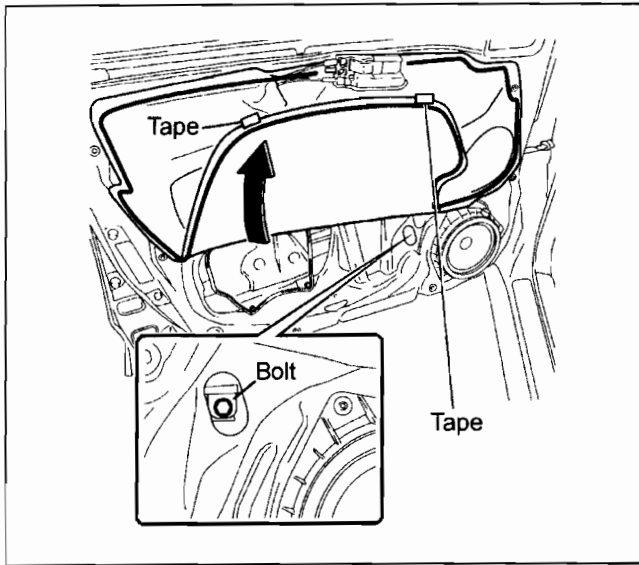
- a) Using a nylon pry tool, flip open the trim board screw cover.



- b) Remove the screw.



- c) Detach the 8 clips and remove the trim board.

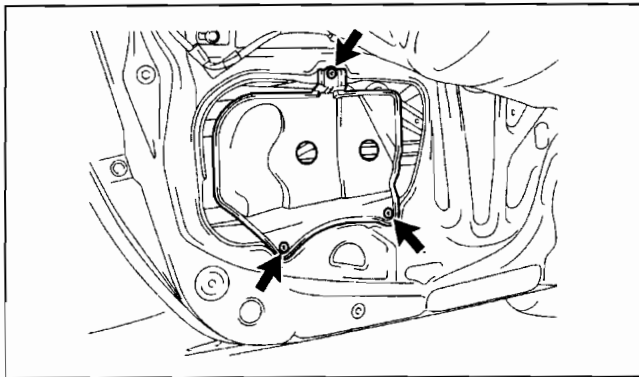


6. PULL THE FRONT DOOR SERVICE HOLE COVER UP

- a) Pull the service hole cover up until the door glass bolt is visible, then secure the cover in place with tape.

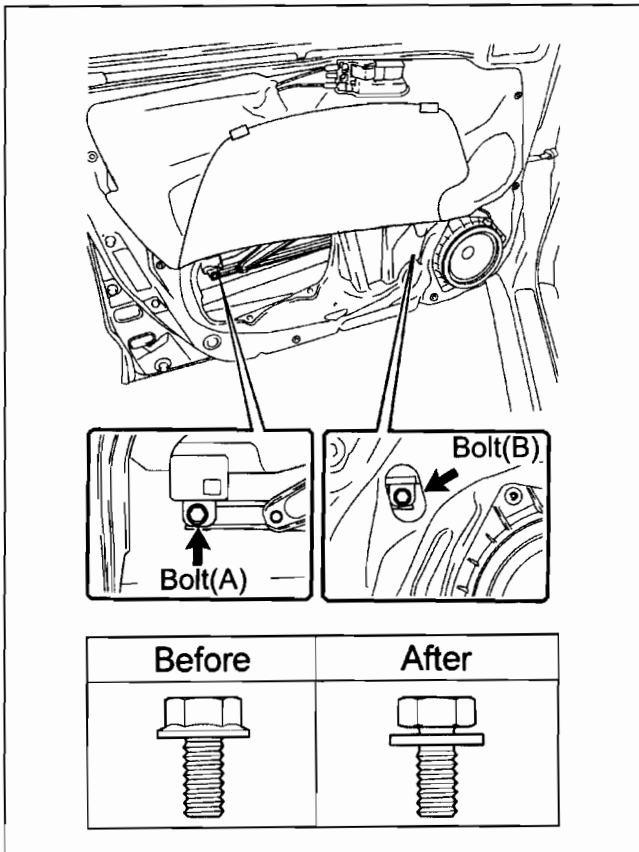
NOTE:

- Carefully pull back the service hole cover so that the butyl tape remains on the door panel.
- While removing the service hole cover, **DO NOT** allow the butyl tape to adhere to other components.



7. REMOVE THE FRONT DOOR SIDE PANEL PLATE

- a) Remove the 3 screws then remove the side panel plate.



8. REPLACE THE FRONT DOOR GLASS BOLTS

- a) Remove bolt "A" and install a **NEW** bolt, then torque to specification.

Torque Specification:

11 N·m (112 kgf·cm, 97 in·lbf)

- b) Remove bolt "B" and install a **NEW** bolt, then torque to specification.

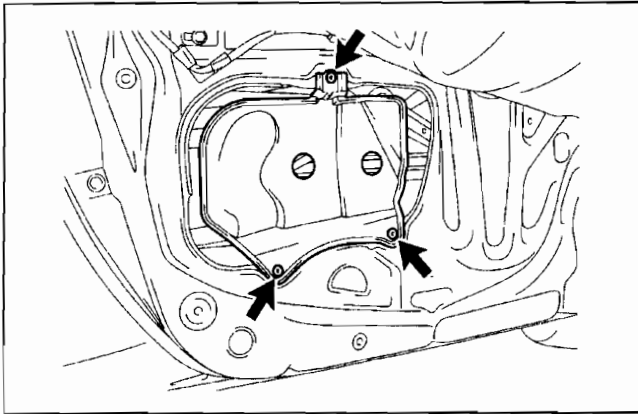
Torque Specification:

11 N·m (112 kgf·cm, 97 in·lbf)

NOTE:

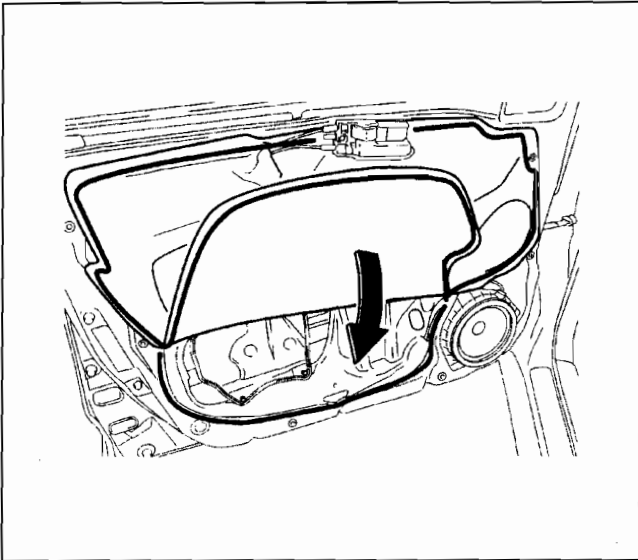
- Use only **NEW** bolts.
- Remove and install the bolts one at a time to prevent the door glass from falling.
- **DO NOT** shake or move the vehicle during this procedure as the front door glass may fall.

REPEAT THE ABOVE PROCEDURE ON THE PASSENGER SIDE DOOR



9. REINSTALL THE FRONT DOOR SIDE PANEL PLATE

- a) Reinstall the side panel plate and the 3 screws.

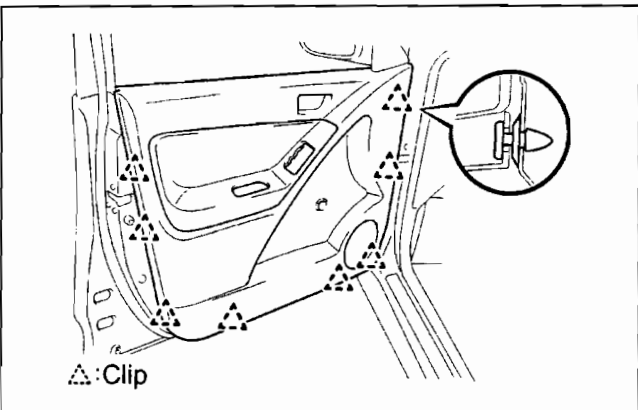


10. REINSTALL THE FRONT DOOR SERVICE HOLE COVER

- a) Remove the tape securing the service hole cover.
- b) Reattach the service hole cover.

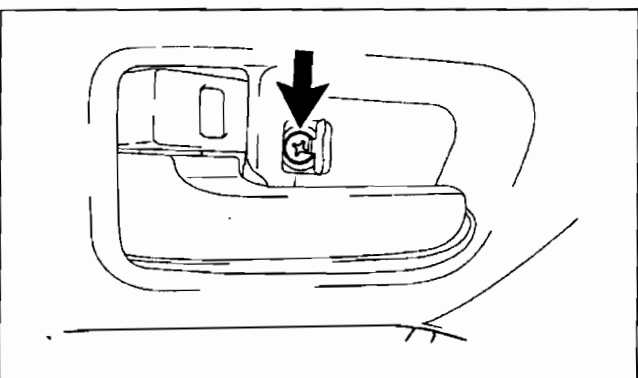
NOTE:

- If the butyl tape does not adhere, replace it as needed.
- Avoid wrinkles when reattaching the service hole cover.
- When the service hole cover is attached firmly press on the cover to ensure the butyl tape completely adheres.

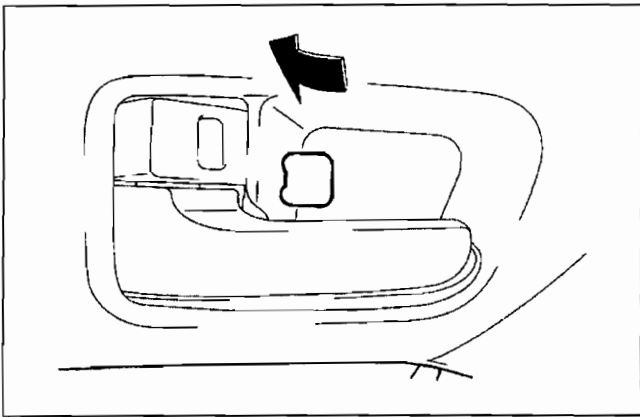


11. REINSTALL THE FRONT DOOR TRIM BOARD

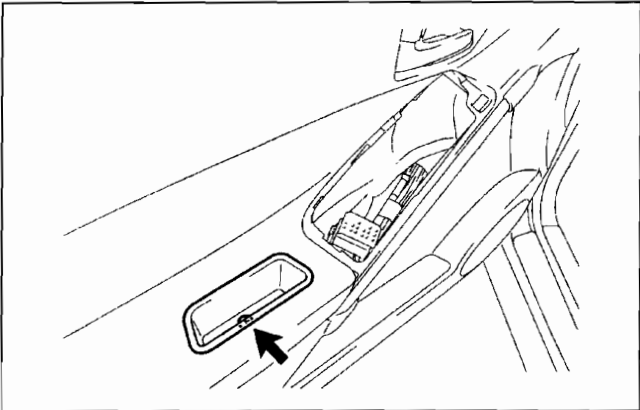
- a) Reinstall the trim board and reattach the 8 clips.



- b) Reinstall the screw.

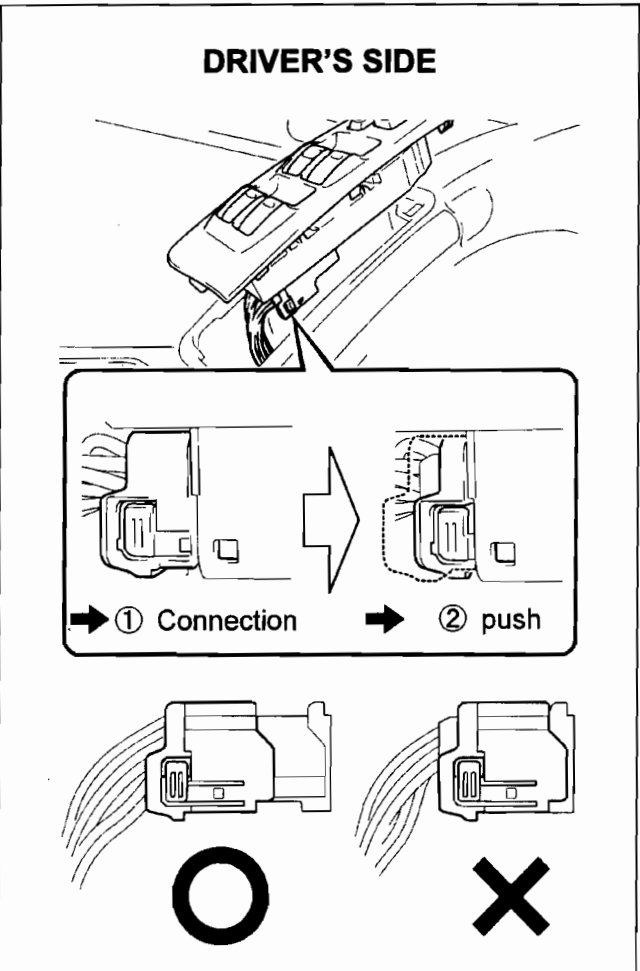


c) Close the trim board screw cover.



12. REINSTALL THE FRONT DOOR PULL HANDLE

- a) Reinstall the door pull handle.
- b) Reinstall the screw.

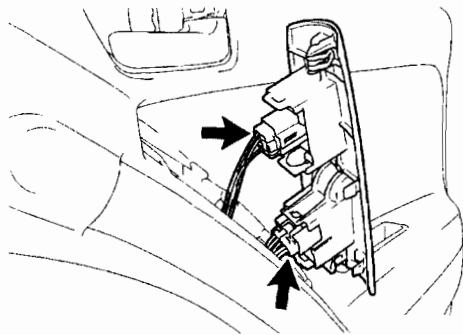


13. REINSTALL THE POWER WINDOW REGULATOR SWITCH SUB-ASSY

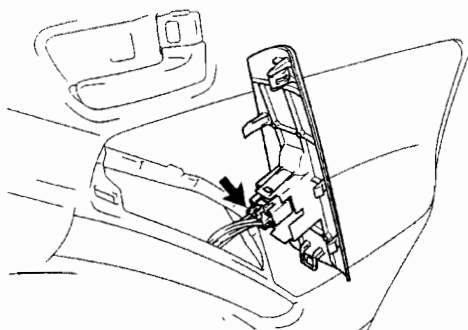
- a) Reconnect the connector(s).

NOTE:
 Prior to connecting the connector, ensure that the clip is fully extended.

**FRONT PASSENGER SIDE
WITH DOOR LOCK SWITCH**

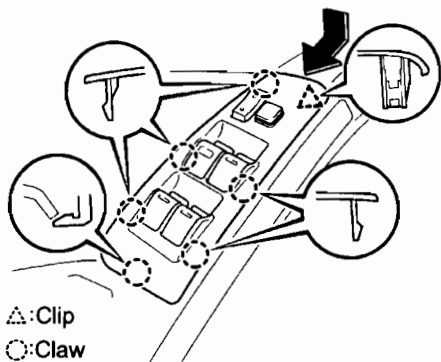


**FRONT PASSENGER SIDE
WITHOUT DOOR LOCK SWITCH**



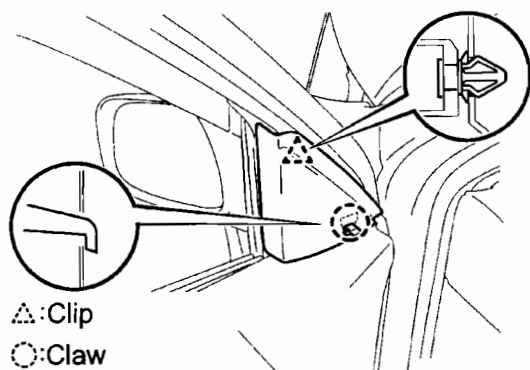
**REINSTALL THE POWER WINDOW
REGULATOR SWITCH SUB-ASSY
CONTINUED**

DRIVER'S SIDE SHOWN



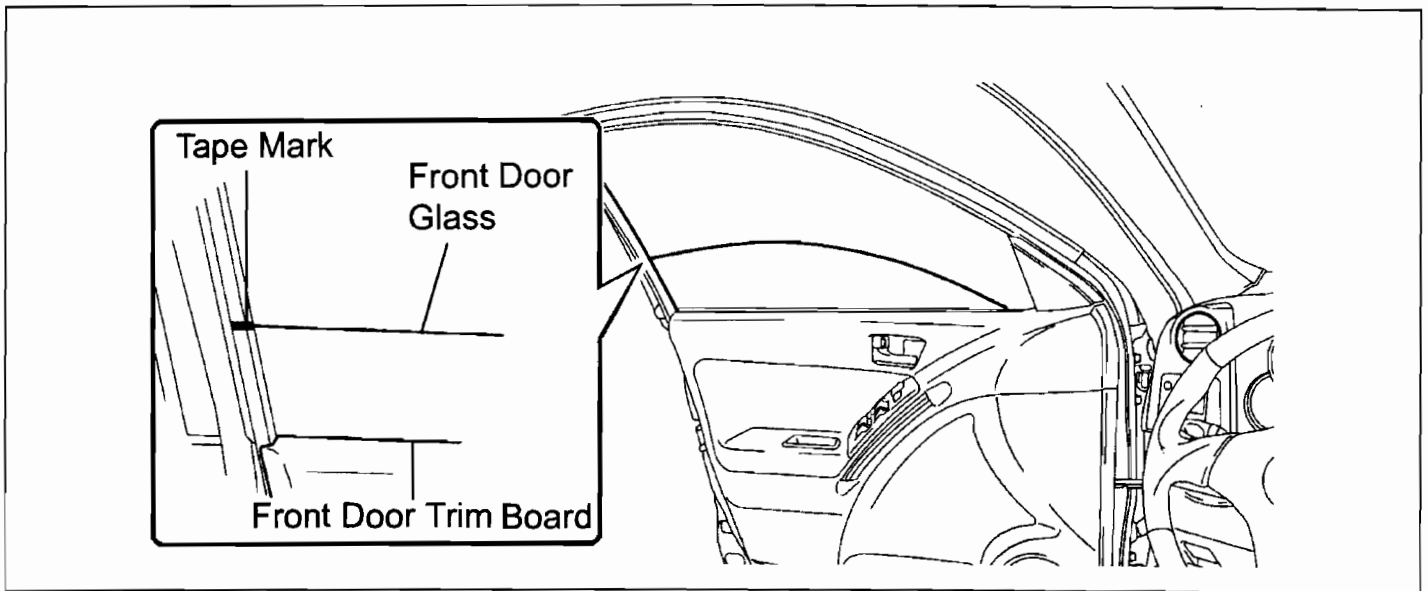
- b) Reinstall the power window switch.
- c) Reattach the clip and 6 claws.

**14. REINSTALL THE FRONT DOOR LOWER
FRAME BRACKET GARNISH**



- a) Reinstall the frame bracket garnish by reattaching the claw and clip.

15. REMOVE THE TAPE MARKING FROM THE DOOR



REMINDER: CONDUCT REPLACEMENT ON THE OTHER FRONT DOOR

16. INSPECT THE OPERATION OF THE POWER WINDOWS

- a) Inspect the manual adjustment function.
 - Set the ignition switch to the ON position.
 - Raise and lower each door glass with the driver's power window regulator master switch and verify that each door glass raises and lowers properly.
 - Raise and lower each door glass with the power window regulator switch at each seating position and verify that the door glass raises and lowers properly.
 - Verify that only the driver's door glass can only be adjusted from the driver's power window regulator master switch when the window lock switch is set to LOCK.
- b) Inspect the auto adjustment function (Only for the driver's door).
 - Set the ignition switch to the ON position.
 - Fully push down (2nd step) the driver's power window switch, and verify that the AUTO DOWN lowers the driver's door glass.
 - While AUTO DOWN is active, verify that the driver's door glass stops when the driver's power window switch is pulled up.

VIII. 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.