



**Toyota Motor Sales, U.S.A., Inc.**  
19001 South Western Avenue, S207  
Torrance, CA 90509-2991

TMS-NTC-12055  
March 20, 2012

Recall Management Division  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Re: Toyota Safety Recall 11V-245 – Updated Remedy Instructions

To whom it may concern,

Please find attached updated Remedy Instructions for Toyota Safety Recall 11V-245 on the following Toyota vehicles:

Certain 2007-2008 Model Year RAV4 Vehicles  
Certain 2008 Model Year Highlander/Highlander HV Vehicles

If you have any questions regarding this matter, please contact me at (310) 468-3392.

Sincerely,

A handwritten signature in black ink, appearing to read "G. Morino".

George Morino  
National Manager, Quality Compliance

Attachments:

- Toyota 11V-245 (B0E) Updated Remedy Instructions

**TECHNICAL INSTRUCTIONS**  
**FOR**  
**SAFETY RECALL B0E**  
**CURTAIN SHIELD AIRBAG (CSA) SENSOR**  
**CERTAIN 2008 MODEL YEAR HIGHLANDER / HV**

***UPDATED MARCH 19, 2012***

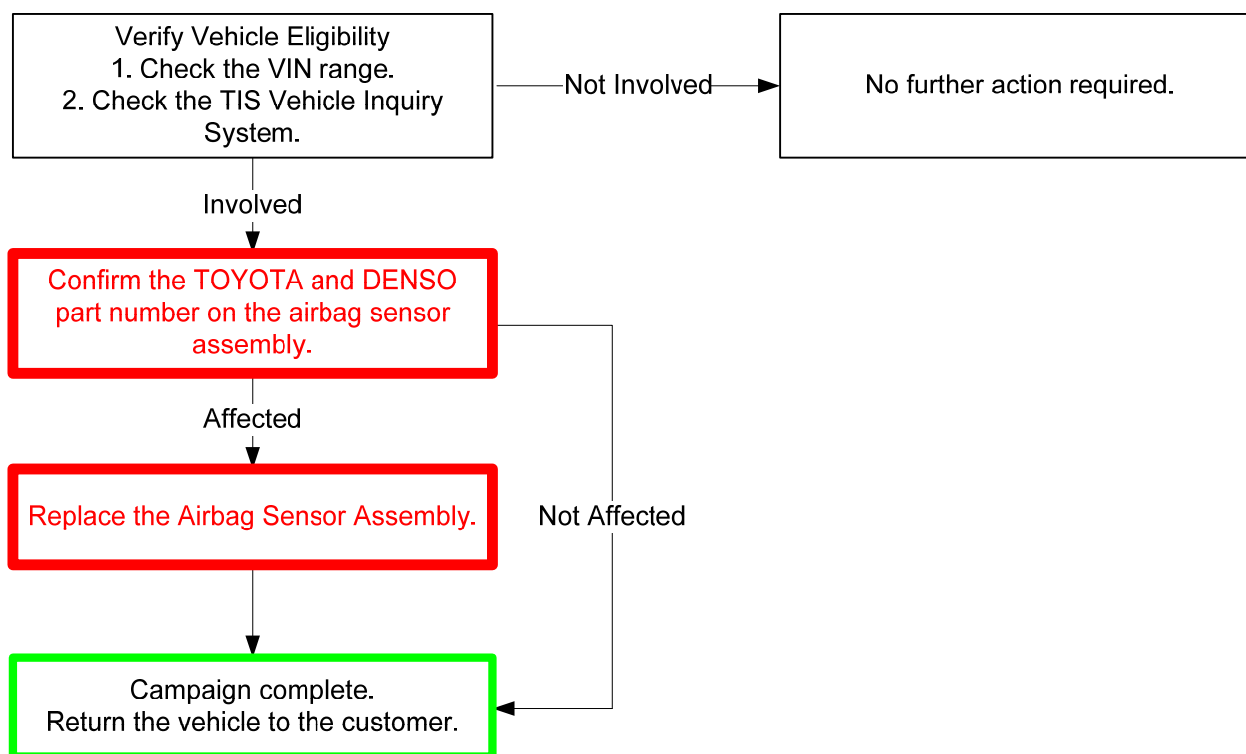
**TECHNICAL INSTRUCTION UPDATE NOTICE:**

**Updated 3/19/12**

- Battery disconnect instructions have been added to the verification process ([SECTION V, STEP 1](#))

**Previous versions of these Technical Instructions should be discarded.**

## I. OPERATION FLOW CHART



## II. IDENTIFICATION OF AFFECTED VEHICLES

### A. AFFECTED VIN RANGE

Model	WMI	Year	VIN Range	
			VDS	Range
Highlander	JTE	2008	DS41A	2000129 - 2039468
			DS42A	2000130 - 2039469
			DS43A	2000132 - 2039457
			DS44A	2000303 - 2038615
			ES41A	2000181 - 2063948
			ES42A	2000172 - 2063930
			ES43A	2000180 - 2063945
Highlander HV	JTE	2008	EW41A	2000281 - 2014229
			EW44A	2000141 - 2014234

#### NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

### III. PREPARATION

#### A. PARTS

Model	Part Number	Part Description	Quantity
Highlander	04001-51248	Airbag Sensor Assy Kit*	1
*The kit above includes the following part			
Highlander	89170-48240	Airbag Sensor Assy	1

Model	Part Number	Part Description	Quantity
Highlander HV	04001-51348	Airbag Sensor Assy Kit*	1
*The kit above includes the following part			
Highlander HV	89170-48250	Airbag Sensor Assy	1

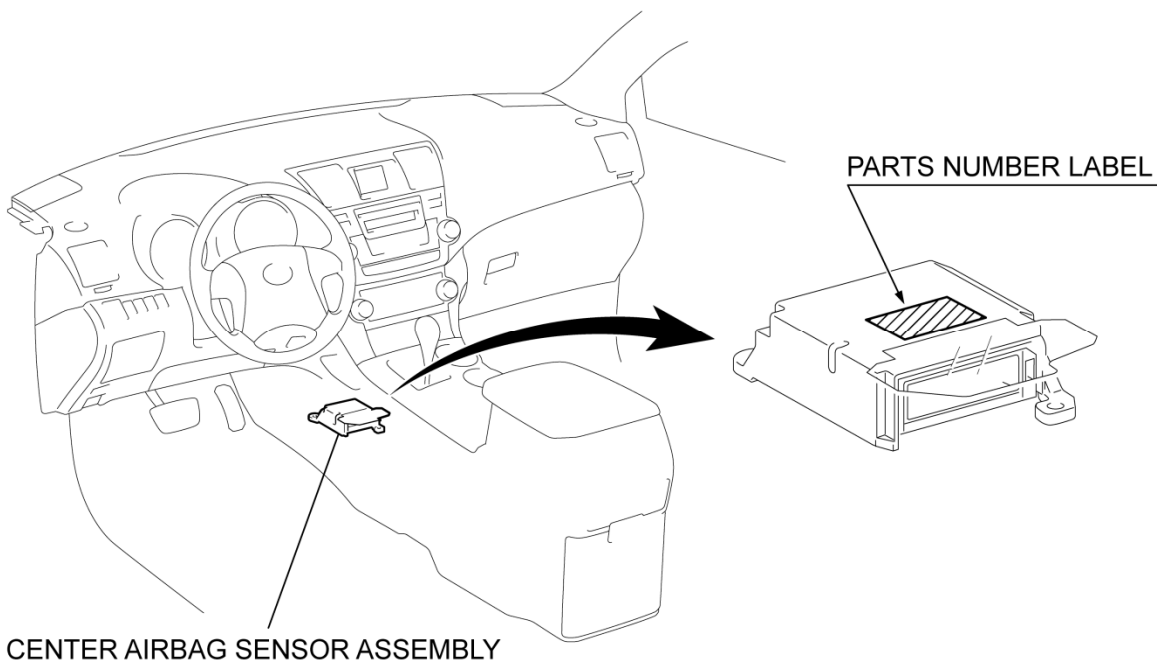
**Not all vehicles will require airbag sensor assembly replacement, follow these instructions to determine if replacement is necessary. Inappropriate parts replacement will result in the claim being debited.**

#### B. TOOLS & EQUIPMENT

- Standard hand tools
- Torque wrench
- Techstream

### IV. BACKGROUND

In the curtain shield airbag (CSA) system of the subject vehicle, there are two sensors in the airbag sensor assembly which are designed to detect vehicle roll angle. If one of these sensors malfunctions, the airbag warning light (Malfunction indicator Light: MIL) will illuminate and the roll detection system will be suspended; however, the airbag (CSA) remains available in the event of a side crash. If both sensors fail nearly simultaneously after initial airbag system check, the CSA and the seat belt pretensioner could be inadvertently activated. Inadvertent activation of the CSA and/or the seat belt pretensioner can cause injury to a vehicle occupant.



## V. AIRBAG SENSOR ASSEMBLY VERIFICATION

### 1. DISCONNECT THE NEGATIVE BATTERY CABLE



- Wait at least 90 seconds after disconnecting the cable from the negative battery terminal to prevent airbag and seat belt pretensioner deployment.
- Follow all precautions as outlined on TIS before servicing the SRS system.

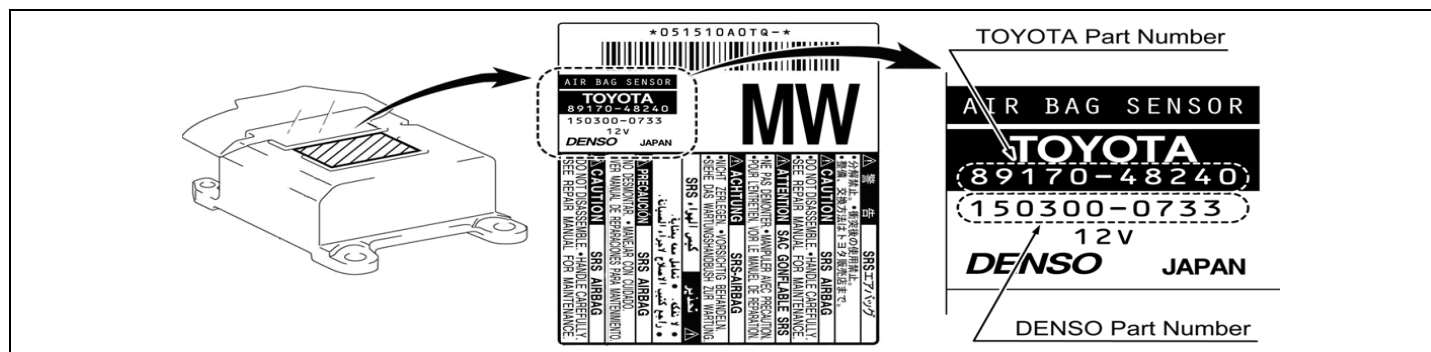
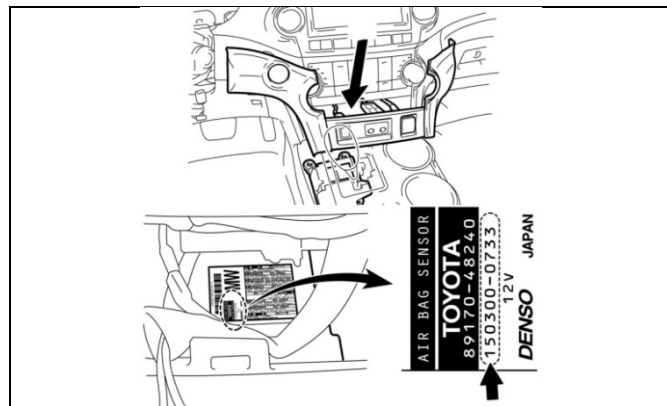
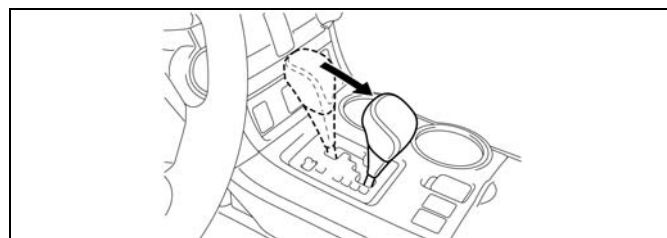
### 2. MOVE THE SHIFT LEVER REARWARD

### 3. REMOVE THE CENTER INSTRUMENT CLUSTER FINISH PANEL ASSEMBLY

- a) Disengage the 10 claws and 8 clips and remove the panel.

**NOTE:** To prevent damage, **DO NOT** pull on the storage compartment attached to the panel.

### 4. CONFIRM THE TOYOTA AND DENSO PART NUMBERS



- a) Record the **Toyota** part number on the repair order. Refer to the table below for instruction.

TOYOTA PART NUMBER	ACTION REQUIRED
89170-48240	Proceed to step b) Confirm the <b>Denso</b> part number
89170-48250	Proceed to step b) Confirm the <b>Denso</b> part number
89170-0E050	Not affected, campaign complete

- b) Record the **Denso** part number on the repair order. Refer to the table below for instruction.

TOYOTA PART NUMBER	DENSO PART NUMBER	ACTION REQUIRED	UPDATED PART NUMBER
89170-48240	150300-0733	Proceed to section <b>VI. AIRBAG SENSOR ASSEMBLY REPLACEMENT</b>	04001-51248
	150300-0734	Not affected, campaign complete	-
	150300-0735	Not affected, campaign complete	-
89170-48250	150300-0743	Proceed to section <b>VI. AIRBAG SENSOR ASSEMBLY REPLACEMENT</b>	04001-51348
	150300-0744	Proceed to section <b>VI. AIRBAG SENSOR ASSEMBLY REPLACEMENT</b>	04001-51348
	150300-0745	Not affected, campaign complete	-
	150300-0746	Not affected, campaign complete	-

## VI. AIRBAG SENSOR ASSEMBLY REPLACEMENT

1. CONFIRM THE NEGATIVE BATTERY CABLE HAS BEEN DISCONNECTED



- Wait at least 90 seconds after disconnecting the cable from the negative battery terminal to prevent airbag and seat belt pretensioner deployment.
- Follow all precautions as outlined on TIS before servicing the SRS system.

2. REMOVE THE FRONT DOOR SCUFF PLATE LH & RH

- a) Disengage the 8 claws and guide and remove the scuff plate.

3. REMOVE THE COWL SIDE TRIM SUB-ASSEMBLY LH & RH

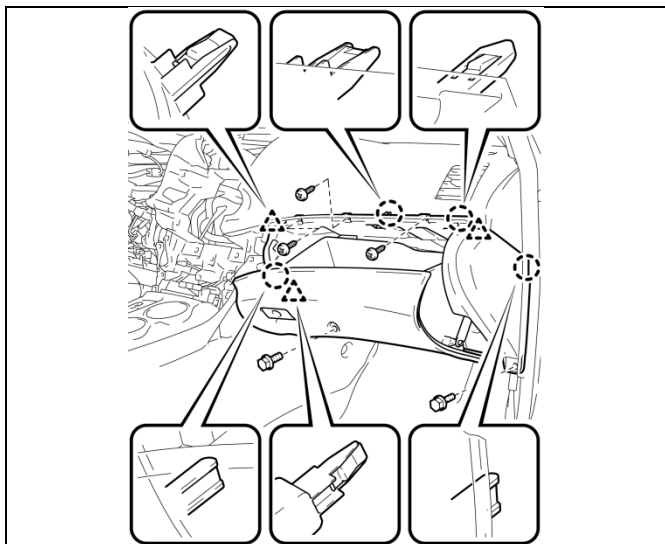
- a) Remove the clip, disengage the clip and claw and remove the trim.

4. REMOVE THE LOWER INSTRUMENT PANEL FINISH PANEL SUB-ASSEMBLY

- a) Remove the 2 bolts and disengage the 3 claws and 10 clips.
- b) Disconnect the connectors and hood lock control cable.
- c) **Auto AC Only** – Disconnect the aspirator duct.

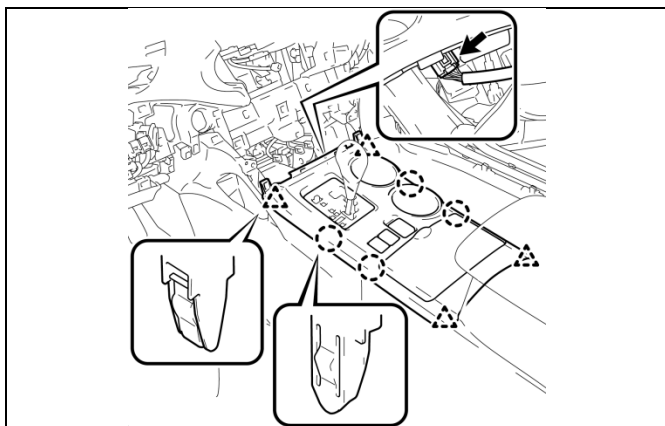
5. REMOVE THE No. 2 INSTRUMENT PANEL UNDER COVER SUB-ASSEMBLY

- a) Disengage the 3 claws and 2 guides and remove the under cover.



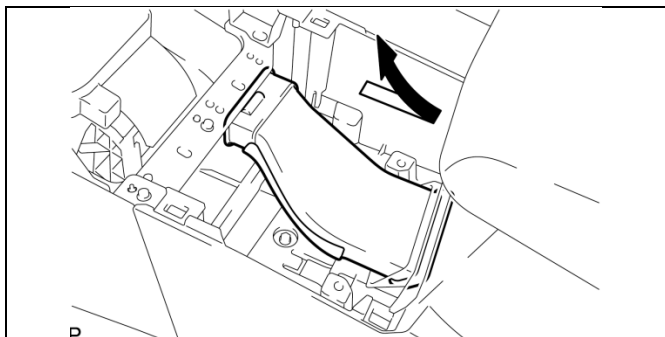
**6. REMOVE THE LOWER INSTRUMENT PANEL SUB-ASSEMBLY**

- a) Remove the 2 bolts and 3 screws.
- b) Disengage the 4 claws and 3 clips.
- c) Disconnect the connectors and remove the panel.



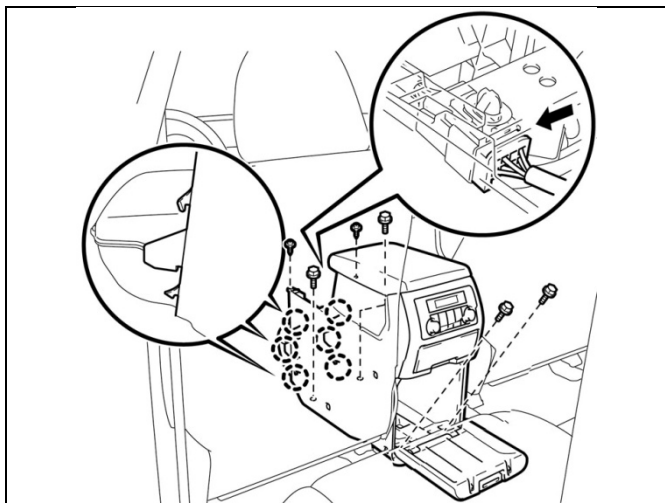
**7. REMOVE THE UPPER CONSOLE PANEL SUB-ASSEMBLY**

- a) Disengage the 4 claws and 4 clips.
- b) Disconnect the connector and remove the panel.



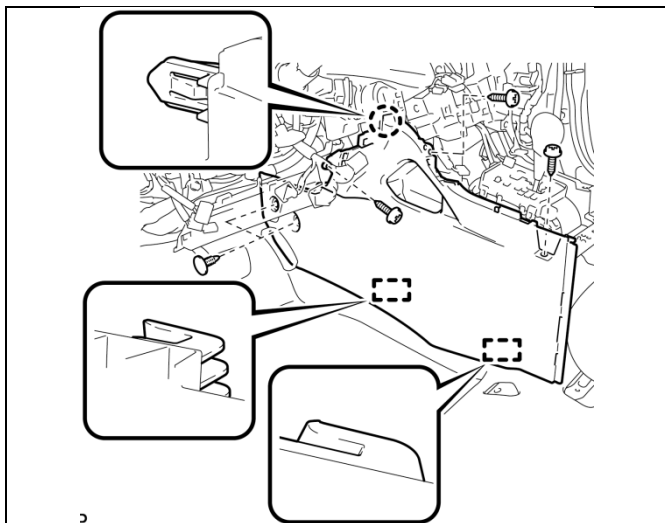
**8. *WITHOUT REAR AC ONLY* – REMOVE THE No. 2 CONSOLE BOX DUCT**

- a) Detach the 2 claws and remove the RH and LH bracket covers.



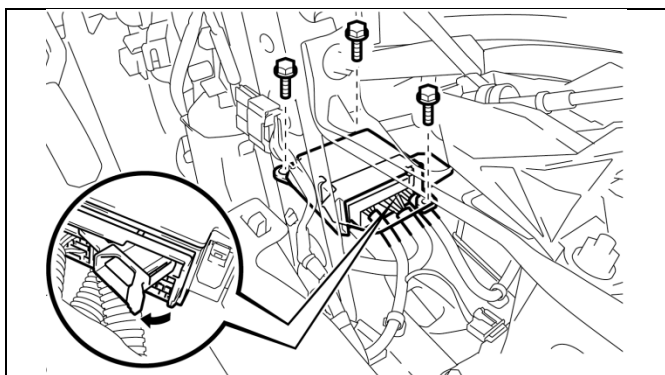
**9. REMOVE THE REAR CONSOLE BOX ASSEMBLY**

- a) Remove the 4 bolts and 2 screws.
- b) ***Rear AC only*** – Disengage the connector.
- c) Disengage the 6 claws and remove the console.



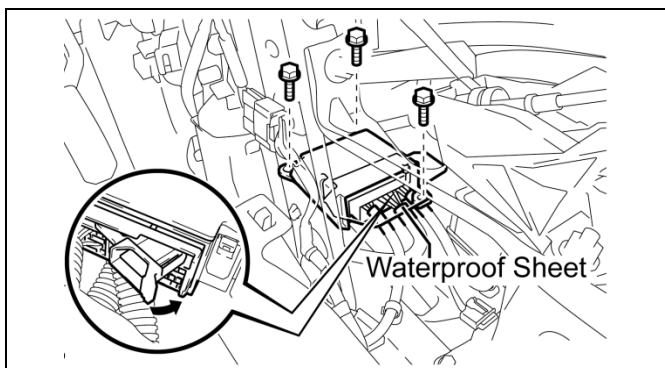
#### 10. REMOVE THE FRONT No. 1 & No. 2 CONSOLE BOX INSERT LH & RH

- Remove the 2 clips and 3 screws.
- Disengage the 2 guides and remove the inserts.



#### 11. REMOVE THE CENTER AIRBAG SENSOR ASSEMBLY

- Disconnect the connectors.
- Remove the 3 bolts and the sensor assembly.



#### 12. INSTALL THE *NEW* CENTER AIRBAG SENSOR ASSEMBLY

- Install the sensor assembly with the 3 bolts.
- Confirm the waterproof sheet is set properly.

**Torque: 13ft.·lb.(18N·m)**

#### **NOTE:**

- Confirm the airbag sensor assembly has not been dropped and there is no sign of damage or defects in the case, bracket, or connector.
- Confirm all SRS wiring is routed correctly.

#### 13. REASSEMBLE THE VEHICLE IN THE REVERSE ORDER OF DISASSEMBLY

Refer to TIS for detailed instructions on reassembly

[Airbag Sensor Assembly Installation](#)

#### 14. CHECK FOR DTCs

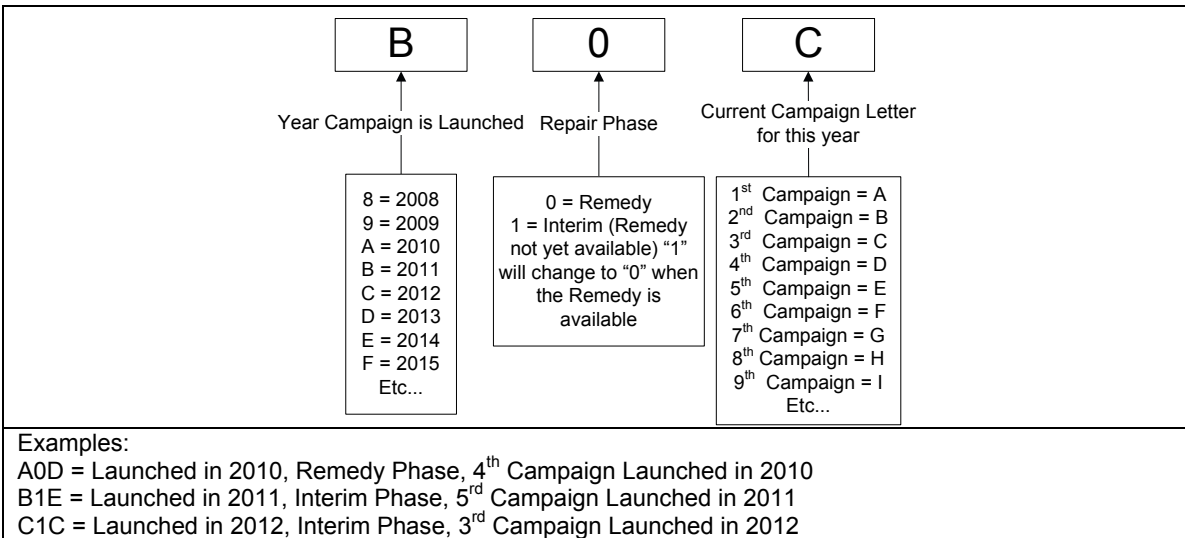
### ◀ VERIFY REPAIR QUALITY ▶

- Confirm the TOYOTA and DENSO part numbers before replacing the airbag sensor assembly
- Read all precautions as outlined on TIS before servicing the SRS system
- If you have any questions regarding this recall, please contact your regional representative



## VII. APPENDIX

### A. CAMPAIGN DESIGNATION DECODER



### B. RECALL PARTS DISPOSAL

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

Tyson Siekiera / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
March 19, 2012  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Toyota Customer Services

**Safety Recall B0E – *Update***  
**Certain 2007-2008 Model Year RAV4 Vehicles**  
**Certain 2008 Model Year Highlander/Highlander HV Vehicles**  
**Curtain Shield Airbag (CSA) Sensor**  
**\*\*\*\*\*UPDATE\*\*\*\*\***

- Battery disconnect instructions have been added to the airbag sensor assembly verification process

**Please refer to the Technical Instructions found on TIS for full details on this update. Previous versions of the Technical Instructions should be discarded.**

Thank you for your cooperation