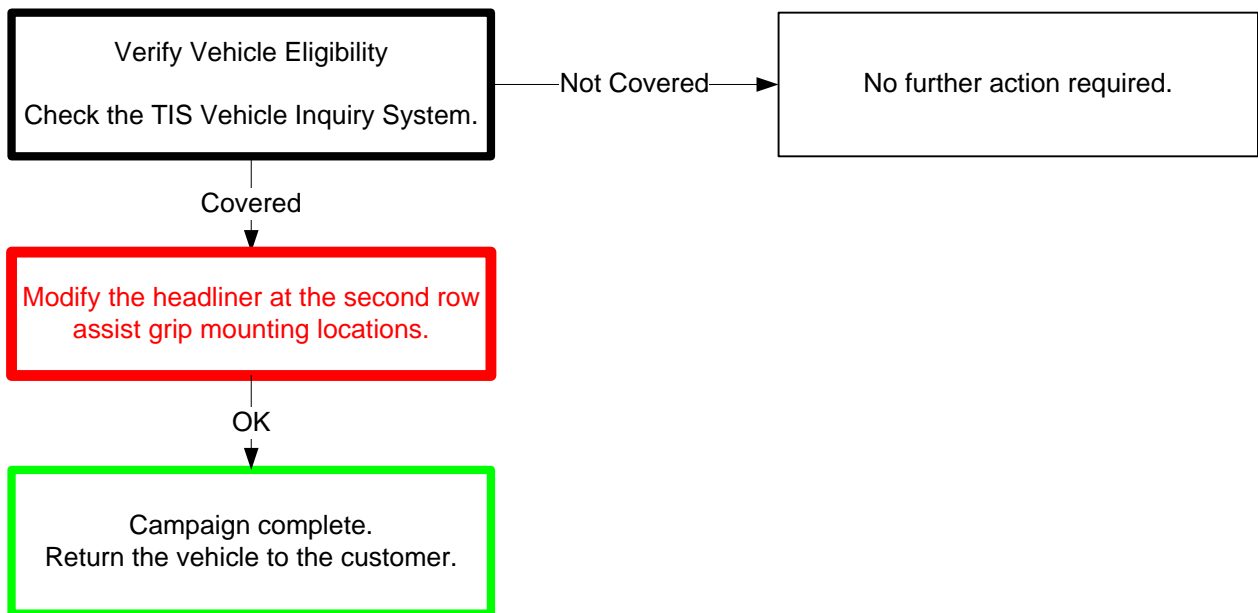


**TECHNICAL INSTRUCTIONS**  
**FOR**  
**SAFETY RECALL E07**  
**SECOND ROW ASSIST GRIP**  
**CERTAIN 2015 MODEL YEAR SIENNA**

All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certifications levels:

- Toyota Expert (any classifications)
- Master
- Master Diagnostic Technicians

## I. OPERATION FLOW CHART



## II. IDENTIFICATION OF AFFECTED VEHICLES

### A. COVERED VIN RANGE

- 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


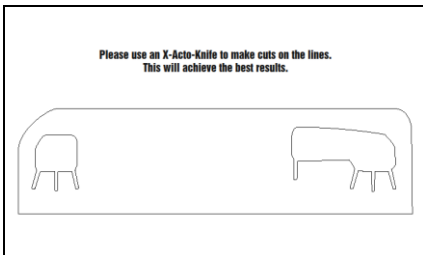
#### A. PARTS

There are no parts required for this campaign.

#### B. TOOLS & EQUIPMENT

- Standard hand tools
- 90° Pick Tool
- Flashlight
- Plastic Body Molding Tool
- Pencil

**SPECIAL CAMPAIGN TOOLS** - These tools are necessary when performing the campaign repair procedure.

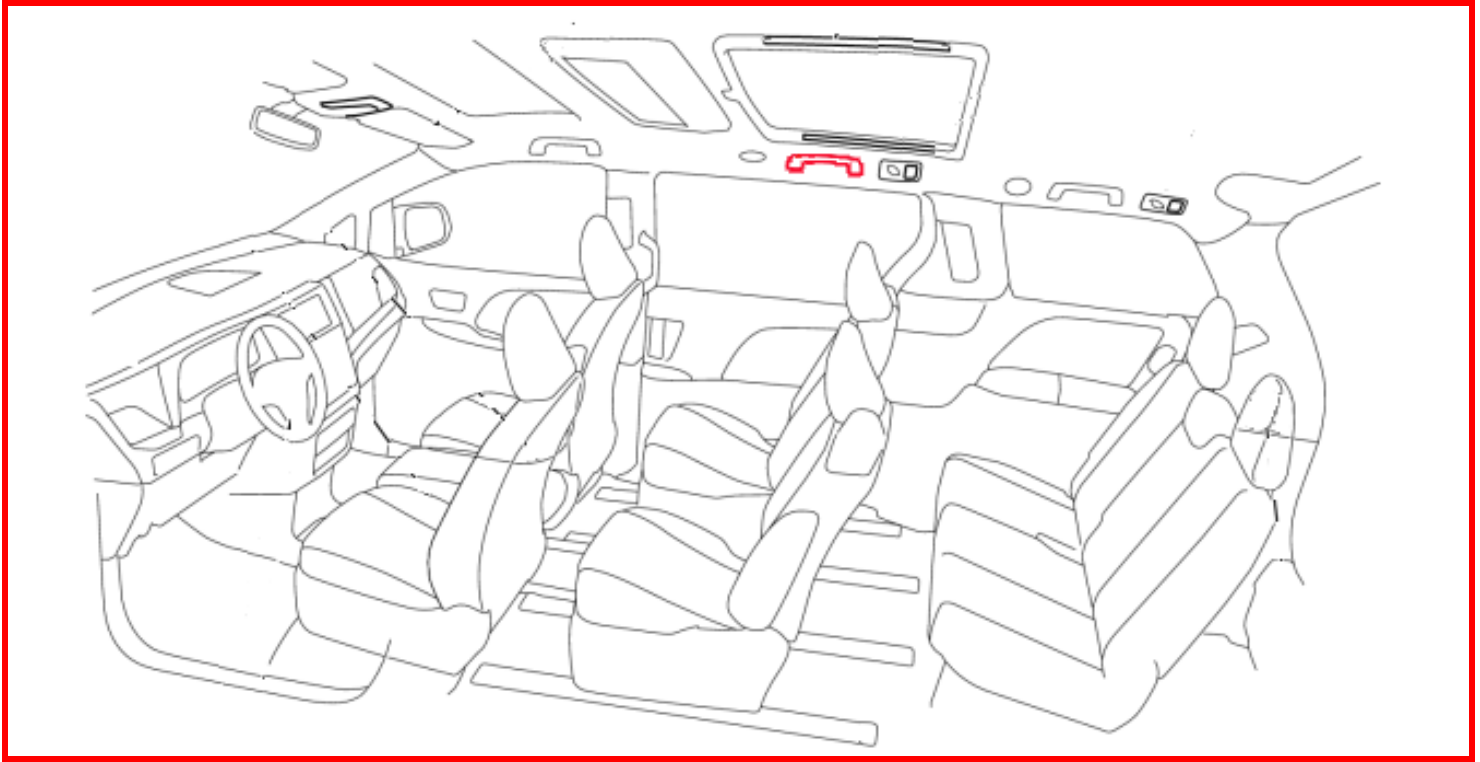
<p><b>Bandage Scissors</b></p>		<p><b>Dealer Sourcing Required</b></p>
<p><b>Tracing Template</b></p>		<p><b>Provided by Toyota</b></p>
<p><a href="#"><u>Paper Template</u></a></p>		<p><b>Click on link to open</b>  <b>Note:</b>  <b>Print PDF file in actual size</b>  <b>(1:1 Ratio)</b></p>

#### C. MATERIALS

- Work Gloves
- Tape
- Rags
- Upholstery Cleaner

#### IV. BACKGROUND

The subject vehicles are equipped with left and right side second row overhead assist grips mounted to the roof rails. In the event of a collision that results in deployment of a curtain shield airbag (CSA), an assist grip could detach from the mounting bracket under some conditions. If an assist grip completely detaches, it may contact an occupant, increasing the risk of injury in a crash.



## V. HEADLINER CSA STRESS RELIEF WORK PROCEDURE

### A. REMOVE SECOND ROW ASSIST GRIP HANDLES

#### 1. REMOVE THE LEFT AND RIGHT SIDE 2<sup>ND</sup> ROW ASSIST GRIP CAPS

- Using a 90 degree pick, disengage the inner claw securing the cap to the assist grip body.
- Place the body molding tool inbetween the cap and assist grip body.
- Using the 90 degree pick disengage the outer cap claw and gently remove the assist grip cap.
- Repeat for the other assist grip caps.

**Note:** The caps on the assist grips are very tight, use caution when trying to remove them to avoid damaging the caps.



- To release the assist grip sub-assembly gently pry up on the metal clip as shown.
- Remove the assist grip sub-assembly.

**Note:** The metal clips will stay in the body of the vehicle.

- Remove the metal clips from the vehicle body by pinching them together.

**Note:** In some cases you will be unable to remove the clip by pinching it together, if this occurs use a flat tip screw driver to release the body locking claw.



OR





## B. HEADLINER CSA STRESS RELIEF MODIFICATION PROCESS



### 1. TRACE THE 7 CSA STRESS RELIEFS

**Note:** The plastic templates shown will be shipped to dealers a couple days after the campaign launches. In the meantime dealers should use the temporary paper template provided to dealers at the time of campaign launch.

- Align the template that was provided with the assist grip mounting holes in the headliner.

**Note:** The template provided can be used on both the right and left side of the vehicle.

- Using the template trace the reliefs onto both sides of the headliner using a pencil.
- Confirm the traced lines are 11mm long.



**Only use a pencil for marking the headliner because the slits are not fully covered by the assist grip mounting base.**

### [Video Supplement: Headliner Modification Procedure](#)

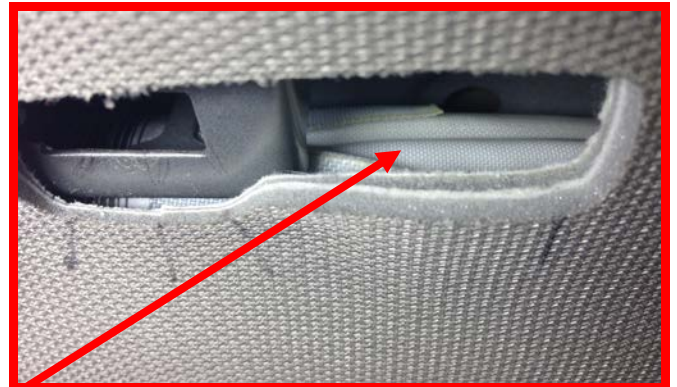
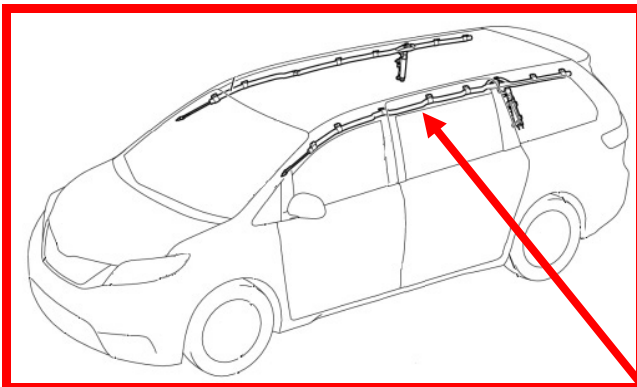


**USE EXTREME CAUTION WHEN PROCEEDING TO CUT THE HEADLINER MODIFICATIONS**



Use extreme caution when modifying the headliner because the Curtain Shield Airbag (CSA) rest against the backside of the headliner.

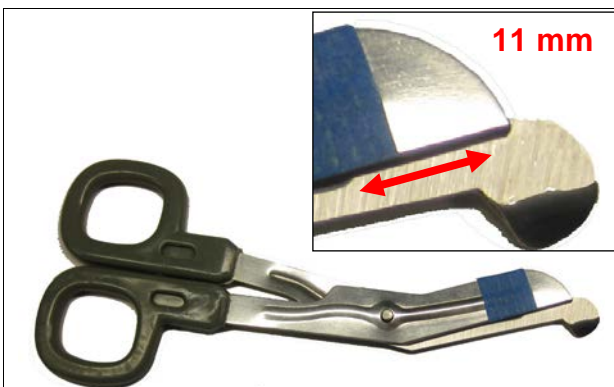
**ONLY USE THE BANDAGE SCISSORS AS SPECIFIED BY THE TECHNICAL INSTRUCTIONS FOR MODIFYING THE HEADLINER.**



## CURTAIN SHIELD AIRBAG (CSA)



**USE EXTREME CAUTION WHEN PROCEEDING TO CUT THE HEADLINER MODIFICATIONS**



### 2. MARK THE BANDAGE SCISSOR AT THE CUTTING DEPTH

- Using tape or a marker, set a 11mm cutting depth line on the scissors to help ensure you cut the correct depth.

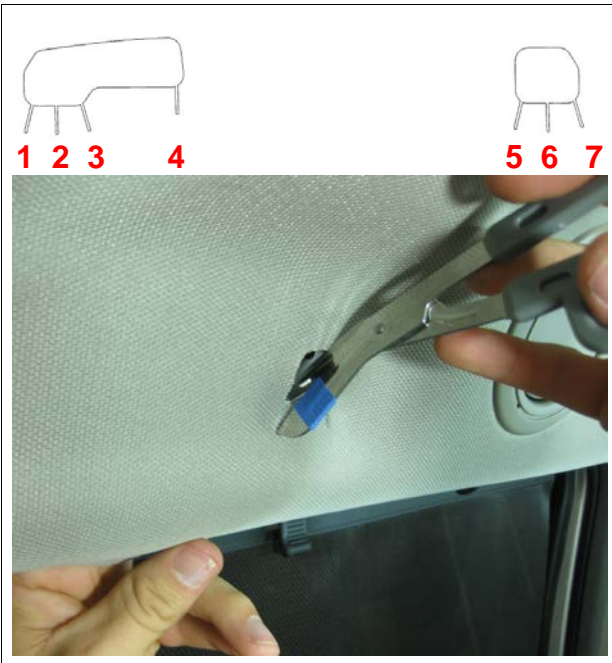


**Use caution and be gentle when adjusting the headliner a ½ inch away from the CSA to provide adequate clearance. If the headliner is adjusted too far or too hard it can be damaged.**



**3. GENTLY ADJUST THE HEADLINER AWAY FROM THE CSA**

- a) Using your fingers reach up between the weather stripping and the headliner as shown.
- b) Gently adjust the headliner ½ inch away from the CSA.



**4. MODIFY THE HEADLINER IN THE 7 LOCATIONS.**

- a) Carefully insert the bandage scissors into the assist grip mounting holes.
- b) Using your two fingers that are holding the headliner ensure the scissor guide is protecting the CSA from getting cut.
- c) Carefully align the scissors with the traced line and cut all 7 locations on the headliner.
- d) Repeat on the other side.

**Be extremely carefull when modifying the headliner to ensure no damage happens to the CSA.**



**DO NOT place any object behind the headliner such as cardboard or cutting board to protect the CSA, doing this can cause the CSA roll to be moved.**



**5. MEASURE THE MODIFICATIONS TO ENSURE THEY ARE THE CORRECT LENGTH OF 11MM**



**6. VISUALLY INSPECT THE CSA THROUGH THE ASSIST GRIP MOUNTING HOLES TO CONFIRM IT IS IN GOOD CONDITION**

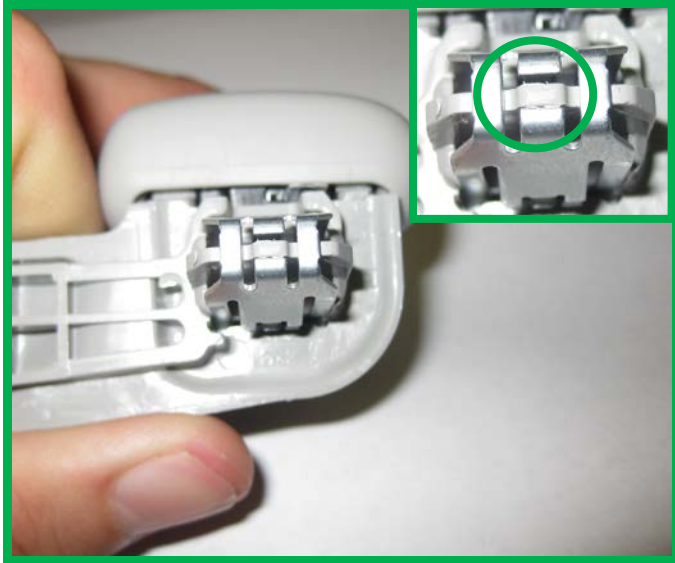
## C. REINSTALL ASSIST GRIP ASSEMBLY

### 1. REINSTALL THE METAL CLIPS ONTO THE ASSIST GRIP SUB-ASSEMBLY

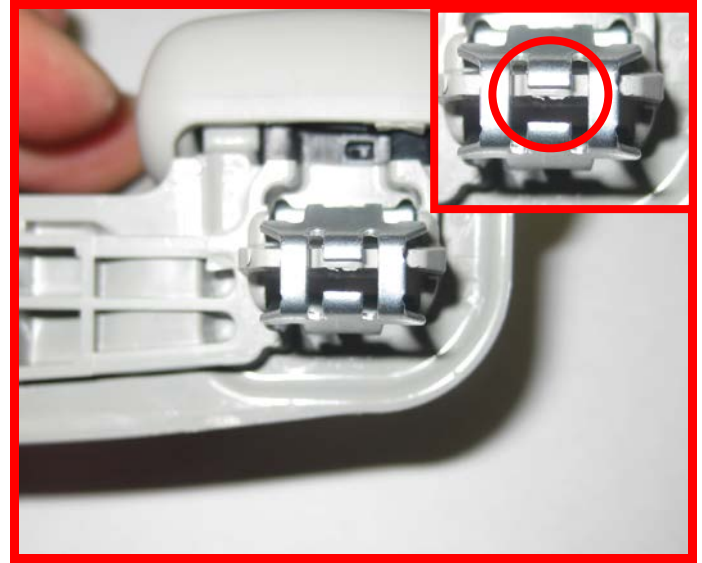


The metal clip must be fully seated on the assist grip as shown. Always confirm that it is fully seated.

**OK (Fully Seated)**



**NG (Not Fully Seated)**



### 2. REINSTALL ASSIST GRIP SUB-ASSEMBLY INTO VEHICLE BODY



### 3. REINSTALL THE ASSIST GRIP CAPS AS SHOWN

## ◀ VERIFY REPAIR QUALITY ▶

- Confirm that the CSA Relief slits have been cut properly
- Confirm that the CSA was not damaged
- Confirm that the assist grip was installed properly
- Confirm that the assist grip and headliner are clean

If you have any questions regarding this **Safety Recall**, please contact your regional representative.



## VI. APPENDIX

### A. CAMPAIGN PARTS DISPOSAL

Make sure all campaign parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***

### B. CAMPAIGN DESIGNATION DECODER

