

IMPORTANT UPDATE

TECHNICAL INSTRUCTIONS
FOR
SAFETY RECALL GLA
DRIVER'S KNEE AIRBAG INSPECTION & REPLACEMENT
CERTAIN 2016 MODEL YEAR RX 350 & RX 450h
Updated 01-14-2021

Update 01-14-21

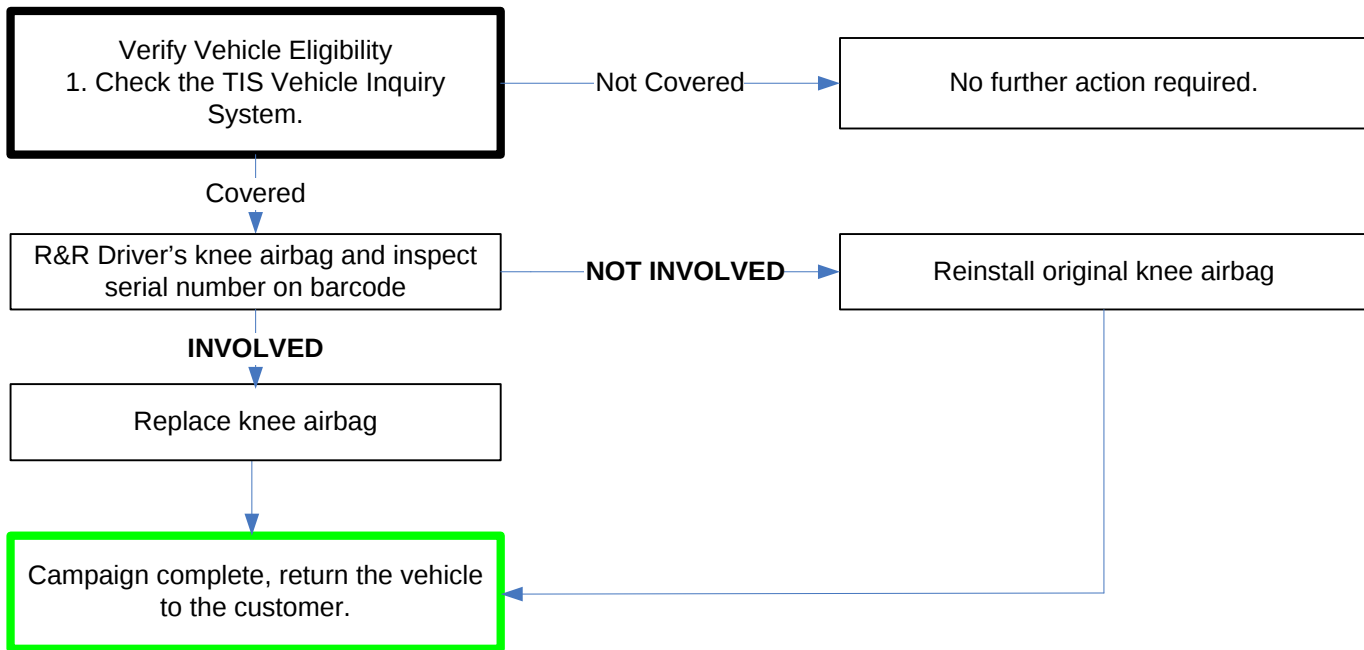
- The scanning application process has been updated

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this SSC are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this SSC repair are required to currently hold at least one of the following certification levels:

- Senior Service Technician
- Senior Diagnostic Specialist
- Master Service Technician
- Master Diagnostic Specialist

I. OPERATION FLOW CHART

The flow chart is for reference only. DO NOT use it in place of the full technical instructions. Follow ALL steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



II. BACKGROUND

The subject vehicles are equipped with a driver's knee airbag module that may not have been properly manufactured. This could affect the performance of the airbag and increase the risk of injury in a crash.

III. 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.**

IV. PREPARATION

A. PARTS

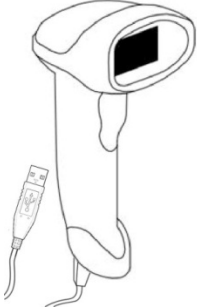
Part Number	Part Description	Color	Quantity
73900-0E080-C0	Driver's Knee Airbag	Black	1
73900-0E080-E0	Driver's Knee Airbag	Brown	1

NOTE: Airbag replacement is subject to inspection results.

B. TOOLS & EQUIPMENT

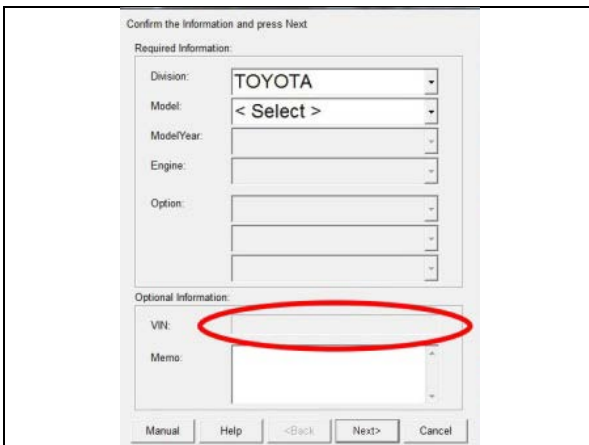
- Standard hand tools
- Molding remover set
- Torque wrench
- Techstream

GLA CAMPAIGN TOOLS – These tools were previously provided to the dealership for campaign DLC and will be used for campaign GLA. These tools are required when performing this repair.

Image	Name	Quantity
	Barcode Scanner	1

NOTE: These tools **CANNOT** be ordered through the parts or tools system. There is a very limited supply of tools, but if additional tools are needed, contact your area representative.

V. SRS SYSTEM HEALTH CHECK



1. PERFORM A HEALTH CHECK

- a) Confirm the Techstream is connected to the dealership's internet.

NOTE: The VIN should auto-populate.

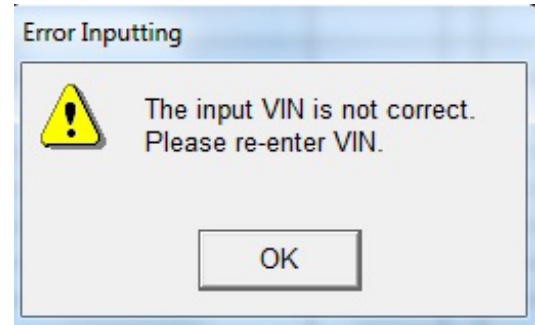
- b) Perform a health check.

2. RUN A DIAGNOSTIC REPORT

a) After the health check has completed, run a diagnostic report by clicking on the link on the health check screen.

[illegible]

NOTE: If the VIN was not entered in ALL CAPS when Techstream was launched, an error will be displayed and there will be a prompt to reenter the VIN





Diagnostic Report

Vehicle Information

Mileage:

Repair Order:

Report

b) Enter the vehicle mileage and repair order information, then click the 'report' button.



- A health check and diagnostic report with VIN *MUST* be performed within the last 36 hours and recorded by TMS. If the diagnostic report is not run, the healthcheck will not be recognized by TMS.
- The serial number recording application will be disabled and the inspection cannot be completed if a health check and diagnostic report is not performed and recorded by TMS.

VI. DRIVER'S KNEE AIRBAG REMOVAL

1. DISCONNECT THE NEGATIVE BATTERY TERMINAL

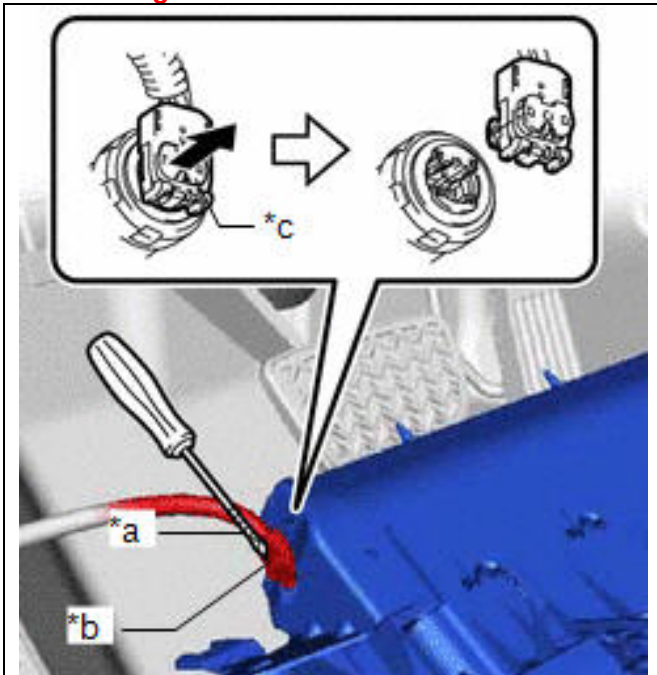


- Wait at least 90 seconds after disconnecting the cable from the negative battery terminal to prevent airbag and seat belt pre-tensioner deployment.
- Follow all precautions as outlined on TIS before servicing the SRS system.
- Do not scratch or damage the interior finish panels.
- When disconnecting the airbag connector, take care not to damage the airbag harness or connector.

2. REMOVE THE DRIVER'S KNEE AIRBAG

- a) Refer to TIS for removal instructions [2016 RX 350](#) [2016 RX 450h](#).

Knee Airbag Connector



CAUTION

The knee airbag connector can be easily damaged. Using a small screwdriver or pick release the secondary lock first, then remove the connector from the airbag.

- a) Small screwdriver or pick
b) Airbag connector
c) Secondary lock

VII. KNEE AIRBAG RECORDING

1. LAUNCH THE SERIAL NUMBER RECORDING APPLICATION



- The serial numbers for the KNEE AIRBAG, and NEW KNEE AIRBAG **MUST** be recorded using the barcode scanner (provided at the launch of SSC DLC).
- The barcode scanner application **MUST** be completed on every vehicle. These numbers **MUST** be included on every warranty claim that is submitted for airbag replacement or the claim may be subject to debit.
- The technician performing the work **MUST** have valid TIS login credentials and an internet connection to perform the inspection and scanning process.

- a) Log in to TIS and input the VIN of the vehicle in the Vehicle Inquiry tab.
- b) Confirm the VIN is applicable and that the campaign has not been completed.
- c) Click on the link to be sent to the scanning application site.
- d) You can also log into the scanning site via the URL below

Log into the website via the URL below

<https://takata-scan-app.imagespm.info/>

User ID: Dealer Code

First time login password: xxxxx

The screenshot shows the Toyota TIS Vehicle Inquiry page. At the top, there are navigation tabs: Home, TIS, TAS, PRS, QAT. Below these are sub-tabs: Library, Diagnostics, Tech Assistance, and Vehicle Inquiry. The main content area is titled "Vehicle Identification Number Search" and contains a search form with the VIN "1NX-BR32E-000000000" entered. A red circle highlights the VIN input field, labeled "a)". Below the search form is the "Vehicle Information" section, which displays details such as Division (TOYOTA), Model (Corolla), Grade (CE), Model Year (2003), Drive Type (2WD), Body Type (4Dr. Sedan), Engine Family (4-cylinder - 1ZZ), Transmission, Date of First Use, Production Date (01/18/2002), Plant Code (Z - FREMONT PLANT - NUMN), VIN (1NX-BR32E-000000000), and Standard Equipment (Click here to display). Below this is the "Service Campaign" section, which shows a campaign description: "Safety Recall DCF Remedy Notice - 2003-2004 Model Year Corolla, Corolla Matrix, Sequoia, and Tundra Vehicles, 2002-2003 Model Year Vehicles Front Passenger Airbag Inflator Module". The completion status is "Not Completed", and there is a link to "Check applicability for VIN". A red circle highlights the "Not Completed" status, labeled "b)", and another red circle highlights the "Check applicability for VIN" link, labeled "c)". At the bottom of the page, there is a copyright notice: "© 2013 Toyota Motor Sales, Inc." and links for Feedback, Privacy, and Legal.

Login

Complete all required (*) fields below.

*** User ID (enter your 5-digit dealer code, or 6-digit for Canadian dealers eg. Cnnnnn format):**

*** Password:**

Login

[Forgot Password?](#)

Technician Information

Please provide information below before searching for VIN.

Technician Name:

SPIN ID (12 digit code):

Search

a) Enter your name and SPIN ID into the site

Enter VIN

Enter the 17-digit Vehicle Identification Number to begin the search for this campaign.

VIN:

Mileage on Vehicle:

Search

b) Enter the VIN and vehicle mileage into the site

2. CONNECT THE BARCODE SCANNER

- Connect the barcode scanner to the USB port on the Techstream.
- The scanner will automatically connect and a beep will be heard when the scanner is ready.

NOTE:

- The scanner was provided for SSC DLC.
- The barcode scanner works best in low light conditions.
- Always hold the scanner directly in front of and parallel to the barcode label.

3. SCAN THE AIRBAG SERIAL NUMBER

ATTENTION: This information is **CRITICAL**

- a) Scan the **KNEE AIRBAG** serial number 2 times.
 - 1) Confirm the cursor is in the first serial number box then scan the serial.
 - 2) Position the cursor in the second serial number box then scan the serial.
- b) Click next.

NOTE:

- If both serial numbers that are entered do not match, confirm and reenter.
- If the serial number barcode will not scan, it can be entered manually.

AIRBAG SERIAL NUMBER IDENTIFICATION

- The airbag serial number is **ALWAYS** the **12 DIGITS**.

Airbag Serial Number Label Example



ORIGINAL Airbag Assembly Serial Number

Scan or enter the **original** Airbag Assembly serial number into the website.

VIN:

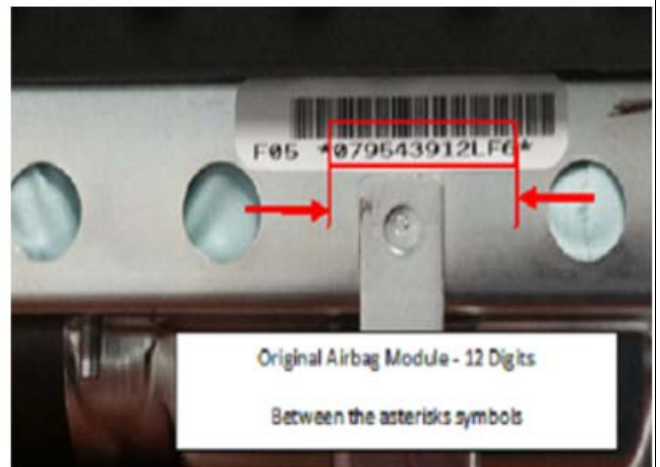
Model / Campaign:

* Serial Number of *Original* Airbag Assembly:

* Re-confirm the Serial Number of *Original* Airbag Assembly:

☐ Check if the airbag serial number is missing or not visible, or if installing a new airbag assembly

Search



c) Scan the **NEW** Airbag barcode in the Serial Number Recording Application.



Takata Scan App

TMS Test Dealership

[Search Another VIN](#) | [Print Screen](#) | [Log Out](#)

NEW Serial Number

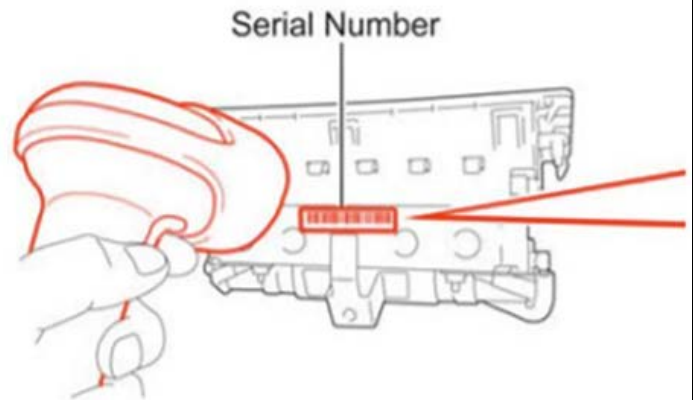
Scan or enter the **new** Airbag Assembly Serial Number into the website.

VIN:

* Serial Number of New Airbag Assembly:

* Re-confirm the Serial Number of New Airbag Assembly:

Search



The new **AIRBAG ASSEMBLY** serial number **MUST** be recorded prior to reinstallation to track the airbag assembly to the vehicle.

- d) Record the Warranty Authorization # to be included in the warranty claim.

Takata Scan App (TEST v2) Final Results

You can [Print Screen](#) or [Search Another VIN](#).

Results:	Inflator Replacement Required
Warranty Authorization Number:	77515K46 <i>This number is required for the warranty claim. Print and save this screen for your records</i>
VIN:	2T1BR32E57C810829
Vehicle:	2007 Corolla
Campaign:	E04
Original Airbag Serial:	123456789K12
Replacement Airbag Serial:	
Original Inflator Serial:	W0123456789
Replacement Inflator Serial:	W0123456789
Scan Date:	12/22/2020 08:47AM (mm/dd/yyyy)

- e) Confirm agreement by checking the two boxes.
f) Place the old airbag in the parts box and return it to the parts department.

NOTE:

- Keep all shipping paperwork with the box that it came in.
- Confirm the cursor is in the correct serial number input box before scanning.
- If the serial number barcode will not scan, it can be entered manually.
- If there are any difficulties or concerns with this process, email quality_compliance@toyota.com with details.

VIII. VEHICLE REASSEMBLY

1. REINSTALL THE ORIGINAL KNEE AIRBAG OR NEW KNEE AIRBAG

- a) Refer to TIS for reinstallation/installation instructions [2016 RX 350](#) [2016 RX 450h](#).

NOTE: When reinstalling/installing the airbag ensure that the clips are properly aligned and engaged.

2. RECONNECT THE NEGATIVE BATTERY CABLE

3. PERFORM A HEALTH CHECK AND DIAGNOSTIC REPORT

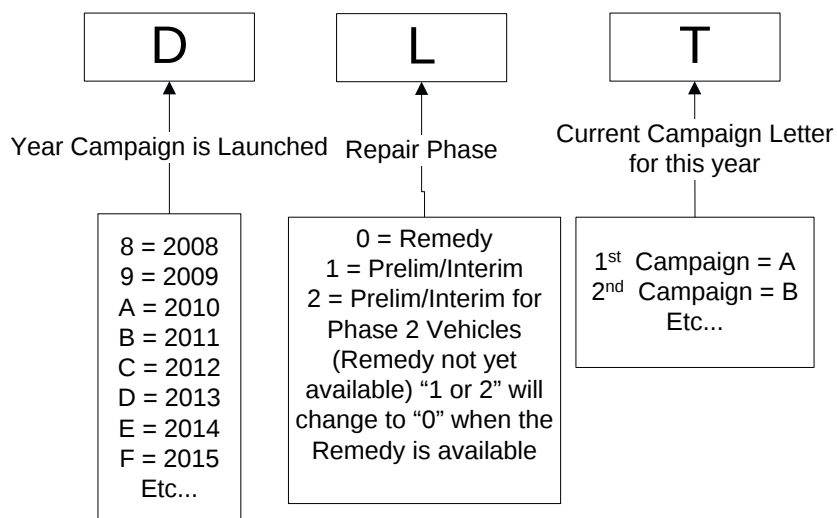
◀ VERIFY REPAIR QUALITY ▶

- Confirm all precautions are followed to ensure safety during the repair
- Confirm the entire serial number checker application is completed and the warranty authorization # is recorded on **EVERY** vehicle
- Confirm the old airbag is handled safely and stored in safe place until it can be recovered.

If you have any questions regarding this update, please contact your area representative.

IX. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



B. CAMPAIGN PARTS DISPOSAL

ALL airbags that are replaced under this campaign must be held by the parts department for recovery.