IMPORTANT UPDATE

TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL DSF and E04

(Note: These technical instructions may be used on any vehicle covered under DSF or E04)

FRONT PASSENGER AIRBAG "MODULE" REPLACEMENT ONLY

CERTAIN 2003 – 2008 MODEL YEAR MATRIX

Note: This TI is for front passenger airbag "Module" replacement only. If replacing the "Inflator", refer to the DSF/E04 Matrix Inflator TI located on TIS.

Updated 07-17-18

Update 07-17-18
- **The Technician Certification Requirements have changed**

Update 4-18-18
- **The parts section has been updated**

Update 3-18-16
- **This update clarifies the necessary steps in the scanning process on page 9 and 10**

Update 03-10-16
- **This TI contains information to replace the module only.**

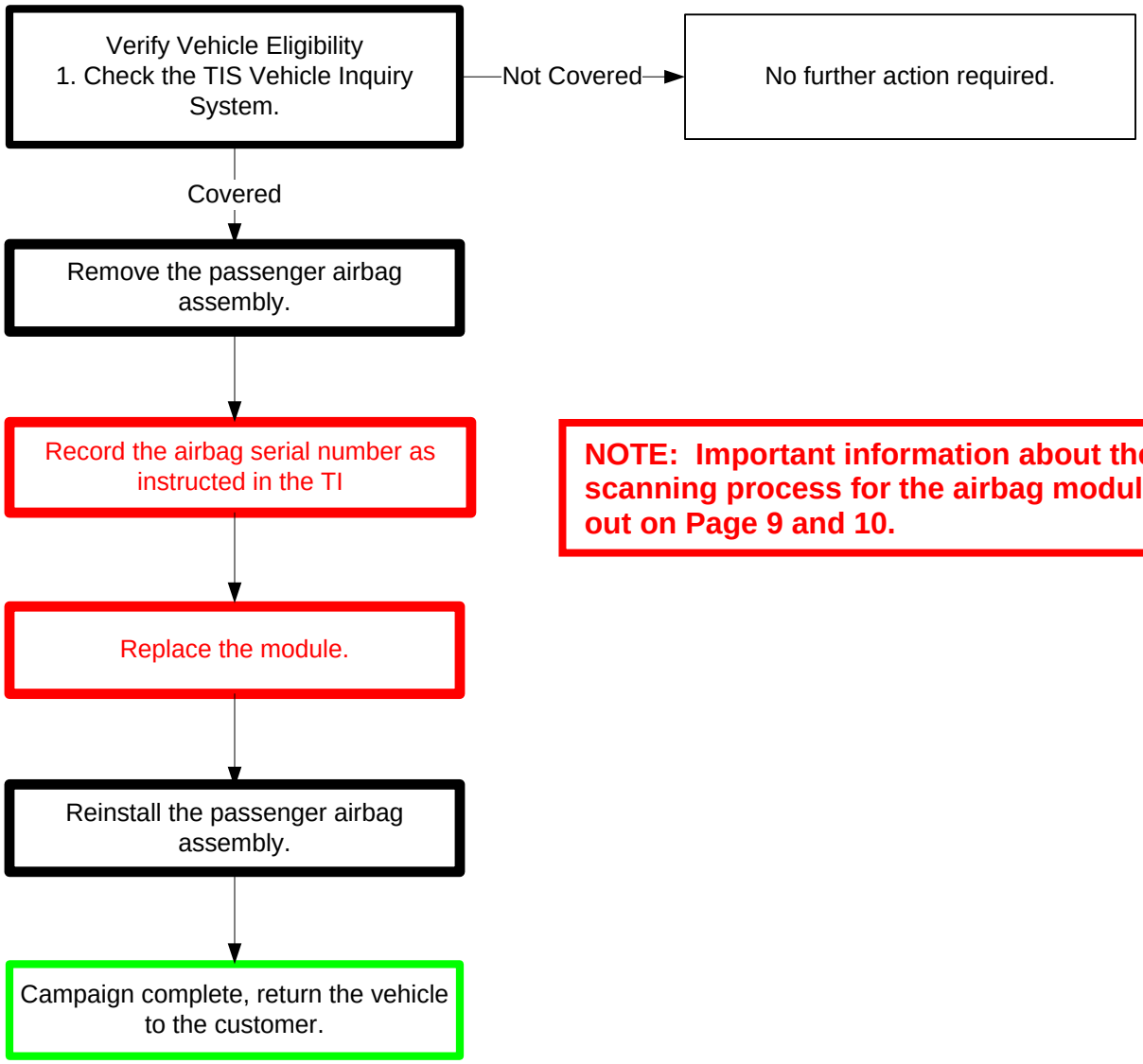
All dealership technicians performing this recall are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to have successfully completed E-Learning course SC18A (if you had previously completed E-Learning Course SC13B, you do not have to take SC18A), in addition to "Safety Recall and Service Campaign Essentials", and currently hold at least one of the following certifications levels:

- **Toyota Certified (Electrical)**
- **Toyota Expert (Any Specialty)**
- **Master**
- **Master Diagnostic Technicians**

NOTE: The videos in this document were created for D0F/DSF, but are used in this document to help supplement the technical instructions.

I. OPERATION FLOW CHART

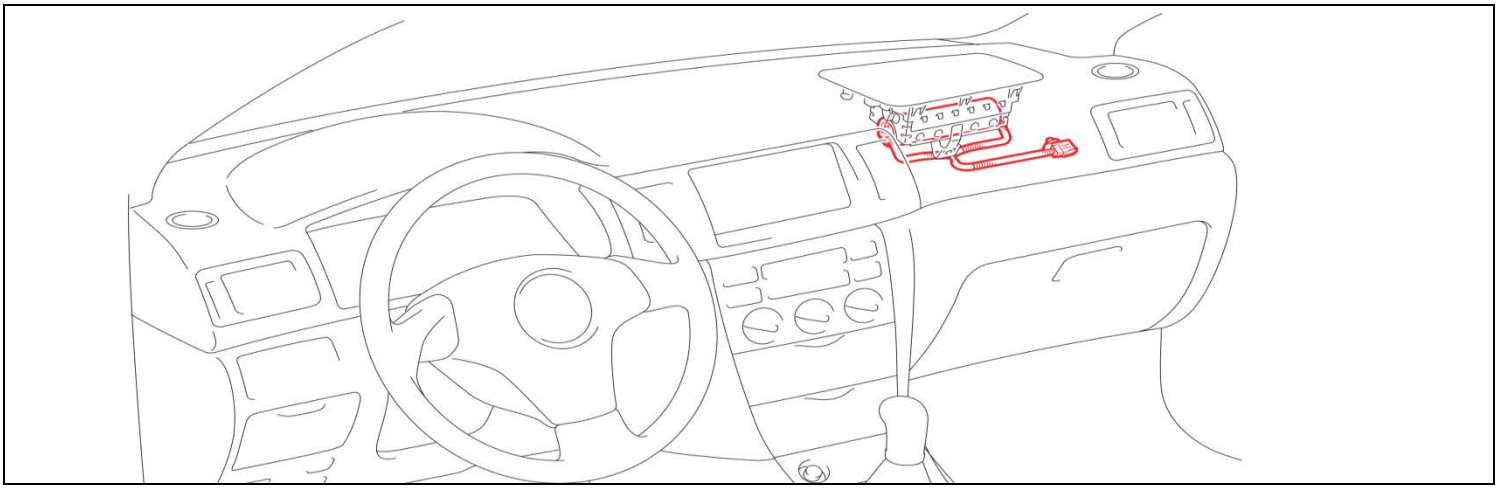
The flow chart is for reference only. *DO NOT* use it in place of the full technical instructions. Follow *ALL* steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



NOTE: Important information about the specific scanning process for the airbag module is called out on Page 9 and 10.

II. BACKGROUND

The subject vehicles are equipped with front passenger airbag inflators which may have been manufactured in such a way as to have a potential for the intrusion of moisture over time. Depending on the circumstances, this could create excessive internal pressure when the airbag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants and potentially resulting in serious injury or death.



III. IDENTIFICATION OF AFFECTED VEHICLES

- 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

Applicable for: The Continental U.S. 48 States Only

Model	Part Number	Part Description	Quantity
03-04 Matrix	04005-22601	Instrument Panel Airbag Kit*	1
05-08 Matrix	04005-22901	Instrument Panel Airbag Kit*	1
*The kit above includes the following parts.			
Airbag Module	1		

Matrix	04005-28112	IP Wire Harness Kit*	1
*The kit above includes the following parts.			
Wire Harness	1		

Applicable for: Alaska, Hawaii and USTT Locations Only

Model	Part Number	Part Description	Quantity
03-04 Matrix	04005-22501	Instrument Panel Airbag Kit*	1
05-08 Matrix	04005-22801	Instrument Panel Airbag Kit*	1
*The kit above includes the following parts.			
Airbag Module	1		

Matrix	04005-28112	IP Wire Harness Kit*	1
*The kit above includes the following parts.			
Wire Harness	1		

Non-Desiccated Part Recovery

Dealers should discontinue the installation of the non-desiccated parts listed below for recall, customer pay repairs AND over-the-counter sales (if applicable).

Model	Model Year	Location	Part Number	Part Description	Qty
Matrix	2003-2004	48 States in Continental U.S.	04003-28101	INFLATOR ASSY KIT, INSTR PNL AIRBAG	1
		USTT, Hawaii & AK	04003-11101		
	2005-2008	48 States in Continental U.S.	04004-75201		
		USTT, Hawaii & AK	04004-75101		

Model	Model Year	Part Number	Part Description
Matrix	2003-2004	73970-01030-B0	AIR BAG ASSY, INSTR PNL PASS
	2005-2008	73970-01050-B0	

Toyota requires all dealers to return any parts listed above that still remain in dealer inventory by utilizing the Hazmat Part Return Program available. Dealers will be issued a refund for all part returns. This part return program is outlined in *PANT Bulletin 2014-042*.

Important Note:

In order to return the inflator, packages must ***NOT*** be opened/tampered with.

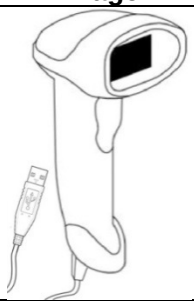
B. TOOLS & EQUIPMENT

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

***OPTIONAL* SST –** This is an essential special service tool that the dealership should have. This tool is not mandatory when performing this repair.

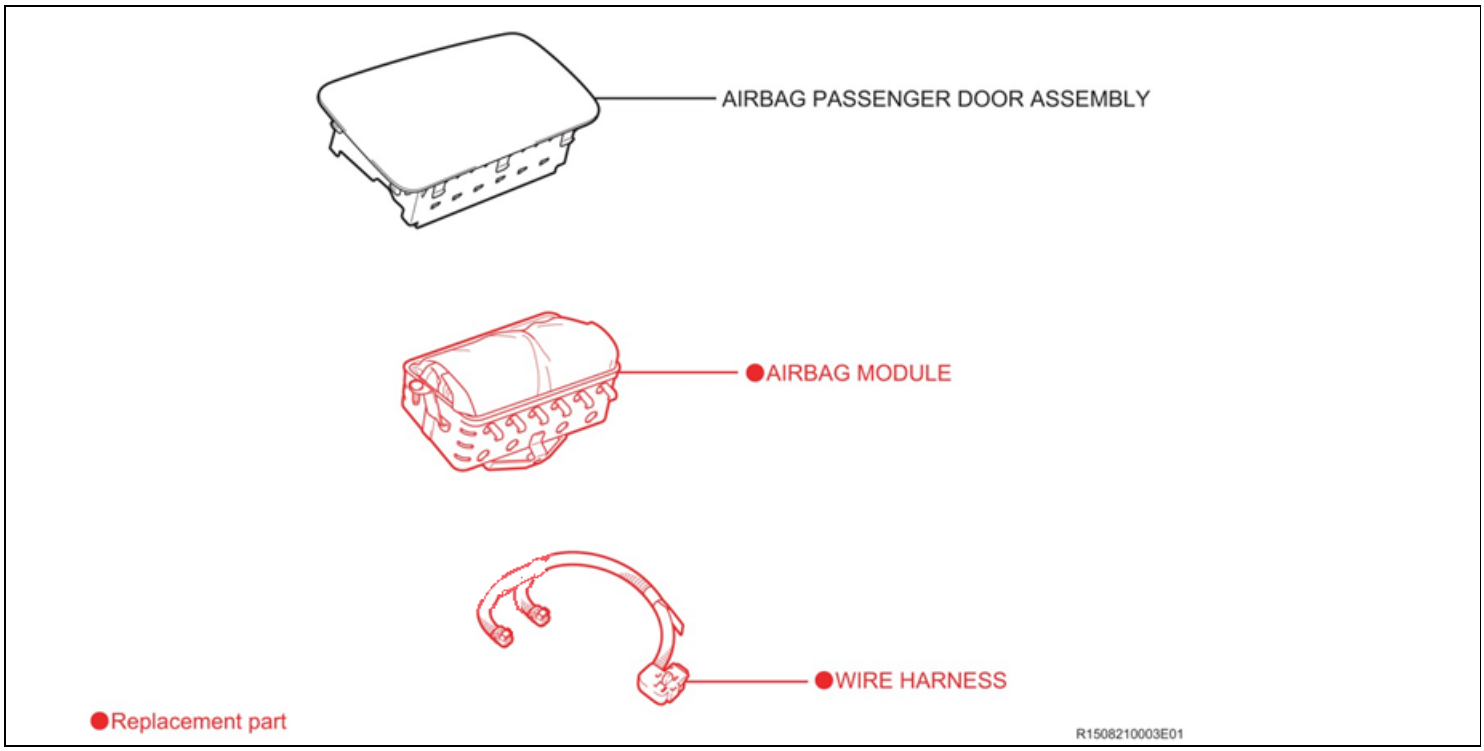
Part Number	Part Name	Quantity
09890-47010-01	Anti-Static Mat Set	1

DSF CAMPAIGN TOOLS – This tool was provided to the dealership for campaign D0F and will be used for campaign DSF. This tool is required when performing this repair.

Image	Name	Quantity
	Barcode Scanner	1

NOTE: This tool *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 regional representative.

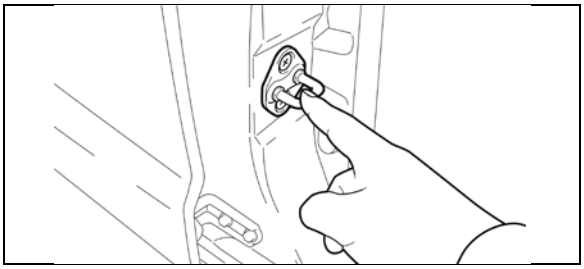
V. COMPONENTS



VI. SAFETY PRECAUTIONS

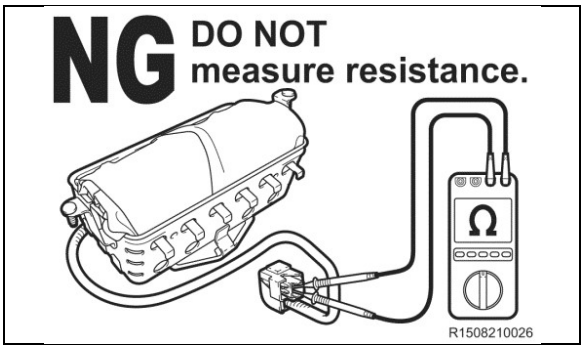
CRITICAL INFORMATION – READ THOROUGHLY

Failure to follow these procedures correctly could cause the SRS to unexpectedly deploy during servicing or the SRS may fail to operate correctly when required after reassembly. Confirm all work is performed as described in these instructions.



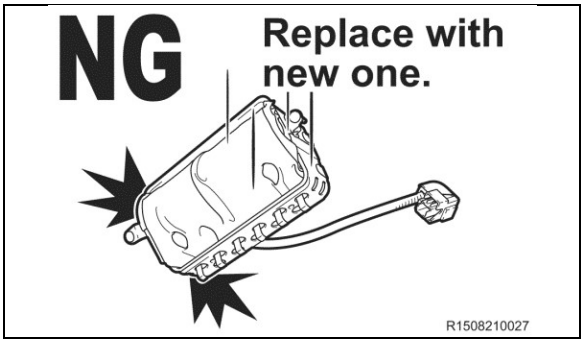
1. ELIMINATE STATIC ELECTRICITY

a) Before starting work and periodically while working on the vehicle, touch a metallic part of the vehicle to discharge static electricity in the body.



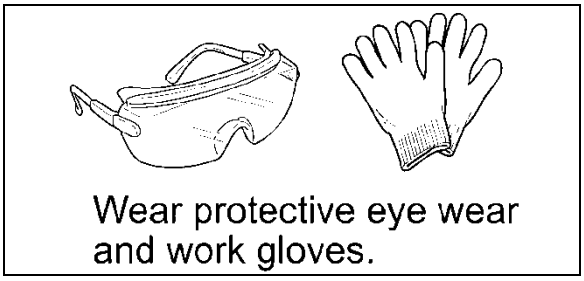
2. DO NOT MEASURE RESISTANCE

a) ***DO NOT*** measure resistance of airbag components, this may cause accidental activation.



3. HANDLE THE AIRBAG CAREFULLY

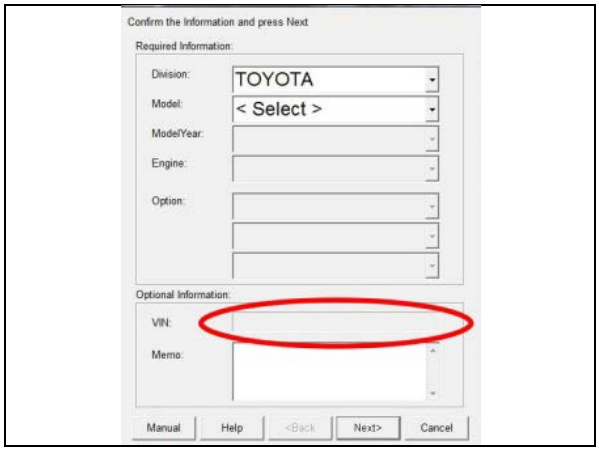
a) If an inflator is dropped, replace it with a ***NEW*** inflator.



4. WEAR PROTECTIVE EQUIPMENT

a) Always wear appropriate protective equipment when working on the SRS.

VII. SRS SYSTEM HEALTH CHECK



1. PERFORM A HEALTH CHECK

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

b) When launching the Techstream software the VIN ***MUST*** be entered manually.

NOTE: All letters of the VIN *MUST* be entered in ALL CAPS, or the VIN will need to be reentered when running the diagnostic report.

c) Perform a health check.

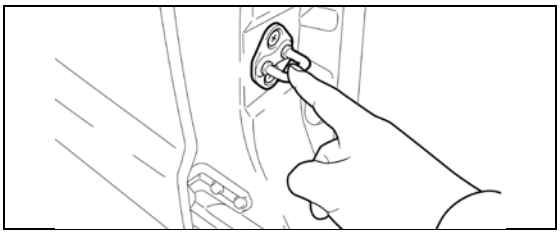
STOP

- **The VIN *MUST* be entered manually in ALL CAPS when launching the Techstream software, the VIN MAY *NOT* auto-populate due to vehicle age.**
- **The serial number recording application will be disabled and the repair cannot be completed if a health check and diagnostic report is not performed and recorded by TMS.**

VIII. WORK AREA PREPARATION

STOP **CRITICAL INFORMATION – READ THOROUGHLY** STOP

The anti-static mat set that is an essential SST may be available at your dealership and is optional to use during inflator replacement. If the anti-static kit is not available, before starting work and periodically while working on the vehicle, touch a metallic part of the vehicle to discharge static electricity in the body.



If the anti-static kit is not available, before starting work and periodically while working on the vehicle, touch a metallic part of the vehicle to discharge static electricity in the body.

IX. PASSENGER AIRBAG INFLATOR REPLACEMENT

1. LAUNCH THE SERIAL NUMBER RECORDING APPLICATION

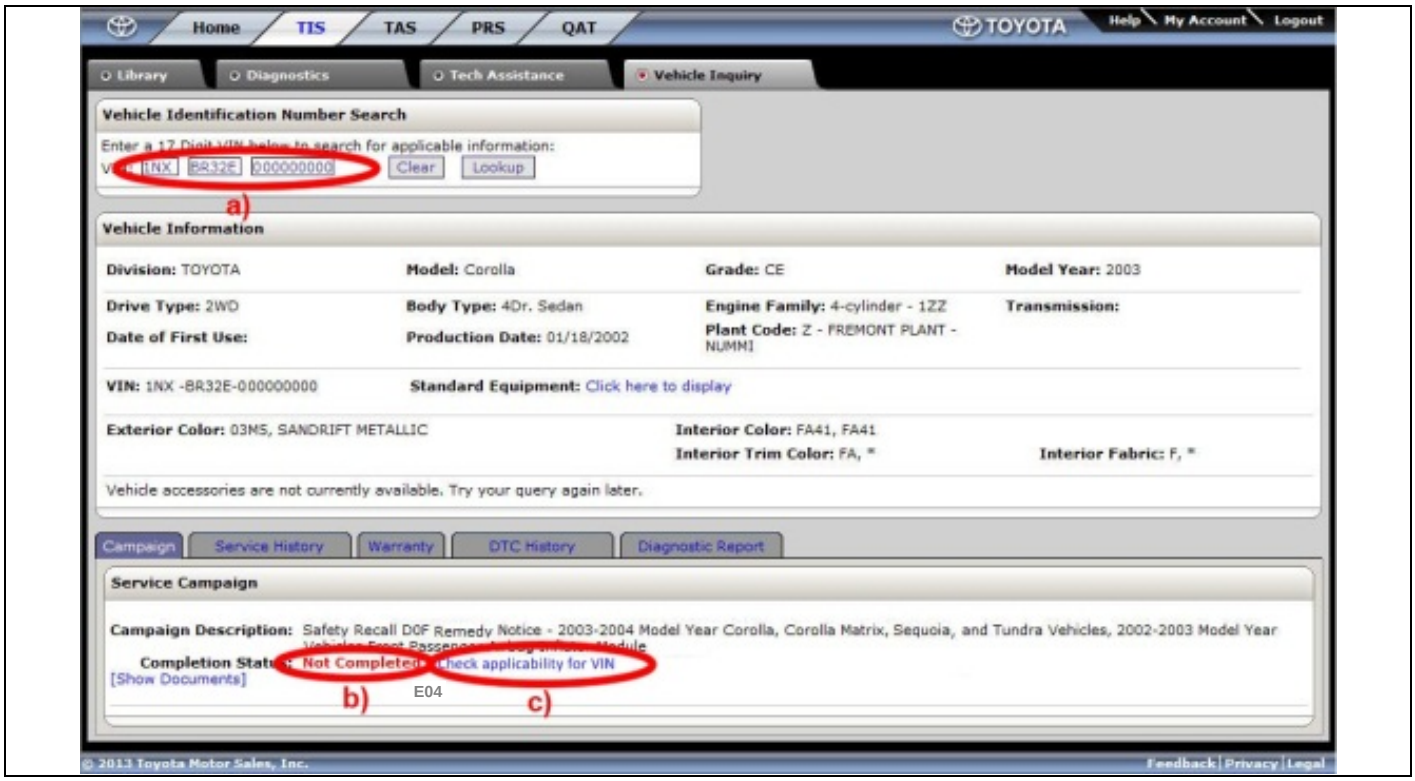
STOP

- **The AIRBAG ASSEMBLY and NEW MODULE serial numbers MUST be recorded using the barcode scanner (provided at the launch of SSC D0F).**
- **The barcode scanner application MUST be completed on every vehicle. These numbers MUST be included on every warranty claim that is submitted for inflator module 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.

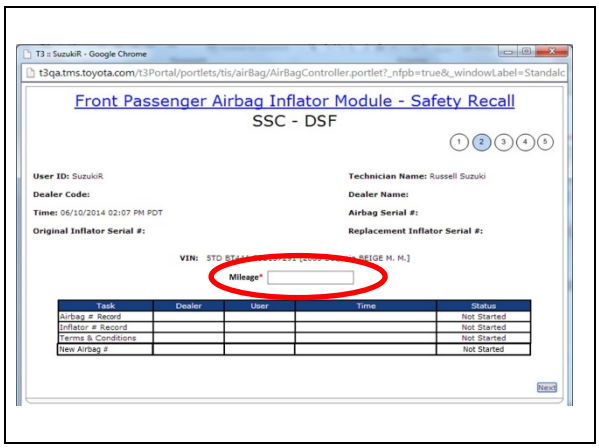
b) Confirm the VIN is applicable and that the campaign has not been completed.

c) Click on the link to launch the serial number recording application.



d) Reenter TIS password in the serial number recorder application.

NOTE: The person logged-in to TIS *MUST* be the person performing the repair.

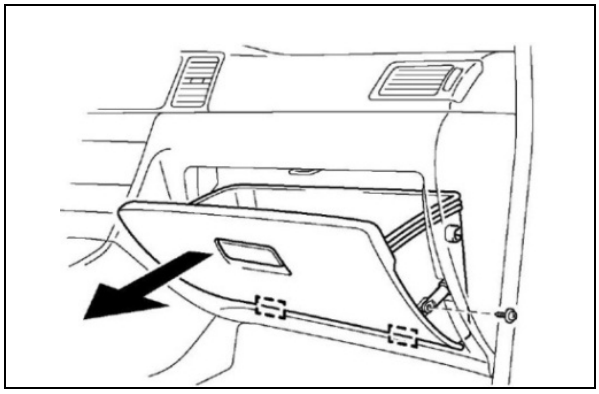


e) Record the vehicle mileage into the serial number recording application.

NOTE:

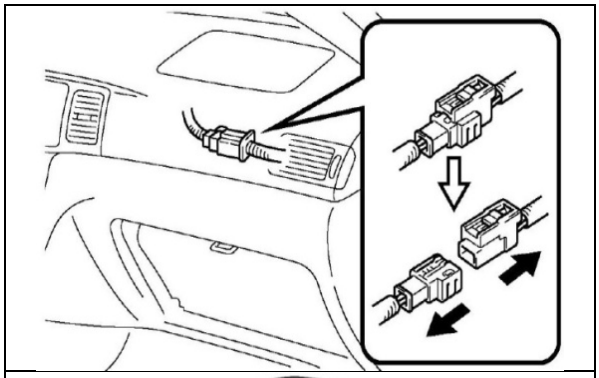
- **A task status screen will populate next and at other intervals during the repair. This screen will indicate if the module was replaced or in some limited cases that the entire airbag assembly was replaced. Click 'next' to proceed to the next step. This information will be used for record keeping by TMS.**

- **If this screen indicates that the inflator has already been replaced on this VIN, there is no need to perform the campaign again.**



2. REMOVE THE GLOVE BOX

a) Open the glove box door.
b) Press in on both sides of the door and swing it down to remove it from the vehicle.



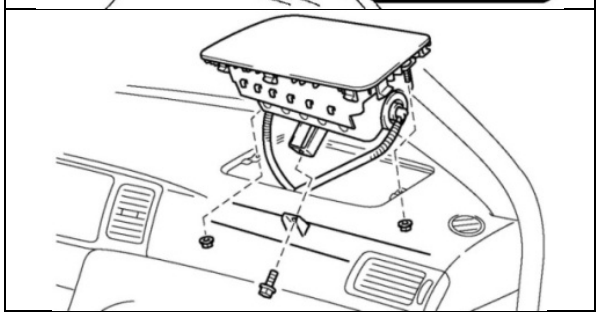
3. REMOVE THE AIRBAG ASSEMBLY

a) Disconnect the negative battery cable.

STOP

- **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.**

b) Disconnect the airbag connector.



4. REMOVE THE FRONT PASSENGER AIRBAG

a) Remove the 2 nuts and release the 6 clips.
b) Remove the airbag assembly.

5. CONNECT THE BARCODE SCANNER

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

NOTE:

- **The scanner was provided for SSC D0F.**
- **The scanner works best in low light conditions.**
- **Always hold the scanner directly in front of and parallel to the barcode label.**

6. SCAN THE AIRBAG SERIAL NUMBER

a) Scan the ***AIRBAG ASSEMBLY*** 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.

NOTE:

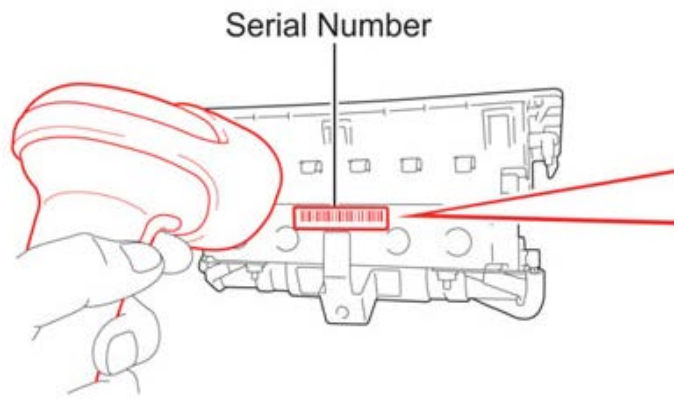
- **If both serial numbers that are entered do not match, confirm and reenter.**
- **If the serial number barcode will not scan, it can be entered manually.**

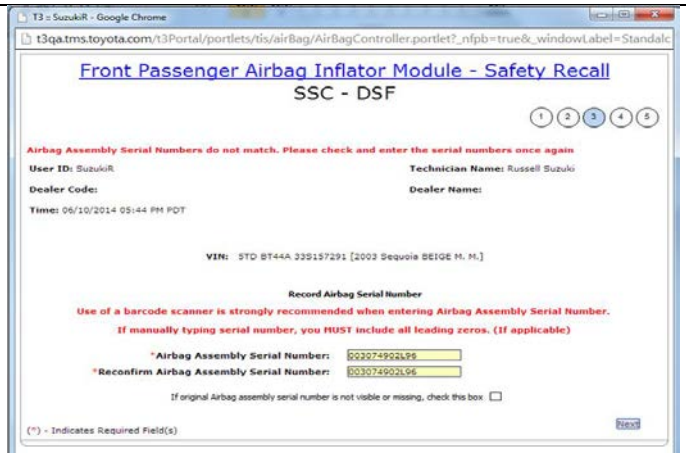
AIRBAG SERIAL NUMBER IDENTIFICATION

- **The airbag serial number is *ALWAYS* the 12 *DIGITS* located between the asterisks.**
- **The 3 digits before the asterisk *ARE NOT* part of the serial number, and *SHOULD NOT* be entered or an inaccurate response may be returned.**

Airbag Serial Number Label Example

The *AIRBAG ASSEMBLY* serial number *MUST* be recorded prior to replacement.





NOTE: If the airbag serial number # is missing or cannot be scanned go to page 12.

b) Click next.

CRITICAL INFORMATION – READ THOROUGHLY

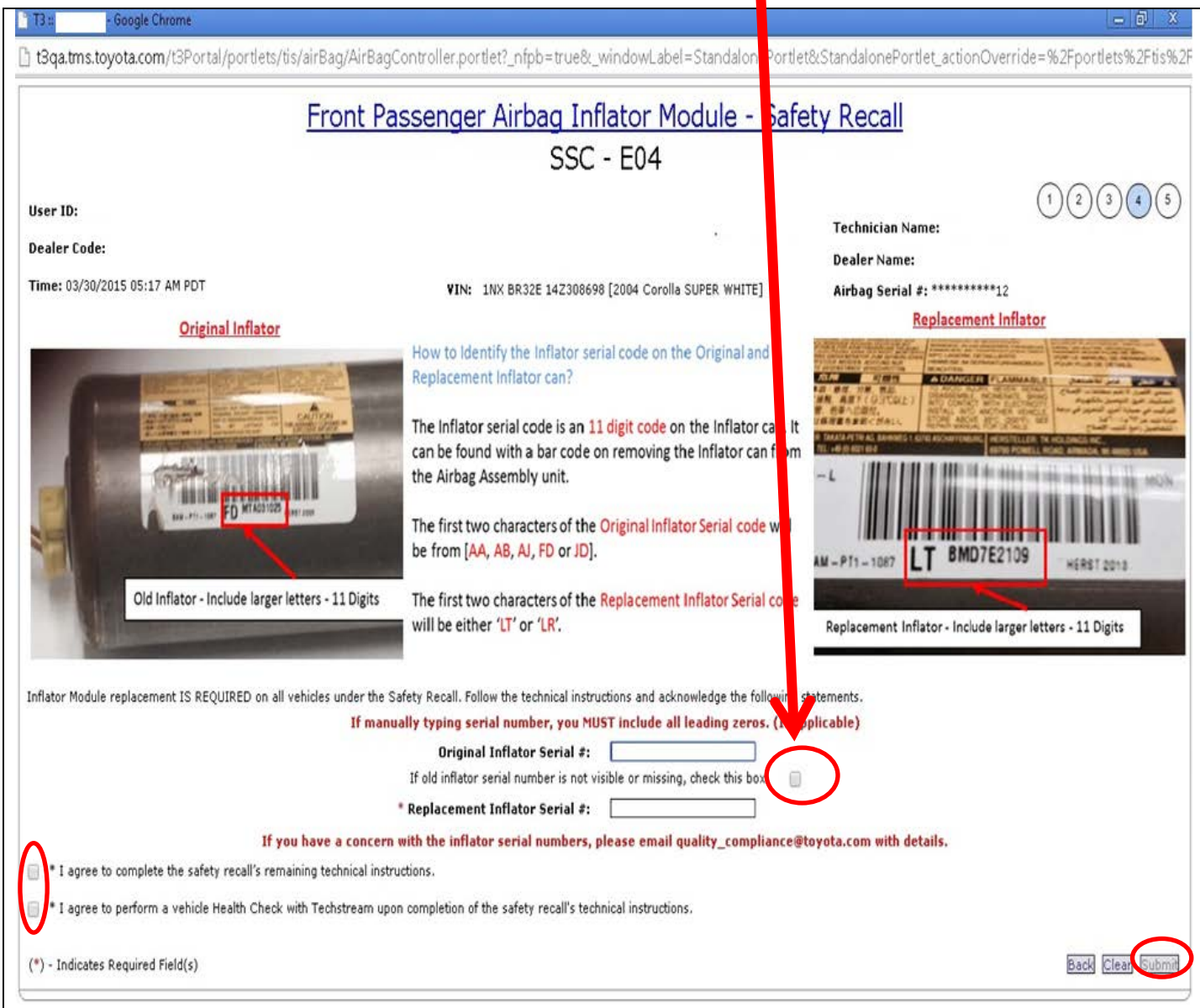
- **Because this new part is a complete airbag assembly with a different style inflator installed, <u>you do not need to record the old or new inflator serial numbers</u>.**

  Note: The old tube style inflator may still be available. If you have that part you need to refer to the old set of instructions which will require the old and new inflators to be recorded.

- **The New 12 digit Airbag Serial number on the side of the assembly will need to be recorded**

- **To record the new Airbag Serial number, in the scanning application you will need to <u>check the box indicating the old Inflator serial number is not readable or missing</u>. This will take you to the screen that allows you to enter the new airbag serial number.**
  Go to step C on page 10

Remember: You will need to <u>check the box indicating the old inflator serial number is not readable or missing to move to the next screen</u>.



c) **Check the box that the inflator number is missing this will move the program to the next screen.**

d) Confirm agreement by checking the two boxes.

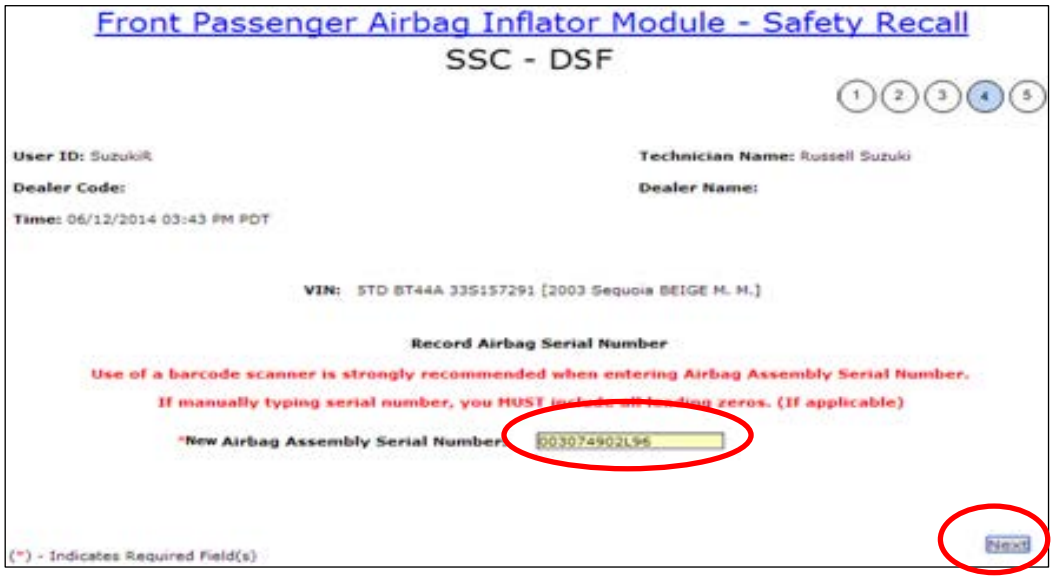
e) Click Submit.

Scan the New Airbag Assembly Serial Number

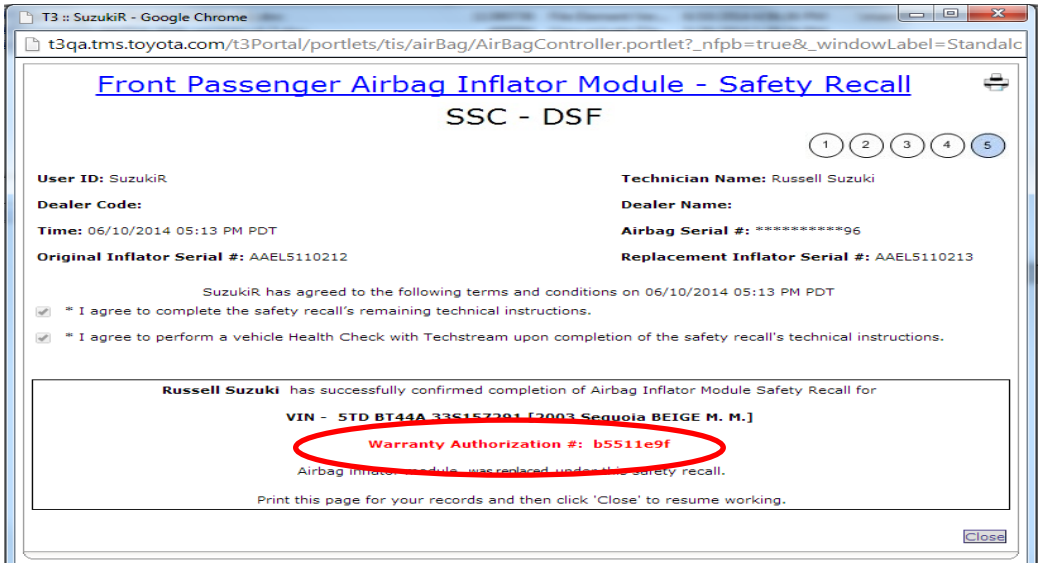
f) Confirm the cursor is in the serial number box

g) Scan the replacement module serial number

h) Click next.



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



j) Place the old module in the parts box and take it immediately to the parts department.

NOTE:

- **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.**

IF THE ORIGINAL AIRBAG SERIAL NUMBER IS MISSING OR CANNOT BE SCANNED

STOP **If the airbag serial number and barcode are not legible or are not present, check the box in the application indicating the serial number is not legible.**

a) Check the box as shown below.

Note: Do not contact your region for this procedure.

.

b) Record the NEW module serial number in the Serial Number Recording Application.

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

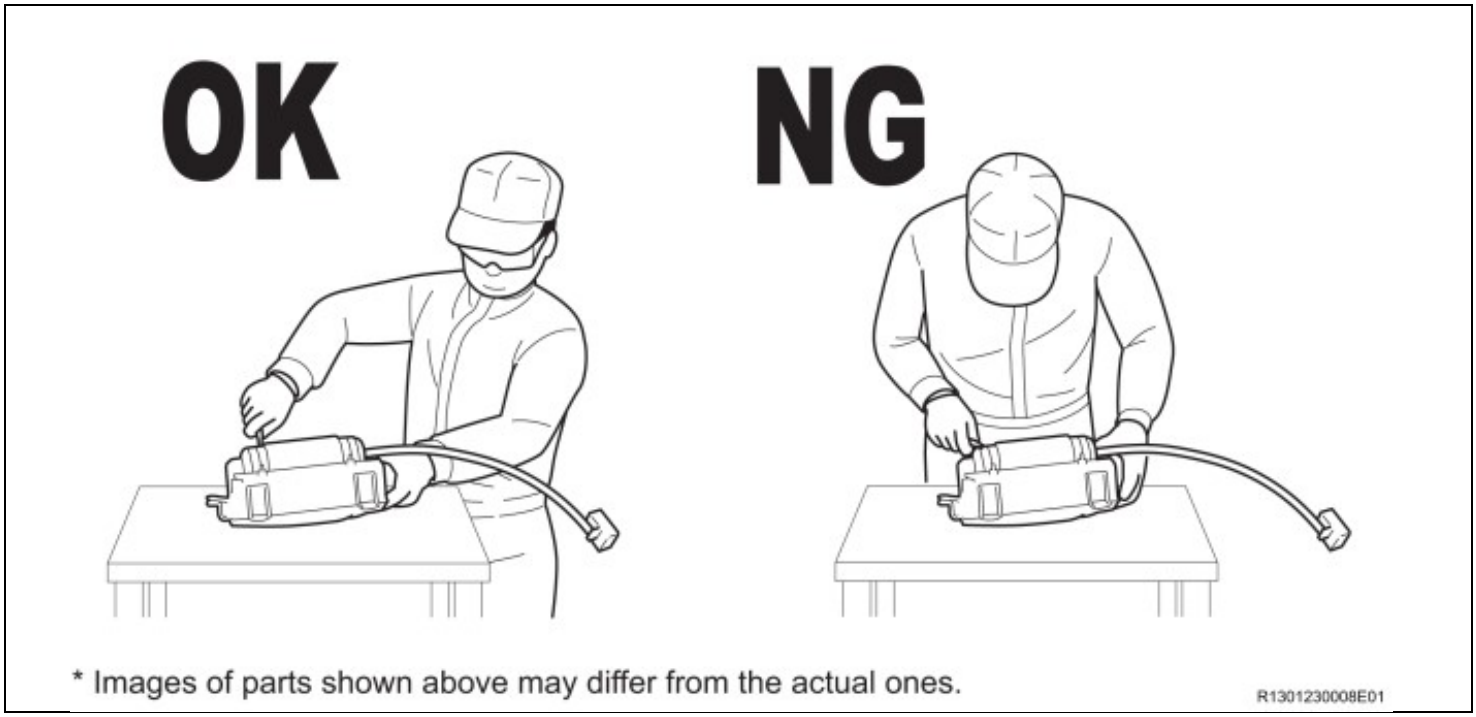
X. MODULE REPLACEMENT

1. WORKING WITH AIRBAG

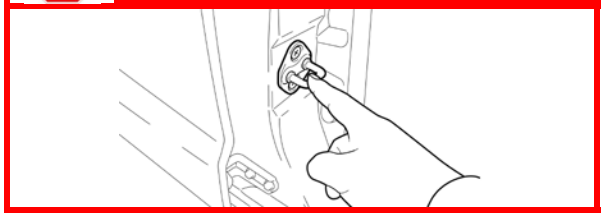
a) Carefully place the airbag on the bench inflator side up.

NOTE: Place clean sheet(s) of paper on the bench to protect the airbag.

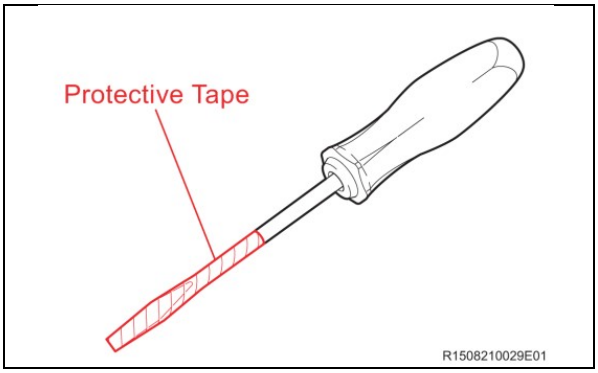
b) Avoid standing directly over the inflator.



CRITICAL INFORMATION – READ THOROUGHLY



Remember to periodically touch a metallic part of the vehicle to discharge static electricity in the body if the anti-static kit is not being used.



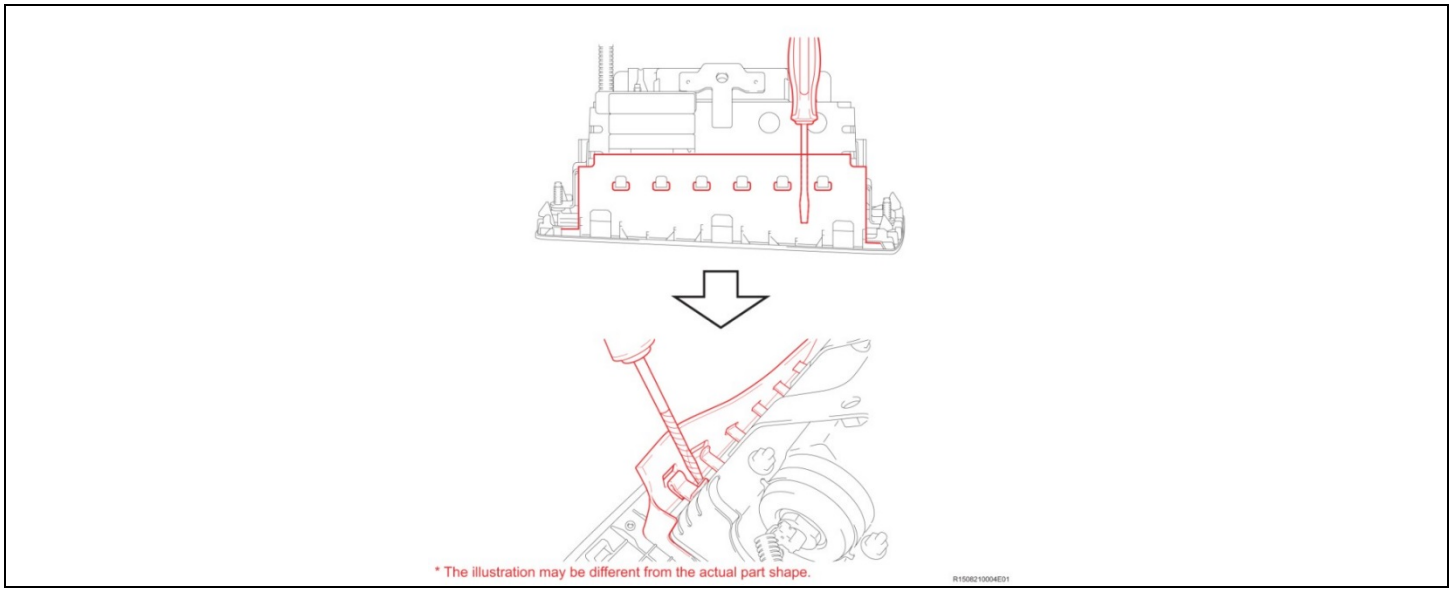
2. TOOL PREPARATION

a) Wrap a screwdriver with tape.

3. REMOVE THE COVER

a) Gently insert the screwdriver between the airbag door and module and disengage the claws holding the door to the module. Please refer to the video below.

VIDEO

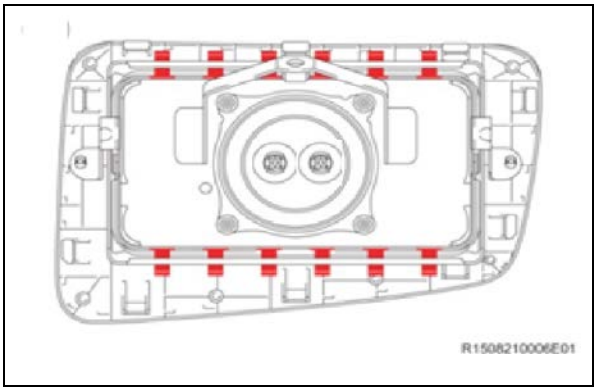


b) After all the claws have been disengaged separate the module from the door.
c) Mark the old module so it is not reused.
d) Inspect the door for damage to the mounting slots.

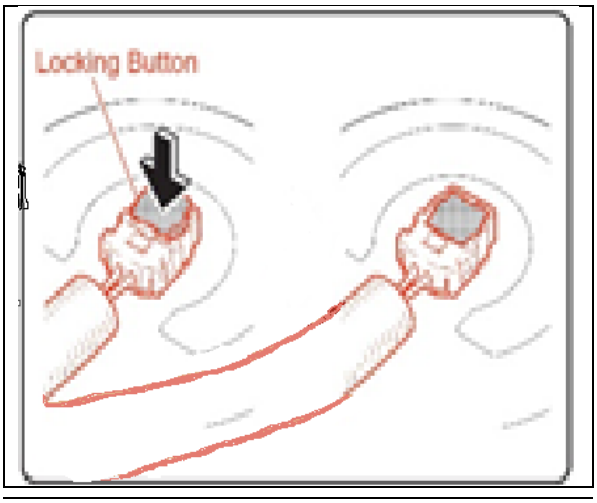
4. INSTALL THE *NEW* MODULE

a) Carefully slide the new module into the airbag door.

NOTE: Mounting direction.



b) Reengage the tangs of the module into the door using the screwdriver with the shaft wrapped in tape.



c) Connect the new harness to the new module.
d) Press the lock tab down.

XI. FRONT PASSENGER AIRBAG ASSEMBLY INSTALLATION

1. REINSTALL THE AIRBAG ASSEMBLY

Note: During reinstallation of the airbag assembly, ensure the 12mm bolt and two 10mm nuts securing the airbag assembly to the instrument panel are installed and torqued to the required specification identified on TIS.

a) Refer to TIS for instructions on airbag installation:

Matrix **2003-2005MY** **2006MY** **2007MY** **2008MY**

2. RECONNECT THE NEGATIVE BATTERY CABLE

3. PERFORM A HEALTH CHECK AND DIAGNOSTIC REPORT

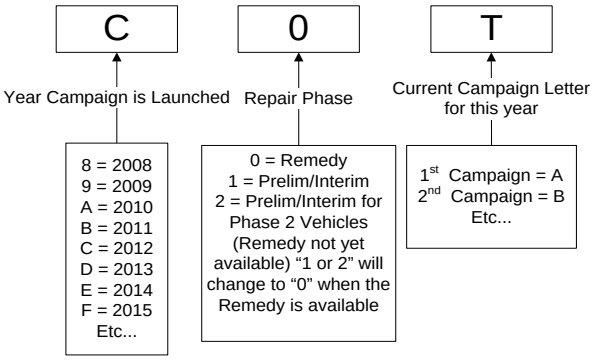
◄ VERIFY REPAIR QUALITY ►

- **Confirm all precautions are follow 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 module is handled safely and given to the appropriate parts professional for shipment**
- **Confirm the new harness connector is fully engaged and routed correctly.**

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

XII. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



B. CAMPAIGN PARTS DISPOSAL

ALL inflators that are removed from vehicles under this campaign ***MUST*** be packaged and shipped back to the inflator manufacturer following the manufacturer's instructions. The instructions can be found in the following locations:

- Attached to the dealer letter