The repair quality of covered vehicles is extremely important to Lexus. 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:

- MASTER SERVICE TECHNICIANS
- MASTER DIAGNOSTIC SPECIALISTS

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

NOTE: To support additional service capacity, Lexus Certified and Senior Service Technicians, with at least 36 months Lexus experience AND L652 course credit, may also perform this repair following successful completion of course LSC13B.
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.

Verify Vehicle Eligibility
1. Check the TIS Vehicle Inquiry System.

Covered

Remove the dash pad and remove the airbag module.

Record the airbag serial number as instructed in the TI

Replace the module.

Reinstall the dash pad.

Not Covered

No further action required.

Campaign complete, return the vehicle to the customer.

II. BACKGROUND

The subject vehicles are equipped with front passenger airbag inflators produced by Takata. The propellant in these inflators may degrade after prolonged exposure to high absolute humidity and fluctuating high temperatures. Degraded propellant can cause inflator rupture during airbag deployment. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.
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

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Part Description</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>04006-49233</td>
<td>Instrument Panel Passenger Airbag</td>
<td>1</td>
</tr>
<tr>
<td>04006-66108*</td>
<td>Front Pillar Garnish Kit</td>
<td>1</td>
</tr>
</tbody>
</table>

*The kit contains 2 clips

B. TOOLS & EQUIPMENT

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

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

<table>
<thead>
<tr>
<th>Image</th>
<th>Name</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Barcode Scanner</td>
<td>1</td>
</tr>
</tbody>
</table>

**NOTE:** This tool **CANNOT** be ordered through the parts or tools system. If additional tools are needed, they can be sourced locally.

**SST** – These are essential service tools that the dealership should have.

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Part Name</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>09950-50013</td>
<td>Puller C Set *</td>
<td>1</td>
</tr>
</tbody>
</table>

* The set above includes the following tools.

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Part Name</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>09951-05010</td>
<td>Hanger 150</td>
<td>1</td>
</tr>
<tr>
<td>09952-05010</td>
<td>Slide Arm</td>
<td>2</td>
</tr>
<tr>
<td>09953-05020</td>
<td>Center Bolt 150</td>
<td>1</td>
</tr>
<tr>
<td>09954-05021</td>
<td>Claw No. 2</td>
<td>2</td>
</tr>
</tbody>
</table>
V. SAFETY PRECAUTIONS

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) **NEVER** measure the resistance of an airbag, this may cause accidental activation.

3. HANDLE THE AIRBAG CAREFULLY
   a) If the airbag is dropped, replace it with a **NEW** one.

4. WEAR PROTECTIVE EQUIPMENT
   a) Always wear appropriate protective equipment when working on the SRS.

Wear protective eye wear and work gloves.
VI. 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 may auto populate if not then it 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.

   **Note:** The VIN may auto populate on the later model year vehicles, if this happens DO NOT change the VIN.

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.

   **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.

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

   - A health check and diagnostic report with the 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 repair cannot be completed if a health check and diagnostic report is not performed and recorded by TMS.
   - This campaign only covers replacement of the passenger dash airbag. If other SRS repairs are needed they are NOT covered under this campaign.
VII. FRONT PASSENGER AIRBAG REMOVAL

- SHIFT LEVER KNOB SUB-ASSEMBLY

- UPPER CONSOLE PANEL ASSEMBLY
  WITH FRONT ASH RECEPTACLE

- HEATER SEAT SWITCH CONSOLE BASE
  (Design differs depending on the specification)

- REAR CONSOLE BOX ASSEMBLY
  (Design differs depending on the specification)

- CONSOLE REAR END PANEL SUB-ASSEMBLY

- CONSOLE BOX POCKET
  (Design differs depending on the specification)

- CONSOLE BOX CARPET
FRONT STEREO COMPONENT SPEAKER ASSEMBLY
(Design differ depending on the specification)

FRONT No. 2 SPEAKER ASSEMBLY
(Design differ depending on the specification)

INTEGRATION CONTROL PANEL or
MULTI-DISPLAY or
DISPLAY AND NAVIGATION MODULE DISPLAY
WITH RADIO RECEIVER ASSEMBLY

Replacement part
N·m (kgf·cm, ft·lbf) : Specified torque
1. REMOVE THE AIRBAG MODULE

- 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.

a) Refer to TIS for removal instructions.

2007 MY | 2008 MY | 2009 MY
VIII. AIRBAG RECORDING

1. LAUNCH THE SERIAL NUMBER RECORDING APPLICATION

Note: The Serial Number Recording Application is the same application used for a prior campaign.

- The AIRBAG ASSEMBLY serial numbers MUST be recorded using a 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 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 recording 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 airbag 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 campaign has already been completed on this VIN, there is no need to perform the campaign again.
2. **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 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 **AIRBAG ASSEMBLY** serial number 2 times.
   1) Confirm that the cursor is in the first serial number box and scan the bar code.
   2) Position the cursor in the second serial number box and rescan the bar code.

b) Click next.

**NOTE:**
- If the serial numbers 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**

```
F22 *0000000000XX0*
```

---

The **AIRBAG ASSEMBLY** serial number **MUST** be recorded prior to replacement.
c) **Check the box that states that the inflator serial number is not visible or missing.**
(DO NOT SCAN THE INFLATORS)
(this will allow the program to advance to the next screen)

d) **Confirm agreement by checking the two boxes and press submit.**

**NOTE:** The NEW AIRBAG ASSEMBLY serial number **MUST** be scanned prior to reinstallation to track the airbag to the vehicle (refer to page 13).
e) Scan the *NEW* Airbag barcode in the Serial Number Recording Application.

f) Confirm agreement by checking the two boxes and press next.

**STOP**

The new AIRBAG ASSEMBLY serial number *MUST* be recorded prior to reinstallation to track the airbag to the vehicle.
g) Record the Warranty Authorization # to be included in the warranty claim.

h) Confirm agreement by checking the two boxes.

i) 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.
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) If the airbag serial number cannot be scanned or is not present check the box as shown below.

Check this box if the label is damaged or missing

b) Return to Page 13 and continue.
IX. VEHICLE REASSEMBLY
1. INSTALL THE NEW AIRBAG ASSEMBLY INTO THE INSTRUMENT PANEL

2. REINSTALL THE DASH
   a) Refer to TIS for reinstallation instructions

2007 MY  2008 MY  2009 MY

3. RECONNECT THE NEGATIVE BATTERY CABLE
4. PERFORM A HEALTH CHECK AND DIAGNOSTIC REPORT
5. PERFORM ANY NEEDED SYSTEM INITIALZATIONS

◄ 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 given to the appropriate parts professional for shipment

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

X. APPENDIX

A. CAMPAIGN DESIGNATION DECODER

<table>
<thead>
<tr>
<th>E</th>
<th>0</th>
<th>A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Campaign is Launched</td>
<td>Repair Phase</td>
<td>Current Campaign Letter for this year</td>
</tr>
<tr>
<td>A = 2010</td>
<td>0 = Remedy</td>
<td>1st Campaign = A</td>
</tr>
<tr>
<td>B = 2011</td>
<td>1 = Interim (Remedy not yet available) “1” will change to “0” when the Remedy is available</td>
<td>2nd Campaign = B</td>
</tr>
<tr>
<td>C = 2012</td>
<td>(May use other characters in unique cases)</td>
<td>3rd Campaign = C</td>
</tr>
<tr>
<td>D = 2013</td>
<td></td>
<td>4th Campaign = D</td>
</tr>
<tr>
<td>E = 2014</td>
<td></td>
<td>5th Campaign = E</td>
</tr>
<tr>
<td>F = 2015</td>
<td></td>
<td>27th Campaign = 1</td>
</tr>
<tr>
<td>G = 2016</td>
<td></td>
<td>28th Campaign = 2</td>
</tr>
<tr>
<td>Etc...</td>
<td></td>
<td>Etc...</td>
</tr>
</tbody>
</table>

Examples:
A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
B1E = Launched in 2011, Interim Phase, 5th Campaign Launched in 2011
C1C = Launched in 2012, Interim Phase, 3rd Campaign Launched in 2012

B. CAMPAIGN PARTS DISPOSAL

ALL airbags that are removed from vehicles under this campaign MUST be packaged and shipped back to the manufacturer following the manufacturer’s instructions. The instructions can be found in the following locations:
- Attached to the dealer letter
- Included in the parts box