TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL GLG

FRONT PASSENGER AIRBAG INFLATOR REPLACEMENT

CERTAIN 2010 MY IS 250/350 CONVERTIBLE

UPDATED JULY 19, 2017

6-30-2017
- Correction to the picture on page 9.
7-19-2017
- Correction to Flowchart on page 2
- Notation added on page 28

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.

- Not Covered → No further action required.

Covered

Remove the dash pad and remove the airbag module.

Record the airbag and inflator serial numbers as instructed in the TI

Replace inflator

NOTE: The bolts that hold the airbag to the crossbar do NOT need to be replaced

Reinstall the dash pad.

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>04007-06353</td>
<td>Instrument Panel Passenger Airbag Inflator Kit*</td>
<td>1</td>
</tr>
</tbody>
</table>

*The kit above includes the following parts.

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Part Description</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Inflator</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Self-locking Nut</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Position Determining Plate</td>
<td>1</td>
</tr>
</tbody>
</table>

B. TOOLS & EQUIPMENT

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

**GLG/GLH/HLA CAMPAIGN TOOLS** – 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><img src="image" alt="Barcode Scanner" /></td>
<td>Barcode Scanner (The scanner was previously proved for SSC GLC)</td>
<td>1</td>
</tr>
</tbody>
</table>

NOTE: This scanner **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.
**DLC CAMPAIGN TOOLS** – 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><img src="image" alt="Airbag Mounting Bracket" /></td>
<td>Airbag Mounting Bracket &amp; hardware (Provided to the dealership at the launch of SSC DLC)</td>
<td>1</td>
</tr>
<tr>
<td><img src="image" alt="Adaptor set" /></td>
<td>579943 Adaptor set*</td>
<td>1</td>
</tr>
</tbody>
</table>

*The adapter set was sent to dealers prior to the start of this campaign.

**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.

<table>
<thead>
<tr>
<th>1. ELIMINATE STATIC ELECTRICITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. DO NOT MEASURE RESISTANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) <strong>DO NOT</strong> measure resistance of airbag components, this may cause accidental activation.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. HANDLE THE AIRBAG CAREFULLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) If an inflator is dropped, replace it with a <strong>NEW</strong> inflator.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4. WEAR PROTECTIVE EQUIPMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Always wear appropriate protective equipment when working on the SRS.</td>
</tr>
</tbody>
</table>
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.

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 TMNA. If the diagnostic report is not run, the healthcheck will not be recognized by TMNA.
- 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 TMNA.
- 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 COMPONENTS

for Automatic Transmission:
- UPPER NO. 2 CONSOLE PANEL GARNISH
- UPPER NO. 1 CONSOLE PANEL GARNISH
- SHIFT LEVER KNOB SUB-ASSEMBLY
- CONSOLE PANEL SUB-ASSEMBLY

for Manual Transmission:
- SHIFT LEVER KNOB SUB-ASSEMBLY
- FRONT CONSOLE PANEL SUB-ASSEMBLY
- REAR CONSOLE PANEL SUB-ASSEMBLY

w/o Ashtray:
INSTRUMENT PANEL BOX ASSEMBLY

w/ Ashtray:
FRONT ASH RECEPTACLE BOX SUB-ASSEMBLY

CONSOLE BOX

w/ Ashtray:
REAR ASH RECEPTACLE ASSEMBLY

(R1606240001)
NO. 3 INSTRUMENT PANEL SPEAKER PANEL SUB-ASSEMBLY

w/ Front Center Speaker:
FRONT STEREO COMPONENT SPEAKER ASSEMBLY
or FRONT NO. 4 SPEAKER ASSEMBLY

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

INSTRUMENT PANEL CLIP

INSTRUMENT PANEL STAY

FRONT PILLAR GARNISH LH
FRONT PILLAR GARNISH RH

BE CAREFUL!
DO NOT pry from the outside with a moulding remover or the like.

CENTER LOWER INSTRUMENT CLUSTER FINISH PANEL

NO. 1 INSTRUMENT PANEL REGISTER ASSEMBLY
NO. 2 INSTRUMENT PANEL REGISTER ASSEMBLY
NO. 3 INSTRUMENT PANEL REGISTER ASSEMBLY

FOR Manual Transmission:
NO. 1 CONSOLE BOX DUCT
NO. 2 CONSOLE BOX DUCT

FOR Automatic Transmission:
NO. 1 CONSOLE BOX DUCT
NO. 2 CONSOLE BOX DUCT

N\text{\*m (kgf\text{*cm, ft\text{*lbf)}}: Specified torque
INSTRUMENT PANEL PASSENGER AIRBAG ASSEMBLY

Refer to the repair manual for parts necessary to be removed in removal of the instrument panel safety pads.

No. 3 HEATER TO REGISTER DUCT

3.9 N·m (40, 35 in.*lbf)
Be careful not to overtighten.

POSITION DETERMINING PLATE

INFLATOR

: Replacement part

R170103003F201
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.

2. INSTRUMENT PANEL PRECAUTIONS AND REMOVAL

Prior to dash removal make note of the following precautions. Over time some dash components could be easily damaged if not carefully removed.

Removing the No. 3 air register

Remove any peripheral parts on left and right side of the register to allow access to the back of the register.

Wrap the tip of a screwdriver with tape.

Lock the 4 claws inside the register as shown.

**NOTE:** Do not use a molding removal tool to remove the register it could be damaged.

**NOTE:** When removing the register DO NOT push on the connector or wiring as it could be damaged.
You will remove the register by pushing from the back.

**Example for removal of center register**

**OK**  Push from the back side  

**NG**  Pry from the front side

Using your finger on the left side push out at the point shown to disengage the 4 claws.

Back side of part manufactured before August 2008:

Back side of the part manufactured after August 2008:

☹: Claw
Using your finger on the right side push out at the point shown to disengage the 3 claws and remove the register from the instrument panel.

Back side of part manufactured before August 2008:

Back side of the part manufactured after August 2008:

NOTE: DO NOT contact the positioning tabs while removing the instrument panel as the panel could be damaged.

Disconnect the connectors and clamps from the register.

NG Take care not to make interference

Positioning tab
a) Refer to TIS for removal instructions

**IS Convertible 2010 MY**

3. REMOVE THE AIRBAG FROM THE DASH
   a) Remove the 3 screws and the side defroster nozzle.
   b) Remove the 2 screws and the heater to register duct.

![Diagram of airbag assembly](image-url)
c) Remove the 4 bolts, disengage the straps, and then remove the airbag assembly.

**NOTE:** Use a screwdriver with the tip wrapped in tape to remove the airbag from the dash.

d) Using a screwdriver to release the lock button of the connector.

e) Disconnect the 2 connectors.

f) Disengage the 2 clamps.

**NOTE:** The removed instrument panel wire will not be reused.

1. **REMOVE THE INFLATOR**

a) Mark the 5 self locking nuts to prevent reuse.
b) Mount the adaptors (579943-3R3) to the airbag as shown.  

**NOTE:** The 6mm stud mounts to the airbag.

c) Mount the airbag to the mouting bracket as shown.

d) Loosen the 5 nuts until each nut is flush with the top of the stud as shown.  

**NOTE:** You may need to slide the airbag to the left or right to access the middle nut.  DO NOT use power tools to remove the nuts.
e) Loosen and discard the 2 nuts on the end where the positioning plate is removeable.
f) Remove and discard the plate.

**NOTE:**
*DO NOT* use power tools.

g) Remove the inflator.

h) Mark the old inflator so it is not reused.
**NOTE:** Return the old inflator to the parts department for recovery.
VIII. AIRBAG AND INFLATOR RECORDING

1. LAUNCH THE SERIAL NUMBER RECORDING APPLICATION

Note: The Serial Number Recording Application is the same application used for DLC.

- The 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 inflator 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 inflator 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 TMNA.

- 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 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.

The AIRBAG ASSEMBLY serial number MUST be recorded prior to replacement.
c) Confirm agreement by checking the two boxes and press submit.
d) Record the Warranty Authorization # to be included in the warranty claim.

e) Confirm agreement by checking the two boxes.

f) Place the old inflator 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.
AIRBAG SERIAL NUMBER IS MISSING OR IS UNREADABLE

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 Airbag serial number is not legible.

Note: Contact your area office in the event you are unable to read the serial number

DO NOT ATTEMPT TO INSTALL THE INFLATOR
b) After the Area office approves the Airbag replacement and the new part is received, scan the new Airbag barcode in the Serial Number Recording Application.

c) Confirm agreement by checking the two boxes and press next to advance to the Warranty authorization screen.

d) Return the old airbag to the parts department.

e) Proceed to Section IX Step 2.

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

1. INSTALL THE NEW INFLATOR
   a) Install the new inflator as shown.

   b) Ensure that the inflator is oriented in the correct position as shown.

   • Make sure the inflator is correctly positioned.
   • The inflator cannot be fully inserted if it is upside down.

   f) Install the NEW positioner plate.
   g) Temporarily install 2 NEW nuts.
h) Remove and discard the 3 remaining nuts.

i) Temporarily install 3 NEW nuts.

j) Push the inflator towards the position determining plate and eliminate any gaps.

---

STOP

If any gaps exist, the flats may move apart and could result in abnormal operation during airbag deployment.

(a) Replacement of parts.

(b) No gap.

(b) Check orientation.
k) Tighten the 5 nuts evenly in several increments in the sequence shown. Use a socket driver or torque wrench to tighten the nuts.

**Torque: 35 in. lbf (3.9N·m)**

- There will be some resistance when tightening the nuts because they are self-locking, confirm the nuts are tightened correctly.
- **DO NOT** use a power tool, T-handle, or ratchet when tightening the nuts to avoid over torquing and deforming the studs.
- You may need to slide the airbag to the left or right within the mounting bracket to access the center nut.

---

**OK**

No gap between plate and inflator.

**NG NG NG**

Too Tight! Too Tight!

These tools cause overtightening!
1) Engage the 2 clamps for the new wire harness.

m) Connect the connector and the secondary lock.

**NOTE:** Ensure that the connector is securely connected.
2. REINSTALL THE AIRBAG ASSEMBLY INTO THE INSTRUMENT PANEL
   a) Position the airbag assembly in the instrument panel, engage the straps, and then install the 4 bolts.
   • The bolts do NOT need to be replaced. Reinstall the original bolts

   NOTE: Ensure the airbag connectors is positioned as shown

   The connector must exist on the vehicle rear side.

   b) Install the 2 screws and the heater to register duct.
   c) Install the 3 screws and the side defroster nozzle.

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

4. RECONNECT THE NEGATIVE BATTERY CABLE
5. PERFORM A HEALTH CHECK AND DIAGNOSTIC REPORT
6. PERFORM ANY NEEDED SYSTEM INITIALZATIONS
VERIFY REPAIR QUALITY

- Confirm new bolts are used to attach the airbag to the cross tube.
- 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 inflator 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>Year</th>
<th>Repair Phase</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>A</td>
</tr>
<tr>
<td>9</td>
<td>B</td>
</tr>
<tr>
<td>A</td>
<td>C</td>
</tr>
<tr>
<td>B</td>
<td>D</td>
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<td>C</td>
<td>E</td>
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<td>D</td>
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<td>E</td>
<td>G</td>
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<td>F</td>
<td>H</td>
</tr>
<tr>
<td>Etc..</td>
<td></td>
</tr>
</tbody>
</table>

- **C** = Year Campaign is Launched
- **L** = Repair Phase
- **E** = Current Campaign Letter for this year

L = Remedy
2 = Interim (Remedy not yet available) “2” will change to “L” when the Remedy is available

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