TECHNICAL INSTRUCTIONS
FOR
SAFETY RECALL G0P
FRONT PASSENGER AIRBAG INFLATOR MODULE
CERTAIN 2011 MODEL YEAR SIENNA

Updated 06-19-17

Update 06-19-17
- Page 19 Unneeded Corolla/Matrix reference removed.

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair 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 repair are required to currently hold at least one of the following certification levels:

- Toyota Expert (Electrical)
- Master
- Master Diagnostic Technicians

Always check which technicians can perform the recall remedy by logging on to https://www.uotdealerreports.com. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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.
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 VIN range.
2. Check the TIS Vehicle Inquiry System.

Not Covered
No further action required.

Covered

Remove the passenger airbag assembly.

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

Replace the inflator.

Reinstall the passenger airbag assembly.

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
- 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>04007-06645</td>
<td>Instrument Panel 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>62217-06010</td>
<td>Front Pillar Garnish Clips</td>
<td>2</td>
</tr>
</tbody>
</table>

NOTE: The front garnish clips require replacement although the repair manual states they are reusable.
B. TOOLS & EQUIPMENT

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

D0F CAMPAIGN TOOLS – These tools were previously provided to the dealership for campaign D0F. 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 &amp; hardware" /></td>
<td>Airbag Mounting Bracket &amp; hardware</td>
<td>1</td>
</tr>
</tbody>
</table>

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>09954-05070</td>
<td>Claw No. 7</td>
<td>2</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Part Name</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>09890-47010-01</td>
<td>Anti-Static Mat Set</td>
<td>1</td>
</tr>
</tbody>
</table>

F0J CAMPAIGN TOOLS – This tool was provided to the dealership for campaign F0J and will be used for this campaign also. This tool is required when performing this repair.

NOTE: The scanner for F0J must be used, because it has the capability to scan bar and QR codes.

<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</td>
<td>1</td>
</tr>
</tbody>
</table>

NOTE: This scanner CANNOT be ordered through the parts or tools system. If additional scanners are needed, they can be sourced locally.
V. COMPONENTS

STEERING WHEEL ASSEMBLY

TURN SIGNAL SWITCH ASSEMBLY

8.8 (90, 78 in.*lbf)

LOWER No. 3 STEERING WHEEL COVER

UPPER STEERING COLUMN COVER

LOWER STEERING COLUMN COVER

UPPER CONSOLE PANEL

CONSOLE BOX CARPET

【for Fixed Type】

CONSOLE ASSEMBLY

x4

【for Slide Type】

CONSOLE ASSEMBLY

x6

BOX BOTTOM MAT

N*m (kgf*cm, ft.*lbf) : Specified torque
INSTRUMENT PANEL FINISH PANEL ASSEMBLY

BOX BOTTOM MAT

INSTRUMENT CLUSTER FINISH LOWER CENTER PANEL SUB-ASSEMBLY

INSTRUMENT LOWER CENTER COVER

INSTRUMENT LOWER CENTER COVER

[w/ Front Console Box] [w/o Front Console Box]

N*m (kgf*cm, ft.*lbf) : Specified torque
FIG. 4-74:Captain and Front Passenger Side

- FRONT PILLAR GARNISH RH
- FRONT PILLAR GARNISH LH
- FRONT PILLAR LOWER GARNISH RH
- FRONT PILLAR LOWER GARNISH LH

- No. 2 INSTRUMENT PANEL SPEAKER PANEL SUB-ASSEMBLY
- No. 1 INSTRUMENT PANEL SPEAKER PANEL SUB-ASSEMBLY
- INSTRUMENT CLUSTER FINISH PANEL COVER
- FRONT No. 2 SPEAKER ASSEMBLY
- FRONT No. 3 SPEAKER ASSEMBLY
- ACCESSORY METER ASSEMBLY

- INSTRUMENT PANEL SUB-ASSEMBLY

- 20 (204, 15)

○ : Replacement part
Nm (kgf cm, ft lb) : Specified torque
3.9 N·m (40, 35 in.*lbf) Be careful not to overtighten.
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. DO NOT ALLOW FOREIGN OBJECTS NEAR AIRBAG
   a) Be sure to collect and account for all removed nuts/bolts to prevent them from landing in the airbag assembly.
   b) Any foreign objects in the airbag assembly may cause damage or injury if the airbag is activated.

5. 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 **MAY NEED** to be entered manually depending upon model year.
   
   **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.

- The VIN **MAY NEED** to be entered manually in **ALL CAPS** when launching the Techstream software, the VIN **MAY OR MAY NOT** auto-populate due to model year.
- 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 TMNA.

VIII. WORK AREA PREPARATION

**CRITICAL INFORMATION – READ THOROUGHLY**

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. REMOVE THE AIRBAG ASSEMBLY

- 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 instructions on airbag removal:
   
2. LAUNCH THE SERIAL NUMBER RECORDING APPLICATION

- The AIRBAG ASSEMBLY, ORIGINAL INFLATOR, and NEW INFLATOR serial numbers MUST be recorded using the barcode scanner (provided at the launch of SSC F0J).
- 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 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 inflator has already been replaced on this VIN, there is no need to perform the campaign again.

3. 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:
- Use the scanner that was provided for SSC F0J. The scanner for F0J is needed due to its ability to read bar and QR codes.
- The scanner works best in low light conditions.
- Always hold the scanner directly in front of and parallel to the barcode label.

4. 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.
   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 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 and the **INFLATOR** serial number are **DIFFERENT**. The **AIRBAG ASSEMBLY** serial number **MUST** be recorded prior to replacement.
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 and contact your regional representative.

a) If the airbag serial number is unreadable or not present check the box as shown below.

b) After the Region approves the Airbag Assembly replacement and the new part is received, record the NEW airbag serial number in the Serial Number Recording Application.

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

1. WORKING WITH AN 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.

![OK and NG images]

* Images of parts shown above may differ from the actual ones.

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. AIRBAG PREPARATION
   a) Use a screwdriver to release the lock button on each end of the inflator.
   b) Disconnect both connectors.
   c) Disconnect the 2 wire harness clamps.
   d) Remove and discard the harness.
e) Mark all 5 nuts so they will not be reused.

f) Mount the airbag into the mounting bracket as shown.
3. LOOSEN THE SELF-LOCKING NUTS
   a) Loosen the 5 nuts until the nuts are at the top of the studs as shown, through the openings in the mounting bracket.

   NOTE: Do not use power tools. It may be necessary to slide the airbag to the left or right to access the middle nut.

   b) Remove and discard the 2 nuts on the end where the bracket is removable.
   c) Remove the bracket and discard.

   NOTE:
   • DO NOT use power tools.

4. REMOVE THE INFLATOR
   a) Gently push the inflator in the direction shown.

   b) Remove the inflator from the airbag assembly and place it on a safe work surface.
   c) Mark the old inflator so it is not reused.
5. SCAN THE OLD AND NEW INFLATOR SERIAL NUMBER

a) Scan the **OLD** inflator bar code.
b) Scan the **NEW** inflator QR code.

**NOTE:** This information is **CRITICAL**
- It is recorded by TMNA to trace the return parts shipment.
- It is used to track the new inflator that is being installed on the vehicle.

c) Confirm agreement by checking the two boxes.
d) Record the Warranty Authorization # to be included in the warranty claim.
e) Place the old inflator in the parts box and return 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.
6. INSTALL THE NEW INFLATOR

- **DO NOT** connect the inflator harness at this time. It is **CRITICAL** to first confirm that the inflator is installed in the correct position before connecting the harness.

**DO NOT CONNECT PREMATURELY CANNOT DISCONNECTED**

NOTE: Once connected the inflator harness cannot be disconnected without damaging the connector, and would require that the inflator and harness be replaced.

a) Carefully slide the new inflator half way into the airbag assembly and align as shown.

b) Connect the connector to the inflator and ensure that the connector lock is fully engaged as shown.
a) Fully insert the inflator and ensure that the inflator is correctly oriented as shown.

**NOTE:** DO NOT pinch the wiring between the bracket and the inflator.

b) Install the **NEW** stopper plate.

c) Install 2 **NEW** nuts by hand.

**NOTE:** Ensure that the stopper plate is the one from the kit and installed in the correct orientation.
d) Remove and discard the 3 remaining nuts and install the 3 NEW nuts  
e) Loosely tighten the nuts by hand. They will be torqued on a later step.  

NOTE: You may need to turn the airbag to the left or right to access the center nut.

f) 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.

7. TORQUE THE PLATE NUTS  
a) Tighten the 5 nuts evenly in several increments in the sequence shown. Use a socket driver or torque wrench to tighten the nuts.  

Torque: 35in. lbf (40 kgf.cm, 3.9N-m)  

STOP  
- 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 turn the airbag to the left or right within the mounting bracket to access the center nut.

b) Remove the airbag from the bracket.
8. **INSPECT THE AIRBAG BEFORE INSTALLATION**

   a) Confirm the *NEW* inflator and 5 *NEW* nuts have been installed.
   b) Confirm the position of the inflator and position determining plates are correct.
   c) Confirm the routing of the inflator wire harness.

(a) Replacement of parts.

(b) No gap.

(b) Check orientation

(b) Check orientation
XI FRONT PASSENGER AIRBAG ASSEMBLY INSTALLATION

1. REINSTALL THE AIRBAG ASSEMBLY
   a) Refer to TIS for instructions on airbag installation:
      2011 MY

2. RECONNECT THE NEGATIVE BATTERY CABLE
3. PREFORM ANY NEEDED VEHICLE INITIALIZATIONS
4. PERFORM A HEALTH CHECK AND DIAGNOSTIC REPORT

VERIFICATION PROCEDURES:

- 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 inflator is handled safely and given to the appropriate parts professional for shipment.
- Confirm the inflator harness connector is fully engaged and that the stopper plate and position determining plate are installed correctly.

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

XII APPENDIX

A. CAMPAIGN DESIGNATION DECODER

<table>
<thead>
<tr>
<th>C</th>
<th>0</th>
<th>T</th>
</tr>
</thead>
</table>

- C = Year Campaign is launched
- 0 = Repair Phase
- T = Current Campaign Letter for this year

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