IMPORTANT UPDATE

TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL G0R

FRONT PASSENGER AIRBAG INFLATOR MODULE

CERTAIN 2008 - 2010 MY SCION xB

UPDATED 7-17-2018

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

Updated 4-18-18:
- The parts section has been updated

Updated 2-14-18:
- The parts section has been updated

Updated 1-9-18:
- Add 2010 MY

Updated 11-2-17:
- Add additional part options
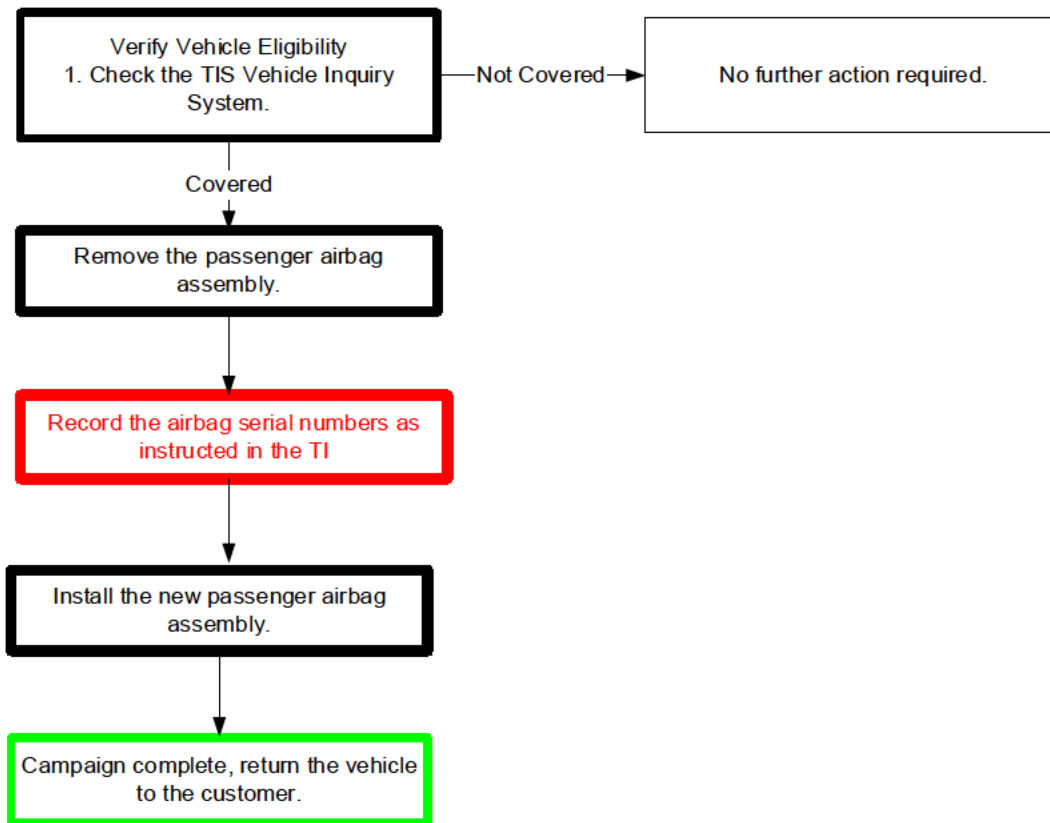
Updated 8-31-17:
- Add 2009 MY

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

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 │ ──Not Covered──▶  │ No further action required. │
        │  1. Check the TIS Vehicle  │                    └──────────────────────────┘
        │     Inquiry System.        │
        └──────────────────────────┘
                    │
                 Covered
                    │
                    ▼
        ┌──────────────────────────┐
        │ Remove the passenger airbag │
        │         assembly.          │
        └──────────────────────────┘
                    │
                    ▼
        ┌──────────────────────────┐
        │ Record the airbag serial   │
        │ numbers as instructed in   │
        │          the TI            │
        └──────────────────────────┘
                    │
                    ▼
        ┌──────────────────────────┐
        │ Install the new 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. According to 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.
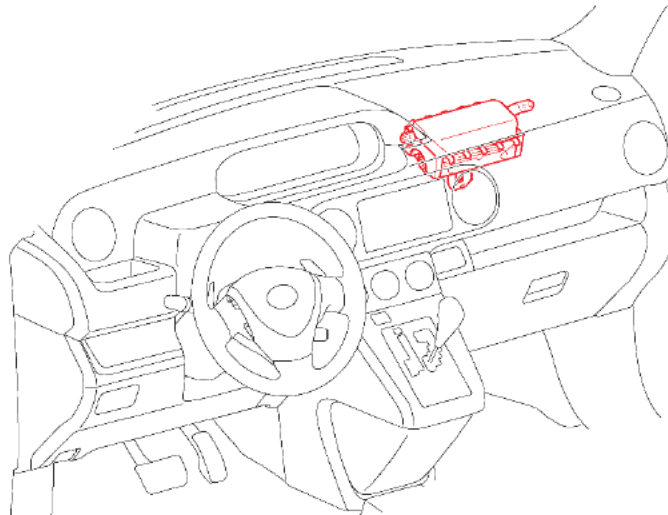
C162294

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

Model	Part Number	Part Description	Quantity
Scion xB	04006-49312	Instrument Panel Airbag Module	1
	04006-66108	Clip Kit*	1

The kit above includes the following parts.

Part Number	Part Description	Quantity
	Front Pillar Garnish Clip	2

OR

Part Number	Part Description	Quantity
04007-06812	Instrument Panel Airbag Inflator Kit* (**Instructions for this part are in the inflator replacement TI**)	1

The kit above includes the following parts.

Part Number	Part Description	Quantity
-	Inflator	1
-	Self-locking Nut	5
-	Position Determining Plate	1

Part Number	Part Description	Quantity
04006-66108	Clip Kit*	1

The kit above includes the following parts.

Part Number	Part Description	Quantity
-	Front Pillar Garnish Clip	2

IF USING THE PART MENTIONED ABOVE, FOLLOW THE INSTRUCTIONS IN THE INFLATOR REPLACEMENT TI

Non-Desiccated Part Recovery

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

Model	Model Year	Part Number	Part Description
Matrix	2009-2013	73970-02090	AIR BAG ASSY, INSTR PNL PASS

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*.
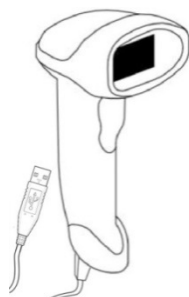
<u>Important Note:</u>

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

A. TOOLS & EQUIPMENT

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

G0P/G0R/H0A CAMPAIGN TOOLS – These tools where previously provided to the dealership for campaign F0J and will be used for this campaign. These tools are required when performing this repair.

Image	Name	Quantity
	Barcode Scanner (The scanner distributed for F0J can read bar and QR codes)	1

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

V. SAFETY PRECAUTIONS
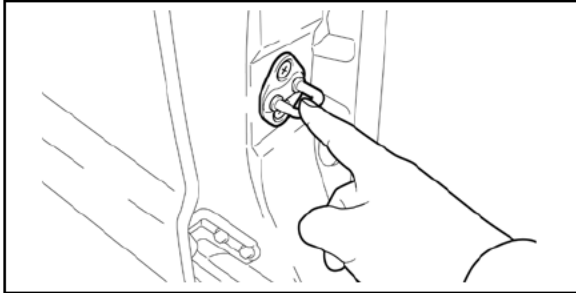
1. **ELIMINATE STATIC ELECTRICITY**

   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.
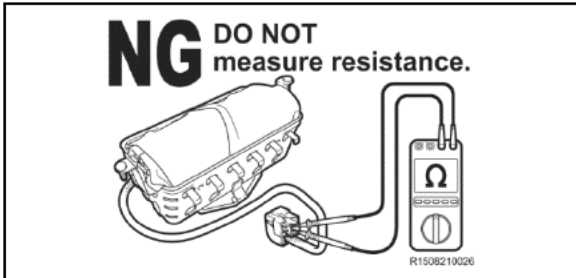
2. **DO NOT MEASURE RESISTANCE**

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

3. **HANDLE THE AIRBAG CAREFULLY**

   a)   If an airbag is dropped, replace it with a *NEW* one.
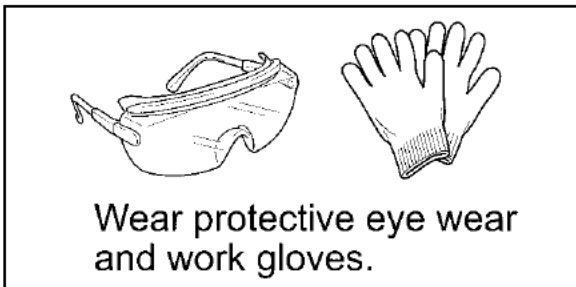
4. **WEAR PROTECTIVE EQUIPMENT**

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

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 need to 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.

- **The VIN MAY NEED to be entered manually in ALL CAPS when launching the Techstream software. The VIN should auto-populate on 2006 and later MY vehicles.**
- **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 repair cannot be completed if a health check and diagnostic report is not performed and recorded by TMS.**
- **This campaign only covers the replacement of the passenger airbag module. NO other SRS components are covered under this campaign.**

VII. PASSENGER AIRBAG MODULE REPLACEMENT

COMPONENTS

FRONT PILLAR GARNISH CLIP

FRONT PILLAR GARNISH CLIP

FRONT PILLAR GARNISH RH

FRONT PILLAR GARNISH LH

FRONT DOOR OPENING TRIM WEATHERSTRIP RH

FRONT DOOR OPENING TRIM WEATHERSTRIP LH

UPPER INSTRUMENT PANEL SUB-ASSEMBLY

×3

20 (204, 15)

GLOVE COMPARTMENT DOOR ASSEMBLY

COMBINATION METER ASSEMBLY

INSTRUMENT CLUSTER FINISH PANEL ASSEMBLY

×4

INSTRUMENT CLUSTER FINISH CENTER PANEL SUB-ASSEMBLY

INSTRUMENT CLUSTER FINISH LOWER PANEL

● Replacement part

N*m (kgf*cm, ft.*lbf) : Specified torque

R1612150001

●INSTRUMENT PANEL PASSENGER
   AIRBAG ASSEMBLY

✆×2

●Replacement part

R1701240001
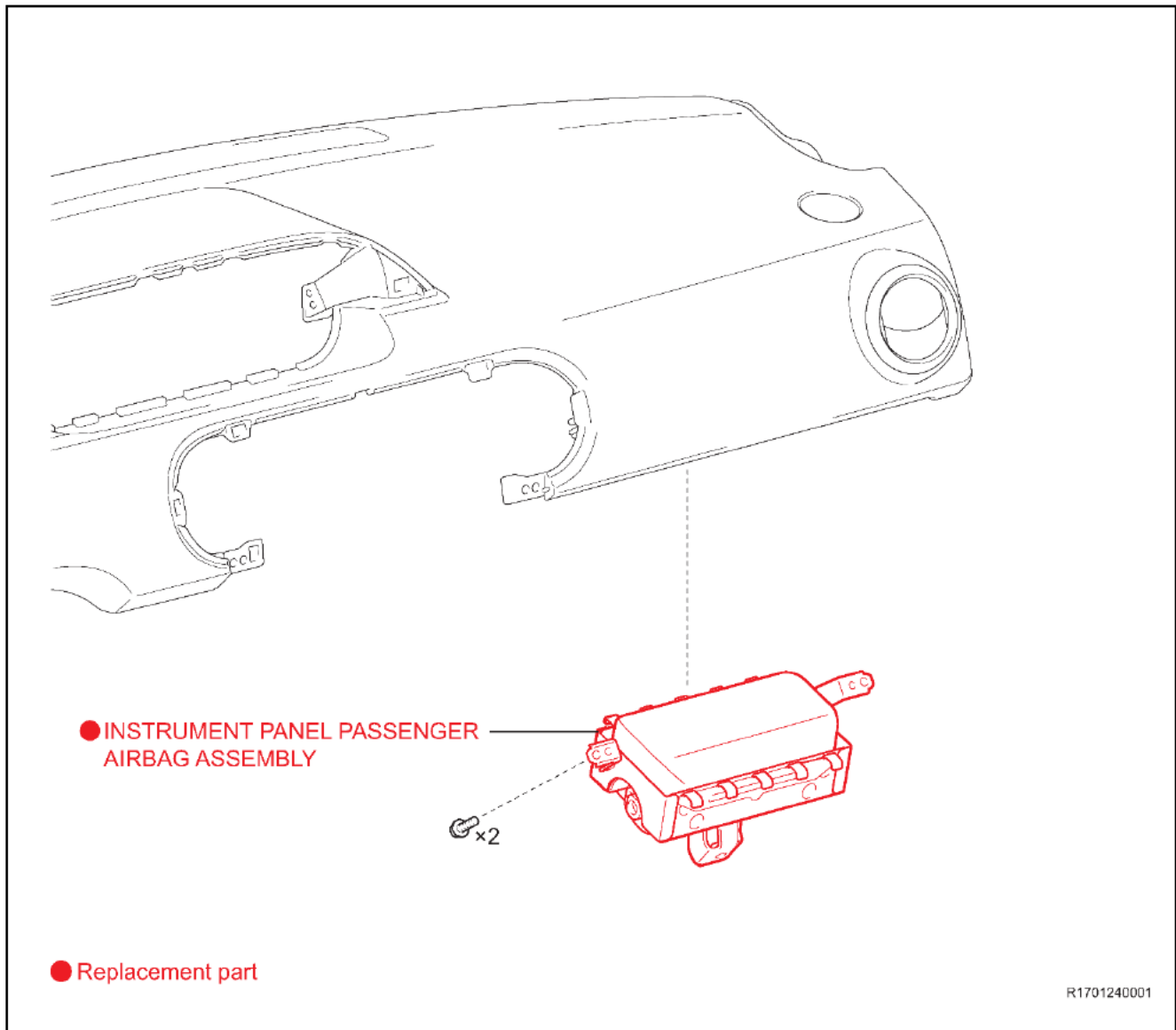
1. REMOVE THE AIRBAG MODULE

   a) Refer to TIS for instructions on airbag removal:

> **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.**

2. LAUNCH THE SERIAL NUMBER RECORDING APPLICATION

STOP

- **The AIRBAG MODULE serial number 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 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.

Note: The Serial Number Recording Application is the same as the previous application, so the screens will still indicate an older campaign.

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:

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

9

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:
- **The scanner was provided for SSC F0J.**
- **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

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 then scan the bar code.
  2) Position the cursor in the second serial number box and rescan the bar code.
b) Click next.
NOTE:
- **If both 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 *000000000XX0*

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

10

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)

NOTE: The NEW *AIRBAG* serial number *MUST* be scanned prior to reinstallation to track the airbag to the vehicle (refer to page 11).

d) Click submit.

e) Scan the NEW airbag barcode in the Serial Number Recording Application.

f) Verify the statements and click the two boxes.
g) Click next.

h) Confirm agreement by checking the two boxes.

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.**

AIRBAG SERIAL NUMBER IS MISSING OR IS UNREADABLE

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) 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) Go to Page 11 to continue airbag scanning.

VIII. FRONT PASSENGER AIRBAG REINSTALLATION

1. INSTALL THE NEW AIRBAG

a) Refer to TIS for instructions on airbag installation:

2008 MY   2009 MY   2010 MY

2. RECONNECT THE NEGATIVE BATTERY CABLE
a) Reconnect the negative battery cable.
b) Perform any needed system intialzations.

3. PREFORM ANY NEEDED VEHICLE INITIALIZATIONS
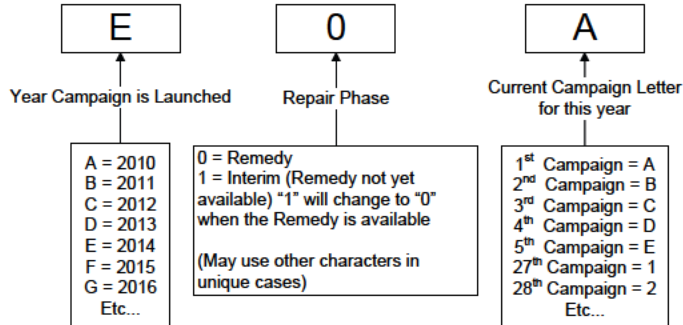## 4. PERFORM A HEALTH CHECK AND DIAGNOSTIC REPORT

◄ 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

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

IX APPENDIX

A. CAMPAIGN DESIGNATION DECODER

E	0	A
Year Campaign is Launched	Repair Phase	Current Campaign Letter for this year

| A = 2010
B = 2011
C = 2012
D = 2013
E = 2014
F = 2015
G = 2016
Etc... | 0 = Remedy
1 = Interim (Remedy not yet available) "1" will change to "0" when the Remedy is available

(May use other characters in unique cases) | 1st Campaign = A
2nd Campaign = B
3rd Campaign = C
4th Campaign = D
5th Campaign = E
27th Campaign = 1
28th Campaign = 2
Etc... |

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 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
- Included in the parts box