

# IMPORTANT UPDATE

**TECHNICAL INSTRUCTIONS**  
**FOR**  
**SAFETY RECALL GLG**  
**FRONT PASSENGER AIRBAG MODULE**  
**CERTAIN 2010-2013 MY GX 460**  
**Updated 01-14-2021**

**1-14-21**

- **The scanning application process has been updated**

**4-18-2018**

- **The parts section has been updated**

**1-9-2018**

- **Added 2013 MY**

**11-2-2017**

- **Added 2012 MY**
- **Added additional part options**

**9-21-2017**

- **Added 2011 MY**

**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:**

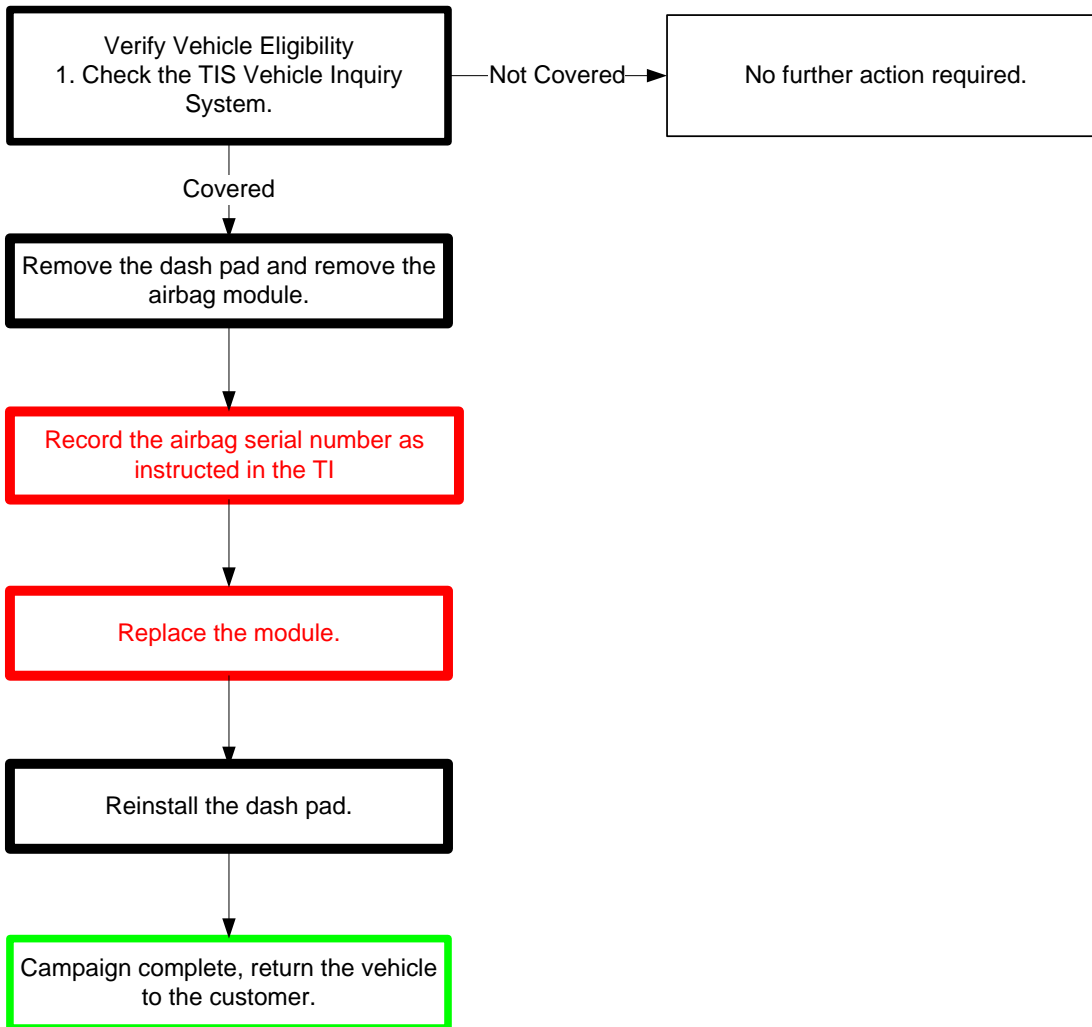
- **MASTER SERVICE TECHNICIANS**
- **MASTER DIAGNOSTIC SPECIALISTS**

**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.**

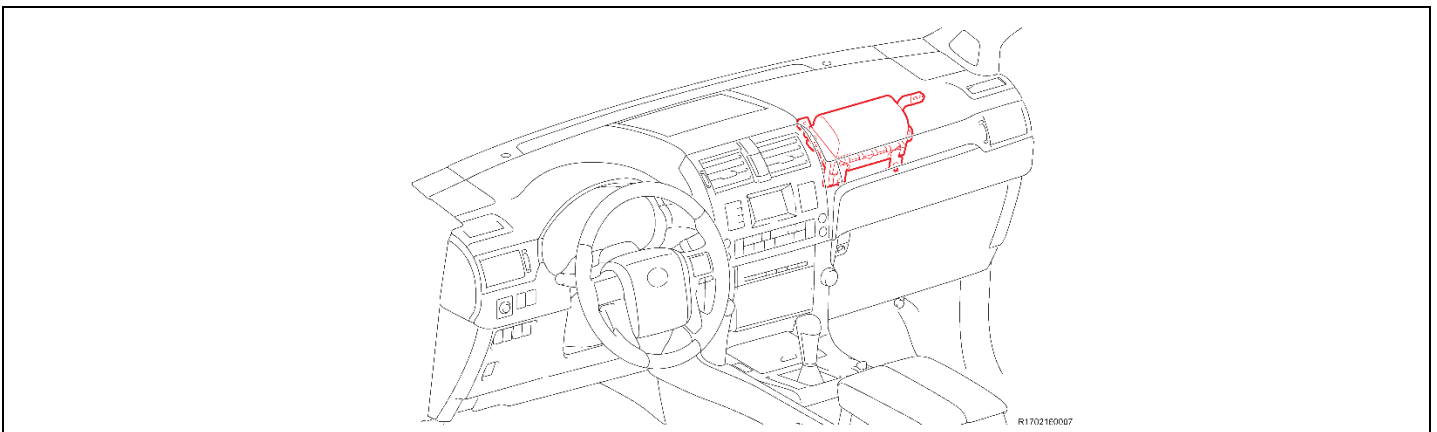
## I. OPERATION FLOW CHART

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.



## 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

Part Number	Part Description	Quantity
04007-14160	Instrument Panel Passenger Airbag	1

**OR**

Part Number	Part Description	Quantity
04007-58160	Instrument Panel Passenger Airbag	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	Part Number	Part Description
GX460	2010-2013	73960-60250	AIR BAG ASSY, INSTR PNL PASS L/DOOR

**Lexus 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*.**

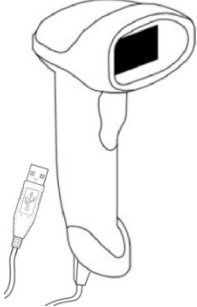
#### Important Note:

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

**GLG/GLH CAMPAIGN TOOLS** – These tools are required when performing this repair.

Image	Name	Quantity
	Barcode Scanner (The scanner was previously proved for SSC DLC)	1

**NOTE:** This scanner **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.

Part Number	Part Name	Quantity
09950-50013	Puller C Set *	1
* The set above includes the following tools.		
Part Number	Part Name	Quantity
09951-05010	Hanger 150	1
09952-05010	Slide Arm	2
09953-05020	Center Bolt 150	1
09954-05021	Claw No. 2	2

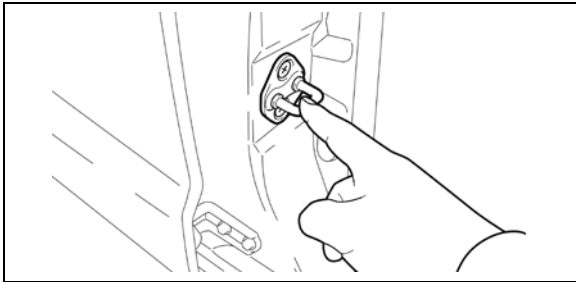
## V. SAFETY PRECAUTIONS



### 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.



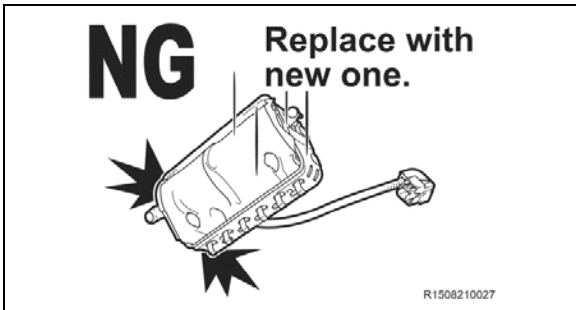
#### 1. ELIMINATE STATIC ELECTRICITY

- 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.



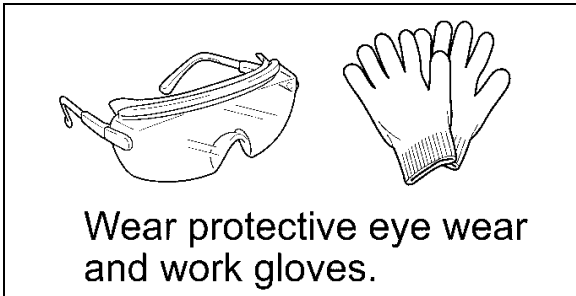
#### 2. DO NOT MEASURE RESISTANCE

- a) **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.

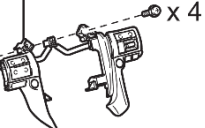
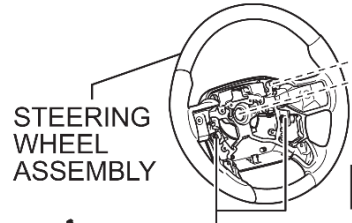


# VII. FRONT PASSENGER AIRBAG REMOVAL COMPONENTS

w/ Steering Shake Damper:  
 STEERING SHAKE DAMPER x 2

STEERING PAD SWITCH ASSEMBLY

STEERING PAD ASSEMBLY



UPPER STEERING COLUMN COVER (Design varies depending on specifications)

No. 2 STEERING WHEEL LOWER COVER



50 (510, 37)

x 2 CRUISE CONTROL MAIN SWITCH

8.8 (90, 78 in.\*lbf)

No. 3 STEERING WHEEL LOWER COVER

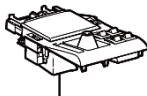
w/ Steering Wheel Heater:  
 STEERING WHEEL HEATER CONTROL ASSEMBLY x 2

LOWER STEERING COLUMN COVER

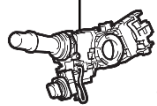


SPIRAL WITH SENSOR CABLE SUB-ASSEMBLY

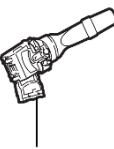
SHIFT LEVER KNOB SUB-ASSEMBLY



HEADLIGHT DIMMER SWITCH ASSEMBLY



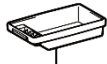
WINDSHIELD WIPER SWITCH ASSEMBLY



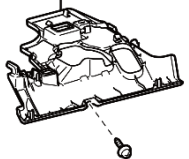
UPPER CONSOLE PANEL SUB-ASSEMBLY

REAR UPPER CONSOLE PANEL SUB-ASSEMBLY

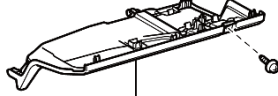
w/o Refrigerated Cool Box:  
 CONSOLE COIN BOX



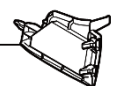
No. 1 INSTRUMENT PANEL UNDER COVER SUB-ASSEMBLY



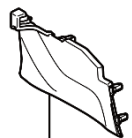
No. 2 INSTRUMENT PANEL UNDER COVER SUB-ASSEMBLY



FRONT No. 2 CONSOLE BOX INSERT

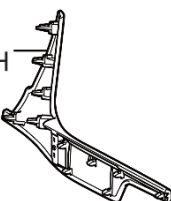


CENTER FLOOR CARPET COVER RH (w/ Refrigerated Cool Box)



FRONT No. 1 CONSOLE BOX INSERT

INSTRUMENT PANEL FINISH PANEL END RH



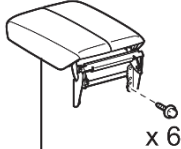
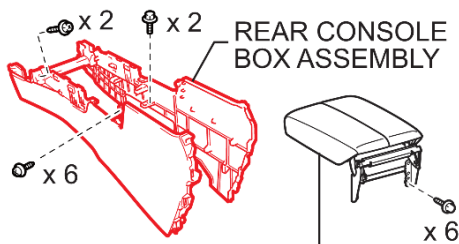
INSTRUMENT PANEL FINISH PANEL END LH



REAR CONSOLE END PANEL SUB-ASSEMBLY (Design varies depending on specifications)

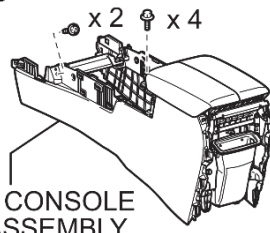


w/ Refrigerated Cool Box:  
**BE CAREFUL!**  
 DO NOT remove the cooling box



CONSOLE COMPARTMENT DOOR SUB-ASSEMBLY

w/o Refrigerated Cool Box:  
 REAR CONSOLE BOX ASSEMBLY

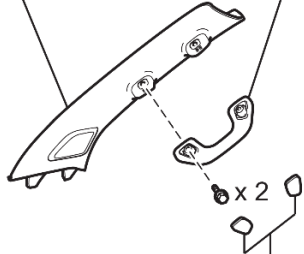


N\*m (kgf\*cm, ft\*lbf) : Specified torque

R1703160007A01

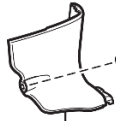
FRONT PILLAR GARNISH RH

No. 1 ASSIST GRIP



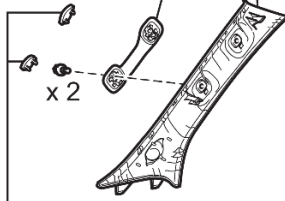
x 2

FRONT No. 1 ASSIST GRIP PLUG RH



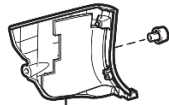
COWL SIDE TRIM BOARD RH

No. 1 ASSIST GRIP



x 2

FRONT No. 1 ASSIST GRIP PLUG LH



COWL SIDE TRIM BOARD LH

FRONT PILLAR GARNISH LH

FRONT DOOR OPENING TRIM WEATHERSTRIP LH



DOOR SCUFF PLATE ASSEMBLY LH



FRONT SEAT ASSEMBLY



INNER SEAT TRACK BRACKET COVER



SEAT TRACK COVER



x 4  
37 (377, 27)

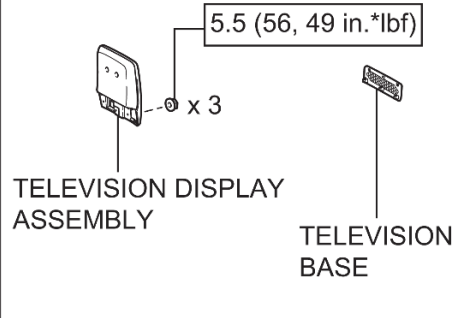


FRONT SEAT INNER TRACK BRACKET COVER



FRONT SEAT OUTER TRACK BRACKET COVER

W/ Rear Seat Entertainment System:

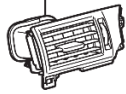


N\*m (kgf\*cm, ft\*lbf) : Specified torque

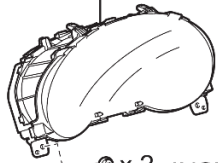
R1703150003



No. 1 INSTRUMENT PANEL REGISTER ASSEMBLY



COMBINATION METER ASSEMBLY

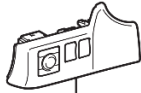


No. 1 INSTRUMENT PANEL FINISH CUSHION

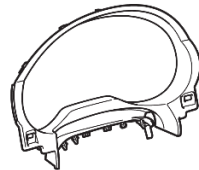


INSTRUMENT SIDE PANEL LH

x 2 INSTRUMENT CLUSTER FINISH PANEL SUB-ASSEMBLY

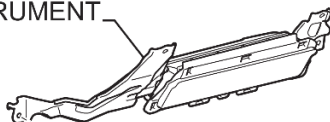


No. 2 SWITCH HOLE BASE



LOWER INSTRUMENT PANEL FINISH PANEL ASSEMBLY

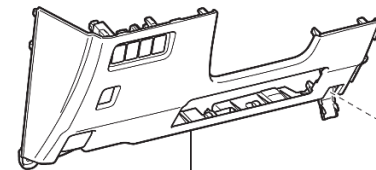
LOWER No. 1 INSTRUMENT PANEL AIRBAG ASSEMBLY



x 4

10 (102, 7)

LOWER INSTRUMENT COVER LH




LOWER INSTRUMENT PANEL FINISH PANEL SUB-ASSEMBLY

x 2

DRIVING SUPPORT SWITCH CONTROL ECU

FOUR WHEEL DRIVE CONTROL ECU

w/ Multi-media Interface ECU:



MULTI-MEDIA INTERFACE ECU

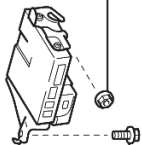
x 2

5.5 (56, 49 in.\*lbf)

INSTRUMENT SIDE PANEL RH



8.0 (82, 71 in.\*lbf)



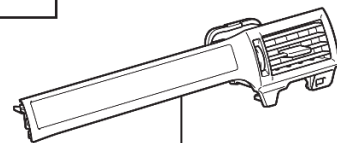
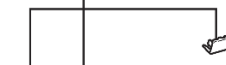
DCM (TELEMATICS TRANSCEIVER)

12 (122, 9)

13 (127, 9)

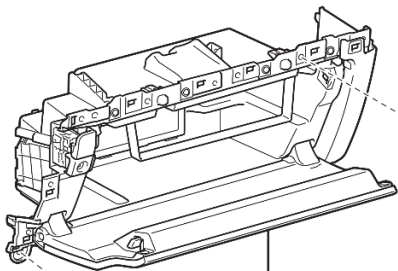
13 (127, 9)

INSTRUMENT PANEL BOX DOOR COVER



No. 2 INSTRUMENT PANEL REGISTER ASSEMBLY

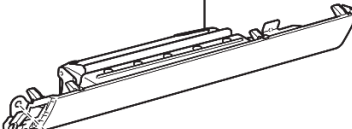
LOWER No. 2 INSTRUMENT PANEL AIRBAG ASSEMBLY



x 2

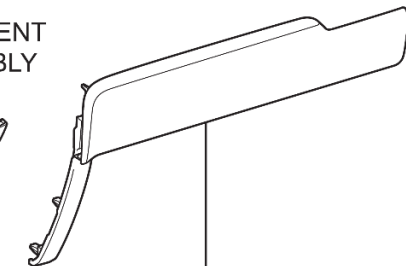
INSTRUMENT PANEL BOX ASSEMBLY

x 3



x 3

10 (102, 7)

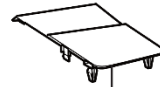


CENTER INSTRUMENT CLUSTER FINISH PANEL GARNISH

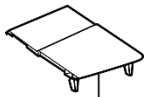
N\*m (kgf\*cm, ft\*lbf) : Specified torque

R1703150004

UPPER INSTRUMENT CLUSTER FINISH PANEL



No. 2 INSTRUMENT PANEL SPEAKER  
PANEL SUB-ASSEMBLY



No. 1 INSTRUMENT PANEL  
SPEAKER PANEL SUB-ASSEMBLY

x 2



FRONT No. 4 SPEAKER  
ASSEMBLY

x 2



FRONT No. 2 SPEAKER  
ASSEMBLY



FRONT No. 3 SPEAKER  
ASSEMBLY

x 2

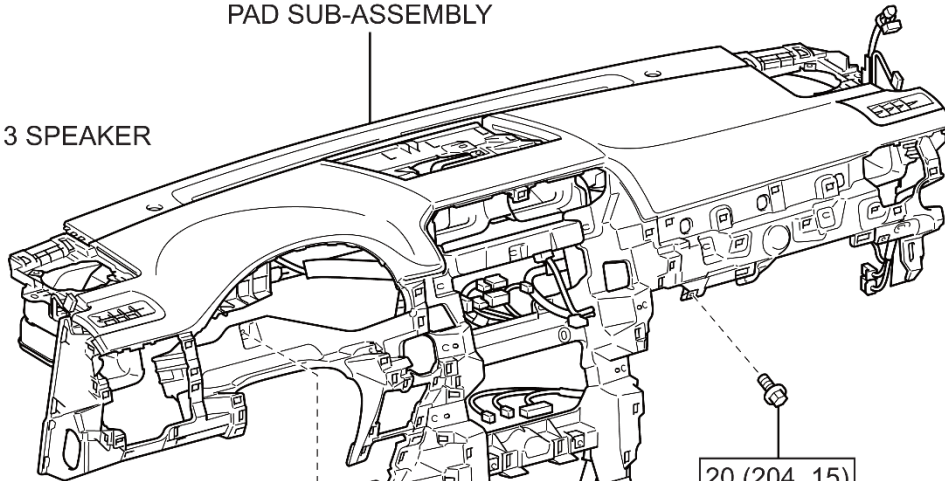


FRONT No. 2 SPEAKER  
ASSEMBLY

INSTRUMENT PANEL SAFETY  
PAD SUB-ASSEMBLY



FRONT No. 3 SPEAKER  
ASSEMBLY



20 (204, 15)

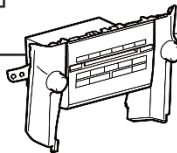
x 6

AIR CONDITIONING  
CONTROL ASSEMBLY  
or  
DISPLAY AND NAVIGATION  
MODULE DISPLAY

x 2 or x 4

12 (122, 9)

RADIO RECEIVER  
ASSEMBLY  
(Design varies depending  
on specifications)



x 4

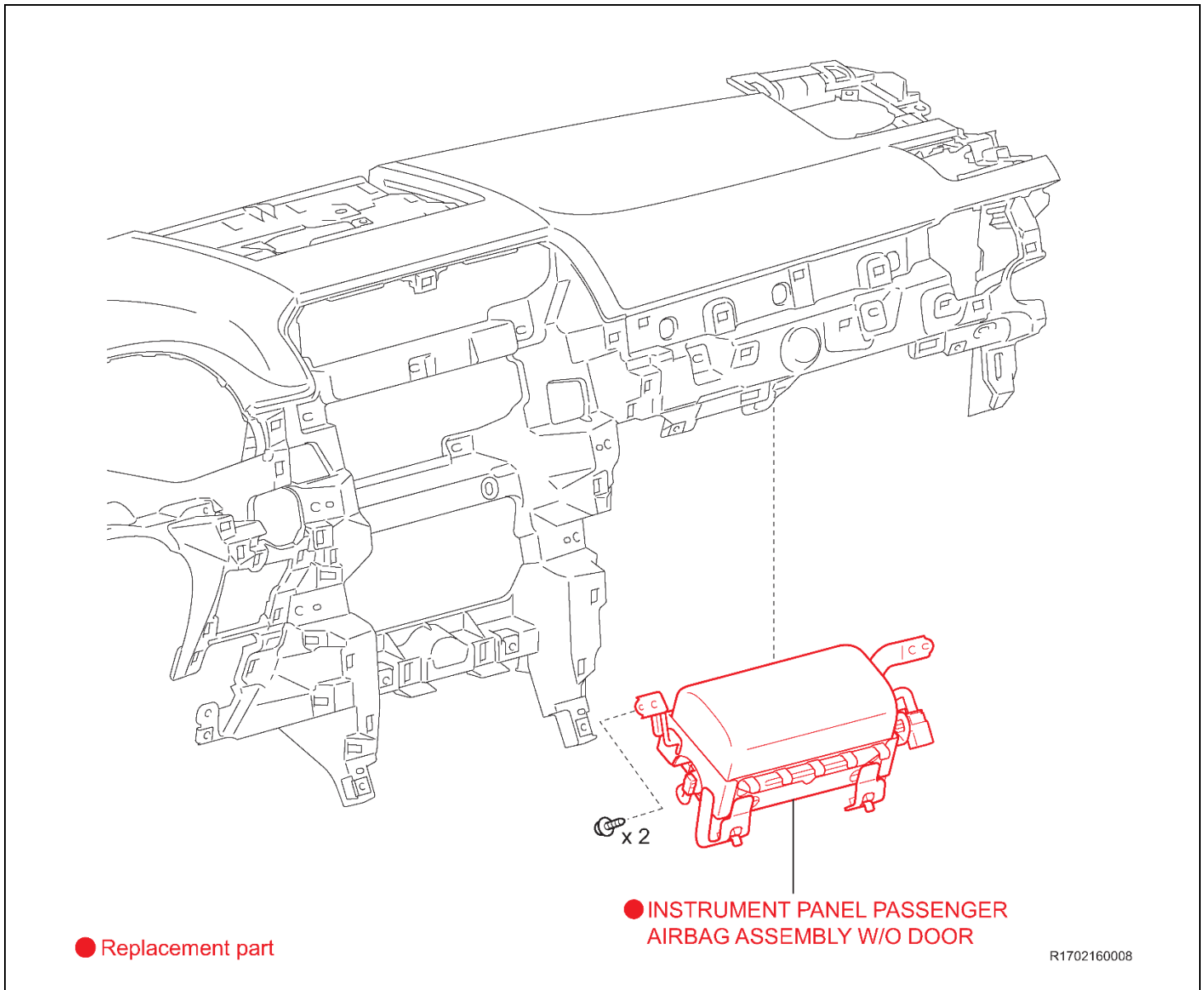
13 (127, 9)



FRONT UPPER CONSOLE  
PANEL GARNISH

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

R1703160008



## 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.

**NOTE:** For vehicles equipped with a cool box **DO NOT DISCONNECT THE REFRIGERANT HOSES** refer to the APPENDIX for information about removing and installing the center console.

[2010 MY](#) [2011 MY](#) [2012 MY](#) [2013 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 be sent to the scanning application site.
- d) You can also log into the scanning site via the URL below

Log into the website via the URL below

<https://takata-scan-app.imagespm.info/>

User ID: Dealer Code

First time login password: xxxxx

The screenshot displays the Toyota TIS Vehicle Inquiry interface. At the top, navigation tabs include Home, TIS, TAS, PRS, and QAT. The 'Vehicle Inquiry' tab is active, showing a search form for VINs. The VIN '1NX-BR32E-000000000' is entered and circled in red, with a red 'a)' next to it. Below the search form, the 'Vehicle Information' section displays details for a 2003 Toyota Corolla CE, including drive type, body type, engine family, transmission, date of first use, production date, plant code, exterior and interior colors, and fabric. Below this, a 'Service Campaign' section is visible, with a description of a safety recall for 2003-2004 model year vehicles. The 'Completion Status' is 'Not Completed' and circled in red, with a red 'b)' next to it. A link to 'check applicability for VIN' is also circled in red, with a red 'c)' next to it. The footer of the page includes '© 2013 Toyota Motor Sales, Inc.' and links for Feedback, Privacy, and Legal.

# Login

Complete all required (\*) fields below.

**\* User ID (enter your 5-digit dealer code, or 6-digit for Canadian dealers eg. Cnnnnn format):**

**\* Password:**

**Login**

[Forgot Password?](#)

**Technician Information**

Please provide information below before searching for VIN.

**Technician Name:**

**SPIN ID (12 digit code):**

**Search**

a) Enter your name and SPIN ID into the site

**Enter VIN**

Enter the 17-digit Vehicle Identification Number to begin the search for this campaign.

**VIN:**

**Mileage on Vehicle:**

**Search**

b) Enter the VIN and vehicle mileage into the site

## 2. CONNECT THE BARCODE SCANNER

- Connect the barcode scanner to the USB port on the Techstream.
- 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



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

### ORIGINAL Airbag Assembly Serial Number

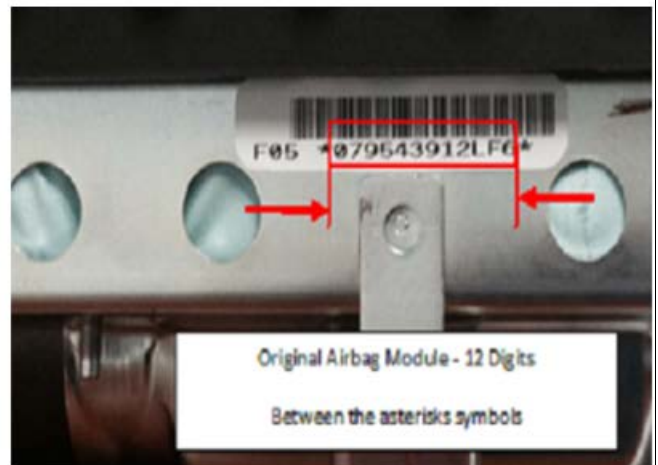
Scan or enter the **original** Airbag Assembly serial number into the website.

VIN:  
Model / Campaign:

\* Serial Number of *Original* Airbag Assembly:

\* Re-confirm the Serial Number of *Original* Airbag Assembly:

Check if the airbag serial number is missing or not visible, or if installing a new airbag assembly





c) Scan the **NEW** Airbag barcode in the Serial Number Recording Application.



Takata Scan App

TMS Test Dealership

[Search Another VIN](#) | [Print Screen](#) | [Log Out](#)

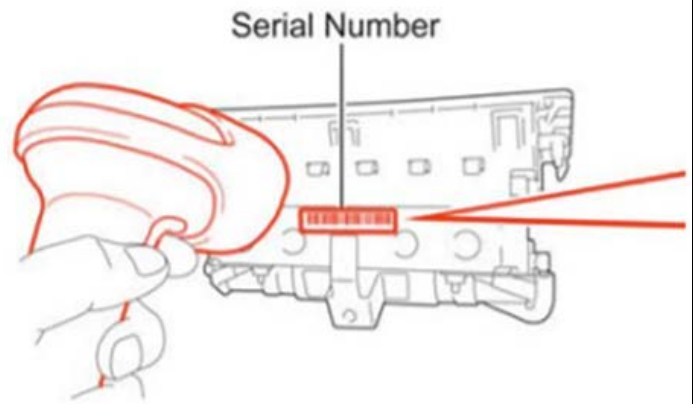
## NEW Serial Number

Scan or enter the **new** Airbag Assembly Serial Number into the website.

VIN:

\* Serial Number of New Airbag Assembly:

\* Re-confirm the Serial Number of New Airbag Assembly:



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

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

### Takata Scan App (TEST v2) Final Results

You can [Print Screen](#) or [Search Another VIN](#).

<b>Results:</b>	<b>Inflator Replacement Required</b>
<b>Warranty Authorization Number:</b>	<b>77515K46</b> <i>This number is required for the warranty claim. Print and save this screen for your records</i>
<b>VIN:</b>	2T1BR32E57C810829
<b>Vehicle:</b>	2007 Corolla
<b>Campaign:</b>	E04
<b>Original Airbag Serial:</b>	123456789K12
<b>Replacement Airbag Serial:</b>	
<b>Original Inflator Serial:</b>	W0123456789
<b>Replacement Inflator Serial:</b>	W0123456789
<b>Scan Date:</b>	12/22/2020 08:47AM (mm/dd/yyyy)

e) Confirm agreement by checking the two boxes.

f) 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](mailto:quality_compliance@toyota.com) with details.**

## IX. VEHICLE REASSEMBLY

### 1. INSTALL THE NEW AIRBAG ASSEMBLY INTO THE INSTRUMENT PANEL

### 2. REINSTALL THE DASH

a) Refer to TIS for reinstallation instructions

[2010 MY](#) [2011 MY](#) [2012 MY](#) [2013 MY](#)

**NOTE:** Refer to the APPENDIX to reinstall the center console for vehicles equipped with a cool box.

### 3. RECONNECT THE NEGATIVE BATTERY CABLE

### 4. PERFORM A HEALTH CHECK AND DIAGNOSTIC REPORT

### 5. PERFORM ANY NEEDED SYSTEM INITIALZATIONS



## ◀ VERIFY REPAIR QUALITY ▶

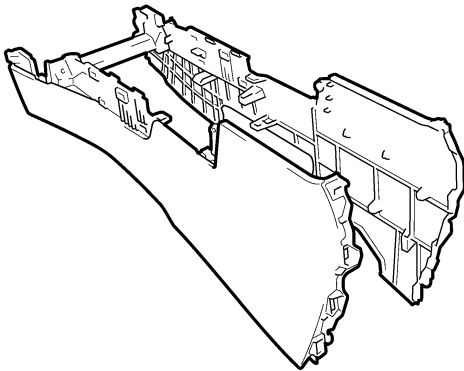
- Confirm all precautions are followed to ensure safety during the repair
  - Confirm the entire serial number checker application is completed and the warranty authorization # is recorded on *EVERY* vehicle
  - Confirm the old airbag is handled safely and given to the appropriate parts professional for shipment
- If you have any questions regarding this update, please contact your area representative.

### X. APPENDIX

#### A. COOL BOX TRIM REMOVAL AND INSTALLATION

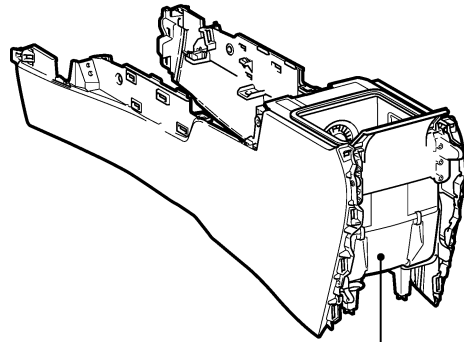
**NOTE:** The trim around the cool box can be removed and installed without disconnecting the refrigerant lines.

# OK



# NG

Leave the cooling box on the vehicle.

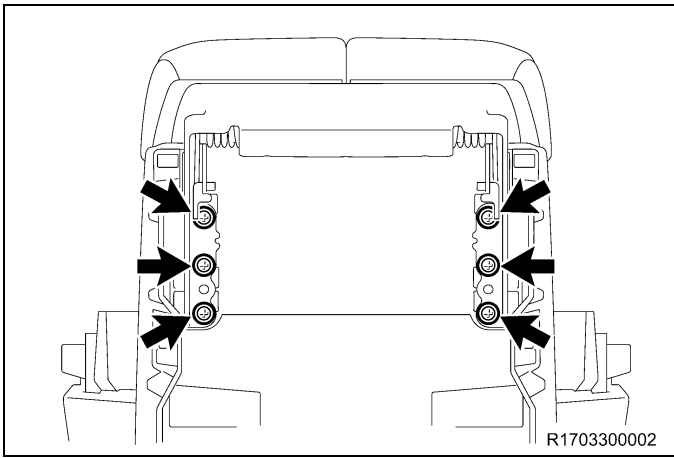
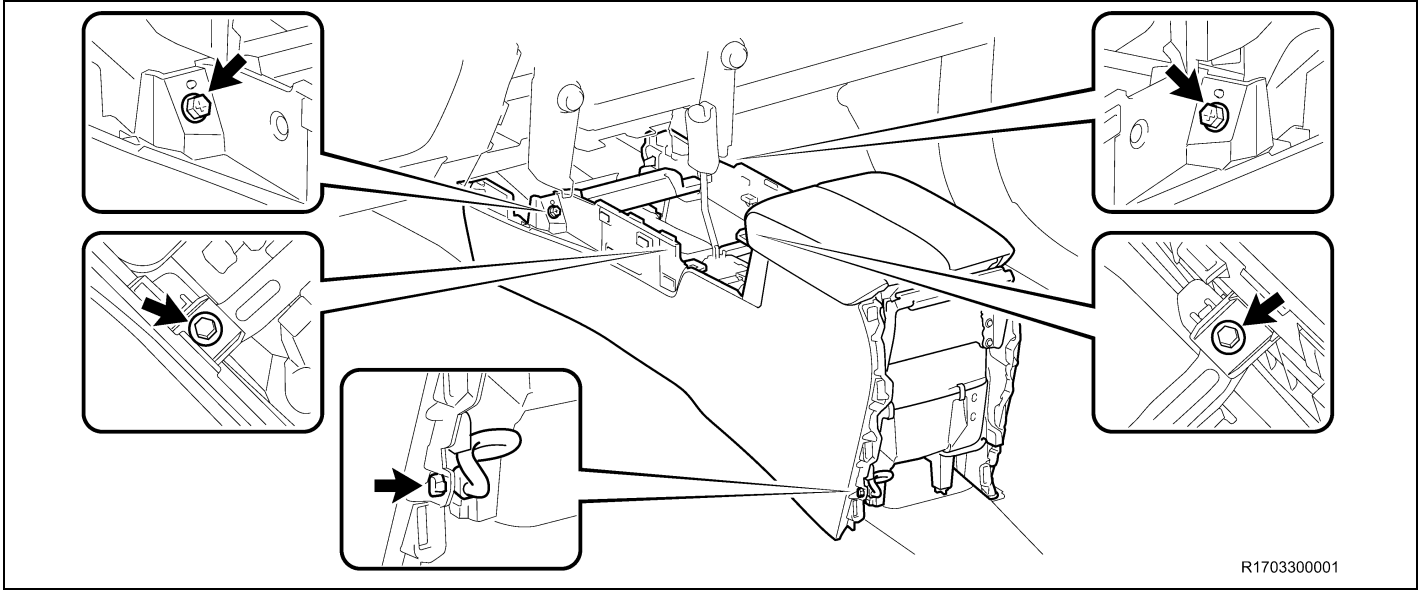


COOLING BOX

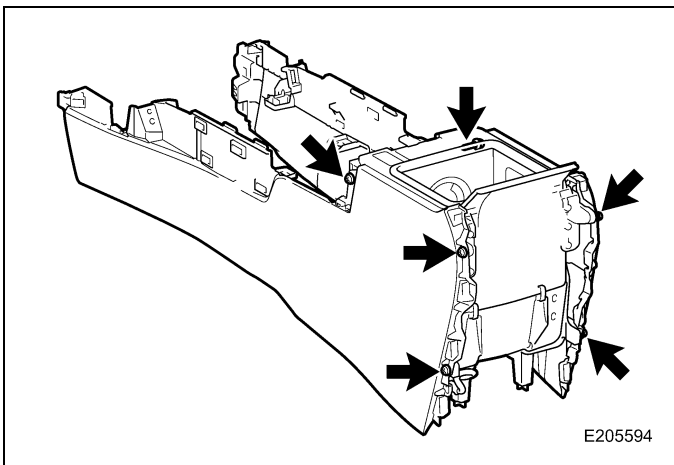
R170330004

**1. REMOVE THE CONSOLE BOX**

- a) Remove the 2 bolts and 2 screws.
- b) Disengage the clamp.

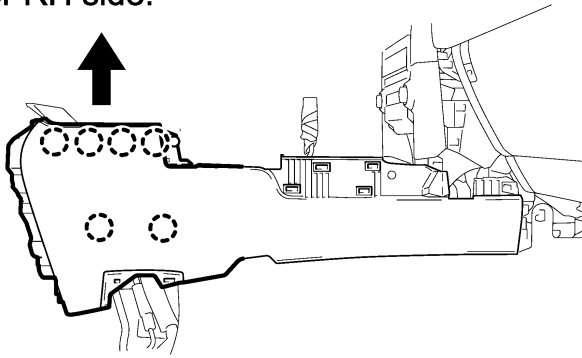


- c) Remove the 6 screws.
- d) Remove the console door.



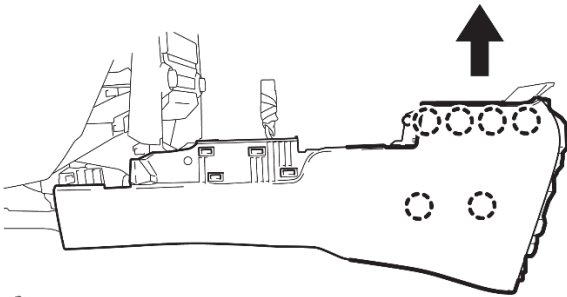
- e) Remove the 6 screws.

for RH side:



R1703290002

for LH side:



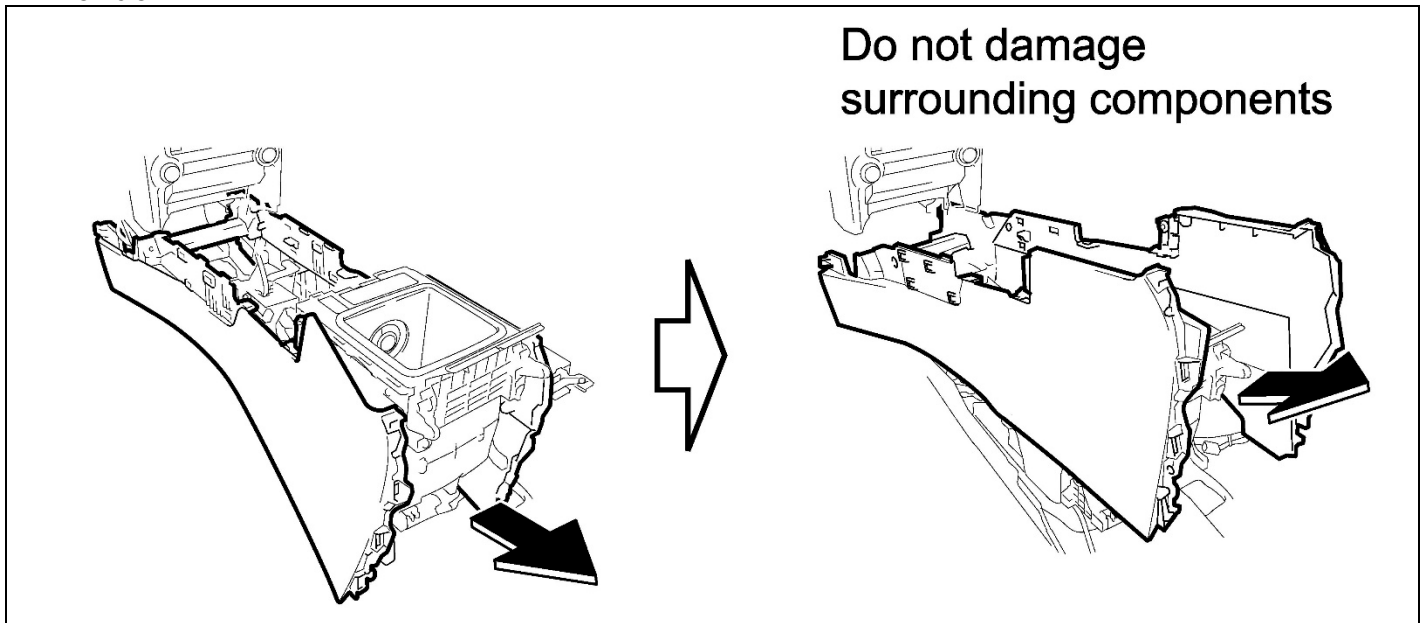
○ : Claw

R1703290003

- f) Disengage the 6 claws on each side of the console as shown.

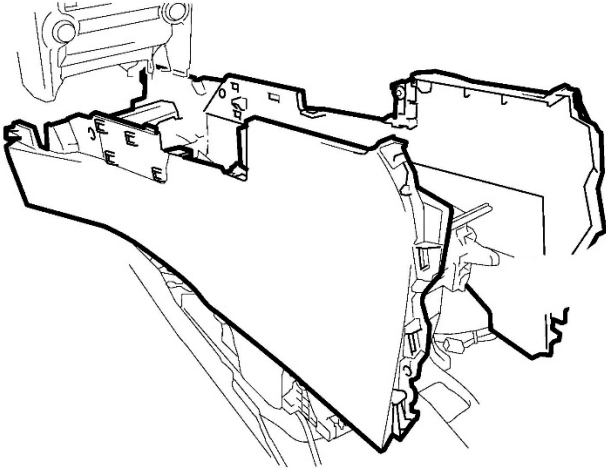
**NOTE: DO NOT DAMAGE** the surrounding interior components while removing the console box.

- g) Pull the console box towards the rear of the vehicle, then lift the rear of the box as shown, and remove from vehicle.

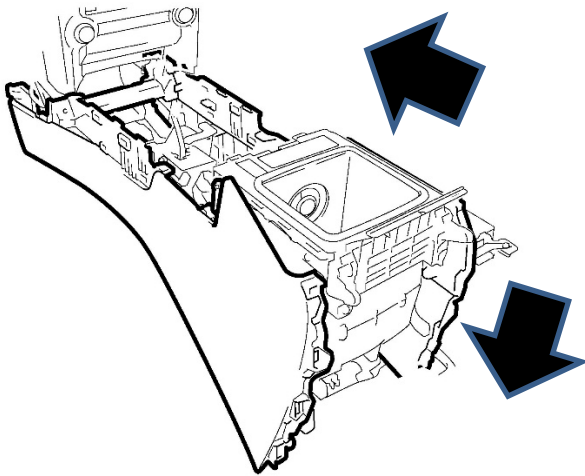


## 2. REINSTALL THE CONSOLE BOX

**Do not damage  
surrounding components**

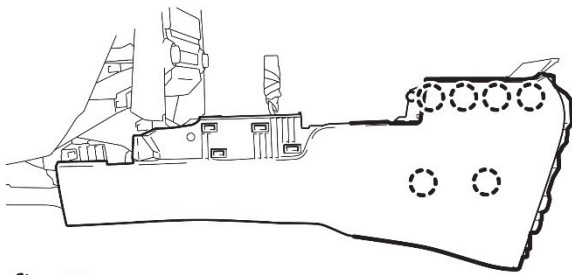


- a) Install the front of the console box with rear section lifted as shown.



- b) Lower the rear of the box and then slide it forward.

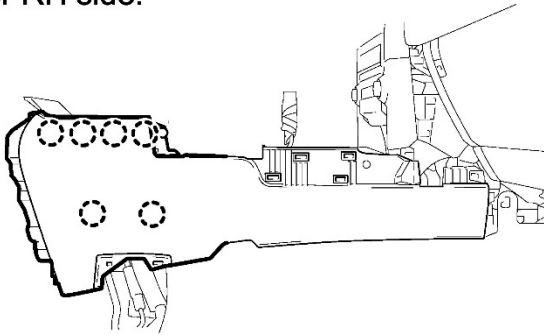
for LH side:



○ : Claw

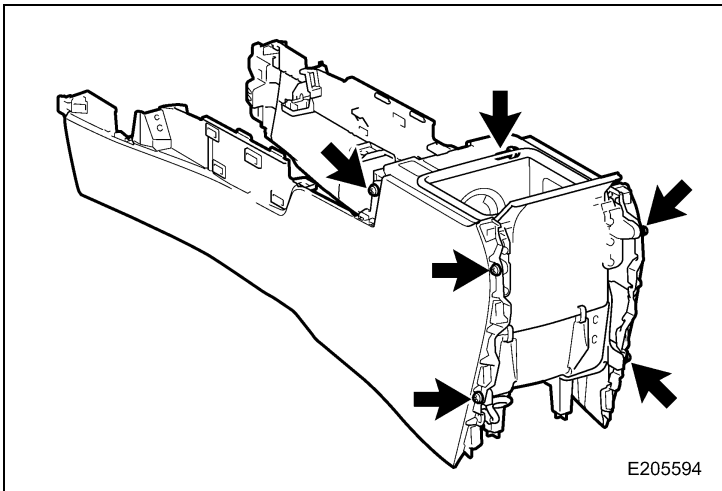
R1703290003

for RH side:



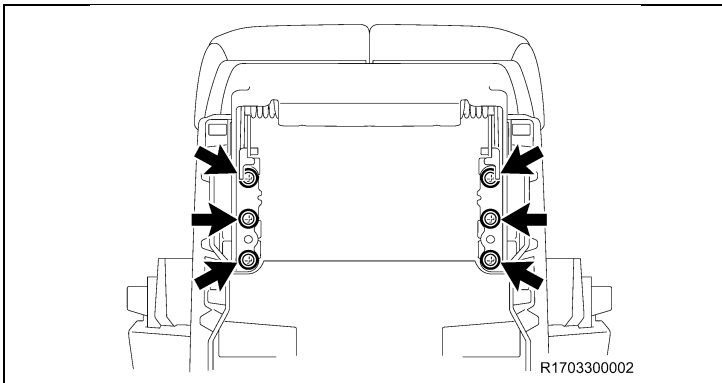
R1703290002

c) Reengage the 6 claws on each side of the console as shown.



E205594

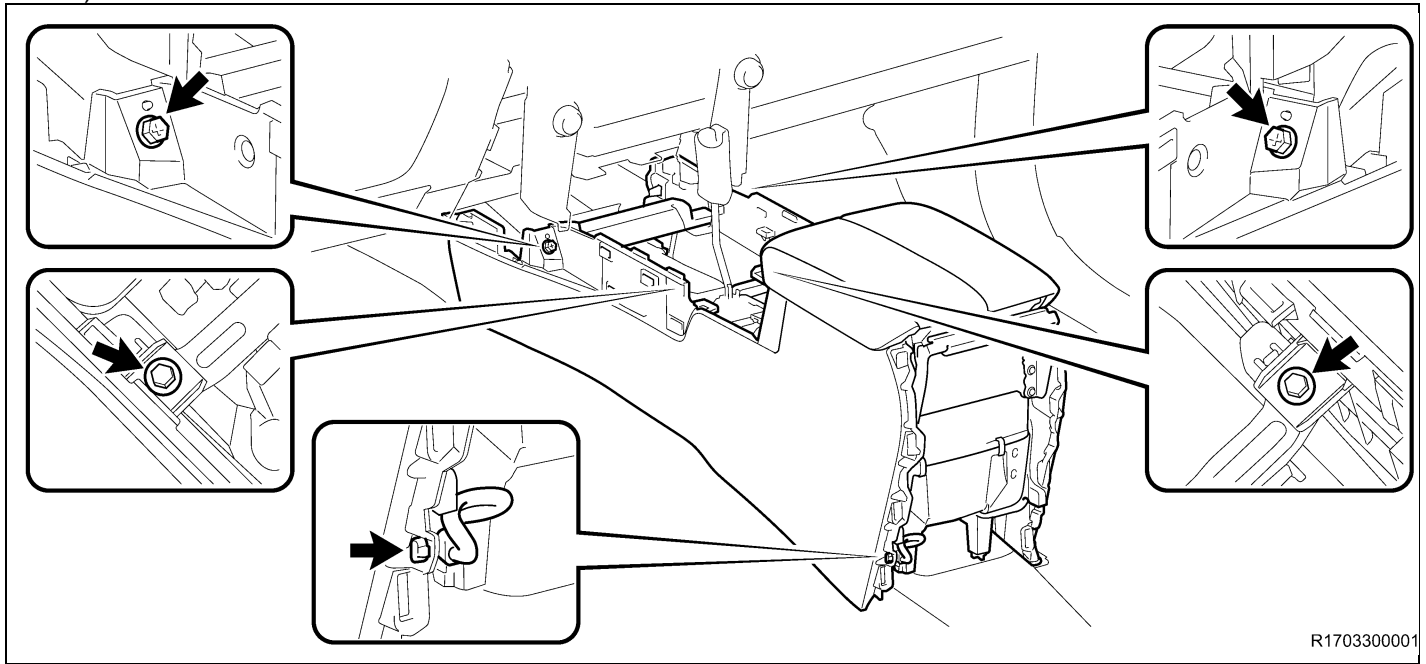
d) Reinstall the 6 screws.



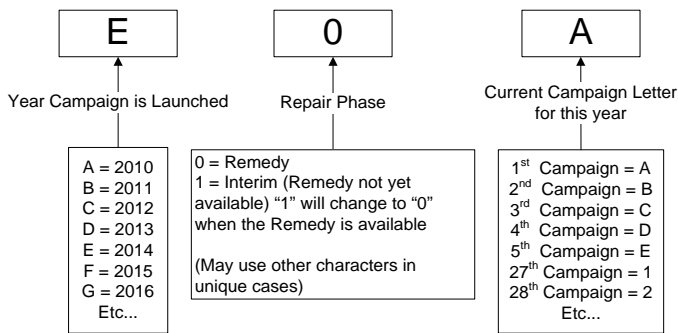
R1703300002

e) Reinstall the console door.  
f) Reinstall the 6 screws.

- g) Reengage the clamp.
- h) Reinstall the 2 bolts and 2 screws.



## B. CAMPAIGN DESIGNATION DECODER



Examples:

A0D = Launched in 2010, Remedy Phase, 4<sup>th</sup> Campaign Launched in 2010

B1E = Launched in 2011, Interim Phase, 5<sup>th</sup> Campaign Launched in 2011

C1C = Launched in 2012, Interim Phase, 3<sup>rd</sup> Campaign Launched in 2012

## C. 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