

**TECHNICAL INSTRUCTIONS**  
**FOR**  
**SAFETY RECALL J0A/J0B/J0C**  
**FRONT PASSENGER AIRBAG INFLATOR MODULE**  
**CERTAIN 2003 – 2008 MODEL YEAR COROLLA**

**UPDATE 11/15/2019**

**Update 11/15/2019**

- **The scanning process has been updated**

**Update 10/17/2019**

- **The model year has been extended to 2008 model year**

**Update 8/28/2019**

- **The scanning application process has changed. Please review the technical instructions for the details on this change**
- **The parts sections has been updated**

**Update 6/13/2019**

- **The scanning process for unreadable airbag assembly has been revised**

**Update 6/9/2019**

- **The scanning process has been updated**

**Update 12/18/2018**

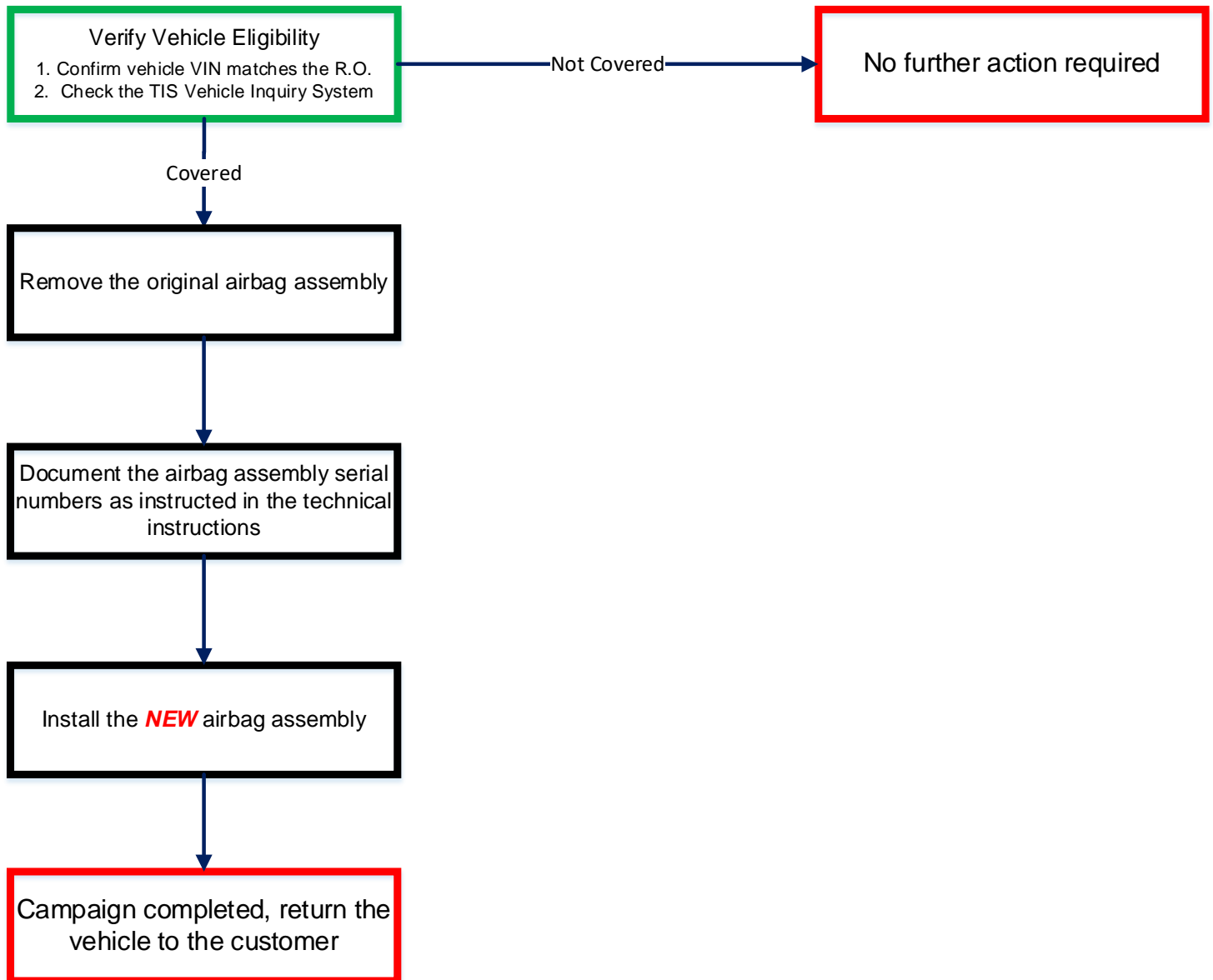
- **The images have been updated to reflect the new parts**

**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**

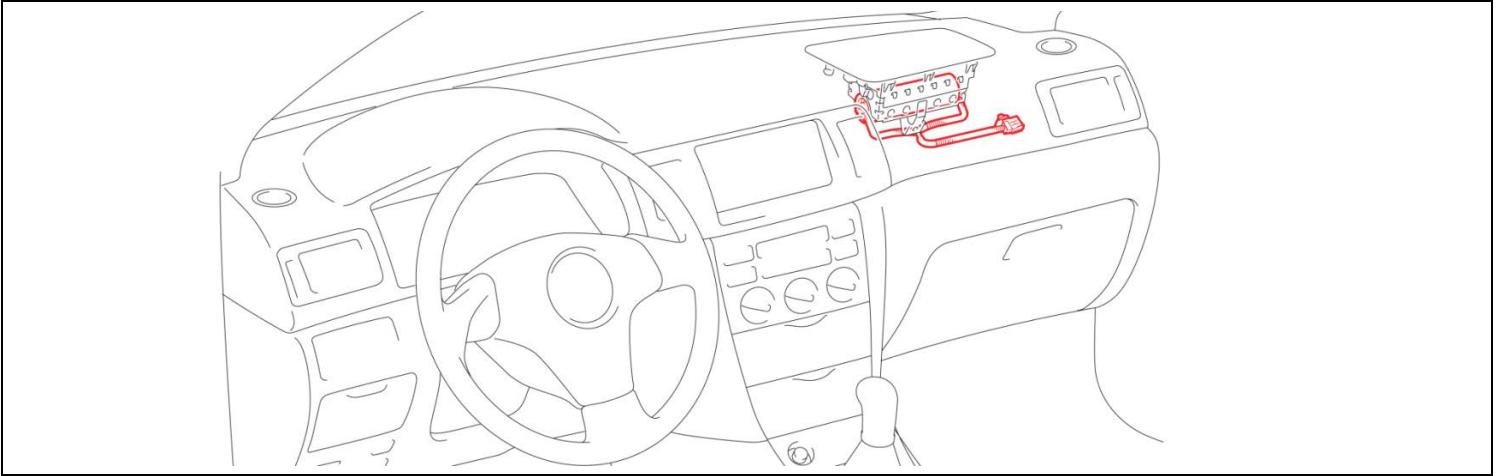
## I. OPERATION FLOW CHART

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 the inflator to explode during airbag deployment. In the event of an inflator explosion, 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

Model	Part Number	Part Description	Quantity
2003-2008 MY Corolla	04008-10212	AIR BAG ASSY KIT, INSTR PNL PASS	1

***Dealers should discontinue the installation of the parts listed below for the recalls, customer pay repairs AND over-the-counter sales (if applicable) unless they have a mark on the label.***



Make sure the parts box has a check mark as seen in the image above

**A. TOOLS & EQUIPMENT**

- Standard hand tools
- Molding remover set
- Torque wrench
- Techstream
- Electrical tape
- Zip Tie

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

Part Number	Part Name	Quantity
09890-47010-01	Anti-Static Mat Set	1

**CAMPAIGN TOOLS** – These tools were previously provided to the dealership for campaign D0F and will be used for campaign E04. These tools are required when performing this repair.

Image	Name	Quantity
	Airbag Mounting Bracket & hardware	1
	Barcode Scanner	1

**NOTE:** These tools **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 regional representative.

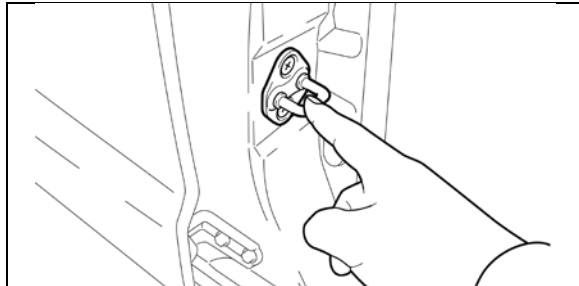
## V. SAFETY PRECAUTIONS



### CRITICAL INFORMATION – READ THOROUGHLY

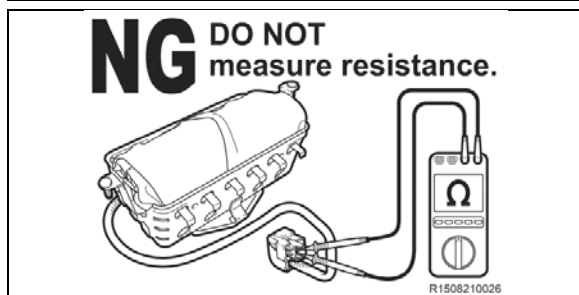


Failure to follow these procedures correctly could cause the SRS to unexpectedly deploy during servicing or the SRS may fail to operate correctly when required after reassembly. Confirm all work is performed as described in these instructions.



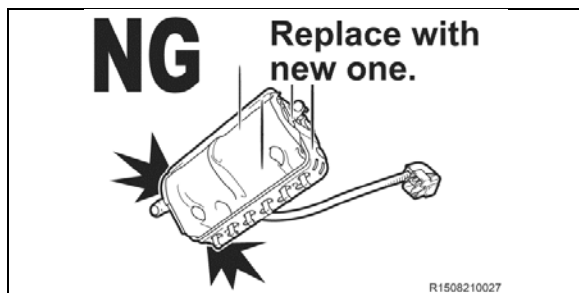
#### 1. ELIMINATE STATIC ELECTRICITY

- 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.



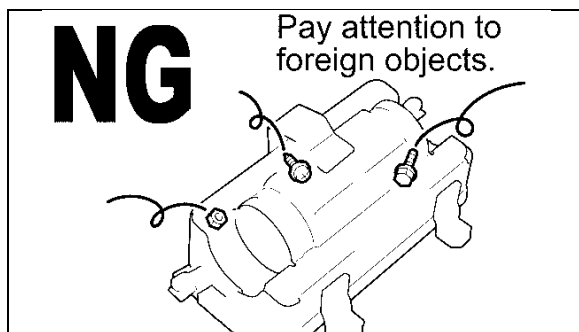
#### 2. DO NOT MEASURE RESISTANCE

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



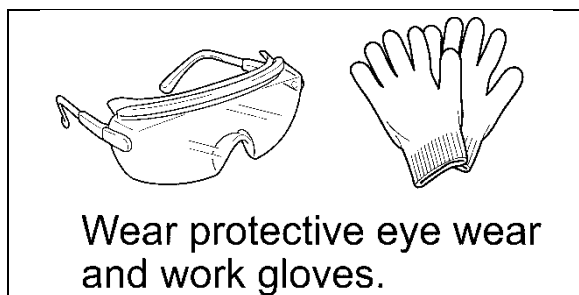
#### 3. HANDLE THE AIRBAG CAREFULLY

- a) If an inflator is dropped, replace it with a **NEW** module.



#### 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.

## VI. SRS SYSTEM HEALTH CHECK

### 1. PERFORM A HEALTH CHECK

- Confirm the Techstream is connected to the dealership's internet.
- When launching the Techstream software the VIN **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.**

- 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

- 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**

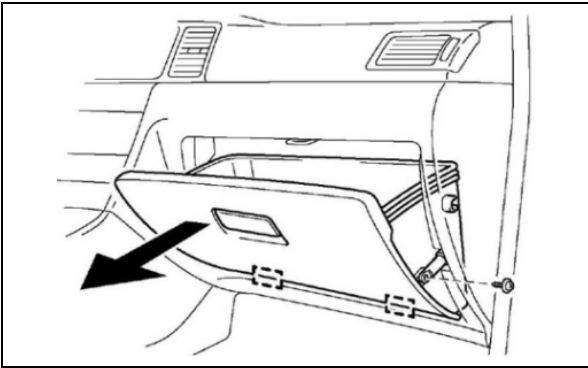


- Enter the vehicle mileage and repair order information, then click the 'report' button.



- The VIN MAY NEED to be entered manually in ALL CAPS when launching the Techstream software. The VIN **MAY NOT** auto-populate on vehicles prior to the 2006 MY.
- 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.

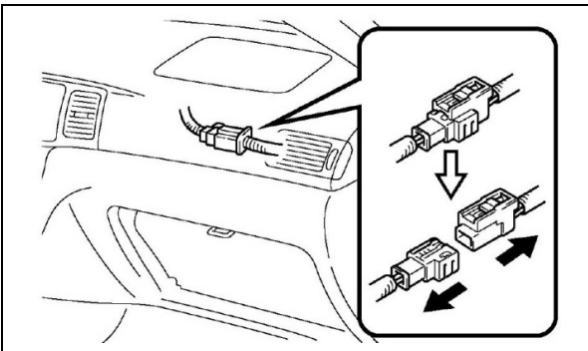
## VII. PASSENGER AIRBAG ASSEMBLY REPLACEMENT



### 1. REMOVE THE GLOVE BOX

- Remove the screw and disconnect the stopper sub-assembly.
- Completely remove the glove box from the dashboard.

### 2. REMOVE THE AIRBAG ASSEMBLY

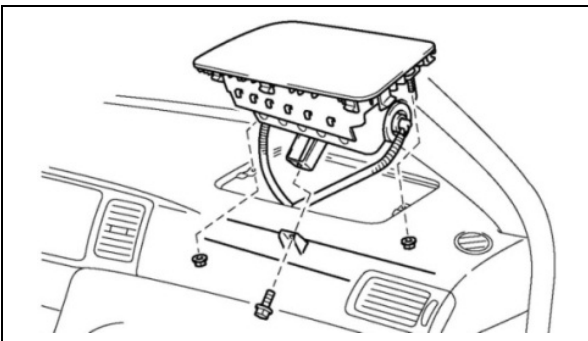


- Disconnect the negative battery cable.



- 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.

- Disconnect the airbag connector.



- Remove the bolt and 2 nuts and remove the airbag assembly.

**NOTE:** Use caution to avoid scratching or damaging the dashboard assembly, place protective tape on the dashboard if needed.

### 3. 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 D0F.
- The scanner works best in low light conditions.
- Always hold the scanner directly in front of and parallel to the barcode label.

## Campaign Phase Interpretation

### REMEDY PHASE – ELIGIBLE FOR REPAIR

**Campaign Description:** Safety Recall J0A - Remedy Notice - Multiple Models - Non-Desiccated Front Passenger Airbag Inflator – “Like for Like” Replacement (Zone A)  
**Campaign Status:** Remedy Available  
**Completion Status:** Not Completed  
**Memo:** Remedy Available

[Show Documents]

#### STATUS IDENTIFICATION

**A:** Campaign Status: Remedy Available

**B:** Memo: Remedy Available

- **This vehicle is eligible to have the remedy performed if the completion status is “Not Completed.”**
- **The original scanning application link can be used.**

**Campaign Description:** Safety Recall J0A - Remedy Notice - Certain 2003 - 2005 Corolla - Non-Desiccated Front Passenger Airbag Inflator – “Like for Like” Replacement (Zone A)

**Campaign Status:** Remedy Available

**Completion Status:** Not Completed

**Memo:** Remedy Available - Instead of using the scanning application use <https://takata-scan-app.imagespm.info/>

[Show Documents]

#### STATUS IDENTIFICATION

**A:** Campaign Status: Remedy Available

**B:** Memo: Remedy Available – Instead of using the scanning application use <https://takata-scan-app.imagespm.info/>

- **This vehicle is eligible to have the remedy performed if the completion status is “Not Completed.”**
- **The new scanning application website <https://takata-scan-app.imagespm.info/> must be used when performing the remedy.**
- **Login instructions for this new scanning application website are included in the Technical Instructions.**



#### 4. LAUNCH THE SERIAL NUMBER RECORDING APPLICATION



- The ORIGINAL AIRBAG ASSEMBLY, and NEW ASSEMBLY serial numbers MUST be recorded using the barcode scanner.
- 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 an internet connection to perform the inspection and scanning process.

- a) Log into the website via the URL below  
<https://takata-scan-app.imagespm.info/>
- b) **User ID:** Dealer Code  
**First time login password:** xxxxx

### 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?](#)

### Enter or Scan VIN

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


VIN:

Search

- c) Enter the VIN into the website

## 5. SCAN THE AIRBAG ASSEMBLY SERIAL NUMBER

# ATTENTION: This information is **CRITICAL**

<p>a) Scan the <b>AIRBAG ASSEMBLY</b> serial number 2 times.</p> <ol style="list-style-type: none"><li>1) Confirm the cursor is in the first serial number box then scan the serial.</li><li>2) Position the cursor in the second serial number box then scan the serial.</li></ol> <p>b) Click search.</p> <p><b>NOTE:</b></p> <ul style="list-style-type: none"><li>• If both serial numbers that are entered do not match, confirm and reenter.</li><li>• If the serial number barcode will not scan, it can be entered manually.</li></ul>	<p style="text-align: center;"><b>AIRBAG SERIAL NUMBER IDENTIFICATION</b></p> <ul style="list-style-type: none"><li>• The airbag serial number is <b>ALWAYS</b> the <b>12 DIGITS</b> located <b>BETWEEN</b> the asterisks.</li><li>• The 3 digits before the asterisk <b>ARE NOT</b> part of the serial number, and <b>SHOULD NOT</b> be entered or an inaccurate response may be returned.</li></ul> <p style="text-align: center;"><b>Airbag Serial Number Label Example</b></p> <div style="text-align: center;"><p>The image shows a label with a barcode and the text "F22 *000000000XXO*". A green box highlights the 12-digit serial number "000000000XXO" between the asterisks.</p></div>
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The **AIRBAG ASSEMBLY** serial number and the **INFLATOR** serial number are **DIFFERENT**. The **AIRBAG ASSEMBLY** serial number **MUST** be recorded prior to replacement.



Takata Scan App

TMS Test Dealership

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### ORIGINAL Serial Number

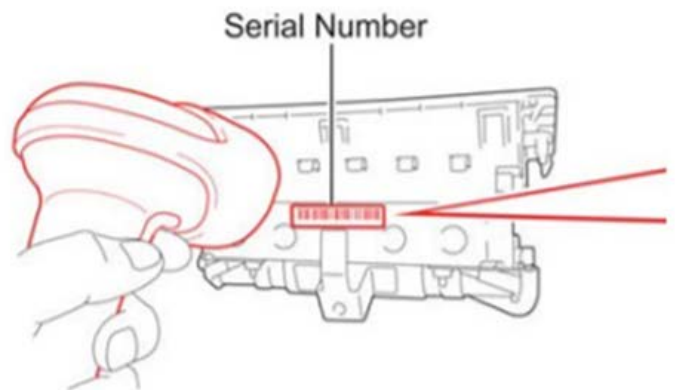
Scan or enter the **original** Airbag Assembly Serial Number into the website.

VIN:

\* Serial Number of **Original** Airbag Assembly:

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

Check if the original airbag assembly serial number is not visible or missing



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 continue with the repair.

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



Takata Scan App

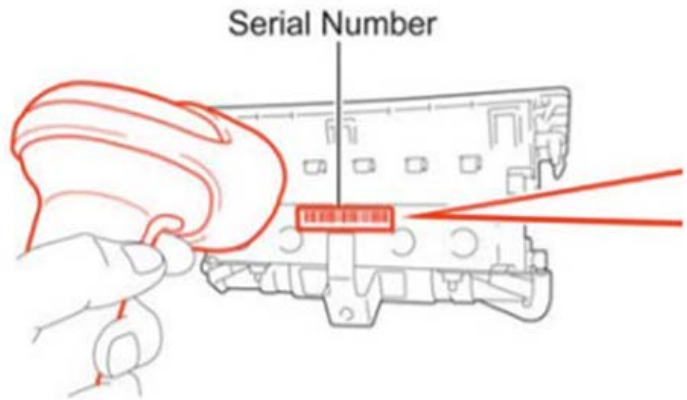
TMS Test Dealership

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## 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 your name, Tech SPIN ID, and mileage in the boxes
- e) Check the two acknowledgement boxes and click search

## Additional Information and Agreements

Provide additional information below before proceeding to obtain warranty authorization number.

VIN:  
Original Serial:  
New Serial:  
Technician Name:  
  
Technician ID:  
  
Mileage on Vehicle:  
  
Required Acknowledgements:  
 I agree to complete the safety recall's remaining technical instructions  
 I agree to perform a vehicle Health Check with Techstream upon completion of the safety recall's technical instructions

f) Document the warranty authorization number for the warranty claim



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## Takata Scan App Final Results

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

<b>VIN:</b>	
<b>Scan Date:</b>	08/23/2019 07:00AM (mm/dd/yyyy)
<b>Warranty Authorization Number:</b>	55154K08
<i>This number is required for the warranty claim. Print and save this screen for your records</i>	



**The warranty authorization number must be recorded on every warranty claim for each repair**

## 6. NEW SERIAL NUMBER (WEBSITE WILL NOT ACCEPT NEW SERIAL NUMBER)

a) If directed to the screen below this indicates the serial number entered is not loaded in the system. Confirm if the blue check mark is on the box. If yes, follow the instructions on the screen.

**NOTE: Ensure you include a Job Aid and a picture of the Airbag Assembly in your email**

Takata Scan App

Administrator

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

## NEW Serial Number (confirm if marked label)

**NOTE:** This serial number 123456789123 is not recognized. This part should be returned to Toyota **UNLESS there is a mark on the label** (shown below). If there is a mark on the label submit a picture of the airbag assembly and a job aid to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com) and await further instructions.

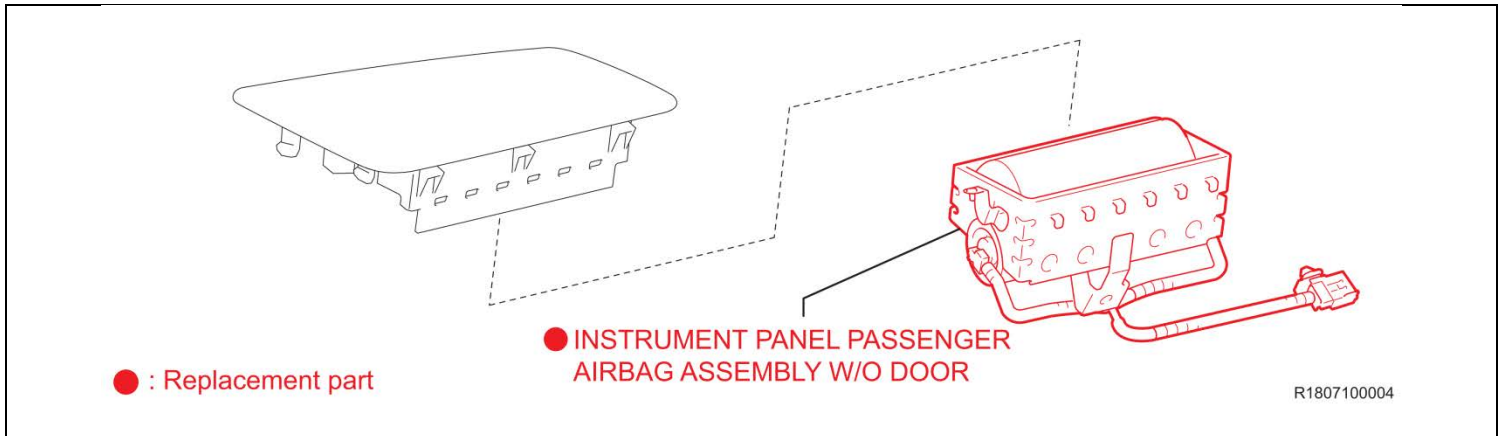
...OR [return to original New Serial Number screen](#) to re-enter another number.

VIN:  
2T1BR32E73C [REDACTED]

Serial Number:  
123456789123



## 7. REMOVE THE INSTRUMENT PANEL PASSENGER AIRBAG ASSEMBLY COVER



### CRITICAL INFORMATION – READ THOROUGHLY



**OK**

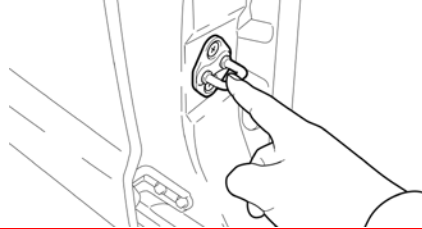


**NG**



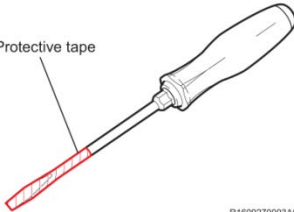
\* Images of parts shown above may differ from the actual ones.

**For remove work of an airbag module, avoid standing directly in front of the parts.**



**Before starting work and periodically while working on the vehicle, touch a metallic part of the vehicle to discharge static electricity in the body.**

Protective tape

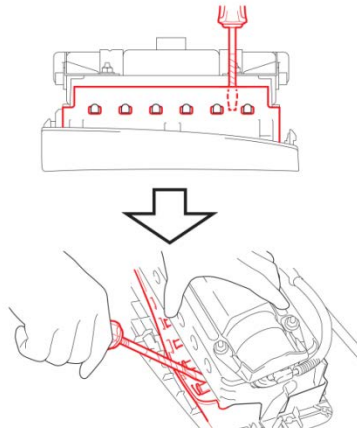


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a) Wrap protective tape around a flathead screwdriver.

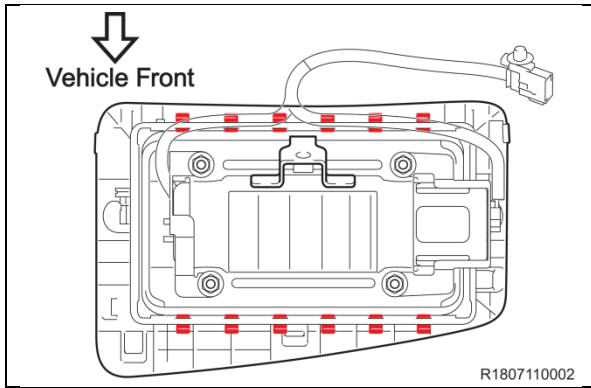
b) Disengage the claws from the one on the vehicle front side using the flathead screwdriver to remove the instrument panel passenger airbag.

c) Put a mark on the removed instrument panel passenger airbag and store it in a separate container.



R1807100005

## VIII. FRONT PASSENGER AIRBAG ASSEMBLY INSTALLATION



### 1. INSTALL THE INSTRUMENT PANEL PASSENGER AIRBAG ASSEMBLY COVER

- Install a **NEW** instrument panel passenger airbag taking care not to mistake the mounting direction.
- Check that the 12 claws of the instrument panel passenger airbag have engaged securely.

### 2. REINSTALL THE AIRBAG ASSEMBLY

**Note:** During reinstallation of the airbag assembly, ensure the 12mm bolt and two 10mm nuts securing the airbag assembly to the instrument panel are installed and torqued to the required specification identified on TIS.

- Refer to TIS for instructions on airbag installation:

Corolla [2003-2005MY](#) [2006](#) [2007](#) [2008](#)

### 3. RECONNECT THE NEGATIVE BATTERY CABLE

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

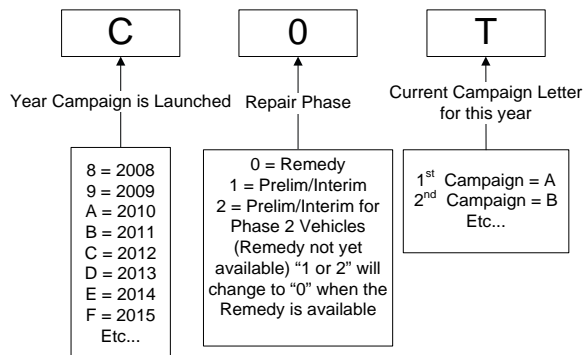
## ◀ VERIFY REPAIR QUALITY ▶

- 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 assembly 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



### 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