IMPORTANT UPDATE

TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL G0P/G0R/H0A
FRONT PASSENGER AIRBAG INFLATOR MODULE

CERTAIN 2010-2016 MY 4Runner

UPDATE 1-11-2019

Update 1-11-19
  • Added inspection for A-Pillar Garnish
Update 1-9-19
  • Added up to 2016 MY
  • Updated title to include G0R and H0A
Update 11-20-18
  • The parts section has been updated
Update 09-5-18
  • The parts section has been updated
Update 07-17-18
  • The Technician Certification Requirements have changed
4/18/18 Update
  • The parts section has been updated
1/9/18 Update
  • Added 2013 MY
11/2/17 Update
  • Added additional part options
  • Added 2012 MY
8/31/17 Update
  • Added 2011 MY
  • Caution added in parts diagram section

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
1. Check the TIS Vehicle Inquiry System.

Not Covered
No further action required.

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.
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>Model/Model Year</th>
<th>Part Number</th>
<th>Part Description</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010-2016 4Runner</td>
<td>*04007-58135</td>
<td>Instrument Panel Airbag Module</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>**04007-1U135-B0 - Light Gray Interior</td>
<td>A-Pillar Garnish</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>**04007-1U135-E0 - Sand Beige Interior</td>
<td>Or</td>
<td></td>
</tr>
</tbody>
</table>

*Note: 04007-14335 is no longer available to order from your facing PDC. This part number is still valid for the repair, however. If you have remaining inventory at your dealer, please continue to use in conjunction with the above A-Pillar garnishes (if required) when repairing 4Runner vehicles until your inventory has been depleted. Once gone, start using 04007-58135 for the repair.

**62220-35030-B0 and 62220-35030-E0 are no longer available to order for this safety recall. Please begin using the campaign specific part numbers 04007-1U135-B0 and 04007-1U135-E0 when replacing the A-Pillar Garnish.

**Only 2010 to Certain 2013 Model Year 4Runner vehicles require A-Pillar garnish replacement. If you have a 2013 – 2016 4Runner that contains an A-Pillar garnish that is bolted in at the top, the A-Pillar DOES NOT require replacement. See photos below for reference.

**REPLACE**

**RE-USE GARNISH**
**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).*

<table>
<thead>
<tr>
<th>Model</th>
<th>Model Year</th>
<th>Part Number</th>
<th>Part Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4Runner</td>
<td>2010-2016</td>
<td>73960-35080</td>
<td>AIR BAG ASSY, INSTR PNL PASS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>73960-35081</td>
<td></td>
</tr>
</tbody>
</table>

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*.

**Important Note:**

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 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 distributed for F0J can read bar and QR codes)</td>
<td>1</td>
</tr>
</tbody>
</table>

**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.

<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>
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.

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. 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 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 repair cannot be completed if a health check & diagnostic report is not performed and recorded by TMNA.
- 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

CAUTION-PLASTIC RETAINING CLIPS ARE FRAGILE. REMOVE WITH CARE

w/o Steering Pad Switch:
- 2.4 (24, 21 in.*lbf) x 2
- No. 1 STEERING WHEEL ORNAMENT
- No. 2 STEERING WHEEL ORNAMENT

w/ Steering Pad Switch:
- 2.4 (24, 21 in.*lbf) x 4
- STEERING PAD SWITCH ASSEMBLY

w/ Cruise Control System:
- 2.4 (24, 21 in.*lbf) x 2
- CRUISE CONTROL MAIN SWITCH
- No. 2 STEERING WHEEL LOWER COVER

N*m (kgf*cm, ft.*lbf) - Specified torque
CAUTION - PLASTIC RETAINING CLIPS ARE FRAGILE. REMOVE WITH CARE.

No. 1 INSTRUMENT PANEL SPEAKER PANEL SUB-ASSEMBLY

FRONT No. 2 SPEAKER ASSEMBLY

No. 1 INSTRUMENT PANEL REGISTER ASSEMBLY

DCM (TELEMATICS TRANSCEIVER)

12 (122, 9)

No. 2 SWITCH HOLE BASE

LOWER INSTRUMENT PANEL SUB-ASSEMBLY

4 WHEEL DRIVE CONTROL ECU (for 4WD)

13 (127, 9)

组合仪表板总成

(REturn varies depending on specifications)

LOWER INSTRUMENT PANEL FINISH PANEL ASSEMBLY

RADIO RECEIVER ASSEMBLY

x 4

COMBINATION METER ASSEMBLY

INSTRUMENT CLUSTER FINISH PANEL SUB-ASSEMBLY

X 4

2.5 (25, 22 in.*lbf)

LOWER No. 1 INSTRUMENT PANEL AIRBAG ASSEMBLY

X 4

LOWER No. 1 INSTRUMENT PANEL AIRBAG ASSEMBLY

10 (102, 7)

X 2

LOWER CENTER INSTRUMENT CLUSTER FINISH PANEL SUB-ASSEMBLY

X 2

R1703160012
1. REMOVE THE AIRBAG MODULE
   a) Refer to TIS for instructions on airbag removal:


   • 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.

   NOTE: The left front A-Pillar garnish needs to be replaced on vehicles manufactured prior to August 2013. Only one garnish is required per vehicle depending upon color code. The kit contains the garnish and the non-reusable clip. (see parts information)
2. LAUNCH THE SERIAL NUMBER RECORDING APPLICATION

- The AIRBAG MODULE serial number MUST be recorded using the barcode scanner (provided at the launch of SSC FOJ).
- 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.
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

   STOP
   The AIRBAG serial number MUST be recorded prior to replacement.

   Front Passenger Airbag Inflator Module - Safety Recall
   SSC - E04

   Record Airbag Serial Number
   Use of a barcode scanner is strongly recommended when entering Airbag Assembly serial number.
   If manually typing serial number, you MUST include all leading zeros. (If applicable)

   * Airbag Assembly Serial Number: [ ]
   * Reconfirm Airbag Assembly Serial Number: [ ]

   (*) - Indicates required field(s)
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 13).

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
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 12 to continue airbag scanning.
VIII. FRONT PASSENGER AIRBAG REINSTALLATION

1. INSTALL THE NEW AIRBAG
   a) Refer to TIS for instructions on airbag installation:

2. RECONNECT THE NEGATIVE BATTERY CABLE
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

<table>
<thead>
<tr>
<th></th>
<th>E</th>
<th>0</th>
<th>A</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Year Campaign is Launched</td>
<td>Repair Phase</td>
<td>Current Campaign Letter for this year</td>
</tr>
<tr>
<td>A</td>
<td>2010</td>
<td>0 = Remedy</td>
<td>1st Campaign = A</td>
</tr>
<tr>
<td>B</td>
<td>2011</td>
<td>1 = Interim (Remedy not yet available)</td>
<td>2nd Campaign = B</td>
</tr>
<tr>
<td>C</td>
<td>2012</td>
<td>&quot;1&quot; will change to &quot;0&quot; when the Remedy is available</td>
<td>3rd Campaign = C</td>
</tr>
<tr>
<td>D</td>
<td>2013</td>
<td>(May use other characters in unique cases)</td>
<td>4th Campaign = D</td>
</tr>
<tr>
<td>E</td>
<td>2014</td>
<td></td>
<td>5th Campaign = E</td>
</tr>
<tr>
<td>F</td>
<td>2015</td>
<td></td>
<td>27th Campaign = 1</td>
</tr>
<tr>
<td>G</td>
<td>2016</td>
<td></td>
<td>28th Campaign = 2</td>
</tr>
<tr>
<td>Etc...</td>
<td></td>
<td></td>
<td>Etc...</td>
</tr>
</tbody>
</table>

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