TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL GLG/GLH/HLA

FRONT PASSENGER AIRBAG INFLATOR REPLACEMENT

CERTAIN 2007 - 2012 MY ES 350

UPDATE 1-15-2019

Update 1-15-19

- The parts section has been updated

Update 1-9-19

- The title has been updated to include GLH and HLA

Update 4-18-18

- The parts section has been updated

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 <u>at</u> <u>least 36 months Lexus experience</u> AND <u>L652 course credit</u>, 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
04007-06733	Instrument Panel Passenger Airbag Inflator Kit	1
04006-66108*	Front Pillar Garnish Kit (*kit contains 2 clips)	1

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
ES350	2007-2012	73960-33110	AIR BAG ASSY,
E3350	2007-2012	73960-33111	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
- Torque wrench
 Techstream
- Molding remover set

GLG/GLH CAMPAIGN TOOLS – These tools where previously provided to the dealership for campaign DLC and will be used for this campaign. These tools are required when performing this repair.



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

DLC CAMPAIGN TOOLS – These tools are required when performing this repair.



*The adapter set was sent to dealers prior to the start of this campaign.

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
		<u>.</u>

V. SAFETY PRECAUTIONS



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 auto populate if not then it **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.

- 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.



• This campaign only covers replacement of the passenger dash airbag. If other SRS repairs are needed they are NOT covered under this campaign.

VII. FRONT PASSENGER AIRBAG REMOVAL COMPONENTS









I.

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.

 2007 MY
 2008 MY
 2009 MY
 2010 MY
 2011 MY
 2012 MY

2. REMOVE THE INFLATOR FROM THE AIRBAG MODULE



- 1. REMOVE THE INFLATOR
- a) Mark the 5 self locking nuts to prevent reuse.







b) Mount the adaptors (579943-3R3) to the airbag as shown.NOTE: The 6mm stud mounts to the airbag.

- c) Mount the airbag to the mouting bracket as shown.
- d) Loosen the 5 nuts until each nut is flush with the top of the stud as shown.
- NOTE: You may need to slide the airbag to the left or right to access the middle nut. DO NOT use power tools to remove the nuts.







- e) Loosen and discard the 2 nuts on the end where the postioning plate is removeable.
- f) Remove and discard the plate.

NOTE: DO NOT use power tools.

g) Remove the inflator.

 h) Mark the old inflator so it is not reused.
 NOTE: Return the old inflator to the parts department for recovery.

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 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 launch the serial number recording application.

Enter a 17 Digit VIN below to search			
V 41 1NX BR32E 000000000	Clear Lookup		
a) Vehicle Information			
Division: TOYOTA	Model: Corolla	Grade: CE	Model Year: 2003
Drive Type: 2WD	Body Type: 4Dr. Sedan	Engine Family: 4-cylinder - 1ZZ	Transmission:
Date of First Use:	Production Date: 01/18/2002	Plant Code: Z - FREMONT PLANT - NUMMI	
VIN: 1NX -BR32E-000000000	Standard Equipment: Click here	to display	
Exterior Color: 03M5, SANDRIFT	METALLIC	Interior Color: FA41, FA41	
		Interior Trim Color: FA, *	Interior Fabric: F, *
Vehicle accessories are not current	ly available. Try your query again later.		
Campaign Service History	Warranty DTC History Dia	gnostic Report	
Service Campaign)
			17 1 1111 200 0000 110
Campaign Description: Safety F	Front Passenger in boy wilds Medule	del Year Corolla, Corolla Matrix, Sequoia, an	d Tundra Vehicles, 2002-2003 Model Year

d) Reenter TIS password in the serial number recording application.

NOTE: The person logged-in to TIS <u>MUST</u> be the person performing the repair.

Front Pass	enger A	irbag Inflat	or Module - S	Cofety Decall
			or moutile - a	balely Recall
		SSC - D	SF	
				(1) (2) (3) (4) (5)
				00000
ser ID: SuzukiR			Technician Nam	e: Russell Suzuki
ealer Code:			Dealer Name:	
me: 06/10/2014 02:07 PM PDT	r		Airbag Serial #:	
riginal Inflator Serial #:			Replacement In	
inginar innator seriar er			neprocement in	
	VIN: STD	BT444	in BEIGE M. M.]	
	(Mileage*		
Task	Dealer	User	Time	Status
Airbag # Record Inflator # Record				Not Started Not Started
Terms & Conditions				Not Started
New Airbag #				Not Started
				NOC Started

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 airbag 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 campaign has already been completed on this VIN, there is no need to perform the campaign again.

2. 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 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 both 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.

User ID:	ront Passenger Airbag Inflator Module - Safety Recall SSC DSC (1 2 3 4 5) Technician Name:
Dealer Code: Time: 03/30/2015 05:15 AM PDT	Dealer Name: VIN: 1NX BR32E 14Z308698 [2004 Corolla SUPER WHITE]
	F65 *#279643912LF6* How to Identify an Airbag module Assembly number? Original Airbag Module - 12 Digits The Airbag module Assembly serial number is a 12 digit code. It can be found along with a bar code on opening the Airbag assembly unit. To manually enter these details into the application, the technician has to identify the 12 digit code are numbers and the 10 th digit is either 'K' or t' always. Between the asterisk (*) symbols Record Airbag Serial Number
lise	Record Airbag Serial Number of a barcode scanner is strongly recommended when entering Airbag Assembly Serial Number.
	If manually typing certial number you MIST include all leading server (If annicable)
	*Airbag Assembly Serial Number: Reconfirm Airbag Assembly Serial Number: If original Airbag Assembly serial number is not visible or missing, check this box
(*) - Indicates Required Field(s)	Fig. 1923



T3 :: SuzukiR - Google Chrome	
t3qa.tms.toyota.com/t3Portal/portlets/tis/airBag/A	AirBagController.portlet?_nfpb=true&_windowLabel=Standal
Front Passenger Airbag In	nflator Module - Safety Recall 👘 🖨
SS	C - DSF
	(1)(2)(3)(4)(5)
User ID: SuzukiR	Technician Name: Russell Suzuki
Dealer Code:	Dealer Name:
Time: 06/10/2014 05:13 PM PDT	Airbag Serial #: ********96
Original Inflator Serial #: AAEL5110212	Replacement Inflator Serial #: AAEL5110213
I agree to complete the safety recall's remaining technic	
 * I agree to complete the safety recall's remaining technic * I agree to perform a vehicle Health Check with Techstre Russell Suzuki has successfully confirmed 	
 * I agree to complete the safety recall's remaining technic * I agree to perform a vehicle Health Check with Techstre Russell Suzuki has successfully confirmed VIN - 5TD BT44A 33515 	cal instructions. cam upon completion of the safety recall's technical instructions. completion of Airbag Inflator Module Safety Recall for
 * I agree to complete the safety recall's remaining technic * I agree to perform a vehicle Health Check with Techstre Russell Suzuki has successfully confirmed VIN - 5TD BT44A 33S15 Warranty Auth 	cal instructions. eam upon completion of the safety recall's technical instructions. completion of Airbag Inflator Module Safety Recall for 7291 [2003 Sequoia BEIGE M. M.]
 * I agree to complete the safety recall's remaining technic * I agree to perform a vehicle Health Check with Techstree Russell Suzuki has successfully confirmed VIN - 5TD BT44A 33S157 Warranty Auth Airbag inflator module was 	cal instructions. eam upon completion of the safety recall's technical instructions. I completion of Airbag Inflator Module Safety Recall for 7291 [2003 Sequoia BEIGE M. M.] horization #: b5511e9f
 * I agree to complete the safety recall's remaining technic * I agree to perform a vehicle Health Check with Techstree Russell Suzuki has successfully confirmed VIN - 5TD BT44A 33S157 Warranty Auth Airbag inflator module was 	cal instructions. aam upon completion of the safety recall's technical instructions. I completion of Airbag Inflator Module Safety Recall for 7291 [2003 Sequoia BEIGE M. M.] horization #: b5511e9f as replaced under this safety recall.
 * I agree to complete the safety recall's remaining technic * I agree to perform a vehicle Health Check with Techstree Russell Suzuki has successfully confirmed VIN - 5TD BT44A 33S157 Warranty Auth Airbag inflator module was 	cal instructions. eam upon completion of the safety recall's technical instructions. I completion of Airbag Inflator Module Safety Recall for 7291 [2003 Sequoia BEIGE M. M.] horization #: b5511e9f as replaced under this safety recall. and then click 'Close' to resume working. Cose

- 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





IX. VEHICLE REASSEMBLY

a) Install the inflator as shown below and ensure the inflator is oriented in the correct position as shown below.

<text><list-item><list-item>





- Install temporarily by hand.
- f) Install the **NEW** positioner plate.
- g) Temporarily install 2 **NEW** nuts.



- h) Remove and discard the 3 remaining nuts.
- i) Temporarily install 3 *NEW* nuts.

j) Push the inflator towards the position determining plate and eliminate any gaps.



• If any gaps exist, the flats may move apart and could result in abnormal operation during airbag deployment.



k) Tighten the 5 nuts evenly in several increments in the sequence shown. Use a socket driver or torque wrench to tighten the nuts.

Torque: 35 in. lbf (3.9N·m)



- I) Connect the airbag connector to the instrument panel passenger airbag assembly and then push in the airbag connector lock as shown in the illustration.
- m) Engage the clamp.





X. VEHICLE REASSEMBLY

1. INSTALL THE NEW AIRBAG ASSEMBLY INTO THE INSTRUMENT PANEL

2. REINSTALL THE DASH

a) Refer to TIS for reinstallation instructions

<u>2007 MY</u> <u>2008 MY</u> <u>2009 MY</u> <u>2010 MY</u> <u>2011 MY</u> <u>2012 MY</u>

- 3. RECONNECT THE NEGATIVE BATTERY CABLE
- 4. PERFORM A HEALTH CHECK AND DIAGNOSTIC REPORT
- 5. PERFORM ANY NEEDED SYSTEM INTIALZATIONS

◄ 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 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.

XI. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



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 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