IMPORTANT UPDATE TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL GLG/GLH/HLA

FRONT PASSENGER AIRBAG INFLATOR REPLACEMENT

CERTAIN 2010-2015 MY IS 250/350 CONVERTIBLE

UPDATED 1-14-2021

1-14-21

The scanning process has been updated

1-9-19

- Added up to 2015 MY
- Updated title to include GLH and HLA

4-18-2018

The parts section has been updated

1-9-2018

- Added 2013 model year

9-21-2017

- Added 2011 and 2012 model year

7-19-2017

- Correction to Flowchart on page 2
- Notation added on page 28

6-30-2017

- Correction to the picture on page 9.

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:

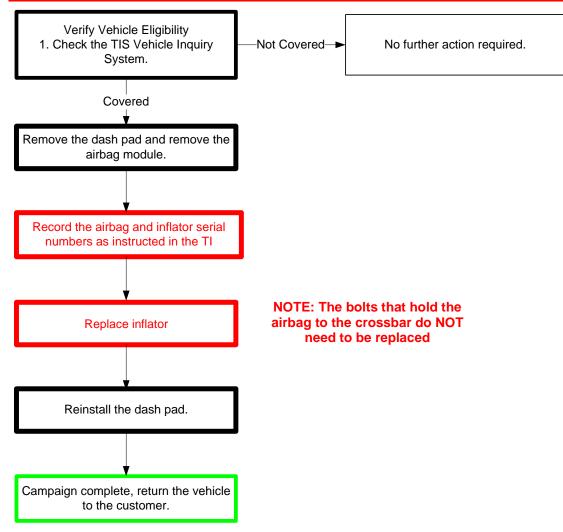
- MASTER SERVICE TECHNICIANS
- MASTER DIAGNOSTIC SPECIALISTS

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.

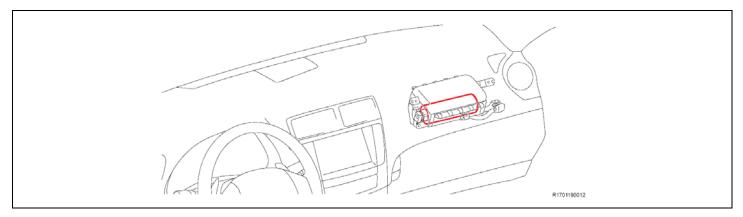
I. OPERATION FLOW CHART

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
0400	07-06353	Inst	rument Panel Passenger Airbag In	flator Kit*	1
		*The	e kit above includes the following pa	arts.	
	Part Num	ber	Part Description	Quant	ity
	-		Inflator	1	
	-		Self-locking Nut	5	
Γ	-		Position Determining Plate	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
IS 250 – IS 350, IS-F and IS 250C – IS350C	2006-2015	73960-53020 73960-53060	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 • Torque wrench • Techstream • Molding remover set **GLG/GLH/HLA CAMPAIGN TOOLS** – These tools are required when performing this repair.

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

NOTE: This scanner *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 area representative.

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

Image	Name	Quantity
Mounting Bracket O Airbag Mounting Hardware	Airbag Mounting Bracket & hardware (Provided to the dealership at the launch of SSC DLC)	1
	579943 Adaptor set*	1

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

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



VI. SRS SYSTEM HEALTH CHECK

Division:	ΤΟΥΟΤΑ	
Model:	< Select >	•
ModelYear:		-
Engine:		-
Option		+
		-
		4
Optional Informati	on:	
VIN: <		
Memo		*

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.

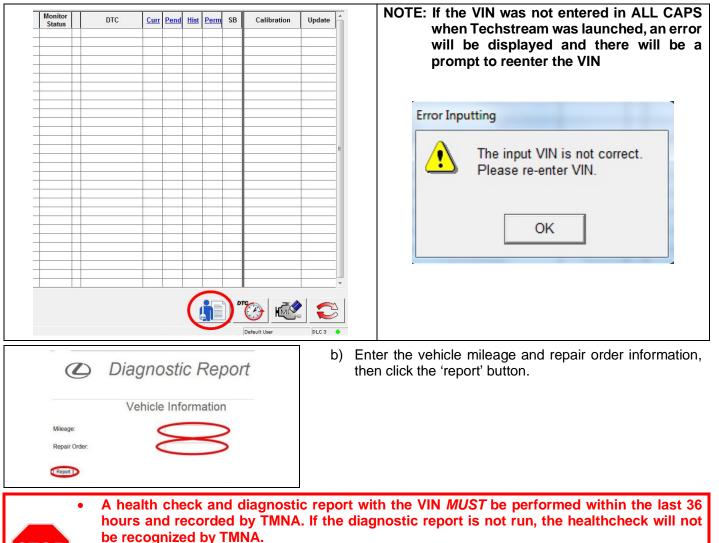
NOTE: All letters of the VIN *MUST* be entered in ALL CAPS, or the VIN will need to be reentered when running the diagnostic report.

c) Perform a health check.

2. RUN A DIAGNOSTIC REPORT

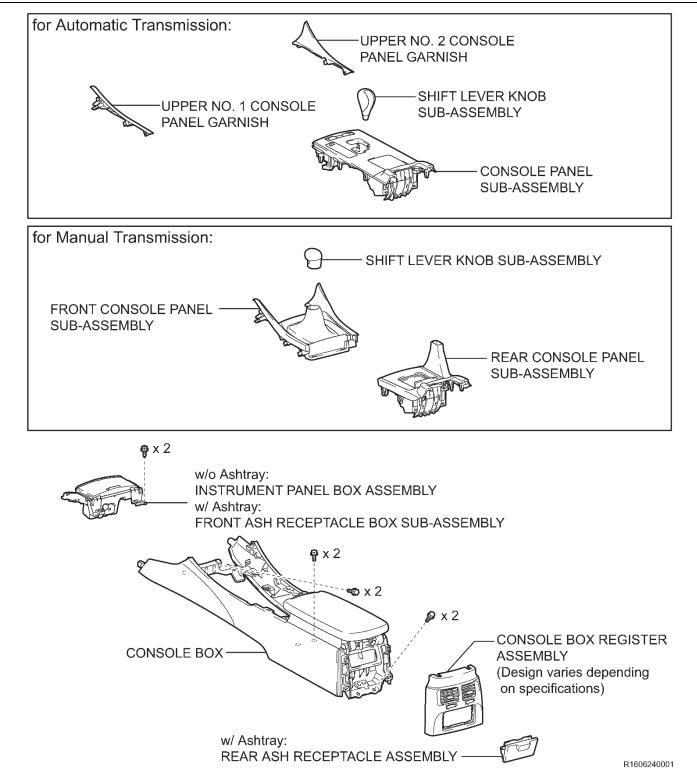
STOP

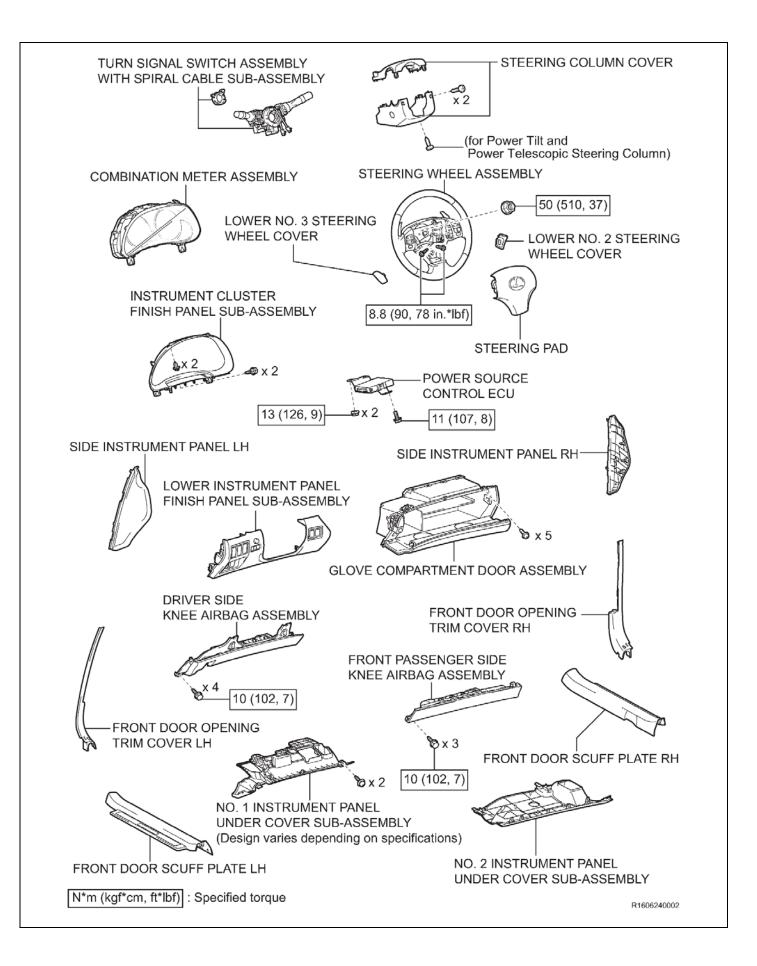
a) After the health check has completed, run a diagnostic report by clicking on the link on the health check screen.

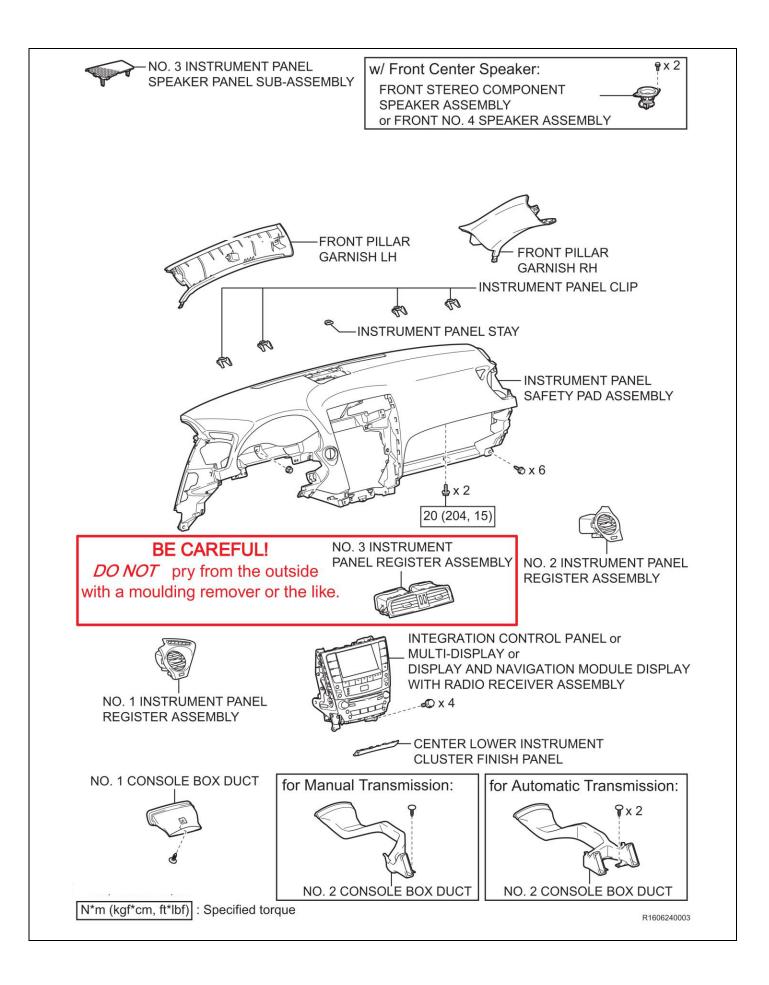


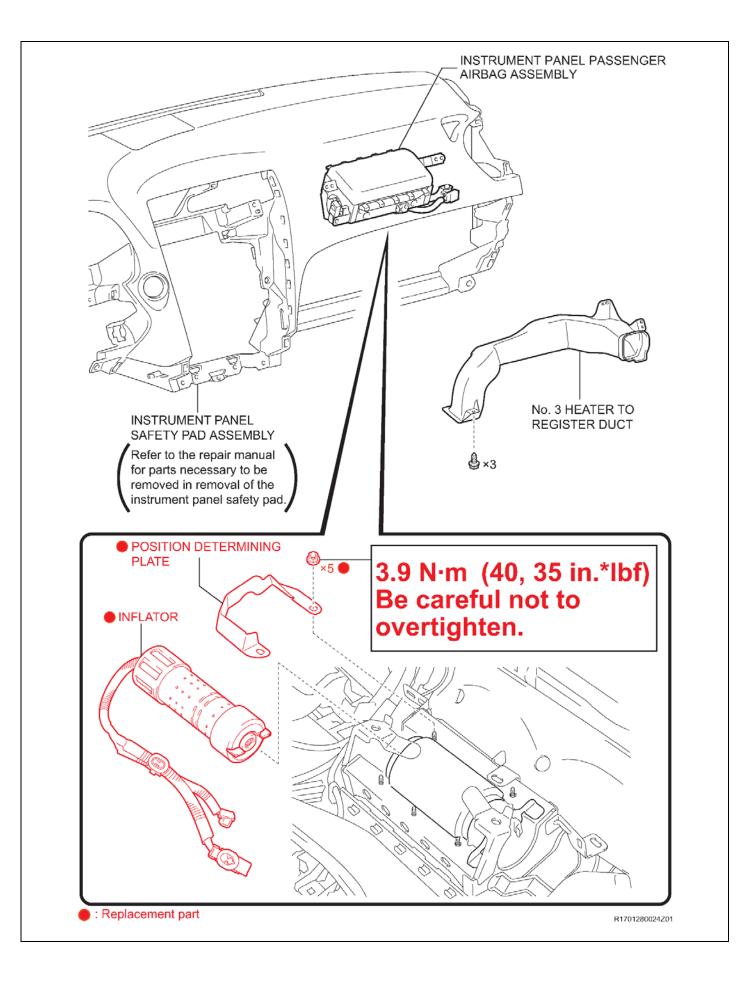
- The serial number recording application will be disabled and the inspection cannot be completed if a health check and diagnostic report is not performed and recorded by TMNA.
 This campaign only covers replacement of the passenger dash airbag. If other SRS repairs
- This campaign only covers replacement of the passenger dash airbag. If other SRS repair are needed they are NOT covered under this campaign.

VII. FRONT PASSENGER AIRBAG REMOVAL COMPONENTS









1. DISCONNECT THE NEGATIVE BATTERY TERMINAL



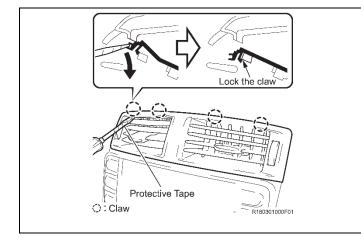
Wait at least 90 seconds after disconnecting the cable from the negative battery terminal to prevent airbag and seat belt pre-tensioner deployment. Follow all precautions as outlined on TIS before servicing the SRS system.

2. INSTRUMENT PANEL PRECAUTIONS AND REMOVAL



Prior to dash removal make note of the following precautions. Over time some dash components could be easily damaged if not carefully removed.





Removing the No. 3 air register

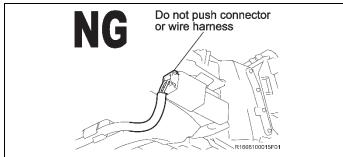
Remove any peripheral parts on left and right side of the register to allow access to the back of the register.

Wrap the tip of a screwdriver with tape.

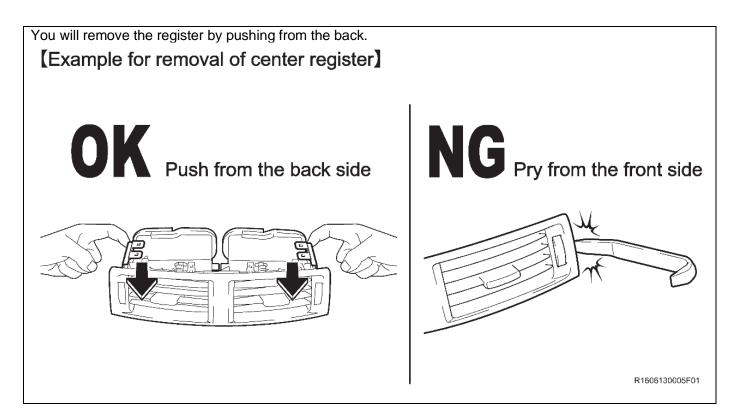
Lock the 4 claws inside the register as shown.

NOTE: Do not use a molding removal tool to remove the register it could be damaged.

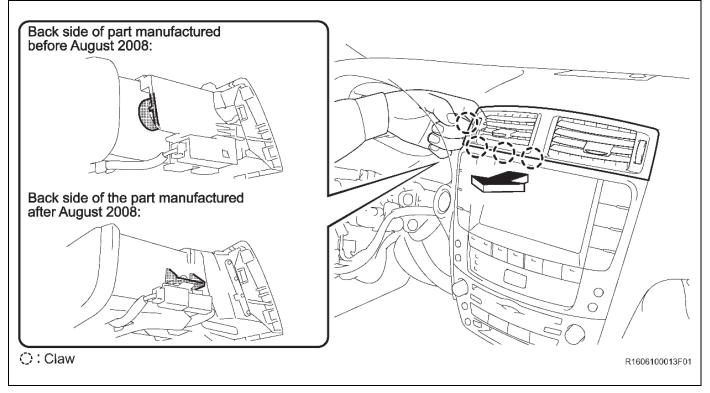




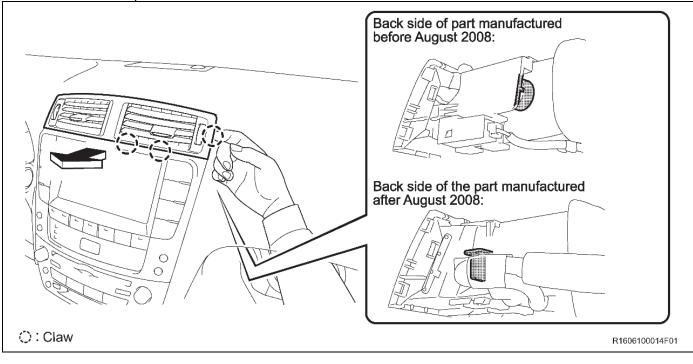
NOTE: When removing the register DO NOT push on the connector or wiring as it could be damaged.

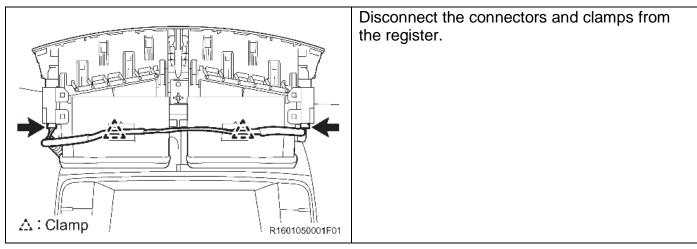


Using your finger on the left side push out at the point shown to disengage the 4 claws.

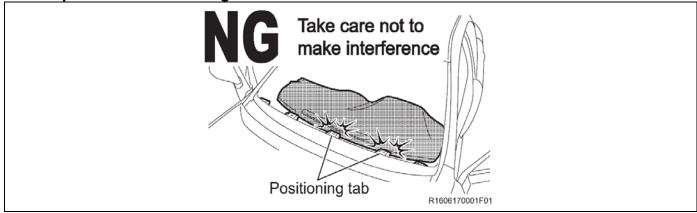


Using your finger on the right side push out at the point shown to disengage the 3 claws and remove the register from the instrument panel.





NOTE: DO NOT contact the postioning tabs while removing the instrument panel as the panel could be damaged.

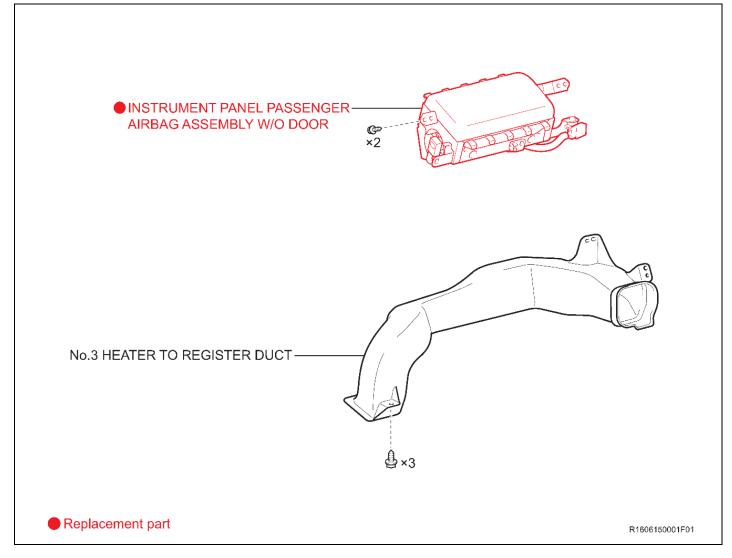


a) Refer to TIS for removal instructions

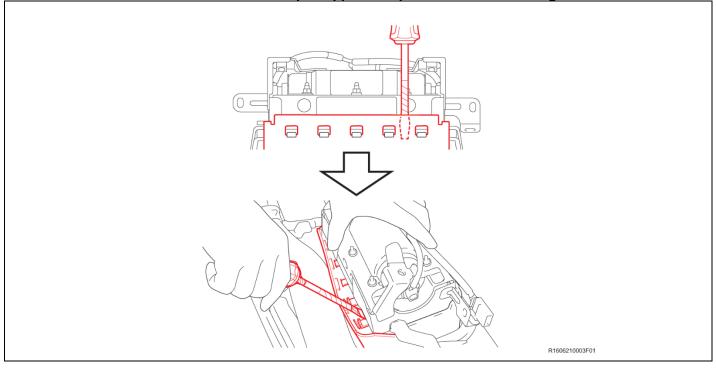
IS Convertible <u>2010 MY</u> <u>2011 MY</u> <u>2012 MY</u> <u>2013 MY</u> <u>2014 MY</u> <u>2015 MY</u>

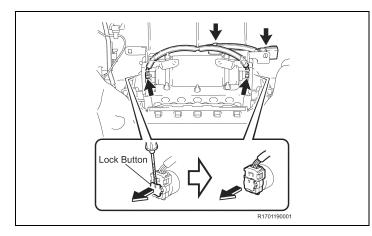
3. REMOVE THE AIRBAG FROM THE DASH

- a) Remove the 3 screws and the side defroster nozzle.
- b) Remove the 2 screws and the heater to register duct.

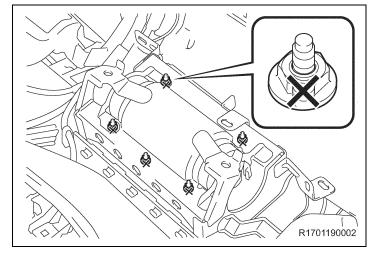


c) Remove the 4 bolts, disengage the straps, and then remove the airbag assembly.
 NOTE: Use a screwdriver with the tip wrapped in tape to remove the airbag from the dash.





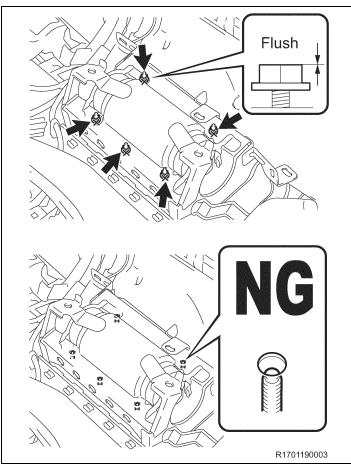
- d) Using a screwdriver to release the lock button of the connector.
- e) Disconnect the 2 connectors.
- f) Disengage the 2 clamps.
- NOTE: The removed instrument panel wire will not be reused.



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

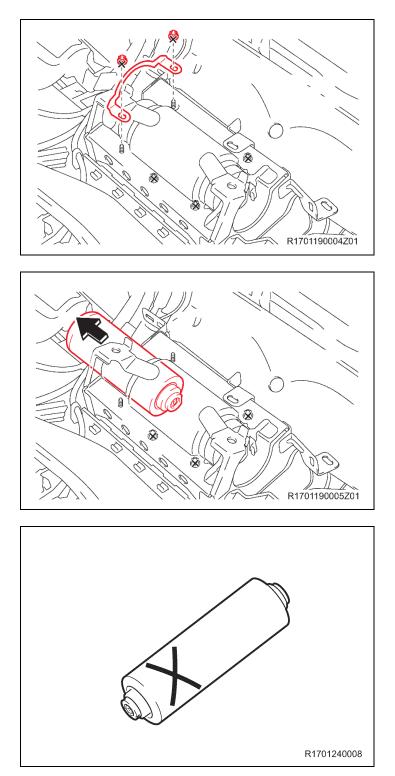






b) Mount the adaptors (579943-3R3) to the airbag as shown.
 NOTE: The 6mm stud mounts to the airbag.

- 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 AND INFLATOR RECORDING

1. LAUNCH THE SERIAL NUMBER RECORDING APPLICATION

• 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 inflator 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

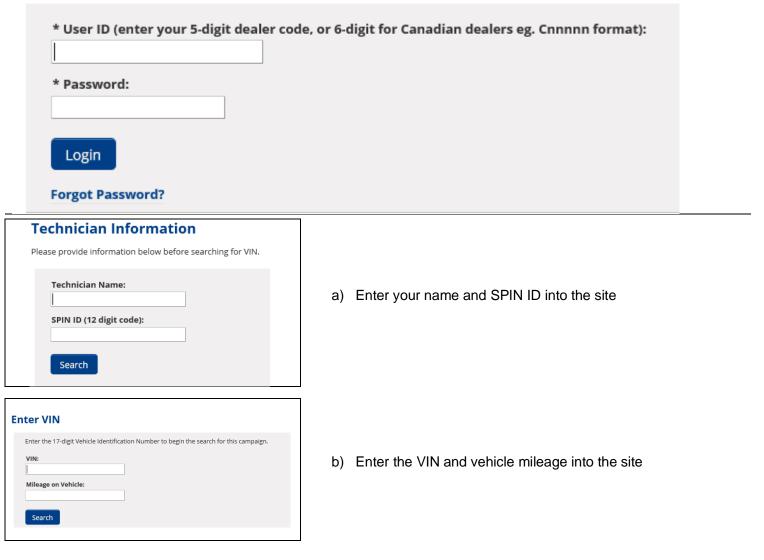
Log into the website via the URL below <u>https://takata-scan-app.imagespm.info/</u>

User ID: Dealer Code First time login password: xxxxx

Enter a 17 Digit VIN below to search			
a)	Ciear Lookup		
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 her	e to display	
Exterior Color: 03MS, SANDRIFT	METALLIC	Interior Color: FA41, FA41	
		Interior Trim Color: FA, *	Interior Fabric: F, *
Vehicle accessories are not ourren	tly available. Try your query again later.		
Campaign Service History	Warranty DTC History Di	agnostic Report	
Service Campaign			
	Recall DOS nameda Notice - 2002 2004 M	odel Year Corolla, Corolla Matrix, Sequoia, ar	Tunder Vehicles, 2002-2002 Model Vers
	Recall DUP Remedy Notice - 2003-2004 M	odel Year Corolla, Corolla Matrix, Sequola, ar	id Tundra Venicles, 2002-2003 Model Year

Login

Complete all required (*) fields below.



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.

ATTENTION: This information is *CRITICAL*

- a) Scan the AIRBAG ASSEMBLY serial number 2 times.
 - 1) Confirm the cursor is in the first serial number box The airbag serial number is ALWAYS the 12 then scan the serial.
 - 2) Position the cursor in the second serial number box then scan the serial.
- b) Click next.

NOTE:

- If both serial numbers that are entered do not match, confirm and reenter.
- If the serial number barcode will not scan, it can be • entered manually.

AIRBAG SERIAL NUMBER IDENTIFICATION

- **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 ASSEMBLY serial number and the INFLATOR serial number are DIFFERENT. 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:

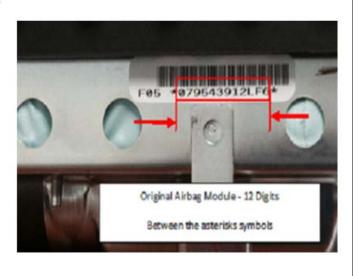
Model / Campaign:

* 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



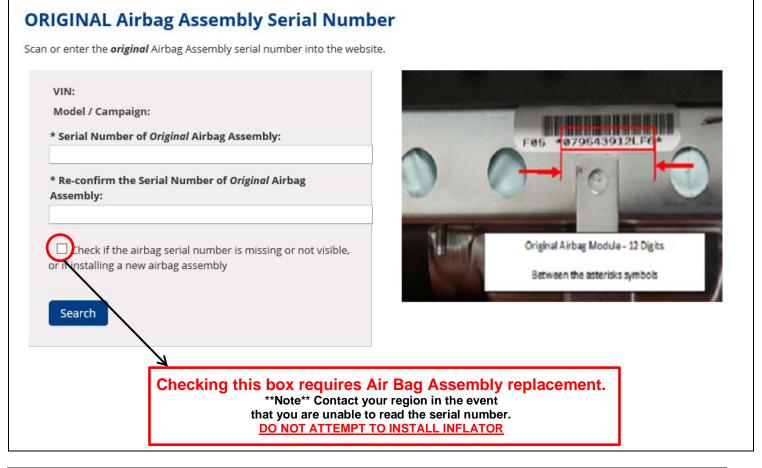


AIRBAG SERIAL NUMBER IS MISSING OR IS UNREADABLE

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 and contact your regional representative.

a) If the airbag serial number cannot be scanned or is not present check the box as shown below.



b) After the Region approves the Airbag Assembly replacement and the new part is received, scan the NEW airbag barcode in the Serial Number Recording Application.

T	ΟΥΟΤΑ
Takata Scan App	
TMS Test Dealership	Search Another VIN Print Screen Log Out
Scan or enter the new Airbag Assembly Serial Number into the website.	Serial Number
STOP The new AIRBAG ASSEMBLY serial track the airbag assembly to the veh	number <i>MUST</i> be recorded prior to reinstallation to icle.



ENSURE YOU ENTER BOTH THE OLD AND NEW INFLATOR SERIAL NUMBER IN THE APPROPRIATE SPOT OF THE APPLICATION -DO NOT ENTER THE AIRBAG SERIAL NUMBER FOR THIS STEP-



1. SCAN THE OLD AND NEW INFLATOR SERIAL NUMBER

- a) Scan the OLD inflator serial number and mark the old inflator so that it will not be reused.
- b) Scan the NEW inflator QR code.

ATTENTION: This information is **CRITICAL**

- It is used to confirm the correct inflator is removed from the vehicle.
- It is recorded by TMS to trace the return parts shipment.
- It is used to track the new inflator that is being installed in the vehicle.

ORIGINAL Inflator Serial Number

Scan or enter the original Inflator serial number into the website.

VIN: 2T1BR32E57C810829

Model / Campaign: 2007 Corolla / E04

* Serial Number of Original Inflator:

* Re-confirm the Serial Number of Original Inflator:

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





REPLACEMENT Inflator Serial Number

Scan or enter the replacement Inflator serial number into the website.

VIN:	2T1BR32E57C810829
Model / Cam	npaign: 2007 Corolla / E04
* Serial Num	ber of Replacement Inflator:
* Re-confirm	the Serial Number of Replacement Inflator
Search	
Stearten	



C) If the inflator serial number cannot be scanned or is	s not present check the box as shown below.
ORIGINAL Inflator Serial Number	
Scan or enter the original Inflator serial number into the website.	
VIN: 2T1BR32E57C810829 Model / Campaign: 2007 Corolla / E04 * Serial Number of Original Inflator:	
* Re-confirm the Serial Number of Original Inflator:	Old Inflator - Include larger letters - 11 Digits Original Inflator Serial -Takata
Note Contact yo that you are unable to	ir Bag Assembly replacement. ur region in the event read the serial number. <u>D INSTALL INFLATOR</u>

- d) Confirm agreement by checking the two boxes.
- e) Record the Warranty Authorization # to be included in the warranty claim.
- f) Place the old inflator in the parts box and take it immediately to the parts department.

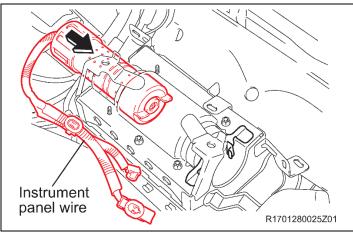
NOTE:

- 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.

	Step e)
Takata Scan App (TEST v	
You can Print Screen or Search Another V	N.
Results:	Inflator Replacement Required
Warranty Authorization Number:	77515K46 This events of a second s
VIN:	2T1BR32E57C810829
Vehicle:	2007 Corolla
Campaign:	E04
Original Airbag Serial:	123456789K12
Replacement Airbag Serial:	
Original Inflator Serial:	W0123456789
Replacement Inflator Serial:	W0123456789
Scan Date:	12/22/2020 08:47AM (mm/dd/yyyy)

IX. VEHICLE REASSEMBLY

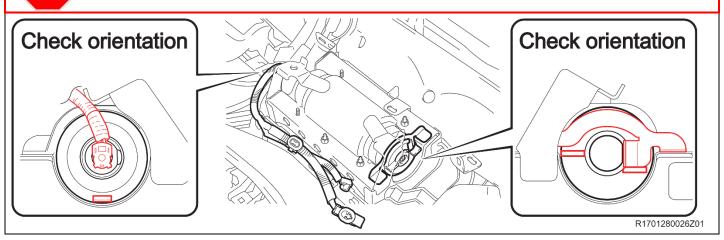
ST0P

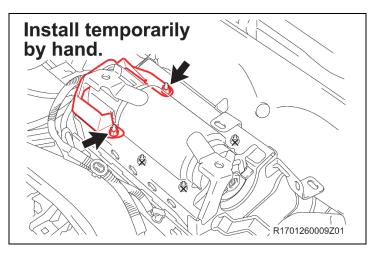


1. **INSTALL THE NEW INFLATOR** a) Install the new inflator as shown.

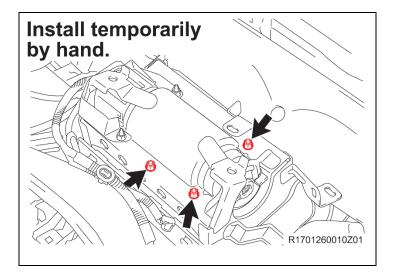
b) Ensure that the inflator is oriented in the correct position as shown.

- Make sure the inflator is correctly positioned.
 - The inflator cannot be fully inserted if it is upside down.





- a) Install the **NEW** positioner plate.
- b) Temporarily install 2 **NEW** nuts.

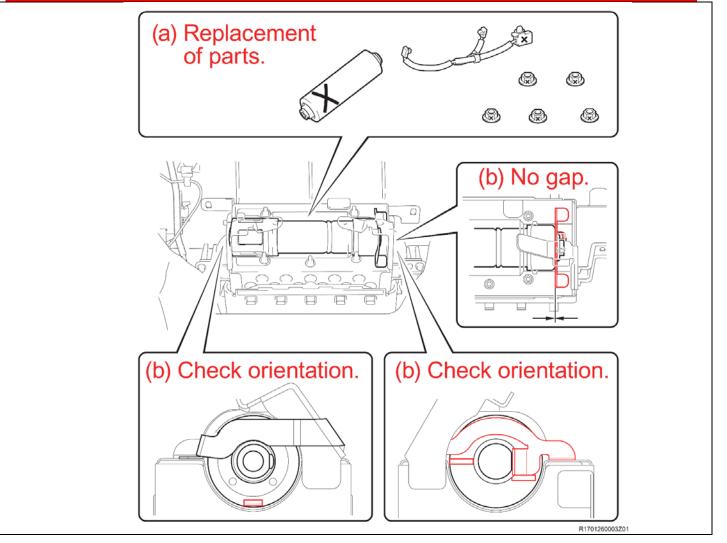


- c) Remove and discard the 3 remaining nuts.
- d) Temporarily install 3 NEW nuts.

e) 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.



f) 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)



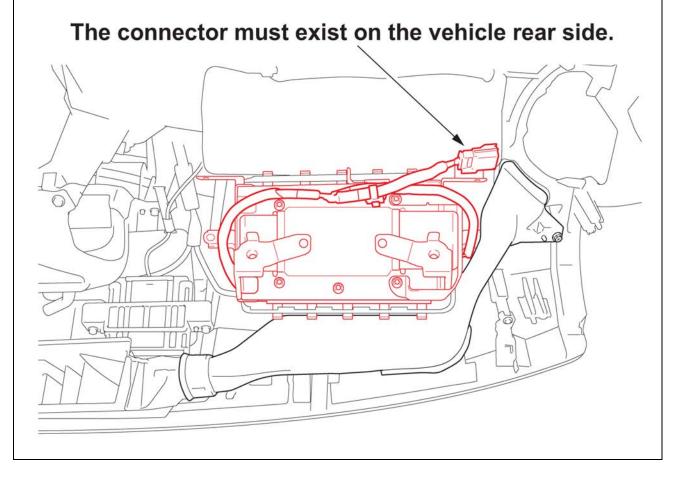
RI701260004_01	g) Engauge the 2 clamps for the new wire harness.
ALIGN CONNECTORS Wire Harness Side: Inflator Side:	 h) Connect the connector and the secondary lock. NOTE: Ensure that the connector is securely connected.

2. REINSTALL THE AIRBAG ASSEMBLY INTO THE INSTRUMENT PANEL

a) Position the airbag assembly in the instrument panel, engage the straps, and then install the 4 bolts.



NOTE: Ensure the airbag connectors is positioned as shown



- b) Install the 2 screws and the heater to register duct.
- c) Install the 3 screws and the side defroster nozzle.

3. REINSTALL THE DASH

a) Refer to TIS for reinstallation instructions

IS Convertible 2010 MY 2011 MY 2012 MY 2013 MY 2014 MY 2015 MY

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

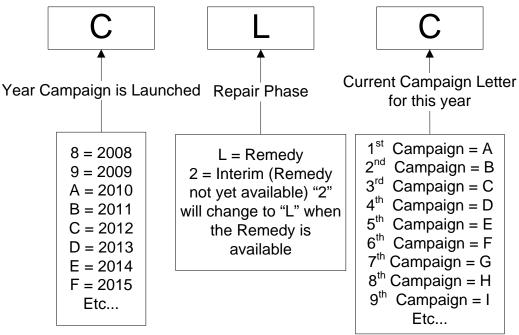
◄ VERIFY REPAIR QUALITY ►

- 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 inflator 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. CAMPAIGN DESIGNATION DECODER



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