

IMPORTANT UPDATE

TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL GLG/GLH/HLA

(Note: These technical instructions may be used on any IS 250/350 or IS F vehicle covered under GLG/GLH and HLA)

FRONT PASSENGER AIRBAG MODULE

CERTAIN 2006 – 2013 MY IS 250/350 and 2008 – 2014 MY IS F
Updated 01-14-2021

1-14-21

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

Update 1-9-19

- Added 2014 MY for IS F

Update 6-14-18

- Correction to the parts section. Front Pillar Garnish clip is required for any airbag replacement

Update 4-18-18

- The parts section has been updated
- Added inflator part option
- Previous update made obsolete (Update 2-28-17)
- Removed cross bar bolt replacement

Update 1-9-18

- 2013 MY added

Update 3-2-17

- 2012 MY added

Update 3-1-17

- Update to the scanner wording on page 13.

Update 2-28-17



~~The scanning information on page 45 has been updated. There is NO NEED to scan the inflators. This model requires replacement of the Airbag Module only.~~

Update 2-24-17

- Added replacement of airbag attachment bolts and part number.

Update 2-9-17

- Updated Technician Certification.

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:

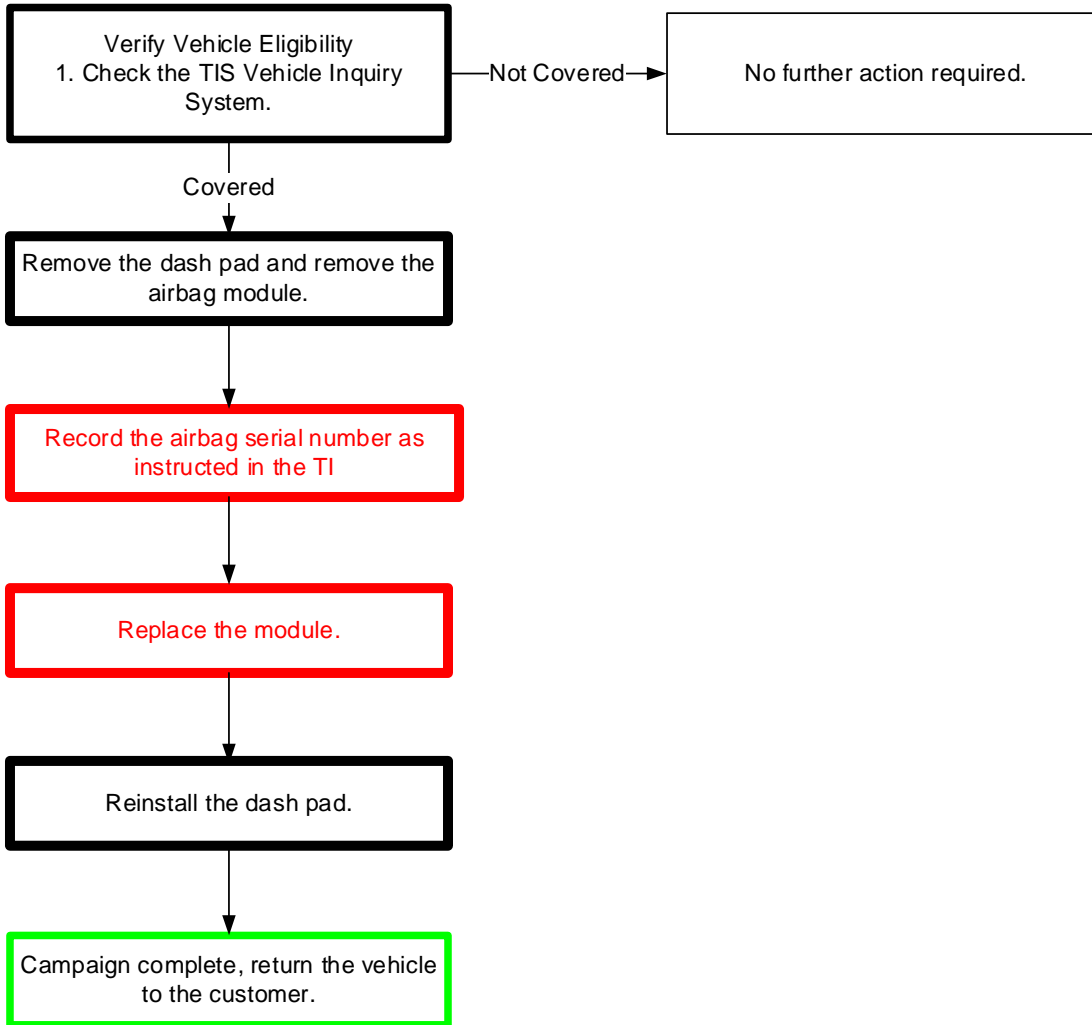
- **MASTER SERVICE TECHNICIANS**
- **MASTER DIAGNOSTIC SPECIALISTS**

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.

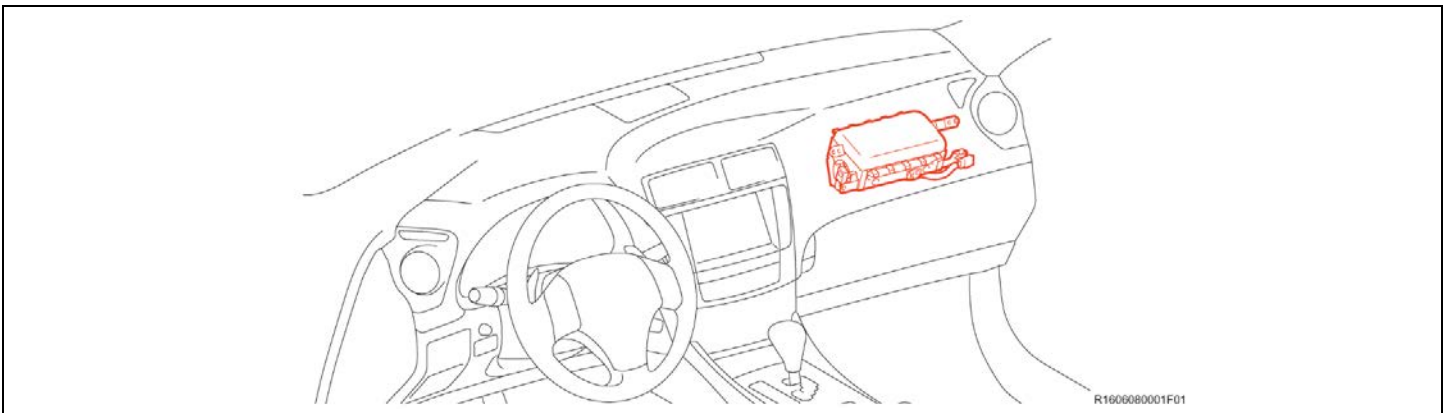
I. OPERATION FLOW CHART

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
04006-29353	Instrument Panel Passenger Airbag	1
04006-66108*	Front Pillar Garnish Kit	1

*The kit contains 2 clips

OR

Part Number	Part Description	Quantity
04007-06353	Instrument Panel Passenger Airbag Inflator Kit* Please reference inflator technical instructions for R&R procedure	1
*The kit above includes the following parts.		
Part Number	Part Description	Quantity
-	Inflator	1
-	Self-locking Nut	5
-	Position Determining Plate	1
04006-66108*	Front Pillar Garnish Kit	1

*The kit contains 2 clips

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
IS 250 – IS 350, IS-F and IS 250C – IS350C	2006-2014	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*.

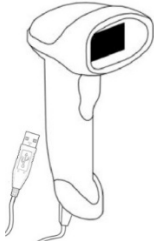
Important Note:

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 were previously provided to the dealership for campaign DLC and will be used for campaign ELG. These tools are required when performing this repair.

Image	Name	Quantity
	Barcode Scanner	1

NOTE: This tool **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.

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

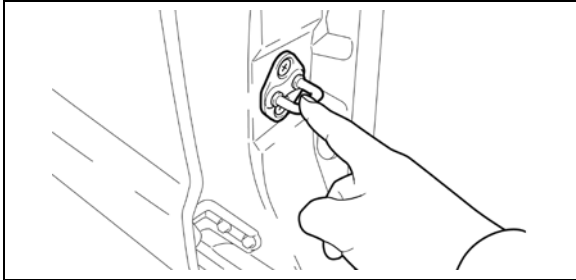
V. SAFETY PRECAUTIONS



CRITICAL INFORMATION – READ THOROUGHLY



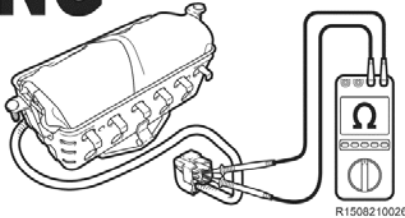
Failure to follow these procedures correctly could cause the SRS to unexpectedly deploy during servicing or the SRS may fail to operate correctly when required after reassembly. Confirm all work is performed as described in these instructions.



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.

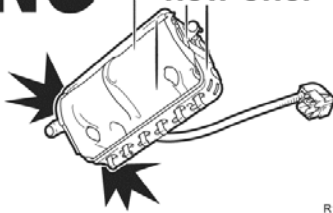
NG DO NOT measure resistance.



2. DO NOT MEASURE RESISTANCE

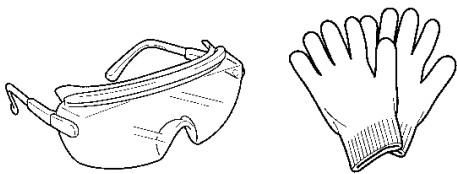
- a) **DO NOT** measure resistance of airbag components, this may cause accidental activation.

NG Replace with new one.



3. HANDLE THE AIRBAG CAREFULLY

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



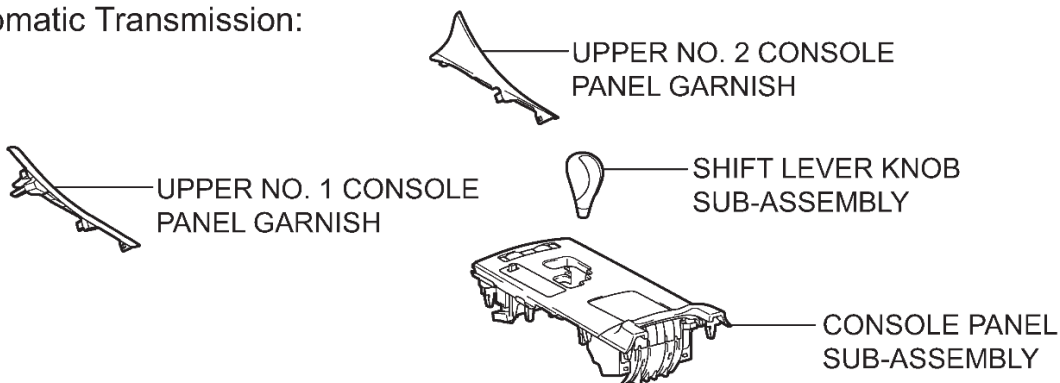
Wear protective eye wear and work gloves.

4. WEAR PROTECTIVE EQUIPMENT

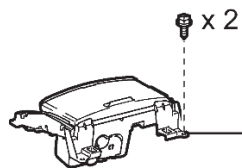
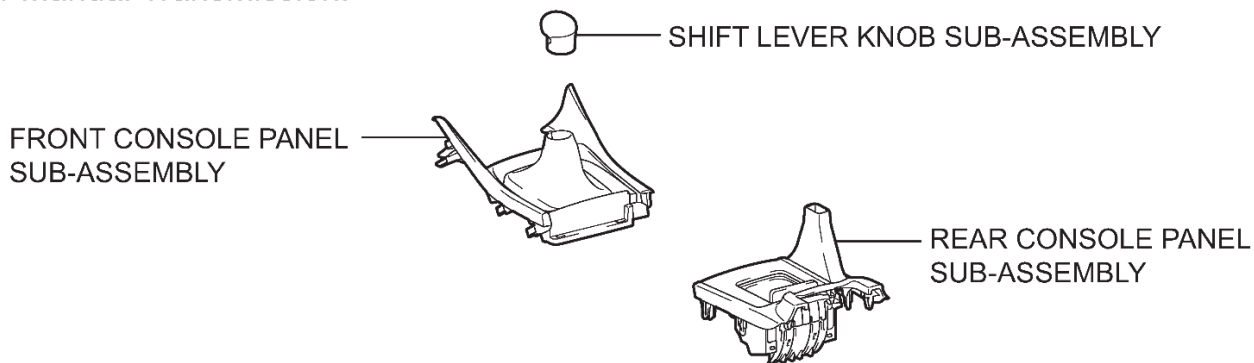
- a) Always wear appropriate protective equipment when working on the SRS.

VII. FRONT PASSENGER AIRBAG REMOVAL COMPONENTS

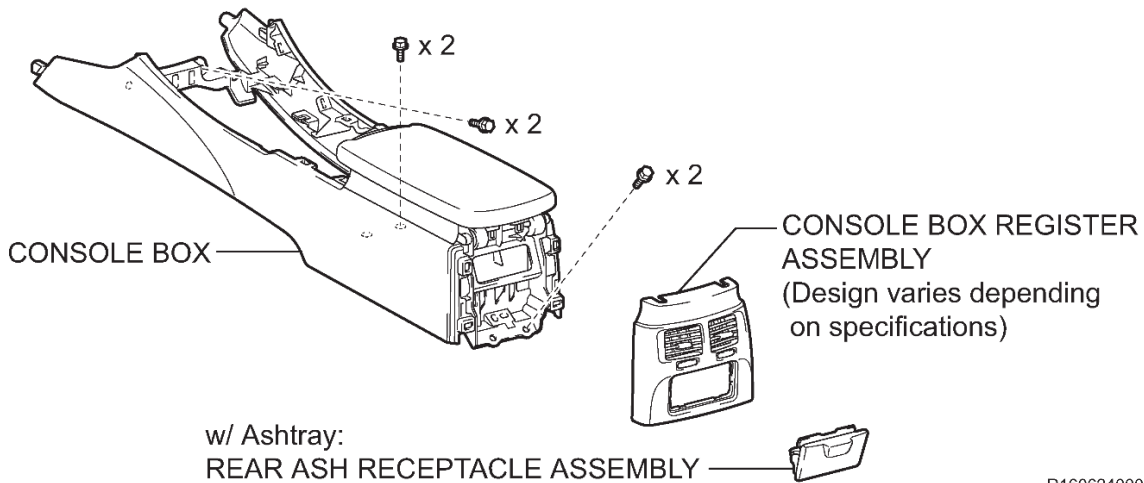
for Automatic Transmission:



for Manual Transmission:



w/o Ashtray:
INSTRUMENT PANEL BOX ASSEMBLY
w/ Ashtray:
FRONT ASH RECEPTACLE BOX SUB-ASSEMBLY



R1606240001

NO. 3 INSTRUMENT PANEL SPEAKER
PANEL SUB-ASSEMBLY

w/ Front Center Speaker:

FRONT STEREO COMPONENT
SPEAKER ASSEMBLY

x 2

FRONT PILLAR GARNISH CLIP

FRONT PILLAR GARNISH CLIP

FRONT PILLAR GARNISH LH

FRONT PILLAR
GARNISH RH

INSTRUMENT PANEL CLIP

INSTRUMENT PANEL STAY

INSTRUMENT PANEL
SAFETY PAD ASSEMBLY

NO. 3 INSTRUMENT PANEL
REGISTER ASSEMBLY

20 (204, 15)

NO. 2 INSTRUMENT
PANEL REGISTER
ASSEMBLY

NO. 1 INSTRUMENT PANEL
REGISTER ASSEMBLY

x 4

INTEGRATION CONTROL PANEL or
MULTI-DISPLAY or
DISPLAY AND NAVIGATION MODULE DISPLAY
WITH RADIO RECEIVER ASSEMBLY

CENTER LOWER INSTRUMENT
CLUSTER FINISH PANEL

NO. 1 CONSOLE BOX DUCT

for Manual Transmission:

for Automatic Transmission:

NO. 2 CONSOLE BOX DUCT

NO. 2 CONSOLE BOX DUCT

Replacement part

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

R1702150003

1. DISCONNECT THE NEGATIVE BATTERY TERMINAL

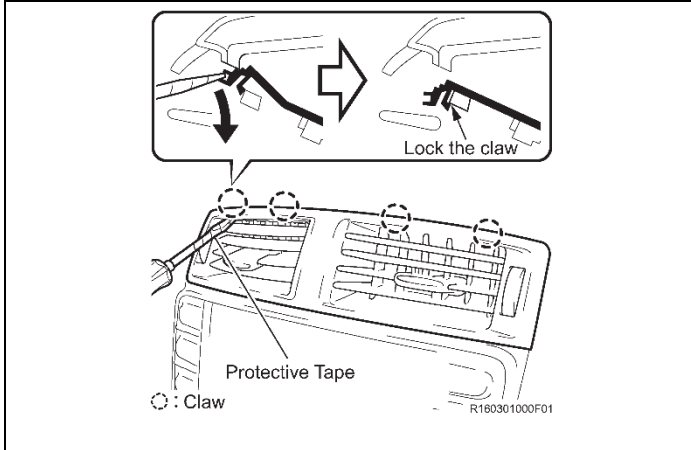


- Wait at least 90 seconds after disconnecting the cable from the negative battery terminal to prevent airbag and seat belt pre-tensioner deployment.
- Follow all precautions as outlined on TIS before servicing the SRS system.

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.



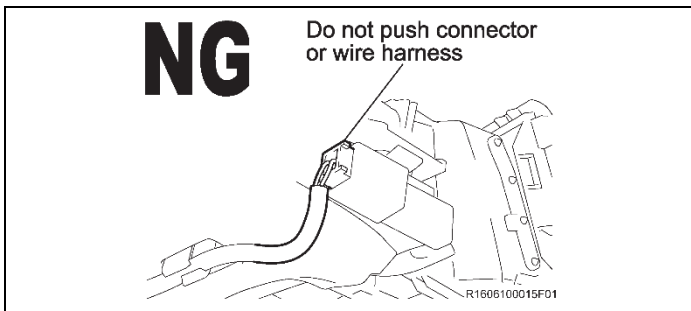
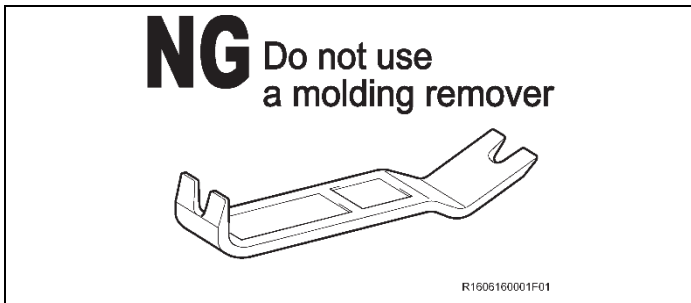
Removing the No. 3 air register

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.

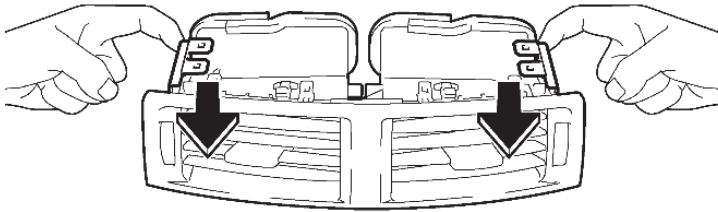


NOTE: When removing the register DO NOT push on the connector or wiring as it could be damaged.

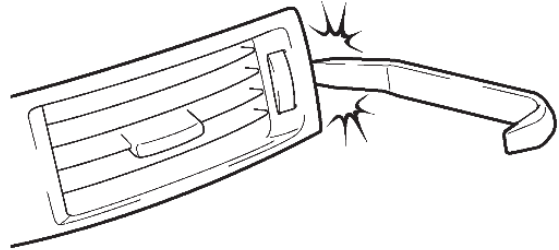
You will remove the register by pushing from the back.

【Example for removal of center register】

OK Push from the back side



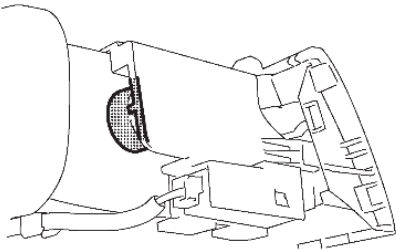
NG Pry from the front side



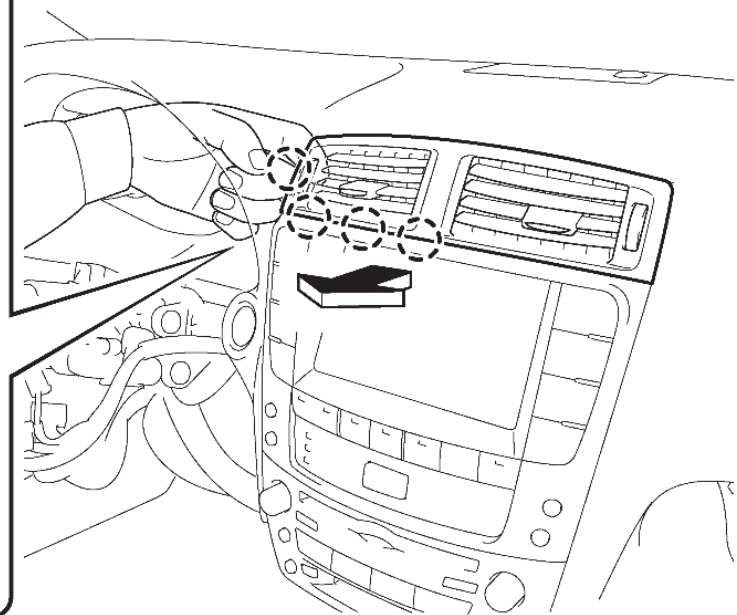
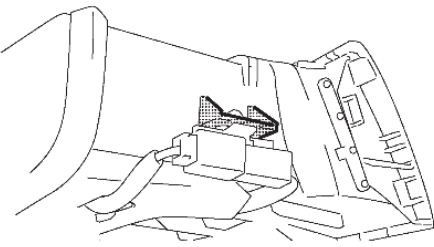
R1606130005F01

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

Back side of part manufactured
before August 2008:



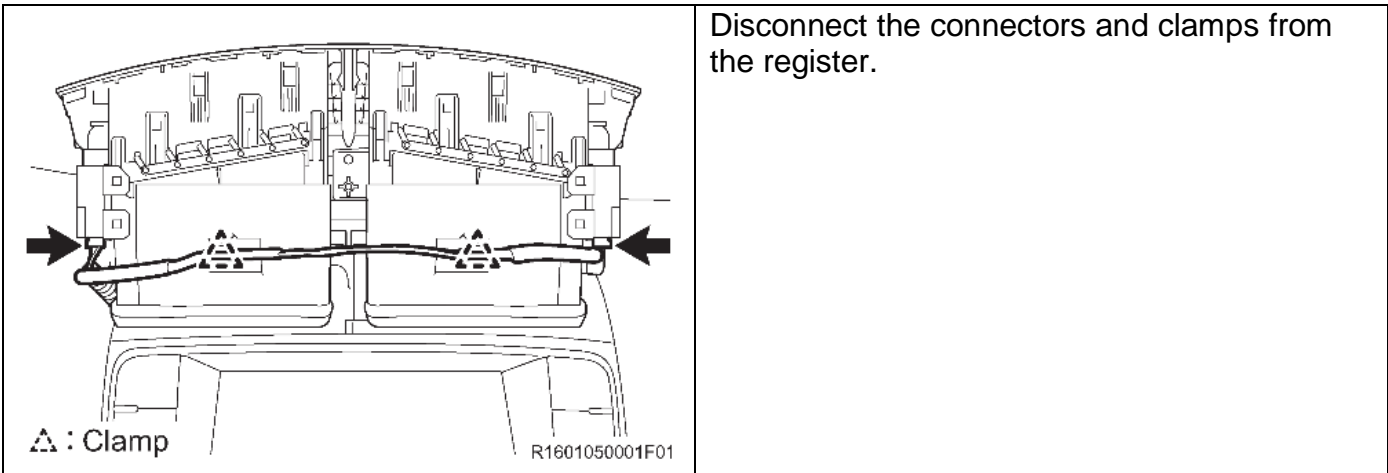
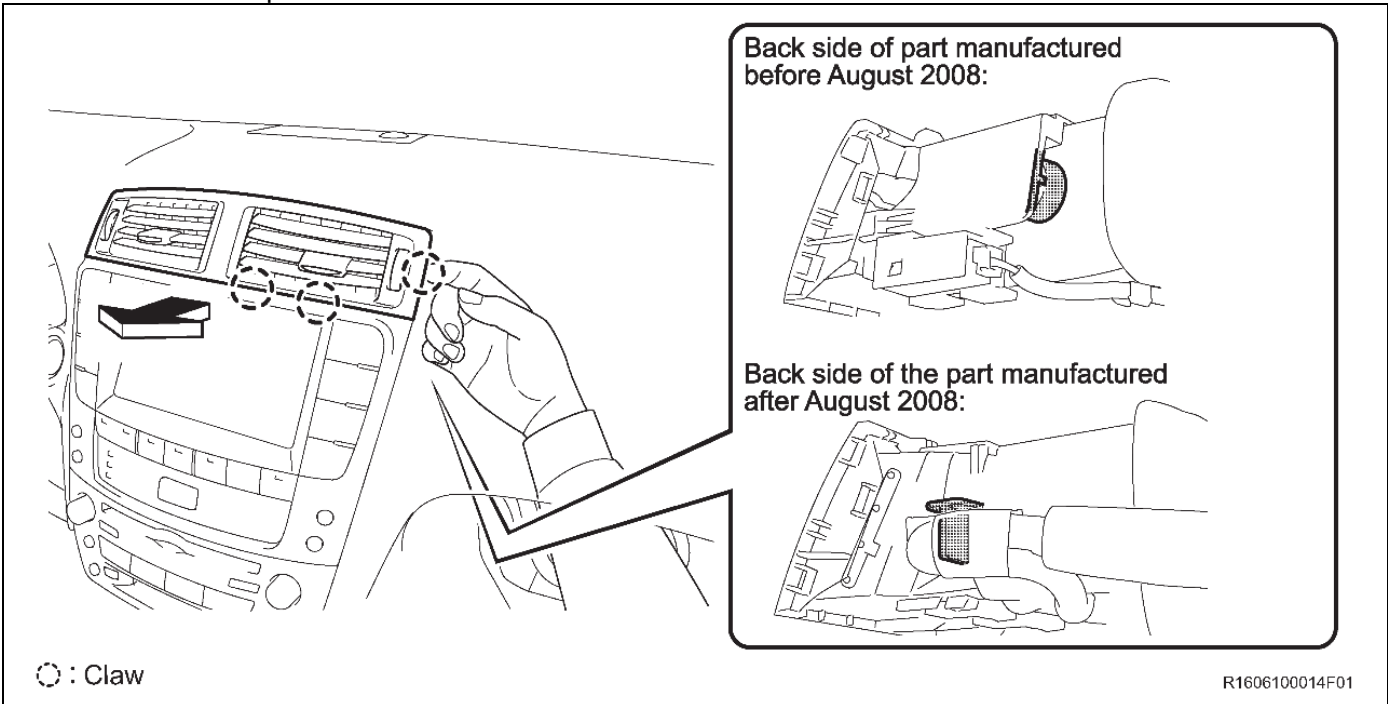
Back side of the part manufactured
after August 2008:



○ : Claw

R1606100013F01

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.



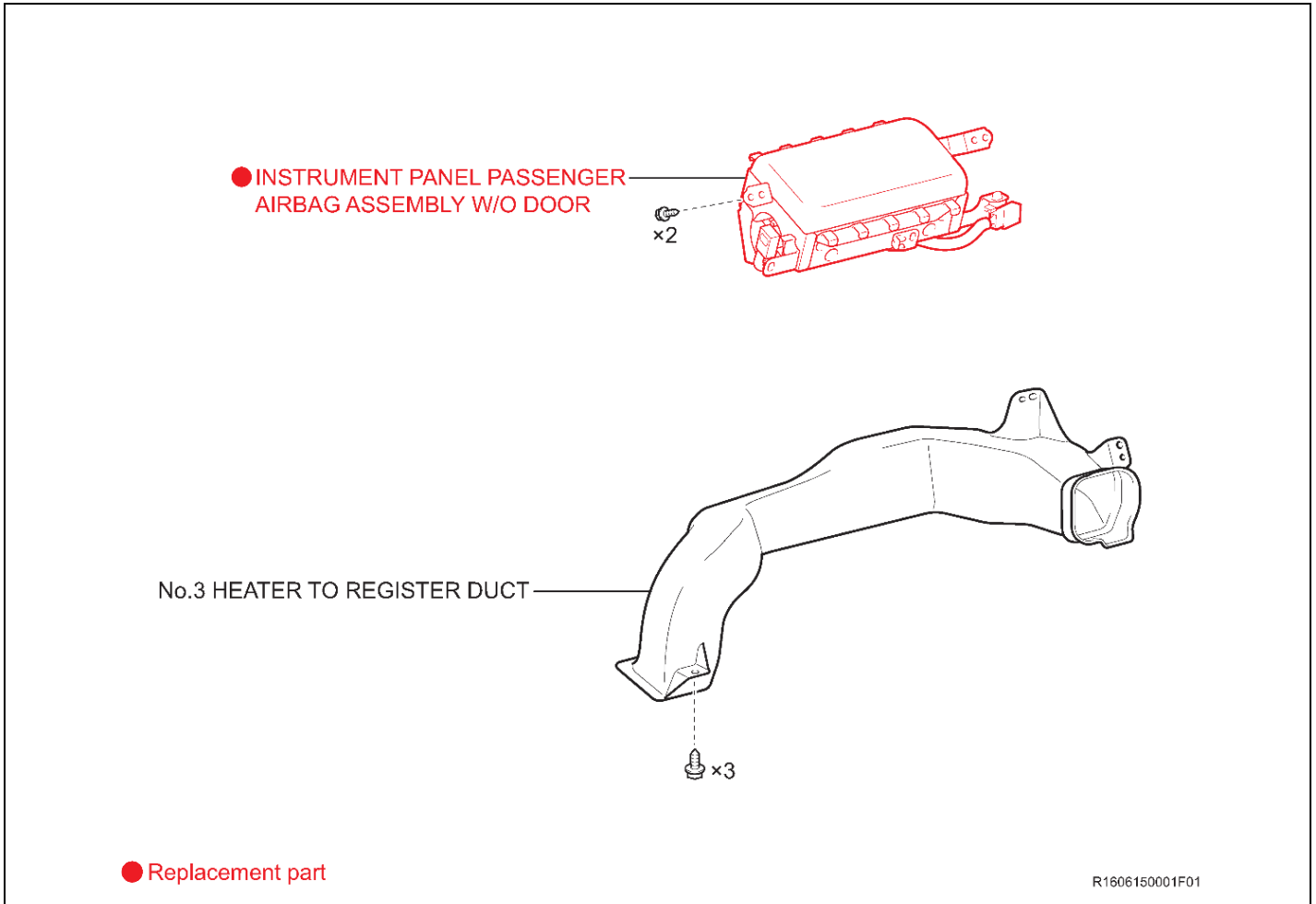
NOTE: DO NOT contact the positioning tabs while removing the instrument panel as the panel could be damaged.

a) Refer to TIS for removal instructions

IS 250/350	2006 MY	2007 MY	2008 MY	2009 MY	2010 MY	2011 MY	2012 MY	2013 MY
IS F	2008 MY	2009 MY	2010 MY	2011 MY	2012 MY	2013 MY	2014 MY	

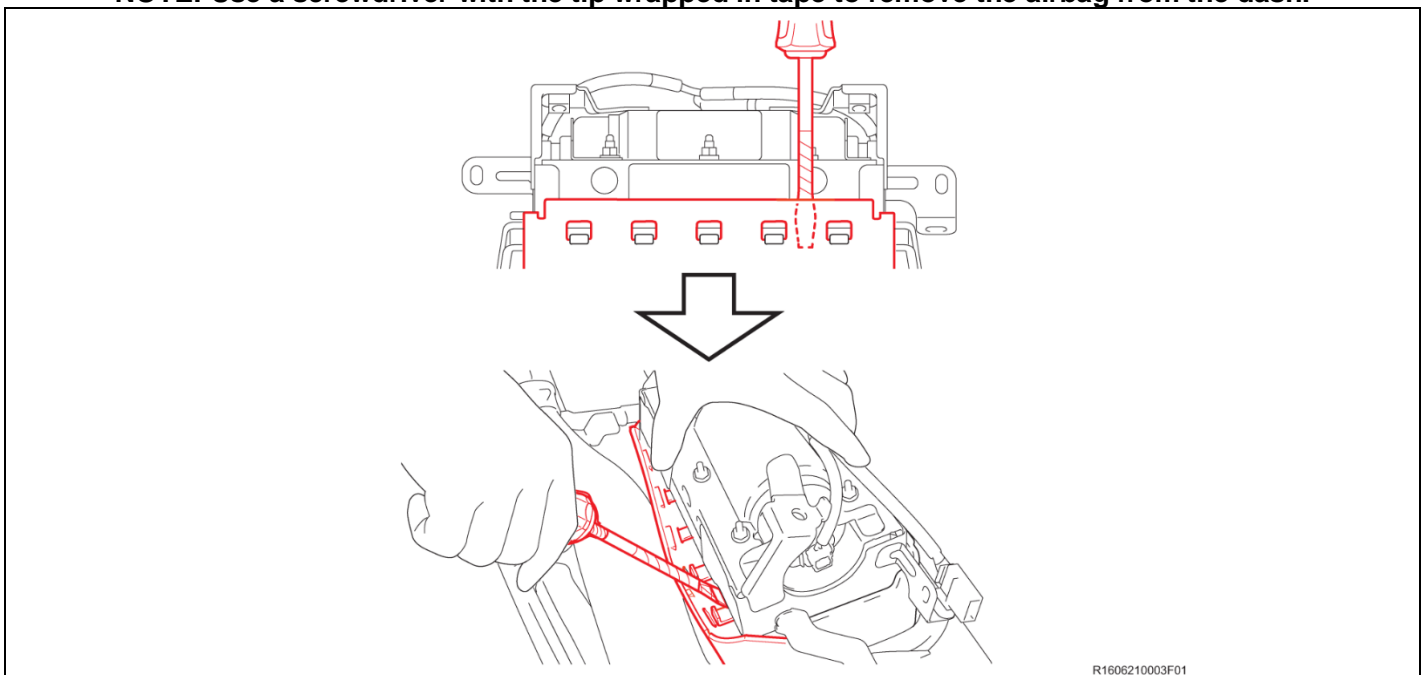
3. REMOVE THE AIRBAG FROM THE DASH

- 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.



VIII. AIRBAG RECORDING

1. LAUNCH THE SERIAL NUMBER RECORDING APPLICATION

Note: The Serial Number Recording Application is the same application used for DLC.



- 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. Below the navigation, there are tabs for Library, Diagnostics, Tech Assistance, and Vehicle Inquiry. The 'Vehicle Identification Number Search' section contains a text input field with the VIN '1NX-BR32E-000000000' and 'Clear' and 'Lookup' buttons. A red circle highlights the VIN input field, labeled 'a)'. Below this is the 'Vehicle Information' section, which displays details for a 2003 Toyota Corolla CE, including drive type, body type, engine family, transmission, date of first use, production date, plant code, VIN, exterior color, interior color, and interior fabric. Below the vehicle information are tabs for Campaign, Service History, Warranty, DTC History, and Diagnostic Report. The 'Campaign' tab is active, showing a 'Service Campaign' for a Safety Recall D0F Remedy Notice. The 'Completion Status' is 'Not Completed', and a link to 'Check applicability for VIN' is visible. A red circle highlights the 'Not Completed' status, labeled 'b)', and another red circle highlights the 'Check applicability for VIN' link, labeled 'c)'. The footer of the page includes the copyright notice '© 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. 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.

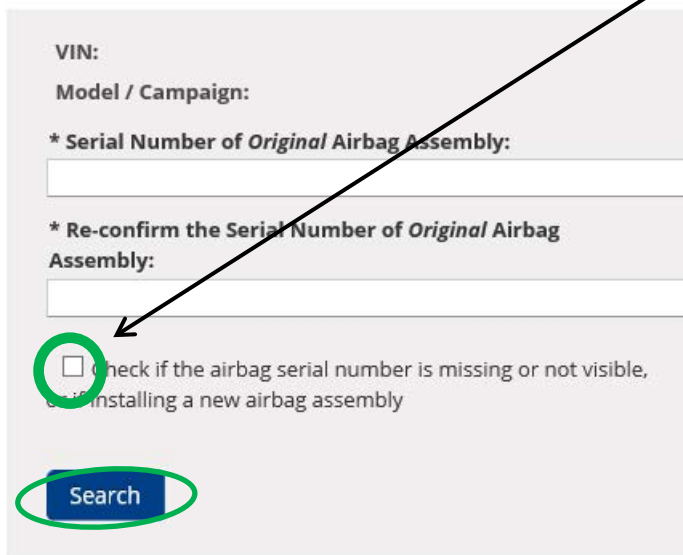
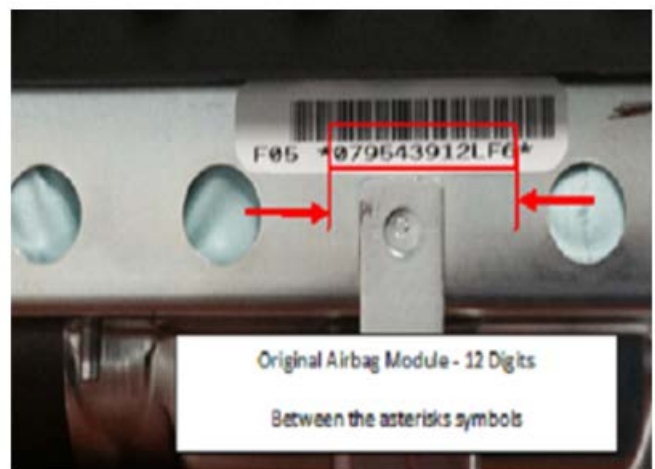
- c) Check the box that states that the inflator serial number is not visible or missing.

(DO NOT SCAN THE INFLATORS)

(this will allow the program to advance to the next screen)

ORIGINAL Airbag Assembly Serial Number

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

A screenshot of a web form for entering the original airbag assembly serial number. The form includes fields for VIN, Model / Campaign, and Serial Number of Original Airbag Assembly. A checkbox is checked, indicating that the serial number is missing or not visible. A "Search" button is highlighted with a green oval. A black arrow points from the checkbox to the "Original Airbag Module" photograph on the right.

NOTE: The NEW AIRBAG ASSEMBLY serial number MUST be scanned prior to reinstallation to track the airbag to the vehicle (refer to page 13).

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



Takata Scan App

TMS Test Dealership

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

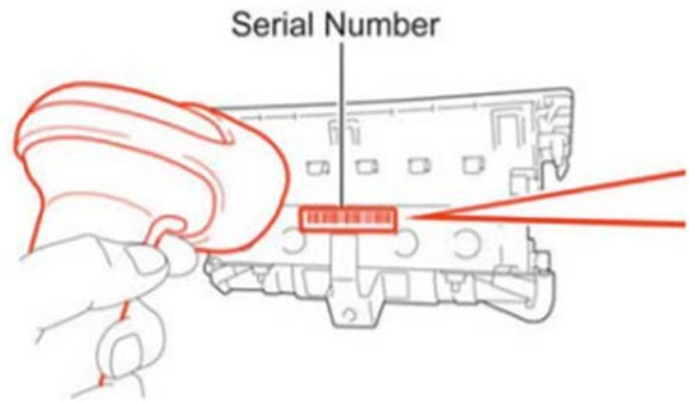
NEW Serial Number

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:



e) Confirm agreement by checking the two boxes and press next.



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

- Confirm agreement by checking the two boxes.
- Record the Warranty Authorization # to be included in the warranty claim.
- 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 v2) Final Results

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

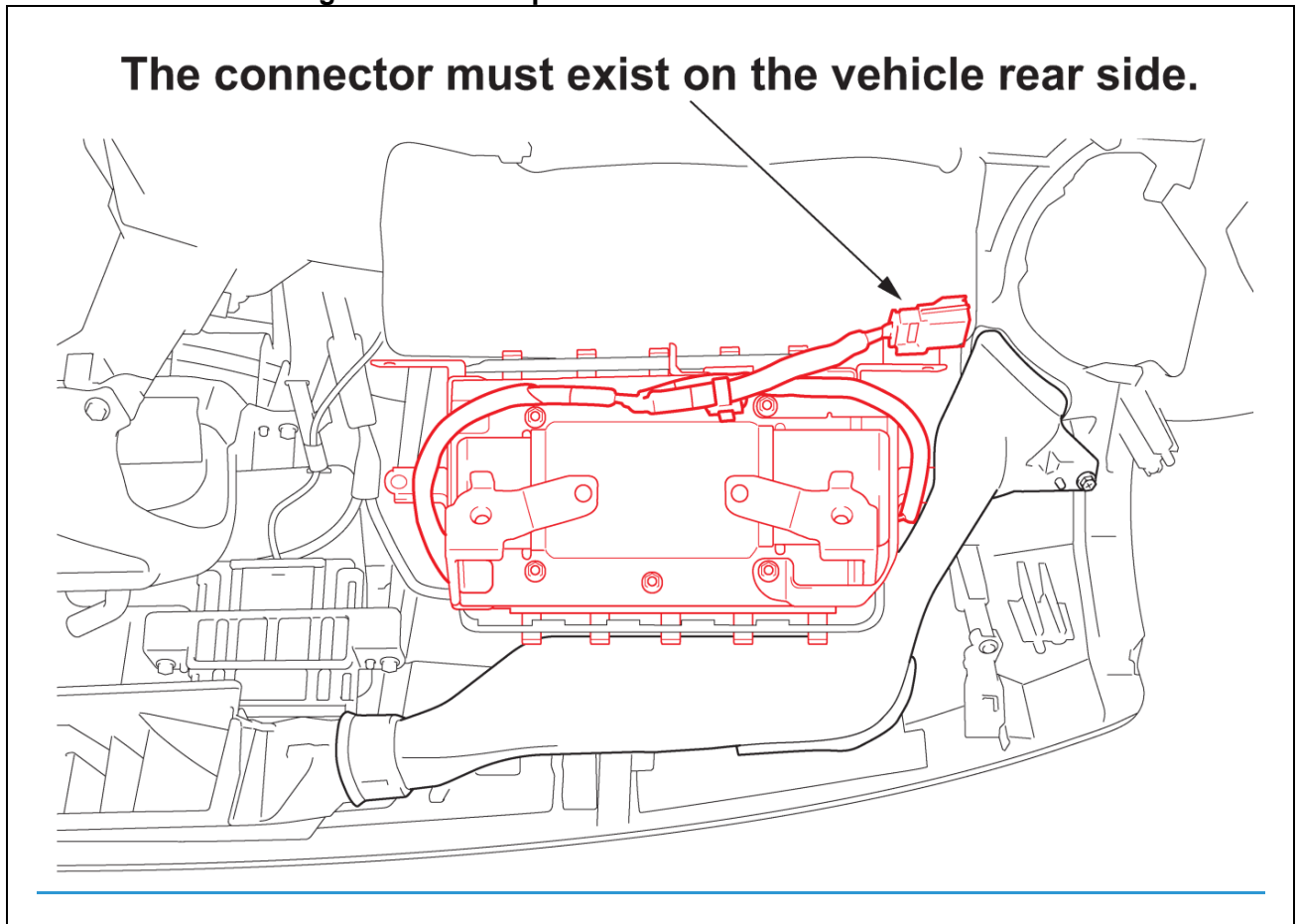
Results:	Inflator Replacement Required
Warranty Authorization Number:	77515K46 <small>This number is required for the warranty claim. Print and save this screen for your records.</small>
VIN:	2T1BR32E57C810629
Vehicle:	2007 Corolla
Campaign:	E04
Original Airbag Serial:	123456789K12
Replacement Airbag Serial:	
Original Inflator Serial:	W0123456789
Replacement Inflator Serial:	W0123456789
Scan Date:	12/22/2020 08:47AM (mm/dd/yyyy)

IX. VEHICLE REASSEMBLY

1. 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.

2. REINSTALL THE DASH

a) Refer to TIS for reinstallation instructions

IS 250/350	2006 MY	2007 MY	2008 MY	2009 MY	2010 MY	2011 MY	2012 MY	2013 MY
IS F	2008 MY	2009 MY	2010 MY	2011 MY	2012 MY	2013 MY	2014 MY	

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

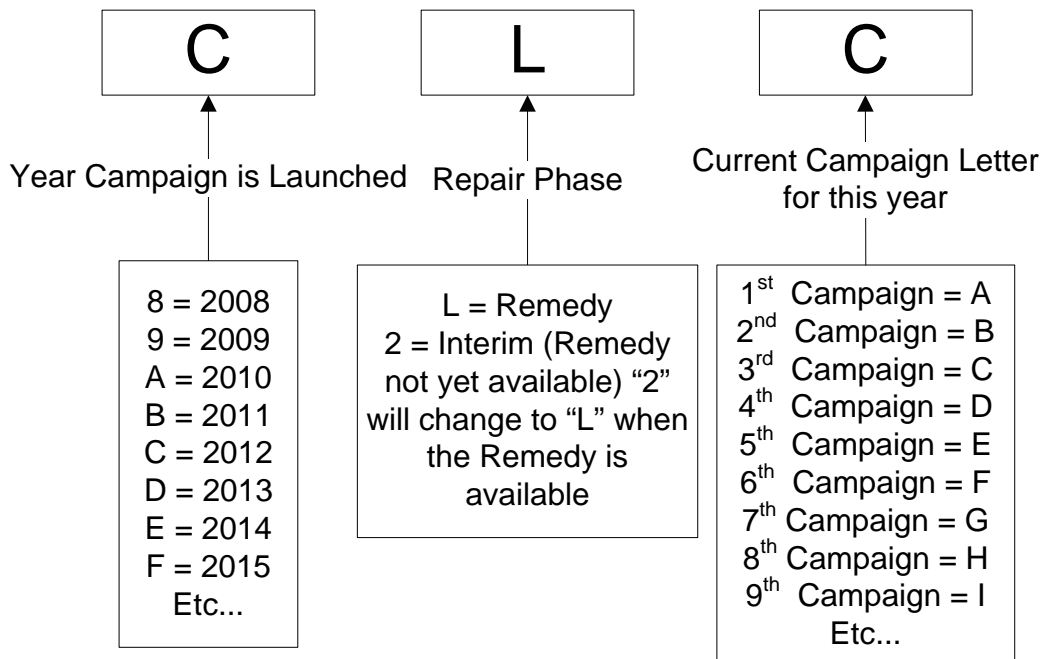
◀ VERIFY REPAIR QUALITY ▶

- 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. 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