

IMPORTANT UPDATE

**TECHNICAL INSTRUCTIONS
FOR
SAFETY RECALL GLG/GLH/HLA
FRONT PASSENGER AIRBAG MODULE
CERTAIN 2007 – 2012 MY ES 350
Updated 01-14-2021**

1-14-21

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

1-9-19

- **The title has been updated to include GLH and HLA**

4-18-2018

- **The parts section has been updated**

11-2-2017

- **2012 MY added**
- **Additional parts information added**

9-21-2017

- **2011 MY added**

6-15-2017

- **2010 MY added.**

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:

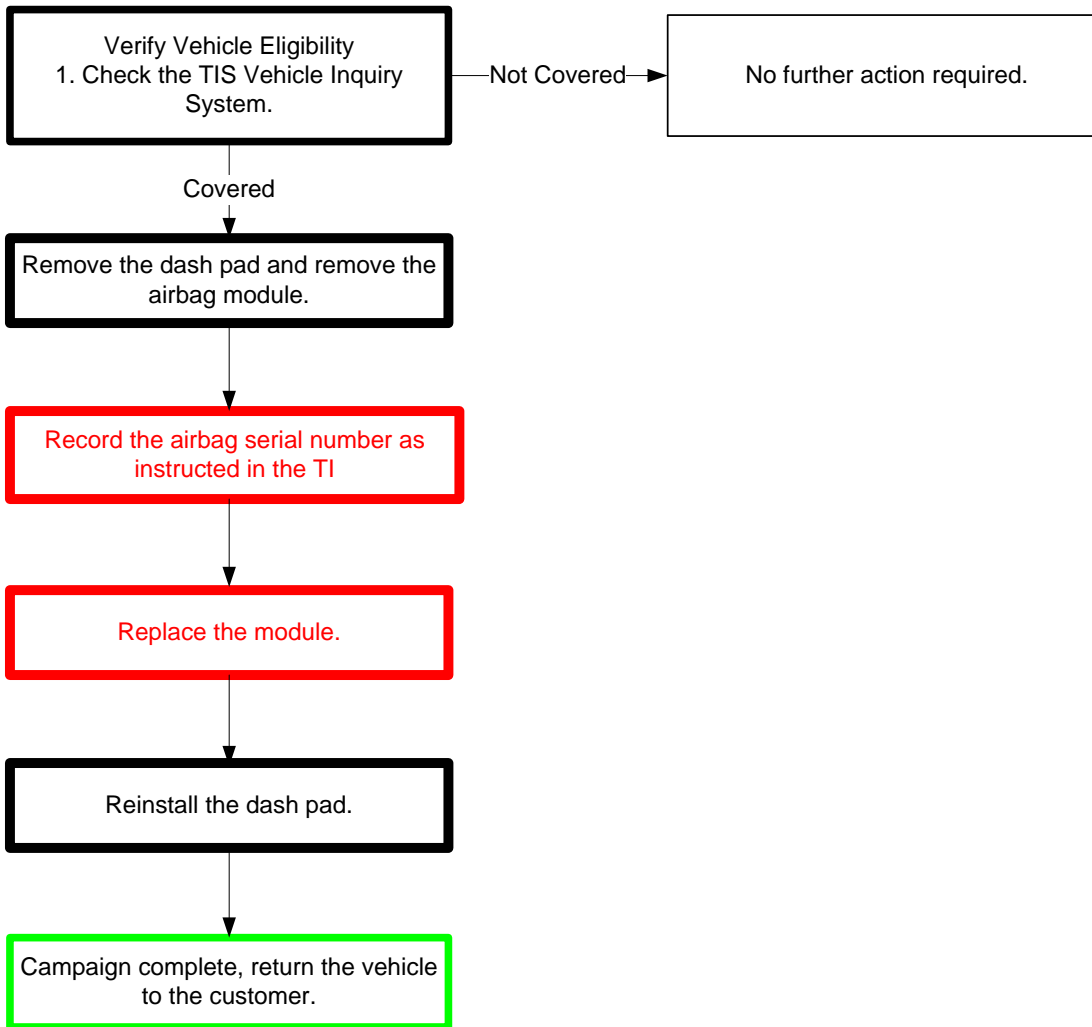
- **MASTER SERVICE TECHNICIANS**
- **MASTER DIAGNOSTIC SPECIALISTS**

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.

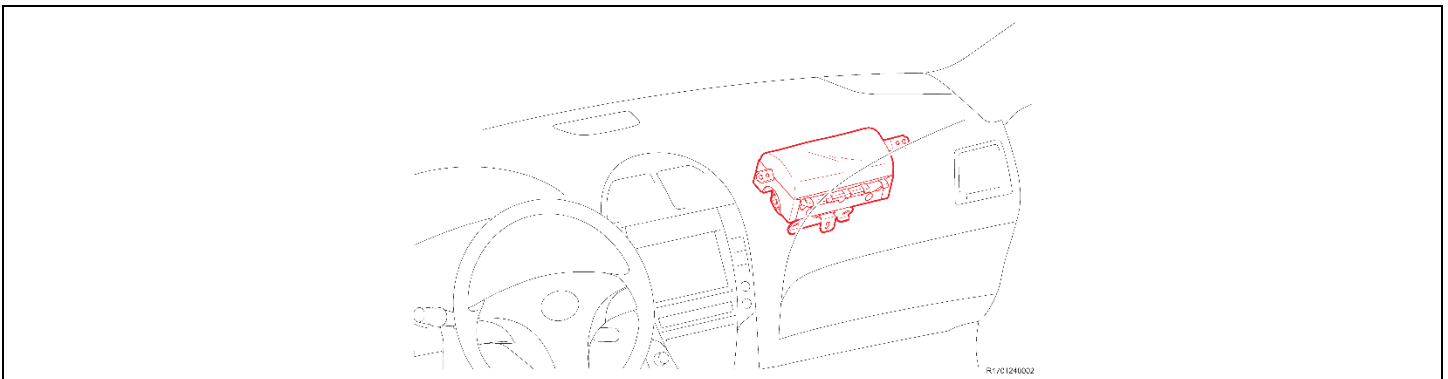
I. OPERATION FLOW CHART

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
04006-49233	Instrument Panel Passenger Airbag	1
04006-66108*	Front Pillar Garnish Kit (*kit contains 2 clips)	1

OR

Part Number	Part Description	Quantity
04007-06733	Instrument Panel Passenger Airbag Inflator Kit (Instructions for this part are in the inflator replacement TI)	1
04006-66108*	Front Pillar Garnish Kit (*kit contains 2 clips)	1

If using the part mentioned above, follow the instructions in the Inflator replacement TI

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
ES350	2007-2012	73960-33110 73960-33111	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*.

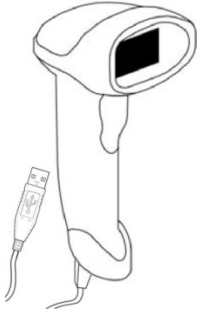
Important Note:

In order to return the inflator, packages must **NOT** be opened/tampered with.

B. TOOLS & EQUIPMENT

- Standard hand tools
- Molding remover set
- Torque wrench
- Techstream

GLG/GLH CAMPAIGN TOOLS – These tools were previously provided to the dealership for campaign DLC and will be used for this campaign. 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. If additional tools are needed, they can be sourced locally.

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

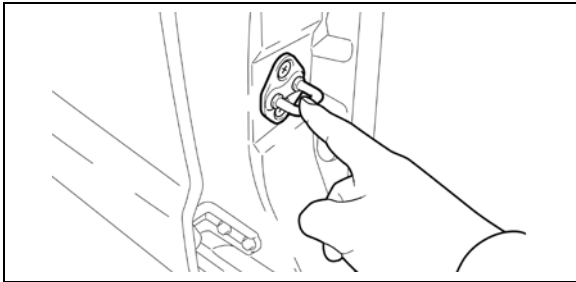
V. SAFETY PRECAUTIONS



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.



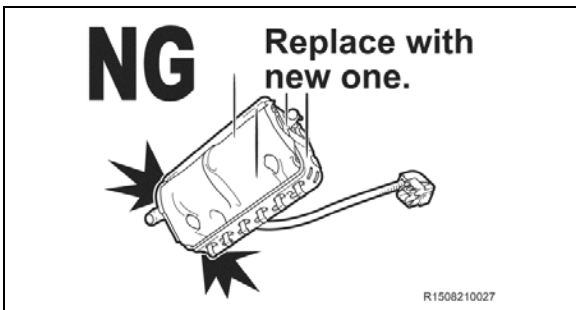
1. ELIMINATE STATIC ELECTRICITY

- 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.



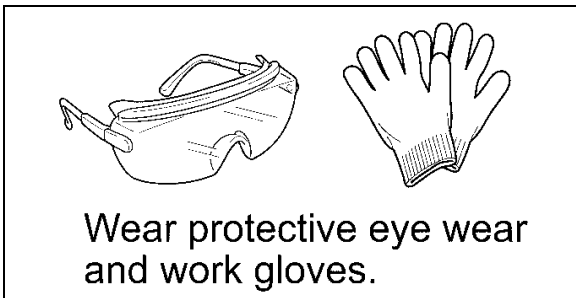
2. DO NOT MEASURE RESISTANCE

- a) **NEVER** measure the resistance of an airbag, this may cause accidental activation.



3. HANDLE THE AIRBAG CAREFULLY

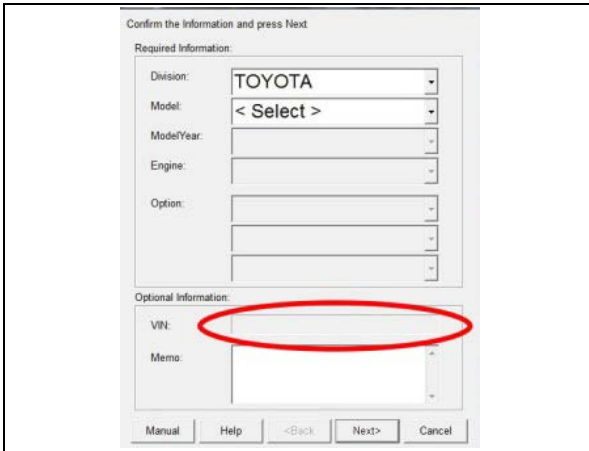
- a) If the airbag is dropped, replace it with a **NEW** one.



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

- Confirm the Techstream is connected to the dealership's internet.
- When launching the Techstream software the VIN may auto populate if not then it **MUST** be entered manually.

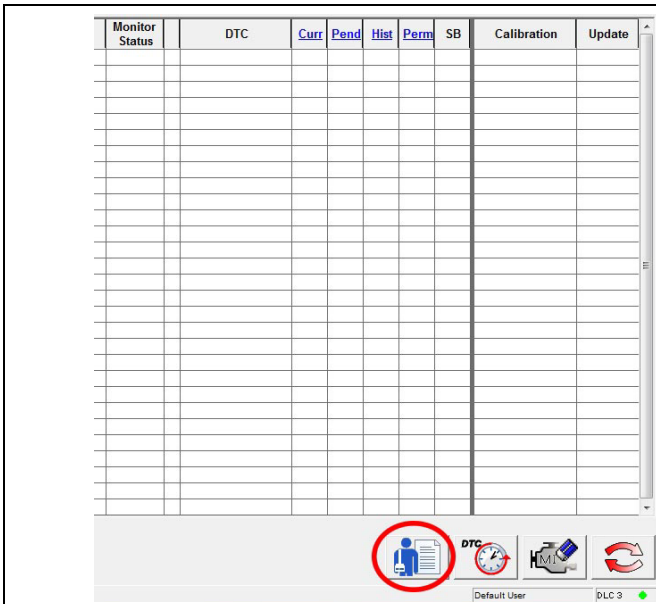
NOTE: All letters of the VIN MUST be entered in ALL CAPS, or the VIN will need to be reentered when running the diagnostic report.

- Perform a health check.

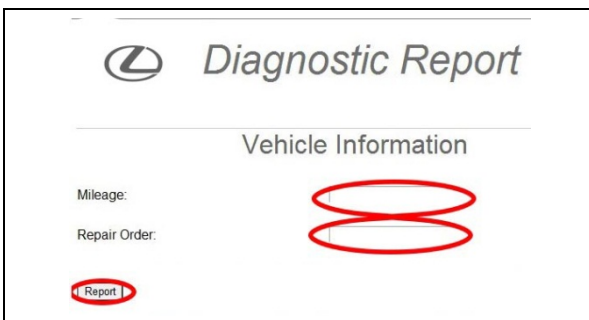
Note: The VIN may auto populate on the later model year vehicles, if this happens DO NOT change the VIN.

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.

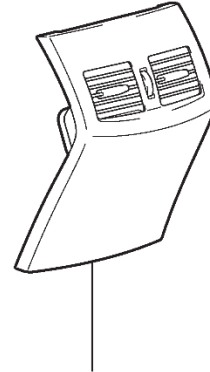
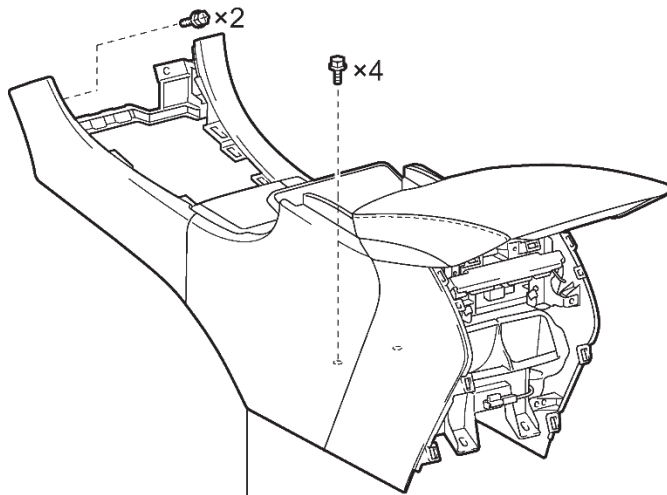
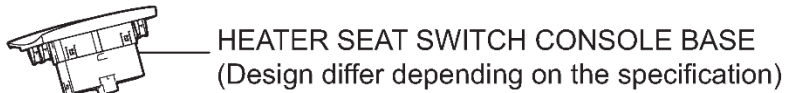
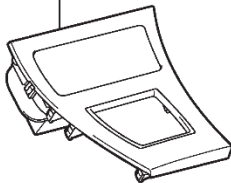


- A health check and diagnostic report with the VIN MUST be performed within the last 36 hours, and recorded by TMS. If the diagnostic report is not run, the healthcheck will not be recognized by TMS.**
- The serial number recording application will be disabled and the repair cannot be completed if a health check and diagnostic report is not performed and recorded by TMS.**
- This campaign only covers replacement of the passenger dash airbag. If other SRS repairs are needed they are NOT covered under this campaign.**

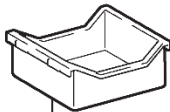
VII. FRONT PASSENGER AIRBAG REMOVAL COMPONENTS



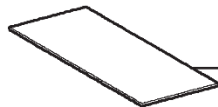
UPPER CONSOLE PANEL ASSEMBLY WITH FRONT ASH RECEPTACLE



CONSOLE REAR END PANEL SUB-ASSEMBLY



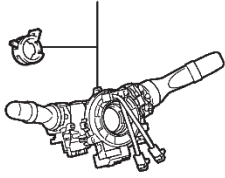
CONSOLE BOX POCKET
(Design differ depending on the specification)



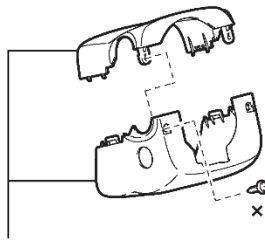
CONSOLE BOX CARPET

R1701240004

TURN SIGNAL SWITCH ASSEMBLY WITH SPIRAL CABLE SUB-ASSEMBLY



TILT AND TELESCOPIC SWITCH

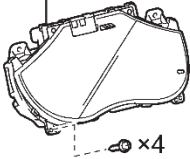


2.0 (20, 18 in.*lbf)

x2

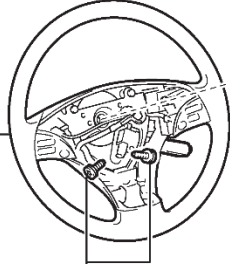
STEERING COLUMN COVER

COMBINATION METER ASSEMBLY



x4

STEERING WHEEL ASSEMBLY



50 (510, 37)

LOWER No. 3 STEERING WHEEL COVER

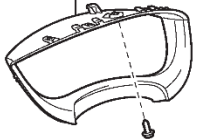


8.8 (90, 78 in.*lbf)

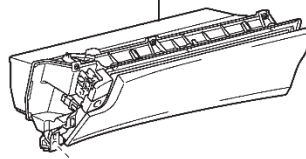
LOWER No. 2 STEERING WHEEL COVER



INSTRUMENT CLUSTER FINISH PANEL SUB-ASSEMBLY



LOWER INSTRUMENT PANEL RH



x6

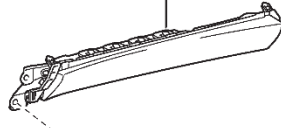
STEERING PAD



SIDE INSTRUMENT PANEL LH



FRONT PASSENGER SIDE KNEE AIRBAG ASSEMBLY



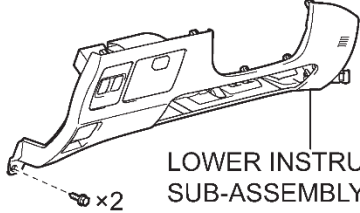
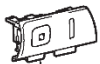
x3

10 (102, 7)

SIDE INSTRUMENT PANEL RH



No. 1 SWITCH HOLE BASE



LOWER INSTRUMENT PANEL SUB-ASSEMBLY

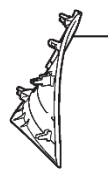
FRONT DOOR OPENING TRIM COVER RH



FRONT DOOR OPENING TRIM COVER LH



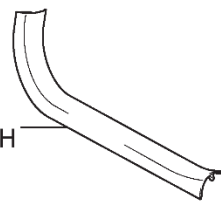
INSTRUMENT PANEL FINISH PANEL END RH



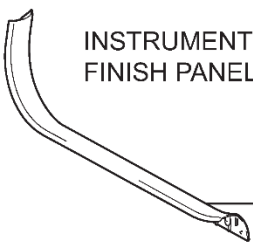
INSTRUMENT PANEL FINISH PANEL END LH



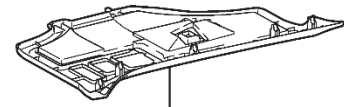
FRONT DOOR SCUFF PLATE RH



FRONT DOOR SCUFF PLATE LH



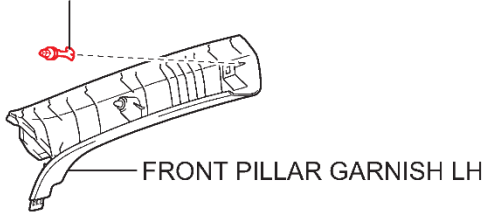
No.2 INSTRUMENT PANEL UNDER COVER SUB-ASSEMBLY



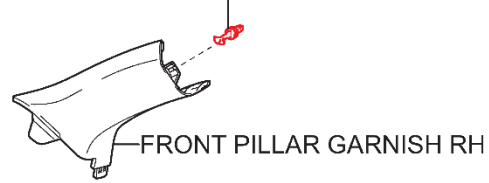
N*m (kgf*cm, ft*lbf) : Specified torque

R1701240005

● FRONT PILLAR GARNISH CLIP



● FRONT PILLAR GARNISH CLIP



No. 1 INSTRUMENT PANEL SPEAKER PANEL SUB-ASSEMBLY



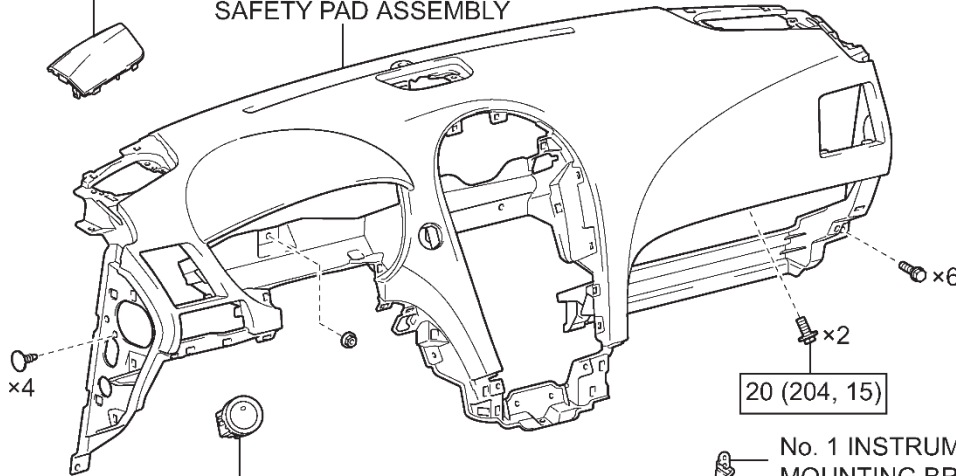
No. 1 SPEAKER HOLE COVER



No. 2 INSTRUMENT PANEL SPEAKER PANEL SUB-ASSEMBLY



INSTRUMENT PANEL SAFETY PAD ASSEMBLY



PUSH START SWITCH

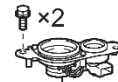
ROOM TEMPERATURE SENSOR

No. 1 INSTRUMENT PANEL MOUNTING BRACKET

FRONT STEREO COMPONENT SPEAKER ASSEMBLY
(Design differ depending on the specification)



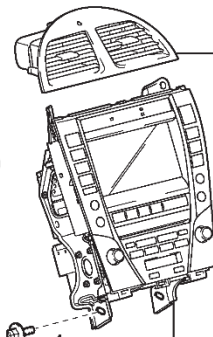
FRONT No. 2 SPEAKER ASSEMBLY
(Design differ depending on the specification)



FRONT No. 2 SPEAKER ASSEMBLY
(Design differ depending on the specification)



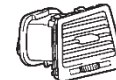
No. 2 INSTRUMENT PANEL REGISTER ASSEMBLY



No. 1 INSTRUMENT PANEL REGISTER ASSEMBLY



No. 3 INSTRUMENT PANEL REGISTER ASSEMBLY

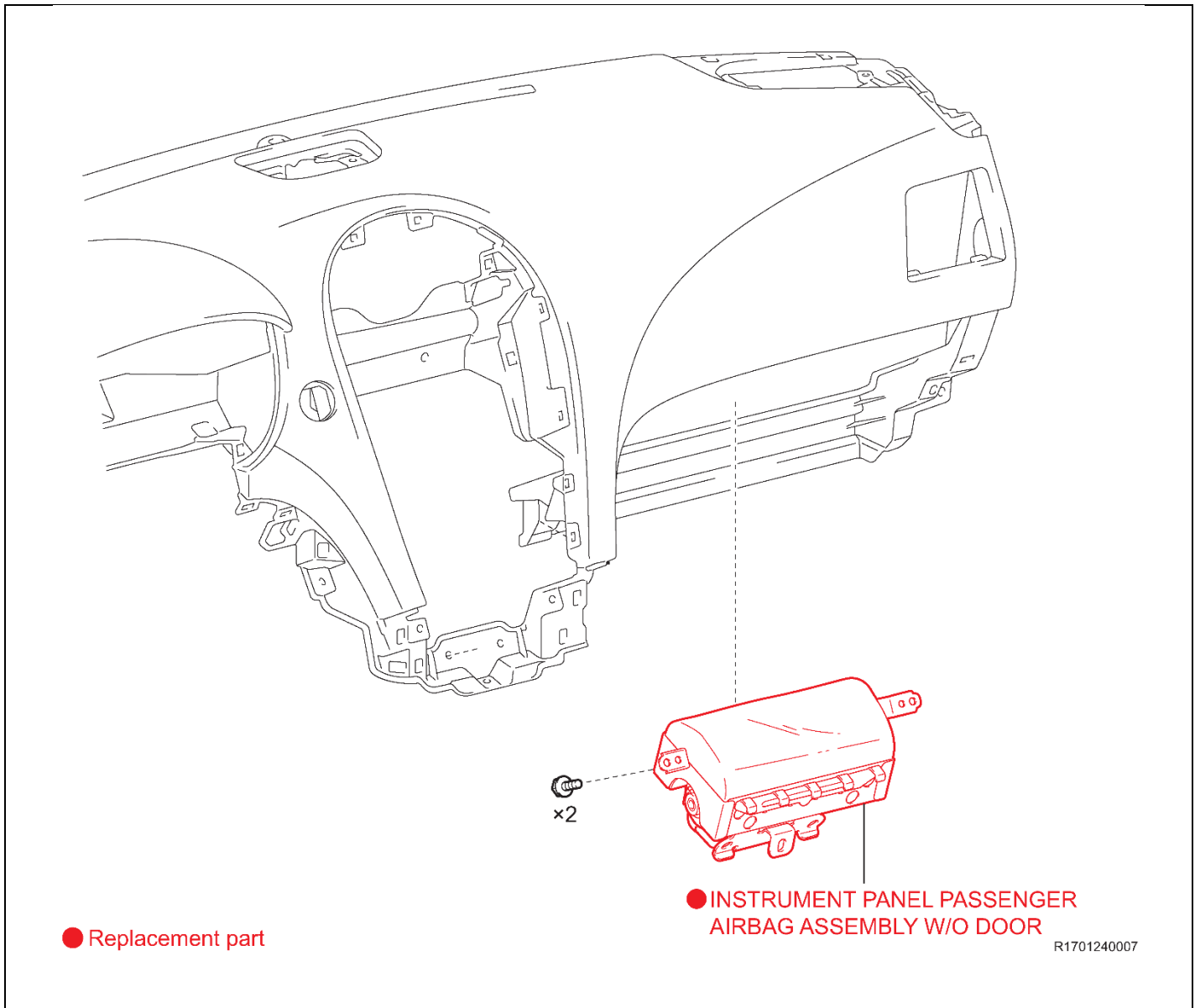


INTEGRATION CONTROL PANEL or MULTI-DISPLAY or DISPLAY AND NAVIGATION MODULE DISPLAY WITH RADIO RECEIVER ASSEMBLY

● Replacement part

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

R1701240006



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
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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 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, there are navigation tabs for Home, TIS, TAS, PRS, and QAT. The main content area is titled 'Vehicle Inquiry' and includes a 'Vehicle Identification Number Search' section. A red circle highlights the VIN input field containing '1NX-BR32E-000000000'. Below this, the 'Vehicle Information' section provides details for a 2003 Toyota Corolla CE, including drive type, body type, engine family, transmission, and exterior/interior colors. A red circle labeled 'a)' is placed above the VIN field. At the bottom, the 'Service Campaign' section shows a description of a safety recall and a 'Completion Status' of 'Not Completed'. A red circle labeled 'b)' is around the status, and another red circle labeled 'c)' is around the 'Check applicability for VIN' link.

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.

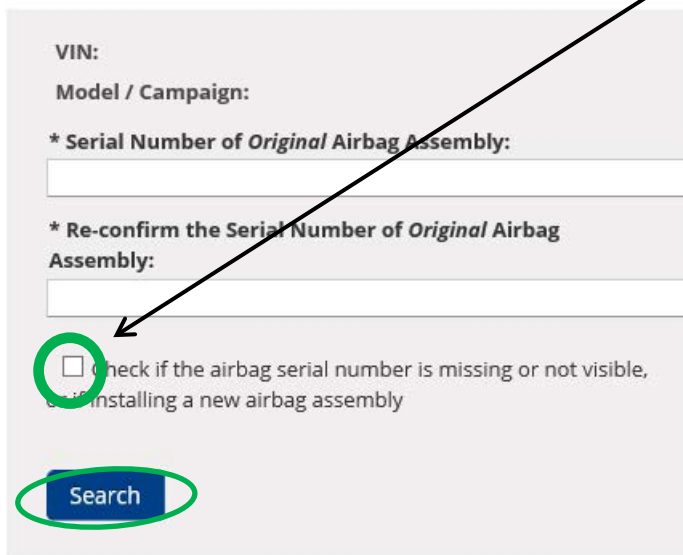
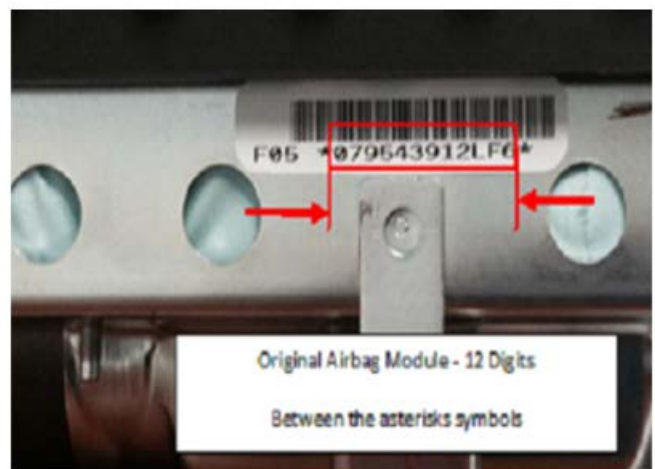
- c) Check the box that states that the inflator serial number is not visible or missing.

(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 two fields for the serial number. A checkbox is checked, and a "Search" button is highlighted with a green oval. A black arrow points from the checkbox to the photograph of the airbag module 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](#)

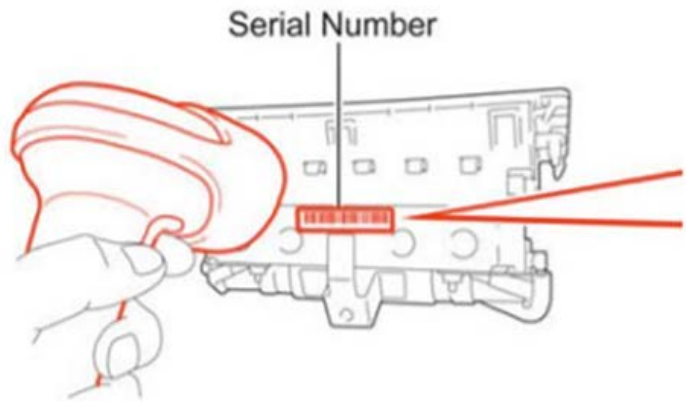
NEW Serial Number

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.

- a) Confirm agreement by checking the two boxes.
- b) Record the Warranty Authorization # to be included in the warranty claim.
- c) 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. INSTALL THE NEW AIRBAG ASSEMBLY INTO THE INSTRUMENT PANEL

2. REINSTALL THE DASH

a) Refer to TIS for reinstallation instructions

2007 MY	2008 MY	2009 MY	2010 MY	2011 MY	2012 MY
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3. RECONNECT THE NEGATIVE BATTERY CABLE

4. PERFORM A HEALTH CHECK AND DIAGNOSTIC REPORT

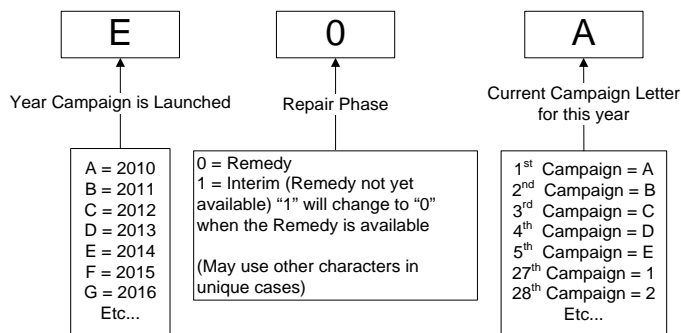
5. PERFORM ANY NEEDED SYSTEM INITIALIZATIONS

◀ 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



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