

# **TECHNICAL INSTRUCTIONS**

**FOR**

**SAFETY RECALL 19TA22**

**CERTAIN REAR SEAT BELT LOCK(S) MAY BECOME INOPERATIVE**

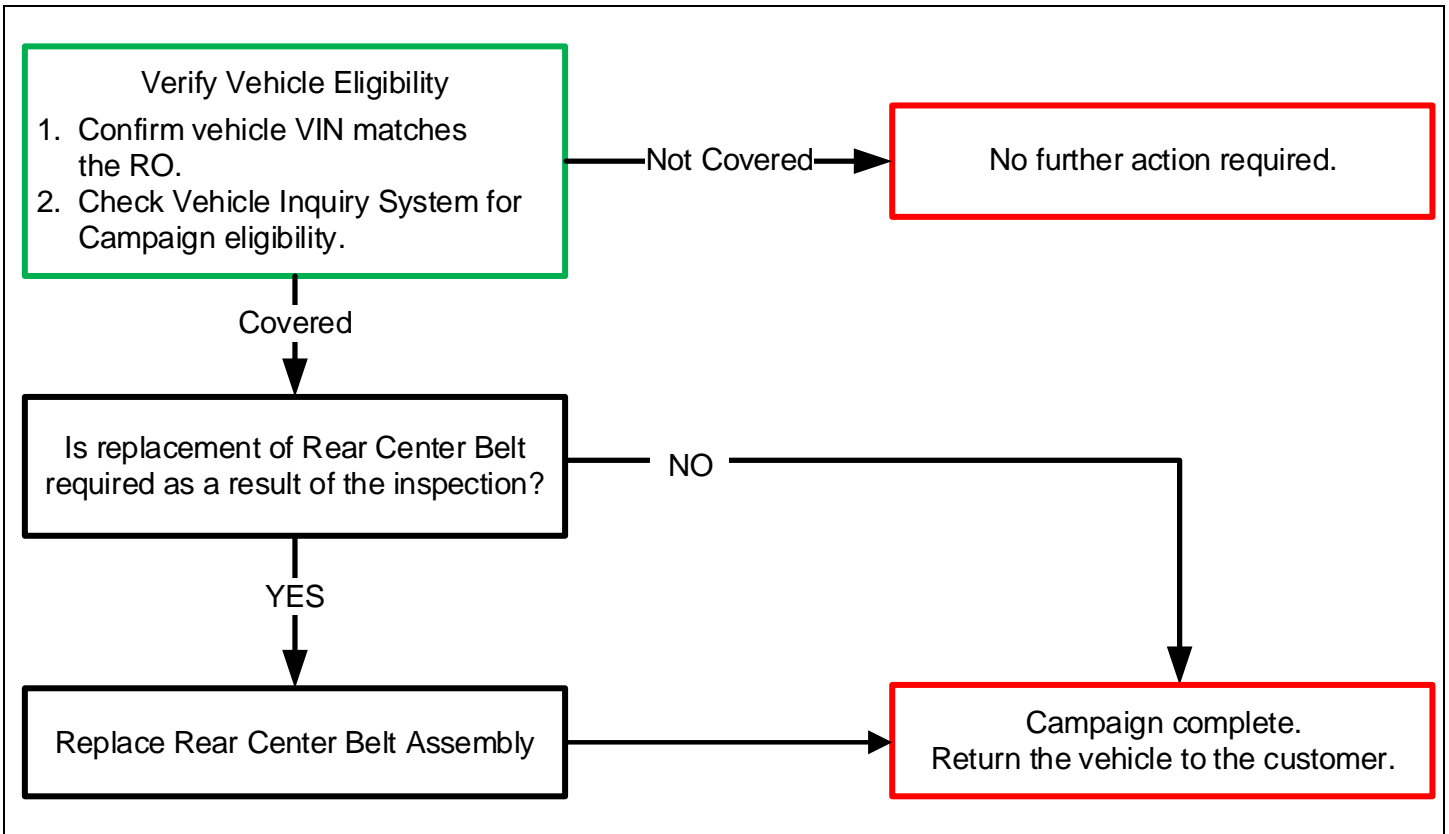
**CERTAIN 2019 – 2020 C-HR**

The repair quality of covered vehicles is extremely important to Toyota. 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 currently hold at least one of the following certification levels:

- Certified (any specialty)
- Expert (any specialty)
- Master
- Master Diagnostic Technician

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.

## I. OPERATION FLOW CHART



## II. IDENTIFICATION OF AFFECTED VEHICLES

1. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY
  - a. Compare the vehicles VIN to the VIN listed on the Repair Order to ensure they match.
  - b. Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Campaign, and that it has not already been completed.

Note: TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were previously completed, even by another dealer.

### III. PREPARATION

#### A. PARTS

**Note: Not all vehicles will require replacement parts.**

Part Number	Part Description	Quantity
04009-72110-C0	RR Seat Outer CTR Belt Kit*	1
04009-83247	RR Seat Belt Repair kit**	1

\*The kit above includes the following part:

Part Number	Part Description	Quantity
73350-10140	Rear Center Seat Outer Belt Assembly	1

\*\*The kit above includes the following part:

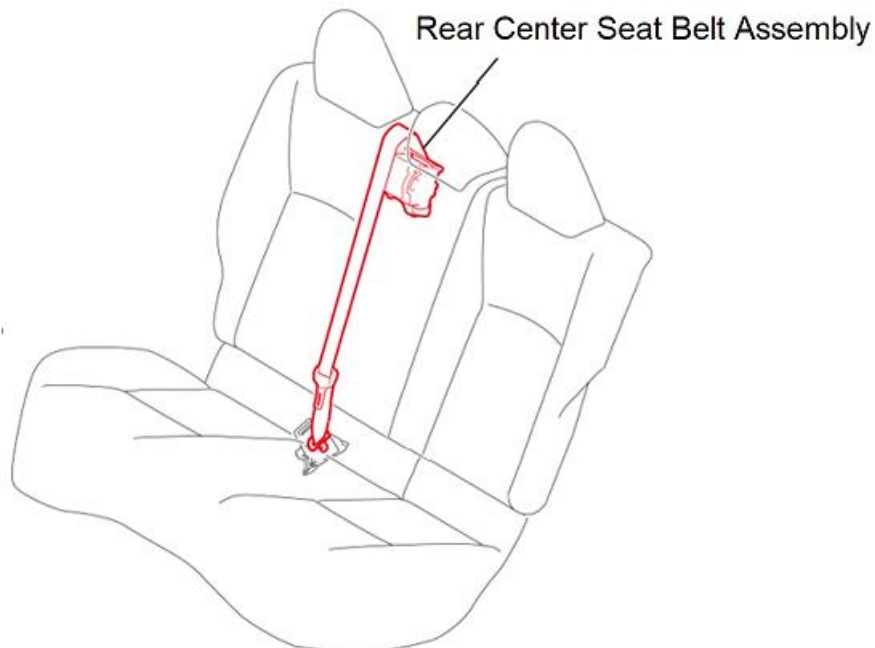
Part Number	Part Description	Quantity
72667-47010-C1	Rear Seat Back Lock Bezel Upper	1

#### B. TOOLS & EQUIPMENT

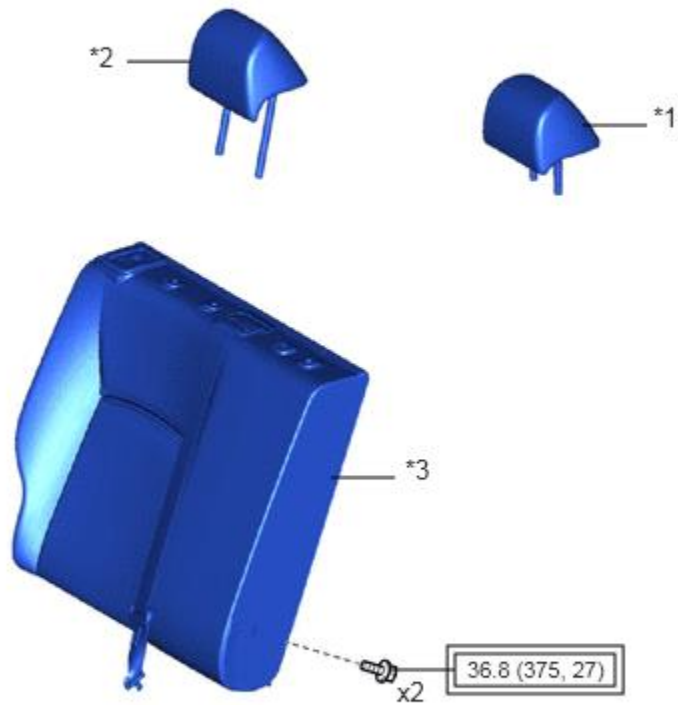
- Standard Hand Tools
- Torque Wrench


### IV. BACKGROUND

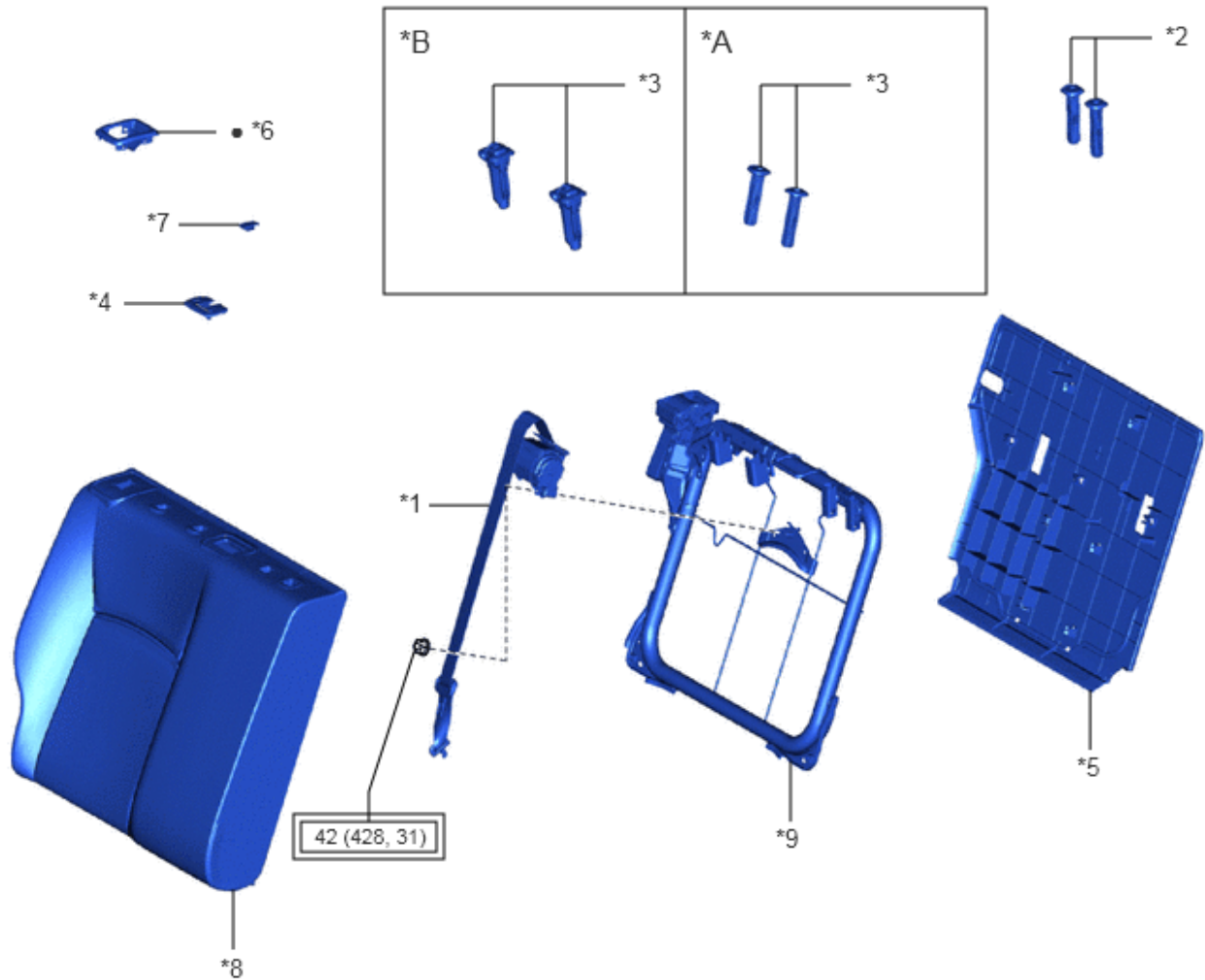
The subject vehicles are equipped with rear seat belt assemblies that have two types of locking mechanisms. One of the locking mechanisms in certain seat belts may not have been assembled correctly. This can cause an occupant to not be restrained properly in certain crashes, increasing the risk of injury.





## V. COMPONENTS



*1	REAR SEAT CENTER HEADREST ASSEMBLY	*2	REAR SEAT HEADREST ASSEMBLY
*3	REAR SEATBACK ASSEMBLY RH	-	-
	Tightening torque for "Major areas involving basic vehicle performance such as moving/turning/stopping": N*m (kgf*cm, ft.*lbf)	-	-



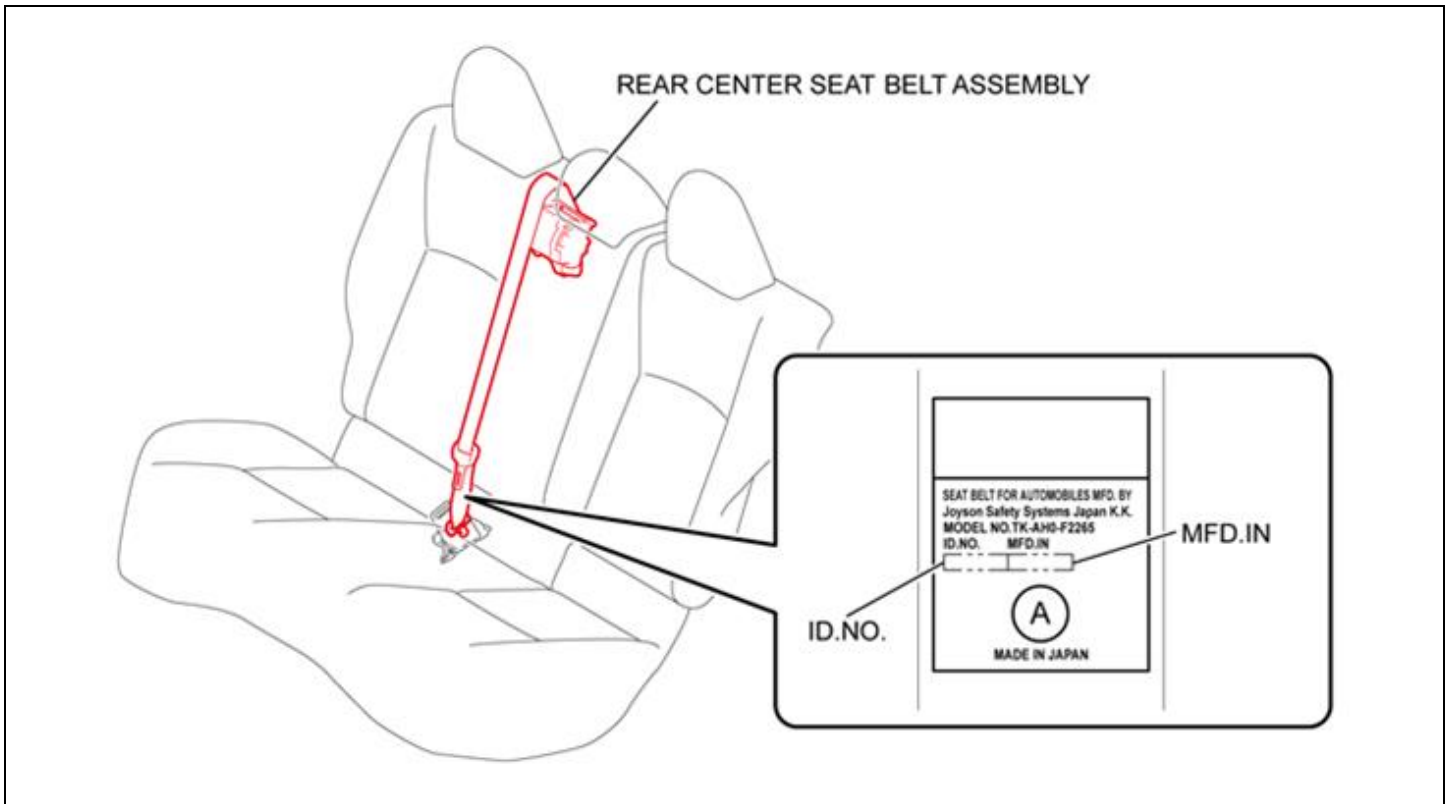
*A	TYPE A	*B	TYPE B
*1	REAR CENTER SEAT OUTER BELT ASSEMBLY	*2	REAR SEAT CENTER HEADREST SUPPORT
*3	REAR SEAT HEADREST SUPPORT	*4	REAR SEAT SHOULDER BELT HOLE COVER
*5	REAR SEATBACK BOARD SUB-ASSEMBLY RH	*6	REAR SEATBACK LOCK CONTROL BEZEL
*7	SEAT BELT ANCHOR COVER CAP	*8	SEPARATE TYPE REAR SEATBACK COVER WITH PAD
*9	REAR SEATBACK FRAME SUB-ASSEMBLY RH	-	-

	Tightening torque for "Major areas involving basic vehicle performance such as moving/turning/stopping": N*m (kgf*cm, ft.*lbf)		Non-reusable part
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## VI. LABEL INSPECTION

To determine if replacement of the **Rear Center** Belt Assembly is necessary, an inspection of the codes on the label will be required. Follow the steps below to determine if replacement of the **Rear Center** Belt assembly will be required.

Note: Not all vehicles will require replacement of the **Rear Center** Belt Assembly.



### 1. OPEN CAMPAIGN 19TA22 WEBSITE

a. Open Campaign 19TA22 Website by selecting the following link:

<https://19ta22-safety-recall.imagespm.info/>

b. Enter your dealer code in the User ID field.

c. Enter xxxxx for the Password. It will then prompt you to change the password. You can enter the same password (5 x's) again, or create your own password. If you change the password, be sure to advise other technicians of the updated password.

**Note: Selecting the "Forgot Password" link will reset the password to the default password: xxxxx**

d. Enter the vehicles VIN. It is critical that the VIN be entered accurately.



The inspection for the **C-HR** is only for the **REAR CENTER** seat belt. **DO NOT** inspect the Outer LH or Outer RH belt assemblies, as they are not affected.



**2. ENTER ID.NO. DATE INTO WEBSITE**

- a. Locate the label at the base of the **Rear Center** belt, as shown in the diagram above.
- b. Determine the **ID. NO.** on the label.
- c. Enter the **ID. NO.** in to the website.

**Note:** The ID.NO. will be a four digit number.



**3. ENTER MFD.IN DATE INTO WEBSITE**

- a. Determine the **MFD.IN** on the label.
- b. Enter the **MFD.IN** in to the website.

**Note:** The MFD.IN will be a four digit number.

If the ID.NO or MFD.IN numbers on the label cannot be accurately read, **email a photo of the label** to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). You will receive an email response with directions after the photo is reviewed.

**Image Upload: Center Rear Seat Belt**

Take a photo of the current installed seat belt buckle, select the file location, and upload.

VIN: JTNKHMBX0K1059318

Center Rear Seat Belt:

Choose File IMG\_5859.JPG

Submit

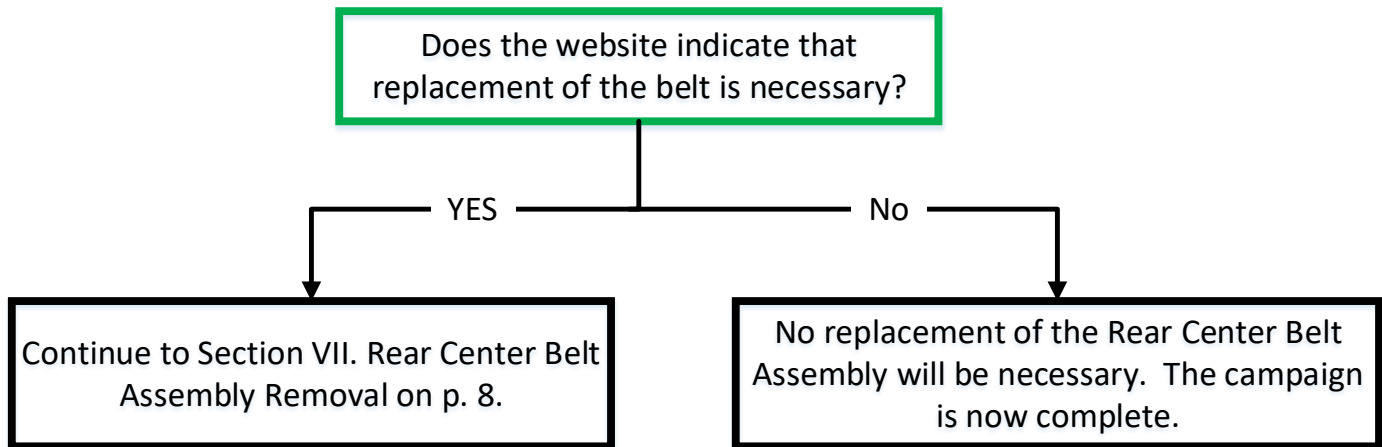
**4. UPLOAD PHOTO OF LABEL**

- a. The website will require a photo of the seat belt label to be uploaded. Be sure the that ID. NO. and MFD. IN. numbers are legible in the photo.



## 5. DETERMINE RESULT OF INSPECTION

- a. The website will return a result regarding replacement of the seat belt assembly. Follow the flowchart below to determine the next step.



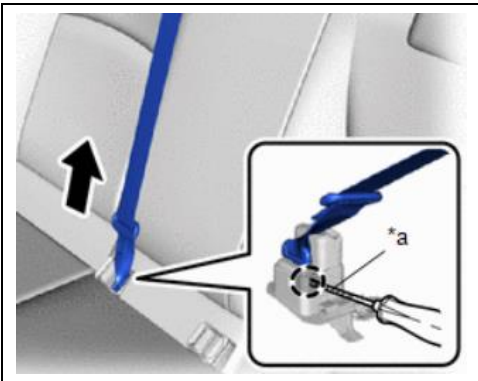
## VII. REAR CENTER BELT ASSEMBLY REMOVAL



**The following procedure is only necessary if the website indicates that replacement of the belt assembly is required. DO NOT replace the belt unless directed by the website.**

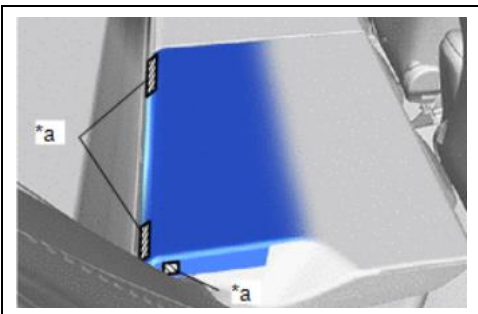
### 1. REMOVE REAR SEAT HEADRESTS (RH side only)

- a. Remove the RH outer and Center headrests.



### 2. DISCONNECT CENTER BELT ASSEMBLY

- a. Using a screwdriver, depress the release button (colored red) on the lower latch assembly.

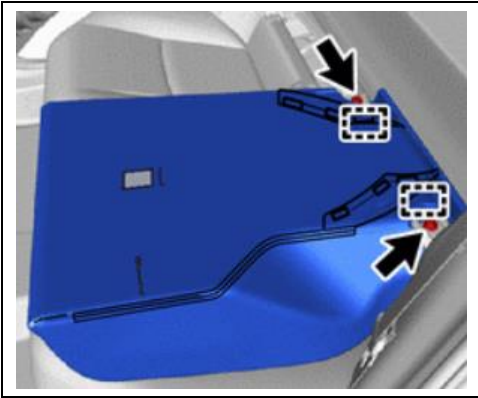


### 3. REMOVE SEATBACK RH

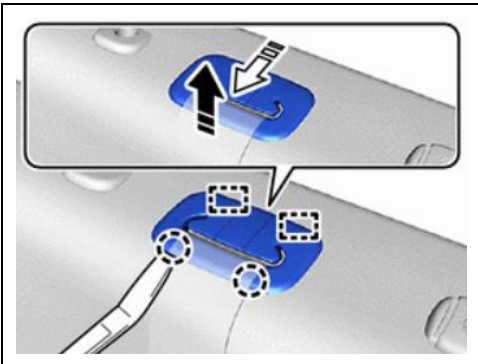
- a. Fold the rear seatback RH forward.  
b. Disengage the hook and loop fasteners.

*a	Hook and Loop Fastener
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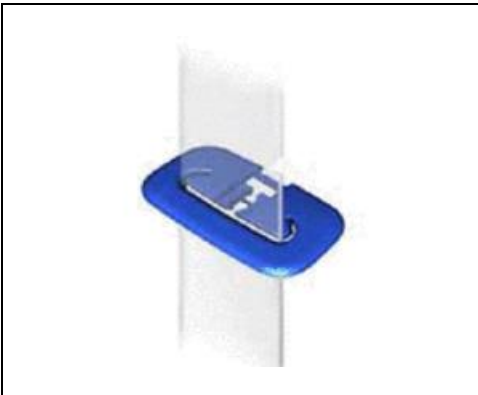


- c. Remove the 2 bolts.
- d. Remove the seatback from the vehicle.

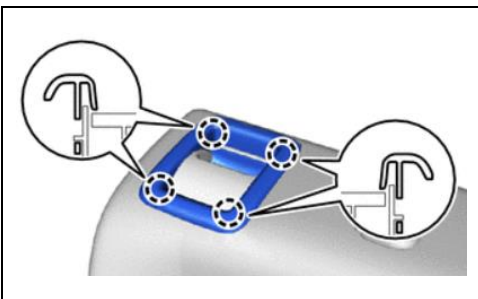


- e. Using a molding removal tool, disengage the 2 claws and guides to separate the cover from the seatback.

**Note: Save the cover as it will be reused with the new seat belt assembly.**

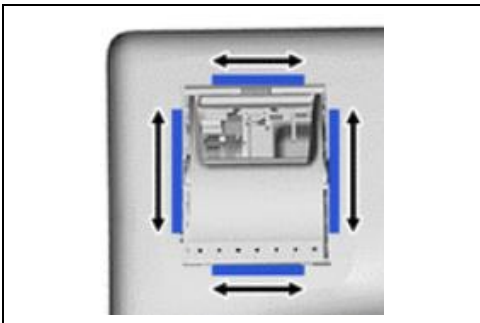


- f. Slide the center panel outward from the center belt hole cover.
- g. Remove the center belt hole cover from the belt assembly.

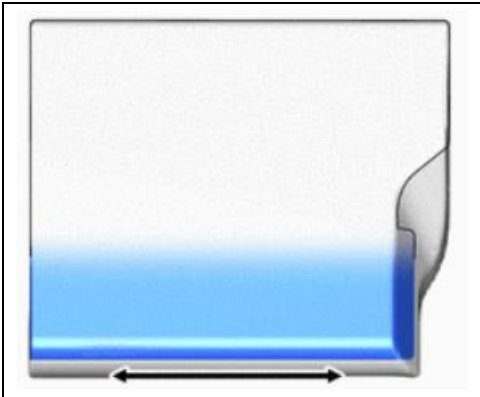


- h. Remove seatback lock bezel by prying upward at the four corners.

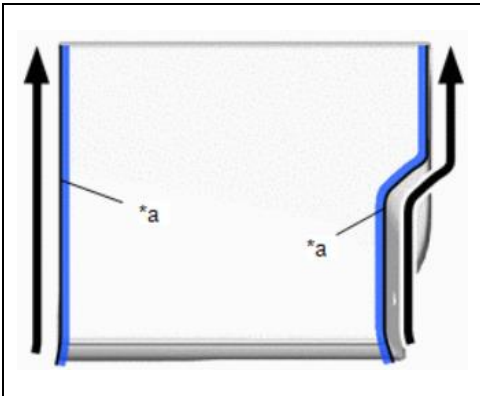
**Note: This part will be replaced with a **NEW** part upon reassembly, as the original will be damaged during disassembly.**



i. Disengage the hooks from the seatback cover to frame.

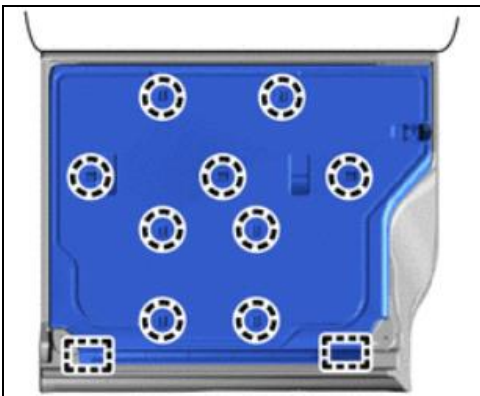


j. Disengage the hook along the lower edge of the seatback cover attaching the seatback cover to the bottom.

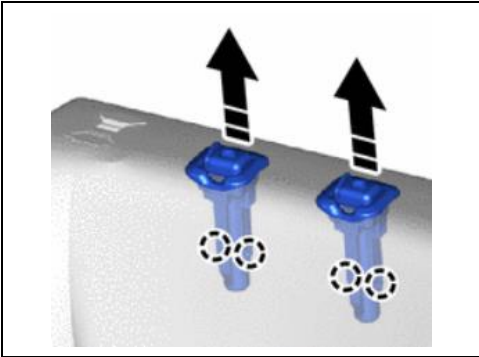


k. Unzip the seatback cover.

*a	Fastener
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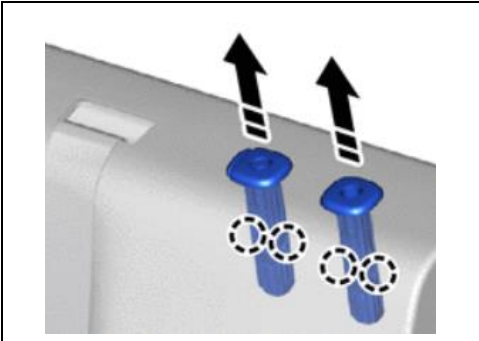


l. Disengage the claws and guides to remove the rear setback board sub-assembly RH.

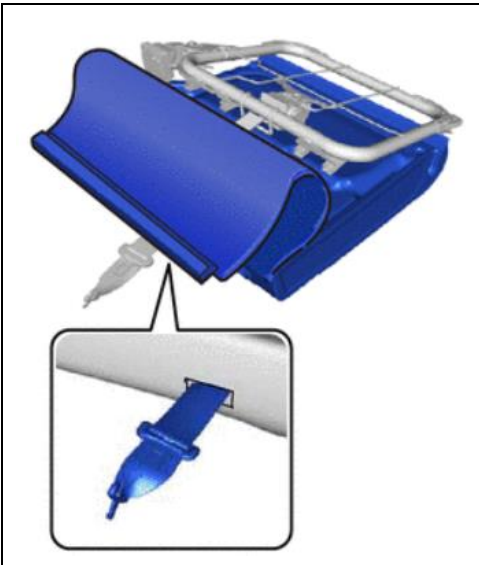


m. Disengage the claws to remove the outer headrest supports.

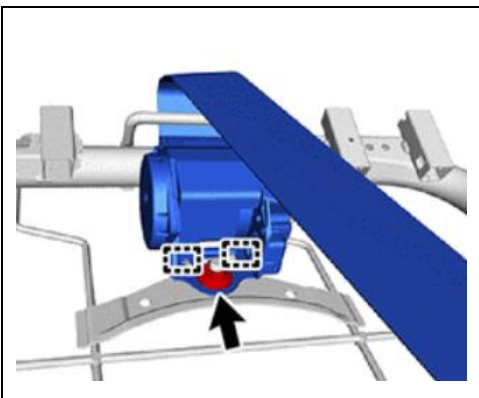
**Note: Diagram shown details vehicles with Occupant Classification System. Vehicle not equipped will be similar.**



n. Disengage the claws to remove the inner headrest supports.



o. Pass the rear center belt end through the seatback and remove the assembly from the vehicle.

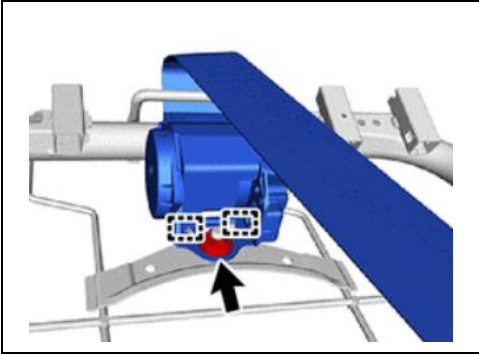


p. Remove the nut from the seatbelt assembly.

q. Disengage the 2 guides.

r. Remove the seatbelt assembly.

## VIII. REAR CENTER BELT ASSEMBLY INSTALLATION



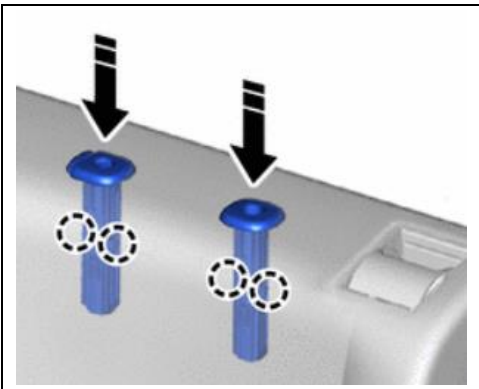
### 1. REASSEMBLE SEAT

- a. Engage the 2 guide pins of the **NEW** Rear Center Seat Belt assembly.
- b. Install the nut.

**Torque: 42 N·m {428 kgf·cm, 31 ft.lbs}**

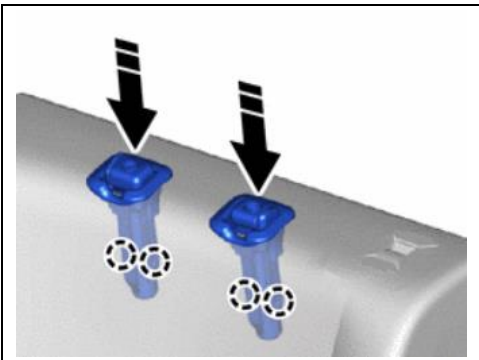


- c. Pass the seat belt through the seatback cover.
- d. Guide the seatback frame into the seatback pad.

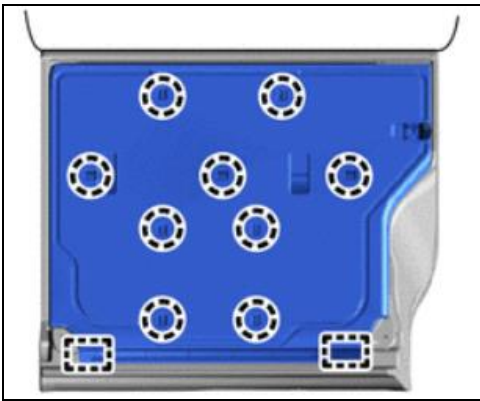


- e. Engage the claws to install the 2 outer headrest supports.

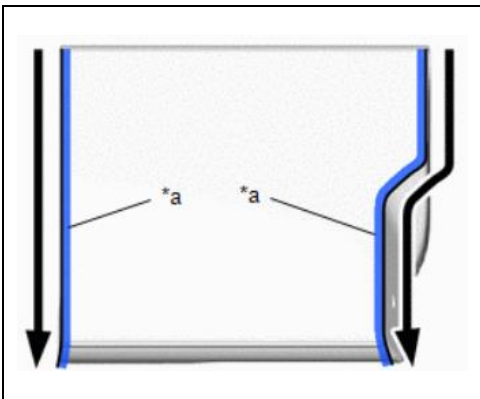
**Note: Diagram shown details vehicles with Occupant Classification System. Vehicle not equipped will be similar.**



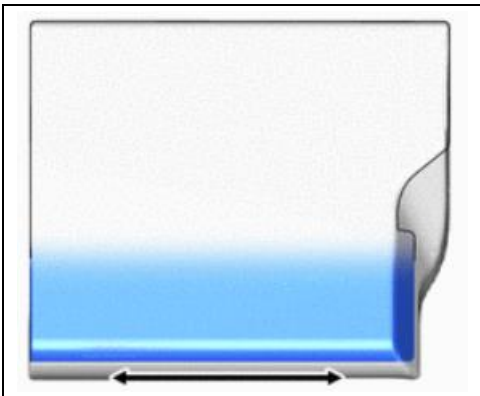
- f. Engage the claws to install the 2 center headrest supports.



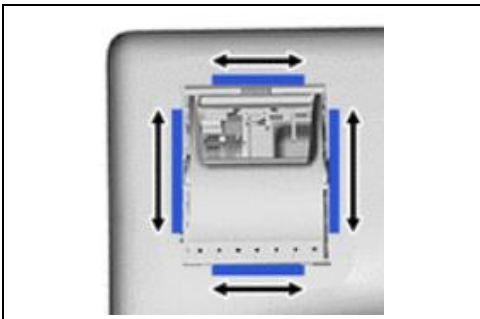
g. Engage the guides and claws to install the rear seatback board RH.



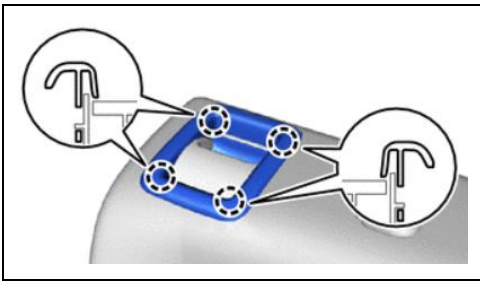
h. Close the zippers on the seatback cover.



i. Engage the hook along the lower edge of the seatback to attach the seatback cover to the bottom.

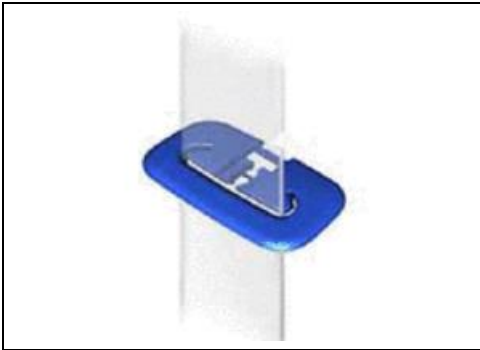


j. Engage the hooks from the seatback cover to the frame.

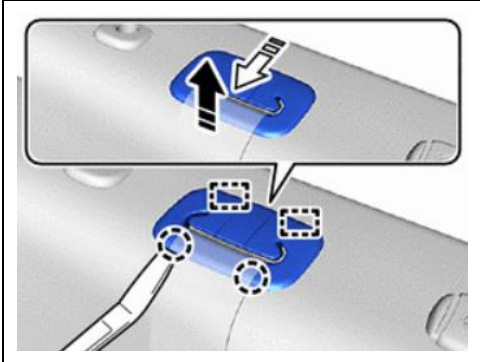


k. Engage the claws of the **NEW** seatback lock bezel.

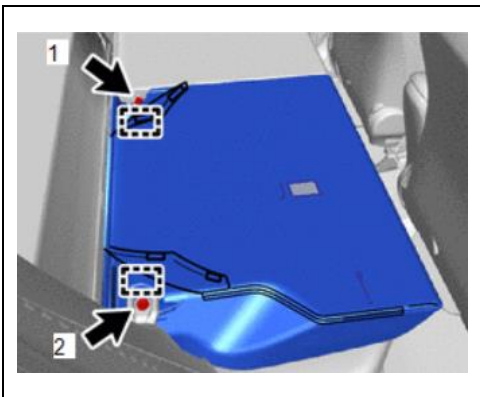
**Note:** A **NEW** seatback lock bezel is included with the parts kit.



l. Install the rear seat belt hole cover.



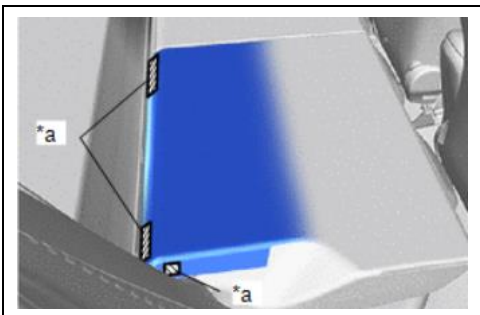
m. Engage the guides and claws to install the cover.



n. Engage the guides to install the rear seatback assembly RH.

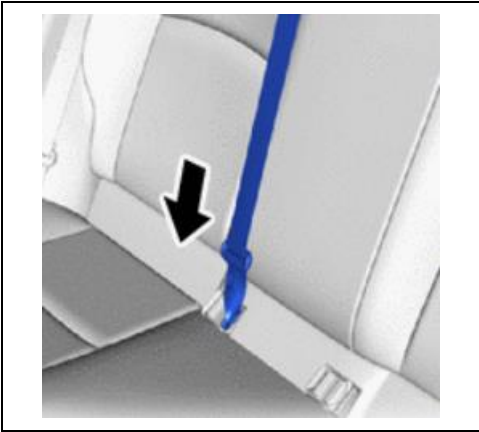
o. Install the 2 bolts.

**Torque: 36.8 N·m {375 kgf·cm, 27 ft.lbs}**



p. Engage the hook and loop fasteners.

*a	Hook and Loop Fastener
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q. Connect the rear center seat belt to the lower buckle.

r. Install the rear seat headrests.

### ◀ VERIFY REPAIR QUALITY ▶

- Confirm the operation of the newly installed seat belt assembly, if applicable.

**If you have any questions regarding this update, please contact your regional representative.**



## 10. APPENDIX

### A. PARTS DISPOSAL

In accordance with Federal law, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, **unless requested for parts recovery return.**

### B. CAMPAIGN DESIGNATION DECODER

