TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL 20TA01

FRONT DRIVER AIRBAG INFLATOR REPLACEMENT

Certain 1997-1998 Model Year Supra Certain 1998-1999 Model Year Celica Certain 1998-2000 Model Year RAV4 Certain 1998-1999 Model Year RAV4 EV

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 have successfully completed E-Learning course SC18A (if you had previously completed E-Learning Course SC13B, you do not have to take SC18A), in addition to "Safety Recall and Service Campaign Essentials", and currently hold at least one of the following certifications levels:

- Toyota Certified (Electrical)
- Toyota Expert (Any Specialty)
- Master
- Master Diagnostic Technicians

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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

nber Part Description		Quanti	
00-14252 Inflator, Steering Wheel Airbag*		1	
*The kit above includes the following parts:			
lumber	Part Description	(Quantity
5-52240**	Inflator, Steering Wheel Airbag		1
	lumber	Part Description Inflator, Steering Wheel Airbag* *The kit above includes the following parts: Number Part Description 5-52240** Inflator, Steering Wheel Airbag	Part Description Inflator, Steering Wheel Airbag* *The kit above includes the following parts: Jumber Part Description 5-52240** Inflator, Steering Wheel Airbag

TOOLS & EQUIPMENT Β.

- Techstream
- Standard Hand Tools Torque Wrench

- Work Gloves
- Wire Brush
 Protective Eyewear
- "TORX" Socket Wrench Ttype T30

OPTIONAL SST - This is an essential special service tool that the dealership should have. This tool is NOT mandatory when performing this repair.

Part Number	Part Name	Quantity
09890-47010-01	Anti-Static Mat Set	1

20TA01 CAMPAIGN TOOLS - This tool was provided to the dealership for campaign D0F and will be used for campaign 20TA01. This tool is required when performing this repair.

Image	Description	Quantity
	Barcode Scanner	1

NOTE: This tool CANNOT be ordered through the parts or tools system. If you need an additional bar code scanner your dealer will need to source these.

C. MATERIALS

• Protective Tape

Marker Pen

• Shop Cloth

3

IV. BACKGROUND

The subject vehicles are equipped with a front driver air bag with an inflator made by Takata. According to information provided by Takata, the airbag may not deploy properly. This could result in underinflation of the airbag or the chance of an inflator rupture that could result in metal fragments striking the driver or other occupants. If underinflation or inflator rupture occurs, this could increase the risk of injury or death to vehicle occupants.

V. SAFETY PRECAUTIONS





4. *DO NOT* ALLOW FOREIGN OBJECTS NEAR AIRBAG

- a) Be sure to collect and account for all removed nuts/bolts to prevent them from landing in the airbag assembly.
- b) Any foreign objects in the airbag assembly may cause damage or injury if the airbag is activated.

5. WEAR PROTECTIVE EQUIPMENT

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

VI. COMPONENTS



VII. INSPECTION PROCEDURE

1. INSPECT THE STEERING WHEEL

NOTE: IF THE AIRBAG ASSEMBLY IS DEPLOYED OR MISSING, RETURN THE VEHICLE TO THE CUSTOMER AND EXPLAIN THE REPAIR CANNOT BE PERFORMED.



NOTE: IF THE STEERING WHEEL DOES NOT RESEMBLE ANY SHOWN ABOVE IT MAY NOT BE A GENUINE TOYOTA PART. IF THE STEERING WHEEL IS NOT A GENUINE TOYOTA PART RETURN THE VEHICLE TO THE CUSTOMER AND EXPLAIN THE REPAIR CANNOT BE PERFORMED.

- The VIN *MUST* be entered manually in ALL CAPS when launching the Techstream software, the VIN MAY *NOT* auto-populate due to vehicle age.
- 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 .

Division:	TOYOTA	-
Model:	< Select >	-
ModelYear		-
Engine:		
Option:		+
Ontional Informati		*
VIN: C		
Memo:		*

2. SRS SYSTEM HEALTH CHECK

- a) Confirm the Techstream is connected to the dealership's internet.
- b) When launching the Techstream software the VIN *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

3. RECORD THE SETTINGS OF THE AUDIO, AIR CONDITIONING, ETC.

a. For devices such as the audio system, air conditioner, etc., record current settings before the negative (-) battery terminal is disconnected.

4. DISCONNECT THE NEGATIVE BATTERY CABLE



•

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



CRITICAL INFORMATION – READ THOROUGHLY





5. WORK AREA PREPARATION

- **a**. The anti-static mat set that is an essential SST may be available at your dealership and is optional to use during inflator replacement.
- b. If the anti-static kit is not available, before starting work and periodically while working on the vehicle, touch a metallic part of the vehicle to discharge static electricity in the body.

6. REMOVE THE AIRBAG ASSEMBLY

- a. Using a "TORX" socket wrench, loosen the 2 "TORX" bolts completely.
- b. Disconnect each connector to remove the airbag assembly.



7. 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 D0F.
- The scanner works best in low light conditions.
- Always hold the scanner directly in front of and parallel to the barcode label.

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?

- 8. LAUNCH THE SERIAL NUMBER RECORDING APPLICATION
 - a. Log into the website via the URL below: <u>https://takata-scan-app.imagespm.info/</u>
 - b. USER ID: Dealer Code
 - c. FIRST TIME LOGIN PASSWORD: XXXXX
 - **d.** If it is your first-time logging in you will be prompted to re-set the password. Ensure this is shared with other members at your dealer.
 - e. If you require a password re-set reach out to <u>quality compliance@toyota.com</u>

Technician Information Please provide information below before searching for VIN. Technician Name:	9. TECHNICIAN INFORMATION a. Enter your name and SPIN ID into the site
Search	
Enter VIN Enter the 17-digit Vehicle Identification Number to begin the search for this campaign. VIN: Mileage on Vehicle: Search	10. ENTER VIN a. Enter the VIN and vehicle mileage into the site
For NADI Vin This VIN is part of the R99 or 20TB01 campaigns (NADI) so before	proceeding please answer this question.
VIN: JT3GS10V8W0001033 Model / Campaign: 1998 RAV4 EV / 20TB01 Have you received specific instructions from Quality_C	Compliance@toyota.com to replace the airbag assy? O Yes
Search	
11. AFTER ENTERING THE VIN, THE WEBSITE	WILL ASK: REPLACING AIRBAG ASSEMBLY OR
a. Select No if you have not received instruction	ons from <u>quality_compliance@toyota.com</u> to replace the
airbag assembly. b. Select Yes if you have already gone through instructions from <u>quality_compliance@toyo</u>	the scanning app previously and then received <u>ta.com</u> previously to replace the airbag assembly.
NOTE: A majority of vehicles will not require	airbag assembly replacement.

ATTENTION: This information is CRITICAL



Airbag assembly design, harness routing, and location of the serial number will vary depending on the vehicle model and specification. Before inspecting, make sure to check the table below so that you can identify and read the correct serial number.



Airbag Serial Number Label Example

F22 ***00000000XX0***

- **12.** SCAN THE AIRBAG ASSEMBLY SERIAL NUMBER
 - **a.** Scan the *AIRBAG ASSEMBLY* serial number 2 times.
 - **b.** Click search.

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

• The asterisk *IS NOT* part of the serial number, and *SHOULD NOT* be entered or an inaccurate response may be returned.

ST	ΛP
(U)	

The *AIRBAG ASSEMBLY* serial number and the *INFLATOR* serial number are *DIFFERENT*. The *AIRBAG ASSEMBLY* serial number *MUST* be recorded prior to scanning the INFLATOR serial number.

ORIGINAL Airbag Assembly Serial Numb	per
Scan or enter the original Airbag Assembly serial number into the websi	te.
VIN: JT3GS10V8W0001033 Model / Campaign: 1998 RAV4 EV / 20TB01 * Serial Number of Original Airbag Assembly: * Re-confirm the Serial Number of Original Airbag Assembly:	Module serial No.
Check if the airbag serial number is missing or not visible	Module serial No.
	R2003120005E

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 continue to scan the inflator.



If you receive the message "Serial number not recognized. Attempt again before selecting airbag serial number not recognized." Re-input the airbag serial number. If you receive the same message again check the box in the application indicating the serial number is not recognized by the scan app.

Still proceed to step 13 if you select either of the boxes described above.



13. SCAN THE INFLATOR SERIAL NUMBER

- a. Scan the *INFLATOR* serial number 2 times.
- b. Click search.

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.

INFLATOR SERIAL NUMBER IDENTIFICATION

• An asterisk *IS NOT* part of the serial number, and *SHOULD NOT* be entered or an inaccurate response may be returned.



<text>

If the inflator serial number and barcode are not legible or are not present, check the box in the application indicating the serial number is not legible. Proceed to step 14.



If you receive the message "Serial number not recognized. Attempt again before selecting airbag serial number not recognized." Re-input the inflator serial number. If you receive the same message again check the box in the application indicating the serial number is not recognized by the scan app. Still proceed to step 14.

14. INSEPCTION RESULTS

a. The website will provide several results. Use the table below to determine which section to proceed to next.

INSPECTION RESULT	PROCEED TO SECTION?	
Inflator Replacement Required	VIII	
BOTH Inflator and Airbag Serial Number are Missing or NOT legible	X	
Airbag assembly AND inflator serial number not recognized		
OR	VI	
Inflator OR airbag assy serial is missing/not legible AND other serial	XI	
number is NOT recognized.		

VIII. SCAN APP RESULTS FOR INFLATOR REPLACEMENT REQUIRED

1. SCAN NEW INFLATOR SERIAL NUMBER

a. If inflator replacement is required, the website will request the new inflator serial number to be recorded.

- b. Scan the serial number twice.
- c. Click "search"

REPLACEMENT Inflator Serial Number	
Scan or enter the <i>replacement</i> Inflator serial number into the website.	
VIN: JT3GS10V8W0001033 Model / Campaign: 1998 RAV4 EV / 20TB01 * Serial Number of <i>Replacement</i> Inflator: * Re-confirm the Serial Number of <i>Replacement</i> Inflator: Search	Inflator Wodule Serial No. Excasted Exc
	R2003120000E

STOP

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



2. ACKNOWLEDGMENT INFORMATION AND AGREEMENTS

- **a.** Check the three acknowledgement boxes.
- b. Click "submit"

3. TAKATA SCAN APP FINAL RESULTS

a. Document the warranty authorization number for the warranty claim.

esults:	Inflator Replacement Required
Warranty Authorization Number:	82898K52 This number is required for the warranty claim. Print and save this screen for your records
VIN:	JT3G510V8W0001033
Vehicle:	1998 RAV4 EV
Campaign:	20TB01
Original Airbag Serial:	017935798CEN
Replacement Airbag Serial:	
Original Inflator Serial:	FLEAABAAAA
Replacement Inflator Serial:	54R00000000
Scan Date:	07/20/2020 03:17PM (mm/dd/yyyy)

4. REPLACE THE INFLATOR

a. Proceed to Section IX step 1

IX. REPLACE INFLATOR



1. WORKING WITH AIRBAG

a. Carefully place the airbag on the bench inflator side up.

NOTE: Place clean soft cloth on the bench to protect the airbag.

b. Avoid standing directly over the inflator.



2. APPLYING MARKING ONTO THE PARTS TO BE REPLACED

a. In order to avoid reusing the parts to be replaced mistakenly, apply marking on the inflator and the 4 nuts to be removed.

3.

3. REMOVE THE INFLATOR

a) Using a screwdriver, disconnect the airbag connector from the inflator side of the airbag assembly.









IMPORTANT

NOTE: There are 2 different types of nuts installed, one is a self-locking nut and the other is nuts coated with seal lock adhesive. NEVER use air tools to remove the nut, otherwise the stud bolt may break

THERE IS A LIMITED AMOUNT OF AIRBAG ASSEMBLIES AVAILABLE.

IF A STUD IS BROKEN YOU MUST REQUEST AN AIRBAG ASSEMBLY FROM QUALITY_COMPLIANCE@TOYOTA.COM

IF THERE IS NOT AN AIRBAG ASSEMBLY AVAILABLE FOR REPLACEMENT DUE TO BROKEN STUDS THE VEHICLE MAY NEED TO BE BOUGHT BACK AND YOUR DEALER MAY BE RESPONSIBLE FOR THE COST OF THE <u>VEHICLE REPURCHASE.</u>

- c) Discard the removed nuts. Do NOT re-use.

R2003050013E

- d) Remove the inflator.
- e) Store the removed inflator in the replacement inflator box.



4. CLEAN THE STUD BOLTS ON THE AIRBAG ASSEMBLY (ONLY NEEDED FOR AIRBAG ASSEMBLY THAT DOES NOT HAVE THE BRACKET FOR STEERING WHEEL CONNECTION)

NOTE: Only for the airbag assembly that does NOT have the bracket for the steering wheel connection. Also, if there is seal lock adhesive applied to the stud bolts. Remove the adhesive before installing the *NEW* nuts.



- a) Perform the following work before cleaning the stud bolts.
 - (1) Apply tape to protect the airbag assembly from removed adhesive.
- b) Protect the design surface of the airbag assembly with clean shop cloths to prevent damage.

NOTE:

- *DO NOT* allow foreign matter to enter the airbag.
- If any foreign matter enters the airbag, they may act as a projectile when the airbag is deployed, causing serious injury.
- c) Clean the seal lock adhesive applied to the thread of the stud bolts.
- d) Remove tape and shop cloths after cleaning.





5. TEMPORARILY INSTALL NEW INFLATOR

a) Use the table below to ensure the **NEW** inflator is installed in the correct direction.





5. INSTALL THE NEW INFLATOR

a) Using a socket driver, tighten *NEW* 4 self-lock nuts (you may feel some resistance while tightening because they are a self-locking nuts). Ensure you tighten the nuts evenly.

Torque nuts to 3.9 N*m (40 kgf*cm, 35 in.*lbf)

NOTE:

• Be sure to use *NEW* self-lock nuts included in the kit.



6. ATTACH CONNECTOR TO BRACKET

a) Attach the connector to the bracket and ensure the harness is routed correctly.

[With bracket for steering wheel connection] [[Without bracket for steering wheel connection]







7. INSTALL THE AIRBAG ASSEMBLY

- a) Connect each connector.
- b) Using a "TORX" socket wrench, tighten the 2 "TORX" bolts to install the airbag assembly.
- c) Torque: 8.8 N*m (90 kgf*cm, 78 in.*lbf)

8. RESTORE THE VEHICLE TO NORMAL

- a) Reconnect the negative battery cable.
- b) Perform a health check and diagnostic report.
- c) Return the original inflator or airbag assembly to the parts department.
- d) Campaign complete.

X. INFLATOR AND AIRBAG SERIAL NUMBER ARE MISSING OR NOT LEGIBLE

1. BOTH INFLATOR AND AIRBAG SERIAL NUMBER ARE MISSING OR NOT LEGIBLE

a. Email <u>quality compliance@toyota.com</u>

Provided the following:

- Dealer code
- VIN
- Airbag assembly serial number picture
- Inflator serial number picture
- Picture with view of entire airbag assembly

Await further instruction. Customer may be placed in a rental vehicle until response is received

2. ACTION NECESSARY DEPENDENT ON RESPONSE RECEIVED

b. Use the table below to determine which section to proceed to.

Response	Section
Replace Inflator	VIII
Inflator Does NOT Need Replaced	XI

XI. AIRBAG ASSEMBLY AND INFLATOR SERIAL NUMBER NOT RECOGNIZED

<u>OR</u>

INFLATOR OR AIRBAG ASSY SERIAL IS MISSING/NOT LEGIBLE AND OTHER SERIAL NUMBER IS NOT RECOGNIZED

1. AIRBAG ASSEMBLY AND INFLATOR SERIAL NUMBER NOT RECOGNIZED

<u>OR</u>

INFLATOR OR AIRBAG ASSY SERIAL IS MISSING/NOT LEGIBLE AND OTHER SERIAL NUMBER IS NOT RECOGNIZED

- a. Ensure the vehicle has a genuine Toyota airbag assembly installed.
- **b.** If the vehicle has a genuine Toyota airbag assembly installed the campaign may be closed using the inspection op code.
- c. IF THE AIRBAG ASSY IS NOT A GENUINE TOYOTA PART RETURN THE VEHICLE TO THE CUSTOMER AND EXPLAIN THE REPAIR CANNOT BE PERFORMED.



2. INSTALL THE AIRBAG ASSEMBLY

- a) Connect each connector.
- b) Using a "TORX" socket wrench, tighten the 2 "TORX" bolts to install the Airbag.
- c) Torque: 8.8 N*m (90 kgf*cm, 78 in.*lbf)

3. RESTORE THE VEHICLE TO NORMAL

- a) Reconnect the negative battery cable.
- b) Perform a health check and diagnostic report.
- c) Return the original inflator or airbag assembly to the parts department.
- d) Campaign left open. DO NOT MARK COMPLETE.

◄ VERIFY REPAIR QUALITY ►

- Confirm no warning lights or DTC's are present
- 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 infaltor or airbag assembly is handled safely and given to the appropriate parts professional for shipment

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

XII. 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 DECORDER