

## **TECHNICAL INSTRUCTIONS**

**FOR**

**SAFETY RECALL 23TA08**

**DRIVER AIRBAG MAY NOT DEPLOY**

**CERTAIN MODEL YEAR 2023 Corolla, Corolla Cross, Corolla Cross HV,  
Highlander, Highlander HV and Tacoma**

**Update  
11-6-23 Serial Number Entry**

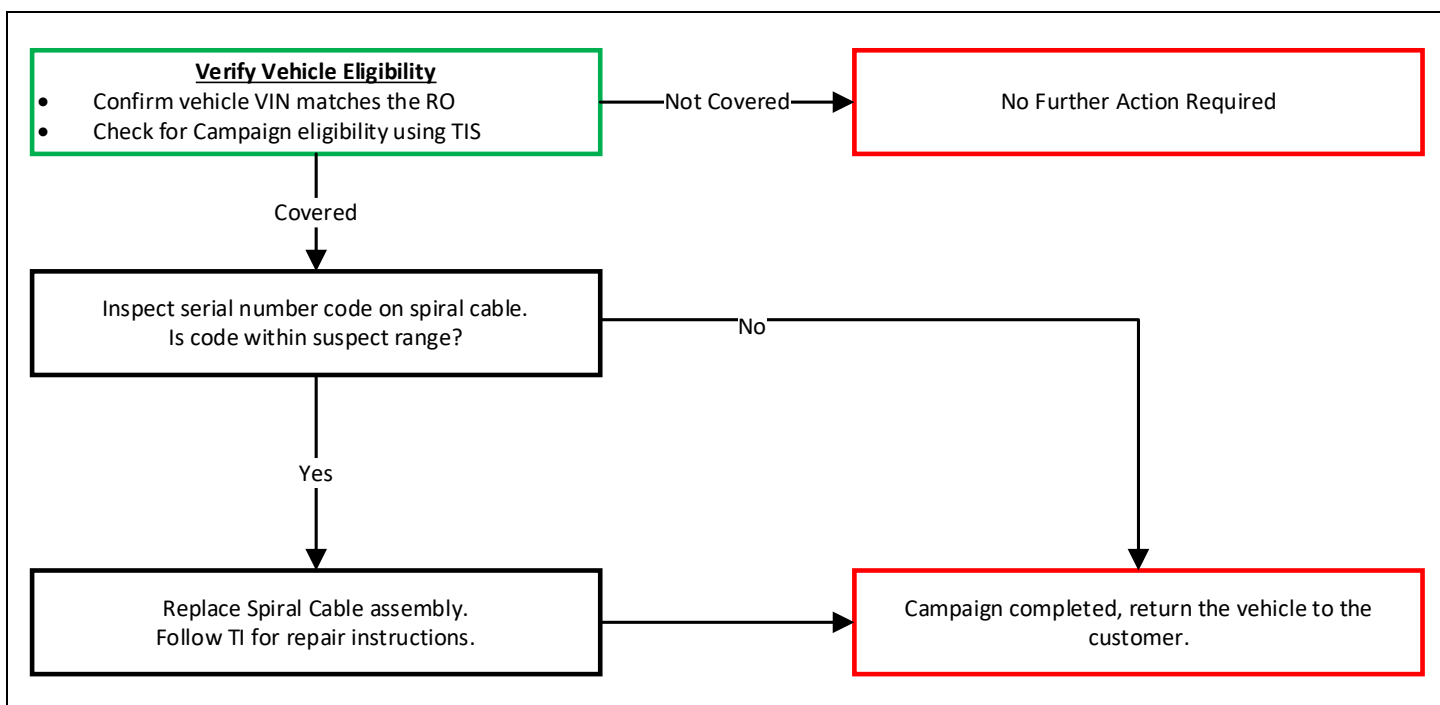
The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently have completed the following courses:

- TIC206A Electrical Repair 1

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians that have completed the above courses to perform this repair. Carefully review your resources, the technician's 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

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. IDENTIFICATION OF AFFECTED VEHICLE

### 1. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY

- Compare the vehicle's VIN to the VIN listed on the Repair Order to ensure they match.
- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Campaign, and that it has not already been completed.

#### NOTICE:

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

Model	Part Number	Part Description	Quantity
Corolla, Corolla Cross, Corolla Cross HV, Highlander, Highlander HV	04003-2610A	Spiral Cable Set w/ Sensor Lock Pin	1
Tacoma	04003-2640E	Spiral Cable Set w/ Sensor Lock Pin	1

Note: Parts are only required if the inspection finds the Spiral Cable serial number within the affected range.

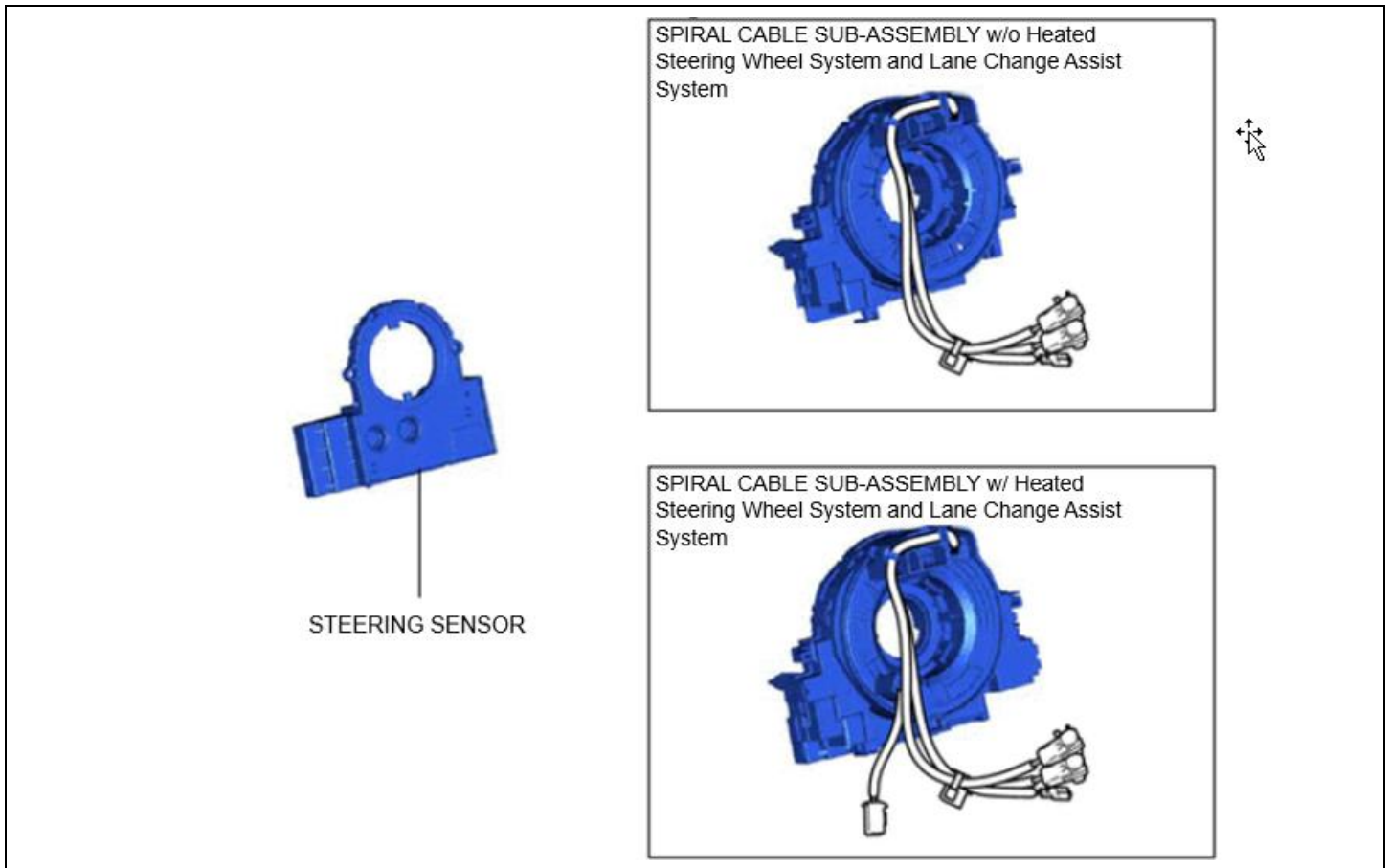
## B. TOOLS & EQUIPMENT

<ul style="list-style-type: none"><li>• Techstream</li></ul>	<ul style="list-style-type: none"><li>• Standard Hand Tools</li></ul>	<ul style="list-style-type: none"><li>• 1/2" Torque Wrench</li></ul>	<ul style="list-style-type: none"><li>• 3/8" Torque Wrench</li></ul>
<ul style="list-style-type: none"><li>• 09950-50013-01 Puller Set C</li></ul>	<ul style="list-style-type: none"><li>• 09950-60011 Replacer Set</li></ul>		

## IV. BACKGROUND

In the affected vehicles, the spiral cable assembly in the steering column may lose its electrical connection on the circuit controlling the driver's airbag. If this occurs, the airbag warning light will illuminate, and the driver's airbag may not deploy in a crash. As a result, the vehicle will not comply with certain federal motor vehicle safety requirements and may increase the risk of injury to the driver in the event of a crash.

## V. COMPONENTS



## VI. INSPECTION INSTRUCTIONS

1. Remove upper steering column cover to access spiral cable serial number.  
*Steering – Steering Column – Steering Column Assembly – Removal*

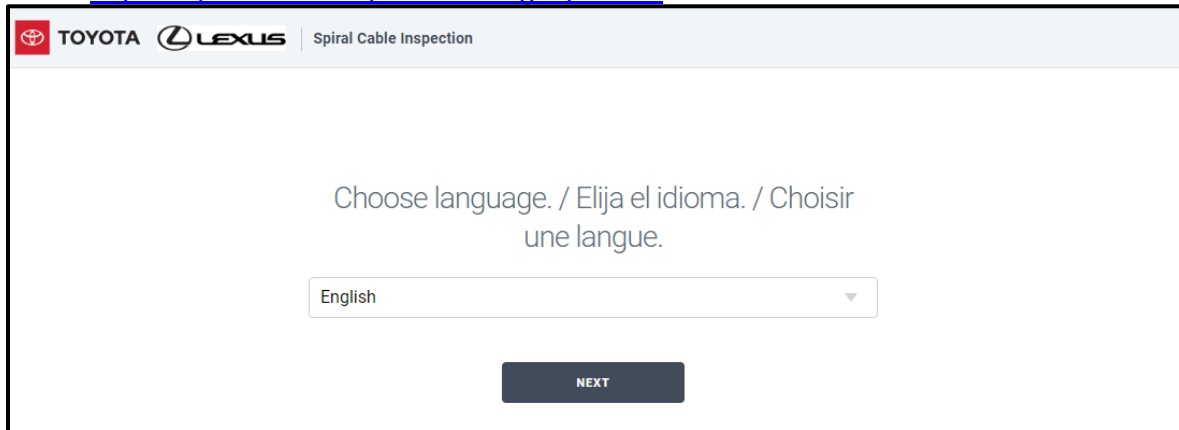
Model	Repair Manual ID
Corolla	<a href="#">RM1000000028K69</a>
Corolla Cross	<a href="#">RM1000000028K69</a>
Corolla Cross HV	<a href="#">RM1000000028K69</a>
Highlander	<a href="#">RM1000000027QJ1</a>
Highlander HV	<a href="#">RM1000000027QJ1</a>
Tacoma	<a href="#">RM1000000019BX7</a>

Follow the steps in the Repair Manual to remove the upper steering column cover. **DO NOT REMOVE THE LOWER STEERING COLUMN COVER TO ACCESS THE SERIAL NUMBER.**



## 2. Confirm the Spiral Cable Sub-Assembly barcode serial number

- a. The serial number is located on top of the spiral cable. Confirm the spiral cable installed on the vehicle falls within the affected part range by logging onto <https://SpiralCableInspection.imagespm.info>



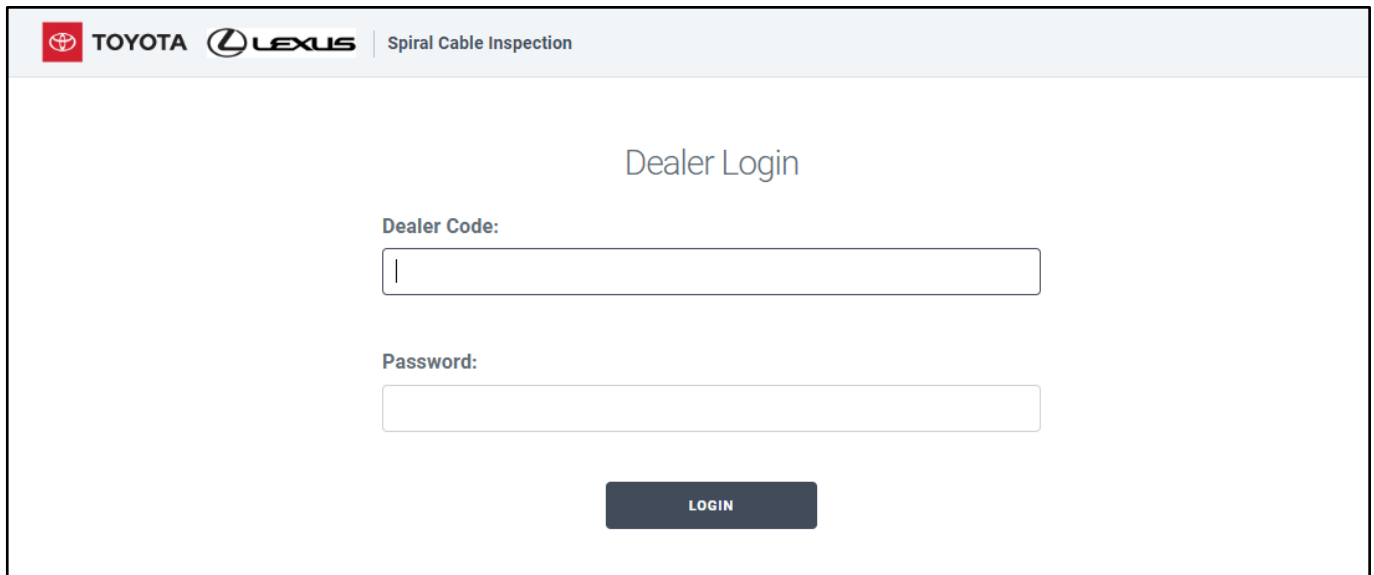
The screenshot shows the top of the website with the Toyota and Lexus logos and the text "Spiral Cable Inspection". Below the logos, the text reads "Choose language. / Elija el idioma. / Choisir une langue." There is a dropdown menu currently set to "English" and a dark blue button labeled "NEXT" below it.

- b. Enter your dealer login credentials and follow the instructions to complete the inspection.

**Username: Dealer code**

**Password: XXXXX**

**Note: Default password is 5 X's. This password can be changed by the dealership after the first login. Please make sure all eligible technicians in your dealership know the password for your dealership.**



The screenshot shows the "Dealer Login" screen. At the top, it has the Toyota and Lexus logos and the text "Spiral Cable Inspection". The main heading is "Dealer Login". Below this, there are two input fields: "Dealer Code:" and "Password:". The "Dealer Code:" field has a vertical cursor on the left. Below the input fields is a dark blue button labeled "LOGIN".

c. Enter VIN

TOYOTA LEXUS | Spiral Cable Inspection New Inspection | Reset Password | Sign out

### Enter Vehicle VIN

Enter the 17-digit Vehicle Identification Number to begin inspection process for this campaign.

VIN


**SEARCH**

d. Enter Spiral Cable Serial Number **using barcode scanner**, Technician Email and SPIN ID.

### Inspect Spiral Cable Serial Number

For VIN T2T2GDCAZ9R [REDACTED]

Locate the spiral cable label under the steering column cover and take a clear picture of serial number. Confirm the serial number is clear in the picture. Input the serial number below. Confirm spiral cable serial number is entered correctly before submitting.



**Upload Your Photo**  
 No file chosen

**Serial Number (Copy & Paste disabled)**

**Serial Number (Confirmation) (Copy & Paste disabled)**

**Technician email**

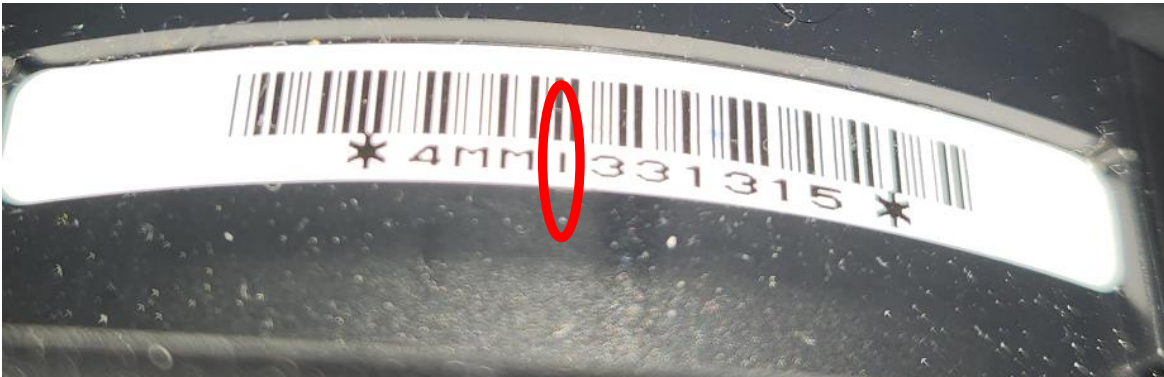
**Spin ID**

**SUBMIT**

**CANCEL**

 **Confirm serial number is entered correctly. Confirm that “l” and “1” characters are entered correctly. Please see below for examples of each.**

Example of serial number with “l”.



Example of serial number with “1”.



3. The website will inform you if the spiral cable is an affected part or not based on the serial number you entered. Is the installed spiral cable one of the affected parts?

**YES** – Spiral cable assembly requires replacement, proceed to **Section VII**.

**Inspection Website will automatically order parts for your dealership if needed to complete this safety recall.**

**NO** – Spiral cable is **OK**, restore the vehicle to its original condition. **The campaign is now complete.**

## VII. REPAIR INSTRUCTIONS



Only complete the following repair procedure after confirming the spiral cable is in the affected part range in Section VI.

### 1. Remove the Spiral Cable Sub-Assembly

- a. Referring to the repair manual, remove the installed Spiral Cable Sub-Assembly.
- b. Refer to the following model-specific Repair Manual links:

*Vehicle Interior – Supplemental Restraint Systems – Spiral Cable – Removal*

Model	Repair Manual ID
Corolla	<a href="#">RM1000000026LK0</a>
Corolla Cross	<a href="#">RM1000000026LK0</a>
Corolla Cross HV	<a href="#">RM1000000026LK0</a>
Highlander	<a href="#">RM1000000027S00</a>
Highlander HV	<a href="#">RM1000000027S00</a>
Tacoma	<a href="#">RM100000000VEWW</a>

#### NOTICE:

Carefully read the cautions written in the repair manual and perform the written instructions correctly.

### 2. Install new Spiral Cable Sub-Assembly

- a. Referring to the repair manual, install the **NEW** Spiral Cable Sub-Assembly.
- b. Refer to the following model-specific Repair Manual links:

*Vehicle Interior – Supplemental Restraint Systems – Spiral Cable – Installation*

Model	Repair Manual ID
Corolla	<a href="#">RM1000000026LK1</a>
Corolla Cross	<a href="#">RM1000000026LK1</a>
Corolla Cross HV	<a href="#">RM1000000026LK1</a>
Highlander	<a href="#">RM1000000027S01</a>
Highlander HV	<a href="#">RM1000000027S01</a>
Tacoma	<a href="#">RM100000000VEWT</a>

### 3. Restore the vehicle to its original condition.

#### ◀ VERIFY REPAIR QUALITY ▶

- Confirm the original serial number from the inspection was registered in the inspection website correctly.
- Confirm new Spiral Cable Sub-Assembly is properly installed.
- Confirm steering wheel is properly centered and is torqued to specification.
- Confirm that no new DTCs were introduced during the repair.

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



## VIII. APPENDIX

### A. PARTS DISPOSAL

As required by Federal Regulations, 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

