

# TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL 24TA09

**CURTAIN SHIELD AIRBAGS MAY NOT DEPLOY AS INTENDED**

**CERTAIN 2024 MODEL YEAR GRAND HIGHLANDER AND GRAND HIGHLANDER HV**

**UPDATED**

Update 10.31.2024: Added additional website instructions and updated flowchart

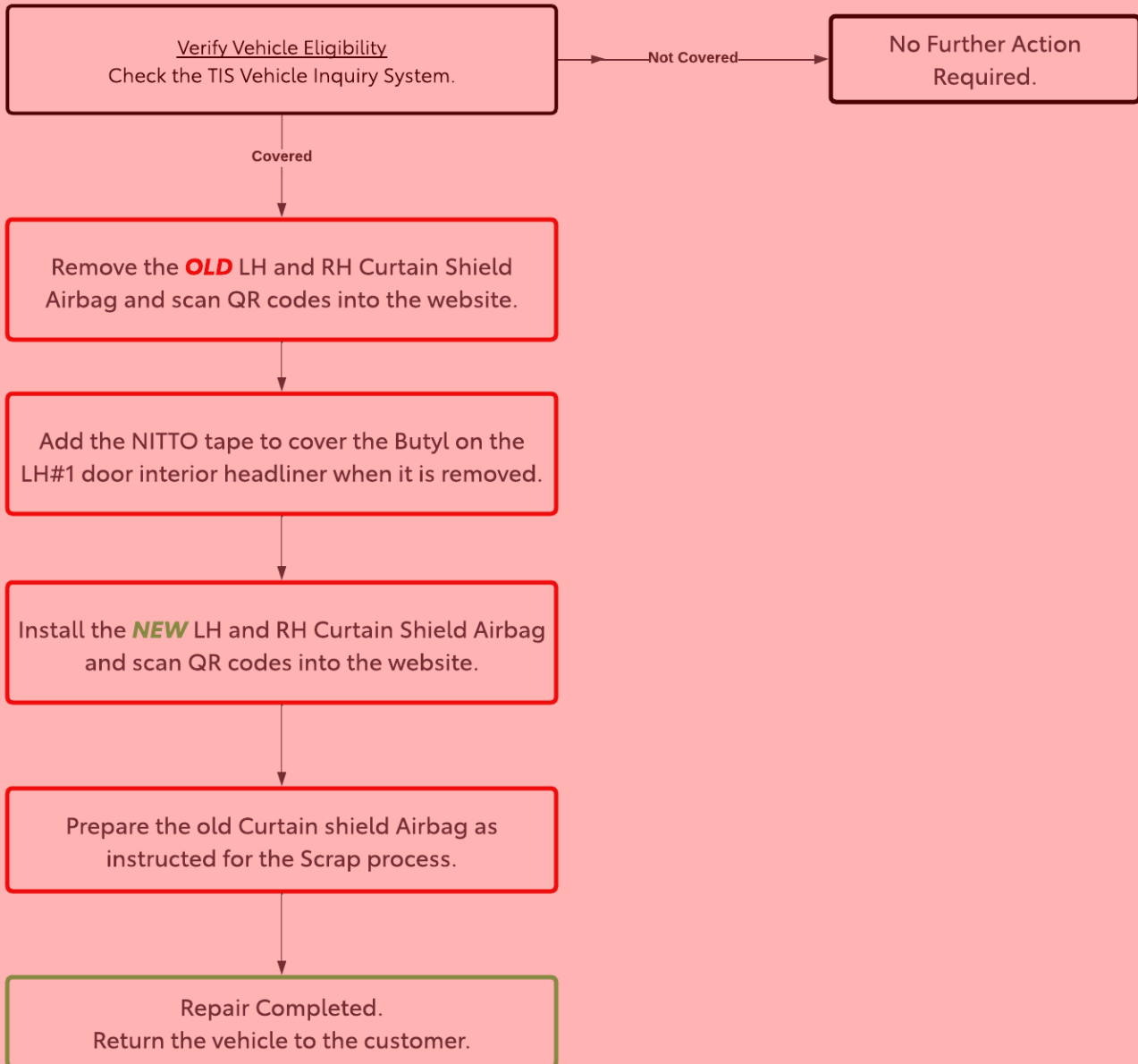
Update 10.29.2024: Added dealer log in information.

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 have completed all of the following courses:

-TIC206B Electrical Repair 2

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 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

- Compare the vehicles 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.

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

Part Number	Description	Quantity
04004-3810E	AIR BAG ASSY, CURTAIN SHIELD, LH	1
04004-3820E	AIR BAG ASSY, CURTAIN SHIELD, RH	1
62217-48020	CLIP, FR PILLAR GARNISH	4

Part Number	Description	Quantity
NITTOTAPE	Nitto Tape (1 roll fixes 250 vehicles)	Order as needed from the MDC

\* Dealers were shipped 1 roll prior to launch. 1 roll will supply multiple repairs, order additional tape as needed from the MDC.

#### B. TOOLS & EQUIPMENT

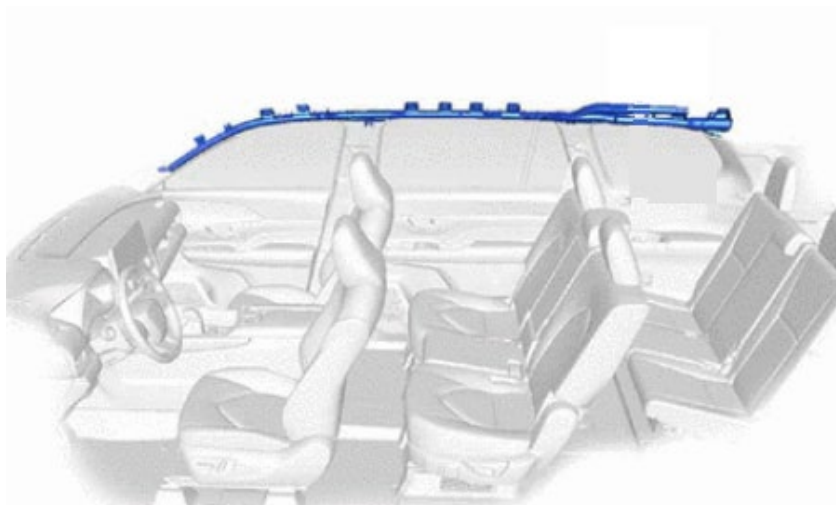
• Standard Hand Tools	• Torque Wrench
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### IV. BACKGROUND

The curtain shield airbags on both the driver's and passenger's side may not deploy as intended during certain crashes when the driver or front passenger windows are rolled down. If this occurs, the vehicles may not meet a federal safety standard, increasing the risk of injury during certain crashes

### V. COMPONENTS

#### LH and RH Curtain Shield Airbags



## VI. PERFORMING THE REMEDY



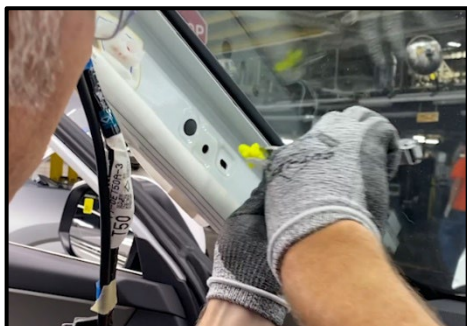
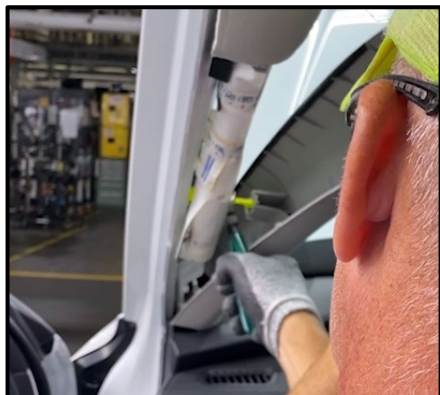
1. Fold down the Weatherstrip LH Front Door opening weatherstrip

**Note: Fold it in a manner where it does not get damaged.**



2. Remove the LH A-pillar Garnish

- a. Pull back the A-pillar garnish
- b. Cut the tether clips
- c. Remove the speaker (if applicable)
- d. Remove the 2 tether clips from the body and A-pillar and discard.





**3. Remove the CSA tether bolt**

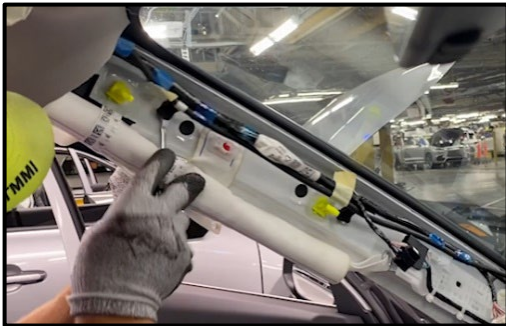
- a. Remove the tether bolt and the metal tether tab from the A-pillar.

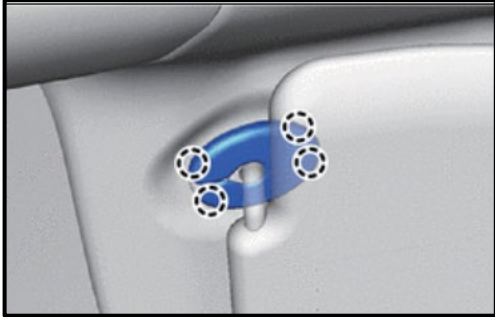
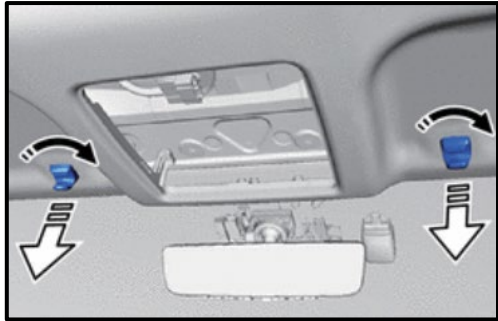
**Note: Do not discard the CSA tether bolt, it will be reused during reassembly.**



**4. Disconnect the Wire harnesses, Washer fluid hose, and antenna**

- a. Disconnect the wire harness connection  
b. Disconnect the washer hose and use a rag to collect any drainage during the hose disconnection  
c. Remove the 2 Antenna wire harness clips from the body

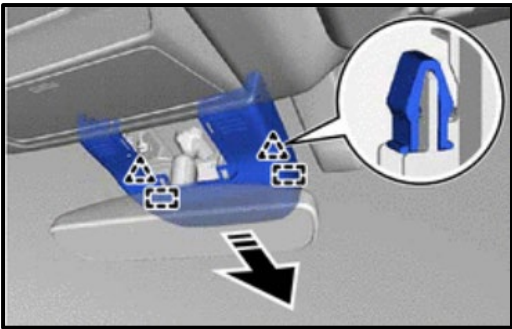
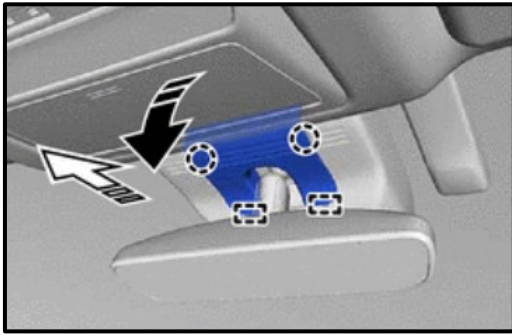




- 5. Remove the LH sun visor and sun visor holder**
- a. Remove the sun visor holder by twisting 45°
  - b. Remove the sun visor cap
  - c. Remove the 2 sun visor screws to remove the sun visor.



- 6. Remove the Overhead Console**
- a. Remove by prying up on the rear edge and disconnect the wire harness.
  - b. Disconnect the Sunroof wire harness (If present)



**7. Remove the rear-view mirror covers and wire harness connection**

- a. Remove the 2 rear view mirror covers.
- b. Remove the rain sensor cover and disconnect the wire harness (If present)

**Note: Do not pull the cover the cover straight off the windshield, this will result in part damage.**



**8. Loosen the LH B-pillar lower garnish**

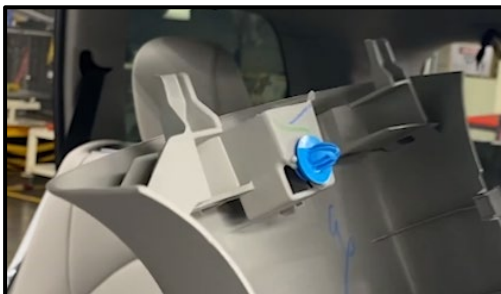
- a. Pull back the top portion of the lower B-pillar Garnish to expose the upper B-pillar clips.



**9. Remove the LH B-pillar upper garnish**

- a. Remove the 2 black clips from the lower portion of the B-pillar garnish.
- b. Loosen the top portion of the B-pillar upper garnish by loosening the blue clip using a clip remover.

**Note: Do not forcefully pry loose the upper B-pillar. This will result in damage to the blue clip holder.**





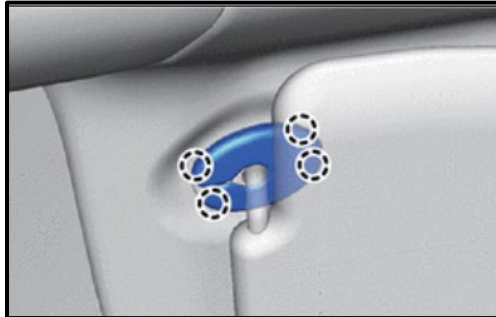
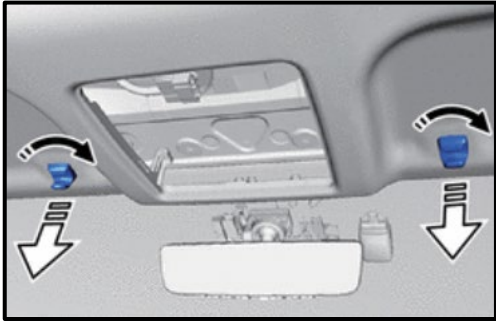
## 10. Move to RH Front side

- a. Fold down the upper RH weatherstrip
- b. Remove the RH A-pillar garnish
- c. Remove the RH CSA tether bolt



## 11. Remove Antenna bracket and wire harness

- a. Remove the Antenna bracket bolt.
- b. Disconnect the Antenna wire harness
- c. Remove the 2 wire harness clips from the body



## 12. Remove the RH sun visor and sun visor holder

- Remove the sun visor holder by twisting 45°.
- Remove the sun visor cap.
- Remove the 2 sun visor screws to remove the sun visor.



## 13. Remove the RH#1 Upper Assist grip.

- Remove the assist grip caps.
- Remove the Assist grip.
- Remove the assist grip clamps from the body.

**Note: Use caution not to mutilate the assist grip caps when removing. (Placing tape on the tool will mitigate the risk of mutilation)**



**14. Loosen the RH B-pillar lower garnish.**

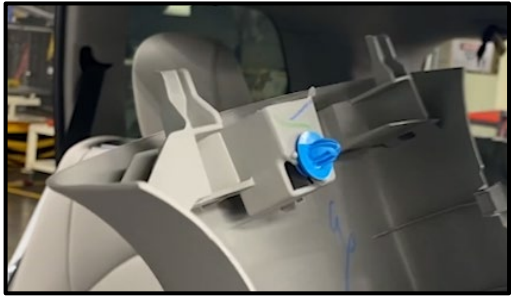
- a. Pull back the top portion of the lower B-pillar Garnish to expose the upper B-pillar clips.



**15. Remove the RH B-pillar upper garnish.**

- a. Remove the 2 black clips from the lower portion of the B-pillar garnish.
- b. Loosen the top portion of the B-pillar upper garnish by loosening the blue clip using a clip remover.

**Note: Do not forcefully pry loose the upper B-pillar. This will result in damage to the blue clip holder.**



**16. Fold down the Weatherstrip LH & RH Rear Door opening weatherstrip.**

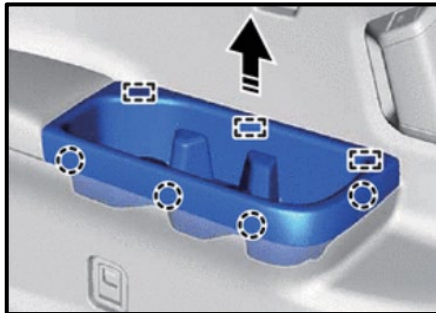
**Note: Fold it in a manner where it does not get damaged.**



### 17. Remove the LH & RH Rear assist grips

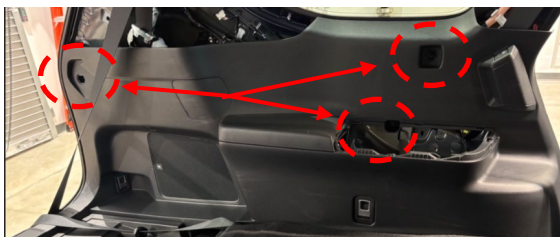
- a. Remove the assist grip caps
- b. Remove the assist grip clamps from the body

**Note: Use caution not to mutilate the assist grip caps when removing.**



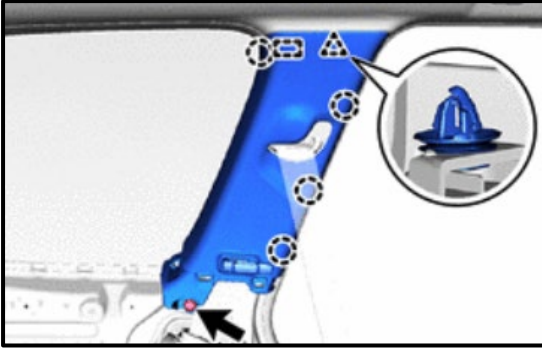
### 18. Unfastening the LH & RH Quarter trim

- a. Remove the quarter trim caps and the T-plugs
- b. Remove both cupholders by pulling up away from the quarter panel.



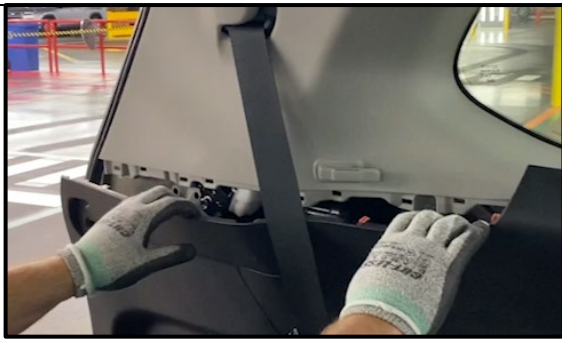
### 19. LH & RH Quarter panel bolt removal

- a. Remove the 3 bolts from each quarter panel. (6 total)

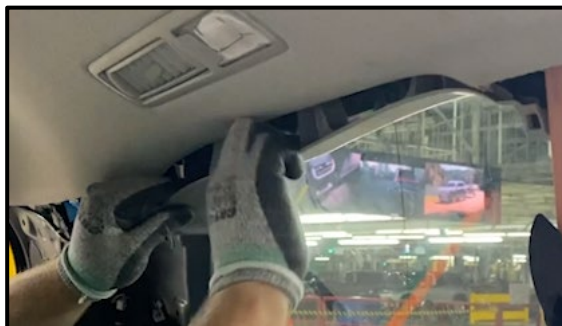


## 20. Unfastening the LH & RH C-pillar trim

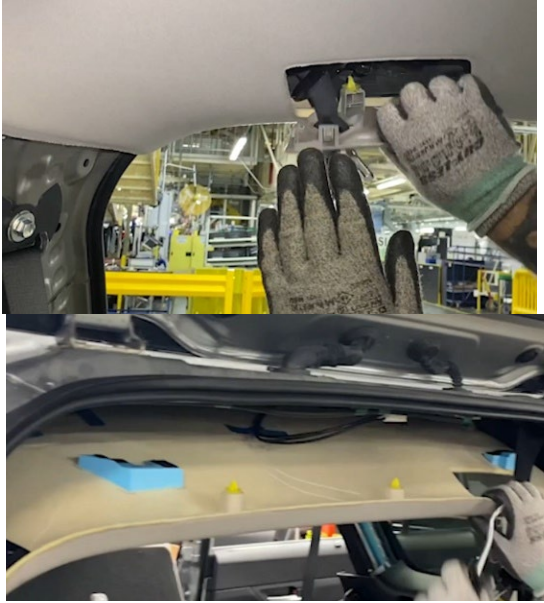
- a. Unfasten the top portion of the lower C-pillar trim to expose the lower portion of the upper C-pillar trim.
- b. Remove the black clip on the lower portion of the upper C-pillar trim.
- c. Remove the upper C-pillar trim and let hang down out of the way.



- 21. Unfastening the LH & RH Upper D-pillar trim**
- Pull back the top portion of the lower D-pillar trim.
  - Remove the Upper D-pillar trim and hang it down out of the way.
  - Remove the Rear Air duct on the RH side. **(If applicable)**



- 22. Unfastening the LH & RH Quarter window trim**
- Pull down on the Quarter window granish and let hang.
- NOTE: DO not remove the Quarter window trim, unfasten it and let it hang.**



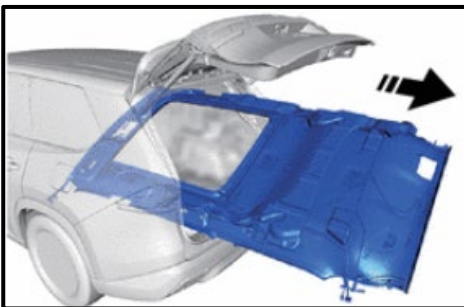
### 23. Rear Headliner clips and seatbelt

- a. Remove the 3<sup>rd</sup> row seatbelt trim from the headliner.
- b. Unfasten the rear headliner clips.
- c. Disconnect the rear headliner wire harness connections.



### 24. Mutilation prevention to D-pillar trim

- a. Place a protector/cover to the lower D-pillar trim to mitigate mutilation to the interior trims.



### 25. Headliner removal

- a. Pull down on the headliner to release it from roof.
- b. Store headliner in a manner to prevent mutilation and contaminants.

**NOTE: Due to the length of the headliner it is best to use a minimum of 3 people to remove from the vehicle to prevent mutilation to the headliner.**

26. Remove the Negative battery terminal to let the vehicle discharge.

27. Remove the LH & RH Curtain Shield Airbags

[Refer to the TIS for instructions on SUPPLEMENTAL RESTRAINT SYSTEMS > CURTAIN SHIELD AIRBAG ASSEMBLY > REMOVAL](#)

28. Scan the **OLD** and **NEW** airbag assemblies into the Campaign Website:

Website: <https://24ta09.imagespm.info/>

Username: Dealer code

Password: XXXXX

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.

A) Select the Language



Choose language. / Elija el idioma. / Choisir une langue.

English

NEXT

## B) Enter your dealer login information

### Dealer Login

**Dealer Code:**  
(Enter your 5-digit dealer code, or 6-digit for Canadian dealers e.g. Cnnnnn format)

**Password:**

**LOGIN**

## C) Enter your technician information

### Technician Information

Please provide information below before searching for the VIN.

**Technician Name:**

**Spin ID (12 digit code):**

**NEXT**

## D) Enter vehicle VIN and mileage

### Enter Vehicle VIN

Enter a 17-digit Vehicle Identification Number (VIN) to begin the search for associated campaign(s).

**VIN:**

**Mileage on Vehicle:**

BACK

SEARCH

E) Scan the Old Airbag QR codes on the airbag inflator – **DO NOT SCAN ANY OTHER CODES**



ORIGINAL Curtain Shield Airbag Assembly Serial Number

Scan or enter the **original** Curtain Shield Airbag Assembly Number.

VIN: 5TDAAAB53RS039840

Model / Campaign: 2024 Grand Highlander / 24TA09

Airbag Assembly - Left Hand

\* Serial Number of *Original* Airbag Assembly - LH:

\* Re-confirm the Serial Number of the *Original* Airbag Assembly - LH:

Check this box if the airbag serial number is missing or is not visible


Airbag Assembly - Right Hand

\* Serial Number of *Original* Airbag Assembly - RH:

\* Re-confirm the Serial Number of the *Original* Airbag Assembly - RH:

Check this box if the airbag serial number is missing or is not visible

BACK NEXT



F) Scan the New Airbag QR codes on the airbag inflator – **DO NOT SCAN ANY OTHER CODES**



REPLACEMENT Curtain Shield Airbag Assembly Serial Number

Scan or enter the **replacement** Curtain Shield Airbag Assembly Number.

VIN: 5TDAAAB53RS039840

Model / Campaign: 2024 Grand Highlander / 24TA09



Airbag Assembly - Left Hand

\* Serial Number of Replacement Airbag Assembly - LH:

\* Re-confirm the Serial Number of the Replacement Airbag Assembly - LH:

Airbag Assembly - Right Hand

\* Serial Number of Replacement Airbag Assembly - RH:

\* Re-confirm the Serial Number of the Replacement Airbag Assembly - RH:

BACK

NEXT

## G) Acknowledge the check boxes on the Agreements page

### Additional Information and Agreements

Provide additional information below before proceeding to obtain warranty authorization number.

VIN: 5TDAAAB53RS039840

Model / Campaign: 2024 Grand Highlander / 24TA09

Required Acknowledgements:

- I agree to complete the safety recall's remaining technical instructions
- I agree to perform a vehicle Health Check with Techstream upon completion of the safety recall's technical instructions

BACK

SUBMIT

## H) Review and save final results

### Curtain Shield Airbag Final Result

You can print screen or search another VIN.

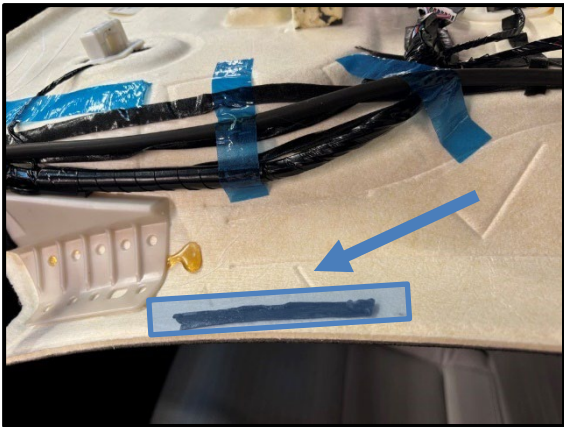
<b>Results:</b>	Airbag Assembly Replacement Required
<b>Warranty Authorization Number:</b>	24TA09R100039699 <i>This number is required for the warranty claim. Print and save this screen for your records.</i>
<b>VIN:</b>	5TDAAAAB53RS039840
<b>Vehicle:</b>	2024 Grand Highlander
<b>Campaign:</b>	24TA09
<b>Airbag Part Installing - LH:</b>	04004-3810E
<b>Airbag Part Installing - RH:</b>	04004-3820E
<b>Original Airbag Assembly - LH:</b>	9876
<b>Inflator Serial Number is Missing or Not Visible - LH:</b>	No
<b>Original Airbag Assembly - RH:</b>	432
<b>Inflator Serial Number is Missing or Not Visible - RH:</b>	No
<b>Replacement Airbag Assembly - LH:</b>	aa
<b>Replacement Airbag Assembly - RH:</b>	bb
<b>Scan Date:</b>	10/31/2024 02:18:14 PM

29. Install the **NEW** improved LH & RH Curtain Shield Airbags

**NOTE: The old Curtain shield airbag bolts can be reused. Ensure not to cross-thread any bolts when installing**

[Refer to the TIS for instructions on SUPPLEMENTAL RESTRAINT SYSTEMS > CURTAIN SHIELD AIRBAG ASSEMBLY > INSTALLATION](#)

30. Reconnect the Negative battery terminal.



**IMPORTANT STEP**

**31. Covering the Butyl on the LH side**

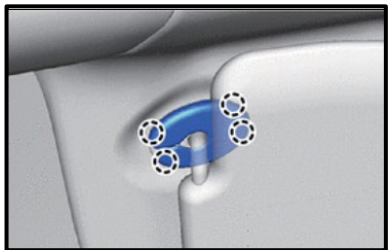
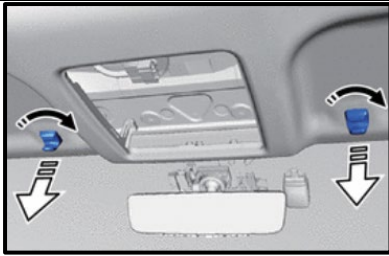
- a. If the Butyl tape is present, apply the blue Nitto tape on top of the Butyl tape, completely covering the Butyl tape.



**32. Reinstall the Headliner**

- a. Install the headliner into the vehicle
- b. Refasten all headliner clips to the roof

**NOTE: Due to the length of the headliner it is best to use a minimum of 3 people to install. This will prevent mutilation or cracking to the headliner.**



### 33. Reinstall the LH & RH sun visor and sun visor clips

- a. Install the sun visor clips into the body.
- b. Install the sunvisors
- c. Install the sun visor caps.



### 34. Wire harnesses, Washer fluid hose, and antenna Install (LH A-pillar)

- a. Connect the 2 Antenna wire harness clips to the body
- b. Connect the wire harness connection.
- c. Connect the washer hose.



### 35. Reinstall the LH A-pillar garnish

- a. Install **NEW** tether clips to the the A-pillar garnish.
- b. Install the speaker into the garnish (If applicable)
- c. Line up the A-pillar garnish and install



### 36. Wire harnesses and antenna Install (RH A-pillar)

- a. Connect the 2 Antenna wire harness clips to the body
- b. Connect the antenna wire harness connection and tighten bracket.





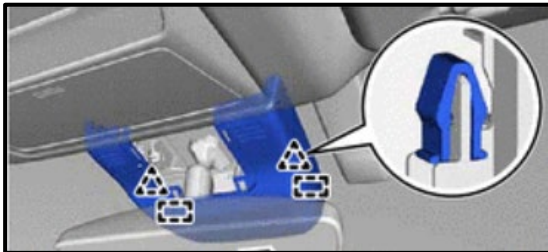
### 37. Reinstall the RH A-pillar garnish

- a. Install **NEW** tether clips to the the A-pillar garnish.
- b. Install the speaker into the garnish (If applicable)
- c. Line up the A-pillar garnish and install



### 38. Reinstall the RH #1 assist grip

- a. Install the assist grip to the body.
- b. Install the assist grip caps.



### 39. Reinstall the Rear view mirror covers and connections

- a. Connect all mirror connections.
- b. Reinstall all mirror covers.
- c. Connect Rain sensor (If Applicable)



### 40. Reinstall the Overhead Console

- a. Connect the all wire harnesses.
- b. Install Overhead console to the body.



- 41. Reinstall the LH & RH Upper B-pillar garnish**
- a. Clip in the upper B-pillar garnish
  - b. Install the black clips on the lower portion
- Note: Ensure the Seatbelt adjust is aligned correctly and it adjust correctly before moving to the next step.**



- 42. Reinstall the LH & RH lower B-pillar garnish**
- a. Install the lower B-pillar garnish



- 43. Reinstall the LH & RH #1 door weatherstrips.**
- a. Install the door opening weatherstrips



#### 44. Install LH & RH #2 assist grip

- a. Install the assist grip to the body.
- b. Install the assist grip caps accordingly.



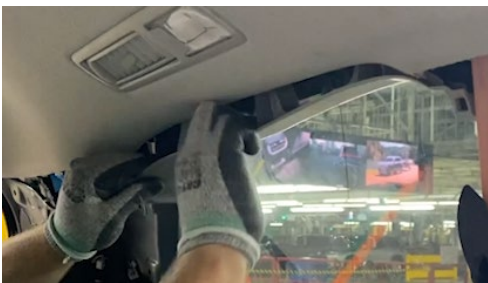
#### 45. Install Rear headliner clips and rear wire harness/ washer hose

- a. Connect all rear wire harnesses.
- b. Install the headliner clips
- c. Connect the rear washer hose



#### 46. Install the LH & RH quarter trim and HVAC duct

- a. Install the HVAC duct on the RH side (If applicable)
- b. Install the quarter trims.

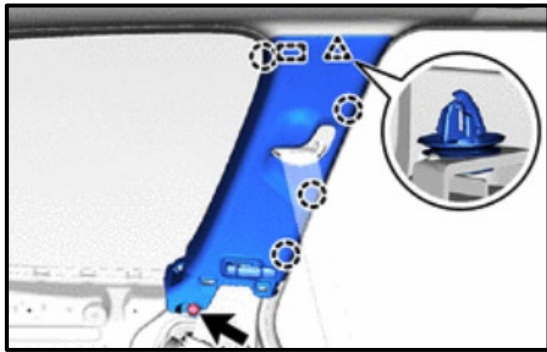




**47. Install the LH & RH upper and lower D-pillar garnishes**

- a. Install the upper D-pillar garnish
- b. Install the lower D-pillar garnish

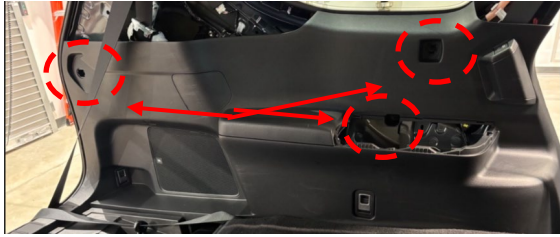
**NOTE: Ensure the seatbelts move freely.**



**48. Install the LH & RH upper and lower C-pillar garnishes**

- a. Install the upper C-pillar garnish
- b. Install the lower C-pillar garnish

**NOTE: Ensure the seatbelts move freely.**



**49. Install the bolts and cupholders LH & RH quarter trim**

- a. Install 3 bolts per side to the rear quarter trim and install the T-plug
- b. Connect the wire harness under the cupholder **(If applicable)**
- c. Install the cupholders



**50. Install the 3<sup>rd</sup> row seatbelt trim**

- a. Install the 3<sup>rd</sup> row seatbelt trim and confirm operability.



**51. Install the LH & RH#2 door weather strips**

- a. Install the door opening weatherstrips

## ◀ VERIFY REPAIR QUALITY ▶

- Confirm there are no DTC's after the repair.
- Confirm all seatbelts and adjusters are working properly.
- Confirm all interior lights are operating correctly.
- Confirm Rear wiper, Camera, and washer are operating correctly.
- Confirm Rear HVAC is operating correctly (if applicable).
- Ensure **OLD** airbags and **NEW** airbags are scanned into the website.
- Ensure **OLD** airbags are dispositioned correctly (refer to Appendix 10 section A).

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.***

Curtain Shield Airbags replaced as part of this Safety Recall must be prepared for transport to New Leaf LLC to appropriately disposition. Refer to the [Job Aid on TIS](#) for more information.

## B. CAMPAIGN DESIGNATION DECORDER

