IMPORTANT UPDATE

FOR SAFETY RECALL GLH FRONT PASSENGER AIRBAG MODULE

CERTAIN 2010 MY GX 460

UPDATE 4-18-2018

Update 4-18-18

- The parts section has been updated

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:

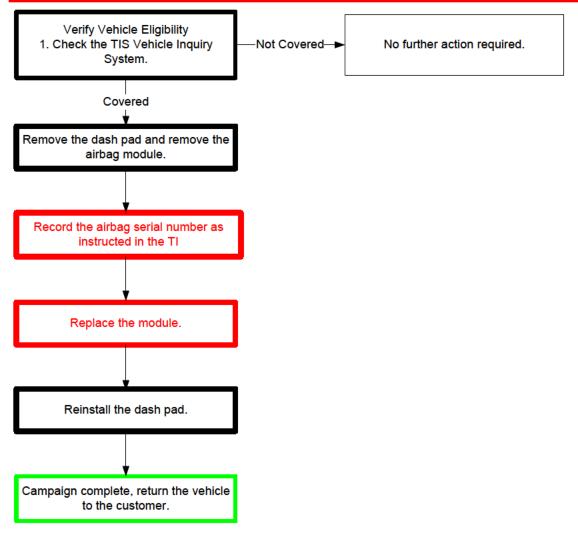
- MASTER SERVICE TECHNICIANS
- MASTER DIAGNOSTIC SPECIALISTS

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 <u>at least 36 months Lexus experience</u> AND <u>L652 course credit</u>, may also perform this repair following successful completion of course LSC13B.

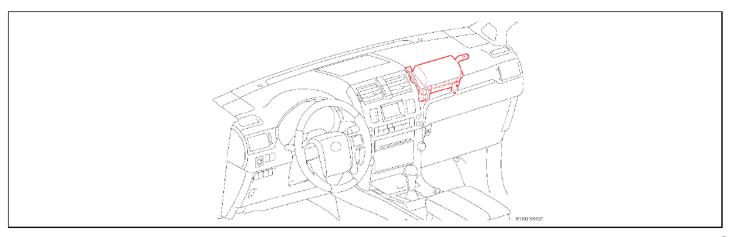
I. OPERATION FLOW CHART

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
04007-14160	Instrument Panel Passenger Airbag	1

OR

Part Number	Part Description	Quantity
04007-58160	Instrument Panel Passenger Airbag	1

Non-Desiccated Part Recovery

Dealers should <u>discontinue the installation</u> 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
GX460	2010-2013	73960-60250	AIR BAG ASSY,
GA460	2010-2013	73900-00250	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
- Torque wrench
- Techstream

Molding remover set

GLG/GLH CAMPAIGN TOOLS – These tools are required when performing this repair.

Image	Name	Quantity
	Barcode Scanner (The scanner was previously proved for SSC DLC)	1

NOTE: This scanner *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

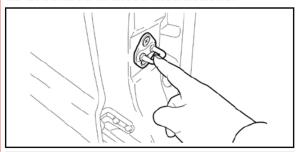
V. SAFETY PRECAUTIONS



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

 Before starting work and periodically while working on the vehicle, touch a metallic part of the vehicle to discharge static electricity in the body.



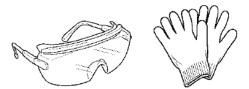
2. DO NOT MEASURE RESISTANCE

 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

 Always wear appropriate protective equipment when working on the SRS.

Wear protective eye wear and work gloves.

VI. SRS SYSTEM HEALTH CHECK



1. PERFORM A HEALTH CHECK

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

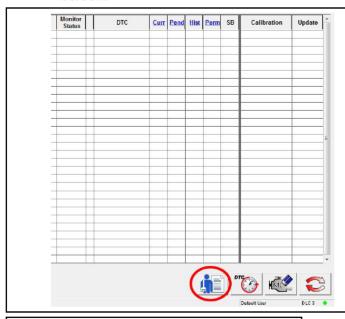
NOTE: All letters of the VIN *MUST* be entered in ALL CAPS, or the VIN will need to be reentered when running the diagnostic report.

c) 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



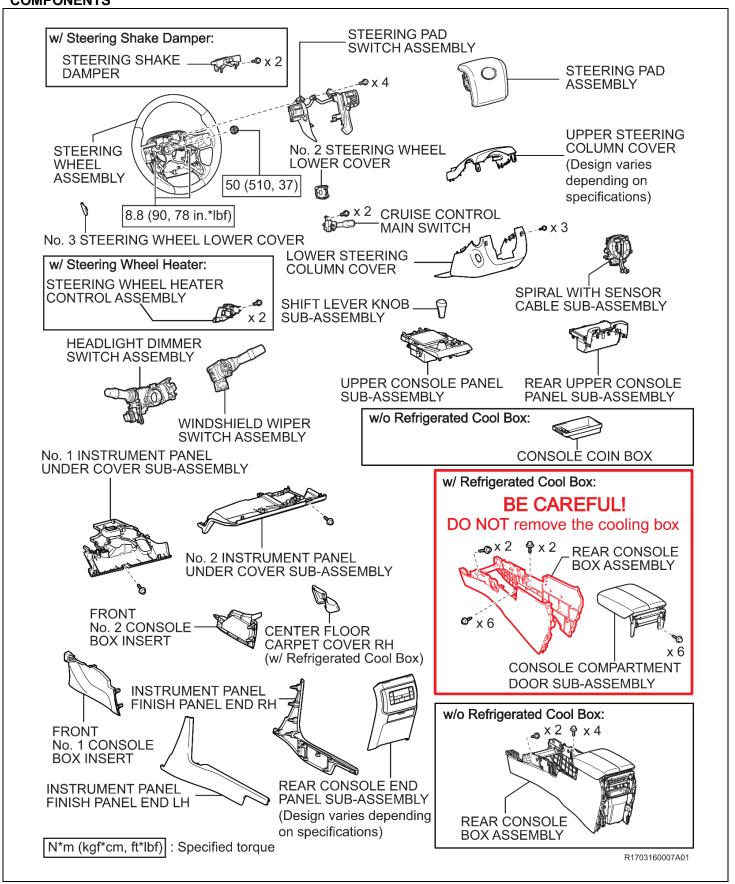


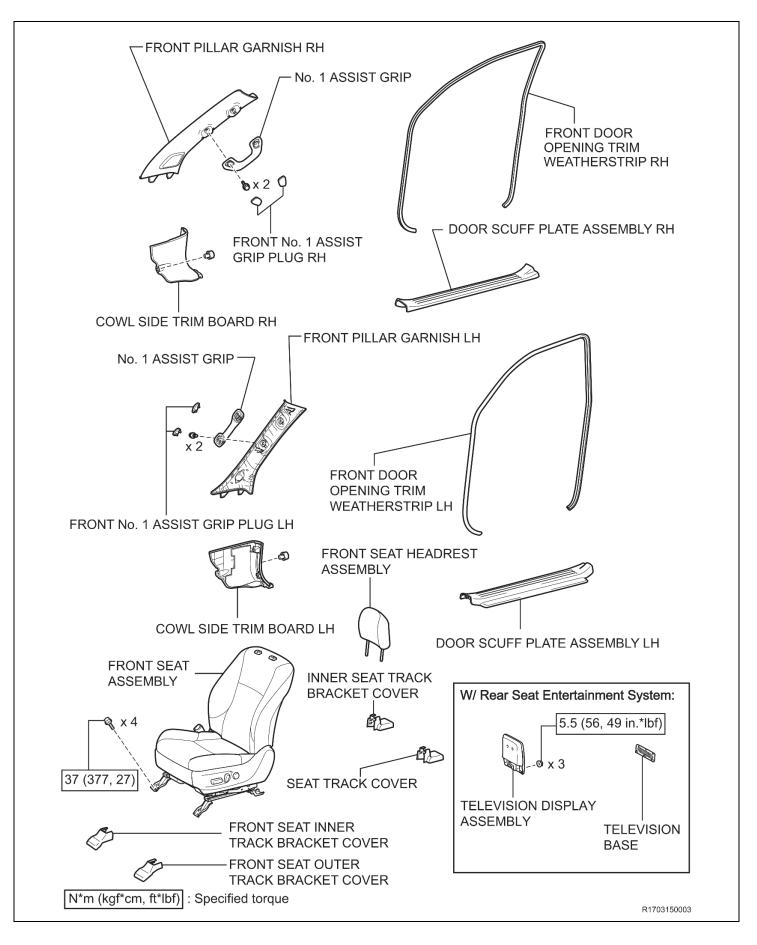
 Enter the vehicle mileage and repair order information, then click the 'report' button.

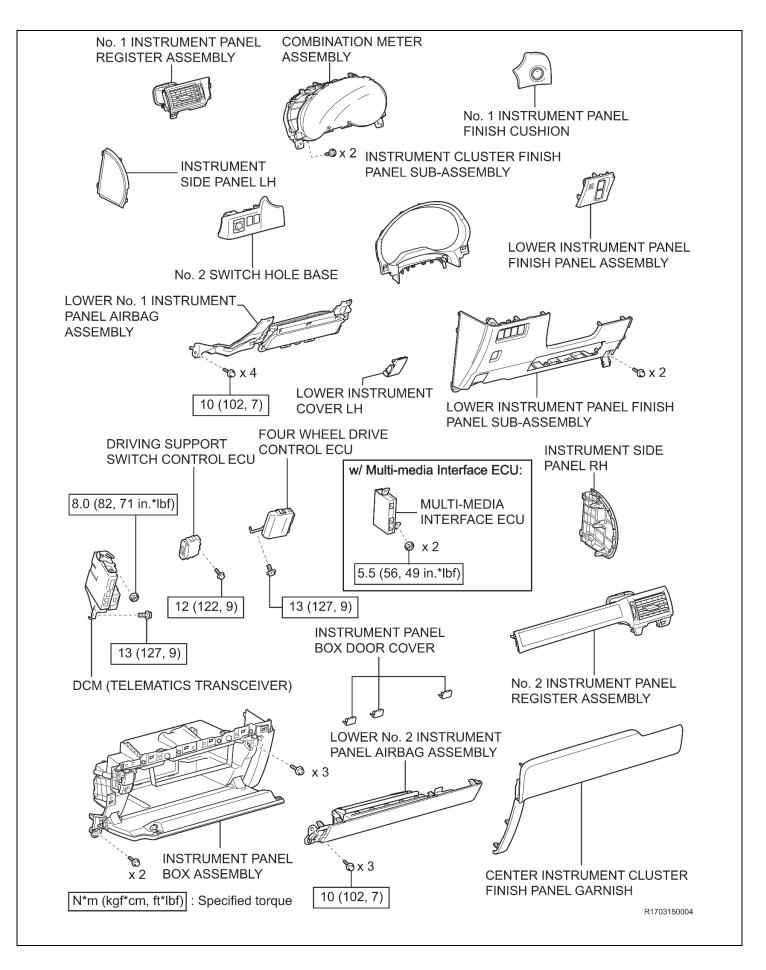


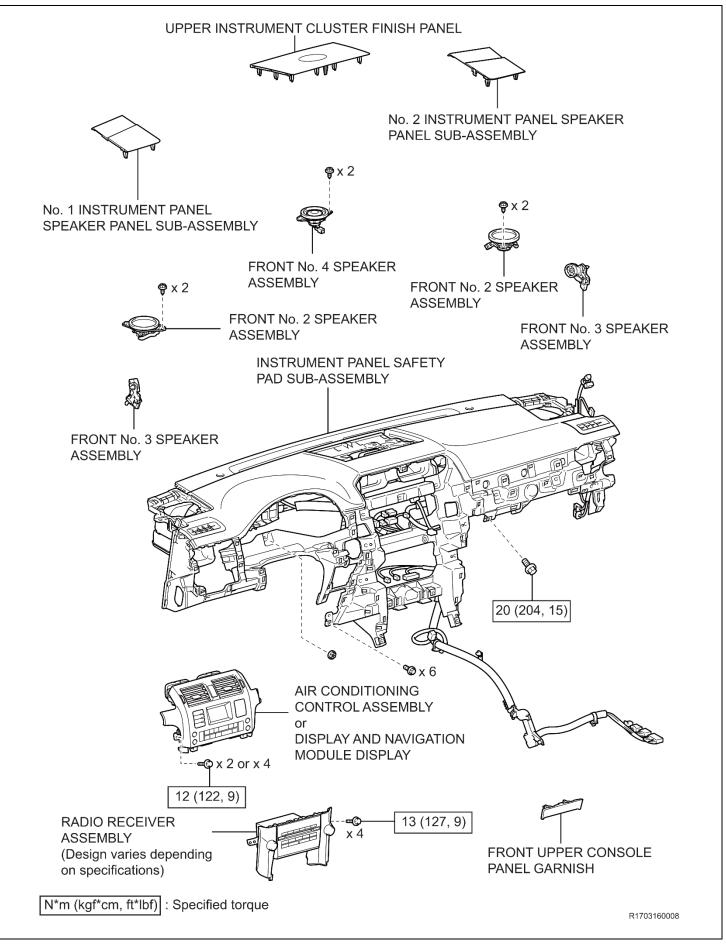
- A health check and diagnostic report with the VIN MUST be performed within the last 36 hours, and recorded by TMNA. If the diagnostic report is not run, the healthcheck will not be recognized by TMNA.
- The serial number recording application will be disabled and the repair cannot be completed if a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

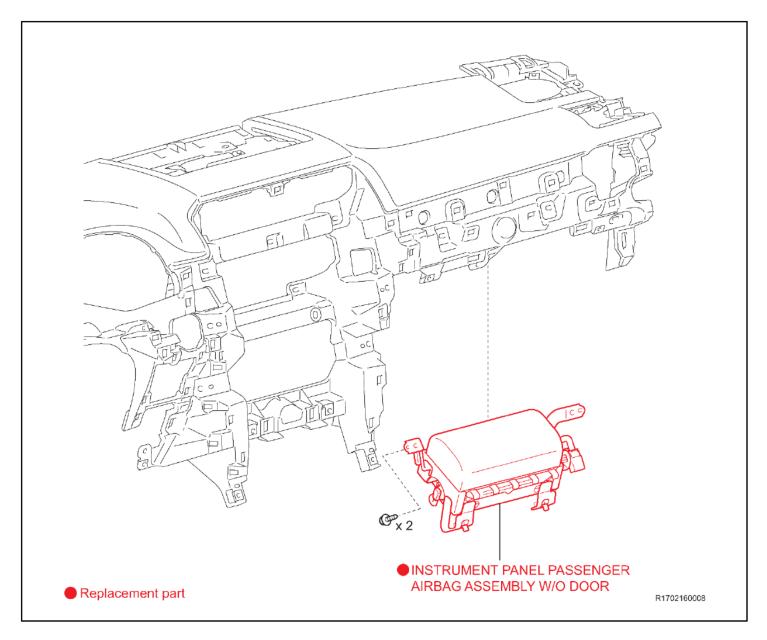
VII. FRONT PASSENGER AIRBAG REMOVAL COMPONENTS











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.
 - NOTE: For vehicles equipped with a cool box DO NOT DISCONNECT THE REFRIGERANT HOSES refer to the APPENDIX for information about removing and installing the center console.

2010 MY

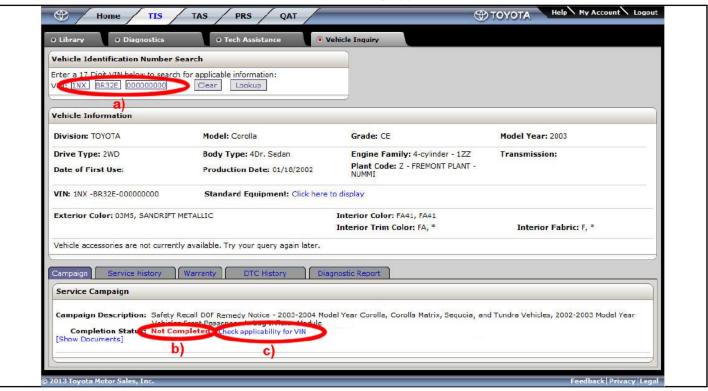
VIII. AIRBAG RECORDING

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.
- 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 launch the serial number recording application.



d) Reenter TIS password in the serial number recording application.

NOTE: The person logged-in to TIS MUST be the person performing the repair.



 Record the vehicle mileage into the serial number recording application.

NOTE:

- A task status screen will populate next and at other intervals during the repair. This screen will indicate if the airbag was replaced. Click 'next' to proceed to the next step. This information will be used for record keeping by TMNA.
- If this screen indicates that the campaign has already been completed on this VIN, there is no need to perform the campaign again.

2. 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 DLC.
- The barcode scanner works best in low light conditions.
- Always hold the scanner directly in front of and parallel to the barcode label.
- 3. SCAN THE AIRBAG SERIAL NUMBER

ATTENTION: This information is CRITICAL

- Scan the AIRBAG ASSEMBLY serial number 2 times.
 - Confirm that the cursor is in the first serial number box and scan the bar code.
 - 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

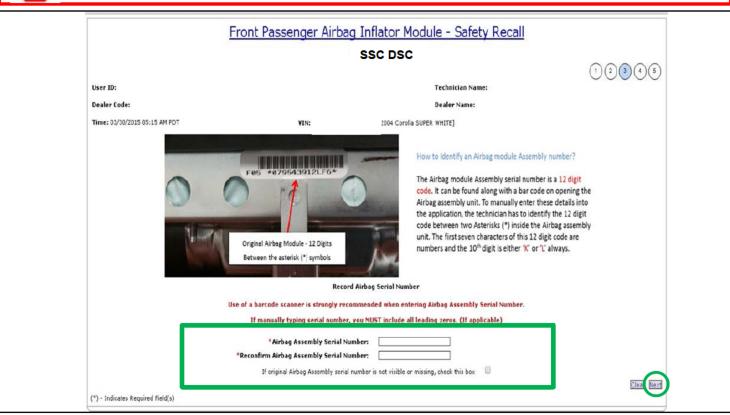
- The airbag serial number is ALWAYS the 12 DIGITS located between the asterisks.
 - The 3 digits before the asterisk ARE NOT part of the serial number, and SHOULD NOT be entered or an inaccurate response may be returned.

Airbag Serial Number Label Example





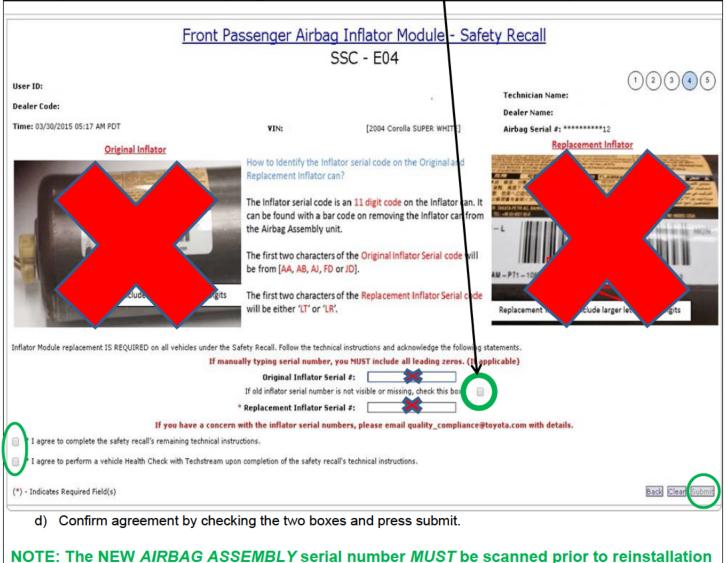
The AIRBAG ASSEMBLY serial number MUST be recorded prior to replacement.



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

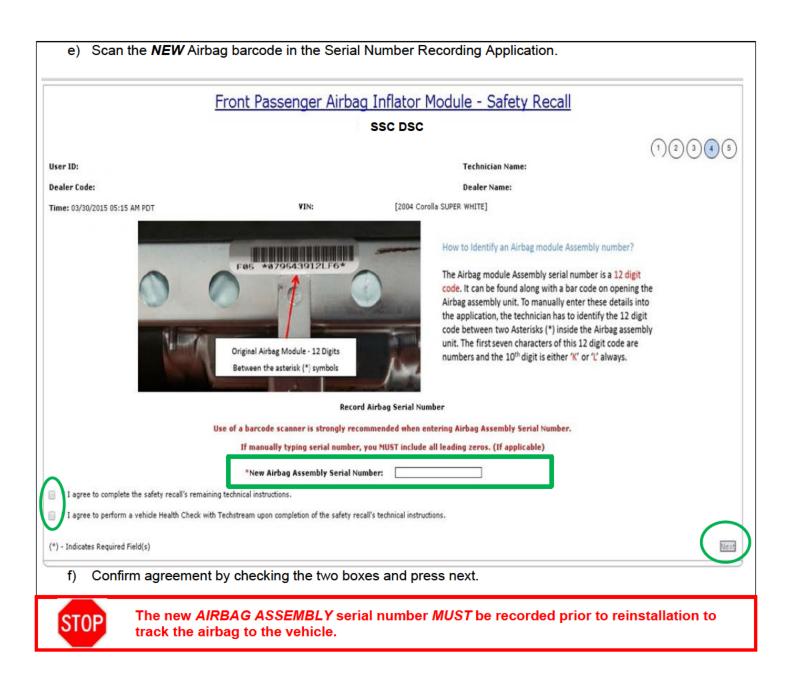
(DO NOT SCAN THE INFLATORS)

(this will allow the program to advance to the next screen)



to track the airbag to the vehicle (refer to page 14).

14



g) Record the Warranty Authorization # to be included in the warranty claim. T3 :: SuzukiR - Google Chrome t3qa.tms.toyota.com/t3Portal/portlets/tis/airBag/AirBagController.portlet?_nfpb=true&_windowLabel=Standalc Front Passenger Airbag Inflator Module - Safety Recall SSC - DSF User ID: SuzukiR Technician Name: Russell Suzuki Dealer Code: Dealer Name: Airbag Serial #: ********96 Time: 06/10/2014 05:13 PM PDT Original Inflator Serial #: AAEL5110212 Replacement Inflator Serial #: AAEL5110213 SuzukiR has agreed to the following terms and conditions on 06/10/2014 05:13 PM PDT * 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. Russell Suzuki has successfully confirmed completion of Airbag Inflator Module Safety Recall for VIN -[2003 Sequoia BEIGE M. M.] Warranty Authorization #: b5511e9f Airbag inflator module was replaced under this safety recall.

Print this page for your records and then click 'Close' to resume working.

- h) Confirm agreement by checking the two boxes.
- i) Place the old airbag in the parts box and return it to the parts department.

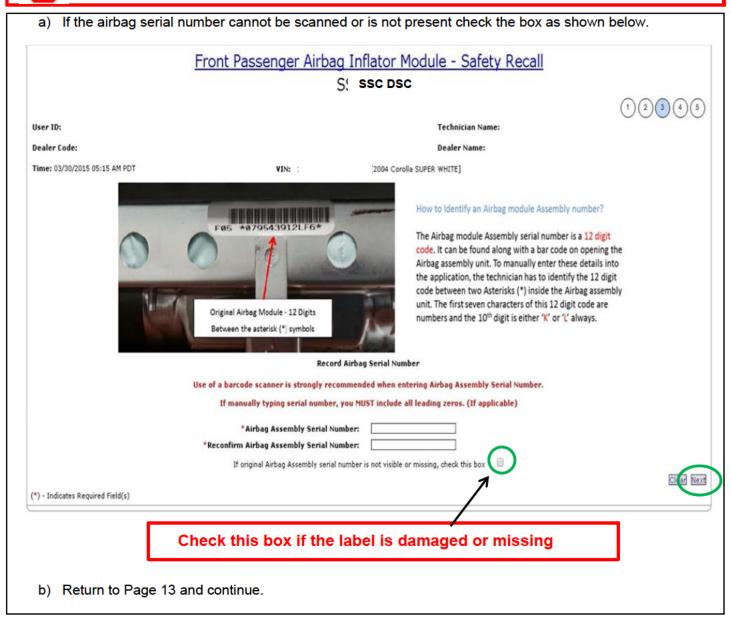
NOTE:

- Keep all shipping paperwork with the box that it came in.
- . 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.

AIRBAG SERIAL NUMBER IS MISSING OR IS UNREADABLE



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.



IX. VEHICLE REASSEMBLY

1. INSTALL THE NEW AIRBAG ASSEMBLY INTO THE INSTRUMENT PANEL

2. REINSTALL THE DASH

Refer to TIS for reinstallation instructions
 2010 MY

NOTE: Refer to the APPENDIX to reinstall the center console for vehicles equipped with a cool box.

- 3. RECONNECT THE NEGATIVE BATTERY CABLE
- 4. PERFORM A HEALTH CHECK AND DIAGNOSTIC REPORT
- 5. PERFORM ANY NEEDED SYSTEM INTIALZATIONS

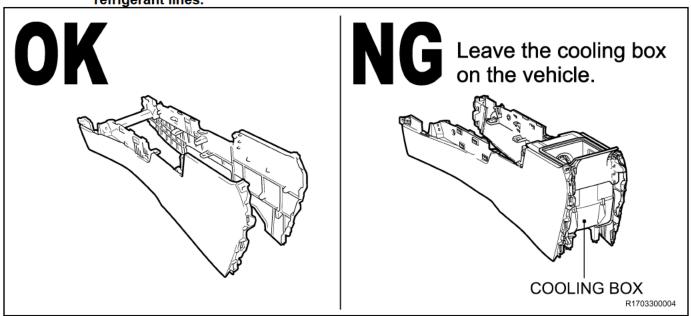
■ VERIFY REPAIR QUALITY ▶

- Confirm all precautions are follow 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

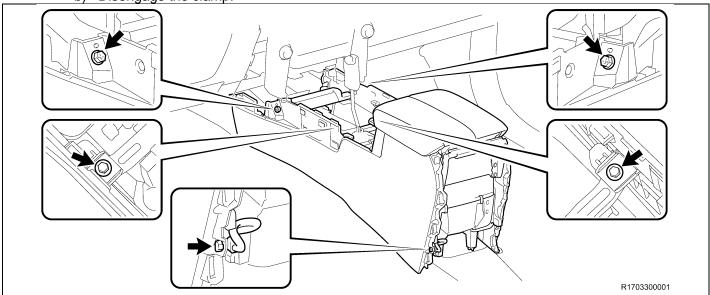
A. COOL BOX TRIM REMOVAL AND INSTALLATION

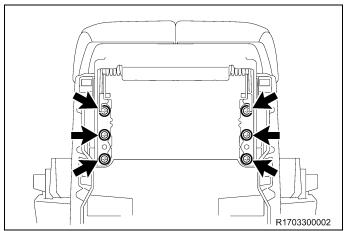
NOTE: The trim around the cool box can be removed and installed without disconnecting the refrigerant lines.



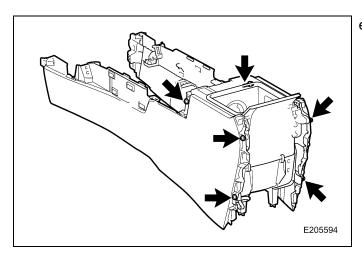
1. REMOVE THE CONSOLE BOX

- a) Remove the 2 bolts and 2 screws.
- b) Disengage the clamp.

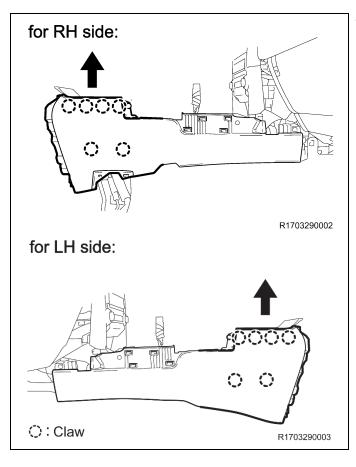




- c) Remove the 6 screws.
- d) Remove the console door.



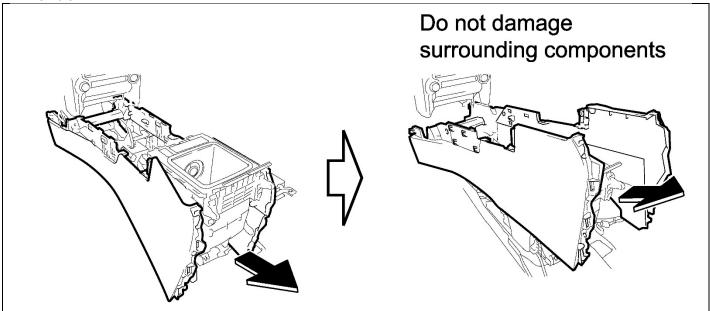
e) Remove the 6 screws.



f) Disengage the 6 claws on each side of the console as shown.

NOTE: DO NOT DAMAGE the surrounding interior components while removing the console box.

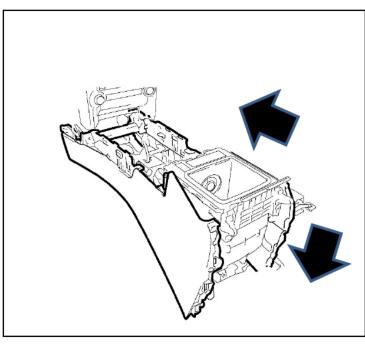
g) Pull the console box towards the rear of the vehicle, then lift the rear of the box as shown, and remove from vehicle.



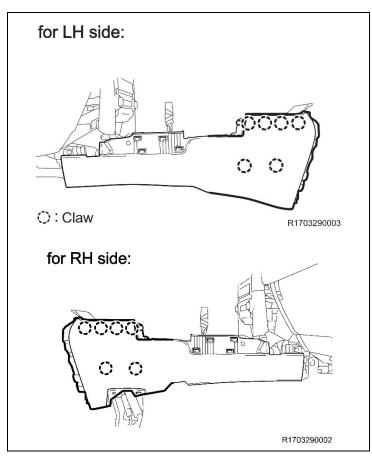
2. REINSTALL THE CONSOLE BOX



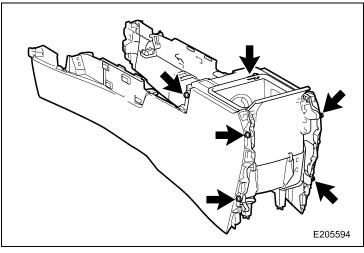
a) Install the front of the console box with rear section lifted as shown.



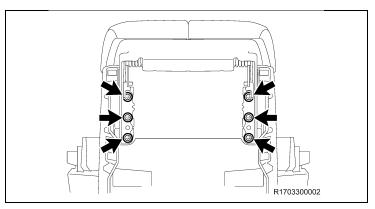
b) Lower the rear of the box and then slide it forward.



c) Reengage the 6 claws on each side of the console as shown.



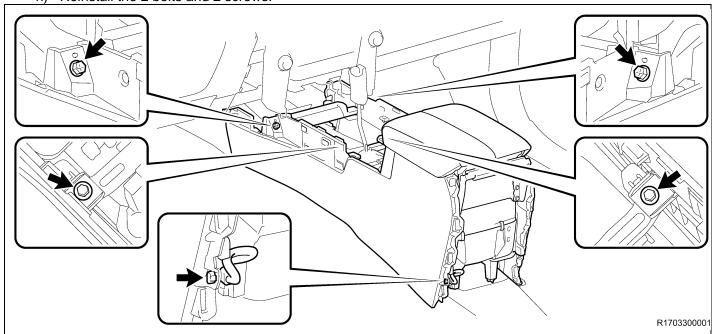
d) Reinstall the 6 screws.



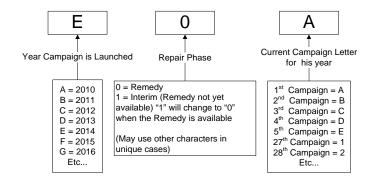
- e) Reinstall the console door.
- f) Reinstall the 6 screws

Reengage the clamp.

Reinstall the 2 bolts and 2 screws.



B. 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

C. 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