

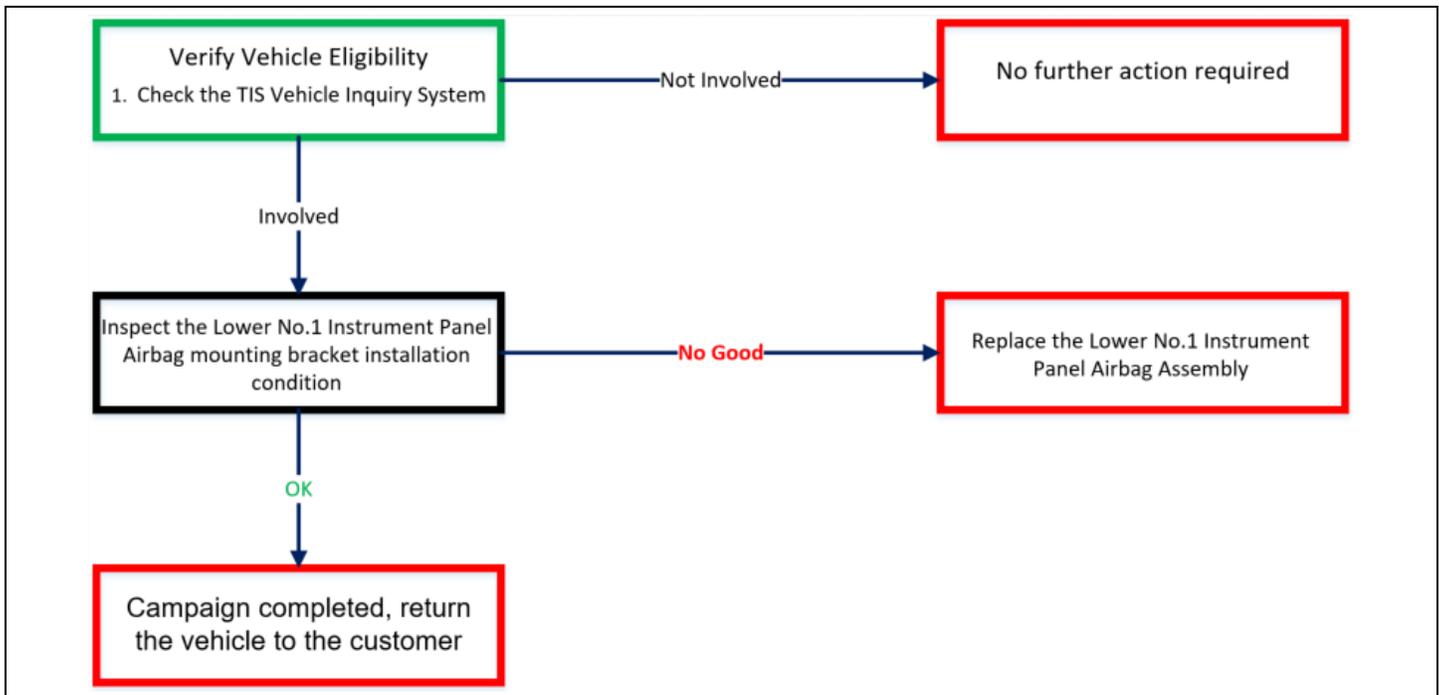
TECHNICAL INSTRUCTIONS
FOR
SAFETY RECALL KLE
DRIVER KNEE AIRBAG NOT PROPERLY FASTENED
CERTAIN 2019 MODEL YEAR ES350

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; technicians performing this recall repair are required to currently hold at least one of the following certification levels:

- Certified (Lexus)
- Senior (Lexus)
- Master (Lexus)

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

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that it has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

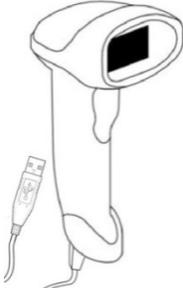
Part Number	Part Description	Quantity
73900-06210-C0	Lower No. 1 Instrument Panel Airbag Assembly (Black)	1
73900-06210-E0	Lower No. 1 Instrument Panel Airbag Assembly (Brown)	

B. TOOLS & EQUIPMENT

- Techstream
- Molding Remover
- Standard Hand Tools
- Torque Wrench

SST – These Special Service Tools required for this repair:

These tools were previously provided to the dealership for campaign DLC and will be used for this campaign. These tools are required when performing this repair.

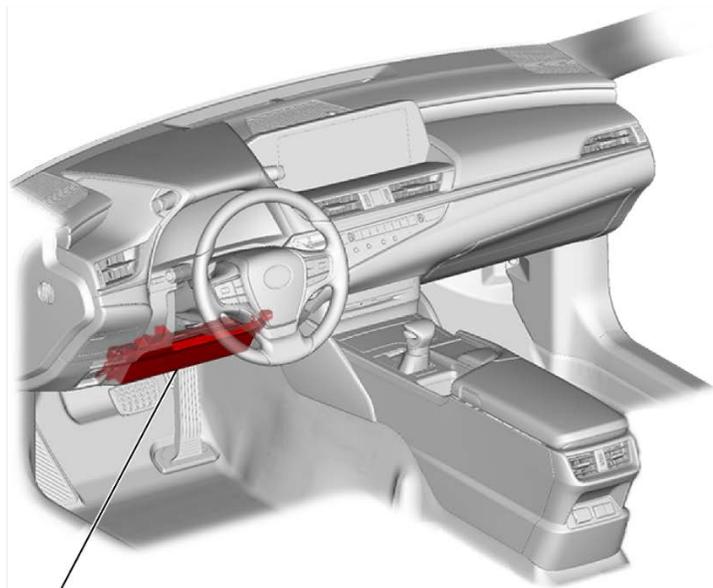
Image	Name	Quantity
 A handheld barcode scanner with a USB cable attached to the bottom.	Barcode Scanner	1

C. MATERIALS

- Protective Tape
- Marker Pen

IV. BACKGROUND

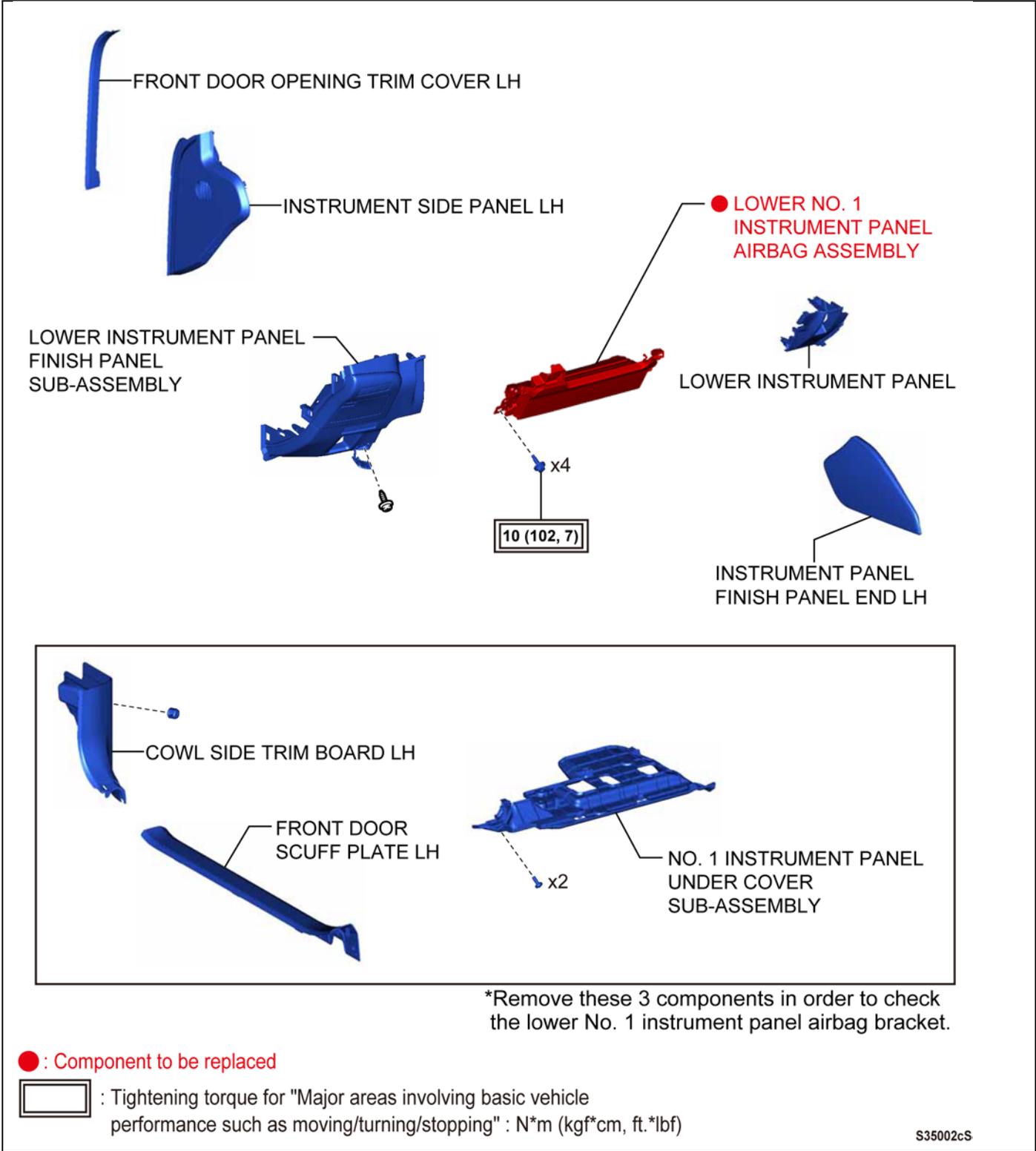
During vehicle assembly, it is possible that the driver knee airbag may not have been properly fastened to the instrument panel. This could have an effect on the deployment of the knee airbag that can increase the risk of injury during a crash.



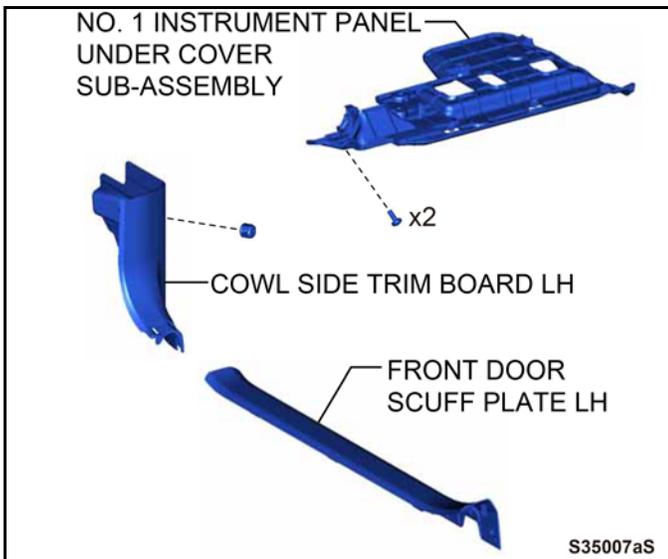
LOWER NO. 1
INSTRUMENT PANEL
AIRBAG
ASSEMBLY

S35001aO

V. WORK PROCEDURE
 A. COMPONENTS



VI. INSPECT THE LOWER NO.1 INSTRUMENT PANEL AIRBAG ASSEMBLY INSTALLATION CONDITION

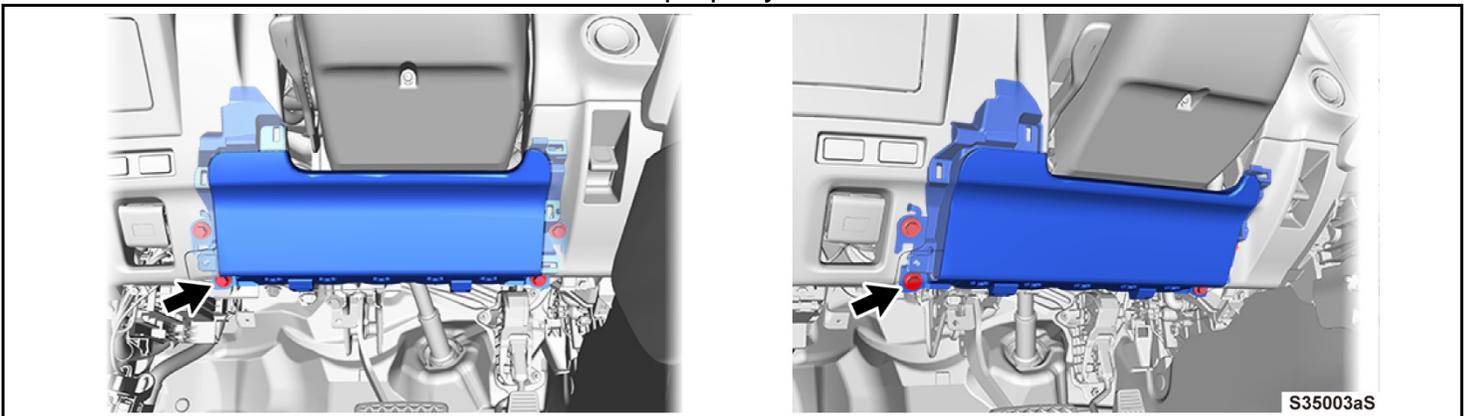


1. REMOVE FOLLOWING COMPONENTS

- Front Door Scuff Plate LH
- Cowl Side Trim Board LH
- No. 1 Instrument Panel Under Cover Sub-Assembly

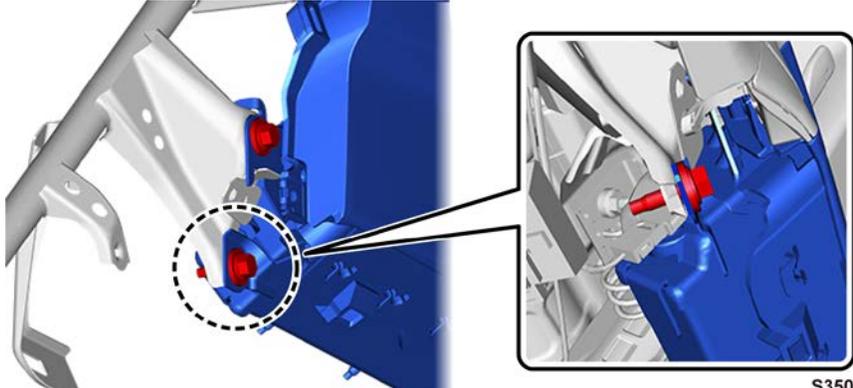
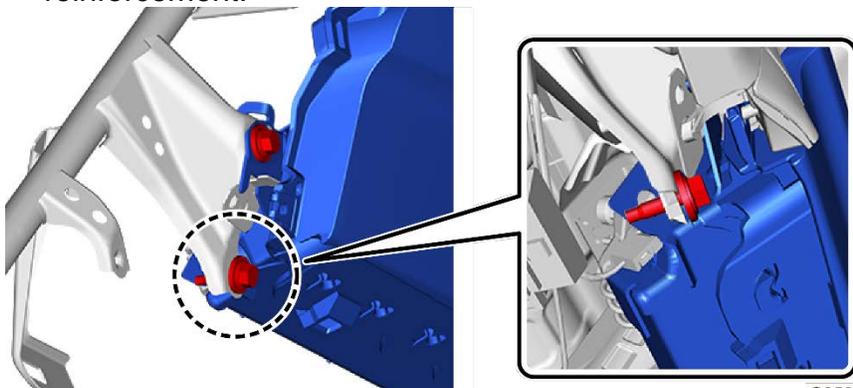
2. INSPECT LOWER NO. 1 INSTRUMENT PANEL AIRBAG INSTALLATION CONDITION

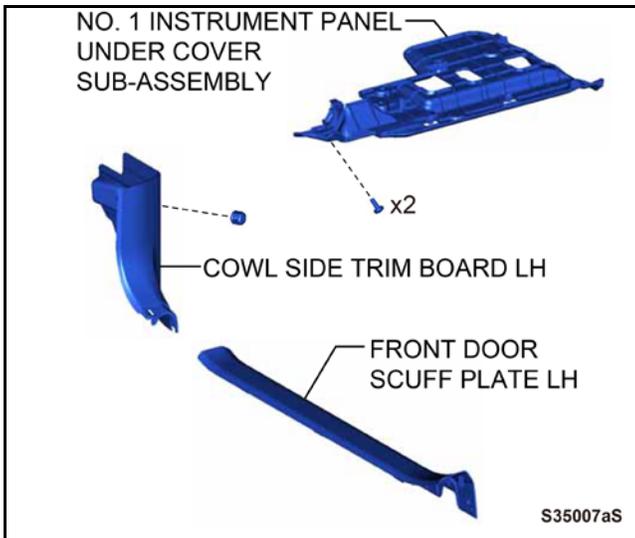
- a) Visually inspect the lower left portion of the lower No. 1 instrument panel airbag mounting bracket to check whether it is installed properly.



Always inspect the lower No. 1 instrument panel airbag mounting bracket visually to see whether it is properly installed.

DO NOT try to check for proper installation by checking for looseness or rattling. This may lead to erroneous judgments as the bracket would not move even when it is improperly mounted.

Judgment	Actions to Take
<p>OK The bracket is attached in <i>front</i> of the reinforcement.</p>  <p style="text-align: right;">S35004aS</p>	<p>Campaign completed.</p> <p>Proceed to the next step “3. REINSTALL FOLLOWING COMPONENTS” and restore the vehicle.</p>
<p>NG The bracket is attached <i>behind</i> the reinforcement.</p>  <p style="text-align: right;">S35005aO</p>	<p>Replace the lower No. 1 instrument panel airbag.</p> <p>Proceed to the next section “REMOVE LOWER NO. 1 INSTRUMENT PANEL AIRBAG ASSEMBLY” on the next page.</p>



3. REINSTALL FOLLOWING COMPONENTS

- No. 1 Instrument Panel Under Cover Sub-Assembly
- Front Door Scuff Plate Lh
- Cowl Side Trim Board Lh

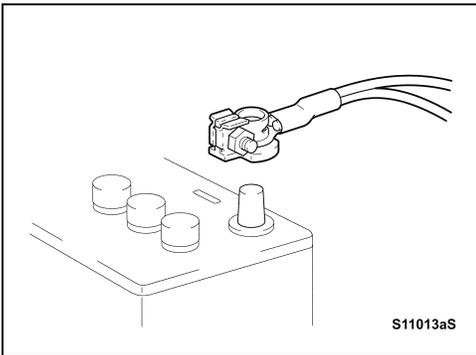
VII. REMOVE LOWER NO.1 INSTRUMENT PANEL AIRBAG ASSEMBLY



1. CHECK FOR DTC'S

- a. Using a Techstream, check for Diagnostic Trouble Codes.

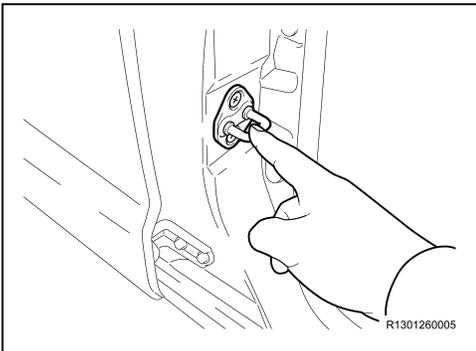
Note: *This Safety Recall covers only the inspection and replacement of the Lower No.1 Instrument Panel Airbag Assembly, as detailed in these instructions. It does not cover the diagnosis or replacement of any other parts on the vehicle.*



2. DISCONNECT CABLE FROM AUXILIARY BATTERY NEGATIVE TERMINAL



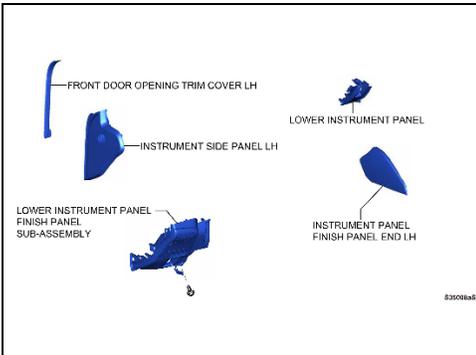
For models with a navigation system, wait at least 6 minutes before disconnecting the battery. It takes approximately 6 minutes for the system to save information and settings after the ignition switch is turned off.



3. REMOVE STATIC ELECTRICITY

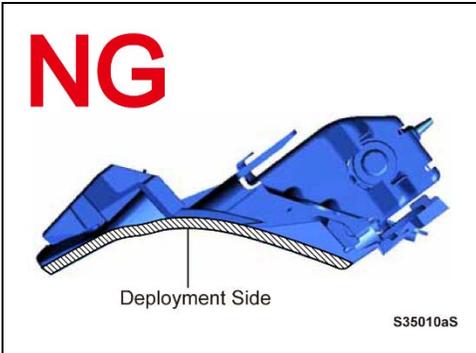


Touch any metallic portion of the vehicle body to discharge the static electricity before starting work.

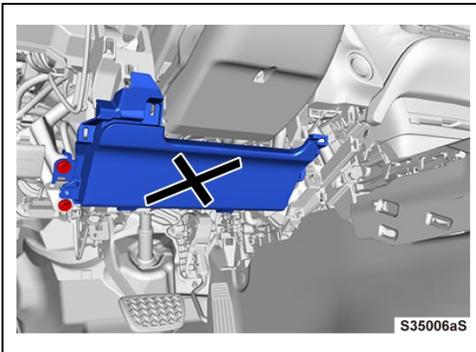


4. REMOVE THE FOLLOWING COMPONENTS

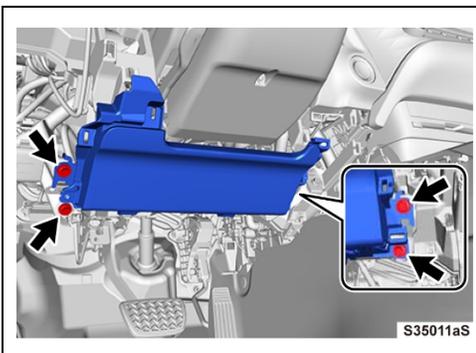
- Instrument Panel Finish Panel End LH
- Front Door Opening Trim Cover LH
- Instrument Side Panel LH
- Lower Instrument Panel Finish Panel Sub-Assembly
- Lower Instrument Panel



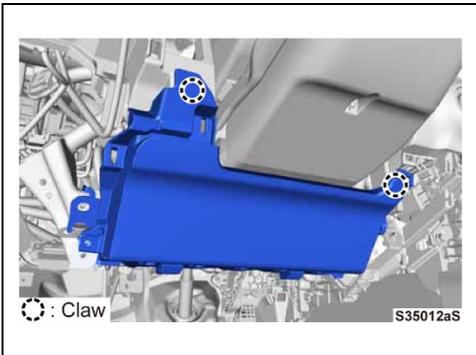
5. REMOVE LOWER NO.1 INSTRUMENT PANEL AIRBAG ASSEMBLY



- a. Apply a mark on the lower No.1 instrument panel airbag assembly prior to removal so as not to reinstall it an error



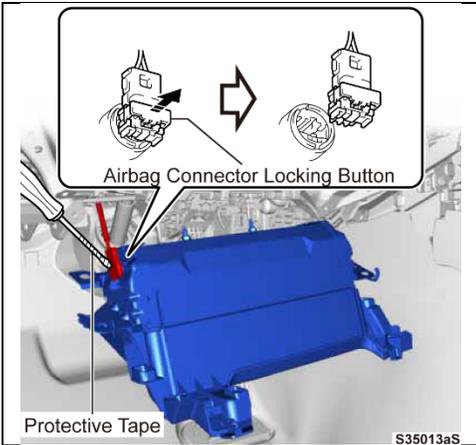
- b. Remove the 4 bolts



c. Disengage the 2 claws and separate the lower No.1 instrument panel airbag assembly



DO NOT pull the airbag wire harness or let the lower No.1 instrument panel airbag assembly hang by the wire harness.



- d. Using a screwdriver with its tips wrapped with protective tape, release the airbag connector locking button
- e. Disconnect the airbag connector to remove the lower No.1 instrument panel airbag assembly

VIII. SCAN THE AIRBAG ASSEMBLIES

1. LAUNCH THE SERIAL NUMBER RECORDING APPLICATION



- The barcode scanner application **MUST** be completed on every vehicle. These numbers **MUST** be included on every warranty claim that is submitted for 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.
- Confirm the VIN is applicable and that the campaign has not been completed.
- Click on the link to launch the serial number recording application.

Note: The Serial Number Recording Application is the same as what is used for the Takata Campaigns

The screenshot shows the Toyota TIS interface. At the top, there are navigation tabs: Home, TIS, TAS, PRS, QAT, and TOYOTA. Below these are sub-tabs: Library, Diagnostics, Tech Assistance, and Vehicle Inquiry. The 'Vehicle Inquiry' tab is active, showing a 'Vehicle Identification Number Search' form with the VIN '1NX-BR32E-000000000' entered and circled in red. Below the search form is a 'Vehicle Information' section with details for a 2003 Toyota Corolla. At the bottom, the 'Service Campaign' section is visible, showing a 'Safety Recall DGF Remedy Notice' and a 'Completion Status' of 'Not Completed', which is circled in red. A link 'Check applicability for VIN' is also circled in red.

- Reenter TIS password in the serial number recorder application.

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

The screenshot shows the 'Front Passenger Airbag Inflator Module - Safety Recall' application. The VIN 'STD BT444 11111111111111111111' is entered in the 'VIN' field and circled in red. Below the VIN field is a 'Mileage' field with a red circle around it. A table at the bottom shows a list of tasks with columns for Task, Dealer, User, Time, and Status.

Task	Dealer	User	Time	Status
Airbag # Record				Not Started
Inflator # Record				Not Started
Terms & Conditions				Not Started
New Airbag #				Not Started

- Record the vehicle mileage into the serial number recording application.

NOTE:

- If this screen indicates that the module has already been replaced on this VIN, there is no need to perform the campaign again.

2. CONNECT THE BARCODE SCANNER

- Connect the barcode scanner to the USB port on the Techstream.
- The scanner will automatically connect and a beep will be heard when the scanner is ready.

NOTE: The 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 the cursor is in the first serial number box then scan the serial.
- Position the cursor in the second serial number box then scan the serial.

- Click next.

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 airbag serial number is **ALWAYS** the 12 **DIGITS** located between the asterisks.

Airbag Serial Number Label Example



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

t3qa.tms.toyota.com/t3Portal/portlets/tis/airBag/AirBagController.portlet?..._windowLabel=StandalonePortlet&StandalonePortlet_actionOverride=%2Fportlets%2Ftis%2F

Front Passenger Airbag Inflator Module - Safety Recall

SSC - E04

1 2 3 4 5

User ID: _____ Technician Name: _____
Dealer Code: _____ Dealer Name: _____
Time: 03/30/2015 05:15 AM PDT VIN: 1NX BR32E 14Z30 [2004 Corolla SUPER WHITE]



Original Airbag Module - 12 Digits
Between the asterisk (*) symbols

Record Airbag Serial Number

How to Identify an Airbag module Assembly number?
The Airbag module Assembly serial number is a 12 digit code. It can be found along with a bar code on opening the Airbag assembly unit. To manually enter these details into the application, the technician has to identify the 12 digit code between two Asterisks (*) inside the Airbag assembly unit. The first seven characters of this 12 digit code are numbers and the 10th digit is either 'K' or 'L' always.

Use of a barcode scanner is strongly recommended when entering Airbag Assembly Serial Number.
If manually typing serial number, you MUST include all leading zeros. (If applicable)

* Airbag Assembly Serial Number:
* Reconfirm Airbag Assembly Serial Number:

If original Airbag Assembly serial number is not visible or missing, check this box

Clean Next

(*) - Indicates Required Field(s)

- c) Check the box as shown below this will allow the scanning system to move to the next screen.
- d) Click submit.

T3: - Google Chrome

t3qa.tms.toyota.com/t3Portal/portlets/tis/airBag/AirBagController.portlet?..._windowLabel=StandalonePortlet&StandalonePortlet_actionOverride=%2Fportlets%2Ftis%2F

Front Passenger Airbag Inflator Module - Safety Recall

SSC - E04

User ID:

Dealer Code:

Time: 03/30/2015 05:17 AM PDT

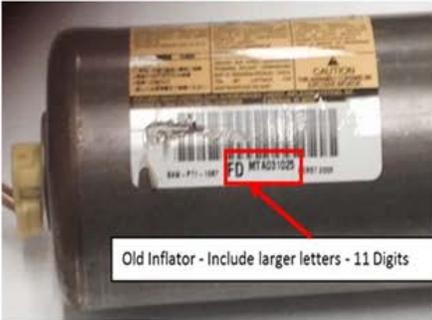
VIN: 1NX BR32E 14Z308698 [2004 Corolla SUPER WHITE]

Technician Name:

Dealer Name:

Airbag Serial #: *****12

Original Inflator



Old Inflator - Include larger letters - 11 Digits

How to Identify the Inflator serial code on the Original and Replacement Inflator can?

The Inflator serial code is an **11 digit code** on the Inflator can. It can be found with a bar code on removing the Inflator can from the Airbag Assembly unit.

The first two characters of the **Original Inflator Serial code** will be from [AA, AB, AJ, FD or JD].

The first two characters of the **Replacement Inflator Serial code** will be either 'LT' or 'LR'.

Replacement Inflator



Replacement Inflator - Include larger letters - 11 Digits

Inflator Module replacement IS REQUIRED on all vehicles under the Safety Recall. Follow the technical instructions and acknowledge the following statements.

If manually typing serial number, you MUST include all leading zeros. (If applicable)

Original Inflator Serial #:

If old inflator serial number is not visible or missing, check this box:

*** Replacement Inflator Serial #:**

If you have a concern with the inflator serial numbers, please email quality_compliance@toyota.com with details.

* 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.

(*) - Indicates Required Field(s)

Checking this box will allow you to scan the replacement airbag on the next screen.

NOTE: The NEW AIRBAG serial number **MUST** be scanned prior to reinstallation to track the airbag to the vehicle (refer to page 13).

- e) Scan the NEW airbag barcode in the Serial Number Recording Application.

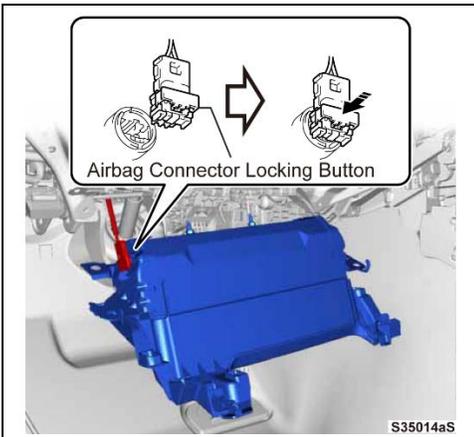
IX. INSTALL THE **NEW** LOWER NO.1 INSTRUMENT PANEL AIRBAG ASSEMBLY



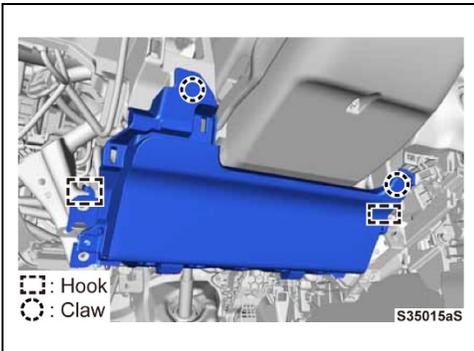
1. INSTALL THE **NEW** LOWER NO1 INSTRUMENT PANEL AIRBAG ASSEMBLY



IF THE NEW AIRBAG IS FALLS OR DROPPED IN ANYWAY IT CANNOT BE USED AND SHOULD BE REPLACED



- Connect the airbag connector to the lower No.1 instrument panel airbag assembly
- Push the airbag connector locking button to lock the airbag connector in place.

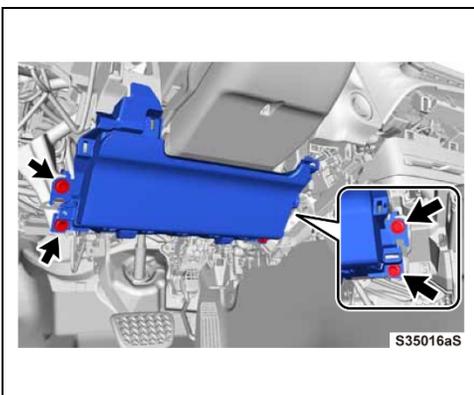


- Hang the airbag by the top hooks to properly align the airbag



ALWAYS align the hooks first before installing the bolts to ensure proper installation.

- Engage the 2 claws

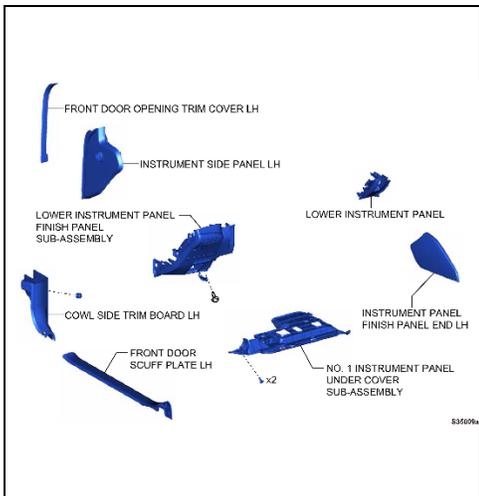


- Install the Lower No.1 Instrument panel airbag assembly with the 4 bolts.

**Specified torque:
7 in.lbf (10 N*m, 102 kgf*cm)**



Confirm that the lower No. 1 instrument panel airbag assembly is installed securely without any excessive gaps and is not protruding outward.



2. REINSTALL THE FOLLOWING COMPONENTS

- Instrument Panel Finish Panel End Lh
- Front Door Scuff Plate Lh
- Cowl Side Trim Board Lh
- Front Door Opening Trim Cover Lh
- Instrument Side Panel Lh
- No. 1 Instrument Panel Under Cover Sub-Assembly
- Lower Instrument Panel Finish Panel Sub-Assembly
- Lower Instrument Panel

3. RECONNECT THE CABLE TO THE BATTERY NEGATIVE TERMINAL

4. RESTORE SETTINGS AFTER RECONNECTING CABLE TO NEGATIVE BATTERY TERMINAL

[Refer to TIS for instructions on INTRODUCTION / REPAIR INSTRUCTION / INITIALIZATION](#)

◀ VERIFY REPAIR QUALITY ▶

- Confirm the SRS light is off
- Confirm all trim panels have been properly installed

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

X. 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 DECORDER

