

**TECHNICAL INSTRUCTIONS**  
**FOR**  
**SAFETY RECALL K0Q**  
**PASSENGER AIRBAG MAY NOT INFLATE PROPERLY**  
**CERTAIN 2003 – 2008 MODEL YEAR COROLLA**

**UPDATE 05/28/2020**

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- **Airbag Sub-Assembly replacement has been added as an additional repair option if airbag assemblies are not available.**

**Update 11/15/19**

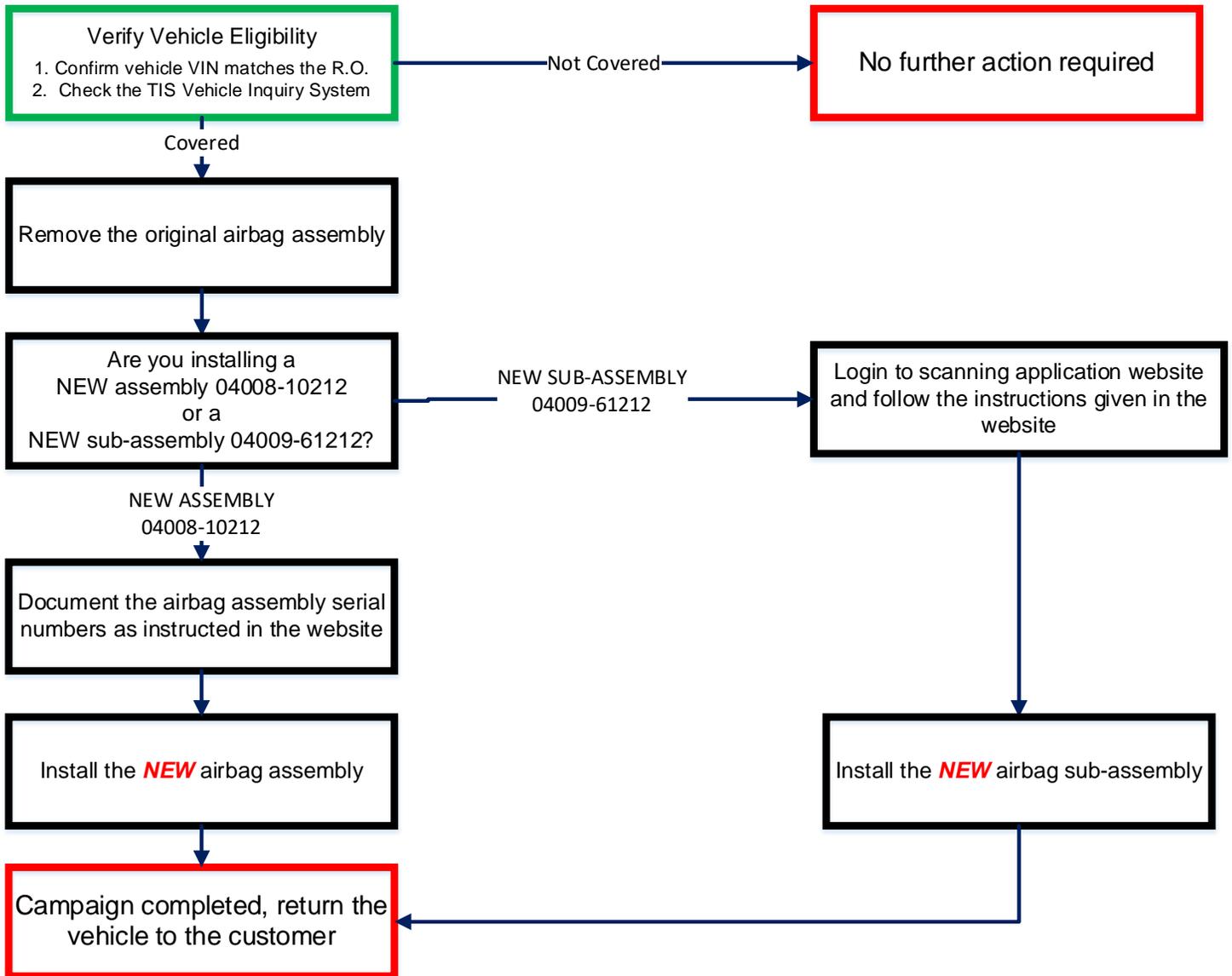
- **The scanning process has been updated**

**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**

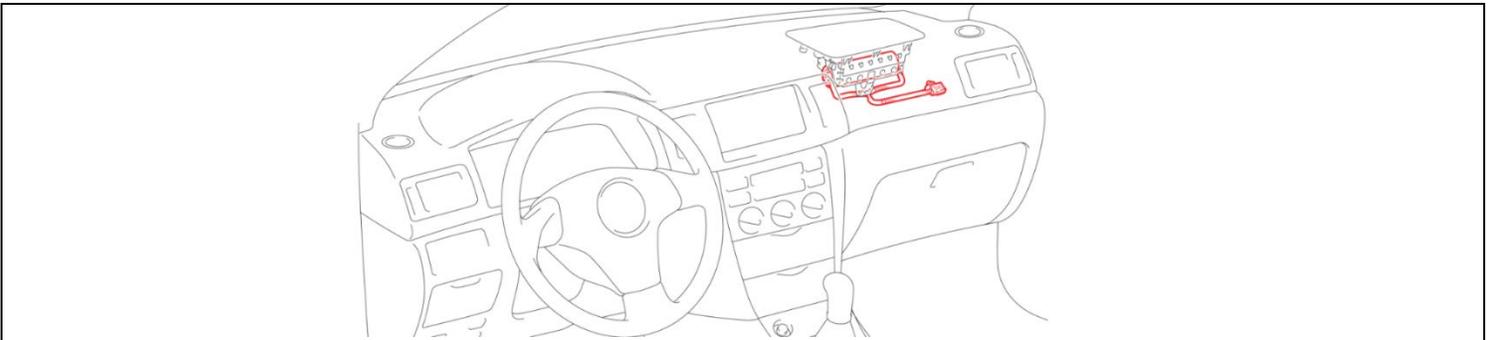
## I. OPERATION FLOW CHART

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 were repaired under a prior recall. In the event of a crash that results in front passenger airbag deployment, there is a possibility that the passenger airbag could be damaged when it deploys. Such damage could cause the airbag to not properly inflate, and this could increase the risk of occupant injury in the event of a crash.



### III. IDENTIFICATION OF AFFECTED VEHICLES

- 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

Model	Part Number	Part Description	Quantity
2003-2008 MY Corolla	04008-10212	AIR BAG ASSY KIT, INSTR PNL PASS	1

**Dealers should discontinue the installation of the parts listed below for the recalls, customer pay repairs AND over-the-counter sales (if applicable) unless they have a mark on the label.**



Make sure the parts box has a check mark as seen in the image above

**OR**

Model	Part Number	Part Description	Quantity
2003-2008 MY Corolla	04009-61212	AIR BAG KIT	1

**NOTE: Continue to order 04008-10212 until there is no longer stock at your facing PDC. Once there is no longer stock of the airbag assembly part number 04008-10212 use the airbag kit part number 04009-61212 to perform the remedy for Corolla vehicles.**

#### A. TOOLS & EQUIPMENT

- Standard hand tools
- Molding remover set
- Torque wrench
- Techstream

**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

**CAMPAIGN TOOLS** – The tool listed below was previously provided to the dealership for campaign D0F and will be used for the campaign K0Q. This tool is required when performing this repair.

Image	Name	Quantity
	Barcode Scanner	1

**NOTE: These tools CANNOT be ordered through the parts or tools system. There is a very limited supply of tools, but if additional tools are needed, contact your regional representative.**

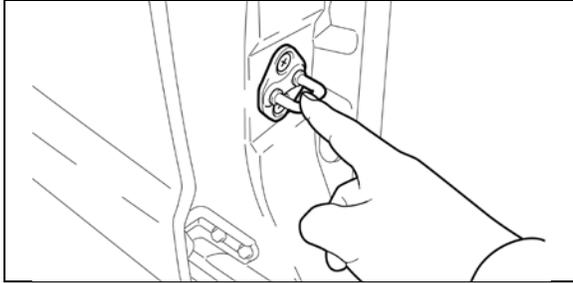
## V. SAFETY PRECAUTIONS



### 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

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



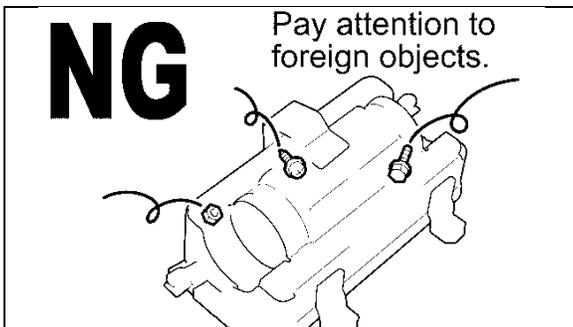
#### 2. DO NOT MEASURE RESISTANCE

- a) **DO NOT** measure resistance of airbag components, this may cause accidental activation.



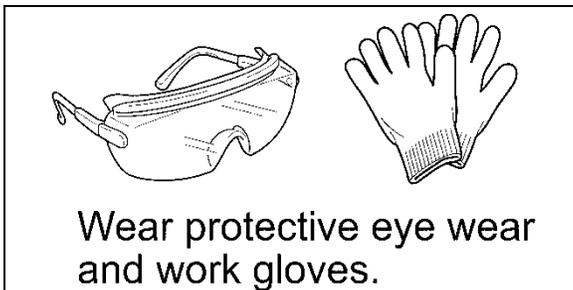
#### 3. HANDLE THE AIRBAG CAREFULLY

- a) If an inflator is dropped, replace it with a **NEW** module.



#### 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. SRS SYSTEM HEALTH CHECK

### 1. PERFORM A HEALTH CHECK

- Confirm the Techstream is connected to the dealership's internet.
- 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.**

- 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.



- The VIN MAY NEED to be entered manually in ALL CAPS when launching the Techstream software. The VIN MAY NOT auto-populate on vehicles prior to the 2006 MY.
- A health check and diagnostic report with VIN **MUST** be performed within the last 36 hours and recorded by TMS. If the diagnostic report is not run, the healthcheck will not be recognized by TMS.
- 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 TMS.

## Campaign Phase Interpretation

Campaigns may be launched in phases due to many factors, such as: the nature of the repair, parts availability, etc. It is critical that each VIN is confirmed using TIS to determine if the vehicle is in the remedy or interim phase. Only perform the repair that is available for the specific VIN. ***If a remedy repair is performed on an interim phase vehicle, the claim will be subject to debit.***

### REMEDY PHASE – ELIGIBLE FOR REPAIR

**Campaign Description:** Safety Recall K0Q - Remedy Notice - Certain 2003 - 2008 Corolla Vehicles Airbag May Not Properly Inflate

**Campaign Status:** Remedy Available

**Completion Status:** Not Completed

**Memo:** Remedy Available - Instead of using the scanning application use <https://takata-scan-app.imagespm.info/>

[\[Show Documents\]](#)

**B**

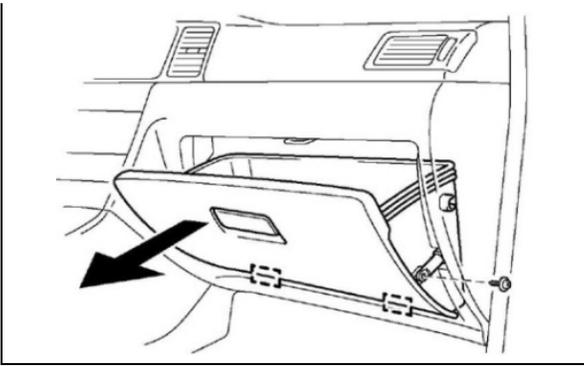
#### STATUS IDENTIFICATION

**A:** Campaign Status: Remedy Available

**B:** Memo: Remedy Available – Instead of using the scanning application use <https://takata-scan-app.imagespm.info/>

- ***This vehicle is eligible to have the remedy performed if the completion status is “Not Completed.”***
- ***The new scanning application website <https://takata-scan-app.imagespm.info/> must be used when performing the remedy.***
- ***Login instructions for this new scanning application website are included in the Technical Instructions.***

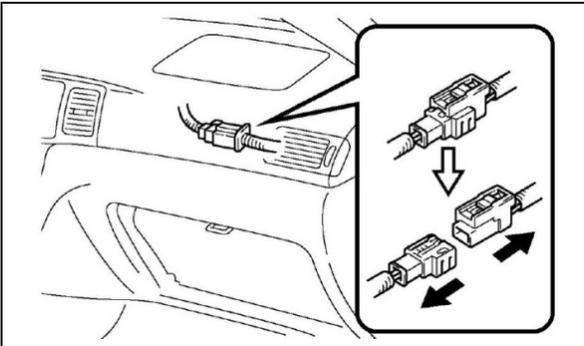
## VII. PASSENGER AIRBAG ASSEMBLY REMOVAL



### 1. REMOVE THE GLOVE BOX

- a) Remove the screw and disconnect the stopper sub-assembly.
- b) Completely remove the glove box from the dashboard.

### 2. REMOVE THE AIRBAG ASSEMBLY

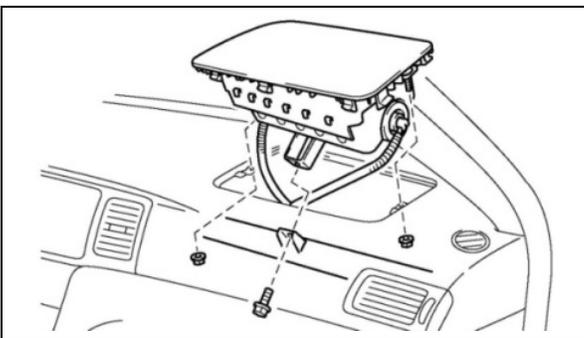


- a) Disconnect the negative battery cable.



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

- b) Disconnect the airbag connector.



- c) Remove the bolt and 2 nuts and remove the airbag assembly.  
**NOTE: Use caution to avoid scratching or damaging the dashboard assembly, place protective tape on the dashboard if needed.**



## CRITICAL INFORMATION – READ THOROUGHLY



**OK**

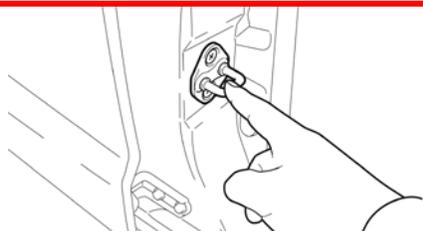


**NG**



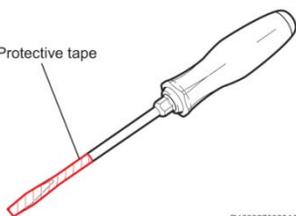
\* Images of parts shown above may differ from the actual ones.

**For remove work of an airbag module, avoid standing directly in front of the parts.**



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

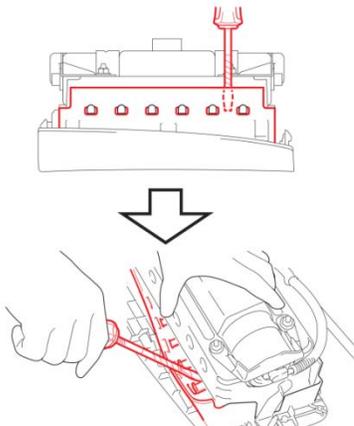
Protective tape



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d) Wrap protective tape around a flathead screwdriver.

- e) Disengage the claws from the one on the vehicle front side using the flathead screwdriver to remove the instrument panel passenger airbag.
- f) Put a mark on the removed instrument panel passenger airbag and store it in a separate container.



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### 3. 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.

### 4. LAUNCH THE SERIAL NUMBER RECORDING APPLICATION



- The ORIGINAL AIRBAG ASSEMBLY, and NEW ASSEMBLY serial numbers MUST be recorded using the barcode scanner.
- The barcode scanner application MUST be completed on every vehicle. These numbers MUST be included on every warranty claim that is submitted for inflator module replacement or the claim may be subject to debit.
- The technician performing the work MUST have an internet connection to perform the inspection and scanning process.

- a) Log into the website via the URL below  
<https://takata-scan-app.imagespm.info/>
- b) **User ID:** Dealer Code  
**First time login password:** xxxxx

## 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?](#)

## Technician Information

Please provide information below before searching for VIN.

**Technician Name:**

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

**Search**

- c) Enter your name and SPIN ID into the site

**Enter VIN**

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

VIN:

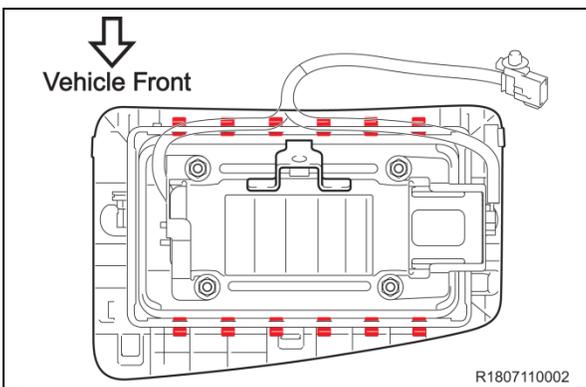
Mileage on Vehicle:

d) Enter the VIN and vehicle mileage into the site

**5. FOLLOW THE INSTRUCTIONS IN THE SITE FOR RECORDING SERIAL NUMBERS**

- a. Follow the prompts and fill in the requested information in the website.
- b. Once completed, record the Warranty Authorization number if given and provide it to your warranty clerk.

**VIII. PASSENGER AIRBAG ASSEMBLY REPLACEMENT (Part Number 04008-10212)  
 (for airbag sub-assembly replacement part number 04009-61212 go to page 11)**



**5. INSTALL THE INSTRUMENT PANEL PASSENGER AIRBAG ASSEMBLY COVER**

- a) Install a **NEW** instrument panel passenger airbag taking care not to mistake the mounting direction.
- b) Check that the 12 claws of the instrument panel passenger airbag have engaged securely.

**6. REINSTALL THE AIRBAG ASSEMBLY**

**Note:** During reinstallation of the airbag assembly, ensure the 12mm bolt and two 10mm nuts securing the airbag assembly to the instrument panel are installed and torqued to the required specification identified on TIS.

- a) Refer to TIS for instructions on airbag installation:

Corolla [2003-2005MY](#) [2006MY](#) [2007MY](#) [2008MY](#)

**7. RECONNECT THE NEGATIVE BATTERY CABLE**

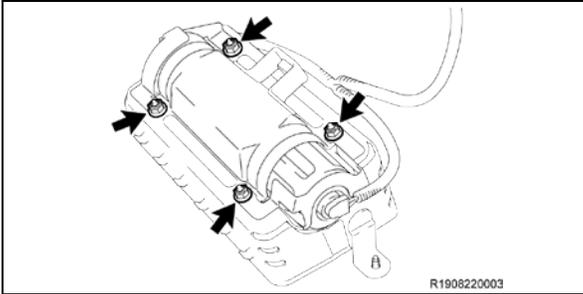
**8. PERFORM A HEALTH CHECK AND DIAGNOSTIC REPORT**

**◀ VERIFY REPAIR QUALITY ▶**

- 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 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.

## IX. AIRBAG SUB-ASSEMBLY REPLACEMENT (Part Number 04009-61212) (only required if airbag assembly part 04008-10212 is unavailable)



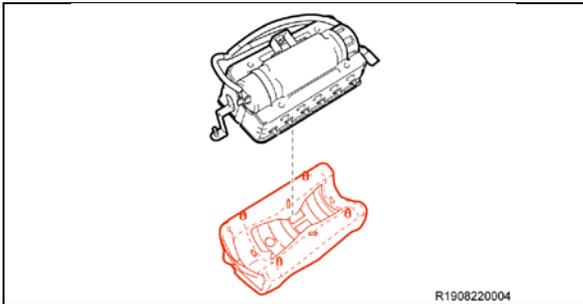
### 1. REMOVE THE SELF-LOCKING NUT

- a) Remove the 4 self-locking nuts and position determining plate.



**DO NOT use an air driven tool.**

- b) Store the removed self-locking nuts and plate in a replacement part box or other safe location.



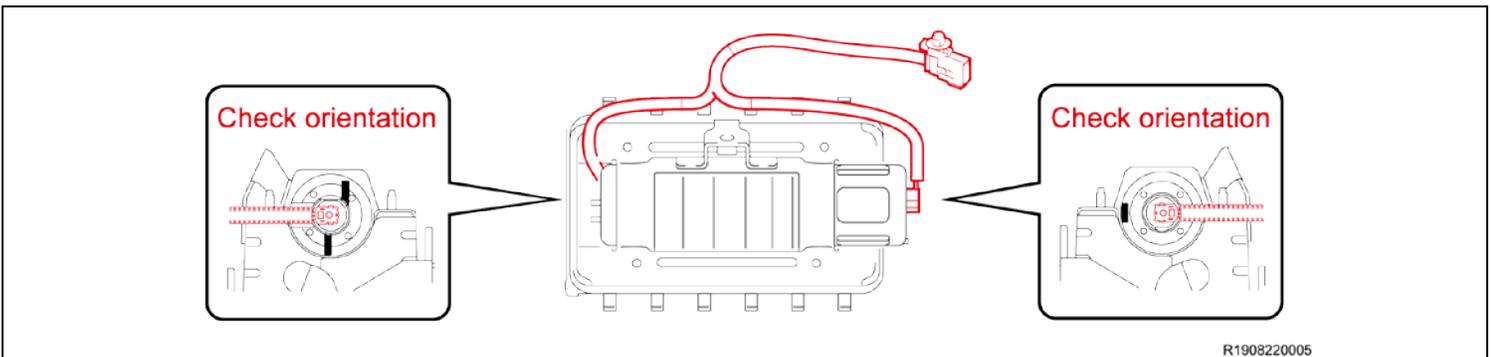
### 2. REPLACE THE INSTRUMENT PANEL PASSENGER AIRBAG SUB-ASSEMBLY

- a) Remove the instrument panel passenger airbag sub-assembly from airbag case.  
b) Store the removed instrument panel passenger airbag sub-assembly in a replacement part box or other safe location.  
c) Install the **NEW** instrument panel passenger airbag sub-assembly.

- d) Place the inflator following the top-and-bottom orientation shown in the illustration.



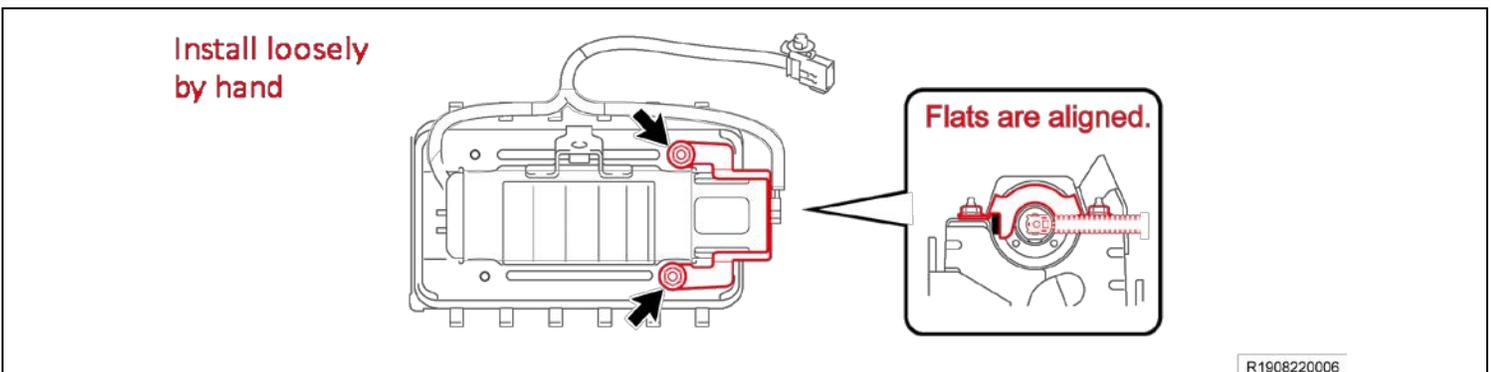
- Make sure that the inflator is oriented correctly as shown in the illustration, not upside down.
- If the passenger airbag inflator is upside down, it will not be able to be fully inserted.



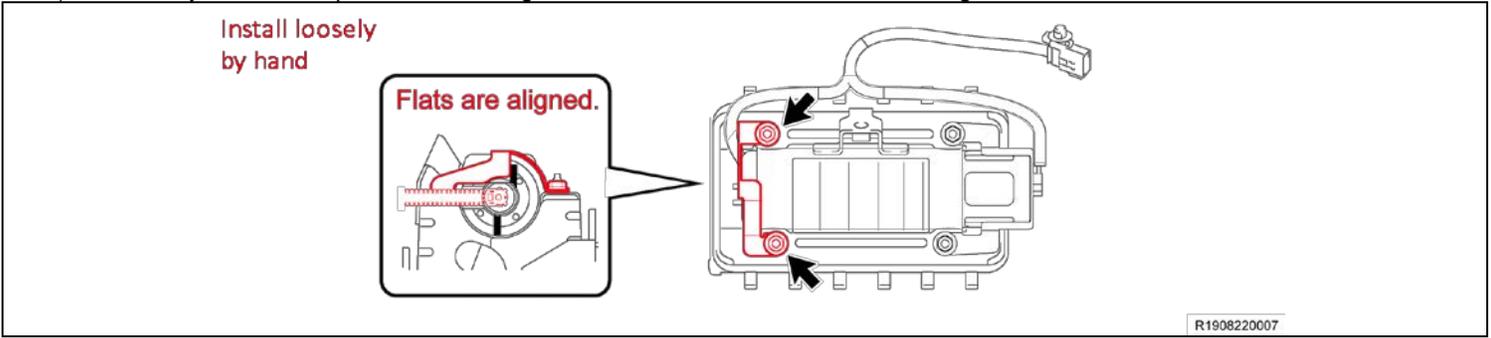
- e) Loosely install the plate and airbag inflator with the 2 **NEW** self-locking nuts.



- **DO NOT** mistake the orientation of the plate.



f) Loosely install the plate and airbag inflator with the 2 **NEW** self-locking nuts.



g) Push the inflator and plate to towards the position determining plate to eliminate any gap.

**STOP** If any gap exists, the aligned flats may move apart, resulting in failure in normal deployment of the airbag.

h) Tighten 5 nuts evenly in several increments in the order shown in the illustration using a socket driver while pushing the inflator and plate. (You will encounter some resistance during tightening because these nuts are self-locking nuts.)

**Torque: 3.9 N\*m (40 kgf\*cm, 35 in.\*lbf)**

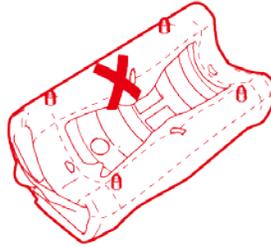
**STOP** The tightening torque is low (3.9 N·m). Use of an air ratchet wrench, a T-handle wrench, or a ratchet handle may cause the stud bolt to stretch or break.



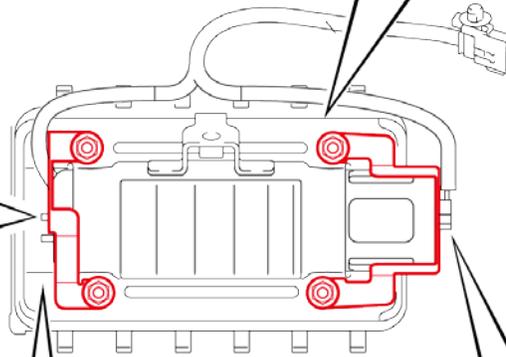
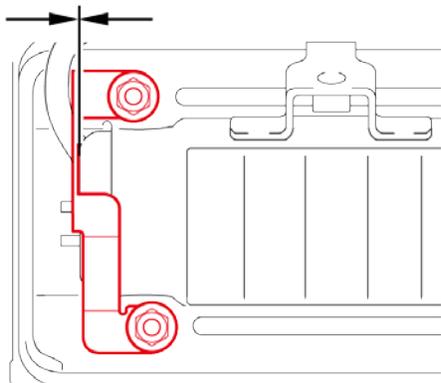
### 3. INTERMEDIATE INSPECTION

- a) Check that the instrument panel passenger airbag sub-assembly and 4 self-locking nuts are replaced.
- b) Check that positions of the inflator and the position determining plate are correct.  
(The flats should be aligned and there should be no gap.)

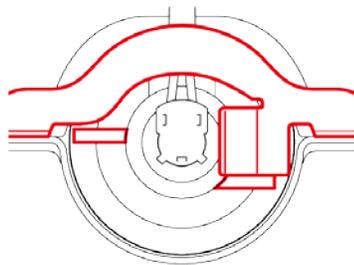
(a) Replacement of parts



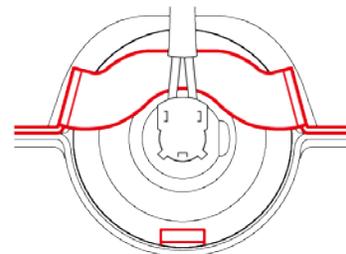
(b) No gap.



(b) Check orientation



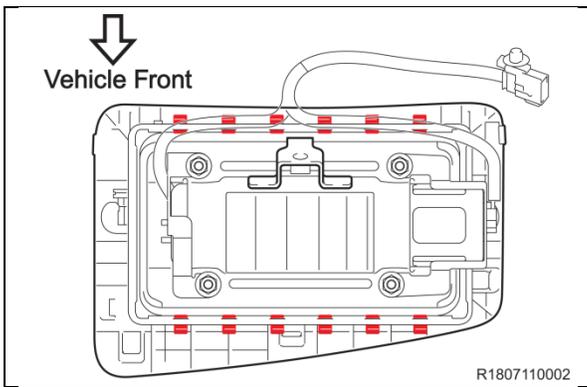
(b) Check orientation



Pass through the upper side

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## X. INSTRUMENT PANEL PASSENGER AIRBAG ASSEMBLY W/O DOOR INSTALLATION



### 1. INSTALL THE INSTRUMENT PANEL PASSENGER AIRBAG ASSEMBLY W/O DOOR

- Install the instrument panel passenger airbag taking care not to mistake the mounting direction.
- Check that the 12 claws of the instrument panel passenger airbag have engaged securely.

### 2. REINSTALL THE FRONT PASSENGER AIRBAG ASSEMBLY

**Note:** During reinstallation of the airbag assembly, ensure the 12mm bolt and two 10mm nuts securing the airbag assembly to the instrument panel are installed and torqued to the required specification identified on TIS.

- Refer to TIS for instructions on airbag installation:

Corolla [2003-2005MY](#) [2006MY](#) [2007MY](#) [2008MY](#)

### 3. RECONNECT THE NEGATIVE BATTERY CABLE

### 4. PERFORM A HEALTH CHECK AND DIAGNOSTIC REPORT

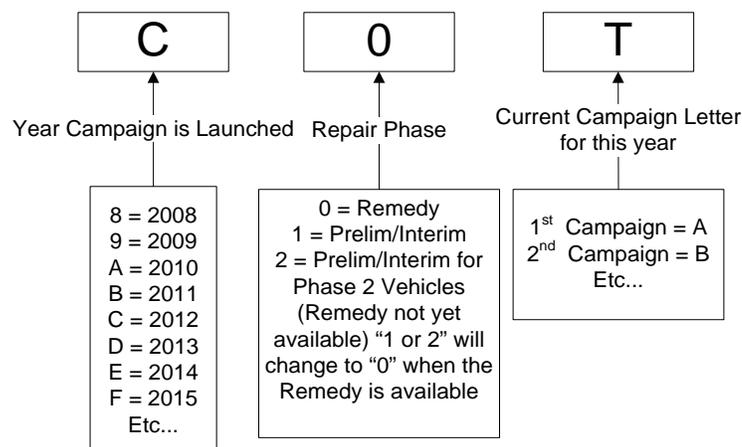
## ◀ VERIFY REPAIR QUALITY ▶

- 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

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

## XI. APPENDIX

### A. CAMPAIGN DESIGNATION DECODER



### B. CAMPAIGN PARTS DISPOSAL

**ALL** inflators that are removed from vehicles under this campaign **MUST** be packaged and shipped back to the inflator manufacturer following the manufacturer's instructions. The instructions can be found in the following locations:

- Attached to the dealer letter