

TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL 23TA16

PASSENGER AIRBAG MAY NOT DEPLOY AS DESIGNED

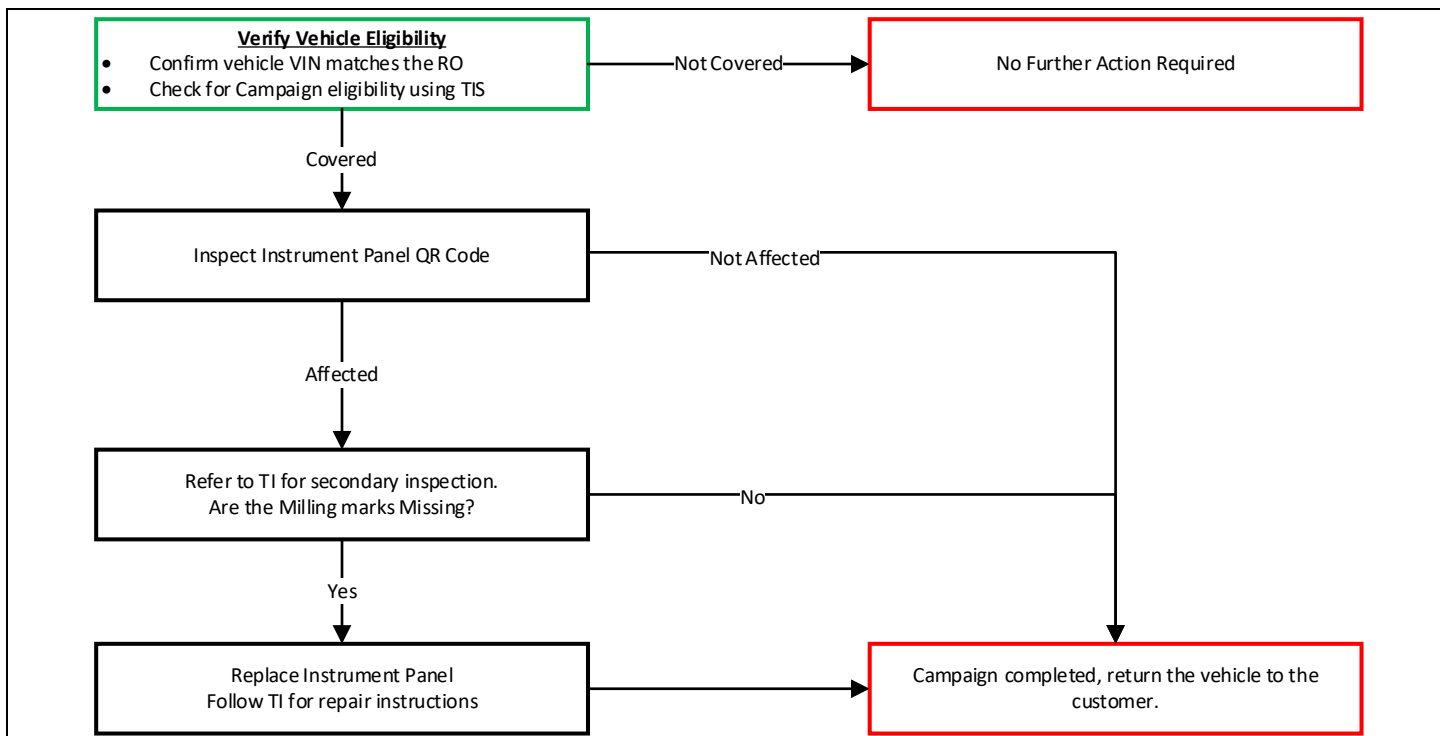
CERTAIN 2022-2023 COROLLA CROSS

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 all of the following courses:

-TIC206A – Electrical repair 1

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

A. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY

B. Compare the vehicles VIN to the VIN listed on the Repair Order to ensure they match.

C. 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

No parts are needed for inspection. In the rare case that the vehicle fails the initial QR code inspection, reference the parts table below for parts required

Milling Inspection Only Parts (Clips are required for this inspection)

Part Number	Part Description	Quantity
62217-42050	CLIP, FR PILLAR GARNISH	4

I/P Replacement Required Parts

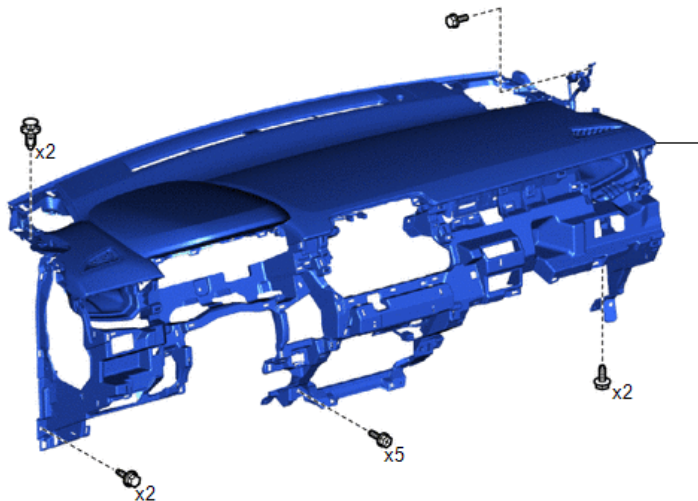
Part Number	Part Description	Quantity
55400-0A050-C0	Pad Assy, Instrument Panel	1
62217-42050	CLIP, FR PILLAR GARNISH	4

B. TOOLS & EQUIPMENT

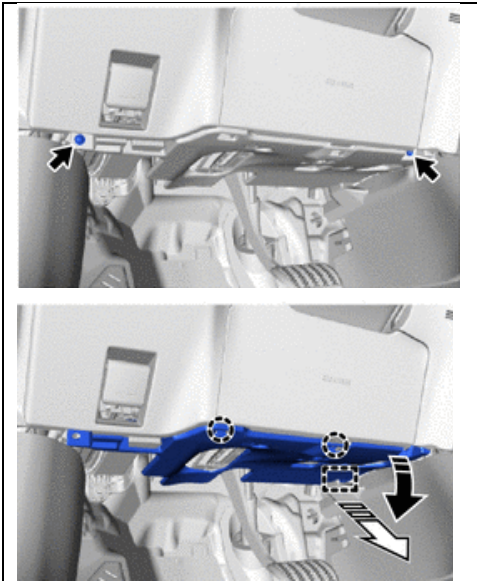
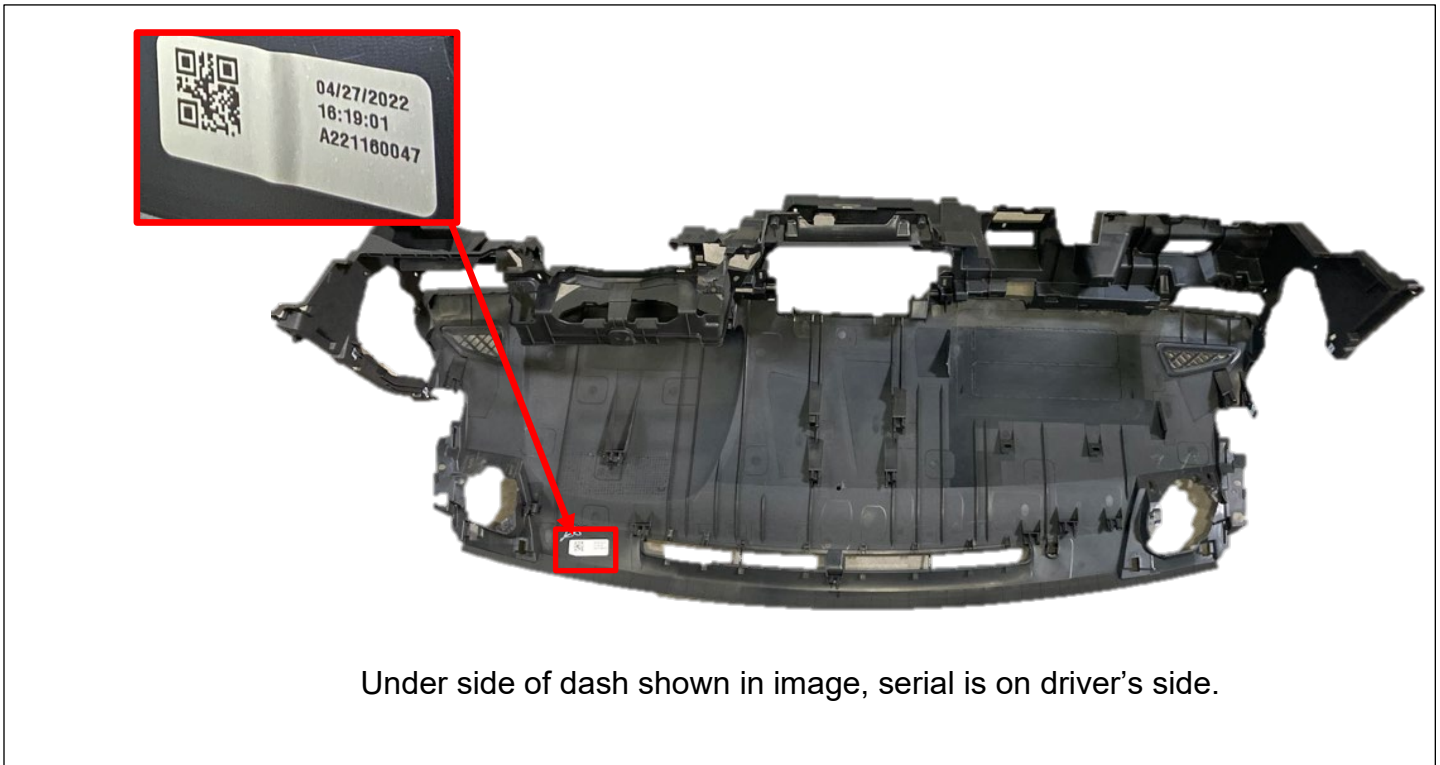
• Techstream	• Standard Hand Tools	• Torque Wrench
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IV. BACKGROUND

The subject vehicles were previously inspected under a prior recall. Due to a problem with the inspection process specified by Toyota, the inspection may not have identified certain vehicles requiring the remedy. Without the remedy, the front passenger airbag may not deploy as designed due to a manufacturing error in the instrument panel where the airbag is located. As a result, the vehicles may not meet certain federal requirements, and there could be an increased risk of injury in a crash.



V. INSPECT INSTRUMENT PANEL SAFETY PAD SERIAL NUMBER



1. REMOVE NO. 1 INSTRUMENT PANEL UNDER COVER

- a) Remove the 2 bolts from the under cover
- b) Disengage the clips/claws and remove in the direction of the arrows
- c) Disconnect the DLC connector wire harness and connector from cover.

2. LOCATE THE QR CODE

- a) Locate the QR code on the underside of the dash by looking at the area shown below. The label is close to a brown clip.



3. Use the Scanning App to inspect serial number.

The Scanning app **MUST BE** used to complete the serial number inspection.

This scanning app is only available for Apple devices. We apologize for any inconvenience this may cause.

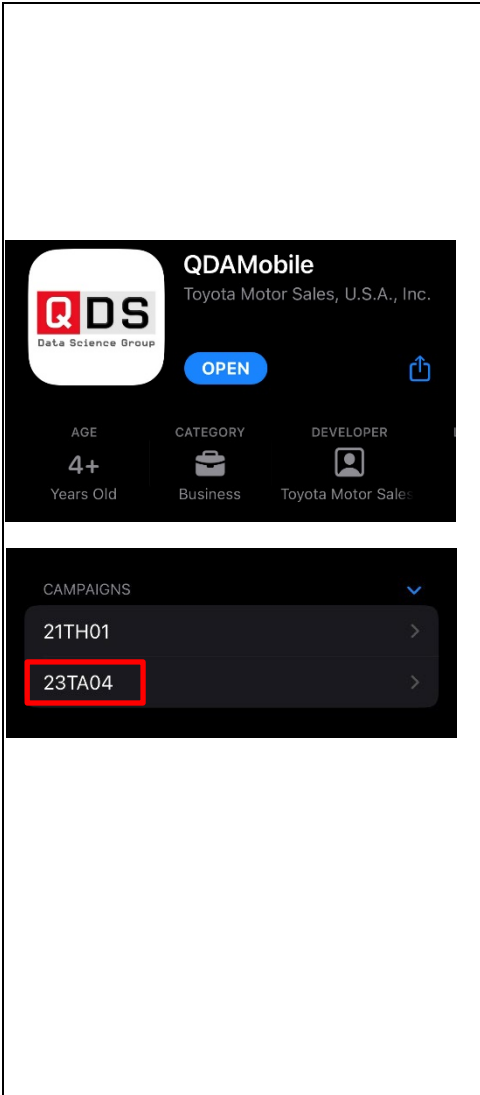
- a) Please use the 23TA04 Scanning App (Compatible with Apple Devices Only) This app will be **used to capture 23TA16** vehicles:

This app can be downloaded to your Apple device and will use the camera video feed to auto capture the VIN and QR code of the label. This app does not require you to upload photos as it is automatically captured.

- The QR code scanning app is only compatible with Apple devices at this time.
- Proceed to **step 4.**

Critical The 23TA04 scanning app will be used for ALL 23TA16 submissions.

4. SCANNING APP INSPECTION PROCESS



- a) Install the scanning app on your Apple device
<https://apps.apple.com/us/app/qdamobile/id1640292519>

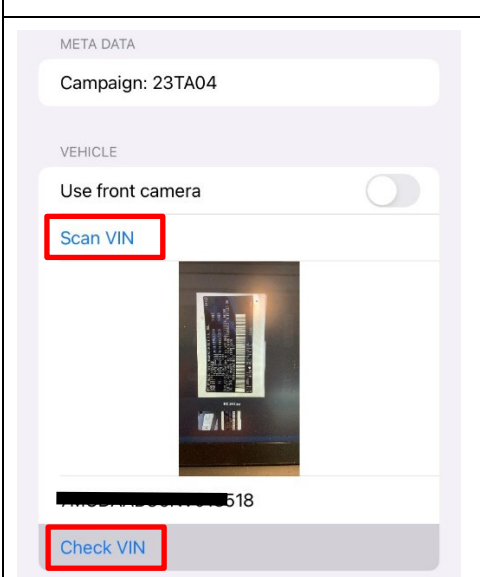


Note: The App is NOT searchable in the app store you must use this link or QR code to download.

Critical The application must be in the most updated version in the app store. Please confirm your application is up to date.

Note: This application will work best with iPhone11 and newer. The app may not work with iPhone models older than iPhone11.

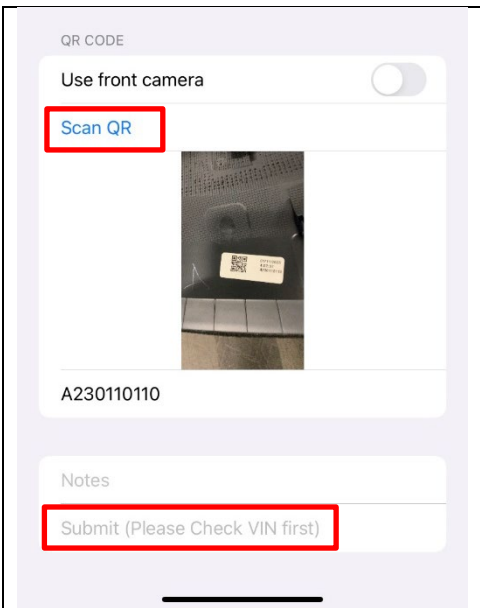
- b) Login Information: use TIS or Dealer Daily Login
- c) Select Campaign 23TA04 from the campaign list.



- d) Select "Scan VIN" in the app and using app scan the vin number on cert label.

Note: the app uses the video feed from your phone camera to auto capture.

- e) Once scanned press "Check VIN" in app to confirm applicability to recall.



- f) Select "Scan QR" on app and point your camera toward the QR code to obtain the serial number.

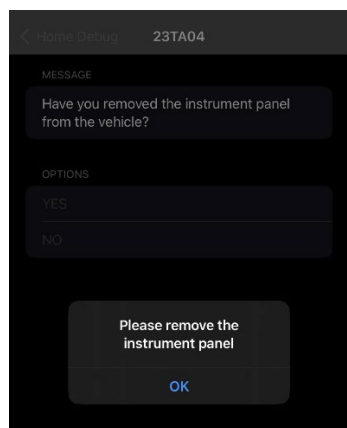
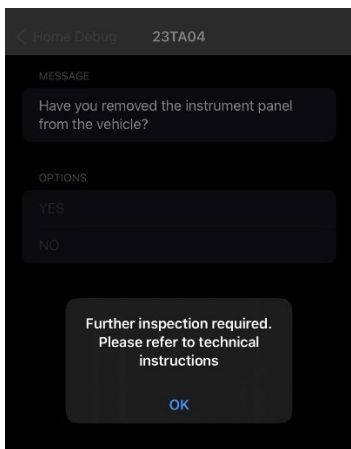
Note: the app uses the video feed from your phone camera to auto capture.

- g) Select "Submit" to check the serial number on the application.

Ok = Inspection Completed Reinstall No. 1 Instrument Panel Under Cover – **Campaign Complete**

Suspect Dash = Secondary Inspection for Milling Marks is Required. Continue to Step VI.

Note: If secondary inspection is required submission of milling mark photo is required. The app is now available for secondary inspection photo submission.



VI. INSPECT THE INSTRUMENT PANEL SAFETY PAD FOR MILLING MARKS



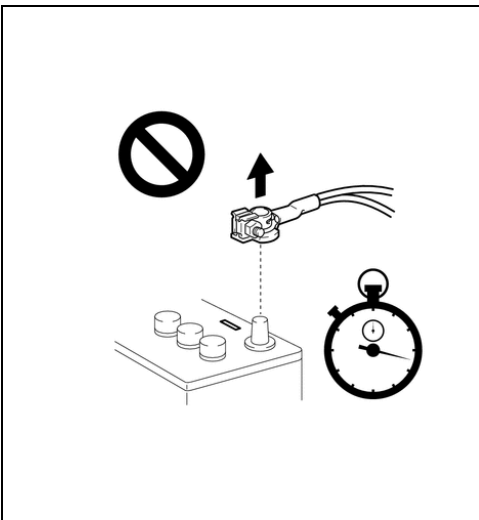
1. CHECK FOR DTC'S

- h) Using a Techstream, perform a Health Check to check for any Diagnostic Trouble Codes.

NOTE:

This is to confirm there are no DTCs prior to removal of the instrument panel.

This Campaign only covers the instrument panel replacement, as detailed in these instructions. It does not cover the diagnosis or replacement of any other systems on the vehicle.



2. DISCONNECT NEGATIVE BATTERY TERMINAL

- a) SRS malfunctions are difficult to confirm, Diagnostic Trouble Codes (DTCs) become the most important source of information when troubleshooting. When troubleshooting the SRS, always check for DTCs before disconnecting the cable from the negative (-) battery terminal.
- b) Make sure to turn the ignition switch off before disconnecting the cable from the negative (-) battery terminal.

CAUTION

The SRS is equipped with a back-up power source. If work is started within 60 seconds of disconnecting the cable from the negative (-) battery terminal, the SRS parts may deploy.

3. REMOVE INSTRUMENT PANEL SAFETY PAD

[INTERIOR PANELS / TRIM: INSTRUMENT PANEL SAFETY PAD: REMOVAL; 2023 MY Corolla Cross Corolla Cross HV \[11/2022 - ____\]](#)

4. REMOVE PASSENGER AIRBAG ASSEMBLY

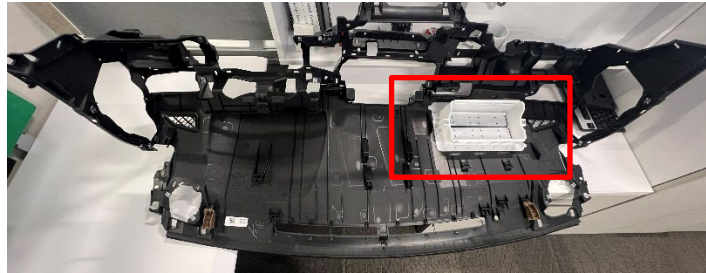
Disassembly: [INTERIOR PANELS / TRIM: INSTRUMENT PANEL SAFETY PAD: DISASSEMBLY; 2022 - 2023 MY Corolla Cross Corolla Cross HV \[09/2021 - ____\]](#)

- Complete steps 1-4 and 6 to remove the Passenger Airbag Assembly

VII. INSPECT INSTRUMENT PANEL SAFETY PAD

1. INSPECT INSTRUMENT PANEL FOR MILLING ON PASSENGER AIRBAG SIDE

a) Look for milling marks.



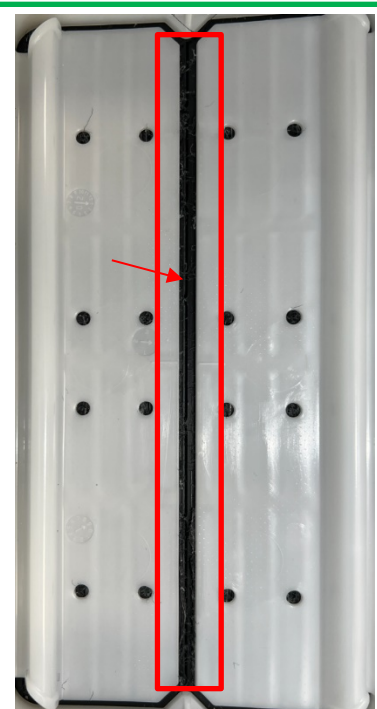
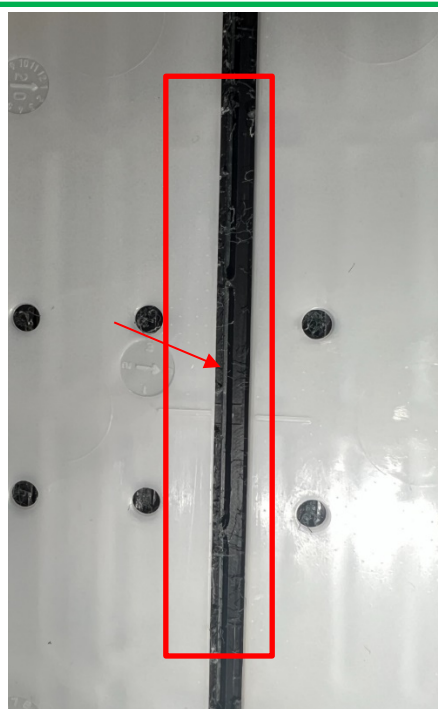
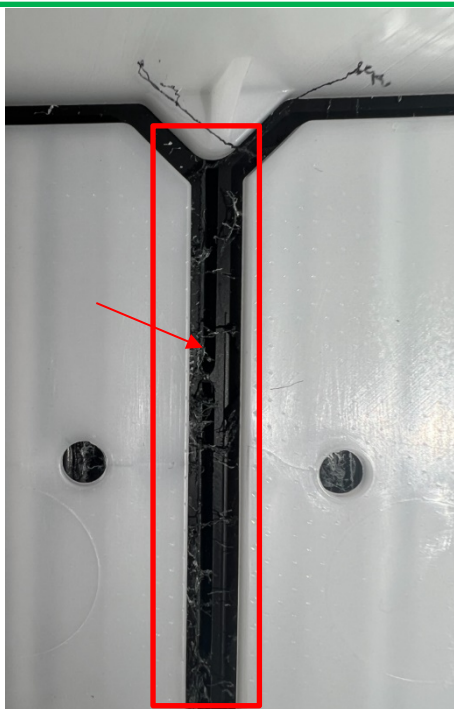
EXAMPLE OF OK MILLING MARKS

- Look for the milling mark.
- There will be a groove down the middle. A flat head screwdriver will fit in the groove.
- The groove will be cut in the black plastic.
- The plastic burs may need to be moved out of the way with a flat head screwdriver.

Video Example:

[Ok Milling Marks Example Video](#)

Note: As seen in the video audible clicks will be heard when going over **OK** milling.



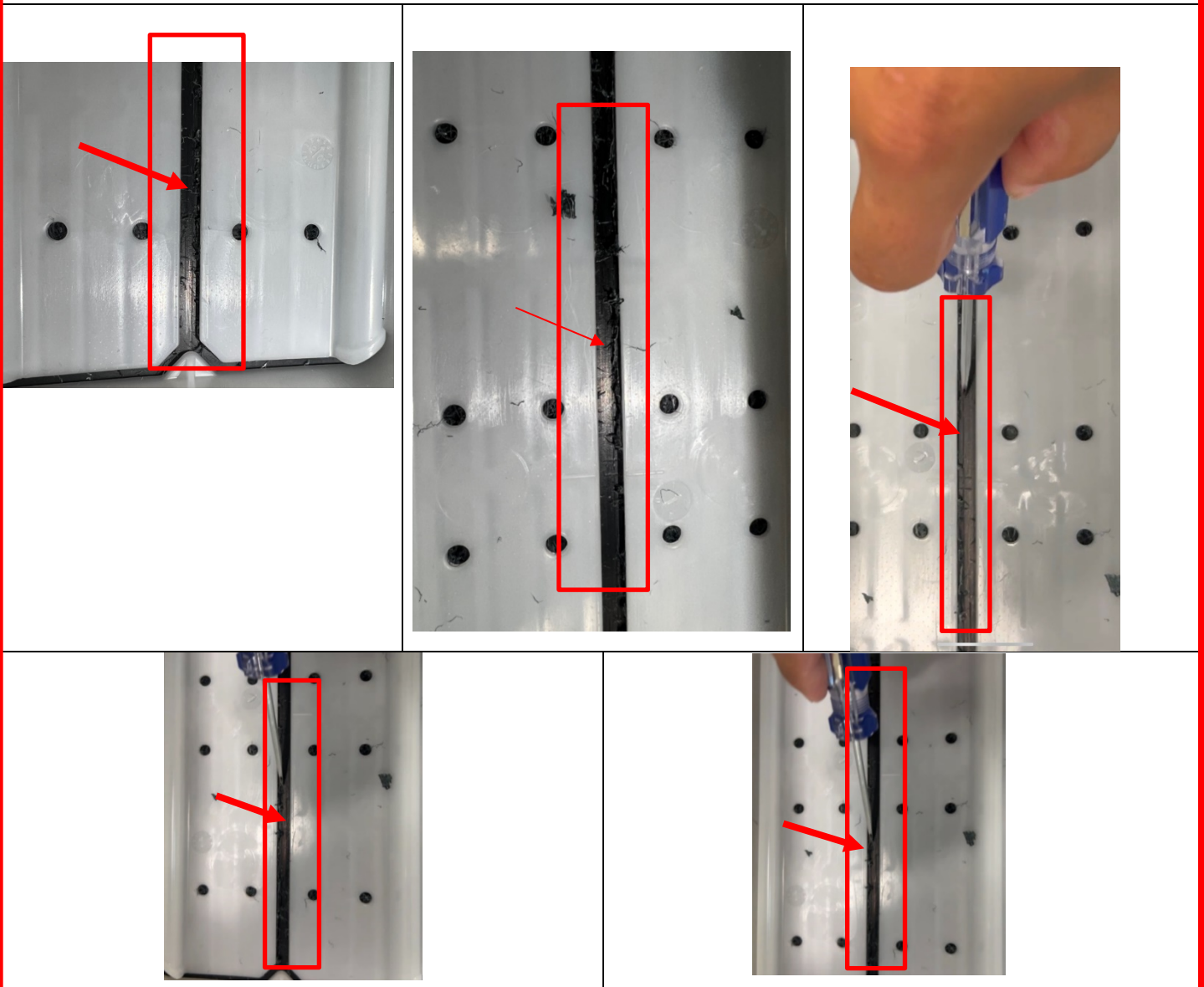
EXAMPLE OF MISSING MILLING MARKS

- Look for smooth plastic. There will be no groove cut into the black plastic.
- A flat head screwdriver will not find a gap on an IP missing the milling.
- The plastic burs may need to be moved out of the way with a flat head screwdriver.

Video Example:

[Missing Milling Marks Example Video](#)

Note: No audible clicks will be present, and the screwdriver can move freely side to side from one edge of the white plastic to the other when milling is missing.



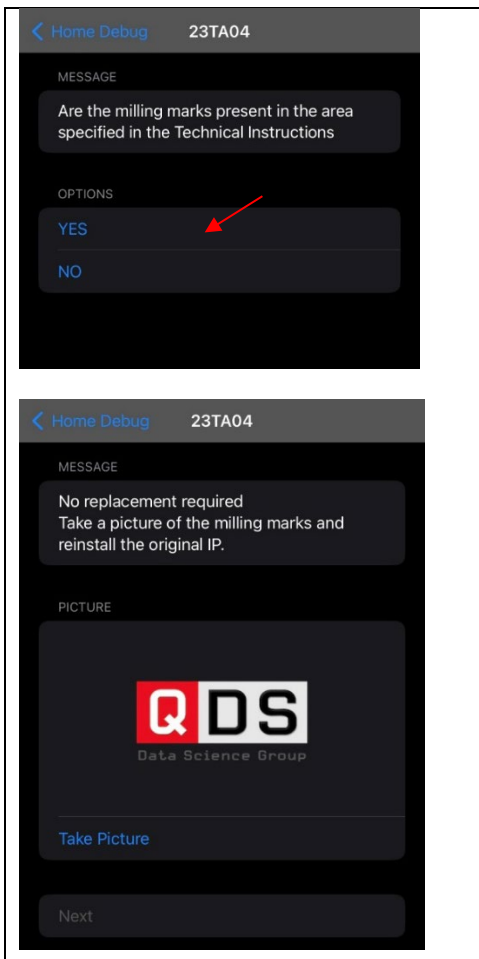
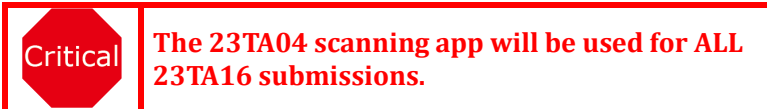
IX. DETERMINE INSTRUMENT PANEL CONDITION WITH SCANNING APP

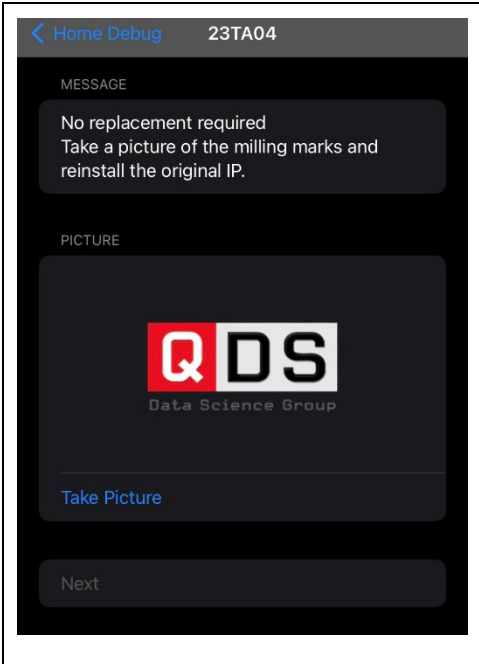
1. DETERMINE INSTRUMENT PANEL CONDITION

- a) Determine if the Instrument panel has milling marks.
- b) Once logged back into the app, enter the VIN and confirm the S/N matches the previous entry. The application will continue the submission where previously left off.
 - **VIN**
 - **Serial Number**

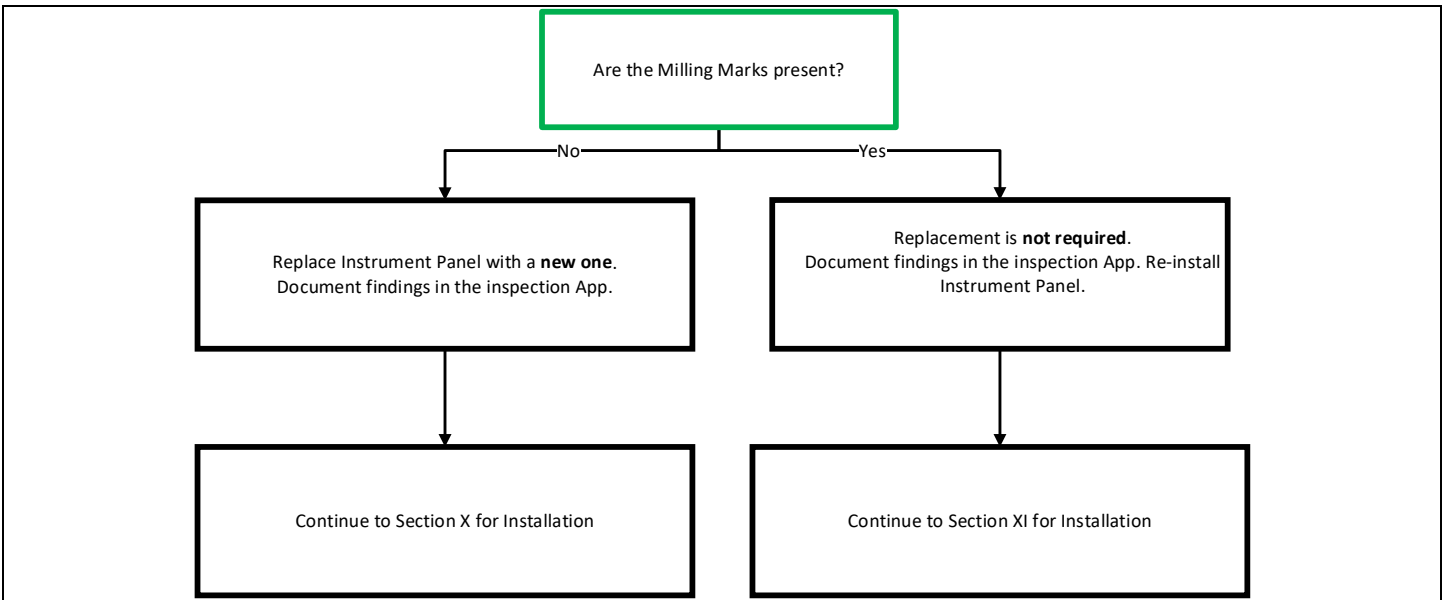


<https://apps.apple.com/us/app/qdamobile/id1640292519>





1. FOLLOW INSTRUCTIONS ON THE FINAL SCREEN. THIS SCREEN WILL SAY “REPLACEMENT REQUIRED” OR “NO REPLACEMENT REQUIRED”.
 - Document the photo in the app and reinstall the original IP



X. INSTALL NEW INSTRUMENT PANEL SAFETY PAD

1. TRANSFER COMPONENTS FROM AFFECTED INSTRUMENT PANEL TO NEW INSTRUMENT PANEL

Reassembly: [INTERIOR PANELS / TRIM: INSTRUMENT PANEL SAFETY PAD: REASSEMBLY; 2022 - 2023 MY Corolla Cross Corolla Cross HV \[09/2021 - \]](#)

2. INSTALL NEW INSTRUMENT PANEL SAFETY PAD

[INTERIOR PANELS / TRIM: INSTRUMENT PANEL SAFETY PAD: INSTALLATION; 2022 - 2023 MY Corolla Cross Corolla Cross HV \[09/2021 - \]](#)



3. CHECK FOR DTC'S

- a) Using a Techstream, perform a Health Check to check for any Diagnostic Trouble Codes

NOTE:

This is to confirm there are no DTCs after installation of the instrument panel.

This Campaign only covers the instrument panel replacement, as detailed in these instructions. It does not cover the diagnosis or replacement of any other systems on the vehicle.

4. Campaign is now complete

XI. RE-INSTALL THE OLD INSTRUMENT PANEL SAFETY PAD

1. RE-INSTALL PASSENGER AIRBAG ASSEMBLY TO OLD INSTRUMENT PANEL SAFETY PAD

Reassembly: [INTERIOR PANELS / TRIM: INSTRUMENT PANEL SAFETY PAD: REASSEMBLY; 2022 - 2023 MY Corolla Cross Corolla Cross HV \[09/2021 - _____\]](#)

- Follow steps 1-5 to reinstall the Passenger Airbag Assembly.

2. INSTALL OLD INSTRUMENT PANEL SAFETY PAD

[INTERIOR PANELS / TRIM: INSTRUMENT PANEL SAFETY PAD: INSTALLATION; 2022 - 2023 MY Corolla Cross Corolla Cross HV \[09/2021 - _____\]](#)



3. CHECK FOR DTC'S

- b) Using a Techstream, perform a Health Check to check for any Diagnostic Trouble Codes

NOTE:

This is to confirm there are no DTCs after installation of the instrument panel.

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◀ VERIFY REPAIR QUALITY ▶

**Confirm no DTCs are present after installation.
Confirm all interior trim pieces were reinstalled correctly.**

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

4. 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.**

B. CAMPAIGN DESIGNATION DECORDER

