

**TECHNICAL INSTRUCTIONS  
FOR  
SAFETY (NONCOMPLIANCE) RECALL E0T  
SRS AIRBAG ECU REFLASH**

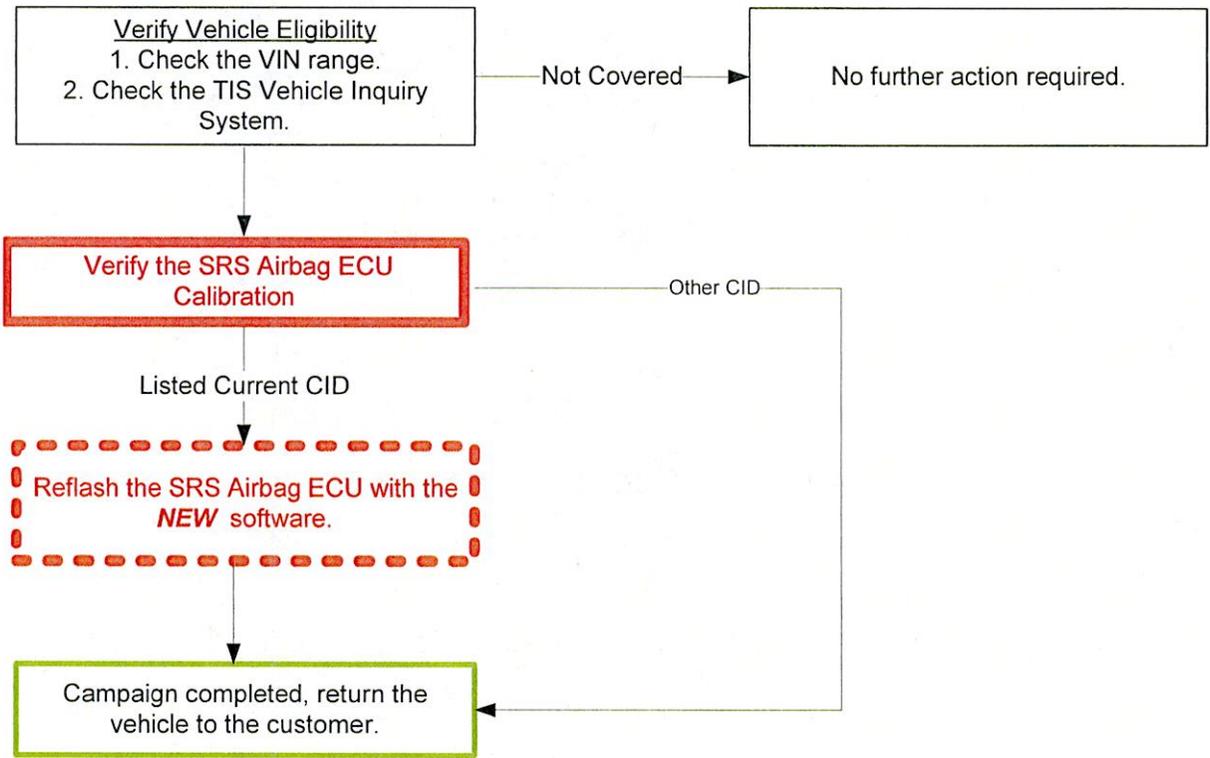
**CERTAIN 2014 MODEL YEAR HIGHLANDER AND HIGHLANDER HV**

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**All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. 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 certifications levels:**

- **Toyota Expert (any classifications)**
- **Master**
- **Master Diagnostic Technicians**

# I. OPERATION FLOW CHART



## II. IDENTIFICATION OF AFFECTED VEHICLES

WMI	MY	VDS	Start	Finish
5TD	2014	BCRFH	S004280	S005128
		BKRFH	S004346	S048817
		DCRFH	S004274	S006263
		DKRFH	S004348	S048897
		JKRFH	S004372	S048640
		KKRFH	S004315	S027085
		YKRFH	S004309	S026987
		ZARFH	S004251	S007573
		ZKRFH	S004310	S027109

### NOTE:

- Always check the TIS Vehicle Inquiry System to confirm the VIN is covered by this Safety Recall, and that the campaign has not already been completed by another dealer.
- **TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.**

## III. PREPARATION

### A. PARTS

No parts are required to complete this campaign.

### B. TOOLS & EQUIPMENT

- Techstream 2.0 / TIS Techstream /Techstream Lite (Software 8.30 or Higher)
- GR8 Battery Diagnostic Station

## IV. BACKGROUND

In certain 2014 model year Highlander and Highlander Hybrid vehicles, the seatbelt Selectable Force Limiter has two different settings ("low" and "high") depending on the size classification of the occupant detected in the passenger seat. In the involved vehicles, the software for operation of the Selectable Force Limiter improperly sets the "low" load limit for any occupant, regardless of size, rather than for a small occupant as intended. Under some conditions, this could result in crash test performance that does not meet the requirements specified under FMVSS No. 208 "Occupant Crash Protection" for larger occupants and could increase the risk of an injury in the event of a crash.

## V. SRS CALIBRATION ID VERIFICATION AND DTC CHECK

### 1. CHECK FOR DTCs

- a) Perform a Health Check and confirm the current SRS Calibration ID.

**Note:** The SRS Airbag calibration line may not be visible on the health check screen until you scroll down.

Techstream (Ver 9.00.026) - 11422

File Function Setup TIS User Help

System Select Stored Data

2014 Highlander  
2GR-FE

007384 mile  
Production Date  
- 11/2013  
5TDK9RFH0E5004500

2014\_Highlander  
File Notes  
Health Check  
Data 1-5/1  
Data 2-5/1

Sort  
Expand>>  
TIS Search  
Print  
Back

Tire Pressure / Threshold Value [psi(gauge)]

Sensor 1: 33.67 / 27.93 Sensor 2: 34.42 / 27.93  
Sensor 3: 32.92 / 27.93 Sensor 4: 33.92 / 27.93  
Sensor 5: N/A / N/A

Health Check Results

System	Monitor Status	DTC	Curr	Pend	Hist	Perm	SB	Calibration	Update
Engine	Inc							30E14000	No
ECT	-							A0C01000	No
Cruise Control	-							895360E02000	No
ABS/VSC/TRAC	-							F152648191	No
EMPS	-							8965B48013	No
Tire Pressure Monitor	-							0E010	No
Occupant Detection	-							886500E29004	No
Air Conditioner	-							838000E53005	No
Combination Meter	-							838000E51004	No
Main Body	-							8922F0E23003	No
D-Door Motor	-							-	-
Smart Key	-							-	-
P-Door Motor	-							-	-
Sliding Roof	-							-	-
Master Switch	-							-	-
Back Door	-							892220F08003	No
SRS Airbag	-							8917F0E024	Yes
Navigation System	-							-	-
Starting Control	-							-	-
Power Source Control	-							-	-

5/19/2014 8:26:25 AM  
Campaign Status: **OPEN**

DTC  
HMI  
Refresh

S302-06  
Default User  
DLC3  
8:26 AM

- b) Referencing the table below, verify if the SRS ECU has the updated calibration.

SRS Airbag Computer Calibration			
Model	Model Year	Current CID	New CID
Highlander	2014	8917F0E024	<u>8917F0E025</u>

SRS Airbag Computer Calibration			
Model	Model Year	Current CID	New CID
Highlander HV	2014	8917F0E054	<u>8917F0E055</u>

## VI. SRS AIRBAG ECU REFLASH PROCEDURE

### 1. CONNECT THE GR8

- Set the GR8 to Power Supply Mode to help maintain 13.5 volts during ECU reprogramming.
- The charger must be connected directly to the battery.**



- A battery charger set to power supply mode *MUST* be used during reprogramming.**
- ECU damage may occur if the correct battery charger setting is not used.**

### 2. TURN OFF ALL ELECTRICAL ACCESORIES

- Turn off all electrical accessories ( i.e lights, audio and climate control systems).

### 3. REFLASH THE SRS ECU

- Click yes on the health check results screen to begin the reflash process.



- For general reprogramming procedures, refer to [T-SB-0012-13](#).**
- Confirm the latest version of Techstream software is being used.**
- If the Techstream does not have sufficient battery power the reflash will fail.**
- Confirm the DLC3 cable is in good condition before attempting reflash.**
- If vehicle exhibits any trouble codes diagnose and repair using TIS before attempting to reprogram the SRS Computer.**

### 4. DISCONNECT THE GR8

### 5. PERFORM A HEALTH CHECK AND CLEAR DTCs

- Perform a health check on the vehicle.
- Clear DTCs that may have been set during the reflash procedure.
- Rerun health check and confirm all DTCs set during reflash are cleared.

### 6. PRINT CUSTOMER HEALTH CHECK REPORT

- From the Health Check Results screen select the Customer Health Check Report button (TIS will launch when button is pressed).

System	Monitor Status	DTC	Curr	Pend	Hist	Perm	SB	Call
Engine	Ints							308
ABS								AG
Master Body		U0151			X		No	B922
ECT								B553
Cruise Control								F1524B191
ABS/VSC/TRAC								836584813
EMPS								DEC10
Tire Pressure Monitor								86500E29007
Occupant Detection								83300E559
Air Conditioner								83800E55
Combination Meter								
D. Door Motor								
Smart Key								
P. Door Motor								
Sliding Roof								
Master Switch								
Back Door								2003 No
SRS Airbag								BE25 No
Navigation System								
Starting Control								
Power Source Control								

- Log in to TIS.
- Input Vehicle Mileage and Repair Order number.
- Check the "Performed" campaign radio button for the applicable campaigns completed during this service event.

e) Select the Report button.

The screenshot shows a 'Diagnostic Report' window with the Toyota logo on the left. The title 'Diagnostic Report' is in the top right. Below it is the section 'Vehicle Information'. Under this section, there are two input fields: 'Mileage: 7767' and 'Repair Order: 77888'. Below these fields is a message: 'Our systems show the following campaigns are outstanding. Have any of these campaigns been completed? (Check for SSC door label if unsure.)'. Under this message, there are two radio buttons: 'Performed' (which is selected) and 'Not Performed'. Below the radio buttons is a 'Report' button, which is highlighted with a red box.

- f) Confirm Customer Health Check Report information is correct.
- g) Print Customer Health Check Report from TIS.
- h) Sign and provide to the customer.

### ◀ VERIFY REPAIR QUALITY ▶

- Confirm the GR8 is set up properly prior to beginning the reprogramming
- Confirm the reflash completes successfully
- Confirm there are no DTCs in the ECU

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

## VII. APPENDIX

### A. CAMPAIGN DESIGNATION DECODER

