

IMPORTANT UPDATE

TECHNICAL INSTRUCTIONS FOR SAFETY RECALL E04 FRONT PASSENGER AIRBAG INFLATOR MODULE CERTAIN 2003 – CERTAIN 2005 MODEL YEAR COROLLA CERTAIN 2003 – CERTAIN 2005 MODEL YEAR MATRIX

Updated 2-24-15

Update 2-24-15

- **DISCONTINUED: Passenger Airbag disablement has been discontinued.**

Update 2-6-15

- Part number section was updated to show 2005 model year inflator part numbers.

Update 12-17-14

- ~~MDC number for the hang tags added and parts section updated.~~

Updated 10-24-14

- The TI has been updated to reflect the new revisions made to the Serial Number Recording Application that will go live on TIS the morning of 10-25-14. The revision to the application require the following information to be entered:
 - Vehicle mileage is now required to be inputted into the serial number recording application
 - In the rare case that the passenger airbag assembly is replaced (region approval required), the new airbag serial number must be recorded using the serial number recording application
 - The serial number recording application has also been revised to identify which part was replaced on A specific vehicle on the warranty authorization code screen

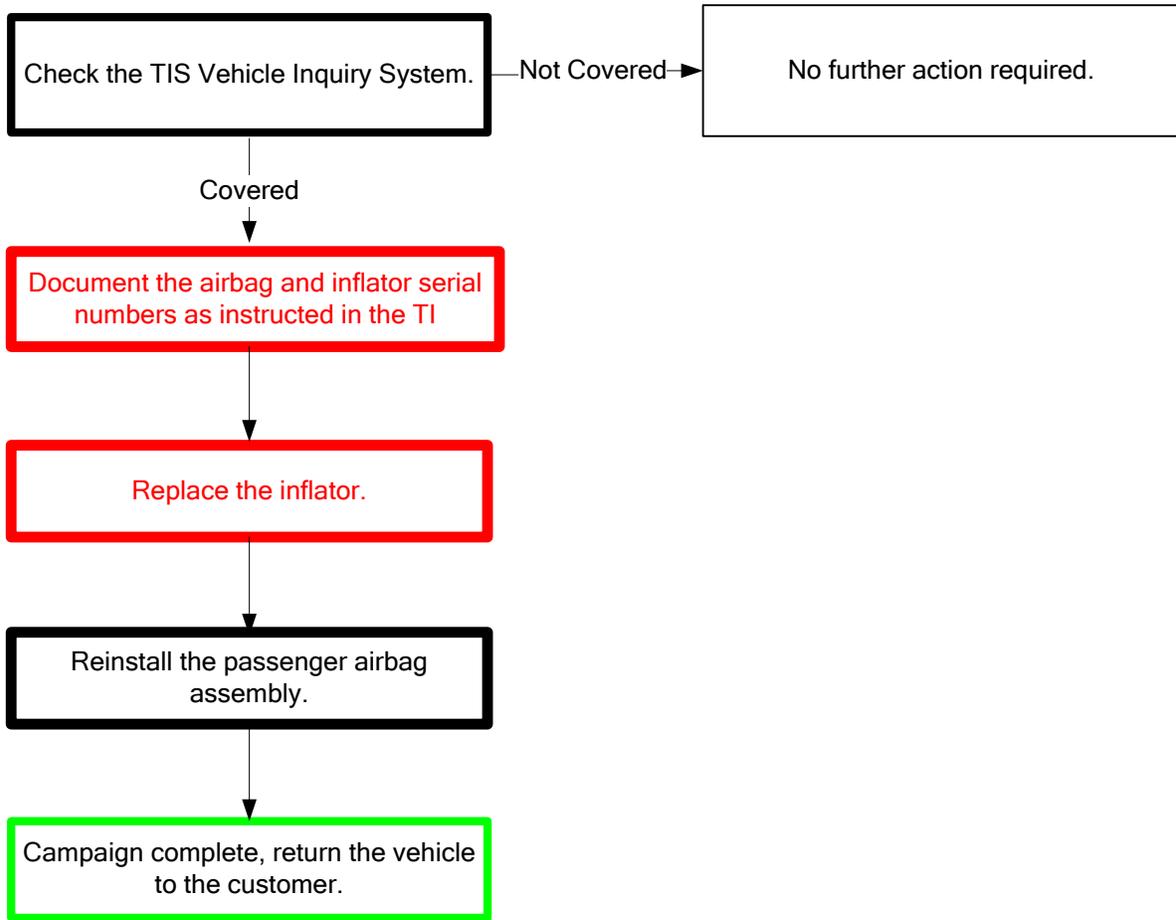
All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to have successfully completed E-Learning course SC13B, in addition to SC13A, and currently hold at least one of the following certifications levels:

- Toyota Expert (Electrical)
- Master
- Master Diagnostic Technicians

NOTE: The videos in this document were created for D0F/DSF, but are used in this document to help supplement the technical instructions.

I. OPERATION FLOW CHART

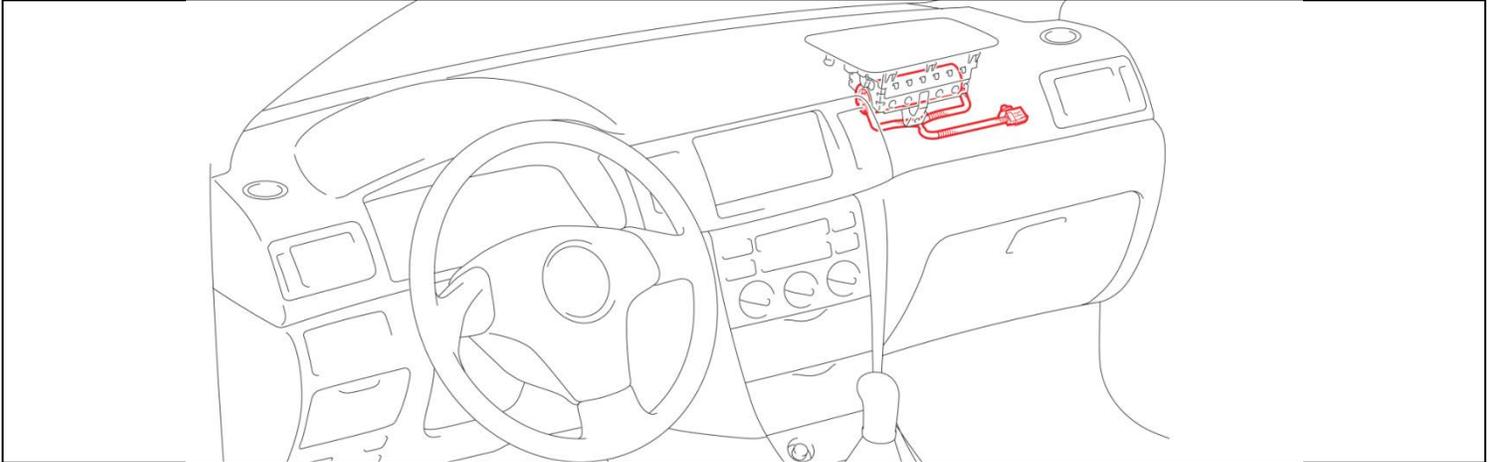
The flow chart is for reference only. **DO NOT** use it in place of the full technical instructions. Follow **ALL** steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



STOP Passenger airbag disablement has been DISCONTINUED you must repair the vehicle. **STOP**

II. BACKGROUND

The subject vehicles are equipped with front passenger air bag assemblies. When located in areas with consistently high absolute humidity, the front passenger air bag inflator could be susceptible to rupture and the front passenger air bag could deploy abnormally in a crash, increasing the risk of injury to the occupant. The cause of the potential ruptured inflators and influence of high absolute humidity are under investigation.



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



Only one inflator kit is required per vehicle, ensure you pick the correct part number for your location and model year so that the correct return shipping information is included.

Applicable for: 48 States in Continental U.S.

| Model | Part Number | Part Description | Quantity |
|----------------------|-------------|---------------------------------------|----------|
| 2003-2004 MY Corolla | 04003-28102 | Instrument Panel Airbag Inflator Kit* | 1 |
| 2003-2004 MY Matrix | 04003-28101 | Instrument Panel Airbag Inflator Kit* | 1 |

*The kit above includes the following parts. Both kits include the same components, but because the components are different the kits **ARE NOT** interchangeable.

| | |
|----------------------------|---|
| Inflator | 1 |
| Self Locking Nut | 4 |
| Stopper Plate | 1 |
| Position Determining Plate | 1 |
| Electro Tap | 1 |
| Felt Tape Strips | 2 |

Applicable for: USTT Locations and Hawaii

| Model | Part Number | Part Description | Quantity |
|----------------------|-------------|---------------------------------------|----------|
| 2003-2004 MY Corolla | 04003-11102 | Instrument Panel Airbag Inflator Kit* | 1 |
| 2003-2004 MY Matrix | 04003-11101 | Instrument Panel Airbag Inflator Kit* | 1 |

*The kit above includes the following parts. Both kits include the same components, but because the components are different the kits **ARE NOT** interchangeable.

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|----------------------------|---|
| Inflator | 1 |
| Self Locking Nut | 4 |
| Stopper Plate | 1 |
| Position Determining Plate | 1 |
| Electro Tap | 1 |
| Felt Tape Strips | 2 |

Applicable for: 48 States in Continental U.S.

| Model | Part Number | Part Description | Quantity |
|-----------------|-------------|---------------------------------------|----------|
| 2005 MY Corolla | 04004-75202 | Instrument Panel Airbag Inflator Kit* | 1 |
| 2005 MY Matrix | 04004-75201 | Instrument Panel Airbag Inflator Kit* | 1 |

*The kit above includes the following parts. Both kits include the same components, but because the components are different the kits **ARE NOT** interchangeable.

| | |
|----------------------------|---|
| Inflator | 1 |
| Self Locking Nut | 4 |
| Stopper Plate | 1 |
| Position Determining Plate | 1 |
| Electro Tap | 1 |
| Felt Tape Strips | 2 |

Applicable for: USTT Locations and Hawaii

| Model | Part Number | Part Description | Quantity |
|-----------------|-------------|---------------------------------------|----------|
| 2005 MY Corolla | 04004-75102 | Instrument Panel Airbag Inflator Kit* | 1 |
| 2005 MY Matrix | 04004-75101 | Instrument Panel Airbag Inflator Kit* | 1 |

*The kit above includes the following parts. Both kits include the same components, but because the components are different the kits **ARE NOT** interchangeable.

| | |
|----------------------------|---|
| Inflator | 1 |
| Self Locking Nut | 4 |
| Stopper Plate | 1 |
| Position Determining Plate | 1 |
| Electro Tap | 1 |
| Felt Tape Strips | 2 |

A. TOOLS & EQUIPMENT

- Standard hand tools
- Torque wrench
- Electrical tape
- Molding remover set
- Techstream
- Zip Tie

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 |

E04 CAMPAIGN TOOLS – These tools were previously provided to the dealership for campaign D0F and will be used for campaign E04. These tools are required when performing this repair.

| Image | Name | Quantity |
|-------|------------------------------------|----------|
| | Airbag Mounting Bracket & hardware | 1 |
| | 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.

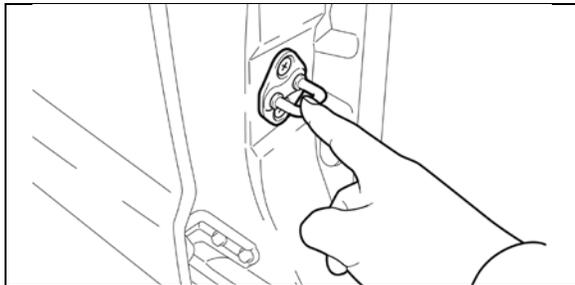
V. SAFETY PRECAUTIONS



CRITICAL INFORMATION – READ THOROUGHLY

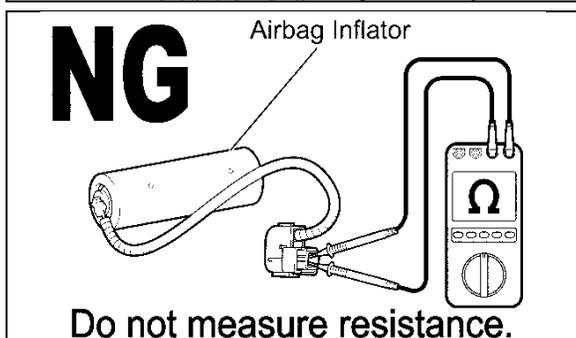


Failure to follow these procedures correctly could cause the SRS to unexpectedly deploy during servicing or the SRS may fail to operate correctly when required after reassembly. Confirm all work is performed as described in these instructions.



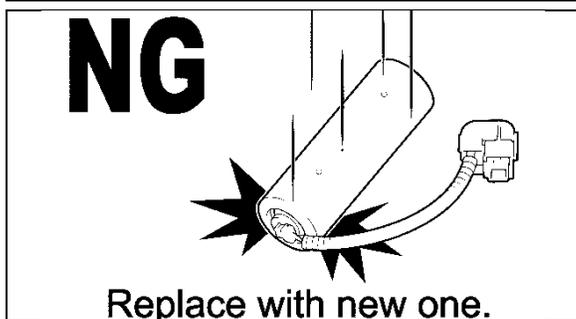
1. ELIMINATE STATIC ELECTRICITY

- 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.



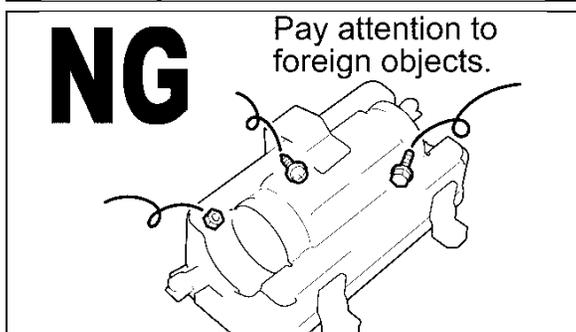
2. DO NOT MEASURE RESISTANCE

- 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** inflator.



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.

VII. WORK AREA PREPARATION

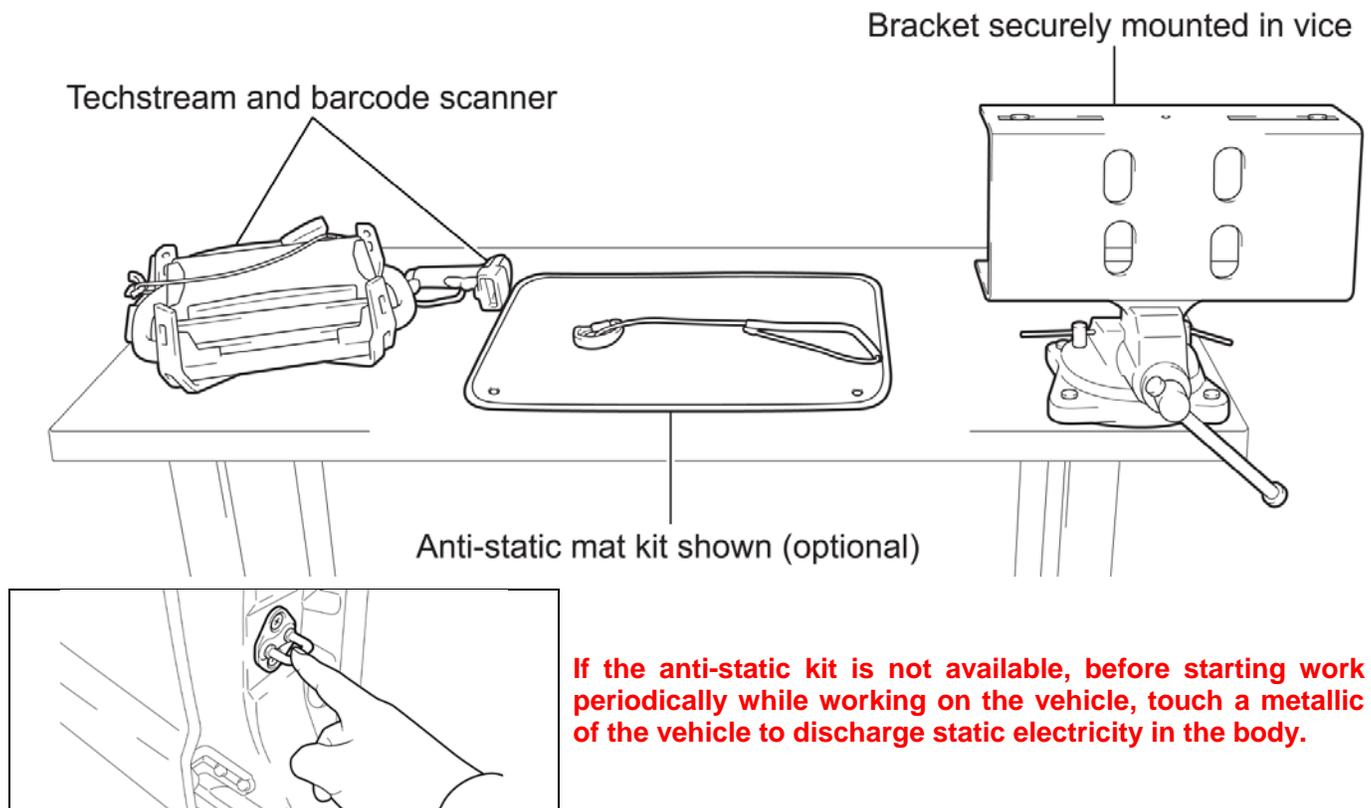


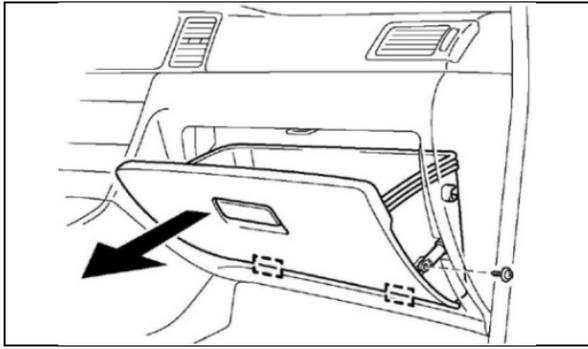
CRITICAL INFORMATION – READ THOROUGHLY



The bracket assembly that was provided at the launch of SSC D0F is a critical added-safety feature that **MUST** be used when replacing the inflator module. Confirm the bracket assembly is installed securely in the vise and confirm the work area being used is appropriate. The anti-static mat set that is an essential SST may be available at your dealership and is optional to use during inflator replacement. If the anti-static kit is not available, before starting work and periodically while working on the vehicle, touch a metallic part of the vehicle to discharge static electricity in the body.

Confirm there are no loose objects or people exposed to the back side of the bracket for safety in the unlikely event of airbag deployment due to improper work procedures (Remember that the inflator **IS NOT** being replaced due to an inadvertent deployment concern).

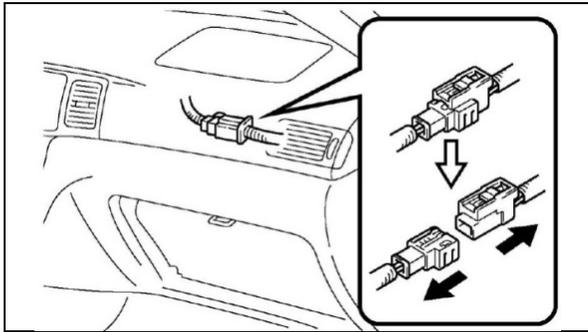




2. REMOVE THE GLOVE BOX

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

3. REMOVE THE AIRBAG ASSEMBLY

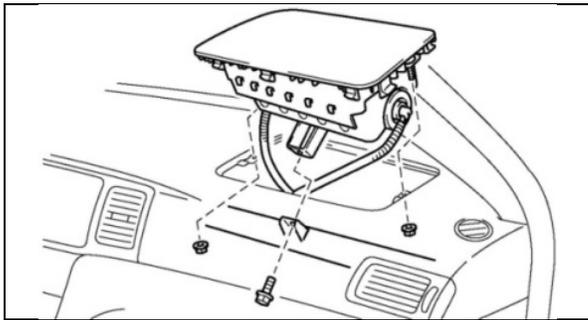


- a) Disconnect the negative battery cable.



- 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.

4. 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.

5. SCAN THE AIRBAG SERIAL NUMBER

- a) Scan the **AIRBAG ASSEMBLY** serial number 2 times.
 - 1) Confirm the cursor is in the first serial number box then scan the serial.
 - 2) Position the cursor in the second serial number box then scan the serial.
- b) 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.

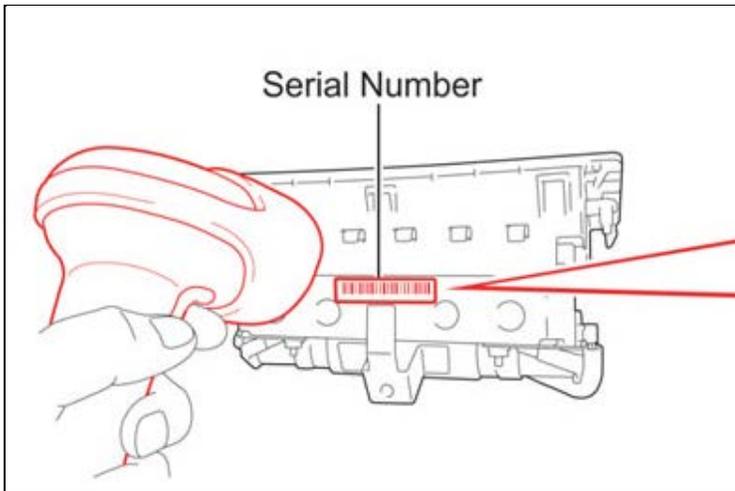
AIRBAG SERIAL NUMBER IDENTIFICATION

- The airbag serial number is **ALWAYS** the **12 DIGITS** located between the asterisks.
- 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 and the **INFLATOR** serial number are **DIFFERENT**. The **AIRBAG ASSEMBLY** serial number **MUST** be recorded prior to replacement.



T3 = SuzukiR - Google Chrome
 t3qa.tms.toyota.com/t3Portal/portlets/tis/airBag/AirBagController.portlet?_nfpb=true&_windowLabel=Standal...

Front Passenger Airbag Inflator Module - Safety Recall
 SSC - DSF

1 2 3 4 5

Airbag Assembly Serial Numbers do not match. Please check and enter the serial numbers once again

User ID: SuzukiR Technician Name: Russell Suzuki
 Dealer Code: Dealer Name:
 Time: 06/10/2014 05:44 PM PDT

VIN: STD BT44A 335157291 [2003 Sequoia BEIGE M. M.]

Record Airbag Serial Number

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: 000074902L96
 * Reconfirm Airbag Assembly Serial Number: 000074902L96

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

(* - Indicates Required Field(s))

Next

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 and contact your regional representative.

- a) If the airbag serial number is unreadable or not present check the box as shown below.

Front Passenger Airbag Inflator Module - Safety Recall
SSC - DSF

1 2 3 4 5

User ID: SuzukiR Technician Name: Russell Suzuki
Dealer Code: Dealer Name:
Time: 06/12/2014 03:43 PM PDT

VIN: 1NX BR32E 00000000 (2003 Corolla, Beige)

Record Airbag Serial Number

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

Please contact Region for further information

Back Next

(*) - Indicates Required Field(s)

- b) After the Region approves the Airbag Assembly replacement and the new part is received, record the NEW airbag serial number in the Serial Number Recording Application.

Front Passenger Airbag Inflator Module - Safety Recall
SSC - DSF

1 2 3 4 5

User ID: SuzukiR Technician Name: Russell Suzuki
Dealer Code: Dealer Name:
Time: 06/12/2014 03:43 PM PDT

VIN: 1NX BR32E 00000000 (2003 Corolla, Beige)

Record Airbag Serial Number

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)

* New Airbag Assembly Serial Number:

Next

(*) - Indicates Required Field(s)



The new **AIRBAG ASSEMBLY** serial number **MUST** be recorded prior to reinstallation to track the airbag assembly to the vehicle.

IX. INFLATOR REPLACEMENT

[Video Supplement: Inflator Replacement](#)

Note: The videos are the same videos as DSF and are intended to supplement the E04 TI.



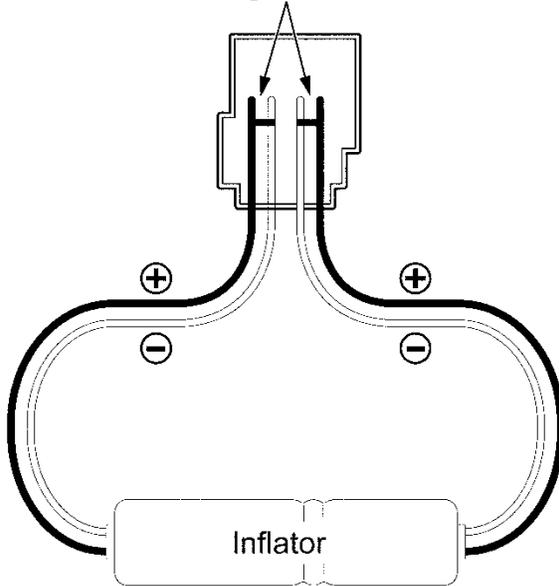
CRITICAL INFORMATION – READ THOROUGHLY



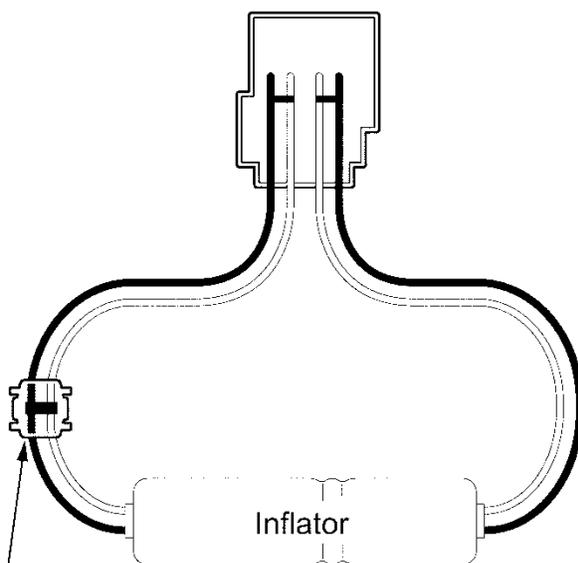
The connector of the inflator module contains a short circuiting mechanism to eliminate voltage variances when the connector(1) is disconnected. To allow for the replacement of the inflator module, a new short circuit(2) **MUST** be created before cutting the wires(3) and removing the inflator. The following steps **MUST** be followed exactly as described to ensure the work is completed correctly and safely.

(1)

Short circuiting on both sides.

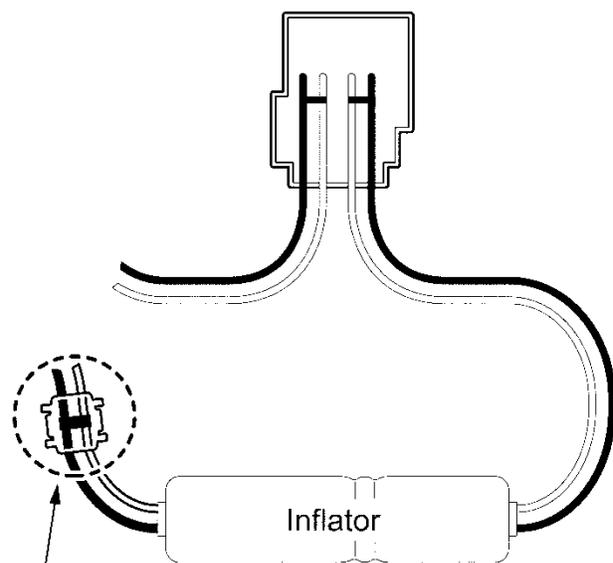


(2)



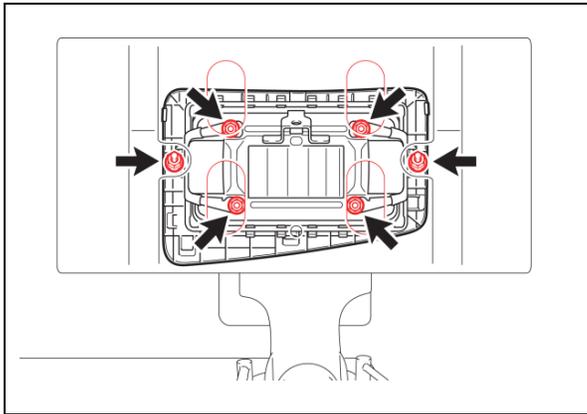
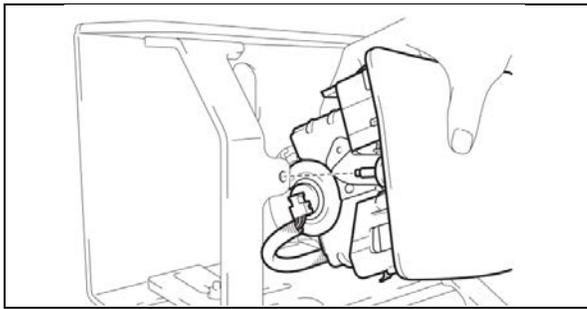
Create new short circuit using electro tap.

(3)



Short circuiting is maintained even after cutting harness.

R1302250036E



1. MOUNT THE AIRBAG IN THE MOUNTING BRACKET

- a) Position the two mounting studs on the airbag assembly into the holes on the bracket support bars.
- b) Install the airbag to the support bars with the nuts supplied in the bracket kit.
- c) Position the airbag so that all four stopper plate nuts can be removed through the access holes.
- d) Tighten the nuts holding the support bars to the mounting bracket.
- e) Confirm the following:
 - Mounting bracket is secure in the vise.
 - Airbag is secure in the support bars.
 - The center mounting bracket on the airbag assembly is facing upward.
 - Support bars are secure on the mounting bracket using 1 bolt/nut at the top of each support bar and 2 nuts/bolts at the bottom of each support bar.

STOP

CRITICAL INFORMATION – READ THOROUGHLY

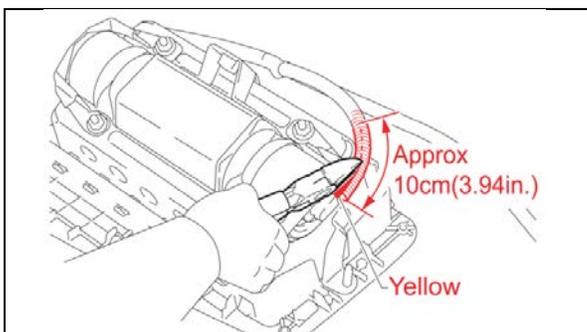
STOP



ALWAYS keep as much of your body as possible in front of the bracket when working on the airbag assembly.



Remember to periodically touch a metallic part of the vehicle to discharge static electricity in the body if the anti-static kit is not being used.



2. PREPARE TO INSTALL THE SHORT CIRCUIT

- a) Cut the yellow corrugated tube on the harness approximately 4 inches (10 cm) using nippers.

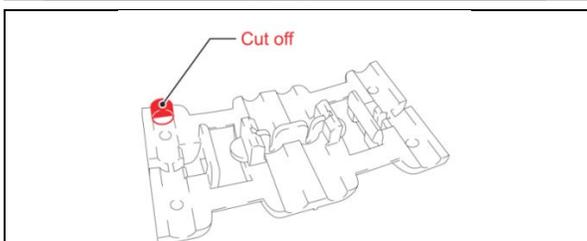
STOP

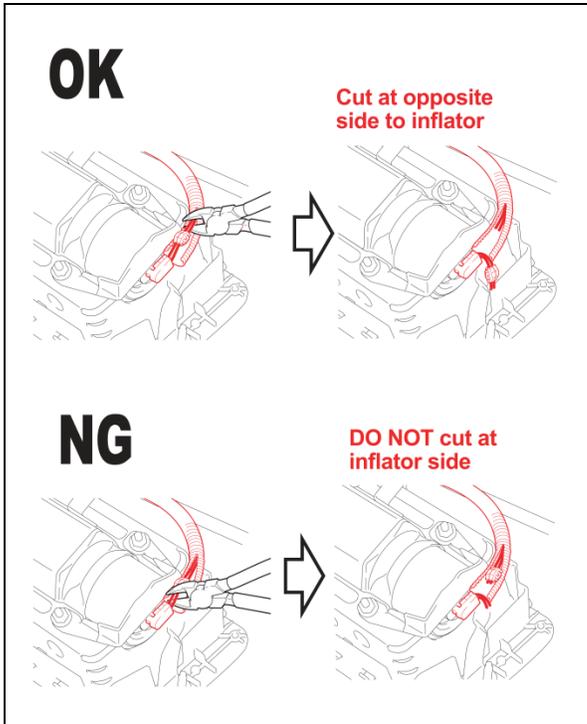
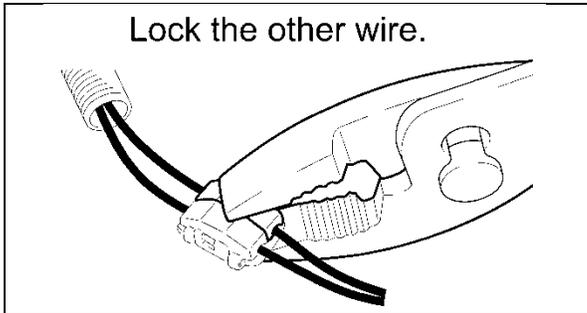
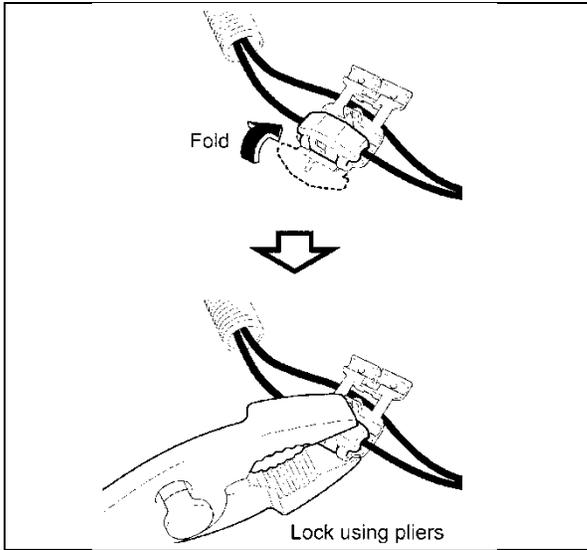
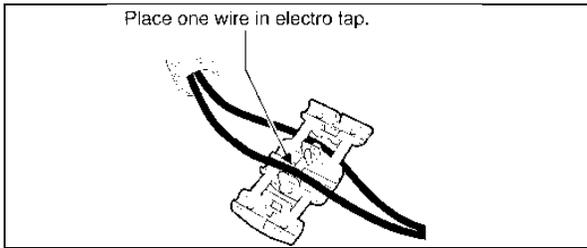
- **DO NOT** damage the wires in the tube.
- **DO NOT** use a knife or razor blade to cut the tube to avoid damaging the wires.
- This may be performed on either end of the inflator.

- b) Cut off the tab of the electro tap shown in the illustration.
NOTE: The electro tap is included in the inflator parts kit.

STOP

This tab **MUST** be removed to ensure a good short.





3. CREATE A NEW SHORT CIRCUIT IN THE INFLATOR HARNESS

- a) Place one wire in the electro tap as shown in the illustration.
- b) Fold and pinch the half of the electro tap with the wire and use pliers to lock the electro tap.

NOTE:

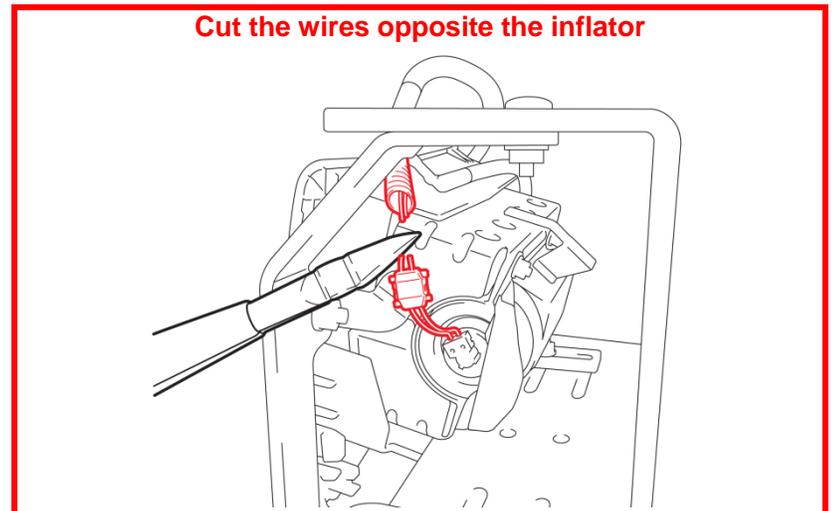
- **DO NOT** work on both wires at the same time to avoid errors.
- Pliers **MUST** be used to confirm the electro tap is firmly locked in place.

- c) Set the other wire in the electro tap and lock it in place using pliers.

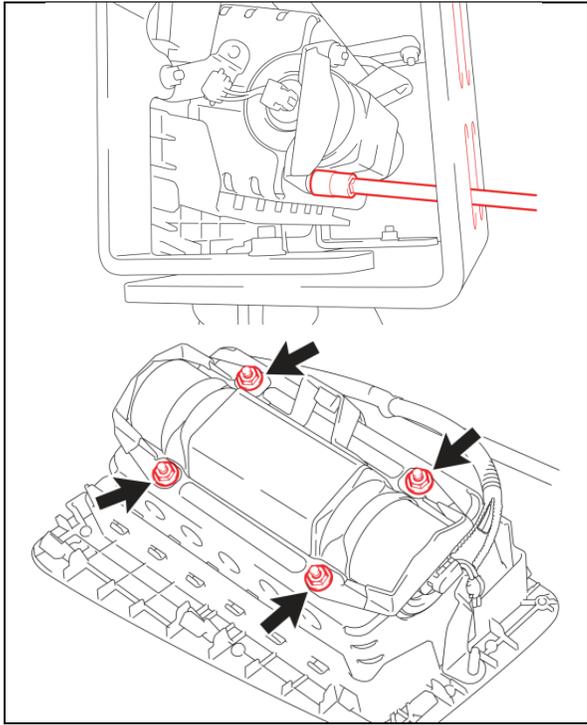
STOP **DO NOT** measure resistance of the inflator wires, this may cause accidental activation.

4. CUT THE INFLATOR WIRES

- a) Cut the 2 wires at the side of the electro tap that is farthest away from the inflator.



STOP **DO NOT** measure resistance of the inflator wires, this may cause accidental activation.

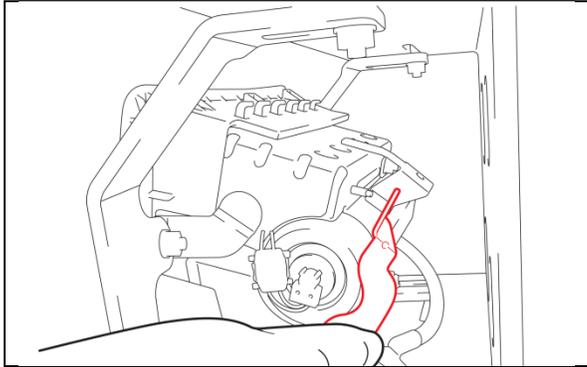


5. REMOVE THE SELF LOCKING NUTS

a) Use the access holes in the bracket to remove the 4 nuts.

NOTE:

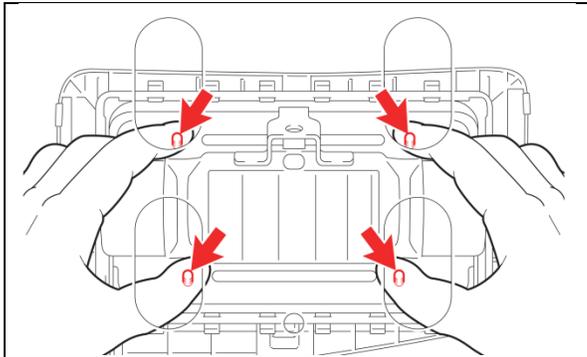
- **DO NOT** use power tools.
- The bracket support bars may need to be repositioned to remove the nuts through the access holes.



b) Remove the stopper plates.

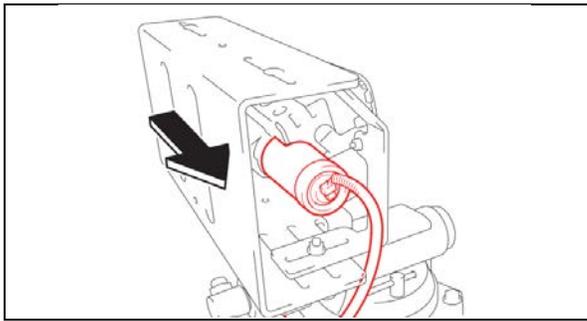
c) Discard the 4 nuts and 2 stopper plates as they are not to be reused.

NOTE: DO NOT reuse the old nuts, new nuts **MUST** be used.



6. REMOVE THE INFLATOR

a) Gently push in the 4 studs to loosen the inflator for removal.



- b) Remove the inflator from the airbag assembly and place it on a safe work surface.



**ENSURE YOU ENTER BOTH THE OLD AND NEW INFLATOR SERIAL NUMBER IN THE APPROPRIATE SPOT OF THE APPLICATION
-DO NOT ENTER THE AIRBAG SERIAL NUMBER FOR THIS STEP-**



7. SCAN THE OLD AND NEW INFLATOR SERIAL NUMBER

- a) Scan the **OLD** inflator serial number and mark the old inflator so that it will not be reused.
b) Scan the **NEW** inflator serial number.

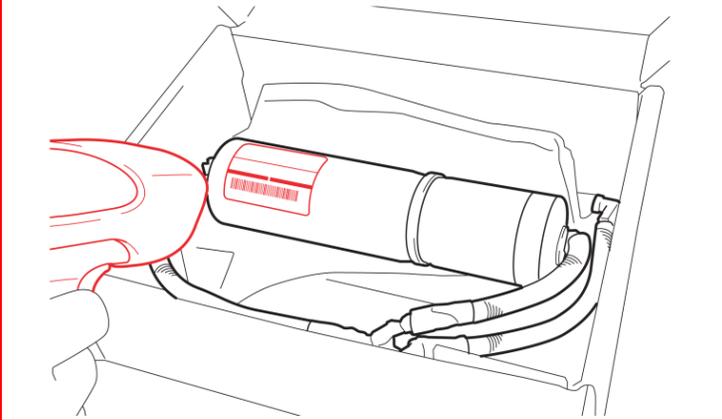
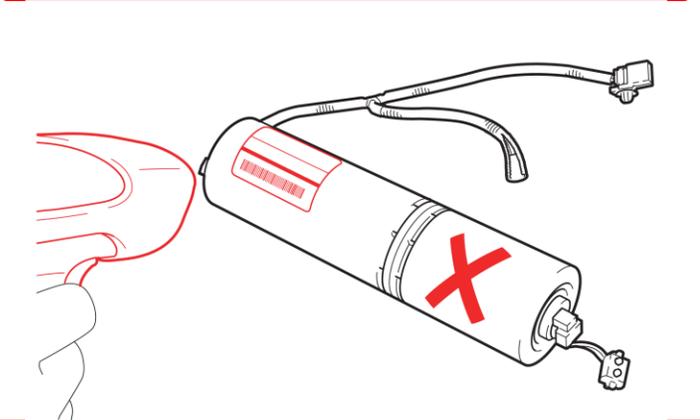
NOTE: This information is CRITICAL

- It is used to confirm the correct inflator is removed from the vehicle.
- It is recorded by TMS to trace the return parts shipment.
- It is used to track the new inflator that is being installed on the vehicle.

Step a) Old Inflator



Step b) New Inflator



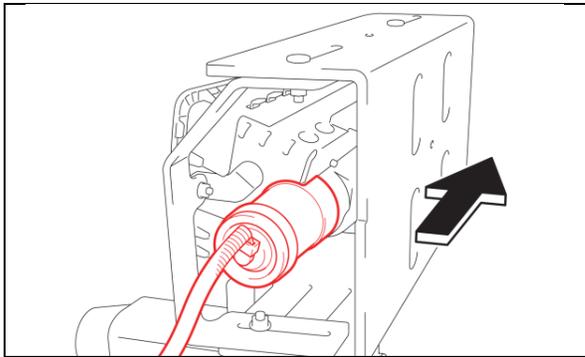
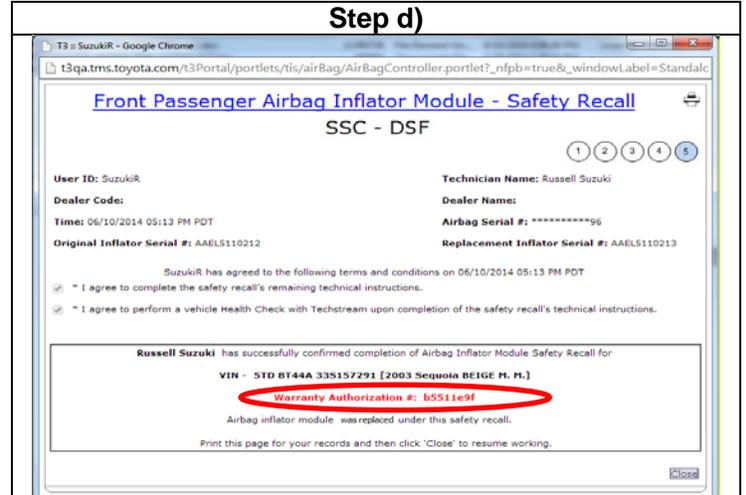
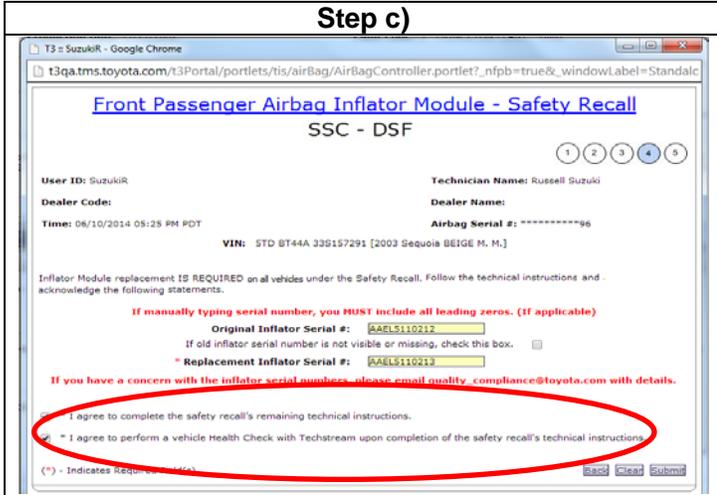
**ENSURE YOU ENTER BOTH THE OLD AND NEW INFLATOR SERIAL NUMBER IN THE APPROPRIATE SPOT OF THE APPLICATION
-DO NOT ENTER THE AIRBAG SERIAL NUMBER FOR THIS STEP-**



- c) Confirm agreement by checking the two boxes.
- d) Record the Warranty Authorization # to be included in the warranty claim.
- e) Place the old inflator in the parts box and take it immediately to the parts department.

NOTE:

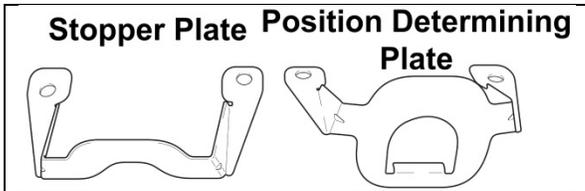
- Confirm the cursor is in the correct serial number input box before scanning.
- If the serial number barcode will not scan, it can be entered manually.
- If there are any difficulties or concerns with this process, email quality_compliance@toyota.com with details.



8. INSTALL THE NEW INFLATOR

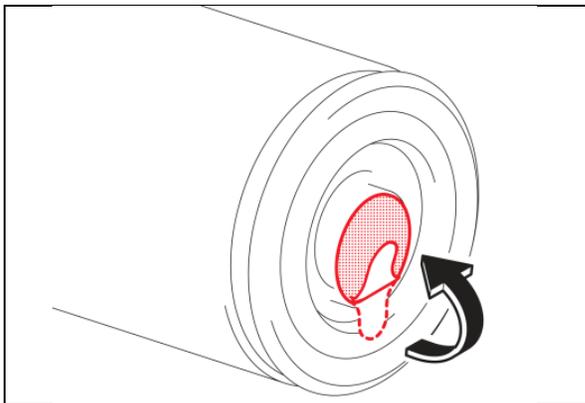
- a) Carefully slide the new inflator into the airbag assembly.

- **DO NOT** connect the inflator harness at this time. It is **CRITICAL** to install the plates first to confirm the inflator is installed in the correct position before connecting the harness.



9. CONFIRM THE NEW PLATES

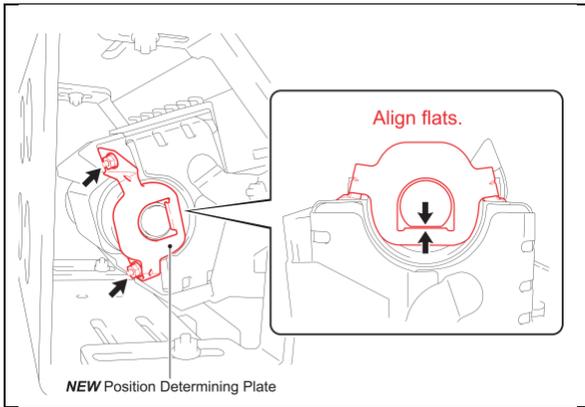
- a) Confirm the identification of the stopper plate and the position determining plate, **THEY ARE DIFFERENT.**



10. FOLD THE CONNECTOR SEAL

- a) Fold the seal in order to prevent it from being caught under the position determining plate in the next step.

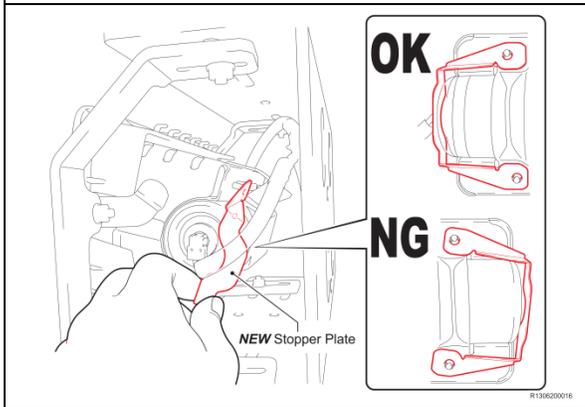
NOTE: DO NOT fully remove the seal until just before connecting the harness.



11. INSTALL THE **NEW** POSITION DETERMINING PLATE

- Place the **NEW** position determining plate on the airbag assembly on the side with the connector seal.
- Install **NEW** nuts by hand.

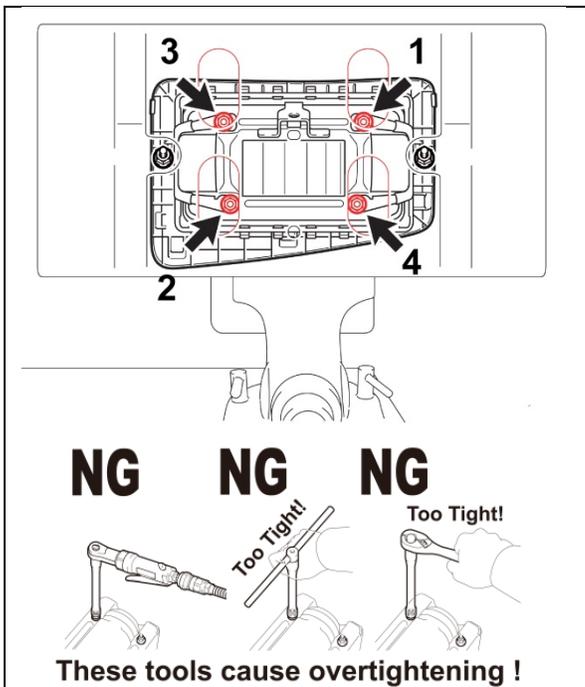
- Confirm the flats on the position determining plate and inflator are aligned.
- DO NOT** pinch the harness between the inflator and the plate.



12. LOOSELY INSTALL A NEW STOPPER PLATE.

- Place the **NEW** stopper plate on the airbag assembly on the side where the harness is already connected.
- Confirm the end of the inflator sits flat against the stopper plate. If they do not align the inflator is installed backward.
- Install **NEW** stopper plate nuts by hand. They will be torqued on a later step.

- Confirm the stopper plate to inflator fitment is correct.
- DO NOT** pinch the harness between the inflator and the stopper plate.

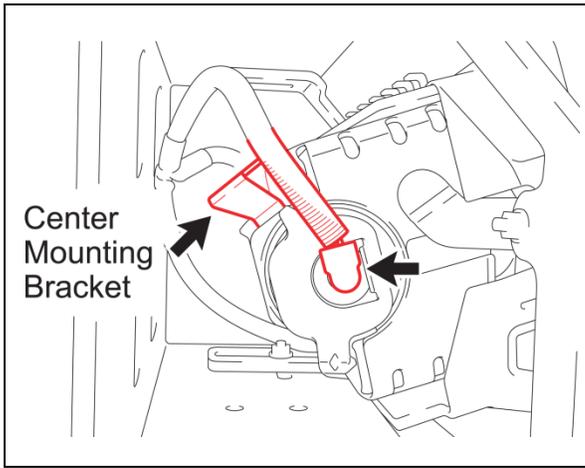


13. TORQUE THE PLATE NUTS

- Tighten the nuts evenly in two increments following the sequence shown in the illustration. Use a socket driver or torque wrench to tighten the nuts.

Torque: 35in. lbf (3.9N·m)

- There will be some resistance when tightening the nuts because they are self-locking, confirm the nuts are tightened correctly.
- DO NOT** use a power tool, T-handle, or ratchet when tightening the nuts to avoid over torqueing.

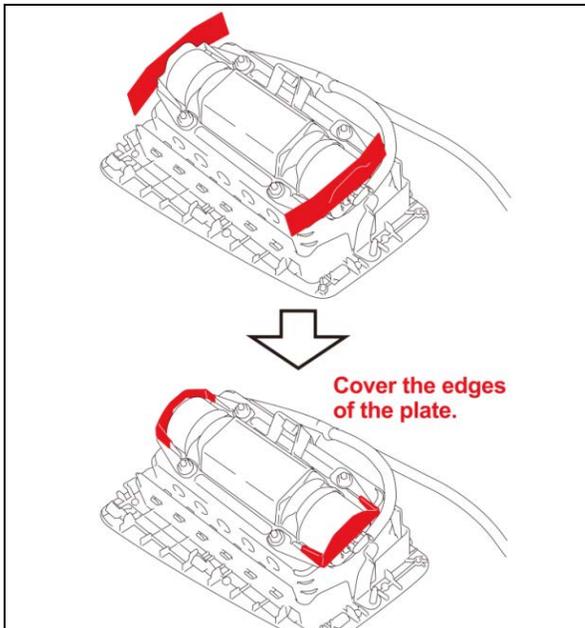


14. CONNECT THE INFLATOR CONNECTOR

- a) Remove the connector seal from the inflator.
- b) Confirm the alignment of the harness connector as shown in the illustration, then connect the harness. The connector wires should lead toward the center mounting bracket on the airbag assembly.



- The connector should be connected **IMMEDIATELY** after removing the seal.
- The connector is one-way, once it is installed it **CANNOT** be removed.
- If the connector is installed in the incorrect orientation the terminals may be bent or the connector may not fully engage.

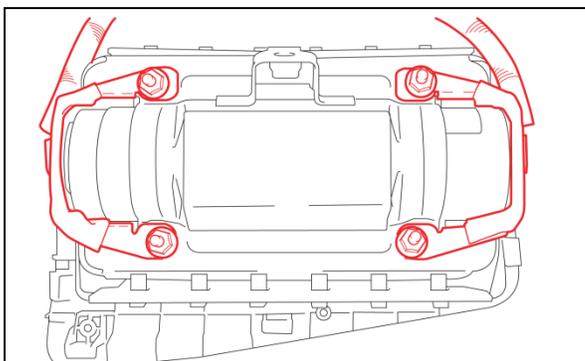


15. REMOVE THE AIRBAG ASSEMBLY FROM THE BRACKET

- a) Remove the two nuts and the airbag assembly, then place the assembly on a cloth or the anti-static mat if it being used.

16. ATTACH THE FELT TAPE

- a) Attach the felt tape to the edges of the stopper and position determining plate.



17. INSPECT THE AIRBAG BEFORE INSTALLATION

- a) Confirm that the 4 **NEW** plate nuts are installed and tight.
- b) Confirm the **NEW** stopper and position determining plates are installed.
- c) Confirm the flats on the position determining plate and inflator are aligned.
- d) Confirm the orientation of the inflator wire harness.

X. FRONT PASSENGER AIRBAG ASSEMBLY INSTALLATION

1. 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](#), [Matrix](#)

2. RECONNECT THE NEGATIVE BATTERY CABLE

3. PERFORM A HEALTH CHECK AND DIAGNOSTIC REPORT

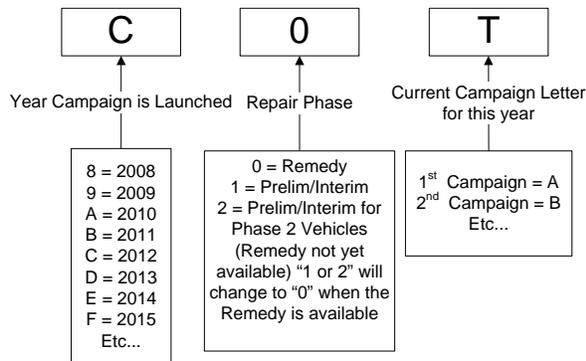
◀ VERIFY REPAIR QUALITY ▶

- 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 inflator is handled safely and given to the appropriate parts professional for shipment
- Confirm the inflator harness connector is fully engaged and that the stopper plate and position determining plate are installed correctly

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

XI. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



B. CAMPAIGN PARTS DISPOSAL

[Video Supplement: Parts Handling](#)

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
- Included in the parts box
- On the laminated aid that was provided at the launch of the campaign