

# IMPORTANT UPDATE

## TECHNICAL INSTRUCTIONS FOR SAFETY RECALL F0L DRIVER'S AIRBAG INFLATOR MODULE CERTAIN 2004 – 2005 MODEL YEAR RAV4

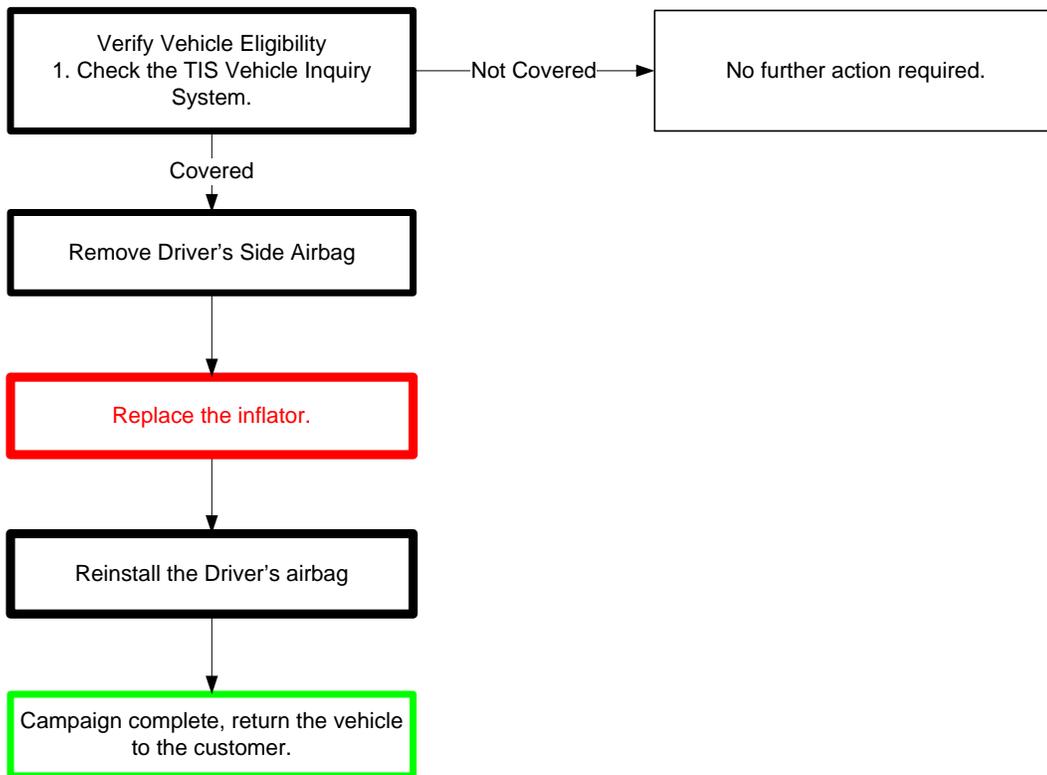
The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this procedure are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials" To ensure that all vehicles have the repair performed correctly; technicians are required to currently hold at least one of the following certification levels to perform this operation:

- Toyota Expert Electrical
- Master
- Master Diagnostic Technicians

It is the dealership's responsibility to select technicians with the above certification level or greater 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.

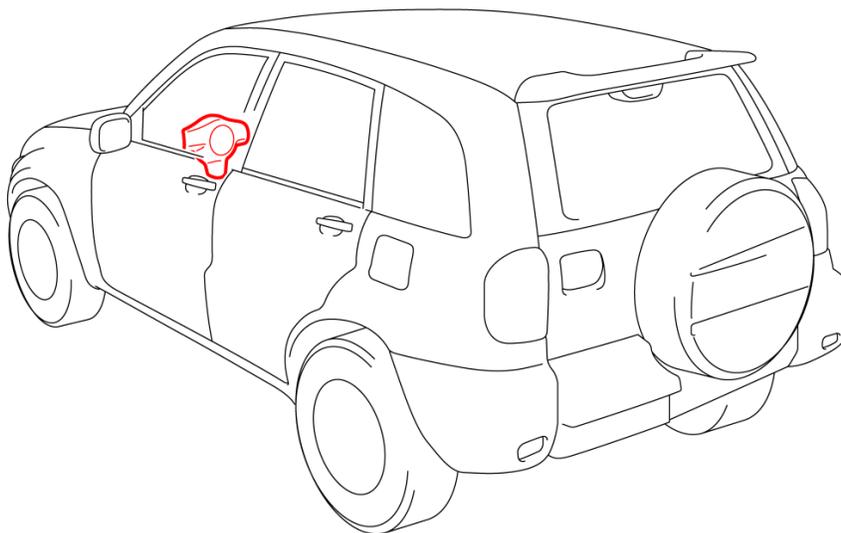
## I. OPERATION FLOW CHART

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 are equipped with a Driver's front dual-stage airbag inflator. Toyota believes these inflators may have an increased potential for moisture intrusion over time. Moisture intrusion could potentially make the inflator assembly more susceptible to rupture during a crash. An inflator rupture may result in metal fragments striking and potentially seriously injuring the vehicle occupants.



### 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: The Continental U.S. 48 States Only**

Model	Part Number	Part Description	Quantity
RAV 4	04005-08442	Driver's Side Inflator Kit	1
*The kit above includes the following parts.			
		Inflator	1
		Self Locking Nut	4

**Applicable for: Alaska, Hawaii and USTT Locations Only**

Model	Part Number	Part Description	Quantity
RAV 4	04005-08342	Driver's Side Inflator Kit	1
*The kit above includes the following parts.			
		Inflator	1
		Self Locking Nut	4

#### B. TOOLS & EQUIPMENT

- Standard hand tools
- 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

**F0L CAMPAIGN TOOLS** – Scanners was previously provided to the dealership for campaigns D0F and F0J. The scanner is required when performing this repair.

Image	Name	Quantity
	Barcode Scanner (D0F & F0J)	1

**NOTE:** The scanner will need to be updated the first time it is used to scan the RAV 4 airbag barcodes. Refer to Section XIII Appendix for more information.

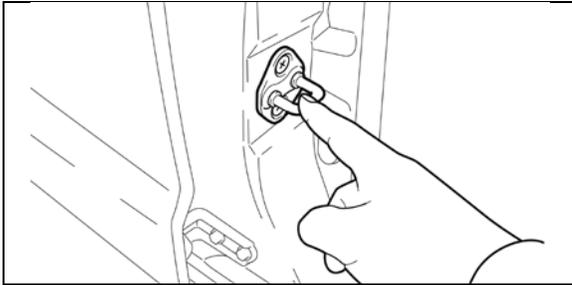
## V. SAFETY PRECAUTIONS



### CRITICAL INFORMATION – READ THOROUGHLY

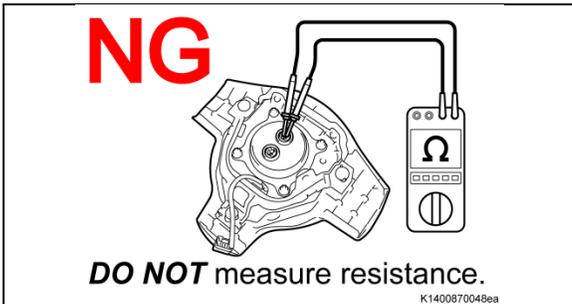


Failure to follow these procedures correctly could cause the SRS to unexpectedly deploy during servicing or the SRS may fail to operate correctly when required after reassembly. Confirm all work is performed as described in these instructions.



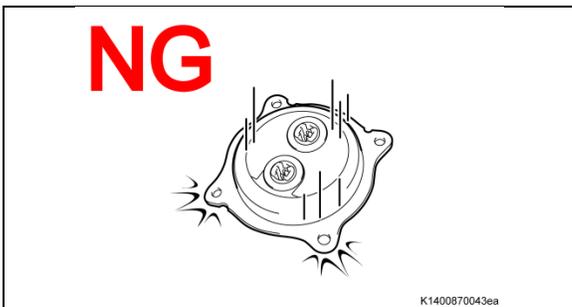
#### 1. ELIMINATE STATIC ELECTRICITY

- 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.



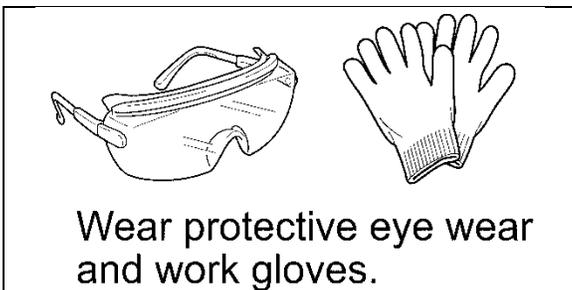
#### 3. HANDLE THE AIRBAG CAREFULLY

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



#### 4. DO NOT ALLOW FOREIGN OBJECTS NEAR AIRBAG

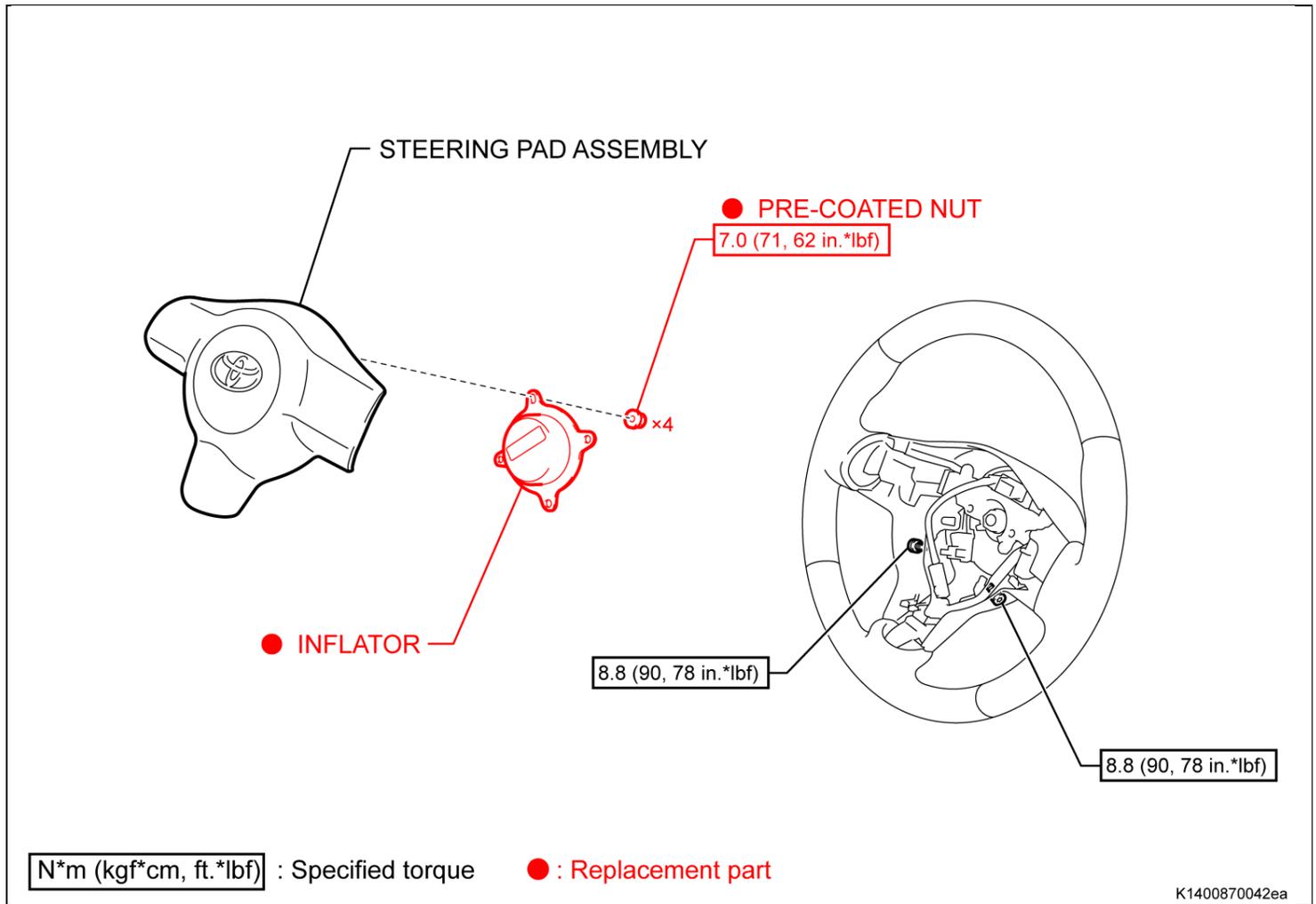
- a) Be sure to collect and account for all removed nuts/bolts to prevent them from landing in the airbag assembly.
- b) Any foreign objects in the airbag assembly may cause damage or injury if the airbag is activated.



#### 5. WEAR PROTECTIVE EQUIPMENT

- a) Always wear appropriate protective equipment when working on the SRS.

## VI. COMPONENTS



## VII. SRS SYSTEM HEALTH CHECK

Confirm the information and press Next

Required Information:

Division: TOYOTA

Model: < Select >

ModelYear: [ ]

Engine: [ ]

Option: [ ]

Optional Information:

VIN: [ ]

Memo: [ ]

Manual Help <Back> Next> Cancel

### 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.**



## VIII. WORK AREA PREPARATION



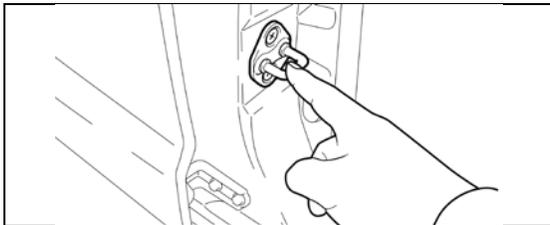
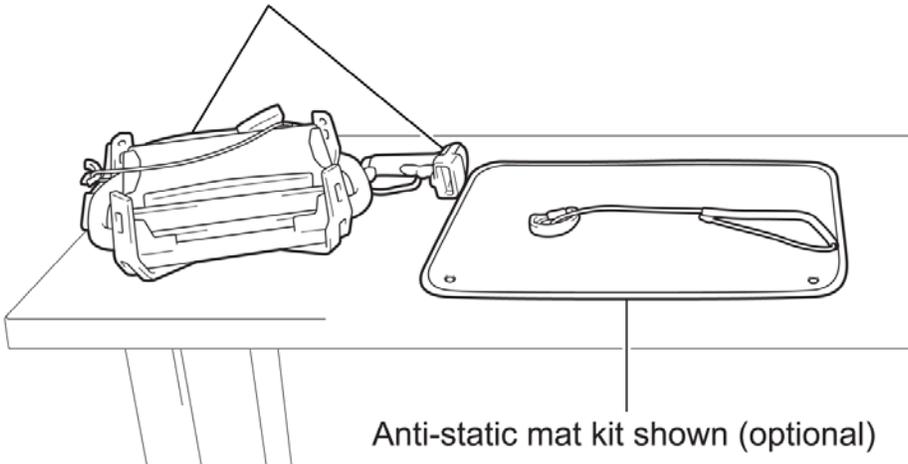
### CRITICAL INFORMATION – READ THOROUGHLY



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).

Techstream and barcode scanner



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.

## IX. DRIVERS AIRBAG REMOVAL

### 1. DISCONNECT THE NEGATIVE BATTERY CABLE



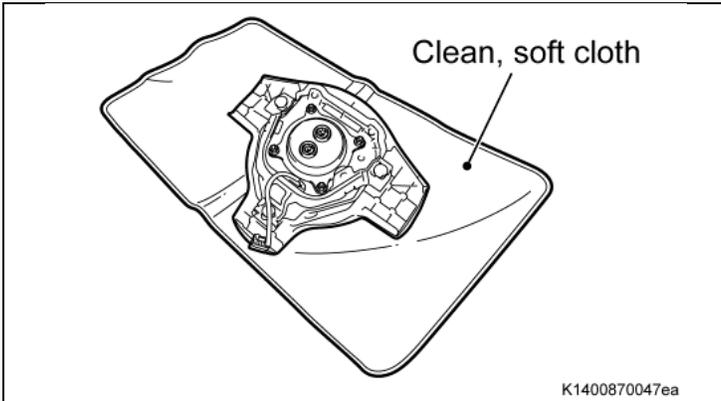
- Wait at least 90 seconds after disconnecting the cable from the negative battery terminal to prevent airbag and seat belt pre-tensioner deployment.
- Follow all precautions as outlined on TIS before servicing the SRS system.

### 2. REMOVE THE DRIVERS AIRBAG

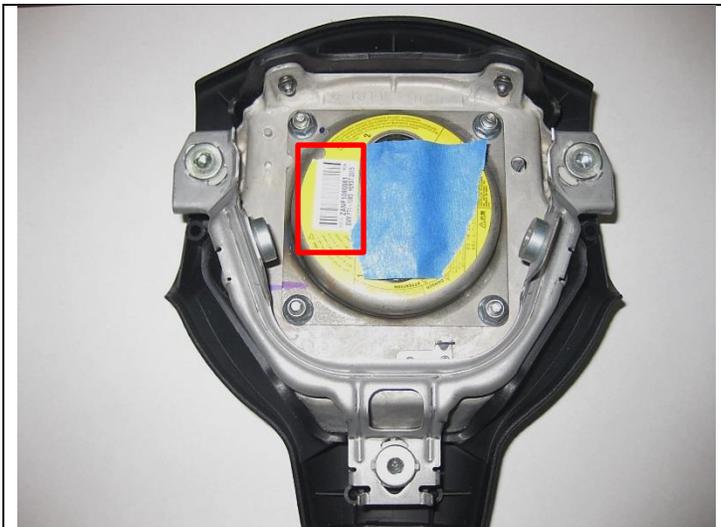
a) Refer to TIS for instructions on airbag removal:

RAV4 [2004](#) [2005](#)

b) Use low pressure shop air to clean any debris around the inflator.



c) Place the airbag on a clean soft cloth facedown.



d) Place tape over the airbag connectors.

**NOTE: DO NOT cover the inflator bar code.**

## X. RECORD AIRBAG AND INFLATOR SERIAL NUMBERS

### 1. LAUNCH THE SERIAL NUMBER RECORDING APPLICATION



- The AIRBAG ASSEMBLY, ORIGINAL INFLATOR, and NEW INFLATOR serial numbers **MUST** be recorded using the barcode scanner (provided at the launch of SSC D0F & F0J).
- 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 valid TIS login credentials and an internet connection to perform the inspection and scanning process.

- a) Log in to TIS and input the VIN of the vehicle in the Vehicle Inquiry tab.
- b) Confirm the VIN is applicable and that the campaign has not been completed.
- c) Click on the link to launch the serial number recording application.

Vehicle Identification Number Search

Enter a 17 Digit VIN below to search for applicable information:

VIN:

**a)**

Vehicle Information

Division: TOYOTA	Model: Corolla	Grade: CE	Model Year: 2003
Drive Type: 2WD	Body Type: 4Dr. Sedan	Engine Family: 4-cylinder - 1ZZ	Transmission:
Date of First Use:	Production Date: 01/18/2002	Plant Code: Z - FREMONT PLANT - NUMMI	
VIN: 1NX-BR32E-000000000	Standard Equipment: <a href="#">Click here to display</a>		
Exterior Color: 03MS, SANDRIFT METALLIC	Interior Color: FA41, FA41	Interior Trim Color: FA, *	Interior Fabric: F, *

Vehicle accessories are not currently available. Try your query again later.

Campaign | Service History | Warranty | DTC History | Diagnostic Report

Service Campaign

Campaign Description: Safety Recall D0F Remedy Notice - 2003-2004 Model Year Corolla, Corolla Matrix, Sequoia, and Tundra Vehicles, 2002-2003 Model Year Vehicles Front Passenger Airbag Inflator Module

Completion Status: **Not Completed** [Check applicability for VIN](#)

**b)** **c)**

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- d) Reenter TIS password in the serial number recorder application.

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

Front Passenger Airbag Inflator Module - Safety Recall

SSC - ABG

User ID: North/J Technician Name: Jeff Northrup

Dealer Code: Dealer Name:

Time: 08/08/2015 07:53 AM PDT Airbag Serial #:

Original Inflator Serial #: Replacement Inflator Serial #:

VIN: JTE HD20V 946005940 [2004 RAV4 BLACK]

Mileage:

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

Next

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

**NOTE:**

- A task status screen will populate next and at other intervals during the repair. This screen will indicate if the inflator was replaced or in some limited cases that the entire airbag assembly was replaced. Click 'next' to proceed to the next step. This information will be used for record keeping by TMS.
- If this screen indicates that the inflator 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:

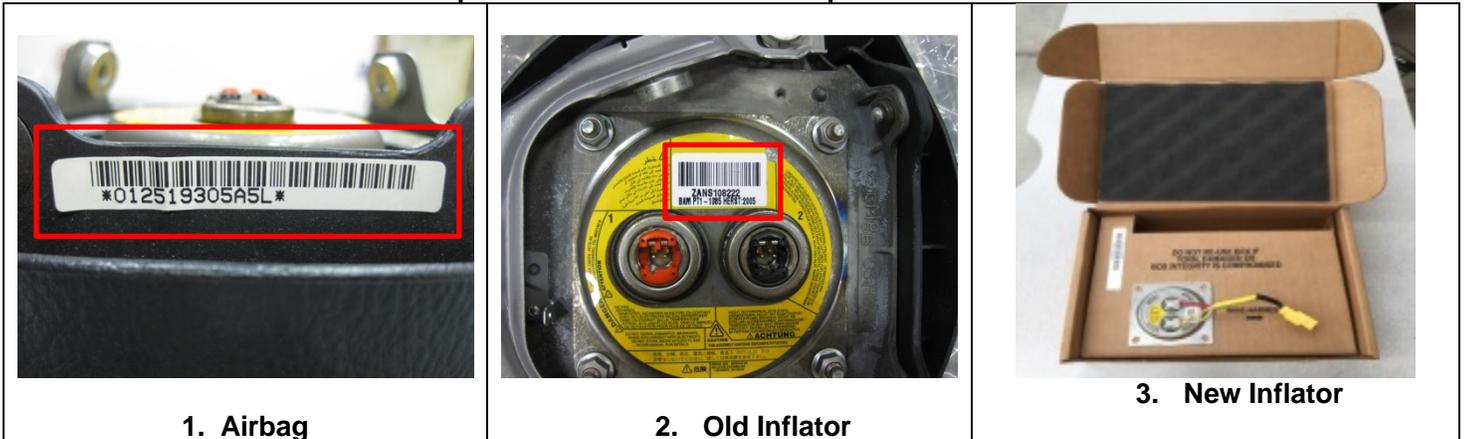
- The scanner works best in low light conditions.
- Always hold the scanner directly in front of and parallel to the barcode label.



The scanner will need to be updated the first time it is used to scan the RAV 4 airbag barcodes. Refer to Section XIII Appendix for more information.

## 3. SCAN THE AIRBAG SERIAL NUMBER

NOTE: Best practice is to scan all 3 components at the same time.



# ATTENTION: This information is **CRITICAL**

- 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.

- Click next.

- Proceed to Step 4.

### NOTE:

- If both serial numbers that are entered do not match, confirm and reenter.
- If the airbag serial number is missing or unreadable proceed to **AIRBAG SERIAL NUMBER IS MISSING OR UNREADABLE**.

### AIRBAG SERIAL NUMBER IDENTIFICATION

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

### 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.

User ID: Not logged in

Technician Name: Ben Not logged in

Dealer Code:

Dealer Name:

Time: 08/08/2015 07:53 AM PDT

VIN: JTE HD20V 946005940 [2004 RAV4 BLACK]



Original Airbag Module

Record Airbag Serial Number

Use of a barcode scanner is strongly recommended when entering Airbag Assembly Serial Number.

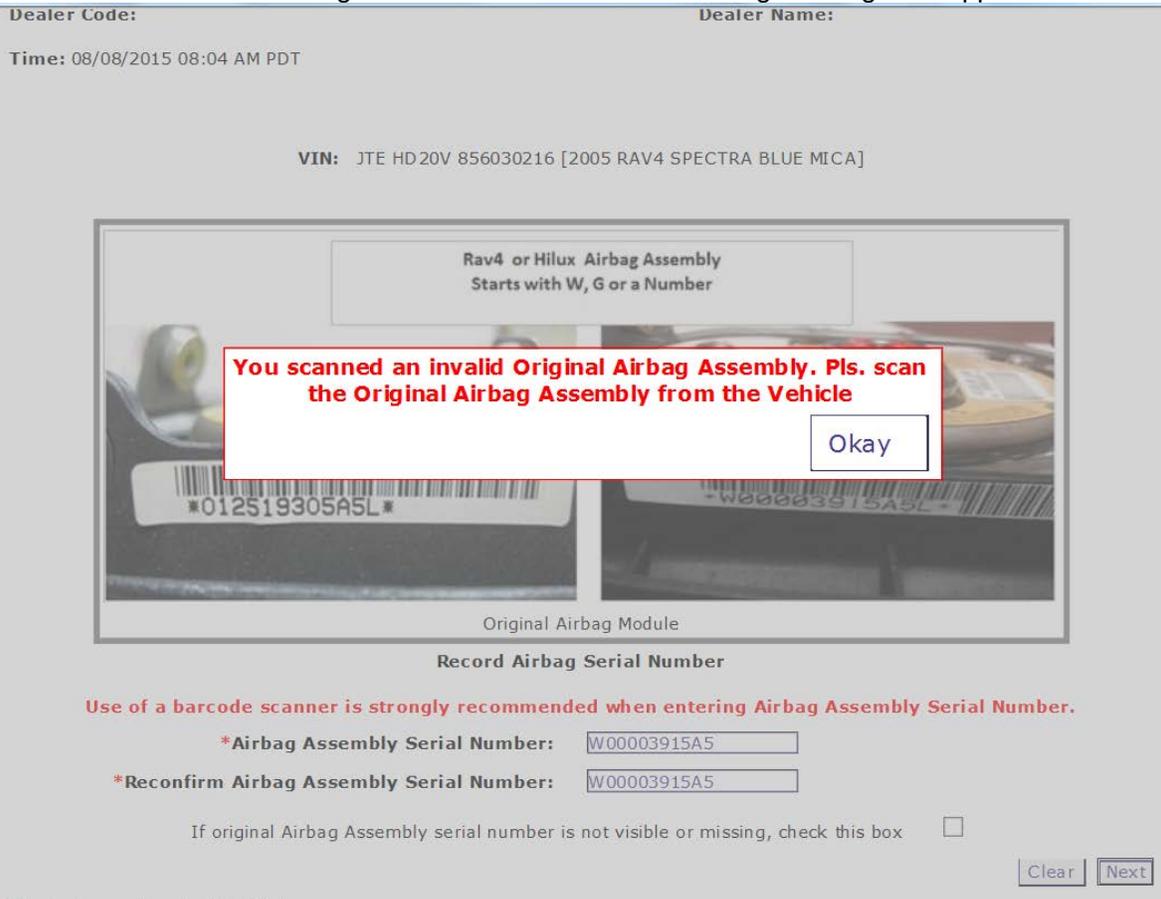
\*Airbag Assembly Serial Number:

Reconfirm Airbag Assembly Serial Number:

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

[Clear](#) [Next](#)

**NOTE: If the wrong bar code is scanned the following message will appear.**



# 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 cannot be scanned or is not present check the box as shown below and replace the airbag assembly.

User ID: Northrup Technician Name: Jeff Northrup  
Dealer Code: Dealer Name:  
Time: 08/08/2015 07:53 AM PDT

VIN: JTE HD20V 946005940 [2004 RAV4 BLACK]

Rav4 or Hilux Airbag Assembly Starts with W, G or a Number

Original Airbag Module

Record Airbag Serial Number

Use of a barcode scanner is strongly recommended when entering Airbag Assembly Serial Number.

\*Airbag Assembly Serial Number:

\*Reconfirm Airbag Assembly Serial Number:

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

Clear Next

**Checking this box requires Air Bag Assembly replacement.**  
**\*\*Note\*\* Contact your region in the event that you are unable to read the serial number.**  
**DO NOT ATTEMPT TO INSTALL INFLATOR**

The following screen will also appear when checking the box

Times: 08/08/2015 07:53 AM PDT

VIN: JTE HD20V 946005940 [2004 RAV4 BLACK]

Checking this box requires Air Bag Assembly Replacement.

**\*\*Note\*\*** Contact your region in the event that you are unable to read the serial number

**DO NOT ATTEMPT TO INSTALL INFLATOR**

If you checked this box in error, before you select next, uncheck the box to allow data entry. Once you select next, you will not be able to go back to this screen to enter data.

Okay

Original Airbag Module

Record Airbag Serial Number

Use of a barcode scanner is strongly recommended when entering Airbag Assembly Serial Number.

\*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

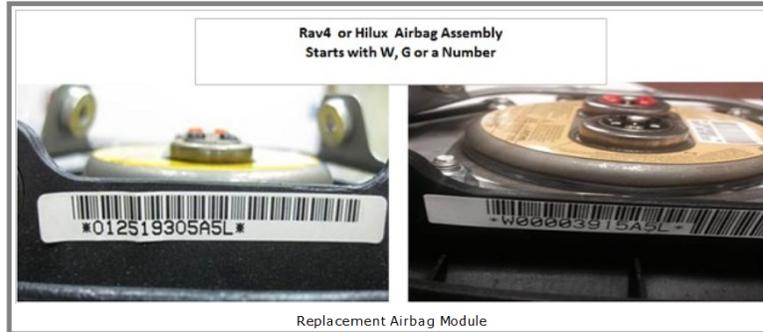
Clear Next

(\*) - Indicates Required Field(s)

- b) After the Region approves the Airbag Assembly replacement and the new part is received, scan the NEW airbag barcode in the Serial Number Recording Application.
- c) Select next to go to receive the Warranty Authorization # to be included in the warranty claim.

Time: 08/08/2015 07:56 AM PDT

VIN: JTE HD20V 946005940 [2004 RAV4 BLACK]



Replacement Airbag Module

Record Airbag Serial Number

Use of a barcode scanner is strongly recommended when entering Airbag Assembly Serial Number.

\*New Airbag Assembly Serial Number:

- \* 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)

Next



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



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



**4. 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 and go to step d.

**NOTE: If the airbag serial number is missing or unreadable proceed to Step c.**

**ATTENTION: 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 in the vehicle.

Front Passenger Airbag Inflator Module - Safety Recall

SSC - FOL

User ID: \_\_\_\_\_ Technician Name: \_\_\_\_\_

Dealer Code: \_\_\_\_\_ Dealer Name: \_\_\_\_\_

Time: 03/30/2015 05:17 AM PDT VIN: 1NX BR32E 14Z308698 [2004 Corolla SUPER WHITE] Airbag Serial #: \*\*\*\*\*12

**Original Inflator** **Replacement Inflator**

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](mailto: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)

Back Clear Submit



Old Inflator



New Inflator

c) If the inflator serial number cannot be scanned or is not present check the box as shown below.

**NOTE:**

- Confirm the cursor is in the correct serial number input box before scanning.
- If there are any difficulties or concerns with this process, email [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com) with details.

User ID: NOT01J Technician Name: Jeff Norton  
 Dealer Code: Dealer Name:  
 Time: 08/08/2015 07:53 AM PDT

VIN: JTE HD20V 946005940 [2004 RAV4 BLACK]

Rav4 or Hilux Airbag Assembly Starts with W, G or a Number

Original Airbag Module

Record Airbag Serial Number

Use of a barcode scanner is strongly recommended when entering Airbag Assembly Serial Number.

\*Airbag Assembly Serial Number:

\*Reconfirm Airbag Assembly Serial Number:

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

Clear Next

Checking this box requires Air Bag Assembly replacement.

\*\*Note\*\* Contact your region in the event that you are unable to read the serial number.

DO NOT ATTEMPT TO INSTALL INFLATOR

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

d) Confirm agreement by checking the two boxes.





# CRITICAL INFORMATION – READ THOROUGHLY



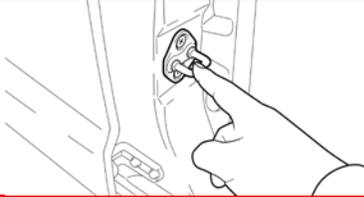
**OK**



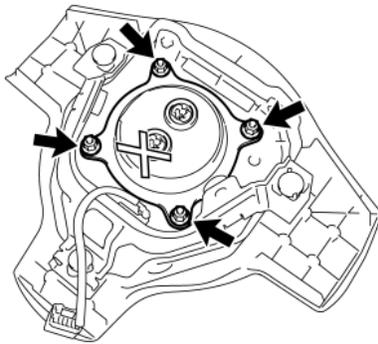
**NG**



**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.**

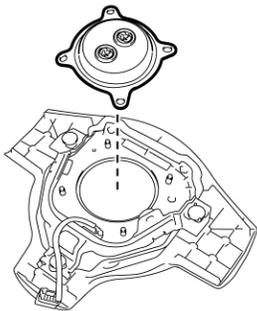


## 2. REMOVE THE SELF LOCKING NUTS

- a) Remove and discard the 4 nuts.

**NOTE:**

**DO NOT** use power tools.



## 3. REMOVE THE INFLATOR

- a) Pull the inflator straight up from the airbag assembly and place it on a safe work surface.
- b) Place the old inflator in the box that the new inflator came in and return it to the parts department.

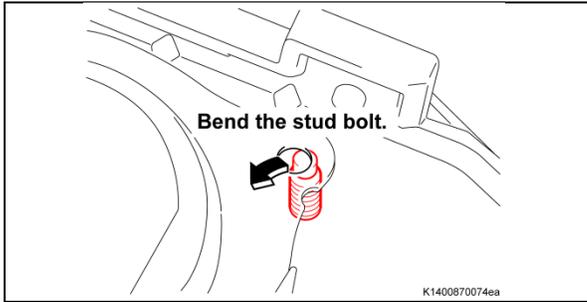
Design of the actual vehicle



Design of the supplied part



**NOTE: The design differences from the original inflator and the replacement inflator.**



#### 4. INSTALL THE NEW INFLATOR

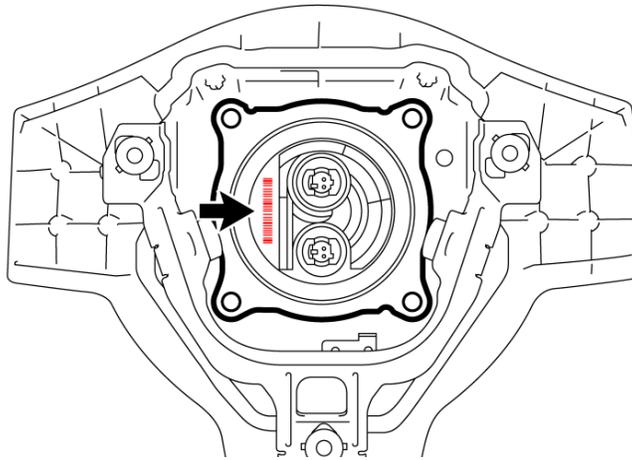
- a) Check that all 4 studs are straight.
- b) Straighten any studs that are bent.

- c) Carefully guide the new inflator into the airbag assembly.

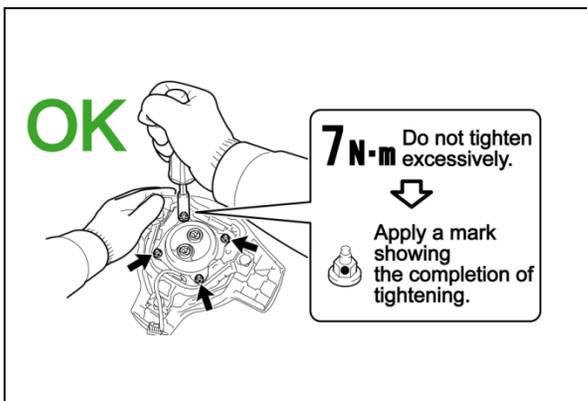
**NOTE: Ensure that the bar code is facing the correct way.**

- d) Ensure that the inflator is fully seated in the airbag.

**The bar code faces to the left.**



**Ensure that the bar code is facing the correct way.**



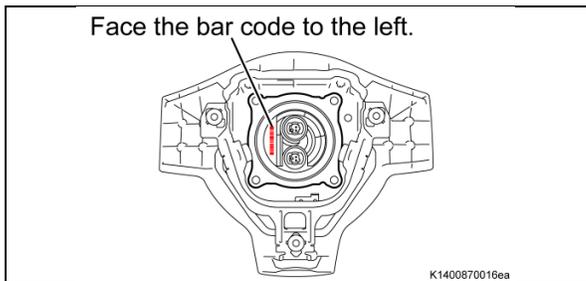
#### 5. TORQUE THE NEW RETAINING NUTS

- a) Install and tighten the **NEW** nuts evenly in two steps in an X pattern. Use a socket driver or torque wrench to tighten the nuts.

**Torque: 7.0 N\*M (71 kgf\*cm, 62 in. lbf)**

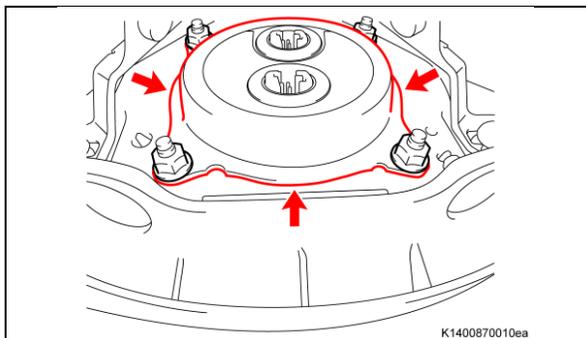


- There will be some resistance when tightening the nuts because they are self-locking, confirm the nuts are tightened correctly.
- **DO NOT** use a power tool, T-handle, or ratchet when tightening the nuts to avoid over torqueing.

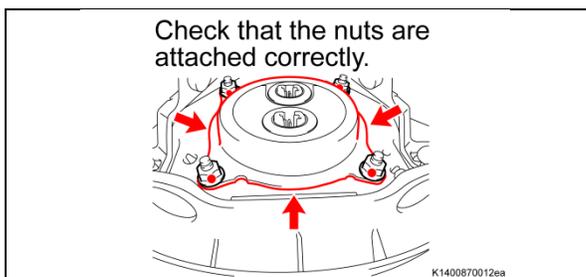


## 6. INSPECT THE AIRBAG BEFORE INSTALLATION

- a) Confirm that the inflator is oriented correctly.
  - Bar code to the left.



- b) The inflator is fully seated.



- c) Confirm that the 4 **NEW** nuts are installed and tight.

## XII. FRONT PASSENGER AIRBAG ASSEMBLY INSTALLATION

### 1. REINSTALL THE DRIVERS AIRBAG

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

RAV4    [2004](#)    [2005](#)

### 2. RECONNECT THE NEGATIVE BATTERY CABLE

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

### 4. CHECK HORN OPERATION

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

## XIII. APPENDIX

### A. SCANNER SET-UP

Determine which scanner you need to update the Datalogic QD 2300 was provided at the launch of D0F and emits a red beam when the scanner is used. The Datalogic 2430 was provided at the launch of F0J and emits a blue beam when the scanner is used.

**(Datalogic QD 2300 provided at the launch of D0F)**

The scanner will need to have an application added for it to read the bar code on driver's airbag. Perform the following steps to load the application on to the scanner.

**NOTE: This application only needs to be loaded once.**

- a) Scanning the image below to enable code 93.



**Enable Code 93**

- b) Scan the image below for enable any length for code 93.



**Code 93 - Any Length**

- c) The scanner is now ready to scan the airbag bar codes.

Additional information can be found in the Datalogic Product Reference Guide. The Datalogic website is: [http://www.datalogic.com/eng/support-services/automatic-data-capture/downloads/manuals-man-3.html?search\\_prod=166](http://www.datalogic.com/eng/support-services/automatic-data-capture/downloads/manuals-man-3.html?search_prod=166)

## (Datalogic 2430 provided at the launch of F0J)

The scanner will need to have an application added for it to read the bar code on driver's airbag. Perform the following steps to load the application on to the scanner.

**NOTE: This application only needs to be loaded once.**

- a) Enter the programming mode by scanning the image below.



Enter/Exit Programming Mode

- b) Scan the image below for Code 93.



Code 93 = Enable

- c) Scan the image below to exit the programming mode.

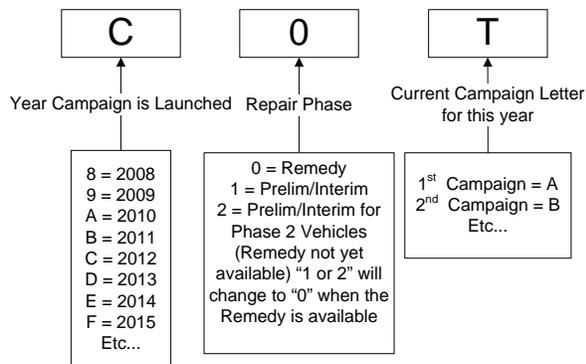


Enter/Exit Programming Mode

- d) The scanner is now ready to scan the airbag bar codes.

Additional information can be found in the Datalogic Product Reference Guide. The Datalogic website is: [http://www.datalogic.com/eng/support-services/automatic-data-capture/downloads/manuals-ma-3.html?search\\_prod=612](http://www.datalogic.com/eng/support-services/automatic-data-capture/downloads/manuals-ma-3.html?search_prod=612)

## B. CAMPAIGN DESIGNATION DECODER



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