

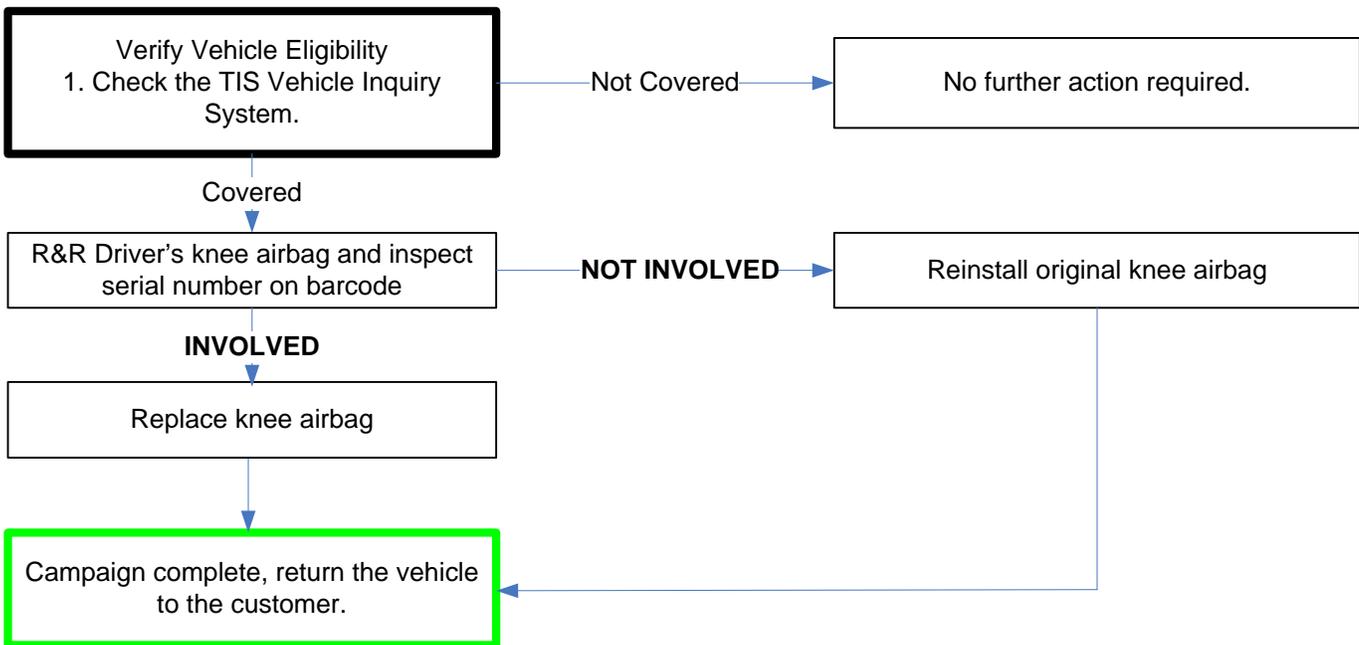
TECHNICAL INSTRUCTIONS
FOR
SAFETY RECALL GLA
DRIVER'S KNEE AIRBAG INSPECTION & REPLACEMENT
CERTAIN 2016 MODEL YEAR RX 350 & RX 450h

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this SSC 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 SSC repair are required to currently hold at least one of the following certification levels:

- Senior Service Technician
- Senior Diagnostic Specialist
- Master Service Technician
- Master Diagnostic Specialist

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 knee airbag module that may not have been properly manufactured. This could affect the performance of the airbag and increase the risk of injury in a crash.

III. IDENTIFICATION OF AFFECTED VEHICLES

A. COVERED VIN RANGE

- 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

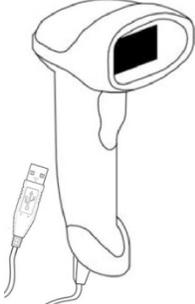
Part Number	Part Description	Color	Quantity
73900-0E080-C0	Driver's Knee Airbag	Black	1
73900-0E080-E0	Driver's Knee Airbag	Brown	1

NOTE: Airbag replacement is subject to inspection results.

B. TOOLS & EQUIPMENT

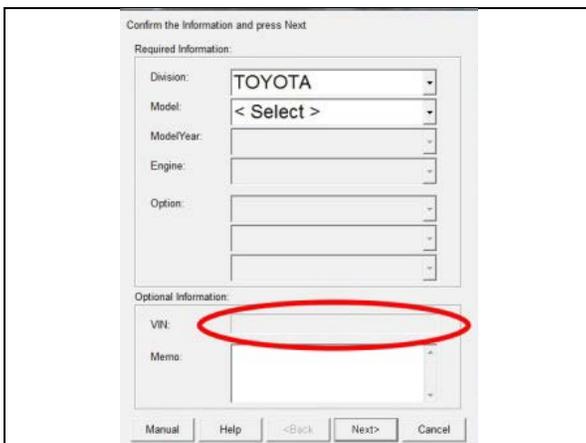
- Standard hand tools
- Molding remover set
- Torque wrench
- Techstream

GLA CAMPAIGN TOOLS – These tools were previously provided to the dealership for campaign DLC and will be used for campaign GLA. These tools are 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 area representative.

V. 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

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

NOTE: The VIN should auto-populate.

- b) Perform a health check.

VI. DRIVER'S KNEE AIRBAG REMOVAL

1. DISCONNECT THE NEGATIVE BATTERY TERMINAL

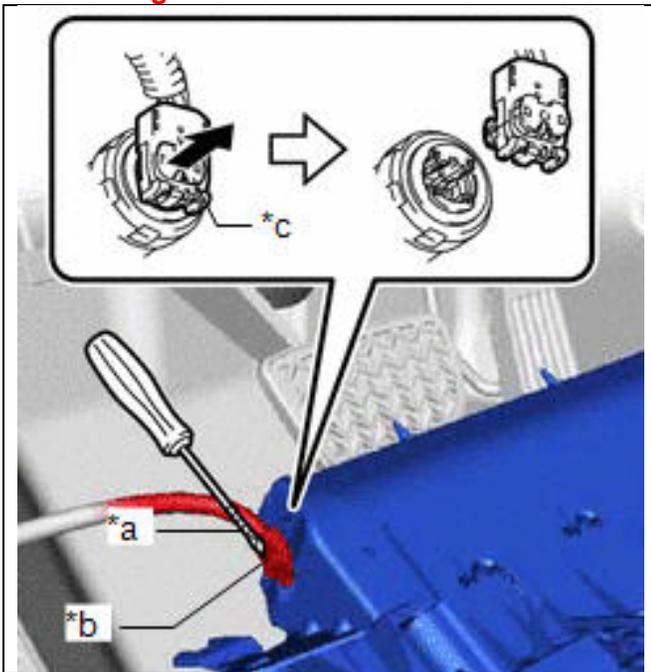


- Wait at least 90 seconds after disconnecting the cable from the negative battery terminal to prevent airbag and seat belt pre-tensioner deployment.
- Follow all precautions as outlined on TIS before servicing the SRS system.
- Do not scratch or damage the interior finish panels.
- When disconnecting the airbag connector, take care not to damage the airbag harness or connector.

2. REMOVE THE DRIVER'S KNEE AIRBAG

- a) Refer to TIS for removal instructions [2016 RX 350](#) [2016 RX 450h](#).

Knee Airbag Connector



CAUTION

The knee airbag connector can be easily damaged. Using a small screwdriver or pick release the secondary lock first, then remove the connector from the airbag.

- a) Small screwdriver or pick
b) Airbag connector
c) Secondary lock

VII. KNEE AIRBAG RECORDING

1. LAUNCH THE SERIAL NUMBER RECORDING APPLICATION



- The serial numbers for the KNEE AIRBAG, and NEW KNEE AIRBAG **MUST** be recorded using the barcode scanner (provided at the launch of SSC DLC).
- The barcode scanner application **MUST** be completed on every vehicle. These numbers **MUST** be included on every warranty claim that is submitted for airbag 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: 1NX BR32E 000000000

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: Click here to display		
Exterior Color: 03M5, 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 Air Bag Inflation Module

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

[Show Documents]

b) **c)**

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

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

[RX Driver's Knee Airbag Module - Safety Recall](#)

SSC - GLA

1 2 3 4 5

User ID: Thomas Fujita Technician Name: Thomas Fujita

Dealer Code: TCI - 42809 Dealer Name: PQSS

Time: 01/30/2016 06:25 AM PST New Airbag Serial #:

Original Airbag Serial #:

VIN: 3TM-G7M-110000000

Mileage * 99999

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

NOTE:

- If this screen indicates that the campaign has already been completed on this VIN, there is no need to perform the campaign again.

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

3. SCAN THE AIRBAG SERIAL NUMBER

ATTENTION: This information is *CRITICAL*

- a) Scan the **KNEE AIRBAG** 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**.

Airbag Serial Number Label Example



RX Driver's Knee Airbag Module - Safety Recall SSC - GLA



User ID: Thomas Fujita

Technician Name: Thomas Fujita

Dealer Code: TCI - 42809

Dealer Name: PQSS

Time: 01/30/2016 06:25 AM PST

VIN: 3TM GZ5AN XGM015530



Record Original Airbag Serial Number

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

*Airbag Assembly Serial Number:	<input type="text"/>
*Reconfirm Airbag Assembly Serial Number:	<input type="text"/>

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

(*) - Indicates Required Field(s)

TIS will return with one of the following statements:

RX Driver's Knee Airbag Module - Safety Recall

SSC -GLA


1 2 3 4 5

User ID: Thomas Fujita	Technician Name: Thomas Fujita
Dealer Code: TCI - 42809	Dealer Name: PQSS
Time: 01/30/2016 06:51 AM PST	New Airbag Serial #: Not Applicable
Original Airbag Serial #: *****4L	

Thomas Fujita has agreed to the following terms and conditions on 01/30/2016 06:51 AM PST

- * 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.

Thomas Fujita has successfully confirmed completion of RX Driver's Knee Airbag Module Safety Recall for

VIN - 2T2 BZMCA 6GC001045

Warranty Authorization #: 7b94ab9b

Airbag module **IS NOT INVOLVED IN** this safety recall.

THIS KNEE AIRBAG MODULE DOES NOT REQUIRE REPLACEMENT REINSTALL

Print this page for your records and then click 'Close' to resume working.

[Close](#)

THIS KNEE AIRBAG MODULE DOES NOT REQUIRE REPLACEMENT REINSTALL and you will receive a warranty authorization number proceed to **SECTION VIII**

OR

THIS KNEE AIRBAG MODULE REQUIRES REPLACEMENT proceed to **STEP 4**

4. SCAN NEW KNEE AIRBAG SERIAL NUMBER

a) Scan the NEW airbag barcode in the Serial Number Recording Application.

NOTE: Prior to scanning the new airbag serial number ensure you have the correct interior color for the vehicle.

xxxxx-xxxxx-C0 = black

xxxxx-xxxxx-E0 = brown

[RX Driver's Knee Airbag Module - Safety Recall](#)

SSC - GLA



User ID: Thomas Fujita

Technician Name: Thomas Fujita

Dealer Code: TCI - 42809

Dealer Name: PQSS

Time: 01/30/2016 06:30 AM PST

Original Airbag Serial #: *****3L

VIN: 3TM GZ5AN XGM015530



RX Drivers Knee Airbag Module - GLA Safety Recall
Replacement Airbag Module Serial # 12 digits

Record New Airbag Serial Number

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

THIS KNEE AIRBAG MODULE REQUIRES REPLACEMENT

Prior to scanning the new knee airbag serial number ensure you have the correct interior color for the vehicle

xxxxx-xxxxx-C0 = black xxxxx-xxxxx-E0 = brown

***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 **KNEE AIRBAG** serial number **MUST** be recorded prior to installation to track the airbag to the vehicle.

- a) Confirm agreement by checking the two boxes.
- b) Record the Warranty Authorization # to be included in the warranty claim.
- c) Return the old airbag in the parts box and take it immediately to the parts department. The parts department will hold the airbag for recovery.

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.

RX Driver's Knee Airbag Module - Safety Recall

SSC - GLA


1 2 3 4 5

User ID: Thomas Fujita	Technician Name: Thomas Fujita
Dealer Code: TCI - 42809	Dealer Name: PQSS
Time: 01/30/2016 06:32 AM PST	New Airbag Serial #: *****8J
Original Airbag Serial #: *****3L	

Thomas Fujita has agreed to the following terms and conditions on 01/30/2016 06:32 AM PST

* 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.

Thomas Fujita has successfully confirmed completion of RX Driver's Knee Airbag Module Safety Recall for

VIN - 3TM GZ5AN XGM015530 |

Warranty Authorization #: 27bc51ac

Airbag module **WAS REPLACED** under this safety recall.

Print this page for your records and then click 'Close' to resume working.

Close

VIII. VEHICLE REASSEMBLY

1. REINSTALL THE ORIGINAL KNEE AIRBAG OR NEW KNEE AIRBAG

- a) Refer to TIS for reinstallation/installation instructions [2016 RX 350](#) [2016 RX 450h](#).

NOTE: When reinstalling/installing the airbag ensure that the clips are properly aligned and engaged.

2. RECONNECT THE NEGATIVE BATTERY CABLE

3. PERFORM A HEALTH CHECK AND DIAGNOSTIC REPORT

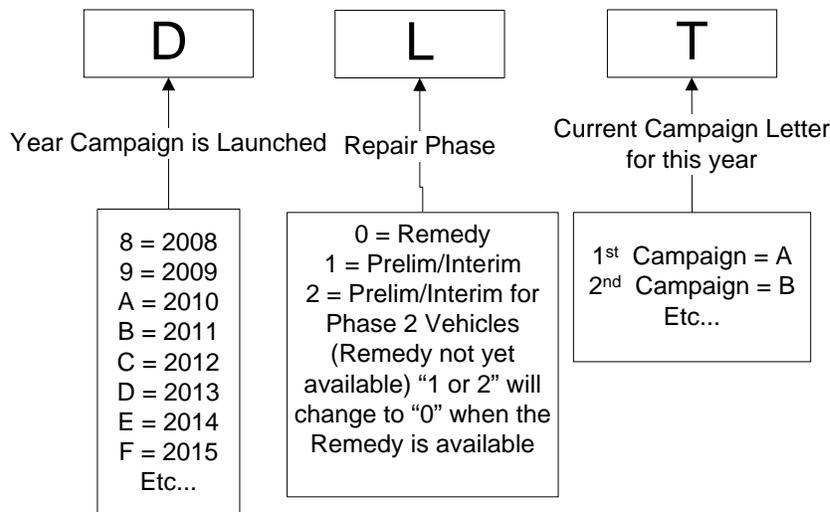
◀ VERIFY REPAIR QUALITY ▶

- 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 airbag is handled safely and stored in a safe place until it can be recovered.

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

IX. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



B. CAMPAIGN PARTS DISPOSAL

ALL airbags that are replaced under this campaign must be held by the parts department for recovery.