



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

July 1, 2024

Mr. Cory Hoffman  
General Manager  
Toyota Motor Engineering & Manufacturing  
19001 South Western Ave  
Torrance, CA 90501

NEF-107DC  
24V-482

**Subject:** Head Rests May Be Inadvertently Removed/FMVSS 202

Dear Mr. Hoffman:

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

LEXUS/NX/2024-2025  
LEXUS/NX HYBRID/2024-2025  
LEXUS/RX/2024  
LEXUS/RX HYBRID/2024

**Mfr's Report Date:** June 27, 2024

**NHTSA Campaign Number:** 24V-482

**Components:**

SEATS:FRONT ASSEMBLY:HEAD RESTRAINT

**Potential Number of Units Affected:** 11,418

**Problem Description:**

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2024 Lexus RX 350, RX 350h, 2024-2025 NX 250, NX 350, and NX 350h vehicles. The head restraints on the driver and front passenger seats may be inadvertently removed without pressing the lock release button. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) Number 202, "Head Restraints."

**Consequence:**

A head restraint that is inadvertently removed and not reinstalled can increase the risk of injury during a rear-end crash.

**Remedy:**

Dealers will replace the driver and front passenger seat head rest assemblies, free of charge. Owner notification letters are expected to be mailed July 27, 2024. Owners may contact Toyota customer service at 1-800-331-4331. Toyota's numbers for this recall are 24LB06 and 24LA06.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Toyota Motor Engineering & Manufacturing's contact for this recall will be Debora Crews who may be reached by email at [debora.crews@dot.gov](mailto:debora.crews@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement