

# Part 573 Safety Recall Report

## 24V-482

**Manufacturer Name :** Toyota Motor Engineering & Manufacturing**Submission Date :** DEC 19, 2024**NHTSA Recall No. :** 24V-482**Manufacturer Recall No. :** 24LB06, 24LA06**Manufacturer Information :****Population :**

Manufacturer Name : Toyota Motor Engineering &amp; Manufacturing

Number of potentially involved : 11,418

Address : 6565 Headquarters Drive

Estimated percentage with defect : 26 %

Plano TX 75024

Company phone : 1-800-331-4331

**Vehicle Information :**

Vehicle 1 : 2024-2024 Lexus RX 350

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : (1) Although the involved vehicles are within the above production period range, not all vehicles in this range were sold in the U.S.

(2) Only vehicles in the above production range may have been equipped with a head restraint stay that may not have been machined as designed due to a specific production issue as described in Section 5 below.

Based on production records from the part supplier, Toyota estimates that approximately 26.3% of the involved vehicles contain a head restraint stay with an improperly machined notch. Whether the involved vehicles that contain an improperly machined notch will be noncompliant as described in Section 5 depends on the specific condition of the improperly machined notches.

Production Dates : MAR 25, 2024 - MAY 06, 2024

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2024-2024 Lexus RX 350h

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : (1) Although the involved vehicles are within the above production period range, not all vehicles in this range were sold in the U.S.  
(2) Only vehicles in the above production range may have been equipped with a head restraint stay that may not have been machined as designed due to a specific production issue as described in Section 5 below.  
Based on production records from the part supplier, Toyota estimates that approximately 26.3% of the involved vehicles contain a head restraint stay with an improperly machined notch. Whether the involved vehicles that contain an improperly machined notch will be noncompliant as described in Section 5 depends on the specific condition of the improperly machined notches.

Production Dates : MAR 25, 2024 - MAY 06, 2024

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2024-2025 Lexus NX 250

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : (1) Although the involved vehicles are within the above production period range, not all vehicles in this range were sold in the U.S.  
(2) Only vehicles in the above production range may have been equipped with a head restraint stay that may not have been machined as designed due to a specific production issue as described in Section 5 below.  
Based on production records from the part supplier, Toyota estimates that approximately 26.3% of the involved vehicles contain a head restraint stay with an improperly machined notch. Whether the involved vehicles that contain an improperly machined notch will be noncompliant as described in Section 5 depends on the specific condition of the improperly machined notches.

Production Dates : MAR 25, 2024 - APR 30, 2024

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 4 : 2024-2025 Lexus NX 350

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : (1) Although the involved vehicles are within the above production period range, not all vehicles in this range were sold in the U.S.  
(2) Only vehicles in the above production range may have been equipped with a head restraint stay that may not have been machined as designed due to a specific production issue as described in Section 5 below.  
Based on production records from the part supplier, Toyota estimates that approximately 26.3% of the involved vehicles contain a head restraint stay with an improperly machined notch. Whether the involved vehicles that contain an improperly machined notch will be noncompliant as described in Section 5 depends on the specific condition of the improperly machined notches.

Production Dates : MAR 25, 2024 - APR 30, 2024

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 5 : 2024-2025 Lexus NX 350h

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : (1) Although the involved vehicles are within the above production period range, not all vehicles in this range were sold in the U.S.  
(2) Only vehicles in the above production range may have been equipped with a head restraint stay that may not have been machined as designed due to a specific production issue as described in Section 5 below.  
Based on production records from the part supplier, Toyota estimates that approximately 26.3% of the involved vehicles contain a head restraint stay with an improperly machined notch. Whether the involved vehicles that contain an improperly machined notch will be noncompliant as described in Section 5 depends on the specific condition of the improperly machined notches.

Production Dates : MAR 25, 2024 - APR 30, 2024

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

## Description of Noncompliance :

Description of the Noncompliance : The subject vehicles are equipped with a head restraint system on the driver and passenger front seats. The head restraints can be adjusted upward to specific heights that are notched into the head restraint's stay by applying force to the head restraint in the upward direction. The head restraints can be removed by applying the same upward force while simultaneously pressing a lock release button. Due to an error in the machining process of the head restraint stay, one notch of the stay may have a radius that is larger than designed, allowing for removal of the head restraint without the press of the lock release button. As such, the subject vehicles may not meet the requirements of FMVSS No. 202a, paragraph S4.5. If the head restraint is able to be removed without pressing the lock release button, it could be inadvertently removed and not replaced, increasing the risk of injury to an occupant in the driver or passenger front seat in the event of a rear-end crash.

FMVSS 1 : 202 - Head restraints

FMVSS 2 : NR

Description of the Safety Risk : If the head restraint is able to be removed without pressing the lock release button, it could be inadvertently removed and not replaced, increasing the risk of injury to an occupant in the driver or passenger front seat in the event of a rear-end crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

## Involved Components :

Component Name 1 : Headrest Assy, Front Seat

Component Description : Front Seat Headrest Assembly

Component Part Number : 71910-0E560

Component Name 2 : Headrest Assy, Front Seat

Component Description : Front Seat Headrest Assembly

Component Part Number : 71910-0E570

Component Name 3 : Headrest Assy, Front Seat

Component Description : Front Seat Headrest Assembly

Component Part Number : 71910-0E580

Component Name 4 : Headrest Assy, Front Seat

Component Description : Front Seat Headrest Assembly

Component Part Number : 71910-F6010

Component Name 5 : Headrest Assy, Front Seat

Component Description : Front Seat Headrest Assembly

Component Part Number : 71910-F6020

### Supplier Identification :

#### Component Manufacturer

Name : J R Manufacturing, Inc.

Address : 900 Industrial Drive  
Fort Recovery Ohio 45846

Country : United States

### Chronology :

In mid-April 2024, during a routine audit inspection, a head restraint in the driver's seat of a vehicle was found to be removable without the press of the lock release button. At Toyota's request, the Tier 1 supplier of the head restraint assembly tested parts and found that all parts tested met the inspection criteria. Toyota's Tier 2 and 3 supplier inspected the head restraint stay from the audit and found that the radius of one of the stay notches was larger than the design requirement.

In May 2024, it was determined that a damaged tool that was used during the manufacture of two head restraint stay lots. Toyota began a design review to study the effect of a larger than designed head restraint stay notch on head restraint performance. It was concluded that the removability performance of the head restraints by only pressing the lock release button could not be guaranteed.

On June 21, 2024, Toyota determined that the subject vehicles may not meet the head restraint removability

requirements in FMVSS 202a, paragraph S4.5.

Description of Remedy :

Description of Remedy Program :	All known owners of the subject vehicles will be notified to return their vehicles to a Lexus dealer. The dealers will replace the driver and front passenger Seat Headrest Assembly, free of charge. As the owner notification letters will be mailed out well within the active period of the Toyota New Vehicle Limited Warranty (“Warranty”), all involved vehicle owners for this recall would have been provided a repair at no cost under Toyota’s Warranty.
How Remedy Component Differs from Recalled Component :	NR
Identify How/When Recall Condition was Corrected in Production :	NR

Recall Schedule :

Description of Recall Schedule :	Notifications to owners of the affected vehicles will occur by August 26, 2024. A copy of the draft owner notification letter(s) will be submitted as soon as available. Notifications to distributors/dealers will be sent by June 27, 2024. Copies of dealer communications will be submitted as they are issued. Remedy notification to owners is planned to start by January 31, 2025.
Planned Dealer Notification Date :	JUN 27, 2024 - JUN 27, 2024
Planned Owner Notification Date :	JUL 27, 2024 - AUG 26, 2024

\* NR - Not Reported