



**SAFETY (NONCOMPLIANCE) RECALL 24LA05 (Remedy Notice)**

Certain 2024 Model Year TX350  
 Certain 2024 Model Year TX500H  
 Certain 2024 Model Year TX500H+  
 Curtain Shield Airbags May Not Deploy As Intended

**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.**  
*Refer to Dealer Inventory Procedures section for more details.*

On June 20, 2024, Lexus filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety (Noncompliance) Recall on certain 2024 model year TX350, TX500H, and TX500H+ vehicles.

On August 6, 2024 Lexus amended a previously filed Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA). The amended Noncompliance Information Report (NCIR) expanded the recall to include the passenger side curtain shield airbags on the involved vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
TX350	Late September 2023 - Mid June 2024	27,800	2,350
TX500H	Late September 2023 - Mid June 2024	5,500	
TX500H+	Early January -Mid June 2024	450	

**Condition**

The curtain shield airbags on both the driver’s and passenger’s side may not deploy as intended during certain crashes when the driver or front passenger windows are rolled down. If this occurs, the vehicles may not meet a federal safety standard, increasing the risk of injury during certain crashes.

**Remedy**

Any authorized Lexus dealer will replace the driver and passenger curtain shield airbags **FREE OF CHARGE**.

**Owner Notification**

**Mail**

Lexus will notify owners by Mid November 2024.

**Lexus App**

Vehicles involved in this Safety Recall will be visible in the Lexus App at time of announcement.

<b>Tech Requirements</b> LIC206B- Electrical Repair 2
<b>Inspection/Repair Time</b> Repair: 3.1 Hours
<b>Parts Control at Launch</b> CPOR
<b>Parts Replacement Rate</b> 100%
<b>Owner Notification Date</b> Mid November 2024
<b>Salvage Title Eligible</b> Yes

## Guest Contacts

Guests may contact your dealership with questions regarding the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A FAQ is provided to assure a consistent message is communicated.

Guest with additional questions or concerns are asked to please contact the Lexus Brand Engagement Center (1-800-255-3987) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

## Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed [pressroom.lexus.com](http://pressroom.lexus.com).

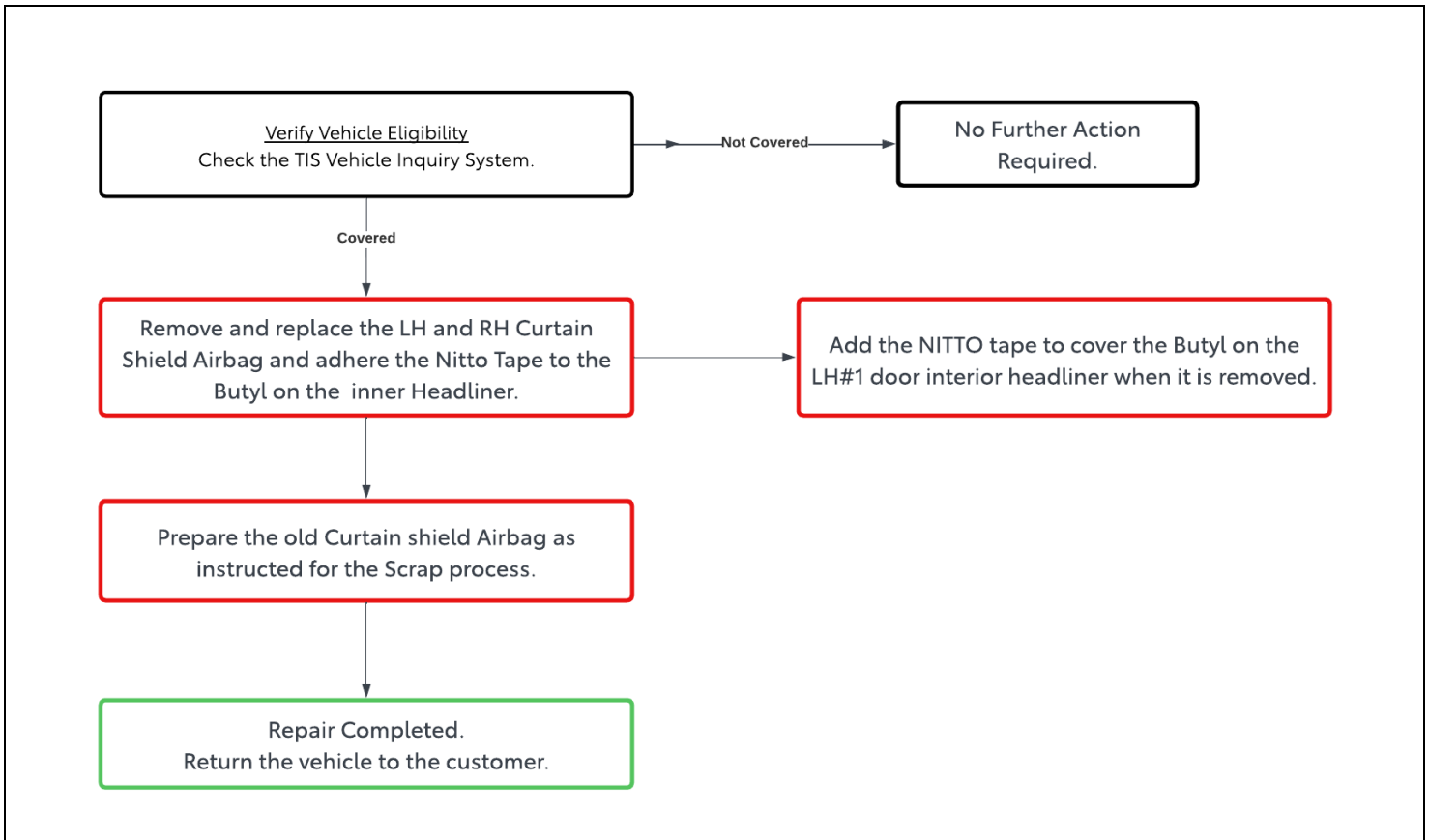


## Recall Contents

<a href="#">Service Department.....</a>	<a href="#">3</a>
<a href="#">Parts Department.....</a>	<a href="#">4</a>
<a href="#">Sales Department.....</a>	<a href="#">5</a>
<a href="#">Frequently Asked Questions.....</a>	<a href="#">5</a>
<a href="#">Policies And Procedures.....</a>	<a href="#">6</a>

# Service Department

## Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
24LA05R1	Replace Driver and Passenger CSA	3.1

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

### Salvage Title Vehicles

Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall dealer letter.

### Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

### Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this repair 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 repair are required have completed the following courses:

- LIC206B - Electrical Repair 2

## Interim Period Loaner Vehicle or Alternative Transportation Reimbursement Procedure

A loaner vehicle or alternative transportation through Rent a Toyota can be claimed for \$55 per day.

Op Code	Description
24LB05V1	Vehicle Rental 1-30 days
24LB05V2	Vehicle Rental 31-60 days
24LB05V3	Vehicle Rental 61-90 days
24LB05V4	Vehicle Rental 91-120 days
24LB05V5	Vehicle Rental 121-150 days
24LB05V6	Vehicle Rental 151-180 days
24LB05V7	Vehicle Rental 181-183 days

### NOTE:

- Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization. Dealers will be allowed to file these Op Codes until January 26, 2025. After that date, no claims for alternative transportation reimbursement will be accepted.
- Dealers will be allowed to file these Op Codes up to 90 days after the final phase has launched into remedy. After that time, no claims for alternative transportation reimbursement will be accepted.

## Parts Department

### Parts Information

At the time of launch, parts for this campaign can be ordered in Campaign Part Order Request (CPOR) on Service Lane, due to potential limited part availability. Please check the CPOR report on Dealer Daily for the most up-to-date parts ordering information as part controls can be adjusted throughout the life of the campaign. **Only order parts for guest vehicles by appointment only. Do not stock a surplus of parts. Parts ordering will be monitored daily.**

Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

Part Number	Description	Quantity
04004-3810E	AIR BAG ASSY, CURTAIN SHIELD, LH	1
04004-3820E	AIR BAG ASSY, CURTAIN SHIELD, RH	1
62217-48020	CLIP, FR PILLAR GARNISH	4

Part Number	Description	Quantity
NITTOTAPE*	Nitto Tape (1 roll fixes 250 vehicles)	~200mm per vehicle Order as needed from the MDC

\*1 roll will supply multiple repairs, order additional tape as needed. Each dealer was shipped a roll of tape prior to remedy launch to the dealer.

## Sales Department

### New Vehicles in Dealership Inventory

There are approximately 2,350 vehicles in new dealer inventory as of June 19, 2024.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Lexus reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Lexus provides these flooring reimbursements at 60-day intervals. Lexus reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

#### NOTE:

- *New vehicles in dealer inventory subject to a Safety Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.*
- Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.lexus.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

[Policy for New Vehicles, L/Certified, Pre-Owned Vehicles and LRAC](#)

## Frequently Asked Questions

### Q1: *What is the condition?*

A1: The curtain shield airbags on both the driver's and passenger's side may not deploy as intended during certain crashes if the driver or front passenger windows are rolled down. If this occurs, the vehicles may not meet a federal safety standard, increasing the risk of injury during certain crashes.

### Q1a: *What are the Curtain Shield Airbag (CSA)?*

A1a: Curtain shield airbags are activated in the event of a side impact crash. They deploy from the top of the door rails above the side windows and provide cushioning between the driver's or passenger's head and the window.

### Q1b: *Are there any warnings that this condition exists?*

A1b: No. There are no warnings that this condition exists.

### Q1c: *Is there anything I can do to help avoid this condition?*

A1c: Until the remedy is performed, Lexus recommends that guests keep the driver and front passenger side windows closed while driving.

### Q2: *What is Lexus going to do?*

A2: Any authorized Lexus dealer will replace the driver and passenger curtain shield airbags **FREE OF CHARGE**.

**Q3: Which and how many vehicles are covered by this Safety (Noncompliance) Recall?**

A3: There are approximately 33,600 vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Production Period
TX350	2024	Late September 2023 – Mid June 2024
TX500H	2024	Late September 2023 – Mid June 2024
TX500H+	2024	Early January 2024 – Mid June 2024

**Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall in the U.S.?**

A3a: Yes, Certain 2024 Grand Highlander and 2024 Grand Highlander HV vehicles are also involved in this Safety (Noncompliance) Recall.

**Q4: How long will the repair take?**

A4: The repair takes approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q5: How does Lexus obtain my mailing information?**

A5: Lexus uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q6: What if I have additional questions or concerns?**

A6: Guests with additional questions or concerns are asked to please contact the Lexus Brand Engagement Center (1-800-255-3987) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

## Policies And Procedures

### New Vehicles in Dealership Inventory - Reminder

Below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

**NOTE:**

- Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily. The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

## **Pre-Owned Vehicles in Dealer Inventory**

To ensure customer satisfaction, Lexus requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Lexus expects dealers to visit <https://lexus-recall-disclosure.imagespm.info/> and complete a Customer Contact and Vehicle Disclosure Form. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Lexus and the dealer may use this information to contact the customer when the remedy becomes available. Keep the completed form on file at the dealership.

## **Lexus Certified Used Vehicle**

The L/Certified policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a L/Certified until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

## **LCCS Service Loaners**

Lexus requests that dealers remove all LCCS Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

---

## **Claim Filing Accuracy and Correction Requests**

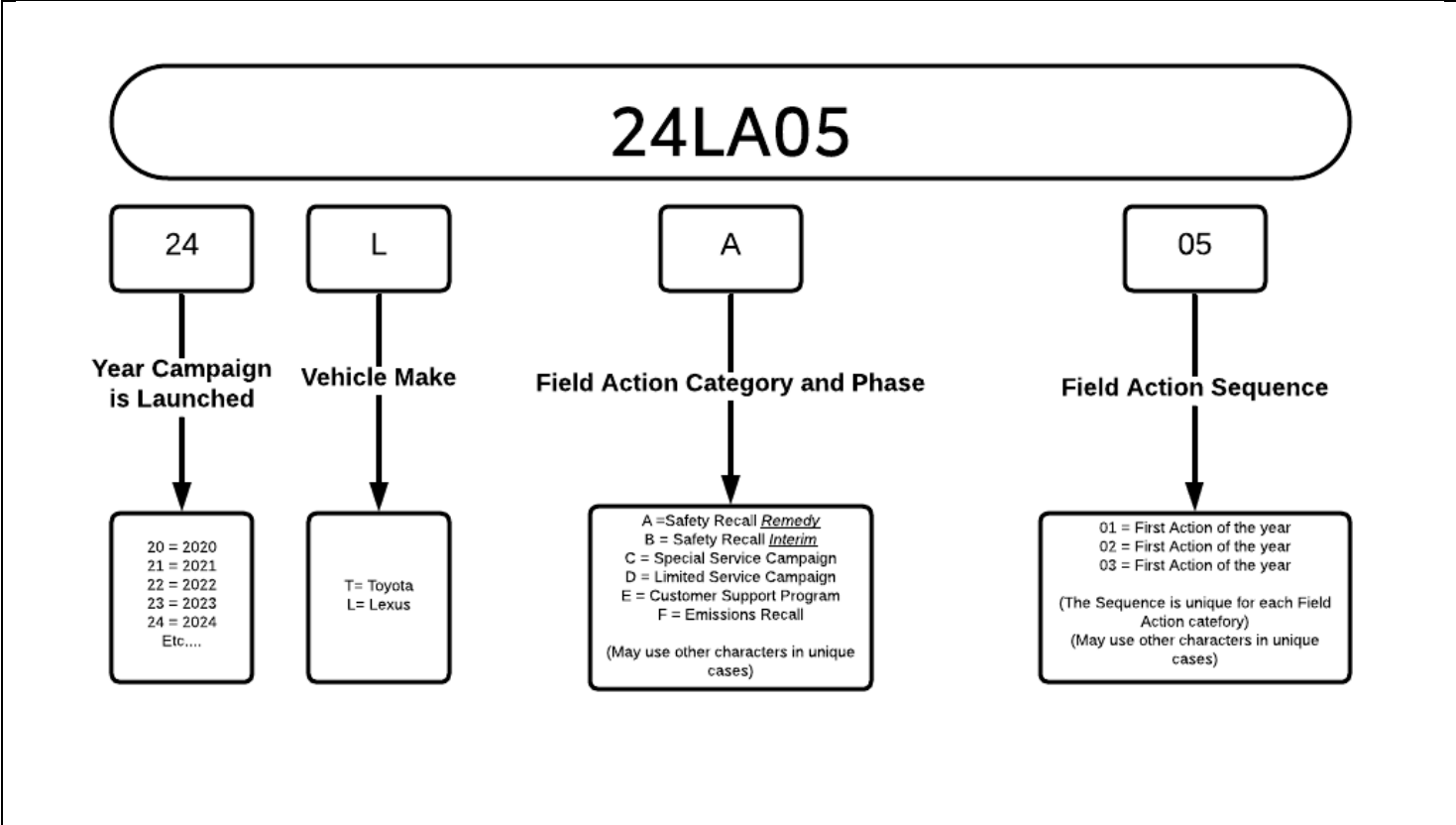
It is the dealer's responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Lexus for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

## **Parts Recovery Procedures**

Curtain Shield Airbags replaced as part of this Safety Recall must be prepared for transport for New Leaf LLC to appropriate disposition. Refer to the [Job Aid on TIS](#) for more information.

Refer to Warranty Policies [9.3 and 9.6](#) for additional details.

Campaign Designation / Phase Decoder



Examples:

- 19LA01 = Launched in 2019, Lexus, Safety Recall Remedy Phase, 1<sup>st</sup> Safety Recall Launched in 2019
- 20LC02 = Launched in 2020, Special Service Campaign, 2<sup>nd</sup> Special Service Campaign Launched in 2020
- 21LE05 = Launched in 2021, Customer Support Program, 5<sup>th</sup> Customer Support Program Launched in 2021

*Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.*

Thank you for your cooperation.

Lexus, A Division of Toyota Motor Sales, U.S.A., INC