



SAFETY RECALL 24LA06 (Remedy Notice)

Certain 2024-2025 Model Year NX/RX Vehicles
Front Head Restraint Retention
NHTSA Recall No. 24V482

STOP

STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.
[Refer to Dealer Inventory Procedures section for more details.](#)

STOP

On June 27, 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 Recall on 2024-2025 model year NX and RX vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2024-2025 NX 250	Late March 2024-Late April 2024	1600	250
2024-2025 NX 350	Late March 2024-Late April 2024	400	40
2024-2025 NX 350H	Late March 2024-Late April 2024	600	30
2024 RX 350	Late March 2024-Early May 2024	6200	700
2024 RX 350H	Late March 2024-Late April 2024	2300	100

Condition

The head restraints for the front driver and passenger seats may be removable without pressing the release button. This may result in the vehicle not meeting a federal safety standard, increasing the risk of injury to an occupant in the event of a rear-end crash if a head restraint is removed and not replaced.

Remedy

Lexus dealers will replace the front driver and passenger seat head restraints at no cost to guests.

Tech Requirements LIC206A - Electrical Repair 1
Inspection/Repair Time Repair: 0.3
Parts Control at Launch CPOR
Parts Replacement Rate 100%
Owner Notification Date TBD
Salvage Title Eligible Yes

Campaign Phase Interpretation

Campaigns may be launched in phases due to many factors, such as: the nature of the repair, parts availability, etc. It is important that each VIN is confirmed using TIS to determine if the vehicle is in the remedy or interim phase. Only perform the repair that is available for the specific VIN. *If a remedy repair is performed on an interim phase vehicle, the claim will be subject to debit.*

REMEDY PHASE - ELIGIBLE FOR REPAIR

Campaign Description: Safetyv Recall X0X - **Remedy Notice** - 2004-2005 Model Year Toyota - Generic Recall Description

Completion Status: **Not Completed**
[\[Show Documents\]](#)

A

B

STATUS IDENTIFICATION

A: Campaign Description: X0X Remedy

B: Completion Status: Not Completed

- This vehicle is eligible to have the remedy performed.*

INTERIM PHASE - FUTURE REPAIR

Campaign Description: Safety Recall X0X (X1X) - **Interim Notice** - 2004-2005 Toyota - Generic Recall Description

Completion Status: **Not Completed**
[\[Show Documents\]](#)

A

B

STATUS IDENTIFICATION

A: Campaign Description: X1X Interim

B: Completion Status: Not Completed

- This vehicle is in the interim phase; the remedy **CANNOT** be performed at this time.*

Campaign Phases

Phase	Model Years	Models	Approximate Total Vehicles	Estimated Remedy Launch Timing
1	All Involved Model Years	All Involved Models	3800	Remedy Available Now
2	All Involved Model Years	All Involved Models	7600	January 2025

Owner Notification

Mail

Lexus will notify Phase 1 owners by mid-December 2024. Lexus will notify Phase 2 owners by late February 2025.

© 2024 Lexus, A Division of Toyota Motor Sales, USA

[Back to Contents](#)

Lexus App

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

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.



Recall Contents

Service Department 4

Parts Department 5

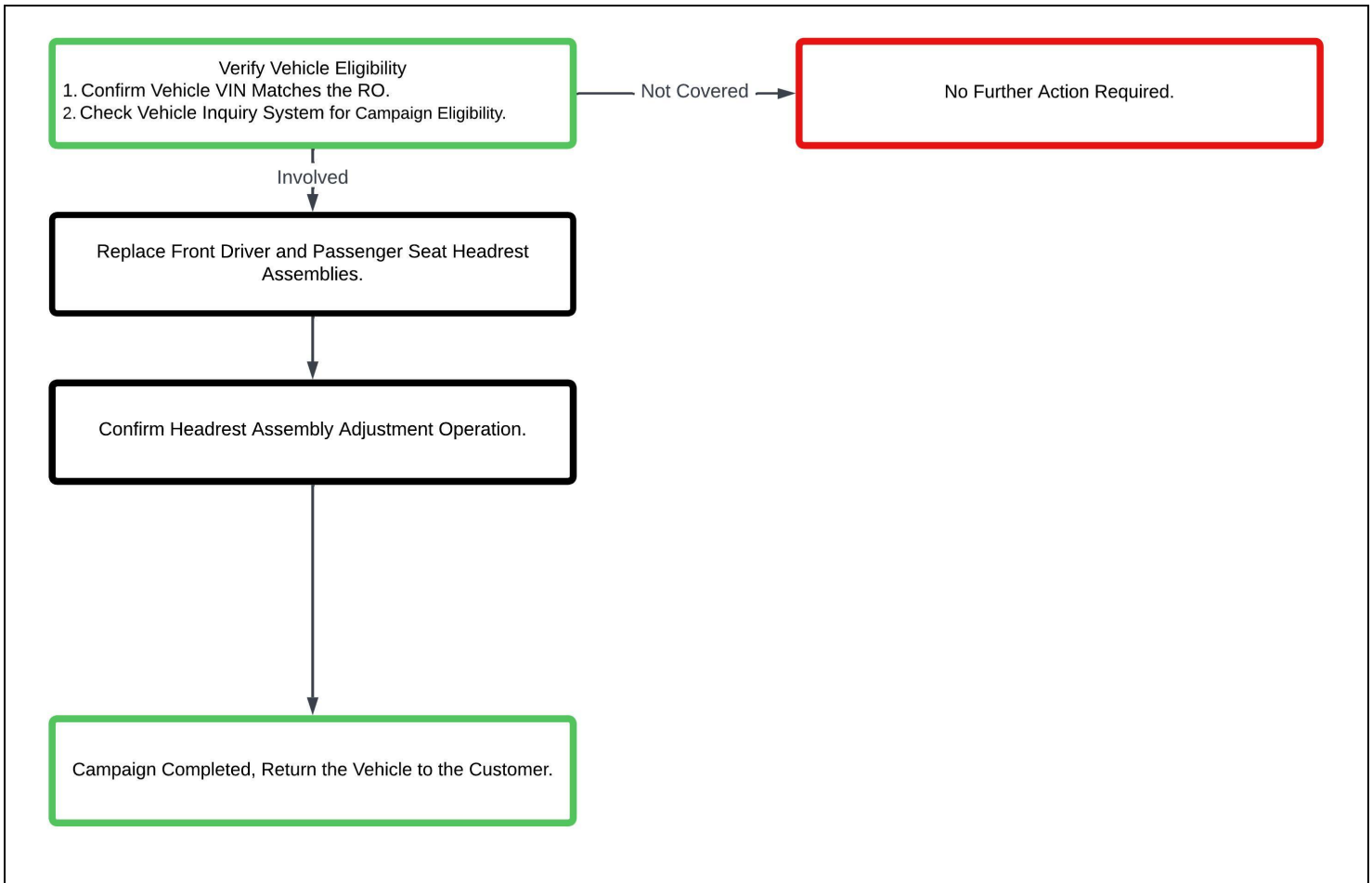
Sales Department 6

Frequently Asked Questions 6

Policies And Procedures 7

Service Department

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
24LA06R1	Replace Driver and Passenger Seat Head Restraints	0.3

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Lexus' usual customer care amenities of car wash and fuel fill-up apply to this Safety (Noncompliance) Recall. Additionally, a maximum of one day of rental vehicle expense (at a maximum rate of \$55.00 per day) while the vehicle is being remedied or the cost of pick-up and redelivery of the customer's car may be claimed if required and subject to the guidelines published in the Safety Recall and Special Service Campaign General Procedures document on TIS.

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:

© 2024 Lexus, A Division of Toyota Motor Sales, USA

[Back to Contents](#)

- LIC206A - Electrical Repair 1

Parts Department

Parts Information

At the time of launch, parts for this campaign can be ordered in Campaign Part Order Request (CPOR). 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.

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
04004-524F6-C2	Head Restraint Kit, Vinyl Lumish Black	1
04004-524F6-D2	Head Restraint Kit, Vinyl Lumish Dark Rose	1
04004-524F6-E2	Head Restraint Kit, Vinyl Lumish Hazel	1
04004-525F6-C2	Head Restraint Kit, Leather Black	1
04004-525F6-C3	Head Restraint Kit, Leather Black	1
04004-525F6-D2	Head Restraint Kit, Leather Dark Rose	1
04004-525F6-E2	Head Restraint Kit, Leather Hazel	1
04004-525F6-A1	Head Restraint Kit, Leather Fromage	1
04004-5210E-A1	Head Restraint Kit, Vinyl Fromage	1
04004-5210E-B1	Head Restraint Kit, Vinyl White Ash	1
04004-5210E-C1	Head Restraint Kit, Vinyl Black	1
04004-5210E-E2	Head Restraint Kit, Vinyl Hazel	1
04004-5220E-A2	Head Restraint Kit, Leather Fromage	1
04004-5220E-B1	Head Restraint Kit, Leather White Ash	1
04004-5220E-C1	Head Restraint Kit, Leather Black	1
04004-5220E-E1	Head Restraint Kit, Leather Hazel	1
04004-5230E-A1	Head Restraint Kit, Leather Fromage	1
04004-5230E-C0	Head Restraint Kit, Leather Black	1
04004-5230E-E0	Head Restraint Kit, Leather Dark Sepia	1

Sales Department

New Vehicles in Dealership Inventory

There are approximately 930 vehicles in new dealer inventory as of June 26, 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 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. 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 head restraints for the front driver and passenger seats may be removable without pressing the release button. This may result in the vehicle not meeting a federal safety standard, increasing the risk of injury to an occupant in the event of a rear-end crash if a head restraint is removed and not replaced.

Q2: Are there any preventative measures I can take to ensure my head restraints are not removed and not replaced?

A2: Yes. Before operating your vehicle, ensure your head restraints are properly installed and adjusted as outlined in your owner's manual.

Q3: Are there any warnings that this condition exists?

A3: Yes, if you can remove your vehicle's head restraints without pressing the release button, you could be experiencing this condition.

Q4: What is Lexus going to do?

A4: In order to make best use of available parts, Lexus is implementing a phased remedy launch for this issue. When the remedy is available, Lexus dealers will replace the front driver and passenger seat head restraints at no cost to customers.

Q5: When will the remedy become available?

A5: Remedy for Phase 1 vehicles is available at this time. Estimated timing for Phase 2 is January 2025.

Important Note: The dates specified in this table are estimates and are subject to change.

Phase	Model Years	Models	Approximate Total Vehicles	Estimated Remedy Launch Timing
1	All Involved Model Years	All Involved Models	3800	Remedy Available Now
2	All Involved Model Years	All Involved Models	7600	January 2025

Q6: Which and how many vehicles are covered by this Safety (Noncompliance) Recall?

A6: There are approximately 11,418 vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Production Period
NX 250	2024-2025	Late March 2024-Late April 2024
NX 350	2024-2025	Late March 2024-Late April 2024
NX 350H	2024-2025	Late March 2024-Late April 2024
RX 350	2024	Late March 2024-Early May 2024
RX 350H	2024	Late March 2024-Late April 2024

Q6a: Are there any other Toyota/Lexus vehicles covered by this Safety (Noncompliance) Recall in the U.S.?

A6a: No, there are no other vehicles involved in this Safety (Noncompliance) Recall.

Q7: How does Lexus obtain my mailing information?

A7: 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.

Q8: What if I have additional questions or concerns?

A8: 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

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 or a phased remedy implementation), 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. Toyota 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.

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.

Lexus Certified Used Vehicle

The LCertified 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 LCertified 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 ensure all LCCS Service Loaner vehicles involved in this Safety (Noncompliance) recall have head restraints installed prior to use.

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

All parts replaced as part of this Safety Recall must be destroyed and scrapped in accordance with the technical instructions.