



# ◀ IMPORTANT UPDATE ▶

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
September 9, 2024	Removed Warranty Reimbursement Procedures Section
September 9, 2024	Added Question to FAQ Regarding how to Mitigate Condition
September 9, 2024	Updated Dealer Instruction Regarding LCCS Vehicles
September 9, 2024	Added Sample Interim Owner Notification Letter to Dealer Packet

*The most recent update in the attached Dealer Letter will be highlighted with a red box.*



Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



Lexus, A Division of Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

Original Publication Date: June 27, 2024

To: All Lexus Dealer Principals, General Managers, Service Managers, and Parts Managers

## SAFETY (NONCOMPLIANCE) RECALL 24LA06 (Interim Notice 24LB06)

### 2024-2025 RX and NX Vehicles Front Head Restraint Retention

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

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.

#### 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 is currently developing the remedy 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. Currently, Lexus does not have an estimate when the remedy will become available.

#### Covered Vehicles

There are approximately 11,400 vehicles covered by this Safety (Noncompliance) Recall. Approximately 10 vehicles involved in this Safety Recall were distributed to Puerto Rico.

#### Owner Letter Mailing Date

Lexus will notify owners by late August 2024.

*Toyota makes significant efforts to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety (Noncompliance) Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

## Dealer Inventory Procedures

### New Vehicles in Dealership Inventory

There are approximately 1,000 vehicles in new dealer inventory as of 6/25/2024.



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.

Toyota reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Toyota provides these flooring reimbursements at 60-day intervals. Toyota 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 (Noncompliance) 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.

### Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety (Noncompliance) Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00241-INSPT	Inspection Mirror Hang Tag	25 Per Pack

### Pre-Owned Vehicles in Dealer Inventory

Lexus typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety (Noncompliance) Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the guest that the vehicle is involved in this Safety (Noncompliance) Recall and that the remedy is currently being prepared by Lexus.

Lexus expects dealers to visit <https://lexus-recall-disclosure.imagespm.info/> and complete a Guest 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 guest 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 (: <https://dealerdaily.lexus.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

#### **Lexus Certified Used Vehicles**

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 returning the vehicle to service.

### **Guest Handling, Parts Ordering, and Remedy Procedures**

#### **Guest Contacts**

Guest who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety (Noncompliance) Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

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.

#### **Salvage Title Vehicles**

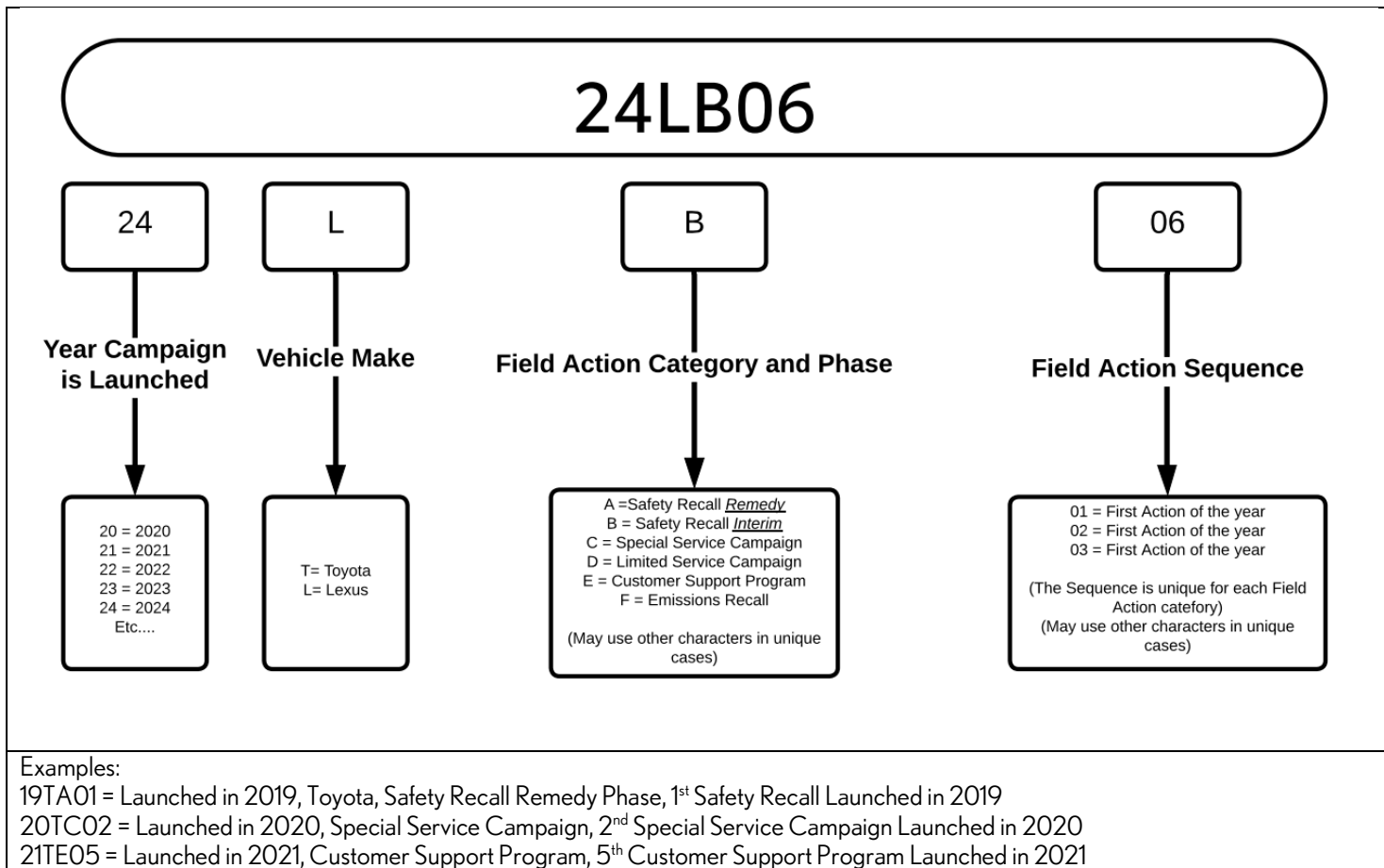
Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall dealer letter.

For complete details on this policy, refer to Lexus Warranty Policy [4.15](#), "What Is Not Covered by The Lexus New Vehicle Limited Warranty".

#### **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 to the Lexus Newsroom <https://pressroom.lexus.com/>.

## Campaign Designation / Phase Decoder



*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



## SAFETY (NONCOMPLIANCE) RECALL 24LA06 (*Interim Notice 24LB06*)

Certain 2024 – 2025 NX 250  
Certain 2024 – 2025 NX 250  
Certain 2024 – 2025 NX 250  
Certain 2024 RX 350  
Certain 2024 RX 350H  
Front Head Restraint Retention

### Frequently Asked Questions

Original Publication Date: June 27, 2024

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

A2: Lexus is currently developing the remedy 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.

**Q3:** *When will the remedy become available?*

A3: Lexus is unable to provide an estimate on when the remedy will be available at this time. When estimated timing is available, this document will be updated.

**Q4:** *Which and how many vehicles are covered by this Safety (Noncompliance) Recall?*

A4: 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

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

A6: Yes. Before operating your vehicle, ensure your head restraints are properly installed and adjusted as outlined in your owner's manual.

**Q7:** *What if I have additional questions or concerns?*

A7: 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.



Lexus Division  
Toyota Motor Sales, U.S.A., Inc.  
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## IMPORTANT SAFETY RECALL

**Certain 2024 - 2025 Model Year NX 250**  
**Certain 2024 - 2025 Model Year NX 350/ NX 350h**  
**Certain 2024 Model Year RX 350/ RX 350h**  
**Front Head Restraint Retention**  
**NHTSA Recall No. 24V482**  
**Lexus Recall No. 24LA06 (Interim Notice 24LB06)**

We are currently preparing the remedy.  
We will notify you again when the  
remedy is available.

**Dear** <FirstName/LastName>:

This notice applies to your vehicle:  
VIN ABCDEFGH987654321

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Lexus has decided that certain 2024-2025 model year NX and RX vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 202a, "Head Restraints".

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

### **What is the 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.**

### **What should you do?**

**We appreciate your patience while we prepare the remedy. We will notify you again when the remedy is available. Your local Lexus dealer will be more than happy to answer any of your questions.**

- ✓ To find a dealer near you, visit [www.lexus.com/dealers](http://www.lexus.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.lexus.com/recall](http://www.lexus.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, please visit <http://Lexus.com/contact> for options to contact the Lexus Brand Engagement Center or contact the Lexus Brand Engagement Center at 1-888-255-3987 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.



**What will Lexus do?**

Lexus is currently developing the remedy for this issue. When the remedy is available, Lexus dealers will replace the front driver and passenger seat head restraints at no cost to guests.

***This is an important Safety Recall.***

Do not operate your vehicle without the front head restraints properly installed and adjusted as outlined in the owner's manual.

**What if you are not the owner or operator of this vehicle?**

***If you are a vehicle lessor***, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

***If you know the current owner or operator***, please forward this letter to them.

***If you would like to update your vehicle ownership or contact information***, please visit <https://drivers.lexus.com/lexusdrivers>.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at **1-888-327-4236 (TTY: 1-800-424-9153)**, or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

Lexus, a division of Toyota Motor Sales



Lexus Division  
Toyota Motor Sales, U.S.A., Inc.  
6565 Headquarters Drive  
Plano, TX 75024

## RETIRO DE SEGURIDAD URGENTE

**Ciertos NX 250 Año Modelo 2024 - 2025**  
**Ciertos NX 350/ NX 350h Año Modelo 2024 - 2025**  
**Ciertos RX 350/ RX 350h Año Modelo 2024**  
**Retención del apoyacabeza delantero**  
**Retiro de Seguridad NHTSA No. 24V482**  
**Retiro de Seguridad Lexus No. 24LA06 (Notificación temporal 24LB06)**

Actualmente estamos preparando el remedio. Nosotros le notificaremos de nuevo cuando el remedio esté disponible.

**Estimado** (nombre/apellido del cliente):

Esta notificación aplica a su vehículo:  
VIN ABCDEFGH987654321

Se le envía esta notificación de acuerdo con la Ley Nacional de la oficina de Administración Nacional de Seguridad del Tráfico en las Carreteras (National Highway Traffic Safety Administration o NHTSA por sus siglas en inglés). Lexus ha decidido que ciertos vehículos NX y RX de año modelo 2024-2025 fallaron con el cumplimiento de las Normas Federales de Seguridad para Vehículos de Motor (FMVSS) N° 202a, "Head Restraints" (Apoyacabezas).

Usted recibió esta notificación porque nuestros registros, que se basan principalmente en los datos del estado de registro y de título, indican que usted es el propietario actual.

### ¿Cuál es la condición?

Los apoyacabezas de los asientos delanteros del conductor y del pasajero se pueden quitar sin presionar el botón de liberación. Esto puede provocar que el vehículo no cumpla con una norma federal de seguridad, **lo que aumenta el riesgo de lesiones a un ocupante en caso de un choque trasero si se quita un apoyacabeza y no se reemplaza.**

### ¿Qué debe hacer?

**Nosotros apreciamos su paciencia mientras preparamos el remedio. Nosotros le notificaremos de nuevo cuando el remedio esté disponible. Su concesionario Lexus local responderá con gusto todas sus preguntas.**

- ✓ Para encontrar un concesionario cerca de usted, visite [www.lexus.com/dealers](http://www.lexus.com/dealers).
- ✓ Si desea más información sobre este y otros Retiros de Seguridad, incluyendo las preguntas frecuentes, visite [www.lexus.com/recall](http://www.lexus.com/recall). Ingrese el número de identificación de su vehículo de 17 dígitos (VIN) indicado arriba para revisar la información específica de su vehículo.
- ✓ Si requiere más asistencia, por favor visite <http://Lexus.com/contact> para opciones sobre como contactar el Centro de Compromiso con la Marca Lexus al 1-888-255-3987 de lunes a viernes, de 8:00 am a 8:00 pm y los sábados de 9:00 am a 7:00 pm, Horario del Este.

### **¿Qué hará Lexus?**

Lexus está en este momento desarrollando el remedio para este problema. Cuando el remedio esté disponible, los concesionarios Lexus reemplazarán los apoyacabezas de los asientos delanteros del conductor y del pasajero sin costo para los clientes.

### ***Este es un Retiro de Seguridad importante***

No opere su vehículo sin los apoyacabezas delanteros correctamente instalados y ajustados como se describe en el manual del propietario.

### **¿Qué pasa si usted no es el propietario o el operador de este vehículo?**

***Si usted arrienda el vehículo,*** la ley federal requiere que todo arrendador de vehículo que reciba esta notificación del retiro de seguridad debe enviar una copia del aviso al arrendatario en menos de diez días.

***Si conoce al propietario u operador actual,*** sea tan amable de enviarle esta carta.

***Si quisiera actualizar la propiedad de su vehículo o la información de contacto,*** por favor visite <https://drivers.lexus.com/lexusdrivers>.

Si cree que el concesionario o Lexus no ha cumplido o no ha podido arreglar el defecto en un plazo razonable o sin cargo, puede enviar una queja al Administrador, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, o llamar a la Línea directa sin costo de los vehículos al **1-888-327-4236 (TTY: 1-800-424-9153)**, o visite <http://www.safercar.gov>.

Hemos enviado esta notificación con el interés de que usted esté continuamente satisfecho con nuestros productos. Lamentamos sinceramente cualquier inconveniente que este problema le pudo haber ocasionado.

Muchas gracias por conducir un Lexus.

Atentamente,

Lexus, Una División de Toyota Motor Sales