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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 LCCertified 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 LCCertified 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.

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/>.

Warranty Reimbursement Procedures

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

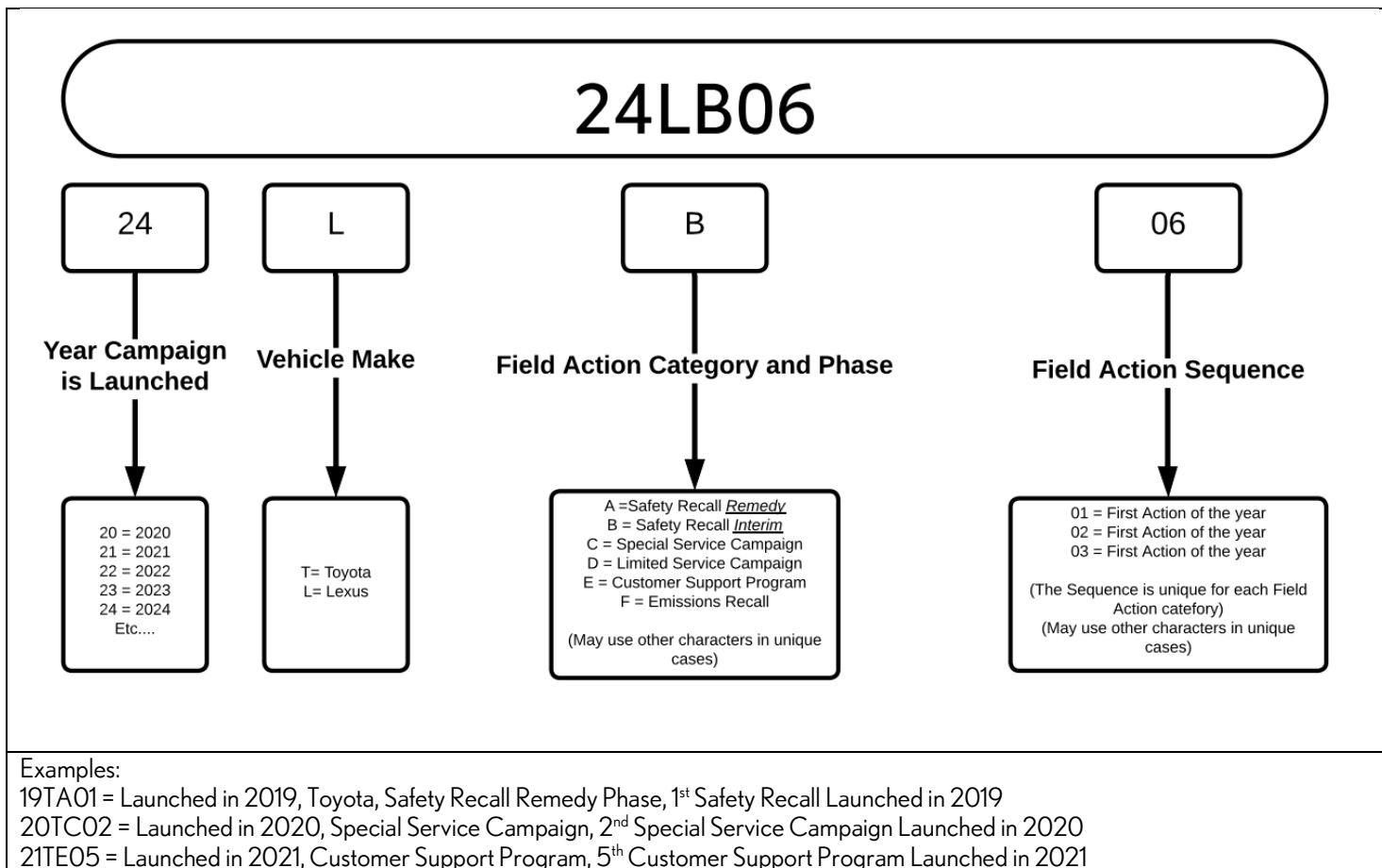
If a vehicle owner is uncomfortable driving their vehicles while the remedy is prepared, a loaner vehicle or alternative transportation through Lexus (LCCS) can be claimed for \$55 per day.

Op Code	Description
TBD	Vehicle Rental 1-30 Days
TBD	Vehicle Rental 31-60 Days
TBD	Vehicle Rental 61-90 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 up to 90 days after the final phase has launched into remedy. After that time, no claims for alternative transportation reimbursement will be accepted.

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: *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.