

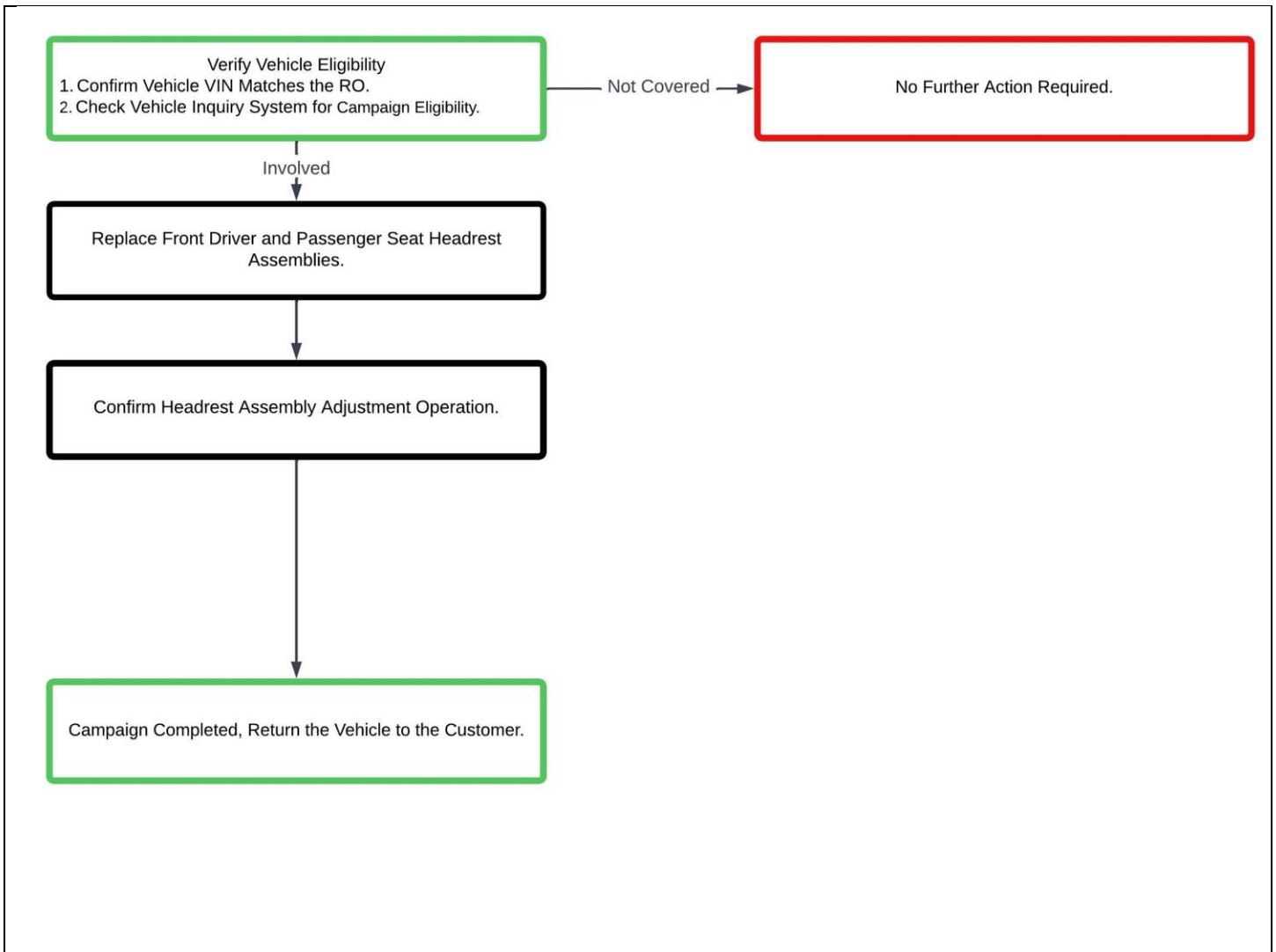
TECHNICAL INSTRUCTIONS
FOR
SAFETY RECALL – 24LA06
FRONT HEAD RESTRAINT RETENTION
CERTAIN 2024-2025 RX350, RX350h AND NX250, NX350, NX350h VEHICLES

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

- LIC206A – Electrical Repair

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. The dealership is responsible for selecting technicians who have completed the above courses to perform this repair. Carefully review your resources, the technician’s skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure properly trained technicians are available to perform this repair at all times.

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

1. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY

- Compare the vehicle's VIN to the VIN listed on the Repair Order to ensure they match.
- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Campaign and has not already been completed.

NOTICE:

TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were previously completed, even by another dealer.

III. PREPARATION

A. TOOLS AND EQUIPMENT

| |
|------------|
| Gloves |
| Box Cutter |

B. PARTS

| Part Number | Part 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 |

IV. WORK PROCEDURE TABLE OF CONTENTS

| | |
|--|--------------|
| REPLACE FRONT DRIVER AND PASSENGER SEAT HEADREST ASSEMBLIES..... | SECTION VI. |
| APPENDIX | SECTION VII. |

V. BACKGROUND



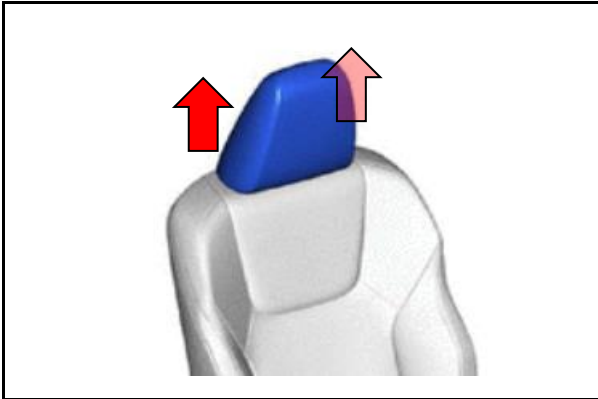
VI. REPLACE FRONT DRIVER AND PASSENGER SEAT HEADREST ASSEMBLIES



1. RECLINE FRONT SEATS

- Activate the recline button or slide lever to recline the seatback.
- Repeat process on passenger side.

NOTE: Attempting to remove the front seat headrest without reclining the seat back rearward may result in damage to the headlining assembly.



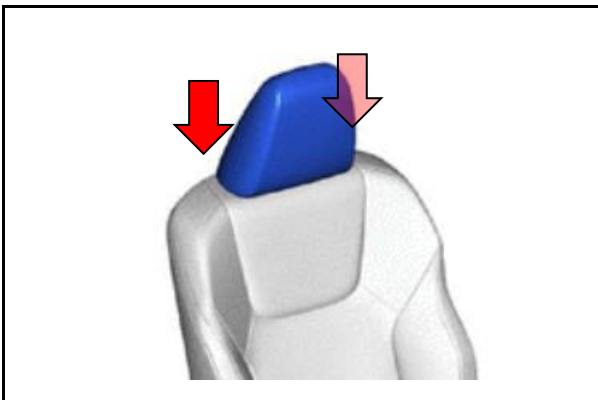
2. REMOVE FRONT SEAT HEADREST ASSEMBLY

- With the seat reclined back, grab the driver front headrest with both hands and raise it to its upper most position.
- Depress the headrest lock button and remove the headrest assembly from the seat.
- Repeat process for the passenger side.



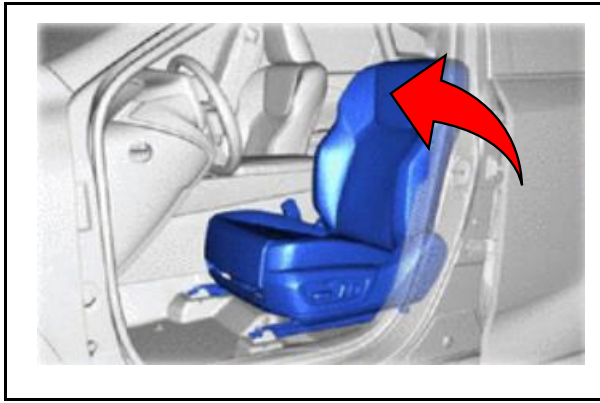
3. SCRAP THE REMOVED FRONT SEAT HEADREST ASSEMBLIES

- Using a box cutter, cut the front headrest in an "X" pattern as shown in the illustration.
- Perform on both removed headrests.
- Properly scrap both removed headrests.



4. INSTALL NEW FRONT SEAT HEADREST ASSEMBLIES

- Depress the button on the side of the grommet with one hand while pushing the headrest down with the other to install.
- Repeat process for the passenger side.



5. **RETURN FRONT DRIVER AND PASSENGER SIDE SEATS TO ORIGINAL POSITIONS**
6. Activate the recline button or slide lever to return the seat back to its original position.

◀ **VERIFY REPAIR QUALITY** ▶

- **Confirm new seat headrest assemblies are properly installed.**
- **Confirm removed headrests are properly marred and scrapped.**
- **Confirm driver and passenger front seats are returned to their original position.**

VII. APPENDIX

A. PARTS DISPOSAL

In accordance with Federal law, please ensure all recalled (original) parts removed from the vehicle are disposed of in a manner that will not allow reuse **unless requested for parts recovery return.**

B. CAMPAIGN DESIGNATION DECODER

