



Toyota Motor North America
Vehicle Safety & Compliance Liaison Office
6565 Headquarters Drive, Plano, TX 75024

June 27, 2024

NONCOMPLIANCE INFORMATION REPORT

1. Vehicle Manufacturer Name:

Toyota Motor Manufacturing, Canada, Inc. [“TMMC”]
1055 Fountain Street North, Cambridge, Ontario, Canada N3H 5K2

Affiliated U.S. Sales Company

Toyota Motor North America, [“TMNA”]
6565 Headquarters Drive, Plano, TX 75024

Manufacturer of Head Stay:

J R Manufacturing, Inc.
900 Industrial Dr, Fort Recovery, OH 45846
Phone: +1-419-375-8021
Country of Origin: U.S.A.

2. Identification of Involved Vehicles and Affected Components:

Based on production records, we have determined the involved vehicle population to be the vehicles listed in the table below.

Make/Car Line	Model Year	Manufacturer	Production Period
Lexus / RX 350, RX 350h	2024	TMMC	March 25, 2024 through May 6, 2024
Lexus / NX 250, NX 350, NX 350h	2024-2025		March 25, 2024 through April 30, 2024

Applicability	Part Number	Part Name	Component Description
MY 2024 Lexus RX 350, RX 350h	71910-0E560	Headrest Assy, Front Seat	Front Seat Headrest Assembly
	71910-0E570		
	71910-0E580		
MY 2024-2025 Lexus NX 250, NX 350, NX 350h	71910-F6010		
	71910-F6020		

Note: (1) Although the involved vehicles are within the above production period range, not all vehicles in this range were sold in the U.S.

(2) Only vehicles in the above production range may have been equipped with a head restraint stay that may not have been machined as designed due to a specific production issue as described in Section 5 below.

3. Total Number of Vehicles Involved:

RX 350	:	6,208
RX 350h	:	2,571
NX 250	:	1,647
NX 350	:	416
NX 350h	:	576
Total	:	11,418

4. Percentage of Vehicles Estimated to Actually Experience Noncompliance:

Based on production records from the part supplier, Toyota estimates that approximately 26.3% of the involved vehicles contain a head restraint stay with an improperly machined notch. Whether the involved vehicles that contain an improperly machined notch will be noncompliant as described in Section 5 depends on the specific condition of the improperly machined notches.

5. Description of Noncompliance:

The subject vehicles are equipped with a head restraint system on the driver and passenger front seats. The head restraints can be adjusted upward to specific heights that are notched into the head restraint's stay by applying force to the head restraint in the upward direction. The head restraints can be removed by applying the same upward force while simultaneously pressing a lock release button. Due to an error in the machining process of the head restraint stay, one notch of the stay may have a radius that is larger than designed, allowing for removal of the head restraint without the press of the lock release button. As such, the subject vehicles may not meet the requirements of FMVSS No. 202a, paragraph S4.5. If the head restraint is able to be removed without pressing the lock release button, it could be inadvertently removed and not replaced, increasing the risk of injury to an occupant in the driver or passenger front seat in the event of a rear-end crash.

6. Test Results and Other Information:

In mid-April 2024, during a routine audit inspection, a head restraint in the driver's seat of a vehicle was found to be removable without the press of the lock release button. At Toyota's request, the Tier 1 supplier of the head restraint assembly tested parts and found that all parts tested met the inspection criteria. Toyota's Tier 2 and 3 supplier inspected the head restraint stay from the audit and found that the radius of one of the stay notches was larger than the design requirement.

In May 2024, it was determined that a damaged tool that was used during the manufacture of two head restraint stay lots. Toyota began a design review to study the effect of a larger than designed head restraint stay notch on head restraint performance. It was concluded that the removability performance of the head restraints by only pressing the lock release button could not be guaranteed.

On June 21, 2024, Toyota determined that the subject vehicles may not meet the head restraint removability requirements in FMVSS 202a, paragraph S4.5.

7. Description of Corrective Repair Action:

All known owners of the subject vehicles will be notified to return their vehicles to a Lexus dealer. The dealers will replace the driver and front passenger Seat Headrest Assembly, free of charge.

Reimbursement Plan for pre-notification remedies

As the owner notification letters will be mailed out well within the active period of the Toyota New Vehicle Limited Warranty ("Warranty"), all involved vehicle owners for this recall would have been provided a repair at no cost under Toyota's Warranty.

8. Recall Schedule:

Notifications to owners of the affected vehicles will occur by August 26, 2024. A copy of the draft owner notification letter(s) will be submitted as soon as available.

9. Distributor/Dealer Notification Schedule:

Notifications to distributors/dealers will be sent by June 27, 2024. Copies of dealer communications will be submitted as they are issued.

10. Manufacturer's Campaign Number:

Interim/Remedy: [24LB06 / 24LA06]