

Groan Noise from Front Seat Back During Adjustment

Service
Category Vehicle Interior

Section Seat

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2010 – 2014	IS250C, IS350C	

REVISION NOTICE

September 18, 2014 Rev1:

- Applicability has been updated to include 2012 – 2014 model year IS 250C and IS 350C vehicles.
- The entire bulletin has been updated.

Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2010 – 2014 model year IS 250C and IS 350C vehicles may exhibit a groan noise during front seat back adjustment. This condition may be present on both front seats. A revised seat adjuster assembly has been developed to address this condition.

Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	DRIVETRAIN	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
IS 250C	2WD	TMK	JTHFF2C2#E2531021
IS 350C			JTHFE2C2#E2510713

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
NV1400	R & R Seat Adjuster Assembly (One Side)	2.5	72310-53010 72310-53020 72320-53010 72320-53020	91	83
NV1400A	R & R Seat Adjuster Assembly (Other Side)	2.0			

APPLICABLE WARRANTY

- This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 50,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

Parts Information

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
73214-75010	73214-0E010	Plate, Front Seat Belt Anchor	1
08231-00801		Interior Noise Kit	1
72310-53010		Adjuster Assy, Front Seat Vertical, RH	1
72310-53020		Adjuster Assy, Front Seat Vertical, Easy Access, RH	1
72320-53010		Adjuster Assy, Front Seat Vertical, LH	1
72320-53020		Adjuster Assy, Front Seat Vertical, Easy Access, LH	1

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Plastic Pry Tool Set*	00002-06020-02	1

* Essential SST.

NOTE

Additional SSTs may be ordered by calling 1-800-933-8335.

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Repair Procedure

1. With the seat unoccupied, confirm the condition by adjusting the front seat back position.

Is there a groan noise present?

- **YES** — Continue to step 2.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

2. Remove the seat adjuster assembly.

Refer to the Technical Information System (TIS), applicable model and model year Repair Manual:

- 2010 IS 250C/350C:
Vehicle Interior – Seat – “Seat: Front Seat Assembly: [Removal / Disassembly](#)”
- 2011 IS 250C/350C:
Vehicle Interior – Seat – “Seat: Front Seat Assembly: [Removal / Disassembly](#)”
- 2012 IS 250C/350C:
Vehicle Interior – Seat – “Seat: Front Seat Assembly: [Removal / Disassembly](#)”
- 2013 IS 250C/350C:
Vehicle Interior – Seat – “Seat: Front Seat Assembly: [Removal / Disassembly](#)”
- 2014 IS 250C/350C:
Vehicle Interior – Seat – “Seat: Front Seat Assembly: [Removal / Disassembly](#)”

3. Install felt on NEW front seat adjuster assembly.

NOTE

Before the NEW seat adjuster assembly can be installed, felt must be applied to the new adjuster assembly.

- A. Remove the 0.5 mm thick sheet of felt from the Interior Noise Kit. Cut two sections of felt to the following dimensions:

Length: 100 mm

Width: 45 mm

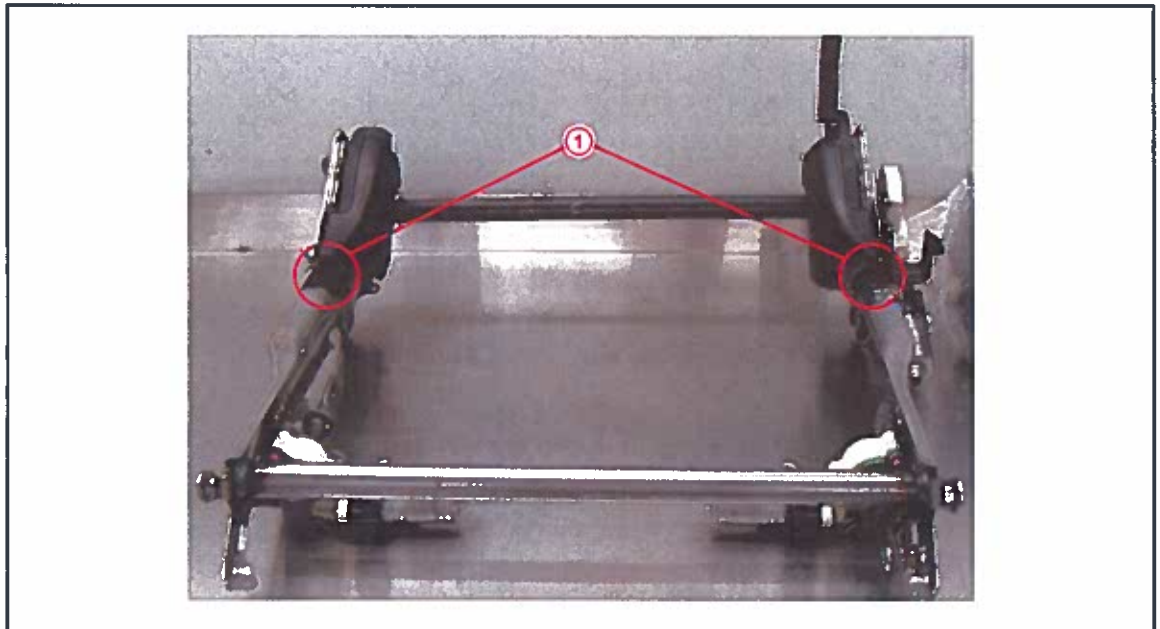
Thickness: 0.5 mm

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Repair Procedure (Continued)

B. Install one piece on each side of the Seat Adjuster Assembly as shown.

Figure 1.



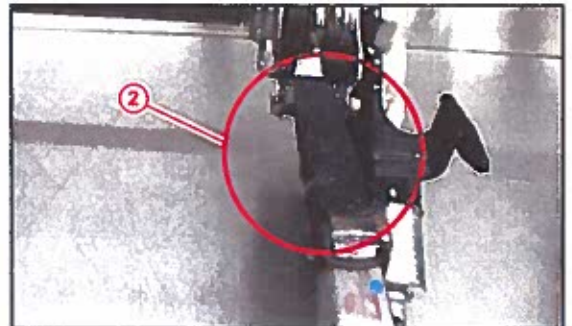
1	Felt Application
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Figure 2.



1	Felt on Right Side of Seat Adjuster Assembly
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Figure 3.



2	Felt on Left Side of Seat Adjuster Assembly
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Repair Procedure (Continued)

4. Install the NEW seat adjuster assembly.

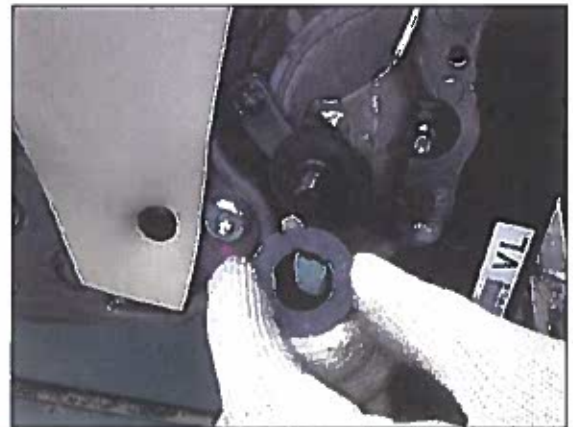
Refer to TIS, applicable model and model year Repair Manual:

- 2010 IS 250C/350C:
Vehicle Interior – Seat – “Seat: Front Seat Assembly: [Reassembly](#)”
- 2011 IS 250C/350C:
Vehicle Interior – Seat – “Seat: Front Seat Assembly: [Reassembly](#)”
- 2012 IS 250C/350C:
Vehicle Interior – Seat – “Seat: Front Seat Assembly: [Reassembly](#)”
- 2013 IS 250C/350C:
Vehicle Interior – Seat – “Seat: Front Seat Assembly: [Reassembly](#)”
- 2014 IS 250C/350C:
Vehicle Interior – Seat – “Seat: Front Seat Assembly: [Reassembly](#)”

5. Install the front seat belt.

- A. Install the front seat belt anchor plate.

Figure 4.



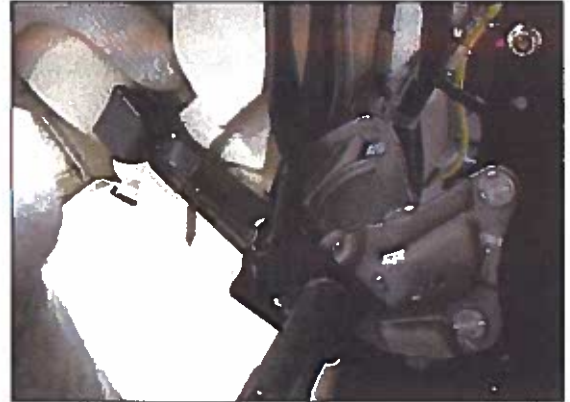
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Repair Procedure (Continued)

- B. Install the front seat inner belt assembly and torque to the following specifications.

Torque: 42 N*m (4.28 kgf*cm, 31 ft*lb)

Figure 5.



6. Install the seat assembly.

Refer to TIS, applicable model and model year Repair Manual:

- 2010 IS 250C/350C:
Vehicle Interior – Seat – “Seat: Front Seat Assembly: [Installation](#)”
- 2011 IS 250C/350C:
Vehicle Interior – Seat – “Seat: Front Seat Assembly: [Installation](#)”
- 2012 IS 250C/350C:
Vehicle Interior – Seat – “Seat: Front Seat Assembly: [Installation](#)”
- 2013 IS 250C/350C:
Vehicle Interior – Seat – “Seat: Front Seat Assembly: [Installation](#)”
- 2014 IS 250C/350C:
Vehicle Interior – Seat – “Seat: Front Seat Assembly: [Installation](#)”

7. Confirm front seat back adjuster operation.