

# Dashboard (Instrument Panel) and Door Panels Sticky Melting/Cracked

**Service Category** Vehicle Interior

**Section** Interior Panels/Trim

**Market** USA

Lexus Supports  
ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2006 - 2008	IS250, IS350	
2007	LS460	

### REVISION NOTICE

**September 11, 2015 Rev1:**

The Production Change Information, Warranty, and Parts Information sections have been updated. Any previous printed versions of this bulletin should be discarded.

## Introduction

Some 2006 – 2008 model year vehicles may exhibit a condition where the dashboard/instrument panel and/or interior door trim panels (front and rear) become cracked and/or have shiny/degraded appearance. The panel surfaces may also become sticky or adherent. Follow the procedure in this bulletin to address this condition.

## Production Change Information

This bulletin applies to the following vehicles:

### IS 250 / IS 350 – Dashboard and Door Panels:

- 2006 – 2007 model year Tahara and TMK built IS 250 & IS 350 vehicles
- 2008 model year Tahara and TMK built IS 250 & IS 350 vehicles produced BEFORE the production change effective VINs shown below

MODEL	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
IS 250	Tahara	2WD	JTHBK262#85082151
		4WD	JTHCK262#85026366
	TMK	2WD	JTHBK262#82081638
		4WD	JTHCK262#82027243
IS 350	Tahara	2WD	JTHBE262#85021549
	TMK		JTHBE262#82016228

## Dashboard (Instrument Panel) and Door Panels Sticky Melting/Cracked

### Production Change Information (Continued)

#### LS 460 – DASHBOARD AND DOOR PANELS:

- 2007 model year Tahara built LS460 vehicles produced **BEFORE** the production change effective VINs shown below.

MODEL	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
LS 460	Tahara	JTHBL46F#75032329
		JTHGL46F#75012760

### Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFF	COLOR CODES	T1	T2
550351	R & R Instrument Panel Safety Pad Sub-Assembly	IS250	2.0	55400-53902		67	19
		IS350		55400-53904			
550351		LS460	3.2	55401-50907	C1/C2/E2/E3	67	19
670301	F. Door Trim PNL Assy / Retainer	IS250 IS350	0.3	67610-53320	A0/B0/C7	67	19
				67610-53340	A0/A2/B0/B2/C3/C5		
				67610-53370	A0/A2/B0/B2/C3/C5		
				67610-53380	A0/B0/C7		
				67610-53390	A0/B0/C3		
				67610-53400	A0/B0/C3		
670301A	F. Door Trim PNL Assy / Retainer Comb: Other Side	IS250 IS350	0.2	67620-53320	A0/B0/C7	67	19
				67620-53340	A0/A2/B0/B2/C3/C5		
				67620-53370	A0/A2/B0/B2/C3/C5		
				67620-53380	A0/B0/C7		
				67620-53400	A0/B0/C3		
				67620-53410	A0/B0/C3		
670311	R. Door Trim PNL Assy / Retainer	IS250 IS350	0.3	67630-53160	A0/B0/C7	67	19
				67630-53180	A0/B0/C6		
				67630-53200	A0/B0/C6		
				67630-53210	A0/B0/C7		
670311A	R. Door Trim PNL Assy / Retainer Comb: Other Side	IS250 IS350	0.1	67640-53160	A0/B0/C7	67	19
				67640-53180	A0/B0/C6		
				67640-53200	A0/B0/C6		
				67640-53210	A0/B0/C7		

## Dashboard (Instrument Panel) and Door Panels Sticky Melting/Cracked

### Warranty Information (Continued)

OP CODE	DESCRIPTION	MODEL	TIME	OFF	COLOR CODES	T1	T2		
670301	F. Door Trim PNL Assy / Retainer	LS460	0.4	67610-50480	A4/A5/B2/C2	67	19		
				67610-50520	A0/A1/B0/C0				
				67610-50640	A0/A1/B0/C0				
				67610-50650	A4/A5/B2/C2				
670301A	F. Door Trim PNL Assy / Retainer Comb: Other Side		LS460	0.2	67620-50470	A4/A5/B2/C2	67	19	
					67620-50510	A0/A1/B0/C0			
					67620-50640	A0/A1/B0/C0			
					67620-50650	A4/A5/B2/C2			
670311	R. Door Trim PNL Assy / Retainer			LS460	0.4	67630-50880	A5/A6/B2/C2	67	19
						67630-50890	02/03/B5/C5		
						67630-50A00	A8/A9/B4/C4		
						67630-50A10	A5/A6/B2/C2		
		67630-50A20				02/03/B5/C5			
		67630-50A30				A8/A9/B4/C4			
		67630-50B40				02/03/B5/C5			
		67630-50B50				A8/A9/B4/C4			
		67630-50B60	A8/A9/B4/C4						
		67630-50B70	B4/C4						
		67630-50B80	A6/B2/C2						
		67630-50C00	A2/A3/B1/C1						
670311A	R. Door Trim PNL Assy / Retainer Comb: Other Side	LS460	0.3	67640-50880	A5/A6/B2/C2	67	19		
				67640-50890	02/03/B5/C5				
				67640-50A00	A8/A9/B4/C4				
				67640-50A10	A5/A6/B2/C2				
				67640-50A20	02/03/B5/C5				
				67640-50A30	A8/A9/B4/C4				
				67640-50B40	02/03/B5/C5				
				67640-50B50	A8/A9/B4/C4				
				67640-50B60	A8/A9/B4/C4				
				67640-50B70	B4/C4				
				67640-50B80	A5/A6/B2/C2				
				67640-50C00	A2/A3/B1/C1				

## Dashboards (Instrument Panel) and Door Panels Sticky Melting/Cracked

### Parts Information

MODEL	PART NUMBER				PART NAME	QTY
	PREVIOUS	COLOR CODES	NEW	COLOR CODES		
IS250 IS350	55400-53902 55400-53904		04005-14853	C0/E0	Pad Sub-Assy, Instrument Panel, Safety	1
LS460	55401-50907	C1/C2/E2/E3	04005-14550	C0/C1/E0/E1	Pad Sub-Assy, Instrument Panel, Safety	1
IS250 IS350	67610-53320	A0/B0/C7	04005-19253	A0/B0/C0	Panel Assy, FR Door Trim, RH	1
	67610-53340	A0/A2/B0/B2/C3/C5	04005-19353	A0/B0/C0		
	67610-53370	A0/A2/B0/B2/C3/C5	04005-19553	A0/B0/C0		
	67610-53380	A0/B0/C7	67610-53501	A0/B0/C0		
	67610-53390	A0/B0/C3	04005-19453	A0/B0/C0		
	67610-53400	A0/B0/C3	04005-19653	A0/B0/C0		
IS250 IS350	67620-53320	C7	04005-19753	C0	Panel Assy, FR Door Trim, LH	1
	67620-53320	A0/B0	67620-53461	A0/B0		
	67620-53340	A0/A2/B0/B2/C3/C5	04005-19853	A0/B0/C0		
	67620-53370	A0/A2/B0/B2/C3/C5	04005-20153	A0/B0/C0		
	67620-53380	A0/B0/C7	67620-53511	A0/B0/C0		
	67620-53400	A0/B0/C3	04005-19953	A0/B0/C0		
	67620-53410	A0/B0/C3	04005-20253	A0/B0/C0		
IS250 IS350	67630-53160	A0	04005-20353	A0	Panel Assy, RR Door Trim, RH	1
	67630-53160	B0/C7	67630-53241	B0/C0		
	67630-53180	A0/B0/C6	04005-20453	A0/B0/C0		
	67630-53200	A0/B0/C6	04005-20553	A0/B0/C0		
	67630-53210	A0/B0/C7	67630-53291	A0/B0/C0		
IS250 IS350	67640-53160	B0	04005-20653	B0	Panel Assy, RR Door Trim, LH	1
	67640-53160	A0/C7	67640-53241	A0/C0		
	67640-53180	A0/B0/C6	04005-20753	A0/B0/C0		
	67640-53200	A0/B0/C6	04005-20853	A0/B0/C0		
	67640-53210	A0/B0/C7	67640-53291	A0/B0/C0		
LS460	67610-50480	A4/B2/C2	04005-17150	A0/B0/C0	Panel Assy, FR Door Trim, RH	1
	67610-50480	A5	67610-50691	A3		
	67610-50520	A0/A1/B0/C0	04005-17250	A0/A1/B0/C0		
	67610-50640	A0/A1/B0/C0	04005-17350	A0/A1/B0/C0		
	67610-50650	A4/A5/B2/C2	67610-50721	A0/A1/B0/C0		
LS460	67620-50470	A4/A5/B2/C2	04005-17450	A0/A1/B0/C0	Panel Assy, FR Door Trim, LH	1
	67620-50510	A0/A1/B0/C0	04005-17550	A0/A1/B0/C0		
	67620-50640	A0/A1/B0/C0	04005-17650	A0/A1/B0/C0		
	67620-50650	A4/A5/B2/C2	67620-50721	A0/A1/B0/C0		

## Dashboard (Instrument Panel) and Door Panels Sticky Melting/Cracked

### Parts Information (Continued)

MODEL	PART NUMBER				PART NAME	QTY
	PREVIOUS	COLOR CODES	NEW	COLOR CODES		
LS460	67630-50880	A5/A6/B2/C2	04005-17850	A0/A1/B0/C0	Panel Assy, RR Door Trim, RH	1
	67630-50890	02	04005-17950	A0		
	67630-50890	03/B5/C5	67630-50D41	A1/B0/C0		
	67630-50A00	A8/C4	04005-18150	A0/C0		
	67630-50A00	A9/B4	67630-50D51	A1/B0		
	67630-50A10	A5/A6/B2/C2	04005-18250	A0/A1/B0/C0		
	67630-50A20	02/03/B5/C5	67630-50D71	A0/A1/B0/C0		
	67630-50A30	A8/A9/B4/C4	67630-50D81	A0/A1/B0/C0		
	67630-50B40	02/B5/C5	04005-18350	A0/B0/C0		
	67630-50B40	03	67630-50D91	A3		
	67630-50B50	A8/B4/C4	04005-18450	A0/B0/C0		
	67630-50B50	A9	67630-50E01	A3		
	67630-50B60	A8/A9/B4/C4	67630-50E11	A0/A1/B0/C0		
	67630-50B70	B4/C4	67630-50E21	B0/C0		
	67630-50B80	A6/B2/C2	04005-17750	A0/B0/C0		
67630-50C00	A2/A3/B4/C4	67630-50C01	A0/A1/B0/C0			
LS460	67640-50880	A5/A6/B2/C2	04005-18550	A0/A1/B0/C0	Panel Assy, RR Door Trim, LH	1
	67640-50890	02/B5	04005-18650	A0/B0		
	67640-50890	03/C5	67640-50D41	A1/C0		
	67640-50A00	A8/C4	04005-18750	A0/C0		
	67640-50A00	A9/B4	67640-50D51	A1/B0		
	67640-50A10	A5/A6/B2/C2	04005-18850	A0/A1/B0/C0		
	67640-50A20	02/03/B5/C5	67640-50D71	A0/A1/B0/C0		
	67640-50A30	A8/A9/B4/C4	67640-50D81	A0/A1/B0/C0		
	67640-50B40	02/B5/C5	04005-18950	A0/B0/C0		
	67640-50B40	03	67640-50D91	A3		
	67640-50B50	B4 / C4	04005-19150	B0 / C0		
	67640-50B50	A8 / A9	67640-50E01	A2 / A3		

## Dashboard (Instrument Panel) and Door Panels Sticky Melting/Cracked

### Parts Information (Continued)

MODEL	PART NUMBER				PART NAME	QTY
	PREVIOUS	COLOR CODES	NEW	COLOR CODES		
LS 460	67640-50B60	A8 / A9 / B4 / C4	67640-50E11	A0 / A1 / B0 / C0	Panel Assy, RR Door Trim, LH	1
	67640-50B70	B4 / C4	67640-50E21	B0 / C0		
	67640-50B80	A5 / A6 / B2 / C2	67640-50B81	A2 / A1 / B1 / C0		
	67640-50C00	A2 / A3 / B4 / C4	67640-50C01	A0 / A1 / B0 / C0		

### Required Tools & Equipment

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

\* Essential SST.

**NOTE**

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

## Dashboard (Instrument Panel) and Door Panels Sticky Melting/Cracked

### Repair Procedure

1. Confirm the dashboard and/or door panel(s) exhibit the cracked, sticky and/or shiny appearance condition.
  - Refer to Figures 1 – 3 for examples of these conditions.
  - Refer to the Flow Chart (Figure 4) to help confirm applicable vehicles with the sticky/shiny condition, then proceed to step 2.

**Figure 1 Examples of Sticky/Shiny Condition**



**Figure 2. Examples of Chalky Condition (Becomes Sticky/Shiny in Heat)**



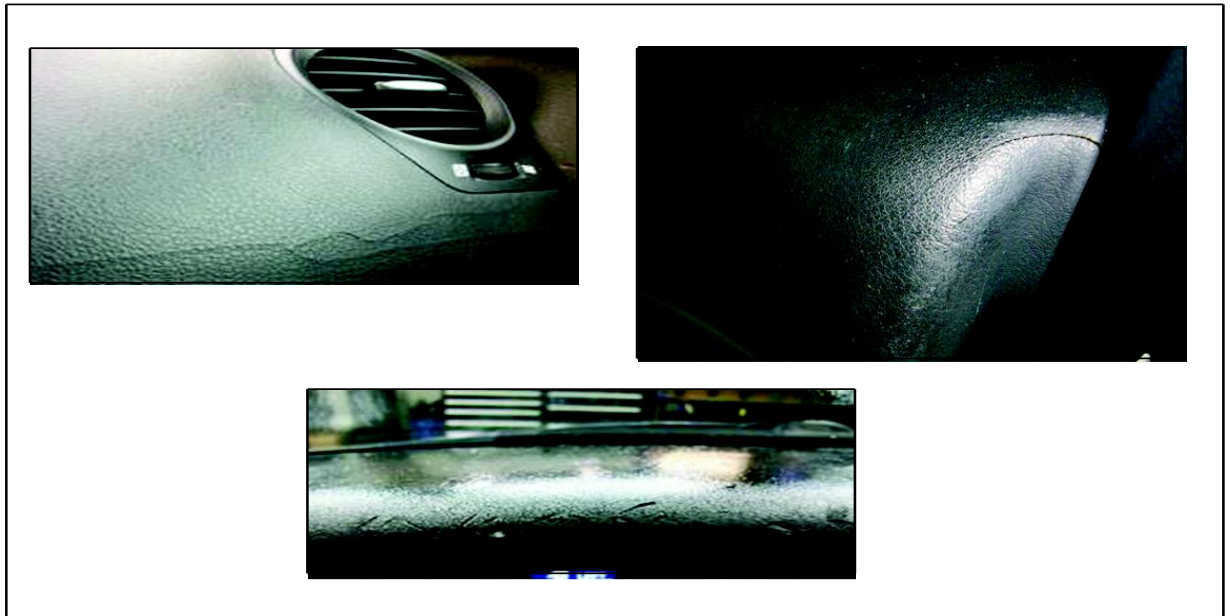
**NOTE**

When a vehicle with a sticky / shiny interior panel(s) is parked out of heat and humidity for more than a few hours, the panel surface becomes chalky. Once the vehicle is exposed to heat again, the sticky/shiny condition returns.

## Dashboard (Instrument Panel) and Door Panels Sticky Melting/Cracked

### Repair Procedure (Continued)

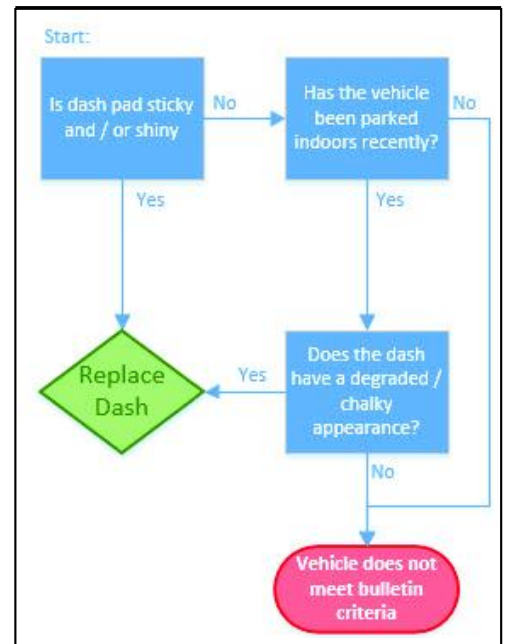
Figure 3. Examples of Cracked Condition



**NOTE**

Interior panels can become sticky and/or shiny over time for a number of different reasons and under a number of different circumstances. The majority of vehicles subject to repair under this bulletin are most likely those that have been operated for extended periods in areas of high temperatures and high humidity. In some cases, the interior panels may appear shiny due to aftermarket interior dressing.

Figure 4. Flow chart for Vehicles with Sticky/Shiny Condition





## Dashboard (Instrument Panel) and Door Panels Sticky Melting/Cracked

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### Repair Procedure

2. Confirm the dashboard and/or door panel(s) has a sticky/shiny and/or cracked condition  
If dashboard and/or door panel is cracked go to step 5.

Is the dashboard and / or door panel(s) sticky and / or shiny?

- **YES** — Go to step 5.
- **NO** — Go to Step 3.

3. Has the vehicle been parked indoors recently?

- **YES** — Go to step 4.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

4. Does the dashboard and / or panels(s) have a degraded / chalky appearance?

- **YES** — Go to step 5.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

5. Remove the affected panel(s).

- A. Remove the Instrument Panel Safety Pad Assembly (if affected) Refer to the Technical Information System (TIS), applicable model and model year Repair Manual:

[2006 / 2007 / 2008](#) IS 250/350:

*Vehicle Interior - Interior Panels/Trim - Instrument Panel: Instrument Panel Safety Pad: Removal*

[2007](#) LS 460:

*Vehicle Interior - Interior Panels/Trim - Instrument Panel: Instrument Panel Safety Pad: Removal*

- B. Remove the front door panel(s) (if affected) per Repair Manual instruction:

[2006 / 2007 / 2008](#) IS 250/350:

*Vehicle Exterior - Door/Hatch – “Engine Hood/Door: Front Door Disassembly”*

[2007](#) LS 460:

*Vehicle Exterior - Door/Hatch – “Engine Hood/Door: Front Door Removal”*

## Dashboard (Instrument Panel) and Door Panels Sticky Melting/Cracked

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### Repair Procedure

- C. Remove the rear door panel(s) (if affected) per repair manual instruction:

[2006](#) / [2007](#) / [2008](#) IS 250/350:

*Vehicle Exterior - Door/Hatch – Engine Hood/Door: Rear Door Disassembly”*

[2007](#) LS 460:

*Vehicle Exterior - Door/Hatch – Engine Hood/Door: Rear Door Removal”*

6. Install the NEW panel(s) per repair manual instruction

- A. Install the instrument panel safety pad sub-assembly (if affected) per repair manual instruction:

[2006](#) / [2007](#) / [2008](#) IS 250/350:

*Vehicle Interior - Interior Panels/Trim - Instrument Panel: Instrument Panel Safety Pad: Installation”*

[2007](#) LS 460:

*Vehicle Interior - Interior Panels/Trim - Instrument Panel: Instrument Panel Safety Pad: Installation”*

- B. Install the front door panel(s) (if affected) per repair manual instruction:

[2006](#) / [2007](#) / [2008](#) IS 250/350:

*Vehicle Exterior - Door/Hatch – “Engine Hood/Door: Front Door Installation”*

[2007](#) LS 460:

*Vehicle Exterior - Door/Hatch – “Engine Hood/Door: Front Door Installation”*

- C. Installation the rear door panel(s) (if affected) per repair manual instruction:

[2006](#) / [2007](#) / [2008](#) IS 250/350:

*Vehicle Exterior - Door/Hatch – “Engine Hood/Door: Rear Door Installation”*

[2007](#) LS 460:

*Vehicle Exterior - Door/Hatch – “Engine Hood/Door: Rear Door Installation”*