

Service

Category Vehicle Interior

Section Interior Panels/Trim Market USA



Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2008 - 2014	IS F	
2006 - 2013	IS250, IS350	
2010 - 2015	IS250C, IS350C	
2007 - 2013	LS460, LS600H	

REVISION NOTICE

September 27, 2018 Rev2:

- Applicability has been updated to include 2009 2013 model year IS250 and IS350, 2010 2015 model year IS250C and IS350C, 2008 2014 model year IS F, 2008 2013 model year LS460, and 2007 2013 model year LS600h vehicles.
- · The entire bulletin has been updated.

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 – 2015 model year Lexus vehicles may exhibit a condition where any of the following components become sticky and/or cracked.

- Dashboard/instrument panel
- Interior door trim panels (front and rear)
- IP Lower (No. 1)
- Center console box
- Center console RR
- Glove box

Follow the Repair Procedure in this bulletin to address this condition.



Production Change Information

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

- 2010 2015 IS C vehicles produced **BEFORE** the Production Change Effective VINs shown below.
- 2006 2013 IS250/IS350 vehicles produced BEFORE the Production Change Effective VINs shown below.
- 2008 2014 IS F vehicles produced **BEFORE** the Production Change Effective VINs shown below.
- 2007 2012 LS460 and LS600h vehicles produced **BEFORE** the Production Change Effective VINs shown below.

Table 1. Dashboard and Door Panels

MODEL	PLANT	KEY FRAME CODE	ENGINE TYPE	PRODUCTION CHANGE EFFECTIVE VIN
IS C		GSE20	4GR-FSE	JTHFF2C2#F2533646
15 C	TMK	GSE21	2GR-FSE	JTHFE2C2#F2511736
	TIVIT	GSE20	4GR-FSE	JTHBF5C2#D2103197
IS250		GSE25		JTHCF5C2#D2036074
13230	Tahara 3E	GSE20	4GIV-I 3L	JTHBF5C2#D5193684
	Tallala SE	GSE25		JTHCF5C2#D5064017
	TMK	GSE21		JTHBE5C2#A2017712
IS350		GSE21	2GR-FSE	JTHBE5C2#D5032065
	Tahara 3E	GSE26		JTHCE5C2#D5003209
IS F		USE20	2UR-GSE	JTHBP5C2#E5011572
		USF40		JTHBL5EF#C5113810
LS460		USF41	1UR-FSE	JTHGL1EF#C5046794
L3400	Tahara 3/1A	USF45	TUR-F3E	JTHCL5EF#C5015488
		USF46		JTHDL5EF#C5004825
LS600h		UVF46	2UR-FSE	JTHDU1EF#A5013225



Production Change Information (continued)

This bulletin applies to 2007 – 2013 LS460 and LS600h vehicles produced **BEFORE** the Production Change Effective VINs shown below.

Table 2. Console Box and IP No. 1

MODEL	PLANT	KEY FRAME CODE	ENGINE TYPE	PRODUCTION CHANGE EFFECTIVE VIN
		USF40	1UR-FSE -	JTHBL5EF#D5124954
1.5460	LS460 Tahara 3/1A	USF41		JTHGL5EF#D5050828
L3400			JTHCL5EF#D5019597	
		USF46	JTHDL1EF#D5006108	
LS600h		UVF46	2UR-FSE	JTHDU46F#85002883

This bulletin applies to 2007 – 2012 LS460 and LS600h vehicles produced **BEFORE** the Production Change Effective VINs shown below.

Table 3. Glove Box

MODEL	PLANT	KEY FRAME CODE	ENGINE TYPE	PRODUCTION CHANGE EFFECTIVE VIN
		USF40		JTHBL5EF#C5113810
1.5460	LS460 Tahara 3/1A	USF41	1UR-FSE	JTHGL1EF#C5046794
L3400		USF45		JTHCL5EF#C5015488
		USF46		
LS600h		UVF46	2UR-FSE	JTHDU46F#85002883

This bulletin applies to 2007 – 2013 LS460 and LS600h vehicles produced **BEFORE** the Production Change Effective VINs shown below.

Table 4. Console Box RR

MODEL	PLANT	KEY FRAME CODE	ENGINE TYPE	PRODUCTION CHANGE EFFECTIVE VIN
	LS460 USF40 USF41 Tahara 3/1A USF45 USF46	USF40	1UR-FSE -	JTHBL5EF#D5124954
1.5460		USF41		JTHGL5EF#D5050828
L3460		USF45		JTHCL5EF#D5019597
		USF46	JTHDL1EF#D5006108	
LS600h	UVF46		2UR-FSE	JTHDU1EF7E5017461



Warranty Information

OP CODE	DESCRIPTION	MODEL	MODEL YEAR	TIME	OFP	T1	T2	
		IS	S 2006 – 2013		55400-53906-C0			
	R & R Instrument Panel Safety Pad Sub-Assembly		2000 – 2013	2.0	55400-53906-E0			
		IS F	2008 – 2014	2.0	55400-53906-C0			
		IS C	2010 – 2015		55400-53100-C0			
550351				3.2	55401-50909-C1 55401-50909-C2 55401-50909-C6 55401-50909-E2 55401-50909-E3 55401-50909-E6			
550101	R & R Glove Box	LS	2007 – 2012	0.4	55506-50130-A0 55506-50130-B0 55506-50130-C0 55550-50190-A1 55550-50190-B1 55550-50190-C1 55550-50311-A0 55550-50311-B0 55550-50311-C0	67	19	
550301	R & R Instrument Panel Safety No. 1			0.4	55402-50140-A2 55402-50140-A3 55402-50140-B1 55402-50140-C1 55402-50140-A4			
BD1815	R & R Console End Panel Sub-Assy		2007 – 2013	0.3	58903-50###-##			
743641	R & R Console Box			1.0	58810-50###-##			
670301	R & R Panel Assembly, FR Door Trim: One Side				0.4	67610-50###-##		
Combo A	R & R Panel Assembly, FR Door Trim: Opposite Side			2007 2040	0.2	67620-50###-##		
670311	R & R Panel Assembly, RR Door Trim: One Side			2007 – 2012	0.4	67630-50###-## 67630-5A###-##		
Combo A	R & R Panel Assembly, RR Door Trim: Opposite Side			0.3	67640-50###-## 67640-5A###-##			

Warranty Information (continued)

OP CODE	DESCRIPTION	MODEL	MODEL YEAR	TIME	OFP	T1	T2
670301	R & R Panel Assembly, FR Door Trim: One Side	IS250,		0.3	67610-53###-##		
Combo A	R & R Panel Assembly, FR Door Trim: Opposite Side		2006 – 2013	0.2	67620-53###-##		
670311	R & R Panel Assembly, RR Door Trim: One Side	IS350	2006 – 2013	0.3	67630-53###-##		
Combo A	R & R Panel Assembly, RR Door Trim: Opposite Side			0.1	67640-53###-##		
670301	R & R Panel Assembly, FR Door Trim: One Side	IS F	2008 – 2014	0.4	67610-53###-C0 67610-53###-C1	07	10
Combo A	R & R Panel Assembly, FR Door Trim: Opposite Side			0.2	67620-53###-C0 67620-53###-C1	67	19
670311	R & R Panel Assembly, RR Door Trim: One Side		2008 – 2014	0.3	67630-53###-C0 67630-53###-C1		
Combo A	R & R Panel Assembly, RR Door Trim: Opposite Side			0.1	67640-53###-C0 67640-53###-C1		
670301	R & R Panel Assembly, Door Trim: One Side	IS C	2010 – 2015	0.3	67610-53###-##		
Combo A	R & R Panel Assembly, Door Trim: Opposite Side	10 0	2010 2010	0.1	67620-53###-##		

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.

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.

Repair Procedure

1. Confirm the condition exists.

Does the dashboard and/or door panel(s) exhibit a sticky and/or cracked appearance? (See Figures 1 – 3 for examples of these conditions.)

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

NOTE

- When a vehicle with a sticky interior panel(s) is parked out of heat and humidity for more than a few hours, the panel surface may become chalky. Once the vehicle is exposed to heat again, the sticky condition may return.
- Interior panels can become sticky over time for a variety of reasons and circumstances. Most vehicles subject to repair under this Service Bulletin have more than likely 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 1. Example of Sticky Condition





Figure 2. Example of Chalky Condition (Becomes Sticky in Heat)







Repair Procedure (continued)

Figure 3. Example of Cracked Condition





Repair Procedure (continued)

- 2. Remove the affected panel(s).
 - A. Remove the instrument panel safety pad assembly (if affected). Refer to TIS, applicable model and model year Repair Manual:
 - 2006 / 2007 / 2008 / 2009 / 2010 / 2011 / 2012 / 2013 IS250:
 Vehicle Interior Interior Panels/Trim "Instrument Panel: Instrument Panel Safety Pad: Removal"
 - 2010 / 2011 / 2012 / 2013 / 2014 / 2015 IS250C:
 Vehicle Interior Interior Panels/Trim "Interior Panels / Trim: Instrument Panel Safety Pad: Removal"
 - 2006 / 2007 / 2008 / 2009 / 2010 / 2011 / 2012 / 2013 IS350:
 Vehicle Interior Interior Panels/Trim "Instrument Panel: Instrument Panel Safety Pad: Removal"
 - 2010 / 2011 / 2012 / 2013 / 2014 / 2015 IS350C:
 Vehicle Interior Interior Panels/Trim "Interior Panels / Trim: Instrument Panel Safety Pad: Removal"
 - 2008 / 2009 / 2010 / 2011 / 2012 / 2013 / 2014 IS F:
 Vehicle Interior Interior Panels/Trim "Instrument Panel: Instrument Panel Safety Pad: Removal"
 - 2007 / 2008 / 2009 / 2010 / 2011 / 2012 / 2013 LS460:
 Vehicle Interior Interior Panels/Trim "Instrument Panel: Instrument Panel Safety Pad: Removal"
 - 2008 / 2009 / 2010 / 2011 / 2012 / 2013 LS600h:
 Vehicle Interior Interior Panels/Trim "Instrument Panel: Instrument Panel Safety Pad: Removal"



Repair Procedure (continued)

B. Remove the front door panel(s) (if affected).

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

NOTE

Follow Repair Manual steps 1 – 4.

2006 / 2007 / 2008 / 2009 / 2010 / 2011 / 2012 / 2013 IS250:
 Vehicle Exterior - Door/Hatch – "Engine Hood / Door: Front Door: Disassembly"

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2006 / 2007 / 2008 / 2009 / 2010 / 2011 / 2012 / 2013 IS350:
 Vehicle Exterior - Door/Hatch – "Engine Hood / Door: Front Door: Disassembly"

NOTE

Follow Repair Manual steps 3 – 5.

- 2007 / 2008 / 2010 / 2011 LS460:
 Vehicle Exterior Door/Hatch "Engine Hood / Door: Front Door: Removal"
- 2009 / 2012 LS460:
 Vehicle Exterior Door/Hatch "Exterior: Front Door Belt Moulding: Removal"
- C. Remove the console box (if affected).

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

- 2007 / 2008 / 2009 LS460:
 Vehicle Interior Interior Panels/Trim "Interior: Front Console Box: Removal"
- 2010 / 2011 / 2012 / 2013 LS460:
 Vehicle Interior Interior Panels/Trim "Interior: Front Console Box (w/ Rear Seat Entertainment System: Removal"
- 2010 / 2011 / 2012 / 2013 LS460:
 Vehicle Interior Interior Panels/Trim "Interior: Front Console Box (w/o Rear Seat Entertainment System: Removal"



Repair Procedure (continued)

D. Remove the glove box (if affected).Refer to TIS, applicable model and model year Repair Manual:

NOTE

Follow Repair Manual steps 2, 3, and 27 - 32.

• <u>2007</u> / <u>2008</u> LS460:

Vehicle Interior – Interior Panels/Trim – "Instrument Panel: Instrument Panel Safety Pad: Removal"

NOTE

Follow Repair Manual steps 2, 3, and 27 - 31.

2009 LS460:

Vehicle Interior – Interior Panels/Trim – "Instrument Panel: Instrument Panel Safety Pad: Removal"

NOTE

Follow Repair Manual steps 2, 3, and 13 - 18.

• 2010 / 2011 / 2012 LS460:

Vehicle Interior – Interior Panels/Trim – "Instrument Panel: Instrument Panel Safety Pad: Removal"



Repair Procedure (continued)

E. Remove the IP No. 1 (if affected).

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

NOTE

Follow Repair Manual steps 23 and 25.

• 2007 / 2008 LS460:

Vehicle Interior – Interior Panels/Trim – "Instrument Panel: Instrument Panel Safety Pad: Removal"

NOTE

Follow Repair Manual steps 22 and 24.

2009 LS460:

Vehicle Interior – Interior Panels/Trim – "Instrument Panel: Instrument Panel Safety Pad: Removal"

NOTE

Follow Repair Manual steps 9 and 11.

2010 / 2011 / 2012 LS460:

Vehicle Interior – Interior Panels/Trim – "Instrument Panel: Instrument Panel Safety Pad: Removal"

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Instrument Panel (Dashboard) and Door Panels Sticky/Cracked

Repair Procedure (continued)

F. Remove the rear door panel(s) (if affected).Refer to TIS, applicable model and model year Repair Manual:

NOTE

Follow Repair Manual steps 1 – 3.

- 2006 / 2007 / 2008 / 2009 / 2010 / 2011 / 2012 / 2013 IS250:
 Vehicle Exterior Door/Hatch "Engine Hood / Door: Rear Door: Disassembly"
- 2006 / 2007 / 2008 / 2009 / 2010 / 2011 / 2012 / 2013 IS350:
 Vehicle Exterior Door/Hatch "Engine Hood / Door: Rear Door: Disassembly"
- 2009 LS460: Vehicle Exterior – Door/Hatch – "Exterior: Rear Door Window Frame Moulding (for <u>Standard</u> / <u>Long</u> Body): Removal"
- <u>2012</u> LS460:
 Vehicle Exterior Door/Hatch "Engine Hood / Door: Rear Door Removal"

NOTE

Follow Repair Manual steps 3 - 6.

- <u>2007</u> LS460:
 Vehicle Exterior Door/Hatch "Engine Hood / Door: Rear Door Removal"
- 2008 LS460: Vehicle Exterior – Door/Hatch – "Exterior: Rear Door Belt Moulding (for <u>Standard</u> / <u>Long</u> Body): Removal"
- 2010 / 2011 LS460: Vehicle Exterior – Door/Hatch – "Engine Hood / Door: Rear Door Removal"

NOTE

Follow Repair Manual steps 4 – 8.

<u>2013</u> LS460:
 Vehicle Exterior – Door/Hatch – "Engine Hood / Door: Rear Door Removal"

Repair Procedure (continued)

- Install the NEW panels.
 - A. Install the instrument panel safety pad assembly (if affected).

 Refer to TIS, applicable model and model year Repair Manual:
 - 2006 / 2007 / 2008 / 2009 / 2010 / 2011 / 2012 / 2013 IS250:
 Vehicle Interior Interior Panels/Trim "Instrument Panel: Instrument Panel Safety Pad: Installation"
 - 2010 / 2011 / 2012 / 2013 / 2014 / 2015 IS250C:
 Vehicle Interior Interior Panels/Trim "Instrument Panel: Instrument Panel Safety Pad: Installation"
 - 2006 / 2007 / 2008 / 2009 / 2010 / 2011 / 2012 / 2013 IS350:
 Vehicle Interior Interior Panels/Trim "Instrument Panel: Instrument Panel Safety Pad: Installation"
 - 2010 / 2011 / 2012 / 2013 / 2014 / 2015 IS350C:
 Vehicle Interior Interior Panels/Trim "Instrument Panel: Instrument Panel Safety Pad: Installation"
 - 2008 / 2009 / 2010 / 2011 / 2012 / 2013 / 2014 IS F:
 Vehicle Interior Interior Panels/Trim "Instrument Panel: Instrument Panel Safety Pad: Installation"
 - 2007 / 2008 / 2009 / 2010 / 2011 / 2012 / 2013 LS460:
 Vehicle Interior Interior Panels/Trim "Instrument Panel: Instrument Panel Safety Pad: Installation"
 - 2008 / 2009 / 2010 / 2011 / 2012 / 2013 LS600h:
 Vehicle Interior Interior Panels/Trim "Instrument Panel: Instrument Panel Safety Pad: Installation"



Repair Procedure (continued)

B. Install the front door panel(s) (if affected).Refer to TIS, applicable model and model year Repair Manual:

NOTE

Follow Repair Manual steps 36 - 40.

- 2006 / 2007 / 2008 / 2009 / 2010 / 2011 / 2012 / 2013 IS250:
 Vehicle Exterior Door/Hatch "Engine Hood / Door: Front Door: Reassembly"
- 2006 / 2007 / 2008 / 2009 / 2010 / 2011 / 2012 / 2013 IS350:
 Vehicle Exterior Door/Hatch "Engine Hood / Door: Front Door: Reassembly"

NOTE

Follow Repair Manual steps 43 - 45 and 48.

- 2007 / 2008 LS460:
 Vehicle Exterior Door/Hatch "Engine Hood / Door: Front Door: Installation"
- 2010 / 2011 LS460:
 Vehicle Exterior Door/Hatch "Engine Hood / Door: Front Door: Installation"

NOTE

Follow Repair Manual steps 13 - 15 and 18.

- <u>2009</u> LS460: Vehicle Exterior – Door/Hatch – "Exterior: Front Door Belt Moulding: Installation"
- <u>2012</u> LS460:
 Vehicle Exterior Door/Hatch "Exterior: Front Door Belt Moulding: Installation"
- C. Confirm the proper functioning of all switches within the door panels.
- D. Install the console box (if affected).

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

- 2007 / 2008 / 2009 LS460:
 Vehicle Interior Interior Panels/Trim "Interior: Front Console Box: Installation"
- 2010 / 2011 / 2012 / 2013 LS460:
 Vehicle Interior Interior Panels/Trim "Interior: Front Console Box (w/ Rear Seat Entertainment System: Installation"
- 2010 / 2011 / 2012 / 2013 LS460:
 Vehicle Interior Interior Panels/Trim "Interior: Front Console Box (w/o Rear Seat Entertainment System: Installation"



Repair Procedure (continued)

E. Install the glove box (if affected).

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

NOTE

Follow Repair Manual steps 17 – 22, 46, 47, and 49.

2007 / 2008 LS460:

Vehicle Interior – Interior Panels/Trim – "Instrument Panel: Instrument Panel Safety Pad: Installation"

NOTE

Follow Repair Manual steps 17 - 22, 45, 46, and 48.

2009 LS460:

Vehicle Interior – Interior Panels/Trim – "Instrument Panel: Instrument Panel Safety Pad: Installation"

NOTE

Follow Repair Manual steps 18 – 23 and 33 – 35.

2010 / 2011 / 2012 LS460:

Vehicle Interior – Interior Panels/Trim – "Instrument Panel: Instrument Panel Safety Pad: Installation"

F. Install the IP No. 1 (if affected).

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

NOTE

Follow Repair Manual steps 24 and 26.

• 2007 / 2008 / 2009 LS460:

Vehicle Interior – Interior Panels/Trim – "Instrument Panel: Instrument Panel Safety Pad: Installation"

NOTE

Follow Repair Manual steps 25 and 27.

2010 / 2011 / 2012 LS460:

Vehicle Interior – Interior Panels/Trim – "Instrument Panel: Instrument Panel Safety Pad: Installation"



Repair Procedure (continued)

F. Install the rear door panel(s) (if affected).

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

NOTE

Follow Repair Manual steps 29 – 32.

2006 / 2007 / 2008 / 2009 / 2010 / 2011 / 2012 / 2013 IS250:
 Vehicle Exterior – Door/Hatch – "Engine Hood / Door: Rear Door: Reassembly"

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2006 / 2007 / 2008 / 2009 / 2010 / 2011 / 2012 / 2013 IS350:
 Vehicle Exterior – Door/Hatch – "Engine Hood / Door: Rear Door: Reassembly"

NOTE

Follow Repair Manual steps 42 - 45 and 48.

2007 LS460:

Vehicle Exterior - Door/Hatch - "Engine Hood / Door: Rear Door: Installation"

NOTE

Follow Repair Manual steps 16 - 18 and 21.

2008 LS460:

Vehicle Exterior – Door/Hatch – "Exterior: Rear Door Belt Moulding (for Standard / Long Body): Installation"

NOTE

Follow Repair Manual steps 6 – 8.

2009 LS460:

Vehicle Exterior – Door/Hatch – "Exterior: Rear Door Belt Moulding (for <u>Standard</u> / <u>Long</u> Body): Installation"

NOTE

Follow Repair Manual steps 42 - 45.

• 2010 / 2011 LS460:

Vehicle Exterior – Door/Hatch – "Engine Hood / Door: Rear Door: Installation"



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Instrument Panel (Dashboard) and Door Panels Sticky/Cracked

Repair Procedure (continued)

F. Install the rear door panel(s) (if affected). (continued)
Refer to TIS, applicable model and model year Repair Manual:

NOTE

Follow Repair Manual steps 6 – 8.

• 2012 LS460:

Vehicle Exterior – Door/Hatch – "Exterior: Rear Door Belt Moulding (for Standard / Long Body): Installation"

NOTE

Follow Repair Manual steps 42 – 46.

- 2013 LS460: Vehicle Exterior – Door/Hatch – "Engine Hood / Door: Rear Door: Installation"
- G. Confirm the proper functioning of all switches within the door panels.
- 4. Confirm the sticky and/or cracked condition no longer exists.