

Instrument Panel (Dashboard) Sticky/Cracked

Service Category Vehicle Interior

Section Interior Panels/Trim

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2007 - 2012	ES350	
2016 - 2018	GS F	
2016 - 2017	GS200T	
2013 - 2018	GS350	
2013 - 2017	GS450H	
2003 - 2008	GX470	
2004 - 2006	RX330	WMI(s): 2T2, JTJ
2007 - 2009	RX350	WMI(s): 2T2, JTJ
2006 - 2008	RX400H	WMI(s): JTJ

REVISION NOTICE

September 27, 2018 Rev1:

- **Applicability has been updated to include 2012 model year ES350, 2016 – 2017 model year GS200t, 2013 – 2018 model year GS350, 2013 – 2017 model year GS450h, and 2016 – 2018 model year GS F vehicles.**
- **The entire bulletin has been updated.**

Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2003 – 2018 applicable Lexus models may exhibit a condition where the instrument panel pad (dashboard) becomes cracked and/or sticky. Follow the Repair Procedure in this bulletin to address this condition.

Instrument Panel (Dashboard) Sticky/Cracked

Production Change Information

This bulletin applies to vehicles produced **WITHIN** the VIN ranges shown below.

MODEL	PRODUCTION CHANGE EFFECTIVE VIN RANGE	
	STARTING VIN	ENDING VIN
ES350	JTHBJ46G#52000129	JTHBJ46G#82237262
	JTJBT20X#30001032	JTJBT20X#80159573
GX470	JTJBT20X#30001032	JTJBT20X#80159573

MODEL	PLANT	FRAME CODE	ENGINE	PRODUCTION CHANGE EFFECTIVE VIN	
				STARTING VIN	ENDING VIN
GS200t	Motomachi	ARL10	8AR-FTS	JTHBA1BL#GA000104	JTHBA1BL#HA006092
GS350		GRL12	2GR-FKS	JTHBZ1BL#GA000101	JTHBZ1BL#JA012608
		GRL16		JTHCZ1BL#GA000103	JTHCZ1BL#JA007698
		GRL10	2GR-FSE	JTHBE1BL#FA000101	JTHBE1BL#FA020094
		GRL15		JTHCE1BL#FA000101	JTHCE1BL#FA010104
		Tahara 3E		GRL10	JTHBE1BL#D5000112
GRL15				JTHCE1BL#D5000109	JTHCE1BL#E5028690
GS450h	Tahara 3E	GWL10	2GR-FXE	JTHBS1BL#D5000110	JTHBS1BL#E5007288
	Motomachi			JTHBS1BL#GA000130	JTHBS1BL#HA002470
GS F			URL10	2UR-GSE	JTHBP1BL#GA000106

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Production Change Information (continued)

This bulletin applies to vehicles produced **WITHIN** the VIN ranges shown below.

MODEL	PLANT	LINE	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN	
				STARTING VIN	ENDING VIN
RX330	TMK	-	2WD	JTJGA31U#40001010	JTJGA31U#60065897
			4WD	JTJHA31U#40001045	JTJHA31U#60106215
	TMMC		2WD	2T2GA31U#4C001001	2T2GA31U#6C053399
			4WD	2T2HA31U#4C001002	2T2HA31U#6C109798
RX350	TMK	1	2WD	JTJGK31U#70001007	JTJGK31U#90015946
			4WD	JTJHK31U#72000449	JTJHK31U#92055377
		2	2WD	JTJGK31U#89850000	JTJGK31U#99852619
			4WD	JTJHK31U#82850004	JTJHK31U#92856947
	TMMC	-	2WD	2T2GK31U#7C001006	2T2GK31U#9C082087
			4WD	2T2HK31U#7C001008	2T2HK31U#9C135374
RX400h	TMK	1	2WD	JTJGW31U#62000101	JTJGW31U#82007988
			4WD	JTJHW31U#50001014	JTJHW31U#82053985
		2	2WD	JTJGW31U#82850001	JTJGW31U#82851100
			4WD	JTJHW31U#82850001	JTJHW31U#82858246

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Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFF	COLOR CODE	T1	T2
550351	R & R Instrument Panel Safety Pad Sub-Assembly	ES350	2.7	55401-33212	C0/E0/J0	67	19
550351		GS200	3.0	55401-30770 55401-30780	C0		
550351		GS350, GS450h	2.6	55401-30770 55401-30780			
550351		GS F	3.0	55401-30840 55401-30880			
550451		GX470	2.3	55401-60904 55401-60919 55401-60900 55401-60915	C0/C1/E0	16	
550351		RX330, RX350, RX400h	2.4	55401-48050 55401-48060	C0/E0		
				55401-48090 55401-48100	B0/C0		

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.

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Parts Information

MODEL	PART NUMBER		COLOR CODE	PART NAME	QTY
	PREVIOUS	NEW			
ES350	55401-33210	55401-33212	C0/E0/J0	Pad Sub-Assy, Instrument Panel, Safety	1
GS200, GS350, GS450	55401-30770	04007-38130	C0		
	55401-30780	04007-38230			
GS F	55401-30840	04007-38330			
	55401-30880	04007-38430			
GX470	55401-60904	04005-14660	C0/C1/E0		
	55401-60919				
	55401-60900	04005-14760			
	55401-60915				
RX330, RX350, RX400h	55401-48050	04005-14148	C0/E0		
	55401-48060	04005-14248			
	55401-48090	04005-14348	B0/C0		
	55401-48100	04005-14448			

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.

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Repair Procedure

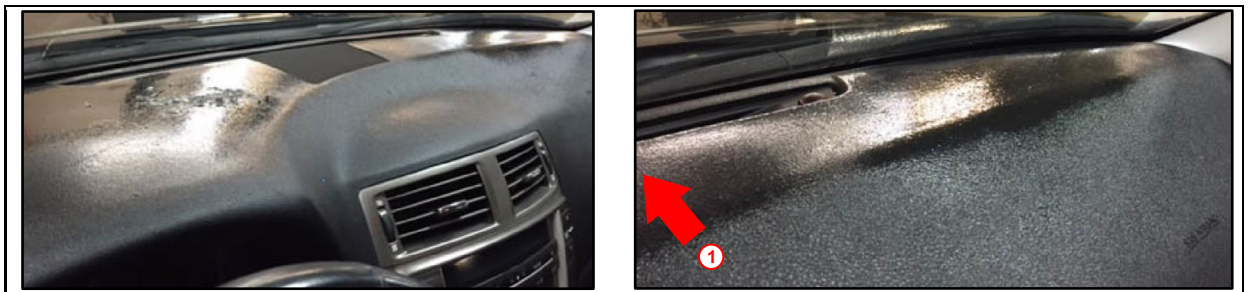
1. Confirm the condition exists.

Does the dashboard exhibit a sticky and/or cracked appearance?

(Refer to 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.

Figure 1. Example of Sticky Condition



1	Front of Vehicle
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Figure 2. Example of Chalky Condition (Becomes Sticky)



NOTE

When a vehicle with a sticky dashboard is parked out of heat and humidity for more than a few hours, the dashboard surface may become chalky. Once the vehicle is exposed to heat again, the sticky condition may return.

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Repair Procedure (continued)

Figure 3. Example of Cracked Condition



1	Front of Vehicle
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Repair Procedure (continued)

2. Replace the instrument panel safety pad sub-assembly.
 - A. Remove the instrument panel safety pad sub-assembly.

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

 - [2007](#) / [2008](#) / [2009](#) / [2010](#) / [2011](#) / [2012](#) ES350:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Removal”
 - [2016](#) / [2017](#) / [2018](#) GS F:
Vehicle Interior – Interior Panels/Trim – “Instrument Panels/Trim: Instrument Panel Safety Pad: Removal”
 - [2016](#) / [2017](#) GS200t:
Vehicle Interior – Interior Panels/Trim – “Instrument Panels/Trim: Instrument Panel Safety Pad: Removal”
 - [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) / [2018](#) GS350:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Removal”
 - [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) GS450h:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Removal”
 - [2003](#) / [2004](#) / [2005](#) GX470:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel Safety Pad Sub-assy: Replacement”
 - [2006](#) / [2007](#) / [2008](#) GX470:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Removal”
 - [2004](#) / [2005](#) RX330:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel Safety Pad Sub-assy: Replacement”
 - [2006](#) RX330:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Removal”
 - [2007](#) / [2008](#) / [2009](#) RX350:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Removal”
 - [2006](#) / [2007](#) / [2008](#) RX400h:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Removal”

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Repair Procedure (continued)

- B. Install the NEW instrument panel safety pad sub-assembly.

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

- [2007](#) / [2008](#) / [2009](#) / [2010](#) / [2011](#) / [2012](#) ES350:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Installation”
- [2016](#) / [2017](#) / [2018](#) GS F:
Vehicle Interior – Interior Panels/Trim – “Instrument Panels/Trim: Instrument Panel Safety Pad: Installation”
- [2016](#) / [2017](#) GS200t:
Vehicle Interior – Interior Panels/Trim – “Instrument Panels/Trim: Instrument Panel Safety Pad: Installation”
- [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) / [2018](#) GS350:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Installation”
- [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) GS450h:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Installation”
- [2003](#) / [2004](#) / [2005](#) GX470:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel Safety Pad Sub-assy: Replacement”
- [2006](#) / [2007](#) / [2008](#) GX470:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Installation”
- [2004](#) / [2005](#) RX330:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel Safety Pad Sub-assy: Replacement”
- [2006](#) RX330:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Installation”
- [2007](#) / [2008](#) / [2009](#) RX350:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Installation”
- [2006](#) / [2007](#) / [2008](#) RX400h:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Installation”

3. Confirm the sticky and/or cracked condition no longer exists.