

Subject		Market
Appearance concerns with Radio/Navigation Screen		USA
Service Category	Section	
Audio/Visual/Telematics	Navigation/Multi Info Display	
Applicability		
MY22 - MY24 NX MY23 - MY24 RX		

APPLICABLE VEHICLES

2023-2024	RX350H	2024	RX450H
2022-2024	NX250	2022-2024	NX350H
2023-2024	RX500H	2022-2024	NX350
2022-2024	NX450H+	2023-2024	RX350

CONDITION

Some customers and technicians have reported the presence of bubbling, scratching, peeling or imperfections on the navigation display screen (see examples below).



RECOMMENDATIONS

The conditions mentioned above are due to a thin protective plastic film installed (see image below) on the display screen in new vehicles. It is not the screen itself that has those conditions. While this film will not interfere with normal operation of the display screen, it is intended to be removed during PDI. If any of these conditions are present on the film, please ensure to remove it.

Note: No colored tabs are present anymore to indicate the need to remove the film, but every screen is shipped/equipped with it.





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LINK REFERENCES

This Tech Tip does not contain any link references

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