

Instrument Panel Garnish Trim Loose/Detached From Dashboard

Service Category Vehicle Interior

Market USA and Mexico

Section Interior Panels/Trim



Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2023 - 2024	RX350, RX350H, RX500H	WMI(s): 2T2, JTJ
2024	RX450H+	WMI(s): JTJ

Introduction

Some 2023 – 2024 model year RX 350, RX 350h, and RX 500h and 2024 model year RX 450h+ vehicles may exhibit a condition where the instrument panel garnish trim located above the glove box becomes loose/detached from the instrument panel dashboard. This condition is more prevalent in warmer/rough terrain regions due to inadequate retention of the garnish clips. Follow the Repair Procedure in this bulletin to address this condition.

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Production Change Information

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

MODEL	PLANT	IMPLEMENTATION DATE	PRODUCTION CHANGE EFFECTIVE VIN
RX 350 RX 350h RX 500h	TMMC	7/31/2023	2T2BAMBAXPC019265

Warranty Information

For USA Market

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD2406	Repair the No. 2 Instrument Cluster Finish Panel Garnish	0.2	55475-#####*	62	13
Combo A	Replace Instrument Panel Assembly (if the Repair Failed)	2.5	55400-0E0##-##*		

*Warranty claim MUST be submitted with the correct 10-digit OFF. Choose the correct OFF for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

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.

For Mexico Market

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD2406	Repair the No. 2 Instrument Cluster Finish Panel Garnish	0.2	55475-#####*	62	13
Combo A	Replace Instrument Panel Assembly (if the Repair Failed)	2.5	55400-0E0##-##*		

*Warranty claim MUST be submitted with the correct 10-digit OFF. Choose the correct OFF for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

APPLICABLE WARRANTY

- This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 80,000 kilometers, 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

PART NUMBER	PART NAME	QTY
55475-0E150-##*	No. 2 Instrument Cluster Finish Panel Garnish	1
77169-06060	Fuel Pump O-Ring (4.5 mm in Diameter)	1
55400-0E0##-##*	Pad Assy, IP Safety	1

*Verify in the Electronic Parts Catalog for the correct part number by vehicle VIN number.

Repair Procedure

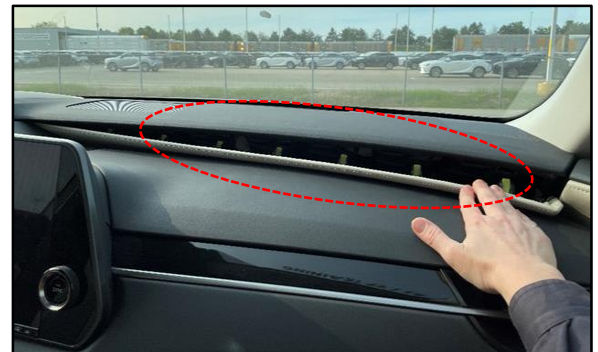
1. Confirm the condition exists.
Does the vehicle exhibit a loose/detached garnish trim appearance as shown in Figure 1?

HINT

Poor retention is more noticeable in the center portion of the garnish trim.

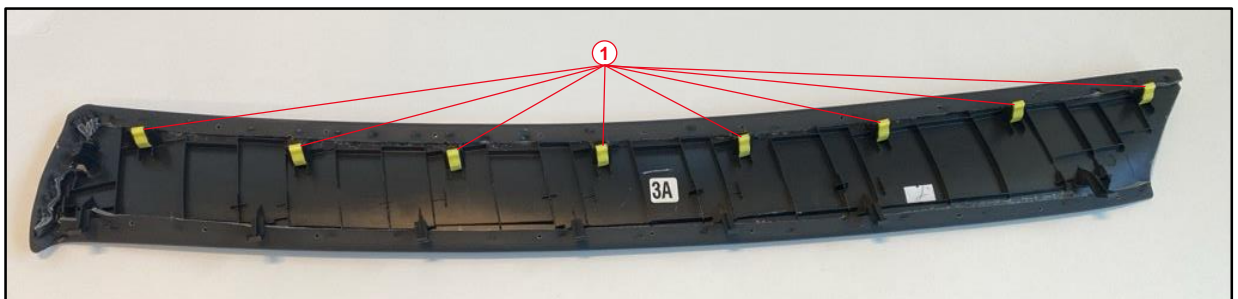
- **YES** — Continue to step 2.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 1.



2. Disassemble the No.2 instrument cluster finish panel garnish. Refer to TIS, applicable model and model year Repair Manual:
 - [2023 – 2024](#) RX 350, RX 350h, RX 450h+, and RX 500h:
Vehicle Interior – Interior Panels / Trim – Instrument Panel Safety Pad – Removal
3. Locate the eight yellow retaining clips on the No. 2 instrument cluster finish panel garnish trim that need to be reworked.

Figure 2. No. 2 Instrument Cluster Finish Panel Garnish



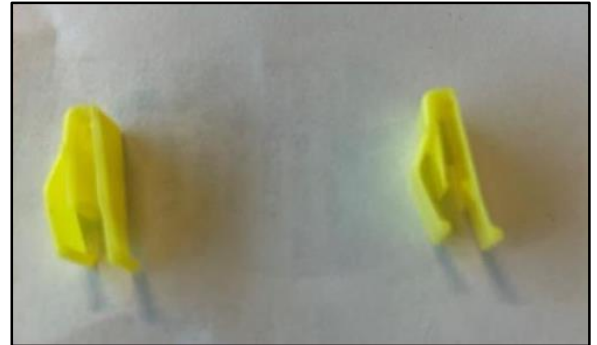
1	Yellow Retaining Clips
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Repair Procedure (continued)

- Remove the eight yellow retaining clips from the garnish.

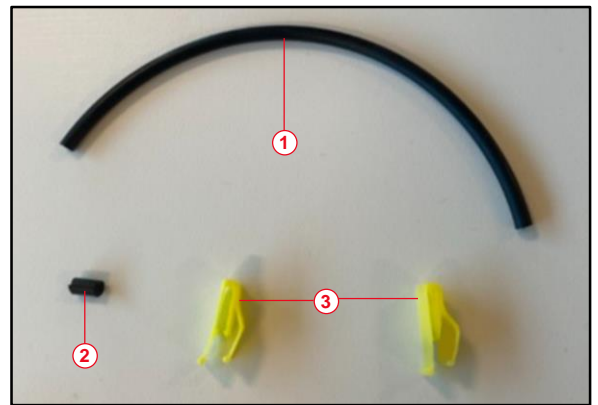
Figure 3. Yellow Retaining Clips



- Make eight spacers by cutting eight pieces of a service replacement fuel pump O-ring, each measuring 6 mm (+/- 1 mm) in length.

NOTE
Fuel pump O-ring can be ordered from the Lexus service part catalog.

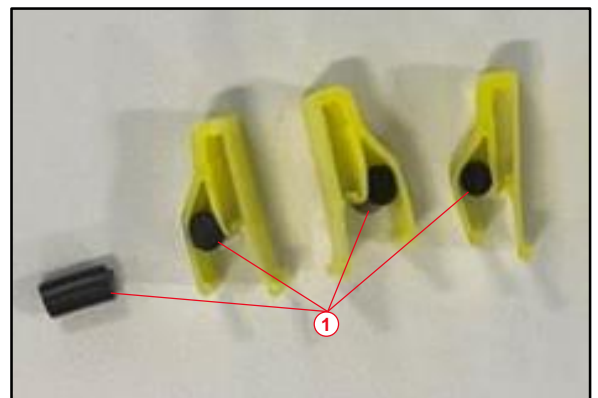
Figure 4.



1	Fuel Pump O-Ring
2	6 mm Spacers
3	Yellow Retaining Clip

- Insert the O-ring spacer to extend clip shoulder length for better engagement of clips to instrument panel retaining holes.

Figure 5.



1	6 mm Spacers
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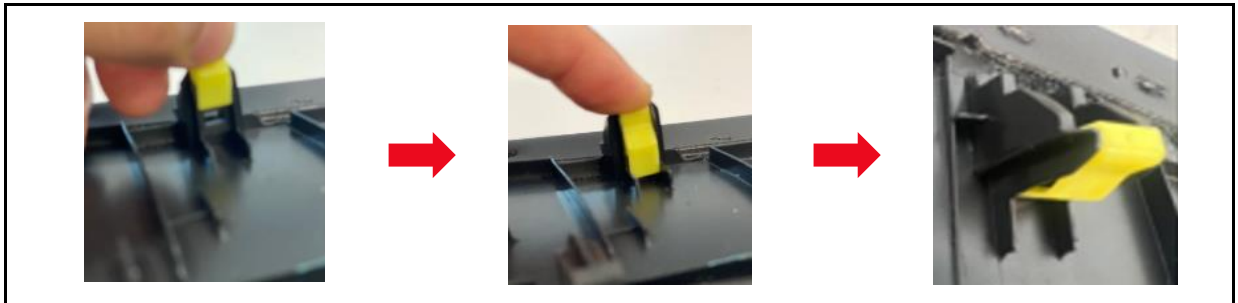
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Repair Procedure (continued)

7. Re-install clips back on the garnish trim.

NOTE
Ensure new clips are fully secured/engaged to clip tower.

Figure 6.



8. Reinstall the garnish back to the vehicle.

NOTE

- Make sure to push at all clip locations when installing garnish back to instrument panel.
- Confirm fitting at the top edge of the garnish to the instrument panel; there should be minimal to no gap.

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

- [2023 – 2024](#) RX 350, RX 350h, RX 450h+, and RX 500h:
Vehicle Interior – Interior Panels / Trim – Instrument Panel Safety Pad – Installation

9. After the repair is complete, perform a sensory touch check to confirm the garnish is fully engaged to the instrument panel dash.

NOTE

- Replace instrument panel assembly if the O-ring spacers do not resolve the issue.
- See warranty section for details regarding instrument panel assembly replacement.