

# Instrument Panel Garnish Trim Loose/Detached From Dashboard

**Service Category** Vehicle Interior

**Market** USA and Mexico

Toyota Supports  
ASE Certification 

**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

### REVISION NOTICE

**June 07, 2024 Rev1:**

- The Warranty Information section has been updated.
- Any previous printed versions of this bulletin should be discarded.

## 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.

## 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

## Instrument Panel Garnish Trim Loose/Detached From Dashboard

### Warranty Information

#### For USA Market

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD2406	Repair the No. 2 Instrument Cluster Finish Panel Garnish	1.0	55475-#####*	62	13
Combo A	Replace Instrument Panel Assembly (if the Repair Failed)	2.5			

\*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	1.0	55475-#####*	62	13
Combo A	Replace Instrument Panel Assembly (if the Repair Failed)	2.5			

\*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.

## Instrument Panel Garnish Trim Loose/Detached From Dashboard

### 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

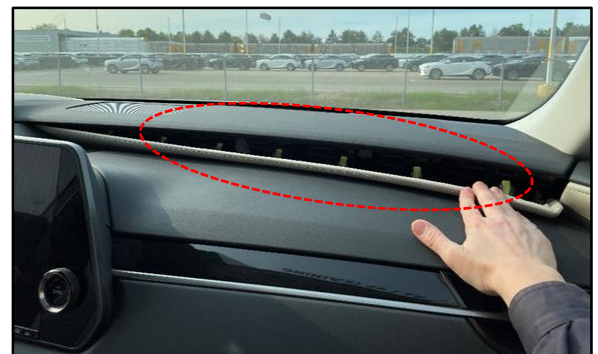
1. Confirm the condition exists.  
Does the vehicle exhibit a loose/detached garnish trim appearance as shown in Figure 1?

**HINT**

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

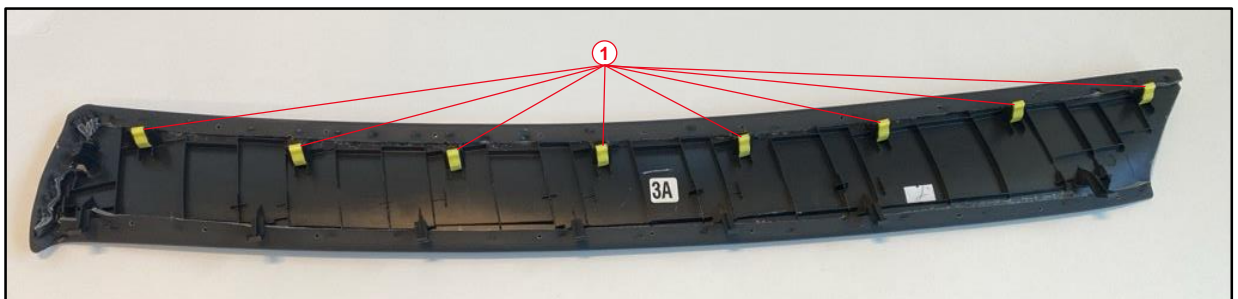
- **YES** — Continue to step 2.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

**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**



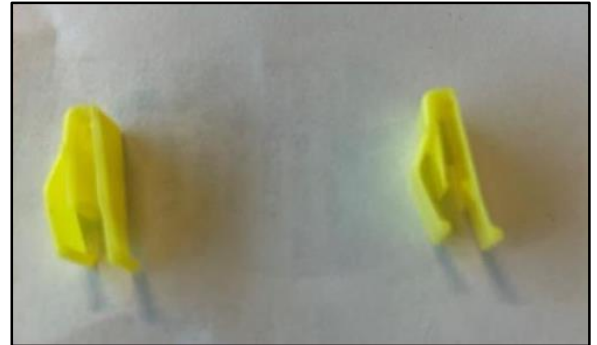
<b>1</b>	<b>Yellow Retaining Clips</b>
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## Instrument Panel Garnish Trim Loose/Detached From Dashboard

### Repair Procedure (continued)

- Remove the eight yellow retaining clips from the garnish.

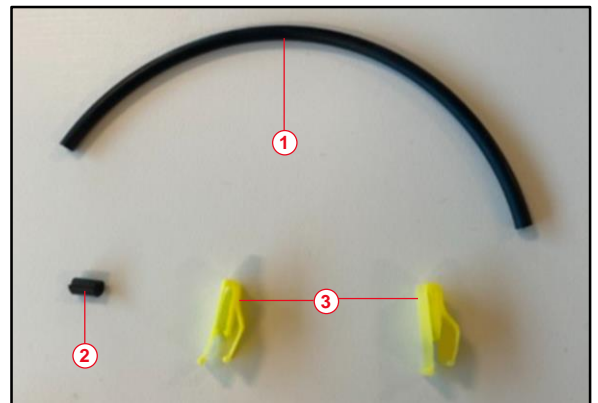
**Figure 3. Yellow Retaining Clips**



- 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.

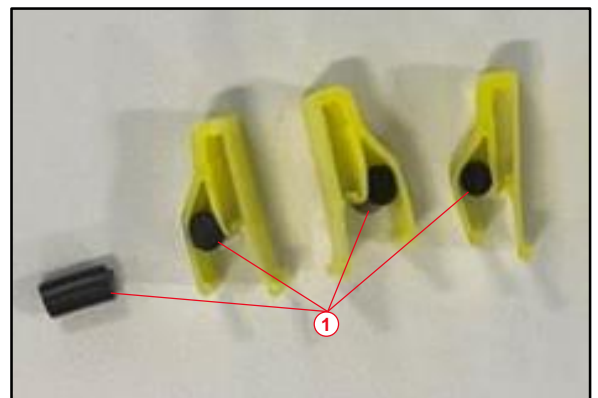
**Figure 4.**



<b>1</b>	<b>Fuel Pump O-ring</b>
<b>2</b>	<b>6 mm Spacers</b>
<b>3</b>	<b>Yellow Retaining Clip</b>

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

**Figure 5.**



<b>1</b>	<b>6 mm Spacers</b>
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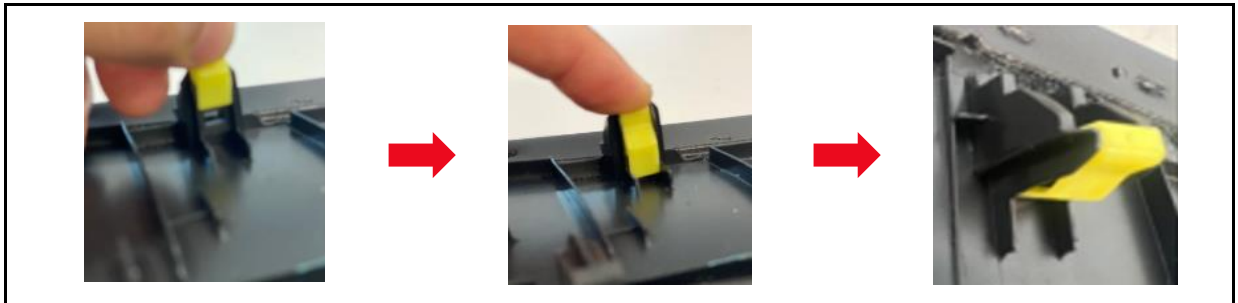
## Instrument Panel Garnish Trim Loose/Detached From Dashboard

### 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. Re-install 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 the instrument panel assembly if the O-ring spacers do NOT resolve the issue.
- See warranty section for details regarding instrument panel assembly replacement.