Subject		Market
Navigation Screen Stuck in Day or Night Mode		USA

Service Category	Section
Audio/Visual/Telematics	Navigation/Multi Info Display

Applicability
2024 Lexus GX and TX

APPLICABLE VEHICLES

2024	TX500H	2024	TX550H+
2024	GX550	2024	TX350

CONDITION

Some customers of Lexus GX and TX have expressed concern that their vehicle's multimedia screen will get stuck on either day or night mode, intermittently. *Please see example Figures 1 and 2 below.*

Figure 1 – Nighttime but Screen in Day Mode

Figure 2 – Daytime but Screen in Night Mode

RECOMMENDATIONS

This condition is caused by a software bug and will be fixed in an upcoming software update.
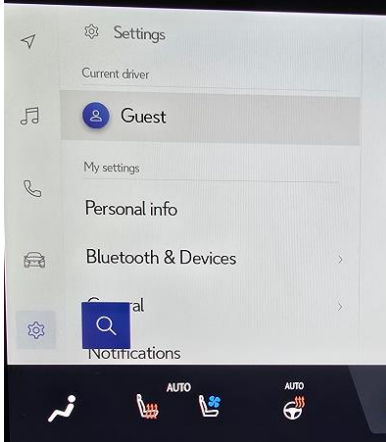**Please do not replace the head unit to repair vehicles with this concern.**
Instead, advise customer about the following temporary method to address this condition until the software update becomes available:
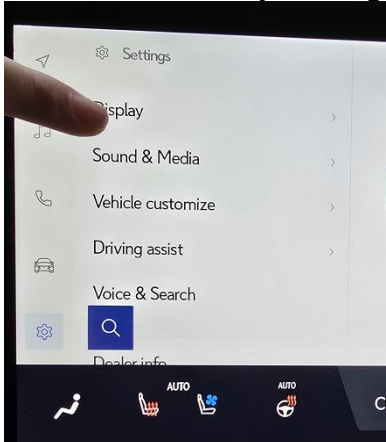
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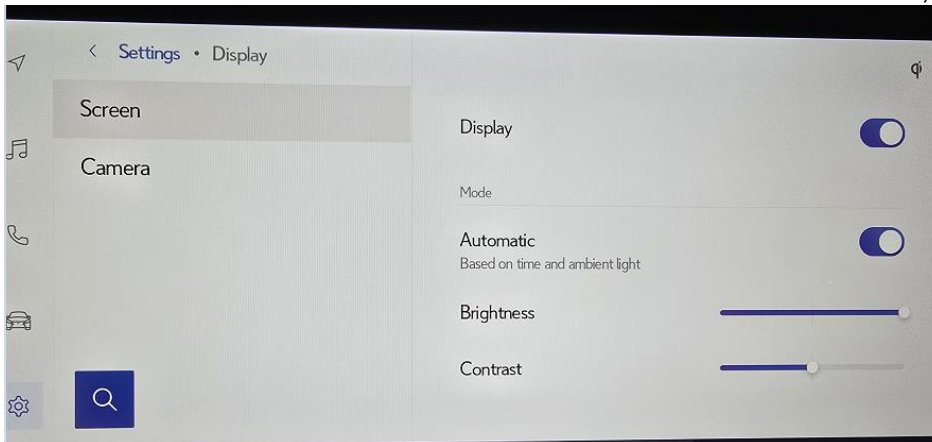|	
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RECOMMENDATIONS

1. Go into the head unit main settings screen. (gear icon, bottom of left options panel)

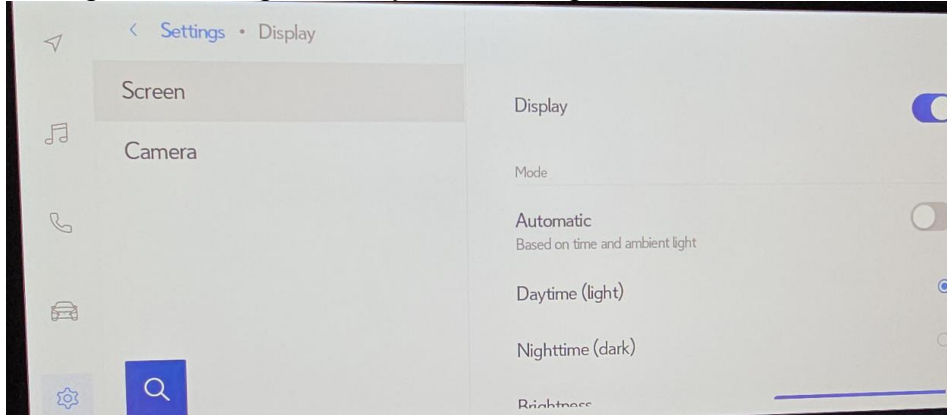2. Scroll down the My Settings section and Select Display.

3. In the Screen section, under Mode, toggle the Automatic feature Off and On. This should get the screen unstuck from the incorrect mode. If this does not work, move to step 4.

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RECOMMENDATIONS

4. Change the setting from day mode to night mode or vice versa.

LINK REFERENCES

5. [Lexus 2024 TX350, TX500h Multimedia Owner's Manual USA and Canada Only (OM0E172U)](#)
6. [Lexus 2024 GX550 Multimedia Owner's Manual USA and Canada Only (OM60U83U)](#)