

Subject		Market
Navigation Screen Stuck in Day or Night Mode		USA
Service Category	Section	
Audio/Visual/Telematics	Navigation/Multi Info Display	
Applicability		
MY24-25 Lexus GX, TX and UX		

APPLICABLE VEHICLES

2024-2025	TX500H	2024-2025	TX550H+
2024-2025	GX550	2024-2025	TX350
2025	UX300H		

CONDITION

Some customers of Lexus GX, TX, and UX 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

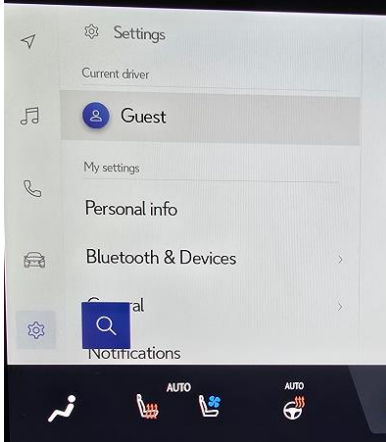
RECOMMENDATIONS

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:

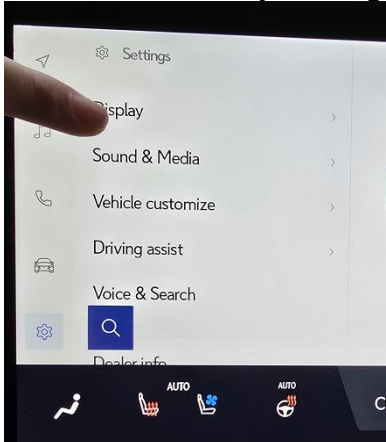
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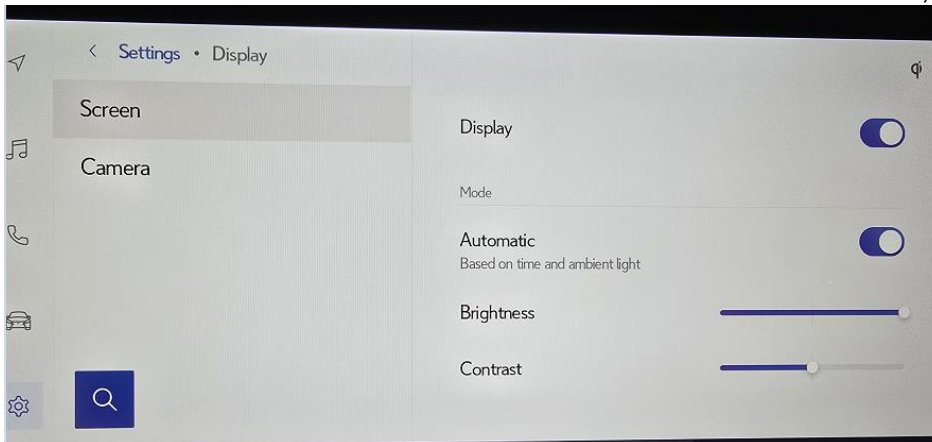
1. Go into the head unit main settings screen. (gear icon, bottom of left options panel)



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



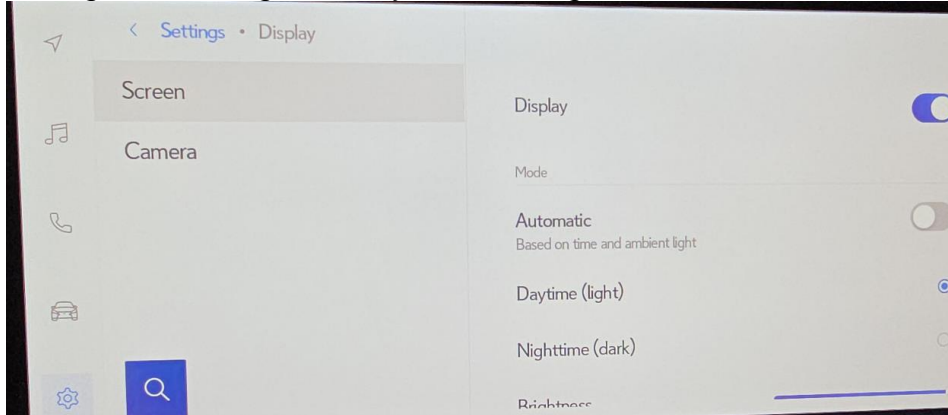
3. In the Screen section, under Mode, toggle the Automatic feature Off and On. This should get the screen unstuck from the incorrect mode. If this does not work, move to step 4.



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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 \(OM60U83U\)](#)
7. [Lexus 2025 UX300h Multimedia Owner's Manual USA and Canada Only \(OM76701U\)](#)