

Shift System Malfunction Warning Message on MID

Service Category Drivetrain

Section Automatic Transmission/Transaxle

Market USA and Mexico

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2022 - 2024	NX250, NX350	
2023 - 2024	RX350	

SUPERSESION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. L-SB-0017-25.

- The Introduction, Production Change Information, Warranty Information, Required Tools & Equipment, Calibration Information, and Repair Procedure sections have been updated.

Service Bulletin No. L-SB-0017-25 is obsolete, and any printed versions should be discarded.

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Introduction

Some 2022 – 2024 model year NX 250 and NX 350, and 2023 – 2024 model year RX 350 vehicles may exhibit the following condition at vehicle startup when the vehicle is in Park:

- A “Shift System Malfunction” message on the Multi-information Display (MID), as shown below.

This condition is more likely to occur when the outside temperatures are near freezing. The Shift Actuator ECU logic has been modified to reduce the possibility of these conditions. Follow the Repair Procedure in this bulletin to address these conditions.

Figure 1.



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Production Change Information

This bulletin applies to:

- All 2022 – 2023 model year NX 250 and NX 350 vehicles.
- All 2023 model year RX 350 vehicles produced by TMMC.
- All 2023 model year RX 350 vehicles produced by TMK **BEFORE** the Production Change Effective VIN shown below.
- All 2024 model year NX 250, NX 350, and RX 350 vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	YEAR	PLANT	ENGINE	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
NX 250 NX 350	2024	TMC Tahara	A25A-FKS	2WD	JTJADCAZ#R5015693 JTJGDCAZ#R5015454 JTJHDCAZ#R5016320
				4WD	JTJADCEZ#R5001121 JTJGDCEZ#R5001205
			T24A-FTS		4WD
				TMMC	A25A-FKS
		2T2ADCAZ#RC046944 2T2GDCAZ#RC046944			
		TMK	A25A-FKS	2WD	JTJADCAZ#R2009566 JTJGDCAZ#R2009434 JTJHDCAZ#R2009975
					4WD
		TMMC	T24A-FTS	4WD	
					2T2AGCEZ#RC046944 2T2GGCEZ#RC046944 2T2HGCEZ#RC046944 2T2KGCEZ#RC046944
		RX 350	2023	TMK	A25A-FKS
2024	TMMC		2T2BAMBA#RC024507		
				4WD	2T2BAMCA#RC043067

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Warranty Information

For USA Market

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
TC2602	Reprogram the Transmission Floor Shift Assembly	0.7	33550-#####*	8C	99

*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 Federal Basic Emission 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 2022 – 2024 Model Year NX 250 and NX 350 and 2023 – 2024 Model Year RX 350 vehicles equipped with a California Certified Emission Control System that are registered and operated in California or any state that adopts California emission warranty — California Emission Long-Term Defect Warranty is in effect for 7 years or 70,000 miles from the vehicle's in-service date, whichever occurs first. (Please reference Policy 4.7, and/or the Owner's Warranty & Maintenance Guide for additional information)

For Mexico Market

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
TC2602	Reprogram the Transmission Floor Shift Assembly	0.7	33550-#####*	8C	99

*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
33550-0E250	Floor Shift Assembly, Transmission	-
33550-0E450		
33550-48670		
33550-78030		
33550-78031		
33550-78032		
33550-78100		
33550-F6010		
33550-F6011		
33550-F6012		
33550-F6030		

NOTE

The Transmission Floor Shift Assembly should NOT be replaced as part of the Repair Procedure.

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Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
DCA-8000 Battery Diagnostic Tool*	DCA-8000P_T	1
MSP-070 Power Supply / Charger	MTRMSP0702	1

*Essential SST.

NOTE

- Only ONE of the 12V battery power supply units listed above is required to support reprogramming.
- Additional SSTs may be ordered by calling 1-800-368-6787 (USA) or +(525) 5550 10 3000 (Mexico) or by visiting *Home – Service Resources – Lexus Tools and Equipment Program*.

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream ADVi*	ADE	TSADVUNITECP	1
Techstream Lite		TSLP3DLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	

*Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- GTS+ software version 2026.01.003.02 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787 (USA) or +(525) 5550 10 3000 (Mexico) or by visiting *TIS – Diagnostics – Tools & Equipment – Techstream Order Portal*.
- Use Techstream or an approved J2534 interface to perform flash reprogramming updates. Visit techinfo.toyota.com for more information regarding J2534 reprogramming.

Calibration Information

MODEL	ENGINE	CAL ID Number	CALIBRATION ID		FILE NAME - SIZE
			PREVIOUS	NEW	
NX 250 NX 350 RX 350	A25A-FKS T24A-FTS	CID 1	894FF7801100	894FF7801400 894FG7801300	L-0007-25.cuw – 3.9MB
			894FF7801200		
			894FF7801300		
		CID 2	894FG7801100		
894FG7801200					

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Repair Procedure

1. Confirm the conditions exist.

Does the vehicle exhibit both of the following conditions at vehicle startup when the vehicle is in Park?

- A “Shift System Malfunction” message on the MID.
- Battery voltage drops below 10V.
- **YES** — Continue to step 2.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

2. Using GTS+, confirm if the ECU (PCM) calibration has been updated.

Is the calibration ID listed in GTS+ the latest ECU (PCM) calibration?

- **YES** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
- **NO** — Continue to step 3.

3. Flash reprogram the ECU (PCM).

NOTE

- The DCA-8000 Battery Diagnostic Tool MUST be used in ECU Reflash Mode to maintain battery voltage at 13.5V while flash reprogramming the vehicle.
- The MSP-070 Power Supply / Charger can be used on either the 13.6V or 14.4V setting to maintain battery voltage while flash reprogramming the vehicle.
- For details on how to use the 12V battery power supply units, refer to the instruction manuals located at *TIS – Diagnostics – Tools & Equipment – Battery Diagnostics*.

Follow the procedures outlined in Service Bulletin [L-SB-0036-22](#) *GTS+ ECU Flash Reprogramming With Security Signature*, and flash reprogram the ECM (PCM) with the NEW calibration file update.

4. Using GTS+, clear ANY DTCs and test-drive the vehicle to confirm the condition has been addressed.

NOTE

After DTCs are cleared, be sure to IG OFF and let vehicle rest for no less than 30 seconds before READY ON.