


Instrument Panel (Dashboard) Sticky/Melting/Cracked

Service Category Vehicle Interior

Section Interior Panels/Trim

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2007 – 2008	ES350	
2003 – 2008	GX470	
2004 – 2009	RX330, RX350, RX400H	

Introduction

Certain 2003 – 2009 model year Lexus vehicles may exhibit a condition where the instrument panel pad (dashboard) becomes cracked and/or has a shiny/degraded appearance. The dashboard surface may also become sticky or adherent. Follow the procedures in this bulletin to address this condition.

Production Change Information

This bulletin applies to the following vehicles:

ES 350:

2007 – 2008 model year ES 350 vehicles produced **WITHIN** the VIN range shown below.

MODEL	VIN RANGE	
	STARTING VIN	ENDING VIN
ES 350	JTHBJ46G#52000129	JTHBJ46G#82237262

GX 470:

2003 – 2008 model year GX 470 vehicles produced **WITHIN** the VIN range shown below.

MODEL	VIN RANGE	
	STARTING VIN	ENDING VIN
GX 470	JTJBT20X#30001032	JTJBT20X#80159573

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Production Change Information (Continued)

RX 330, RX 350, RX 400h:

- 2004 – 2006 model year TMK (WMI=JTJ) and TMMC (WMI=2T2) built RX 330 vehicles produced **WITHIN** the VIN ranges shown below.
- 2007 – 2009 model year TMK (WMI=JTJ) and TMMC (WMI=2T2) built RX 350 vehicles produced **WITHIN** the VIN ranges shown below.
- 2005 – 2008 model year TMK (WMI=JTJ) built RX 400h vehicles produced **WITHIN** the VIN ranges shown below.

MODEL	PLANT		DRIVETRAIN	VIN RANGE	
				STARTING VIN	ENDING VIN
RX 330	TMK		2WD	JTJGA31U#40001010	JTJGA31U#60065897
			4WD	JTJHA31U#40001045	JTJHA31U#60106215
	TMMC		2WD	2T2GA31U#4C001001	2T2GA31U#6C053399
			4WD	2T2HA31U#4C001002	2T2HA31U#6C109798
RX 350	TMK	Line 1	2WD	JTJGK31U#70001007	JTJGK31U#90015946
			4WD	JTJHK31U#72000449	JTJHK31U#92055377
		Line 2	2WD	JTJGK31U#89850000	JTJGK31U#99852619
			4WD	JTJHK31U#82850004	JTJHK31U#92856947
	TMMC		2WD	2T2GK31U#7C001006	2T2GK31U#9C082087
			4WD	2T2HK31U#7C001008	2T2HK31U#9C135374
RX 400h	TMK	Line 1	2WD	JTJGW31U#62000101	JTJGW31U#82007988
			4WD	JTJHW31U#50001014	JTJHW31U#82053985
		Line 2	2WD	JTJGW31U#82850001	JTJGW31U#82851100
			4WD	JTJHW31U#82850001	JTJHW31U#82858246

Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFF	COLOR CODES	T1	T2
550351	R & R Instrument Panel Safety Pad Sub-assembly	ES 350	2.7	55401-33210	C0/E0/J0	67	19
550451		GX 470	2.3	55401-60904 55401-60919 55401-60900 55401-60915	C0/C1/E0	67	16
550351		RX 330 RX 350 RX 400h	2.4	55401-48050 55401-48060	C0/E0		
				55401-48090 55401-48100	B0/C0		

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Warranty Information (Continued)

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.

Parts Information

MODEL	PART NUMBER		COLOR CODES	PART NAME	QTY
	PREVIOUS	NEW			
ES 350	55401-33210	55401-33211	C0/E0/J0	Pad Sub-Assy, Instrument Panel, Safety	1
GX 470	55401-60904 55401-60919	04005-14660	C0/C1/E0		1
	55401-60900 55401-60915	04005-14760	C0/C1/E0		
RX 330 RX 350 RX 400h	55401-48050	04005-14148	C0/E0		1
	55401-48060	04005-14248	C0/E0		
	55401-48090	04005-14348	B0/C0		
	55401-48100	04005-14448	B0/C0		

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Plastic Pry Tool Kit*	00002-06020-02	1

* Essential SST.

NOTE

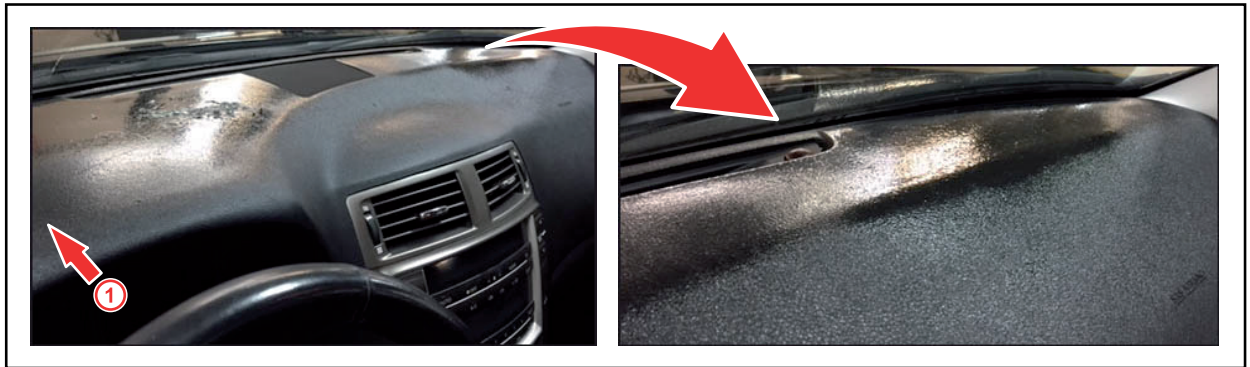
Additional SSTs may be ordered by calling 1-800-933-8335.

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Repair Procedure

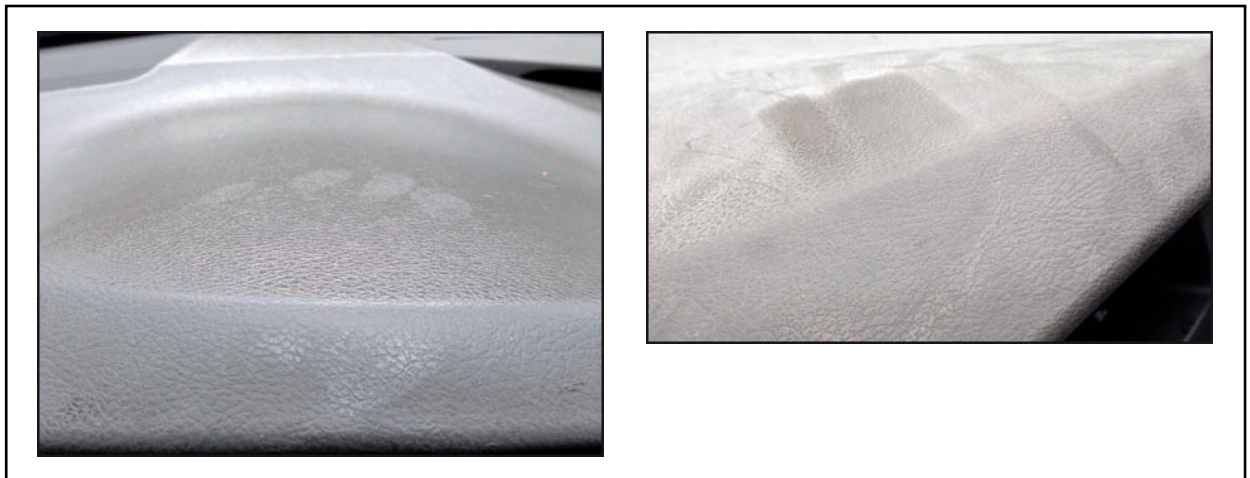
1. Confirm the dashboard exhibits the cracked, sticky and/or shiny appearance condition.
 - Refer to Figures 1 – 3 for examples of these conditions.
 - Refer to the Flow Chart (Figure 4) to help confirm applicable vehicles with the sticky/shiny condition, then proceed to step 2.

Figure 1. Examples of Sticky/Shiny Condition



1	Front of Vehicle
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Figure 2. Examples of Chalky Condition (Becomes Sticky/Shiny in Heat)



NOTE

When a vehicle with a sticky/shiny dashboard is parked out of heat and humidity for more than a few hours, the dashboard surface becomes chalky. Once the vehicle is exposed to heat again, the sticky/shiny condition returns.

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Repair Procedure (Continued)

Figure 3. Examples of Cracked Condition

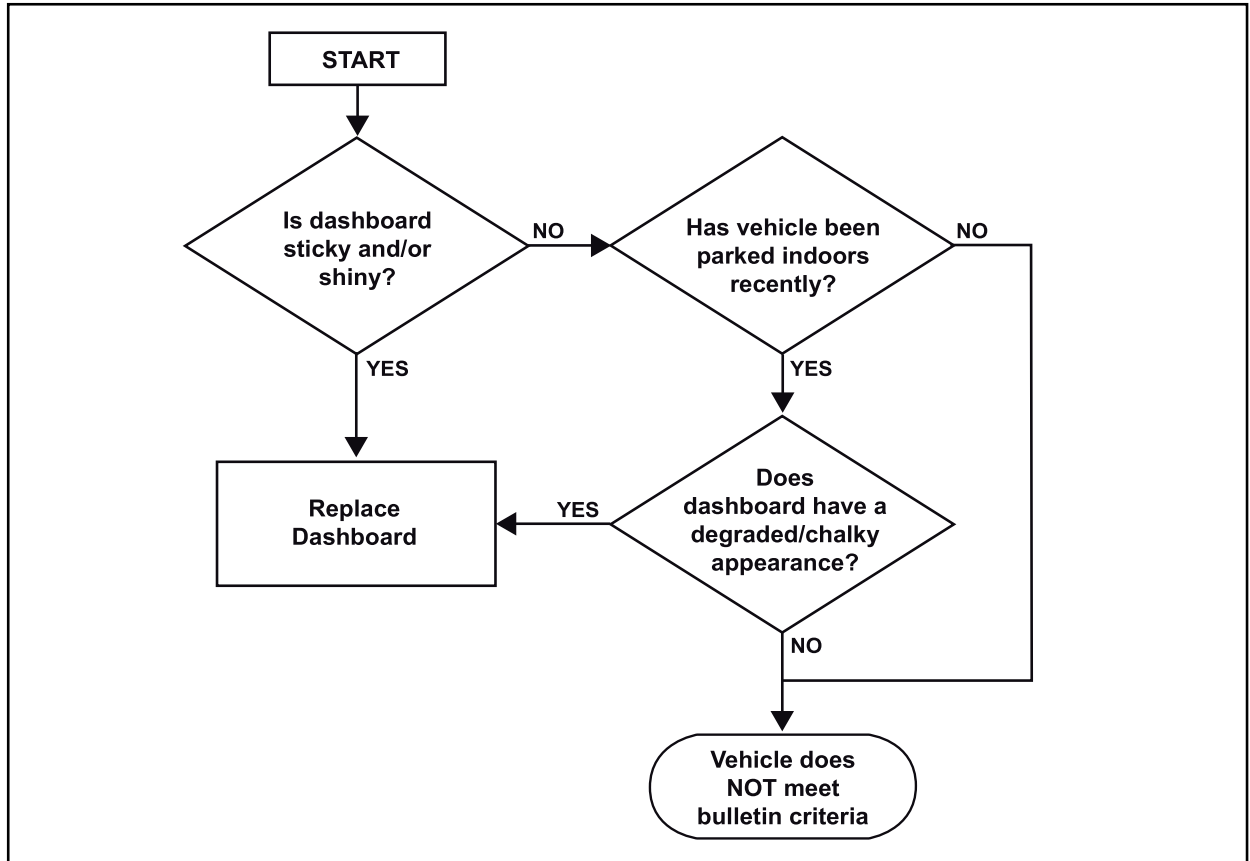


1	Front of Vehicle
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Repair Procedure (Continued)

Figure 4. Flow Chart for Vehicles with Sticky/Shiny Condition



NOTE

- A dashboard can become sticky and/or shiny over time for a number of different reasons and under a number of different circumstances. The majority of vehicles subject to repair under this bulletin are most likely those that have been operated for extended periods in areas of high temperatures and high humidity.
- In some cases, a dashboard may appear shiny due to aftermarket interior dressing products.

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Repair Procedure (Continued)

2. Confirm the dashboard has a sticky/shiny and/or cracked condition.

If dashboard is cracked, go to step 5.

Is the dashboard sticky and/or shiny?

- **YES** — Go to step 5.
- **NO** — Go to step 3.

3. Has the vehicle been parked indoors recently?

- **YES** — Go to step 4.
- **NO** — This bulletin does NOT apply.

4. Does the dashboard have a degraded/chalky appearance?

- **YES** — Go to step 5.
- **NO** — This bulletin does NOT apply.

5. Replace the Instrument Panel Safety Pad Sub-assembly.

- A. Remove the Instrument Panel Safety Pad Sub-assembly.

Refer to the Technical Information System (TIS), applicable model and model year Repair Manual:

- [2007](#) / [2008](#) ES 350:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Removal”
- [2003](#) / [2004](#) / [2005](#) GX 470:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel Safety Pad Sub-Assy: Replacement”
- [2006](#) / [2007](#) / [2008](#) GX 470:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Removal”
- [2004](#) / [2005](#) RX 330:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel Safety Pad Sub-Assy: Replacement”
- [2006](#) RX 330:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Removal”
- [2007](#) / [2008](#) / [2009](#) RX 350:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Removal”

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Repair Procedure (Continued)

- [2006](#) / [2007](#) / [2008](#) RX 400h:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Removal”

B. Install the NEW Instrument Panel Safety Pad Sub-assembly.

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

- [2007](#) / [2008](#) ES 350:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Installation”
- [2003](#) / [2004](#) / [2005](#) GX 470:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel Safety Pad Sub-Assy: Replacement”
- [2006](#) / [2007](#) / [2008](#) GX 470:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Installation”
- [2004](#) / [2005](#) RX 330:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel Safety Pad Sub-Assy: Replacement”
- [2006](#) RX 330:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Installation”
- [2007](#) / [2008](#) / [2009](#) RX 350:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Installation”
- [2006](#) / [2007](#) / [2008](#) RX 400h:
Vehicle Interior – Interior Panels/Trim – “Instrument Panel: Instrument Panel Safety Pad: Removal”