



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue, S207
Torrance, CA 90509-2991

TMS-NTC-12080
April 16, 2012

Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Toyota Safety Recalls 08V-162, 10V-346 and 11V-113 Dealer Notification Letter for Owner Follow-Up Notice

To whom it may concern,

Please find attached, for your records, representative copies of the Follow-Up Owner Notification on the following Toyota and Lexus vehicles:

| NHTSA campaign ID | Toyota campaign No. | Vehicles Covered |
|-------------------|---------------------|--|
| 08V-162 | 80A | Certain 2003 through 2004 Corolla and Corolla Matrix |
| 10V-346 | ALF | Certain 2003 through 2007 MY LX470 |
| 11V-113 | 9LG | 2008 Through Certain 2011 MY LX570 |

If you have any questions regarding this matter, please contact me at (310) 468-3392.

Sincerely,

George Morino
National Manager, Quality Compliance

Attachments:

- Lexus 10V-.346 (ALF) Owner Notification
- Lexus 11V-113 (9LG) Owner Notification
- Toyota 08V-162 (80A) Owner Notification



Lexus Division
Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

**Special Service Campaign (SSC) ALF – Certain 2003 through 2007 Model Year Lexus LX 470 Vehicles
Steering Shaft
SAFETY RECALL FOLLOW-UP NOTICE**

URGENT

Please make an appointment with your local Lexus Dealer to have this important remedy completed.

Dear Lexus Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in the Steering Shaft of certain 2003 – 2007 Model Year Lexus LX 470 vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

What is the condition?

The construction of the steering shaft is such that the snap ring on the shaft may disengage when the vehicle experiences an unusually severe impact to the front wheels (for example, striking a deep pothole in the roadway). If the snap ring becomes disengaged and the steering wheel is then repeatedly turned to the full locked position, over time the steering shaft may become disconnected which could result in a loss of steering control and thus increase the risk of a crash.

What is Lexus going to do?

Any Lexus dealer will replace the snap ring with a newly designed one and install an additional component which will prevent separation of the steering shaft. The remedy will be performed at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact your authorized Lexus dealer and make an appointment to have these important remedies performed on your vehicle as soon as possible.

The remedy will take approximately two hours to complete. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

What if you have other questions or concerns?

Your local Lexus dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair. If you require further assistance, you may contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

What if you have previously paid for repairs for this condition?

If you have previously paid for the replacement of the steering shaft to address this specific condition, please mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Lexus Customer Assistance, Mail Stop L201, 19001 South Western Avenue, Torrance, CA 90509

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the vehicle lessee within ten days of your receipt of this letter.

Thank you for driving a Lexus.

Sincerely,

Lexus Division
TOYOTA MOTOR SALES, U.S.A., INC.

Spanish translation on back side
Traducción en español en el reverso