



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

August 2, 2012

Mr. GEORGE MORINO  
TOYOTA MOTOR NORTH AMERICA, INC.  
601 THIRTEENTH STREET, NW SUITE 910 SOUT  
WASHINGTON, DC 20005

NVS-215KS  
12V-373

**Subject:** Rear Suspension Arm (Tie Rod) Corrosion

Dear Mr. MORINO:

This letter serves to acknowledge TOYOTA MOTOR NORTH AMERICA, INC.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
LEXUS/HS 250 HYBRID/2010  
TOYOTA/RAV4/2006-2011

**Mfr's Report Date:** August 1, 2012

**NHTSA Campaign Number:** 12V-373

**Components:**  
SUSPENSION:REAR

**Potential Number of Units Affected:** 778,000

**Problem Description:**

Toyota is recalling certain model year 2006 through 2011 RAV4 and 2010 Lexus HS250h passenger vehicles manufactured from October 2005 through September 2010. If the nuts for adjusting the rear wheel alignment are improperly tightened during service, the rear suspension arm (rear tire rod) may develop unwanted movement and rust leading to thread damage and eventual failure. Failure of the rear tire rod will cause an abrupt change in the vehicle's alignment.

**Consequence:**

Failure of the rear tie rod could cause a loss of vehicle control, increasing the risk of a crash.

**Remedy:**

Toyota will notify owners, and Toyota or Lexus dealers will inspect the rear tie rod for proper nut torque and possible replacement of the arm, as necessary. Toyota has not provided a notification schedule. Owners may contact Toyota at 1-800-331-4331 or Lexus at 1-800-255-3987.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

This recall was the subject of an investigation, PE12-013, conducted by the Office of Defects Investigation.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is expected owners will be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement