TOYOTA

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

TMS-NTC-12278
November 20, 2012

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

Re: Toyota Safety Recall 12V-373 – Supplemental Dealer Notification

To whom it may concern,

Please find attached the Supplemental Dealer Notification Letter for Toyota Safety Recall 12V-373 on the following Toyota and Lexus vehicles:

- 2006 to Early 2011 Model Year RAV4
- 2010 Model Year HS250h

If you have any questions regarding this matter, please contact me at (310) 468-5316.

Sincerely,

Quality Compliance Assistant Manager

Attachments:
- Lexus 12V-373 (CLE) Supplemental Dealer Notification
- Toyota 12V-373 (C0J) Supplemental Dealer Notification

Original sent to Dealers 11/19/12

November 19, 2012

Subject: Safety Recall CLE-Remedy Parts Available
2010 Model Year HS 250h Vehicles
Rear Lower Suspension Arm No. 1

Dear Dealer Principal:

As previously announced in August, 2012, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on 2010 model year HS 250h vehicles.

Lexus has completed parts preparation and will now begin mailing the remedy owner letter.

Condition

In the Rear Suspension Arm No.1 Assembly ("arm"), if the nuts for adjusting the rear wheel alignment are not tightened following the proper procedure and torque specification when vehicle alignment service is performed, backlash may develop at the threaded portion of the arm (shaft and turn-buckle), followed by formation of rust. If this occurs, threads may wear, causing the arm to separate, which could result in the loss of vehicle control.

Remedy

Lexus dealers will perform an inspection of the Rear Suspension Arm No. 1, install suspension arm clips, and apply caution labels at NO CHARGE to the vehicle owner. If the Rear Suspension Arm No. 1 is found loose it will be replaced. For additional information on inspection and repair procedures, please refer to TIS.

The following vital information is provided to inform you of the remedy owner notification phase of this campaign and your degree of involvement.

Owner Notification

Lexus has completed parts preparation and will begin to notify owners of the remedy phase in late November, 2012, approximately two weeks after this communication. The owner notification letter will also include an Owner's Manual booklet containing supplemental alignment information. The owner notifications will be mailed in quantities consistent with parts availability and repair capacity.

Lexus tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If your dealership is contacted by an owner who has not yet received a notification, please ***verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs.*** Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

LCCS Vehicles and Pre-Owned Vehicles in Dealer Inventory

Lexus requests dealers to conduct the remedy on any LCCS vehicles and/or pre-owned vehicles currently in dealer inventory that are covered by this Safety Recall prior to delivery to the customer.

Also, as a reminder, Lexus CPO policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall, such as this Safety Recall CLE Thus, no affected units may be sold or delivered as a CPO vehicle until the Safety Recall has been completed on that vehicle.

Number and Identification of Covered Vehicles

There are approximately 18,000 2010 HS 250h vehicles covered by this recall:

Model	Model Year	VDS	Start	Finish
HS 250h	2010	BB1BA	A2000193	A2040350

Please note that only owners of the covered vehicles will receive the Remedy Notification. If your dealership is contacted by an owner who has not yet received the notification, ***verify coverage by confirming through Dealer Daily/TIS.*** Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

Parts Ordering

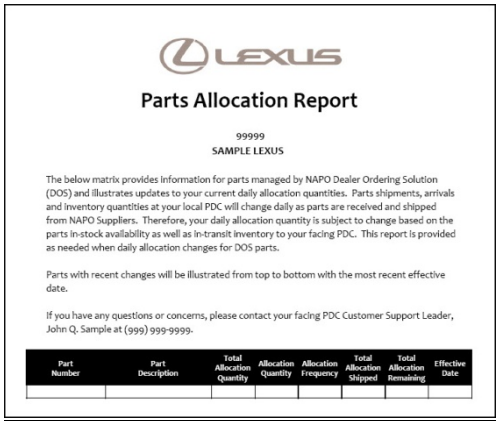
The parts have been placed on Dealer Ordering Solution and will be systematically released daily per the limits communicated to each dealership from its facing PDC. Please refer to your Parts Allocation Report for additional details.

Part Number	Parts Name	Qty. Per/Veh
04002-60142 or 04002-60242	CAUTION LABEL KIT, SUSPENSION*	1

*The kit above includes the following parts:

Part Number	Description	Qty
-	Clip with label for Rear Suspension Arm No. 1	2
-	Label for Rear Suspension Arm No. 2	4

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume * PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.



LEXUS

Parts Allocation Report

99999
SAMPLE LEXUS

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q. Sample at (999) 999-9999.

Part Number	Part Description	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

IMPORTANT PARTS ORDERING UPDATE

Effective January 1, 2012, All Future Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be eligible for the Monthly Parts Return Program. Please refer to Service and Parts Operations Communication 2011-20 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

In the limited cases in which the Rear Suspension Arm No.1 was found loose during the inspection procedure, the following part should be ordered. Only a small number of vehicles will require this part.

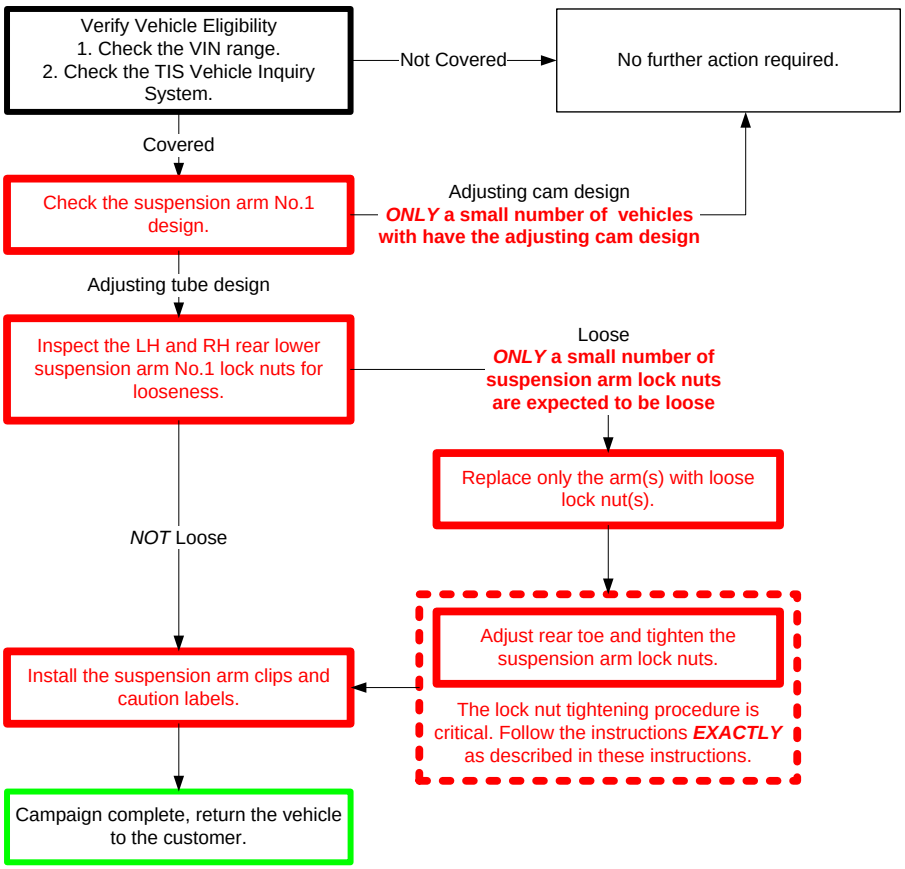
Part Number	Parts Name	Qty. Per/Veh
04002-36112	ARM KIT, RR SUSPENSION, NO.1*	1 or 2 (As Needed)

*The kit above includes the following parts:

Part Number	Description	Qty
48710-12270	ARM ASSY, RR SUSPENSION, NO.1	1
90179-12027	NUT	1

Warranty Reimbursement Procedure

2010 HS 250h Vehicles



Model	Operation Code	Description	Flat Rate Hours
HS 250h	2513HA	Check Rear Lower Suspension Arm No. 1 for Looseness, Install Clips, and Caution Labels	0.5 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Lexus' usual customer care amenities of car wash and fuel tank fill apply to this Safety Recall. Additionally, one day of rental vehicle expense (to a maximum of $45/day) or the cost of pick-up and delivery or remote repair of the customer's vehicle may be claimed if required.

The Interim Phase, C2E, is now superseded by Safety Recall CLE. All C2E Repair Order dates must be prior to 11/16/2012. All Repair Orders dated 11/16/2012 and after must be submitted under CLE. Please note service replacement part numbers will not be accepted under CLE.

In the limited cases the Rear Suspension Arm No.1 was found loose during the inspection procedure the following operation codes should be used.

Model	Operation Code	Description	Flat Rate Hours
HS250h	2513HB	Check for Looseness, Replace 1 Side, Perform Alignment, Install Clips and Caution Labels	2.1 hr/vehicle
	2513HC	Check for Looseness, Replace 2 Sides, Perform Alignment, Install Clips and Caution Labels	2.3 hr/vehicle

- The flat rate times for Op. Codes 2513HB and 2513HC include the necessary time to perform a vehicle alignment adjustment.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Lexus. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions please direct the inquiry to the Customer Assistance Center at 1-800-255-3987.

Please review this information with your staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your understanding and cooperation.

Lexus, a Division of Toyota Motor Sales, USA, Inc.

Attachment

Cc: Customer Satisfaction Manager
General Manager
Parts Manager
Pre-Owned Manager
Sales Manager
Service Manager

Safety Recall CLE – Remedy Phase
2010 Model Year HS 250h Vehicles
Rear Lower Suspension Arm No.1 – Q&A

Lexus has completed parts preparations and will now begin mailing remedy owner letters.

Q1: What is the condition?

A1: In the Rear Suspension Arm No.1 Assembly ("arm"), if the nuts for adjusting the rear wheel alignment are not tightened following the proper procedure and torque specification when vehicle alignment service is performed, backlash may develop at the threaded portion of the arm (shaft and turn-buckle), followed by formation of rust. If this occurs, threads may wear, causing the arm to separate, which could result in the loss of vehicle control.

Q1a: What is the cause of condition?

A1a: This condition may occur if the nuts for adjusting the rear wheel alignment are not tightened following the proper procedure and torque specification when vehicle alignment service is performed.

Q2: What is Lexus going to do?

A2: Any authorized Lexus dealer will perform an inspection of the Rear Suspension Arm No. 1, install suspension arm clips, and apply caution labels at NO CHARGE to the vehicle owner. If the Rear Suspension Arm No. 1 is found loose, it will be replaced.

Q2a: If a customer had the Lower Suspension Arm No.1 replaced during the interim phase, do they need to have the remedy performed?

A2a: Yes, the customer will need to return to the dealership to have the remedy performed.

Q3: Are there any warnings that this condition has occurred?

A3: Yes, if the Rear Suspension Arm No. 1 becomes loose, the driver may notice an abnormal noise from the rear of the vehicle.

Q3a: What should a customer do if they hear an abnormal noise from the rear of the vehicle?

A3a: If a driver hears an abnormal noise from the rear of the vehicle, the driver should contact any authorized Lexus dealer for diagnosis, and if applicable, repair.

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There are approximately 18,000 Lexus HS 250h vehicles and approximately 760,000 Toyota RAV4 vehicles covered by this Safety Recall in the U.S.

Model Name	Model Year	Production Period	Number of Vehicles (Approx.)
HS 250	2010	July, 2009 through Late August, 2010	18,000
RAV4	2006 to Early 2011	October, 2005 through Early September, 2010	760,000

Q4a: Are there any other Lexus or Toyota vehicles covered?

A4a: No. There are no other Lexus or Toyota models covered by this Safety Recall.

Q5: How long will the repair take?

A5: The inspection of the Rear Lower Suspension Arm No. 1, installation of the suspension arm clips, and application of the caution labels will take approximately 30 minutes. If the dealer determines the Rear Lower Suspension Arm No. 1 requires replacement during the inspection, the repair will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: What if a customer has previously paid for repairs to his/her vehicle for this condition?

A6: Owners are requested to refer to the remedy owner letter for instructions to request reimbursement for previous repair costs.

Q7: What if an owner has additional questions or concerns?

A7: Owners with questions or concerns are asked to please contact the Customer Assistance Center at 1-800-255-3987, Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

2010 Model Year HS250h Vehicles
Rear Lower Suspension Arm No. 1
SAFETY RECALL NOTICE *(Remedy Now Available)*

URGENT SAFETY RECALL
This is an important Safety Recall.
The remedy will be performed at **NO CHARGE**

[VIN]

Dear Lexus Customer:

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 2010 Model Year HS250h vehicles.

What is the condition?

In the Rear Suspension Arm No.1 Assembly ("arm"), if the nuts for adjusting the rear wheel alignment are not tightened following the proper procedure and torque specification when vehicle alignment service is performed, backlash may develop at the threaded portion of the arm (shaft and turn-buckle), followed by formation of rust. If this occurs, threads may wear, causing the arm to separate, which could result in the loss of vehicle control.

What will Lexus do?

The remedy for your vehicle is now available. Any authorized Lexus dealer will inspect the Rear Suspension Arm No. 1, install suspension arm clips, and apply caution labels at **NO CHARGE** to you. If the Rear Lower Suspension Arm No.1 is found loose during the inspection, it will be replaced.

What should you do?

This is an important Safety Recall

Please contact any authorized Lexus dealer and make an appointment to have the remedy performed for this Safety Recall.

The inspection of the Rear Lower Suspension Arm No. 1, installation of the suspension arm clips, and application of the caution labels will take approximately 30 minutes. If the dealer determines the Rear Lower Suspension Arm No. 1 requires replacement during the inspection, the repair will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Enclosed with this owner notification letter is a booklet containing supplemental alignment information. If you have an alignment performed on your vehicle in the future, this information should be provided to the servicing facility.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.lexus.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

Your local Lexus dealer will be more than happy to answer any of your questions. 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.

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 Hot Line at 1-

888-327-4236 (TTY: 1-800-424-9153), or go to http://www.safercar.gov.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your 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 are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

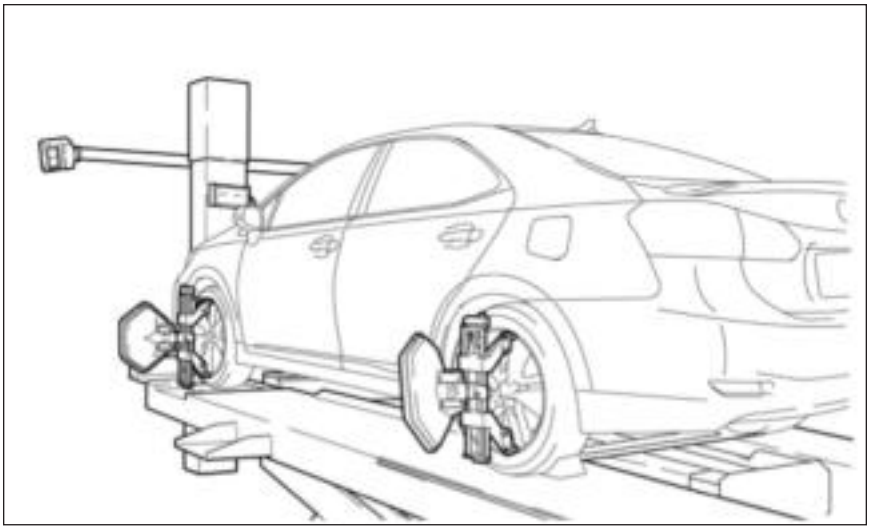
Lexus Division
TOYOTA MOTOR SALES, U.S.A., INC.

LEXUS

Owner's Manual Supplement
Certain 2010 HS 250h

NOTE TO OWNER
GIVE THIS SUPPLEMENT TO YOUR ALIGNMENT PROFESSIONAL

IMPORTANT CAUTION
Rear Wheel Alignment Adjustment
(Tie-Rod Lock Nut Tightening Instructions)



IMPORTANT CAUTION

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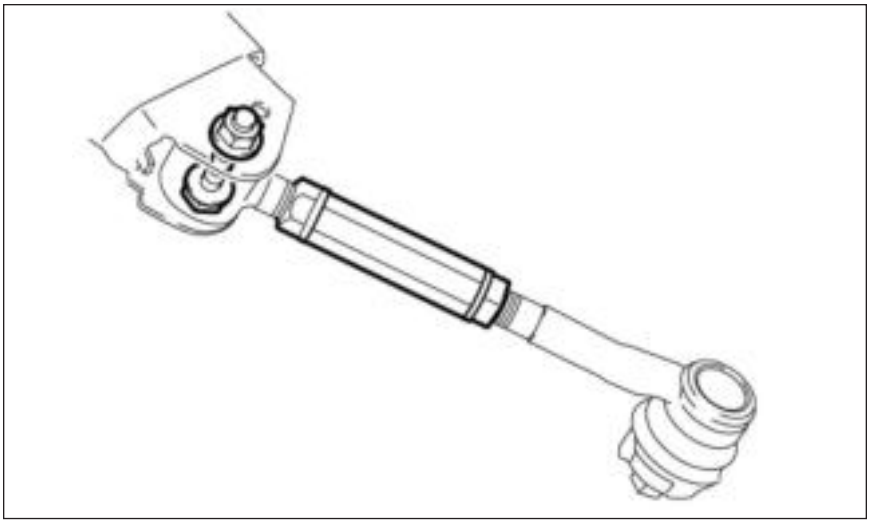


I. LOCK NUTS

IMPORTANT CAUTION!

Rear Wheel Alignment Adjustment
Tie-Rod Lock Nut Tightening Sequence

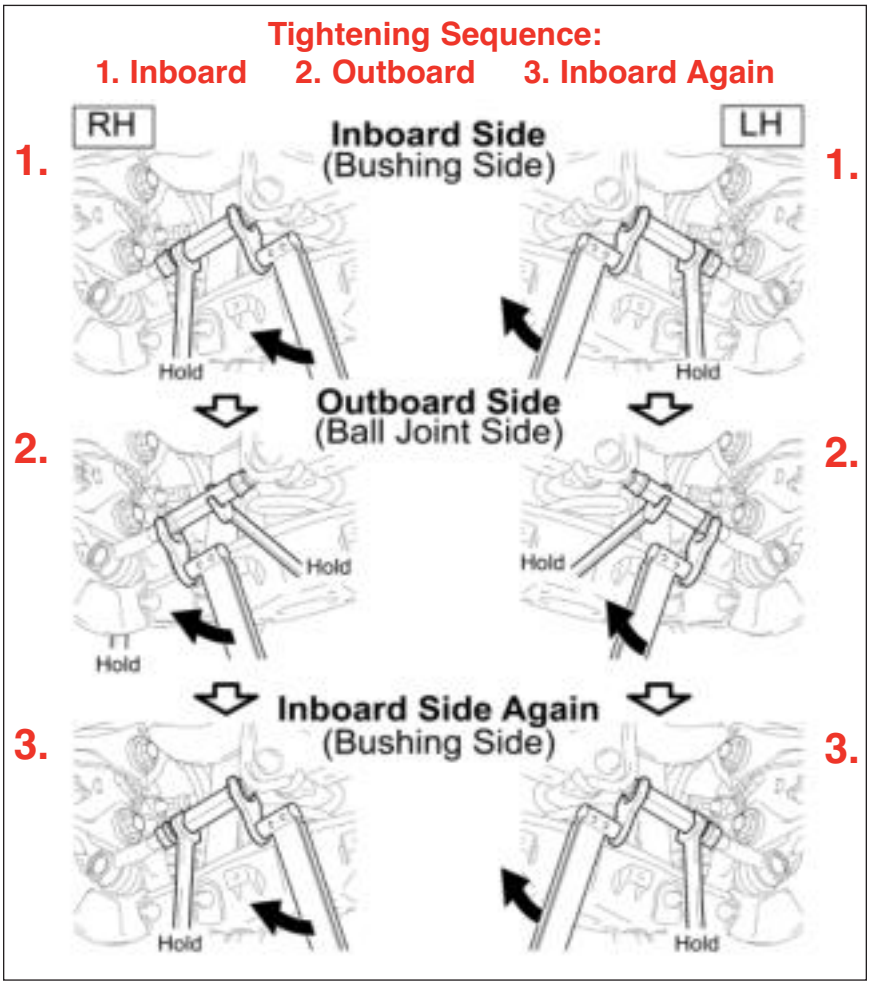
When making rear wheel alignment (toe) adjustments it is important to follow the proper procedure and torque specification. If the proper procedure is not followed, backlash may develop at the thread portion of the arm (shaft and turn-buckle), followed by formation of rust. If this occurs, threads may wear, causing the arm to separate, which could result in the loss of vehicle control.

Firmly holding the adjusting tube with an open-end wrench, securely tighten the lock nuts with an SST (22mm open end crowfoot wrench) in the sequence described below.

STOP **The tightening procedure for these lock nuts is critical; failure to tighten them in the correct order could cause them to become loose.**

1. Bushing side (Inboard) ➡ **2. Ball Joint Side (Outboard)** ➡ **3. Bushing side again (Inboard)**

Torque: 41ft. lbf (56N·m)



II. BACKGROUND

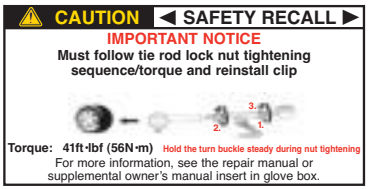
In the Rear Suspension Arm No.1 Assembly (“arm”), if the nuts for adjusting the rear wheel alignment are not tightened following the proper procedure and torque specification when vehicle alignment service is performed, backlash may develop at the thread portion of the arm (shaft and turn-buckle), followed by formation of rust. If this occurs, threads may wear, causing the arm to separate, which could result in the loss of vehicle control.

Lexus launched a Safety Recall (Lexus designation CLE) to remedy this condition. As part of the remedy, Caution Labels have been installed on the vehicle to help notify technicians performing a rear wheel alignment, of the importance of following the proper tightening sequence of the rear tie rod lock nuts.

If the Caution Labels are not installed in the locations indicated, please instruct the vehicle owner to contact a Lexus dealer to ensure the Safety Recall is completed.

Caution Labels Installed During Safety Recall:

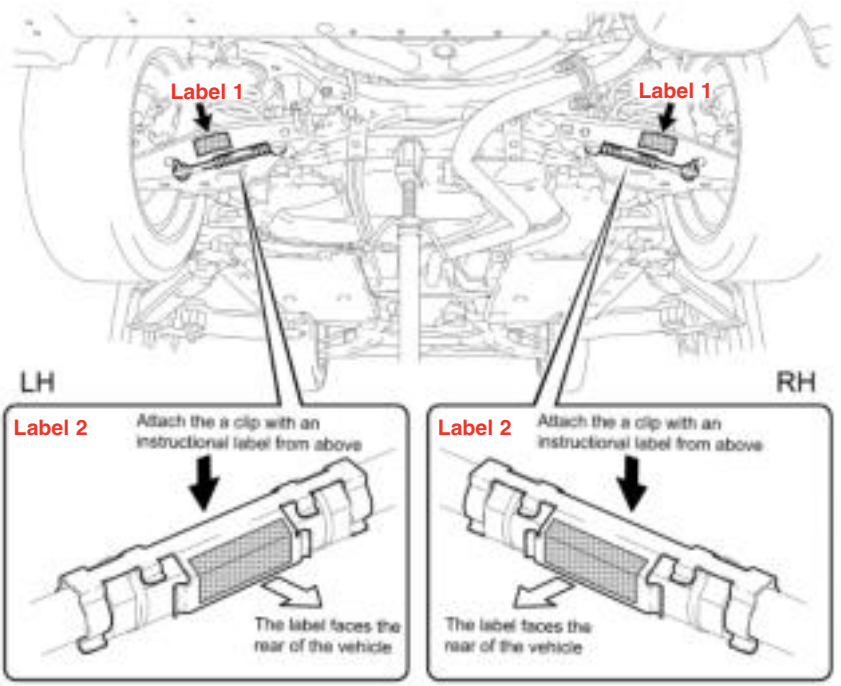
LABEL 1



Four (4) labels per vehicle

LABEL 2

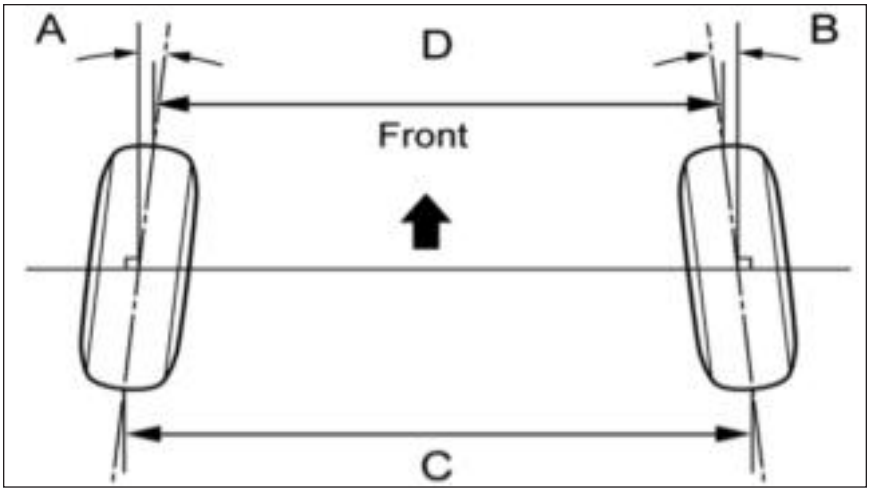
Two (2) labels per vehicle



III. ALIGNMENT SPECIFICATIONS

1. INSPECT THE REAR TIRE PRESSURE

Tire Size	Front	Rear
P215/55R17 93V	33psi (230 kPa)	33psi (230 kPa)
P225/45R18 91W	33psi (230 kPa)	32psi (220 kPa)



2. CONDUCT REAR WHEEL TOE-IN ALIGNMENT

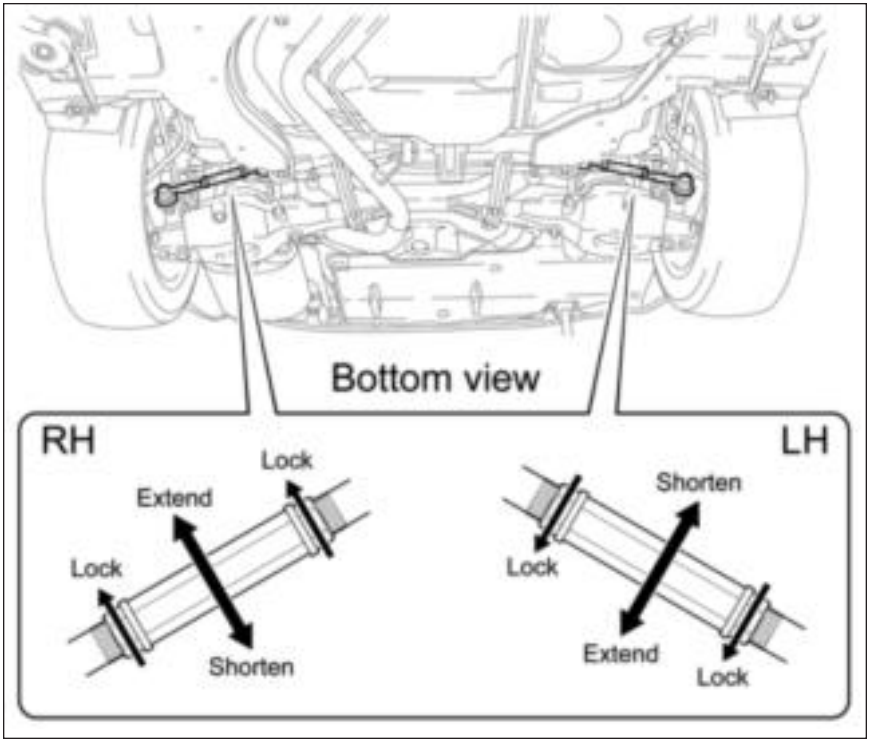
Use a 4 wheel alignment machine or toe-in gauge to adjust the rear wheel toe-in.

Specification:
A+B: 0°11' +/– 0°05' (0.18° +/– 0.09°)
C–D: 2.0 +/– 1.0mm (0.08 +/– 0.04in.)

NOTE
- If the toe-in is not within the specified range, make the necessary adjustments following procedure outlined in this document.
- Always inspect suspension parts for any damage and replace them if necessary.
- Some of the major alignment equipment manufacturers have included this procedure into their alignment equipment software.
- Ensure the alignment equipment being used has been properly calibrated and has the latest version of software.

IV. STRUCTURE OF REAR No.1 SUSPENSION ARM ASSEMBLY

The arm can be extended or shortened by turning the adjusting tube located on the arm center area. A lock nut is provided on each end of the adjusting tube. One of the nuts, which are located at the ball joint side, has a left-hand thread (left-to-tighten, right-to-loosen). Understand the suspension arm structure properly to perform operations correctly.



NOTE

- In order to prevent the center alignment of the adjusting tube from being displaced, do not disassemble the suspension arm.
- Rotate the replaced suspension arm's adjusting tube to adjust the rear wheel toe-in.

TECHNICAL INSTRUCTIONS

FOR

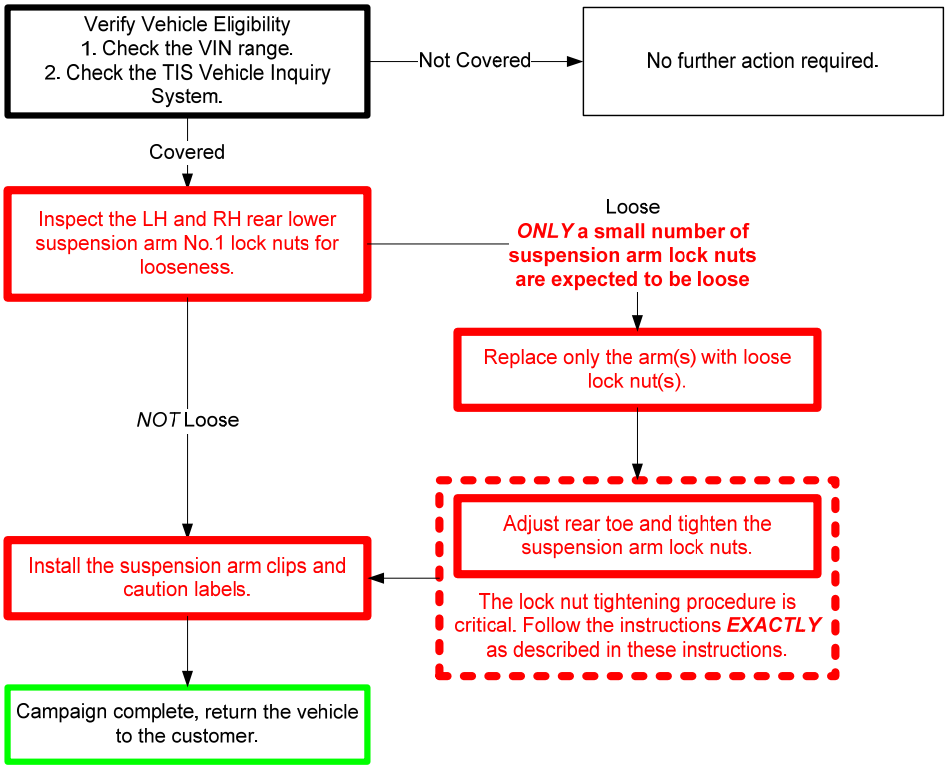
SAFETY RECALL CLE

REAR LOWER SUSPENSION ARM No.1

CERTAIN 2010 MODEL YEAR HS250h

Complete CLE Technical Video Supplement

I. OPERATION FLOW CHART



II. PREPARATION

A. PARTS

Part Number	Part Description	Quantity
04002-60142 or 04002-60242	Clip and label kit*	1
*The kit above includes the following parts.		
–	Clip with label for Rear lower suspension arm No.1**	2
–	Label for rear lower suspension arm No.2	4

****The clips are produced by two suppliers; therefore, there is two part numbers for the clip kits. The kit part numbers are interchangeable.**

Part Number	Part Description	Quantity
04002-36112	Rear Suspension Arm No.1 Kit*	1
*The kit above includes the following parts.		
48710-12270	Rear Lower Suspension Arm No.1	1
90179-12027	Nut	1

***Only a small number of vehicles will require suspension arm replacement, follow these instructions closely to determine if suspension arm replacement is necessary. Parts will be placed on DOS, refer to the dealer letter for more information.**

B. TOOLS & EQUIPMENT

- Standard hand tools
- Torque wrench
- 22mm crowfoot
- 4 Wheel alignment machine

SST – This is an essential special service tool that the dealership should have.

Part Number	Part Name	Quantity
09960-20010	Ball Joint Puller Set	1

III. IDENTIFICATION OF AFFECTED VEHICLES

A. COVERED VIN RANGE

WMI	Year	VDS Range	
		VDS	Range
JTH	2010	BB1BA	A2000193-A2040350

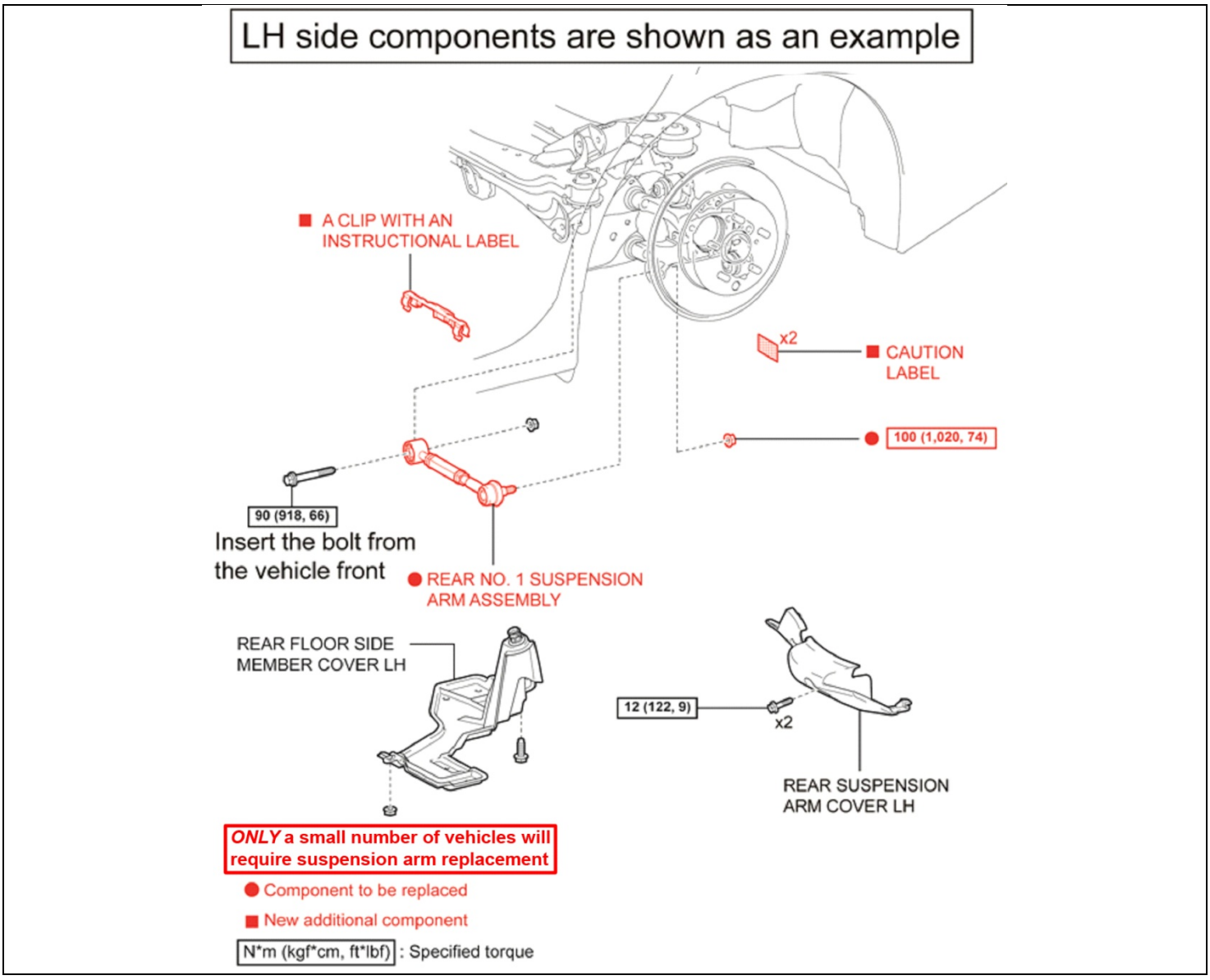
NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

IV. BACKGROUND

In the Rear Suspension Arm No.1 Assembly ("arm"), if the nuts for adjusting the rear wheel alignment are not tightened following the proper procedure and torque specification when vehicle alignment service is performed, backlash may develop at the thread portion of the arm (shaft and turn-buckle), followed by formation of rust. If this occurs, threads may wear, causing the arm to separate, which could result in the loss of vehicle control.

V. COMPONENTS



VI. REAR LOWER SUSPENSION ARM No.1 INSPECTION

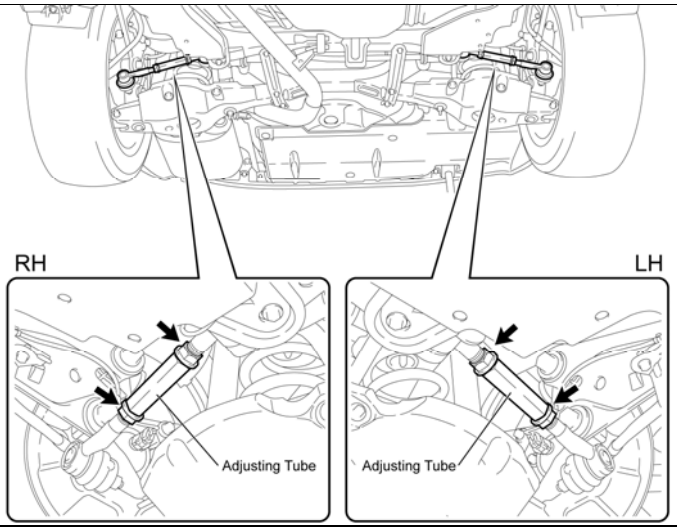
Video supplement: Introduction & Suspension Arm Inspection steps

1. CHECK FOR LOOSENESS VISUALLY AND BY HAND

a) Check visually and by hand to determine if any looseness is seen or felt in the suspension arm lock nuts or adjusting tube. Check the LH and RH arms.

STOP

- ***ONLY* replace the suspension arm(s) if looseness is found.**
- **The arm(s) not found loose must also be checked using a torque wrench as described in steps 2-4.**

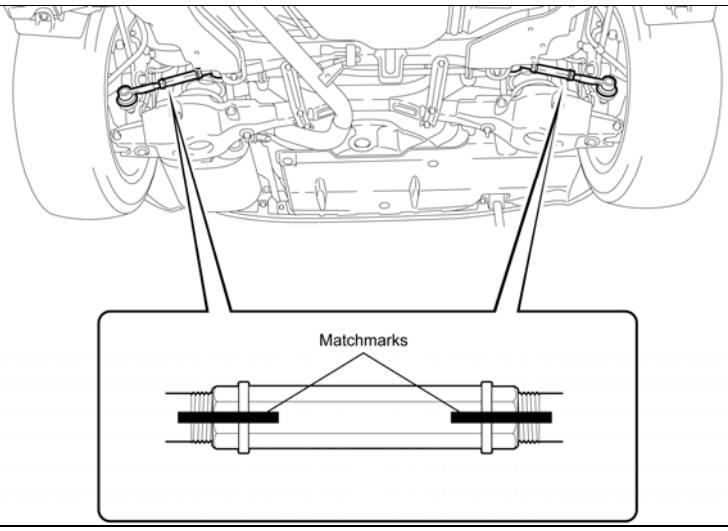


CONDITION	ACTION REQUIRED
Loose	Replace the suspension arm(s) with looseness. Refer to TIS for instructions on suspension arm replacement. **NOTE:** • **To prevent stress on the new suspension arm bushing, apply a load to the suspension system to confirm the suspension arm bushing is aligned correctly when tightening by confirming that rear suspension arm No.1 is level with the ground.** • **Suspension arm adjustment and tightening procedure is critical. After replacing the arm, refer to SECTION VII. in these instructions for this procedure.**
NOT Loose	Proceed to **STEP 2. PLACE MATCHMARKS ON SUSPENSION ARM**

2. PLACE MATCH-MARKS ON SUSPENSION ARM

a) Place match-marks across the suspension arms as shown. Mark the arms that were not found loose during **STEP 1.**

b) Use these match-marks to determine if looseness is found in steps 3 and 4 when applying torque.



3. **CHECK THE ADJUSTING TUBE FOR LOOSENESS WITH TORQUE WRENCH**
(This checks inboard lock nut for looseness)

a) Check for looseness in the adjusting tube using a torque wrench.

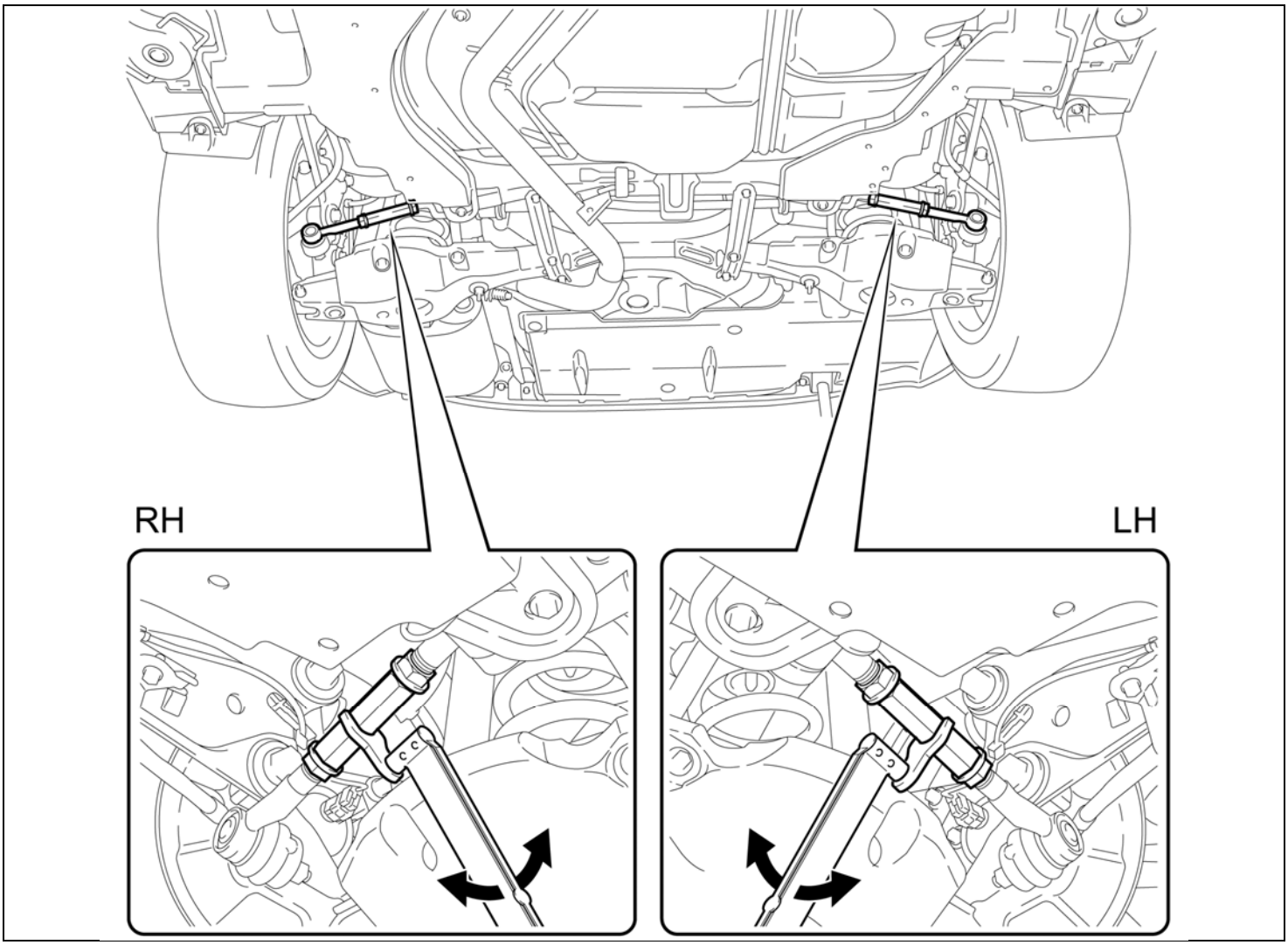
b) Apply the specified torque to the adjusting tube in both directions. Check the arms that were not previously found loose during **STEP 1.** Inspect the match-marks to see if they become misaligned.

Torque: 15ft. lbf (20N·m)

- **Use a 22mm crowfoot attached to a 15 inch torque wrench. If a tool setup other than specified is used, refer to TIS for torque wrench calculation.**

STOP

- **Confirm the torque wrench is set correctly and that only the specified torque is being applied to the adjusting tube.**
- ***ONLY* replace the suspension arm(s) if looseness is found.**



CONDITION	ACTION REQUIRED
Loose	Replace the suspension arm(s) with looseness. Refer to TIS for instructions on suspension arm replacement. **NOTE:** • **To prevent stress on the new suspension arm bushing, apply a load to the suspension system to confirm the suspension arm bushing is aligned correctly when tightening by confirming that rear suspension arm No.1 is level with the ground.** • **Suspension arm adjustment and tightening procedure is critical. After replacing the arm, refer to SECTION VII. in these instructions for this procedure.**
NOT Loose	Proceed to **STEP 4. CHECK THE OUTBOARD LOCK NUT FOR LOOSENESS**

4. CHECK THE OUTBOARD LOCK NUT FOR LOOSENESS (lock nut closest to ball joint)

a) While holding the adjusting tube with a wrench, check for looseness in the outboard lock nut using a torque wrench with a 22mm crowfoot attached.

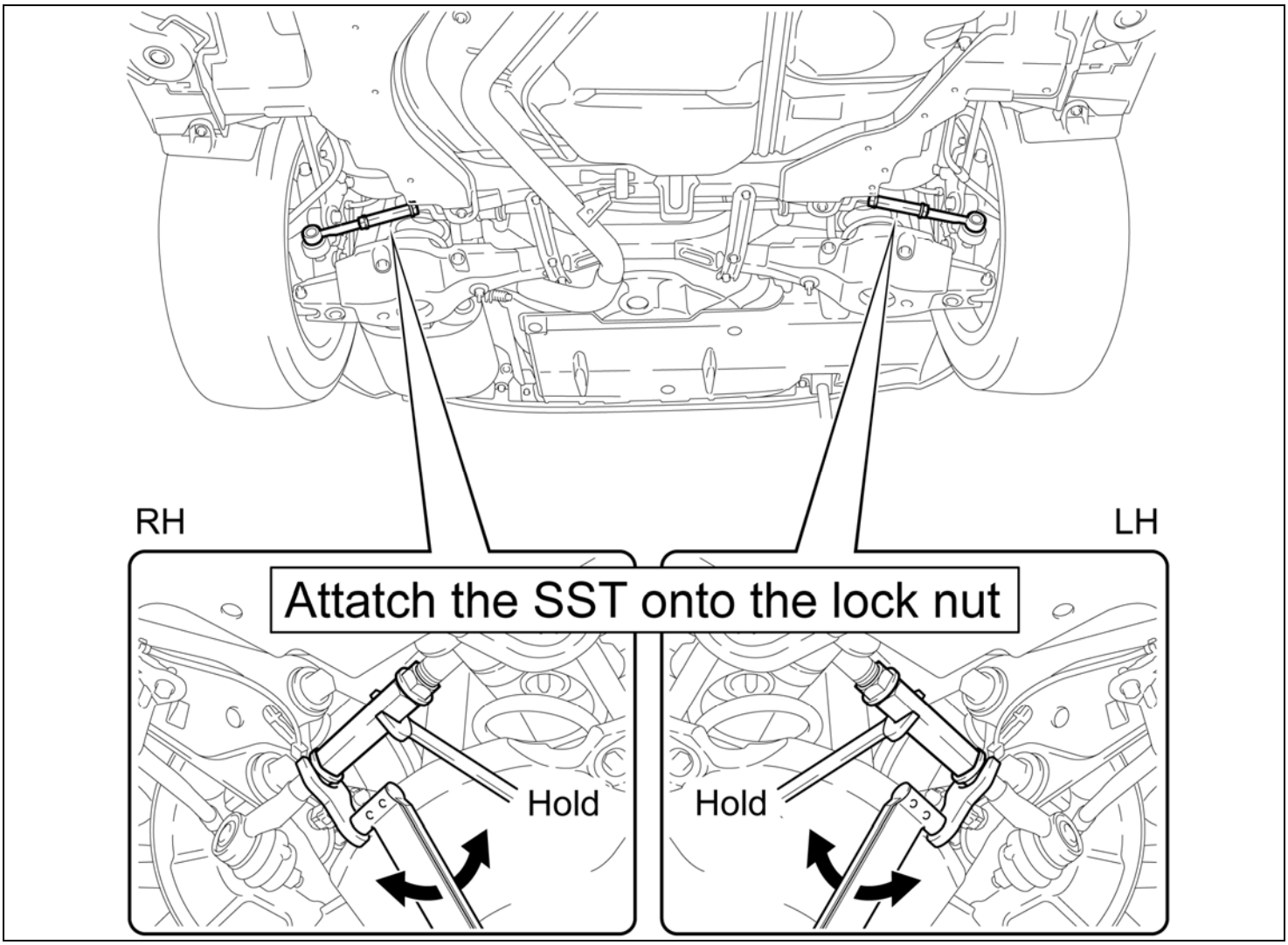
b) Apply the specified torque to the lock nut in both directions. Check the arms that were not previously found loose during **STEPS 1-3.** Inspect the match-marks to see if they become misaligned.

Torque: 15ft. lbf (20N·m)

- **Use a 22mm crowfoot attached to a 15 inch torque wrench. If a tool setup other than specified is used, refer to TIS for torque wrench calculation.**

STOP

- **Confirm the torque wrench is set correctly and that only the specified torque is being applied to the outboard lock nut.**
- ***ONLY* replace the suspension arm(s) if looseness is found.**



CONDITION	ACTION REQUIRED
Loose	Replace the suspension arm(s) with looseness. Refer to TIS for instructions on suspension arm replacement. **NOTE:** • **To prevent stress on the new suspension arm bushing, apply a load to the suspension system to confirm the suspension arm bushing is aligned correctly when tightening by confirming that rear suspension arm No.1 is level with the ground.** • **Suspension arm adjustment and tightening procedure is critical. After replacing the arm, refer to SECTION VII. in these instructions for this procedure.**
NOT Loose	Proceed to **SECTION VIII.SUSPENSION ARM CLIP AND CAUTION LABEL INSTALLATION**

Only perform this section if the suspension arm was found loose and replaced. If no suspension arm was found loose and replaced, the campaign is complete after completing SECTION VIII. SUSPENSION ARM CLIP AND CAUTION LABEL INSTALLATION

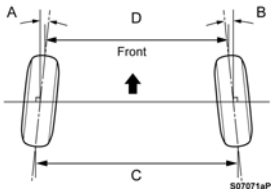
VII. SUSPENSION ARM ADJUSTMENT AND LOCK NUT TIGHTENING

Video Supplement: Suspension Arm Adjustment and Lock Nut Tightening steps

1. ADJUST REAR TOE

a) Adjust the rear wheel toe using an alignment machine.

Specification:
A+B: 0°11' +/- 0°05' (0.18° +/- 0.09°)
C-D: 2.0 +/- 1.0mm (0.08 +/- 0.04in.)



- **The tightening procedure for these lock nuts is critical, failure to tighten them in the correct order could cause them to become loose.**
- **Confirm the alignment machine has been updated with the latest software.**

VITAL STEPS

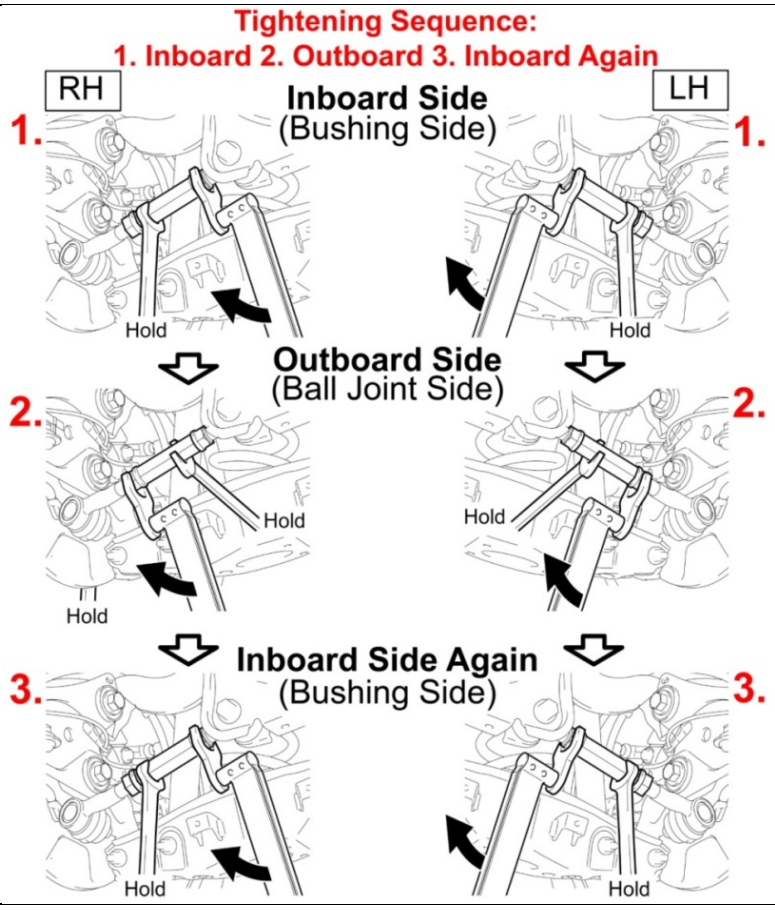
2. TIGHTEN THE LOCK NUTS EXACTLY AS DESCRIBED BELOW

Use a 22mm combination wrench and a 22mm crowfoot attached to a torque wrench
Tightening Sequence: 1. Inboard 2. Outboard 3. Inboard Again
Torque: 41ft. lbf (56N·m)

a) Tighten the inboard lock nut. Hold the adjusting tube steady and tighten the inboard lock nut to the specified torque.

b) Tighten the outboard lock nut. Hold the adjusting tube steady and tighten the outboard lock nut to the specified torque.

c) Tighten the inboard lock nut again. Hold the adjusting tube steady and tighten the inboard lock nut to the specified torque.



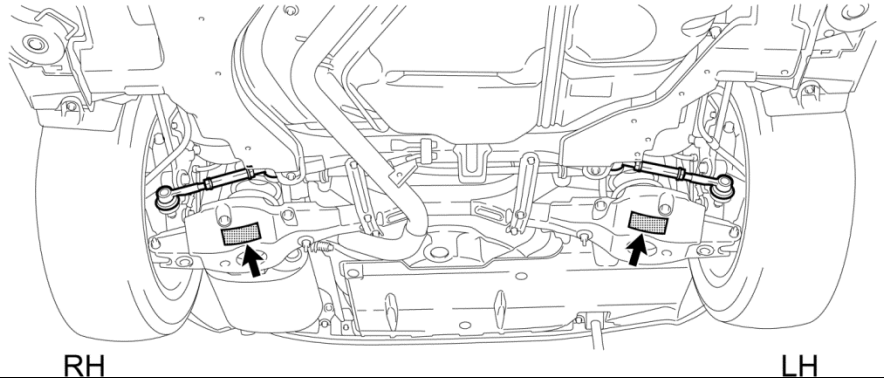
VIII. SUSPENSION ARM CLIP AND CAUTION LABEL INSTALLATION

Video Supplement: Clip and Label Installation steps

To confirm the caution labels adhere properly, clean the surfaces of suspension arm No.2 before applying the labels. It may be necessary to use steel wool and cleaning solution to clean the arm sufficiently. DO NOT use steel wool

1. INSTALL CAUTION LABEL TO THE FRONT SIDE OF SUSPENSION ARM No.2

a) Clean the front side of the LH and RH suspension arm.
b) Apply caution label on the LH and RH suspension arm.

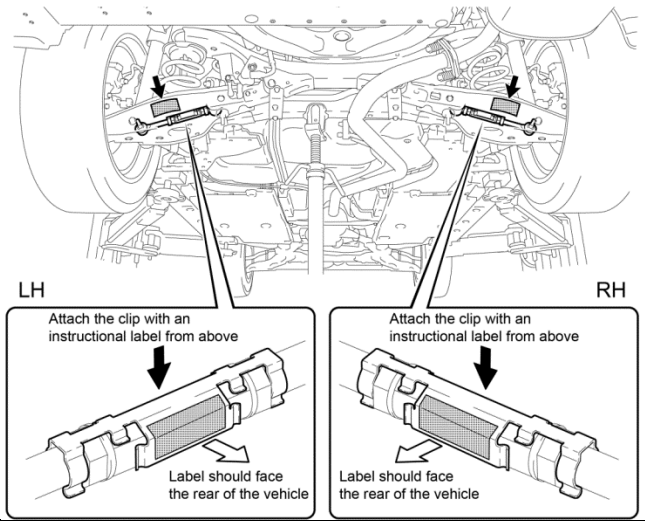


2. INSTALL CAUTION LABEL TO THE BACK SIDE OF SUSPENSION ARM No.2

a) Clean the back side of the LH and RH suspension arm.
b) Apply caution label on the LH and RH suspension arm.

3. INSTALL CLIP ON SUSPENSION ARM No.1

a) Install clip on the LH and RH suspension arm.
b) Confirm the label on the clip is facing toward the rear of the vehicle.



4. TEST DRIVE THE VEHICLE

NOTE: TEST DRIVE IS ONLY REQUIRED IF THE SUSPENSION ARE WAS REPLACED.

5. CAMPAIGN COMPLETE

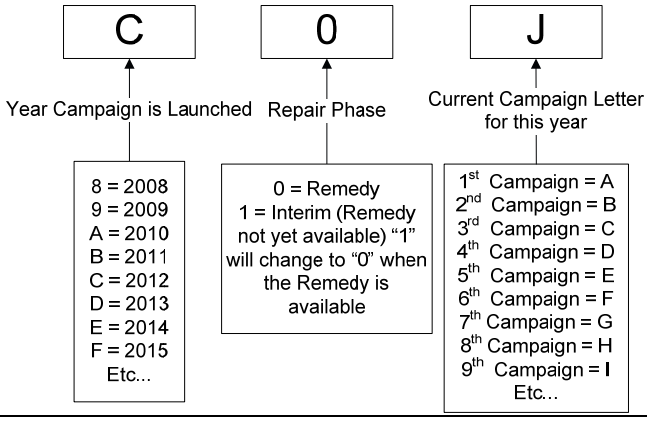
◄ VERIFY REPAIR QUALITY ►

- **Confirm *ALL* inspection steps are followed *EXACTLY* as described in these instructions**
- **Confirm the suspension arm clips and caution labels are installed securely**
- **If a suspension arm is replaced, confirm the lock nut tightening procedure is followed *EXACTLY* as described in these instructions**
- **Confirm the owner's manual supplement is in the glovebox**

If you have any questions regarding this update, please contact your regional representative.

IX. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



Examples:
A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
B1E = Launched in 2011, Interim Phase, 5rd Campaign Launched in 2011
C1C = Launched in 2012, Interim Phase, 3rd Campaign Launched in 2012

B. CAMPAIGN PARTS DISPOSAL

As required by Federal Regulations, please make sure all campaign parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***