



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

TMS-NTC-12218
September 27, 2012

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

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

To whom it may concern,

Please find attached the Interim 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,

A handwritten signature in black ink, appearing to read "M. J. K." with a stylized flourish at the end.

Quality Compliance Assistant Manager

Attachments:

- Lexus 12V-373 (CLE) Dealer Notification (Interim)
- Toyota 12V-373 (C0J) Dealer Notification (Interim)



September 26, 2012

Subject: Safety Recall CLE (Interim C2E) -Interim Notification
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.

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.

The purpose of this communication is to inform you that Lexus will be mailing an interim notice to owners of vehicles covered by this Safety Recall. Please carefully review the contents of this notification.

Interim Owner Notification

As communicated in the Preliminary Notification in August, Lexus is currently preparing the remedy for this Safety Recall. In the meantime, we are communicating the *interim* actions:

- To assure transparency with owners, Lexus will mail an *interim* owner notification in late September, 2012.
- The *interim* owner notification letter will advise owners: (1) of this Safety Recall, (2) of the fact they will receive a future notice once the remedy is available, and (3) of interim inspection.*What to do if the drives experiences an abnormal noise from the rear of the vehicle or if they have previously had a 4-wheel alignment performed.

** Please note that the interim inspection does not complete this Safety Recall. Customers will still need to return to the dealer to have the remedy completed once it becomes available.*

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 interim owner letter to the customer who purchased the vehicle.

Pre-Owned Vehicles in Dealer Inventory

Lexus generally requests that dealers not deliver any pre-owned vehicles in their inventory which are involved in a Safety Recall until the defect has been remedied. However, in this case, until the remedy is available dealers can deliver pre-owned vehicles if they perform the interim inspection as indicated in the Technical Instructions. The dealership must also disclose to the customer that the vehicle is subject to a Safety Recall and that Lexus will send them a notification when the remedy is available. Please make sure the state DMV records are updated as soon as possible with the new owner name and address.

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 Interim Notification. If your dealership is contacted by an owner who has not yet received the notification but would like the interim inspection performed, *verify coverage by confirming through Dealer Daily/TIS.*

Interim Customer Handling and Replacement Criteria

If a customer contacts a dealership and has experienced the condition described or has previously had a 4-wheel alignment performed, dealerships are requested to assist them by setting up an appointment to perform the interim inspection and diagnose the condition.

If the condition is verified, please assist the customer by repairing the vehicle at **no charge**. The necessary parts can be ordered through the dealer's facing PDC following the guidelines specified in the preliminary dealer notification. Please refer to the parts ordering and the warranty reimbursement sections of this letter for additional details. *At this time Lexus has a very limited number of parts available to support vehicle repairs. Dealers should only order parts for vehicles currently experiencing the condition described. All replaced parts are subject to Warranty Parts Return. Any parts replaced inappropriately will result in a claim debit.*

Timing of Safety Recall (Remedy) Notification


Once the remedy is available, Lexus will send (consistent with parts availability and dealership capacity) a second owner notification by first class mail advising the vehicle owner to make an appointment with his/her authorized Lexus dealer to have the remedy performed at **no charge**.

Parts Ordering

At this time Lexus has a very limited number of parts available to support vehicle repairs. Only order parts for vehicles currently experiencing the condition described.

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

The parts have been placed on Dealer Ordering Solutions 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.



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.

Important Note:

- DO NOT Upgrade or change order status. Failure to provide the information listed above will result in the part not being released.
- All replaced parts are subject to Warranty Parts Return. Any parts replaced inappropriately will result in a claim debit.

Interim Inspection Procedures

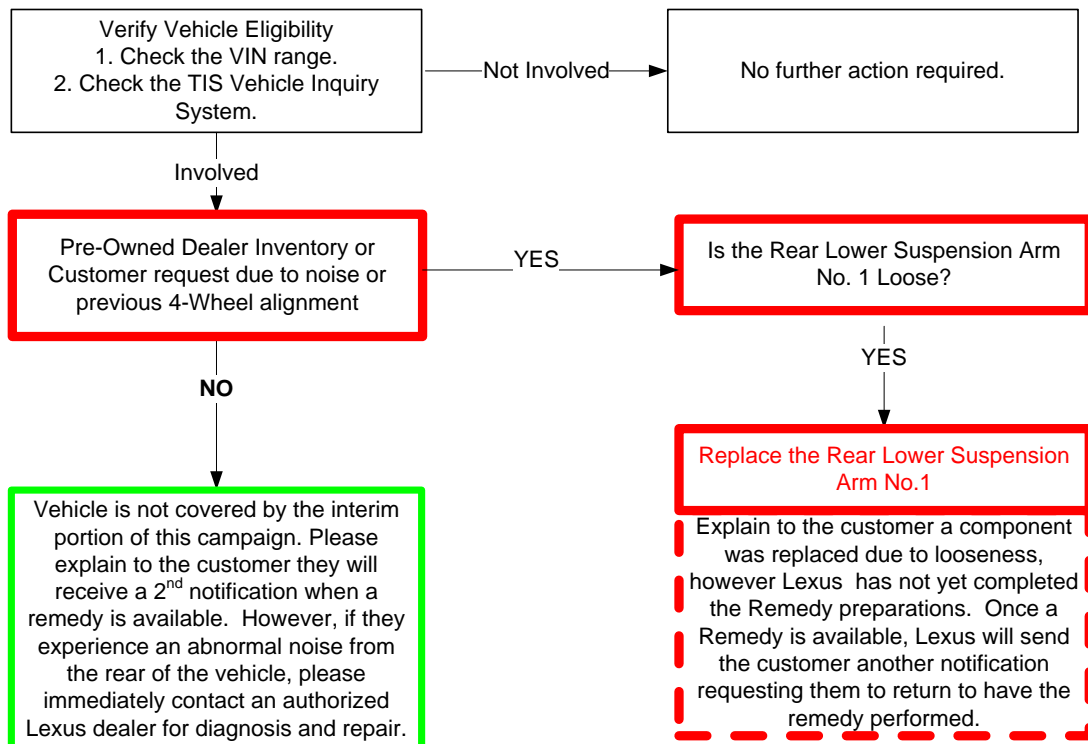
The interim inspection should only be performed on pre-owned vehicles in dealer inventory, on vehicles where the customer has experienced an abnormal noise from the rear of the vehicle or if the vehicle has previously had a 4-wheel alignment performed.

For *Interim Inspection* procedures please refer to the Technical Instructions found on TIS.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of the appointment.

Interim Warranty Reimbursement Procedure

2010 HS 250h Vehicles





The following operation codes are only to be used for vehicles currently experiencing the condition described. *Note: When the remedy is available it will NOT involve replacement of the "Arm"*

Safety Recall	Model	Op. Code	Description	Flat Rate Hour
C2E	HS 250h	2512HA	Check Suspension Arm for Looseness	0.4 hr/vehicle
		2512HB	Suspension Arm Loose - Replace 1 Side	2.0 hr/vehicle
		2512HC	Suspension Arm Loose - Replace 2 Sides	2.2 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The flat rate times for Op. Codes 2512HB and 2512HC include the necessary time to perform a vehicle alignment adjustment.
- Rental Car: Use "RT" sublet type for Op. Code 2512HB and 2512HC. In the event the rear suspension arm is not available, a customer rental car is available for a maximum of 3 days at a maximum rate of \$45 per day.

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 interim notification 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 (C2E Interim Notice)
2010 Model Year Lexus HS 250h Vehicles
Rear Lower Suspension Arm No.1-Q&A

Background

As previously announced on August 1, 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 is currently working on developing the remedy for this condition. In the meantime, Lexus will mail an interim notice to owners of vehicles covered by this Safety Recall.

Interim Owner Notice

Lexus is currently working on developing the remedy for this Safety Recall. In the meantime, to assure transparency with owners, Lexus will mail an *interim* owner notification in late September, 2012.

The *interim* owner notification letter will advise owners: (1) of this Safety Recall, (2) of the fact they will receive a future notice once the remedy is available, and (3) of interim inspection.*What to do if the driver experiences an abnormal noise from the rear of the vehicle or if they have previously had a 4-wheel alignment performed.

**Please note that the interim inspection does not complete this Safety Recall. Customers will still need to return to the dealer to have the remedy completed once it becomes available.*

The following information is provided to assist in responding to customer inquiries only

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 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.

Q2: What is the cause of condition?

A2: 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.

Q3: Are there any warnings that this condition may occur?

A3: Yes, if the Rear Tie Rod has become 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: What is Lexus going to do?

A4: **Lexus is currently working on preparing the remedy.** Once the remedy is available, we will notify owners again.

The *interim* owner notification letter will advise owners: (1) of this Safety Recall, (2) of the fact they will receive a future notice once the remedy is available, and (3) of interim inspection.*What to do if the driver experiences an abnormal noise from the rear of the vehicle or if they have previously had a 4-wheel alignment performed.

**Please note that the interim inspection does not complete this Safety Recall. Customers will still need to return to the dealer to have the remedy completed once it becomes available.*

Once the remedy is available, Lexus will send a second owner notification by first class mail advising owners to make an appointment with his/her authorized Lexus dealer to have the remedy performed at **NO CHARGE**.

Q4a: When does Lexus anticipate the remedy will be available?

A4a: Lexus anticipates it will take several weeks to prepare the remedy.

Q4b: What if this condition occurs before the remedy is available?

A4b: If this condition occurs before the remedy is available, the owner should contact an authorized Lexus dealership for diagnosis and an appropriate repair as soon as possible. If the problem is related to the identified condition, the repair will be performed at **no charge**.

Q4c: *What if a customer previously had a 4-wheel alignment performed?*

A4c: If the customer has previously had a 4-wheel vehicle alignment performed, we ask that the customer make an appointment with his/her authorized Lexus dealer to have the interim inspection performed.

Q4d: *If components are replaced during the interim will the customer need to return for the remedy?*

A4d: Yes, the interim inspection does not complete this Safety Recall. Customers will still need to return to the dealer to have the remedy completed once it becomes available.

Q5: *Which and how many Lexus vehicles are covered?*

A5: There are approximately 18,000 Lexus HS 250h vehicles and 760,000 Toyota RAV4 vehicles covered by this Safety Recall in the U.S.

Model Name	Model Year	Production Period	Number of Vehicles (Approx.)
HS250	2010	July, 2009 through Late August, 2010	18,000
RAV4	2006 to Early 2011	October, 2005 through Early September, 2010	760,000

Q5a: *Are there any other Lexus or Toyota vehicles covered by this Safety Recall?*

A5a: No. There are no other Lexus or Toyota models covered by this Safety Recall.

Q6: *What if a customer has previously paid for repairs to their vehicle for the condition described above?*

A6: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q7: *What if a customer is not willing to drive the vehicle until the remedy has been completed?*

A7: For customers who have not experienced this condition but do not feel comfortable driving the vehicle

- We request that dealers work with the customers and answer any questions they may have based on the information in these Q&As.
- In the event the customer's concerns are not alleviated, on a case-by-case basis, please refer the customer to the Customer Assistance Center.

The Lexus Customer Assistance Center can be reached 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.

**Certain 2010 Model Year Lexus HS 250h Vehicles
Rear Lower Suspension Arm No.1
SAFETY RECALL NOTICE (*Interim Notice*)**

DRAFT

INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is ready.

[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 certain 2010 model year HS 250h vehicles.

The purpose of this letter is to explain what the recall is about and to keep you informed of Lexus' implementation plan. We are currently making preparations to implement the Safety Recall remedy. **We will send you another notification when the remedy is available.**

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, rust may form on the arm. If this occurs, threads may wear, causing the arm to separate, which could result in the loss of vehicle control, increasing the risk of a crash.

What should you do in the *interim*?

We appreciate your patience while we prepare the remedy. In the meantime, ***if you experience an abnormal noise from the rear of the vehicle or if you previously had a 4-wheel alignment performed*** we ask that you make an appointment with your authorized Lexus dealer to have the Rear Lower Suspension Arm No.1 inspected. If it is found to be loose the Rear Lower Suspension Arm No.1 will be replaced at **NO CHARGE** to you. ***Please note that you will still need to return to the dealer to have the remedy completed once it is available.***

You will receive a second owner notification letter when the remedy is available.

If you would like to update your vehicle ownership or contact information, please go to 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 repairs to your vehicle for this specific condition prior to receiving this letter, we will provide you instructions for reimbursement consideration in the second owner letter once the remedy preparations are completed.

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,

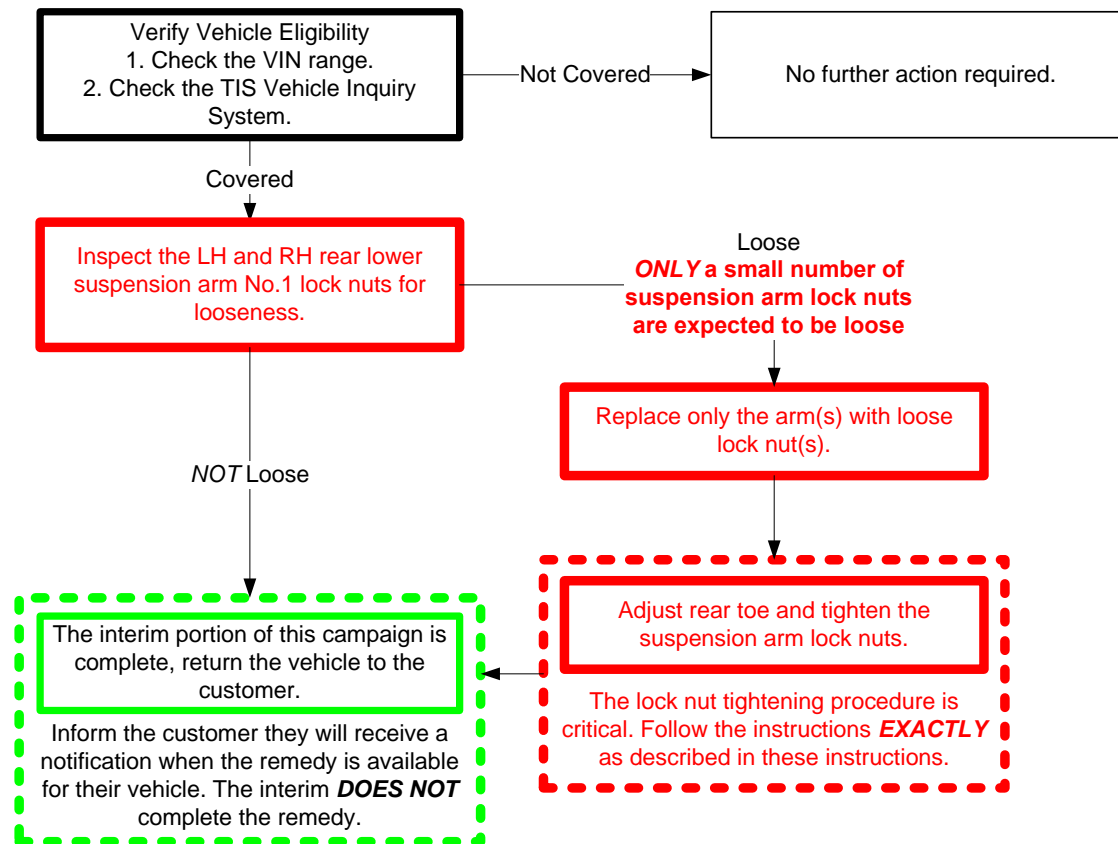
LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE

INTERIM TECHNICAL INSTRUCTIONS
FOR
SAFETY RECALL CLE **INTERIM C2E**
REAR LOWER SUSPENSION ARM No.1
CERTAIN 2010 MODEL YEAR HS250h

ONLY PERFORM THE INTERIM CAMPAIGN UPON CUSTOMER REQUEST

I. OPERATION FLOW CHART



II. PREPARATION

A. PARTS

Part Number	Part Description	Quantity
04002-36112	Suspension Arm 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 dealer ordering solutions (DOS), for details refer to the dealer letter.**

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. 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.

IV. IDENTIFICATION OF AFFECTED VEHICLES

A. COVERED VIN RANGE

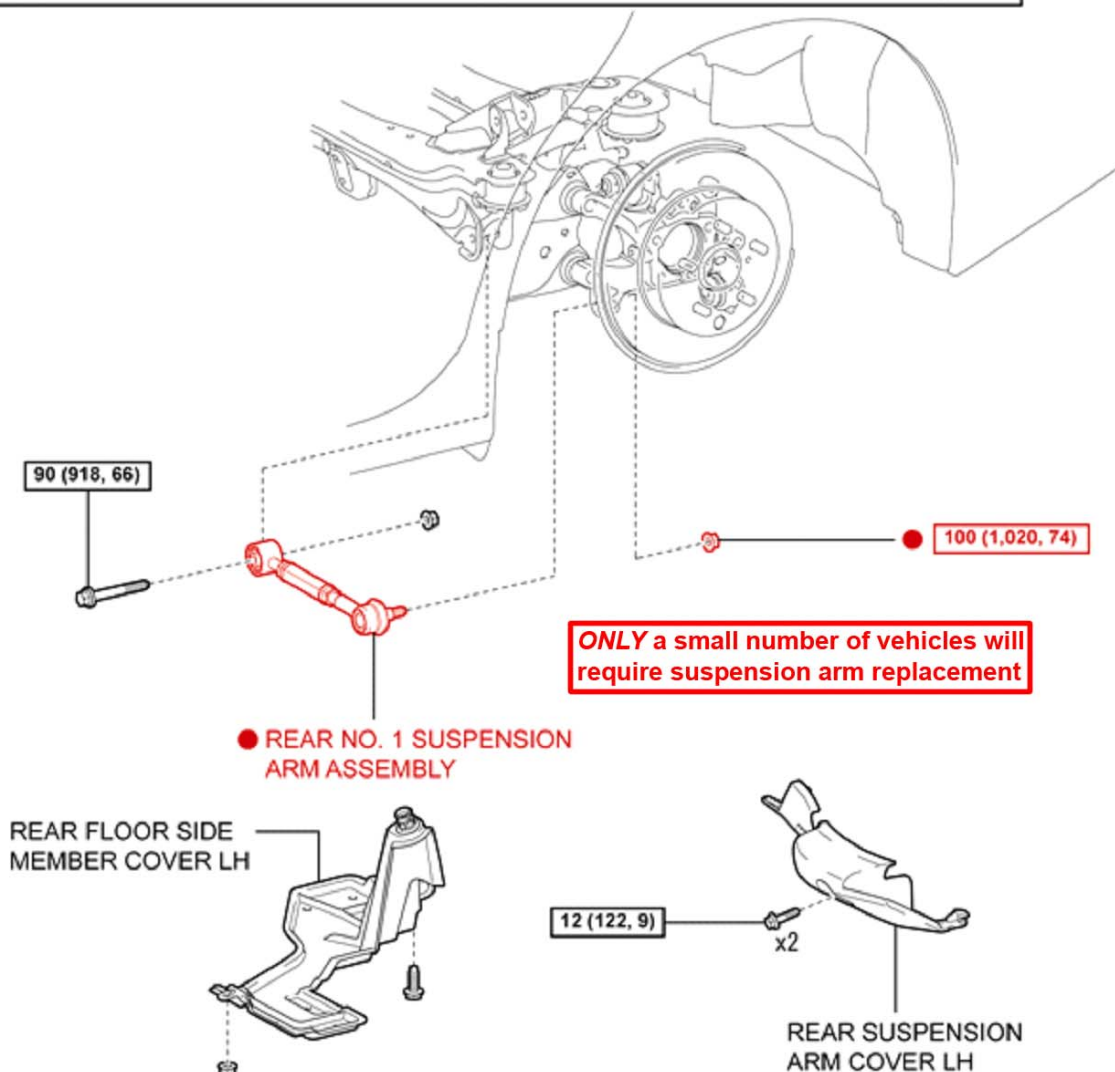
WMI	Year	VDS Range	
		VDS	Range
JTH	2010	BB1BA	A2000193-A2040350

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.

V. COMPONENTS

LH side components are shown as an example



● Replacement part

N*m (kgf*cm, ft*lb) : Specified torque

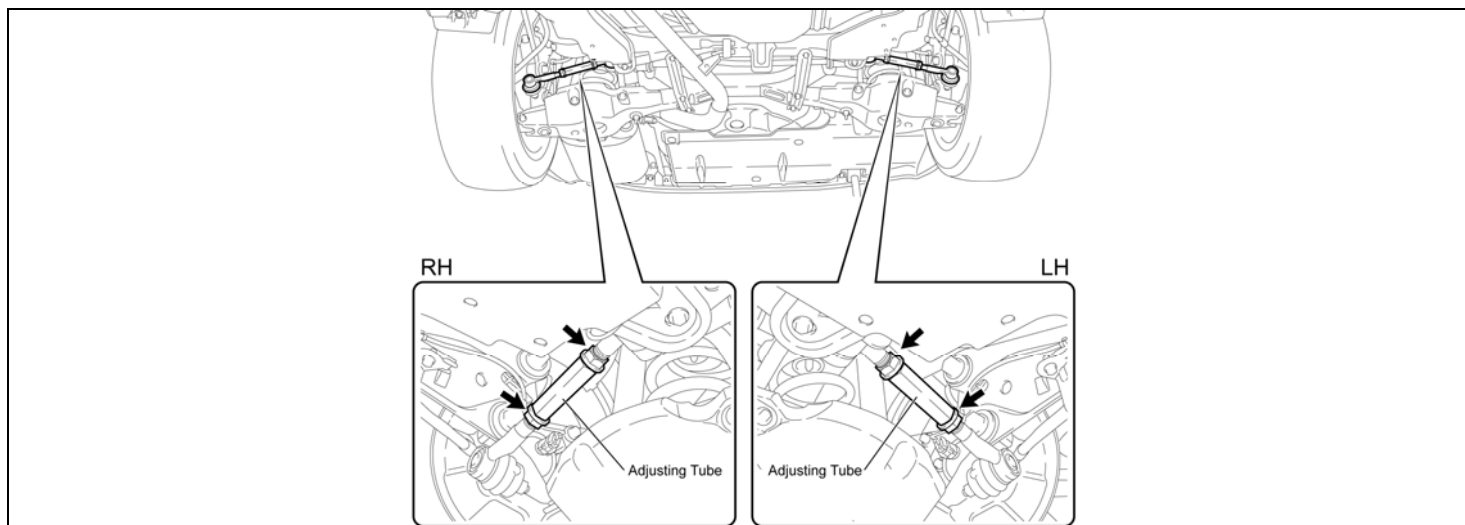
VI. REAR LOWER SUSPENSION ARM No.1 INSPECTION

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.



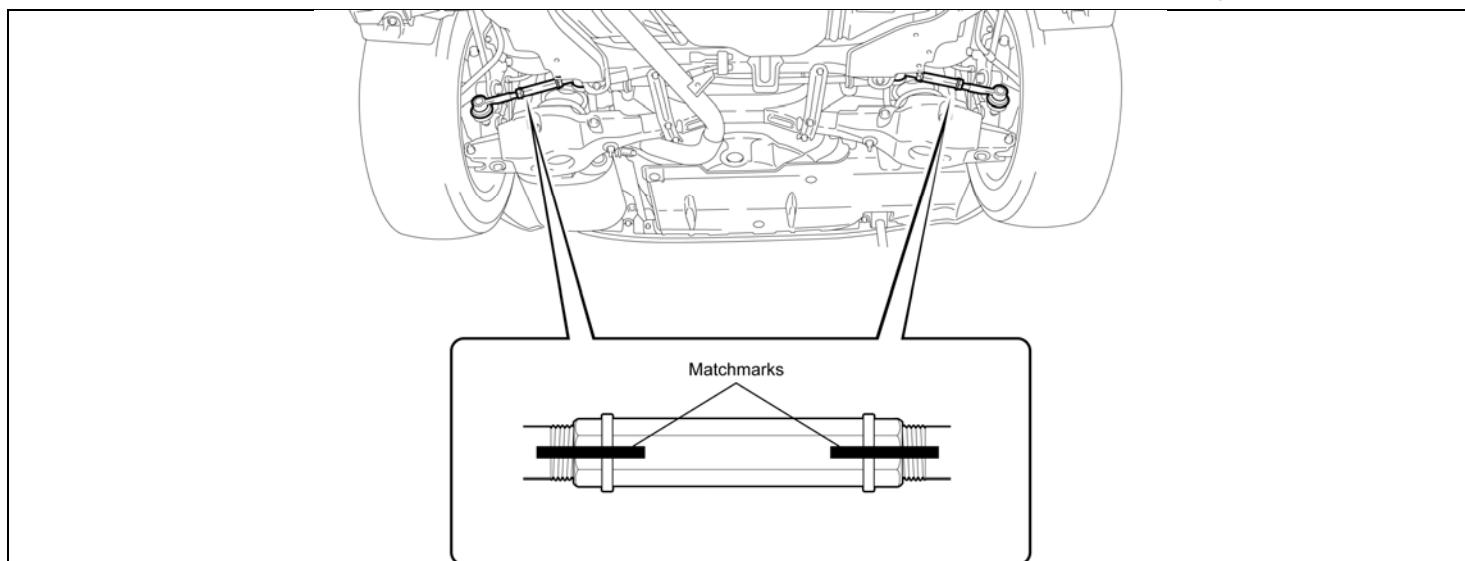
- **ONLY** replace the suspension arm(s) if looseness is found.
- The arm(s) not found loose must also be checked using a torque wrench as described in steps 2-4.



CONDITION	ACTION REQUIRED
Loose	Replace the suspension arm(s) with looseness. Refer to TIS for instructions on suspension arm replacement. NOTE: <ul style="list-style-type: none">• 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 3. 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 2**.
- 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)

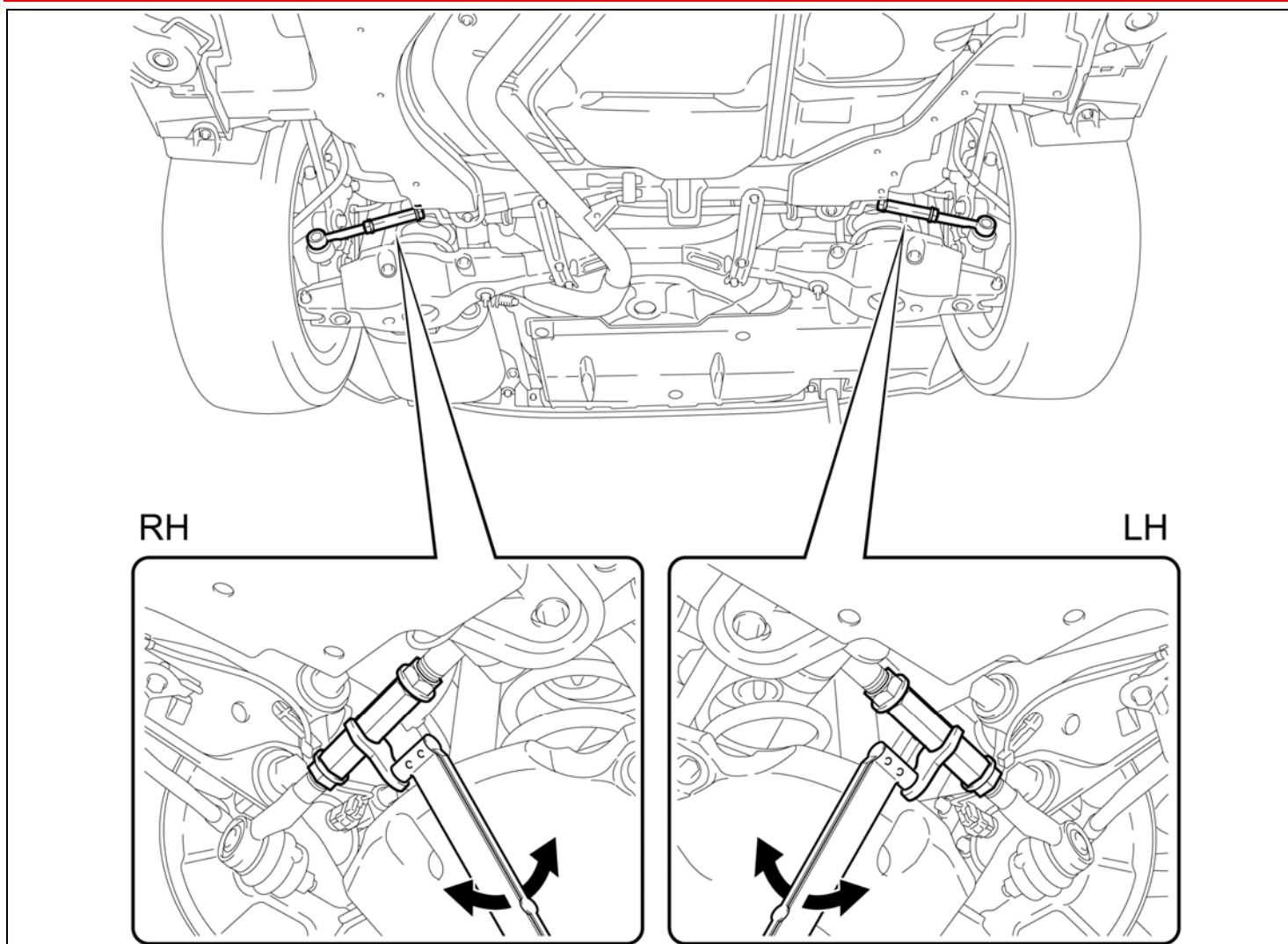
- Check for looseness in the adjusting tube using a torque wrench.
- Apply the specified torque to the adjusting tube in both directions. Check the arms that were not previously found loose during **STEP 1**. Inspect the match-marks to see if they become misaligned.

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.



- 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	<p>Replace the suspension arm(s) with looseness. Refer to TIS for instructions on suspension arm replacement.</p> <p>NOTE:</p> <ul style="list-style-type: none"> 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 5. CHECK THE OUTBOARD LOCK NUT FOR LOOSENESS

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

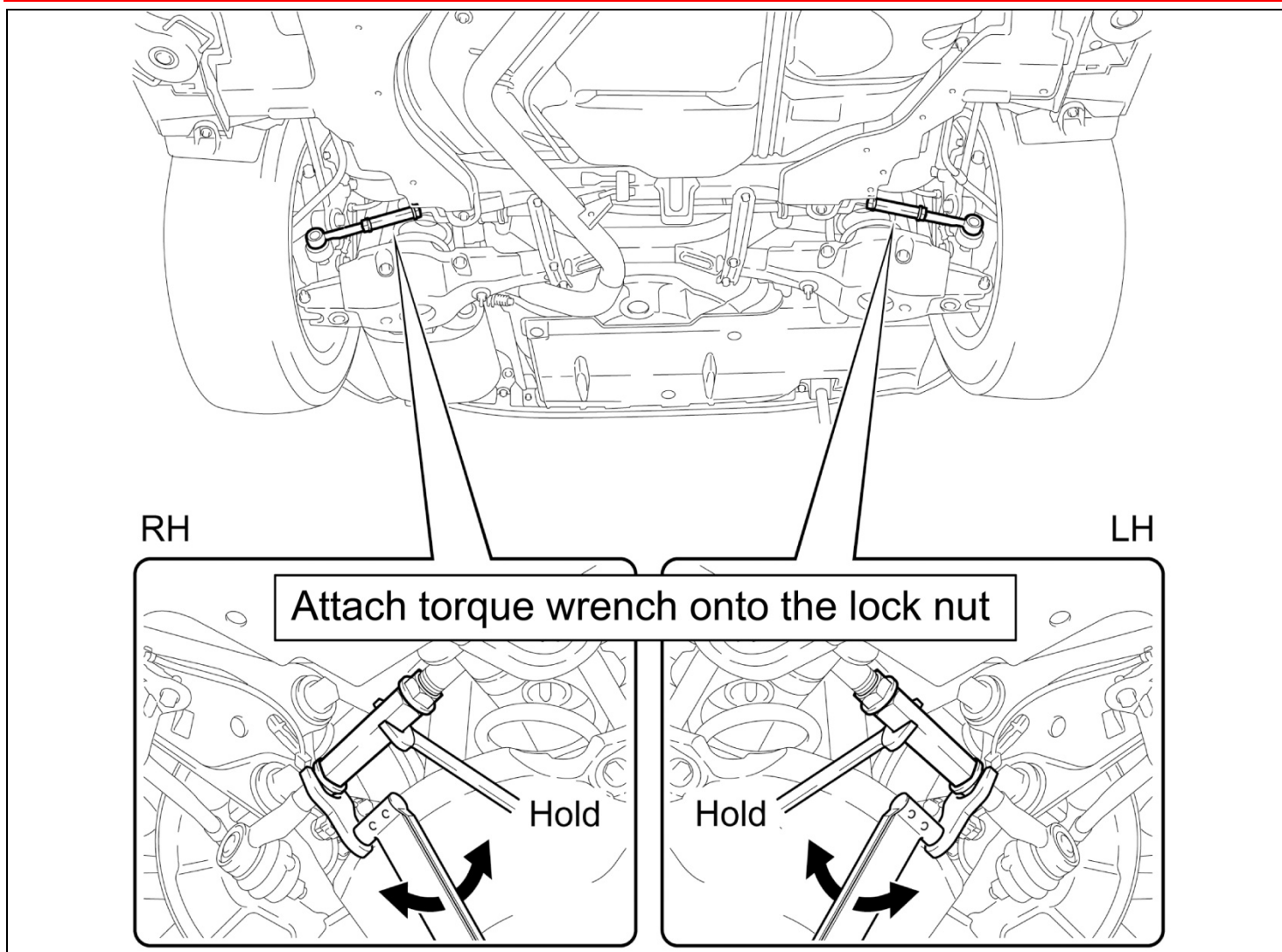
- While holding the adjusting tube with a wrench, check for looseness in the outboard lock nut using a torque wrench with a 22mm crowfoot attached.
- Apply the specified torque to the lock nut in both directions. Check the arms that were not previously found loose during **STEPS 1-3**. Inspect the match-marks 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.



- 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	<p>Replace the suspension arm(s) with looseness. Refer to TIS for instructions on suspension arm replacement.</p> <p>NOTE:</p> <ul style="list-style-type: none"> 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	The interim portion of this campaign is complete. Return the vehicle to the customer



Only perform this section if the suspension arm was found loose and replaced. If no suspension arm was found loose and replaced, the interim portion of this campaign is complete.

VII. SUSPENSION ARM ADJUSTMENT AND LOCK NUT TIGHTENING

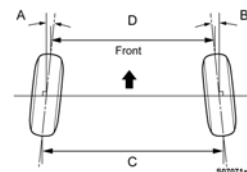
1. ADJUST REAR TOE

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

Specification:

A+B: $0^{\circ}11' \pm 0^{\circ}05'$ ($0.18^{\circ} \pm 0.09^{\circ}$)

C-D: $2.0 \pm 1.0\text{mm}$ ($0.08 \pm 0.04\text{in.}$)



- 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

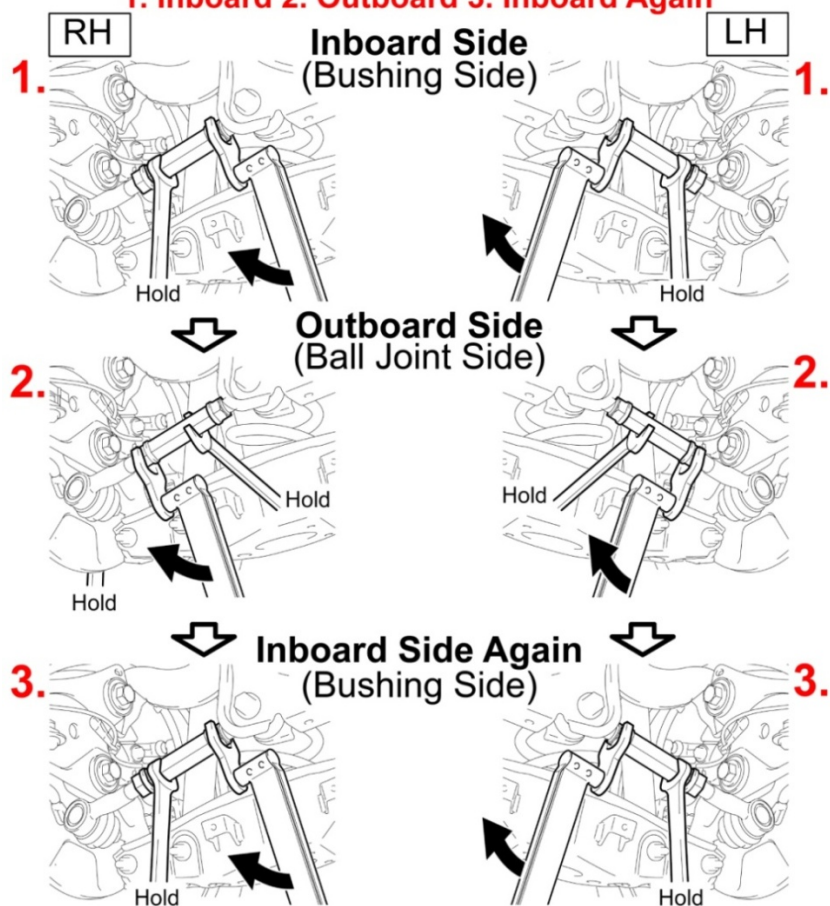
Tightening Sequence: 1. Inboard 2. Outboard 3. Inboard Again

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.

Tightening Sequence:

1. Inboard 2. Outboard 3. Inboard Again



3. TEST DRIVE THE VEHICLE

◀ VERIFY REPAIR QUALITY ▶

- Confirm *ALL* inspection steps are followed *EXACTLY* as described in these instructions
- If a suspension arm is replaced, confirm the lock nut tightening procedure is followed *EXACTLY* as described in these instructions

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

VIII. APPENDIX

A. 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.***