



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

TMS-NTC-12220  
October 2, 2012

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

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

To whom it may concern,

Please find attached, for your records, representative copies of the previously approved Owner Notification Letter for Safety Recall 12V-373 on the following models:

- 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.", is written over a thin horizontal line.

Quality Compliance Assistant Manager

Attachments:

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



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

**INTERIM NOTICE**

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

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

[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](http://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 [www.safercar.gov](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 Division  
 TOYOTA MOTOR SALES, U.S.A., INC.