

TMS-NTC-13218  
September 3, 2013

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

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

To whom it may concern,

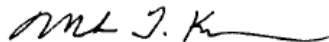
Please find attached the Dealer Re-Notification Letter for Toyota Safety Recall 12V-373 on the following Toyota and Lexus vehicles:

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

We will send a DVD with the video links mentioned in the Remedy Instructions under separate cover due to the size of the video file.

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



August 29, 2013

Subject: Safety Recall CSE - *(Supplement to CLE) - Interim Notice (C3E)*  
2010 Model HS 250h Vehicles  
**REINSPECTOR REQUIRED** - Rear Lower Suspension Arm No. 1

Dear Dealer Principal:

The original remedy for Safety Recall CLE on 2010 Model Year HS 250h vehicles was launched in Mid-November, 2012. **Lexus will be re-notifying all owners covered by Safety Recall CLE to return to the dealership for another inspection and remedy. This supplemental CSE Campaign supersedes Safety Recall CLE. The inspection and remedy that will be completed in this supplemental campaign is different from the original inspection and remedy procedure and must be performed on all applicable vehicles regardless of the completion status of Safety Recall CLE.**

### Background

Safety Recall CLE involved inspecting the right and left Rear Suspension Lower Arm No. 1 ("arm") for looseness. Based upon this inspection, it may have been necessary to replace the arm(s).

Analysis of previously repaired vehicles under this Safety Recall revealed some inspections may not have been adequate and portions of the repair procedure may not have been performed correctly.

Based upon this information, Lexus will be re-notifying all owners covered by Safety Recall CLE. The notification will apologize to customers and inform them that their vehicles may *not* have been inspected or repaired correctly. The letter will request the customer to return to the dealership for a revised inspection and remedy procedure. The revised inspection and remedy will be performed at **No Charge**.

**Lexus is currently preparing the necessary Special Service Tools and Parts to implement the supplemental inspection and remedy. At this time Lexus will send an Interim owner notification to customers advising an interim inspection may be obtained if desired. An additional letter will be sent to owners of affected vehicles when Lexus is ready for the remedy repair. Dealerships will be notified prior to the remedy owner notification starting.**

### C3E Interim Inspection

Some customers may contact dealerships before the remedy is available. Dealerships can assist the customer by performing an interim inspection if requested.

Please note the customer will still need to return to dealership to have the revised remedy performed once it is available.

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

### Owner Interim Letter Mailing Date

The *interim* owner notification will commence in Mid-September, 2013. Customers who receive an interim notice will later receive a remedy notice once the remedy is 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 owner letter to the customer who purchased the vehicle.*

## LCCS Vehicles and Pre-Owned Vehicles in Dealer Inventory

Lexus requests dealers to conduct the interim inspection 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. 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 CSE. Thus, no affected units should be sold or delivered as a CPO vehicle until the Supplemental Safety Recall remedy has been completed on that vehicle.

## Number and Identification of Covered Vehicles

There are approximately 18,000 2010 model year HS 250h vehicles covered by this Supplemental Safety Recall in the U.S.

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

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 the notification, please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

## Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership associates involved in the recall process are required to successfully complete E-Learning course **LSC13A**. A new E-learning course is being developed to explain the important steps of the supplemental inspection and remedy procedure. This E-Learning course will be available for dealer viewing prior to the commencement of the remedy owner notification letter.

To ensure vehicles have the interim inspection performed correctly, **only Lexus Certified and Senior Technicians and above with at least 24 months of Lexus experience and L453 course credit can conduct this repair.**

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

## Interim Inspection Procedure

In the event a customer requests an interim inspection, please refer to TIS for the Technical Instructions.

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

Parts Ordering Information



In the limited cases where the customer has requested an interim inspection and the arm is found to be loose the following part should be ordered.

Orders can be placed through the dealership's facing PDC. The part has been placed on Manual Allocation Control (MAC). If your dealership needs to order this part please send your DSPM an e-mail with the following information. Upon his/her review and approval the request will be forwarded to Lexus to coordinate release of the part.

- Subject Line: "C3E MAC Release Request P/N 04002-36112"
- Dealer Code
- Facing PDC
- Part Number
- Quantity
- Order Reference Number
- Order Date
- Description of the Condition
- Contact Person and Phone Number

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.

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

Reimbursement for Interim Inspection

The following operation code is to be used for inspections *performed at the owner's request* during the interim phase.

Model	Op. Code	Description	Flat Rate Hour
HS250h	3506JA	Perform Interim Inspection at Customer Request	0.4 hr/vehicle
	3506JB	Perform Interim Inspection at Customer Request - Replace 1 Arm and Perform Alignment	2.0 hr/vehicle
	3506JC	Perform Interim Inspection at Customer Request - Replace 2 Arms and Perform Alignment	2.2 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The flat rate time for alignment is included in op codes 3506JB, and 3506JC.

## 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 Cindy Knight (310) 468-2170 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 notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Enclosures

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



Safety Recall CSE - (Supplement to CLE) - Interim (C3E)  
2010 Model Year HS 250h RAV4 Vehicles  
Rear Lower Suspension Arms (No.1)  
**RE-INSPECTION REQUIRED**

## Customer Frequently Asked Questions

Published Mid-August, 2013

### Background

The original remedy for Safety Recall CLE on 2010 Model Year HS 250h vehicles was launched in Mid-November, 2012. Lexus will be re-notifying *all owners* covered by Safety Recall CLE to return to the dealership for a revised inspection and remedy procedure. Lexus is currently preparing the necessary Special Service Tools and Parts to implement the supplemental inspection and remedy procedure. At this time Lexus will send an Interim owner notification to customers advising an interim inspection may be obtained if desired. An additional letter will be sent to owners of affected vehicles when Lexus is ready for the remedy repair.

### Q1: Why is Lexus conducting a supplemental recall for CLE?

A1: Analysis of previously repaired vehicles under this Safety Recall revealed some inspections may not have been adequate and portions of the repair procedure may not have been performed correctly. Based upon this information, Lexus has revised the inspection and remedy procedures applied to vehicles covered by Safety Recall CLE. To ensure vehicles are properly inspected and repaired, Lexus is requesting *all owners* of vehicles which were covered by Safety Recall CLE to come to the dealership to have the revised inspection and remedy procedure performed.

**We sincerely apologize for any inconvenience this may cause you.**

### Q1a: When available what will the revised inspection and remedy procedure entail?

A1a: Once the revised inspection and remedy is available, Lexus dealers will be requested to inspect the rear lower suspension arms using the newly developed procedure. If any rust is found on the internal threaded portion of the arm(s), the arm will be replaced. After the inspection or replacement, the rear suspension alignment will be set and the arms will be sealed with an epoxy. Labels will also be applied stating the arm is no longer adjustable. The above actions will be performed at **NO CHARGE** to the customer. Additionally, if Safety Recall CLE was previously completed, the dealer will discard the warning labels, clips, and owner's manual supplement previously provided.

### Q1b: What is the purpose of the epoxy?

A1b: The epoxy is being applied to make the arm non-adjustable and prevent future improper servicing. The epoxy will also seal the arm, preventing water from entering and causing the formation of rust.

### Q1c: How will I have my alignment adjusted in the future?

A1c: During the remedy repair Lexus will set the rear alignment of your vehicle to the proper specification. Future vehicle alignment adjustment and steering wheel centering will be performed using the front wheel adjustments only. This is similar to many other vehicles. If the rear wheel alignment shifts out of specification, rear suspension arms or other components may need to be replaced.

### Q2: What is the condition?

A2: The Rear Lower Suspension Arm No.1 Assemblies ("arm") are currently adjustable. 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 can develop at the threaded portion of the arm. This backlash can

lead to the formation of rust on the threads. If this occurs, threads could wear, causing the arm to separate, which could result in the loss of vehicle control and a crash.

***Q3: What should I do if I received an interim owner letter?***

A3: At this time Lexus is currently preparing the necessary Special Service Tool and Parts to implement the supplemental inspection and remedy. We appreciate your patience while we make these preparations. In the meantime, if you would like to have an interim inspection\* performed, please contact your local authorized Lexus dealer.

*\*You will still need to return to the dealership to have the revised inspection and remedy procedure performed when it is available for your state.*

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

***Q4: Are there any warnings that this condition has occurred?***

A4: Yes, if the Rear Suspension Arm No. 1 becomes loose, the driver may notice an abnormal noise from the rear of the vehicle.

***Q4a: What should I do if they hear an abnormal noise from the rear of the vehicle?***

A4a: If you hear an abnormal noise from the rear of the vehicle, you should contact any authorized Lexus dealer for diagnosis, and if applicable, repair. If the condition is related to this Safety Recall the repair will be performed at **no charge** to you.

***Q5: Which and how many vehicles are covered by Supplemental Safety Recall CSE?***

A5: There are approximately 18,000 Lexus HS 250h vehicles covered by this Supplemental 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

***Q5a: Are there any other Toyota or Lexus vehicles covered?***

A5a: Yes, there are approximately 760,000 Toyota 2006 to Early 2011 Model Year RAV4 Vehicles covered by a Supplemental Safety Recall.

***Q6: What if I have additional questions or concerns?***

A6: 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 Arms (No.1)  
SAFETY RECALL NOTICE (*Interim Notice*)**

**INTERIM NOTICE**

We are currently preparing the revised remedy procedure. We will notify you again when the remedy is available.

**REVISED REMEDY PREPARATIONS IN PROGRESS**

[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. As previously advised, Lexus has decided that a defect, which relates to motor vehicle safety, exists in 2010 Model Year HS250h vehicles.

**Several months ago Lexus initiated a Safety Recall on these vehicles (Safety Recall #CLE). Since then, it was discovered that some inspections were not adequate and portions of the repair procedure may not have been performed correctly. To ensure vehicles covered by this Safety Recall are repaired correctly, Lexus has developed a revised inspection and remedy procedure. This new Safety Recall (#CSE) supersedes CLE.**

**Lexus is currently preparing the necessary resources for the revised remedy; we will notify you again when the revised inspection and remedy procedure is available.**

**EVEN IF YOU HAVE HAD THE PREVIOUS RECALL COMPLETED, YOU WILL NEED TO RETURN YOUR VEHICLE TO A LEXUS DEALER FOR THE NEW RECALL REPAIR WHEN IT BECOMES AVAILABLE. IF YOU DID NOT HAVE THE PREVIOUS RECALL COMPLETED, OR ARE NOT SURE, WE WILL NOTIFY YOU AGAIN WHEN YOU CAN BRING YOUR VEHICLE TO A LEXUS DEALER TO HAVE THE RECALL REPAIR COMPLETED.**

**We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.**

**What is the condition?**

The Rear Lower Suspension Arm No.1 Assemblies ("arm") are currently adjustable. 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 can develop at the threaded portion of the arm. This backlash can lead to the formation of rust on the threads. If this occurs, threads could wear, causing the arm to separate, which could result in the loss of vehicle control and a crash.

**What should you do in the Interim?**

We appreciate your patience while we make remedy preparations. In the meantime, if you experience an abnormal noise from the rear of your vehicle, we ask that you make an appointment with your local authorized Lexus dealer to have an Interim Inspection performed. *You will still need to return to the dealer to have the revised inspection and remedy completed once it is available.*

**You will receive a second owner notification when the revised inspection and remedy procedure is available.**

**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](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 and set up an appointment to perform the repair when it becomes available.***
- You can find additional information and locate a Lexus dealer in your area by going online and visiting [www.lexus.com](http://www.lexus.com).
- 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 revised 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.

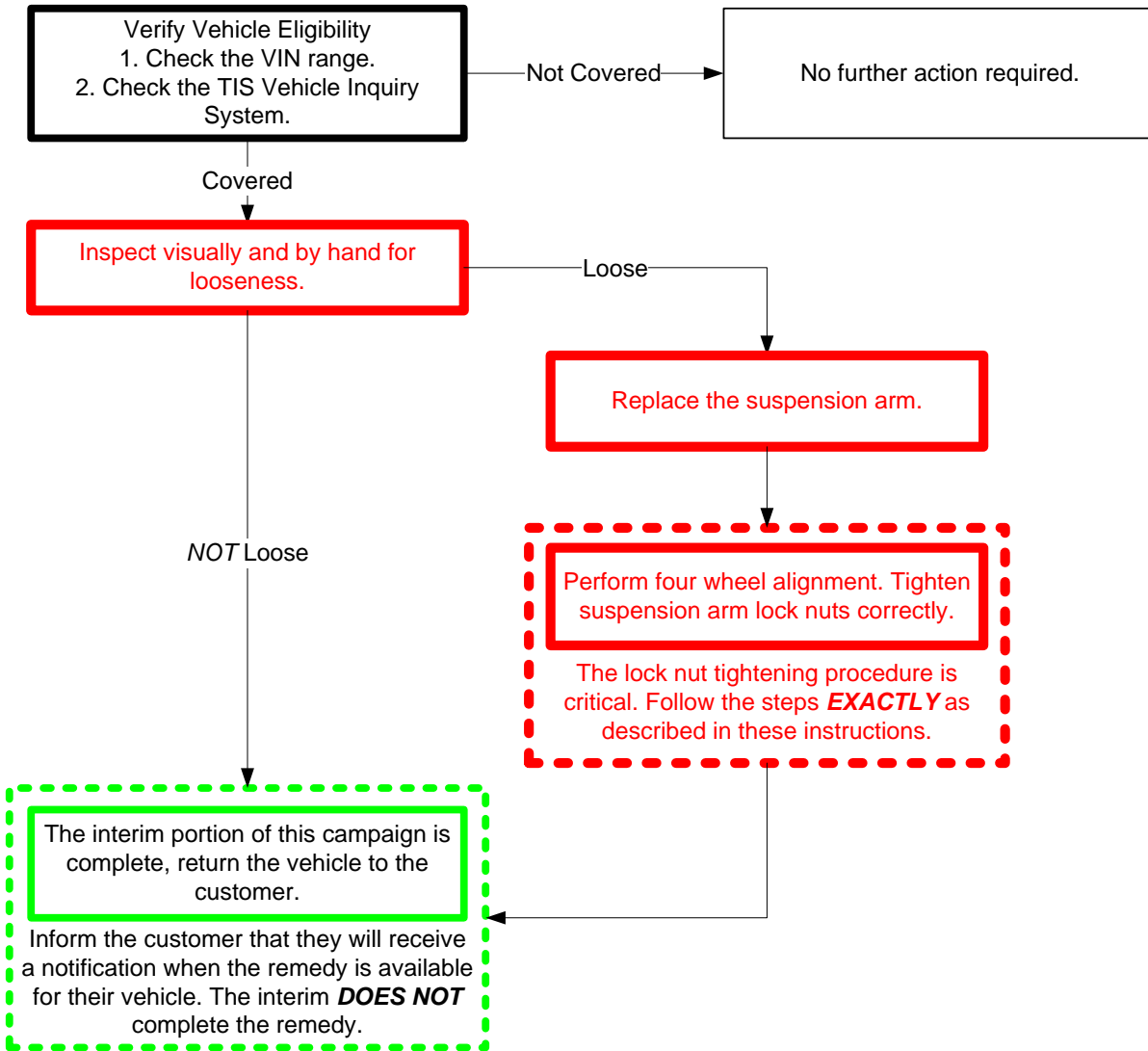
Sincerely,

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

**INTERIM TECHNICAL INSTRUCTIONS**  
**FOR**  
**SAFETY RECALL CLE INTERIM C3E**  
**REAR LOWER SUSPENSION ARM No.1**  
**CERTAIN 2010 MODEL YEAR HS250h**

**Only Lexus Certified and Senior Service Technicians and above with at least 24 months of Lexus experience, L453 course credit can conduct this repair.**

## I. OPERATION FLOW CHART



## II. PREPARATION

### A. PARTS

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

**This part will be replaced based upon inspection, follow these instructions for details.**

### 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

Safety Recall CLE involved inspecting the right and left Rear Suspension Lower Arm No. 1 (“arm”) for looseness. Based upon this inspection, it may have been necessary to replace the arm(s).

Lexus received reports from dealers indicating that some vehicles experienced symptoms of the recalled condition after being inspected or repaired. Upon investigation, it was discovered that some inspections were not adequate and portions of the repair procedure may not have been performed correctly.

Based upon this information, Lexus will be re-notifying all owners covered by Safety Recall CLE. The notification will apologize to customers and inform them that their vehicles may **not** have been inspected or repaired correctly. The letter will request the customer to return to the dealership for a revised inspection and remedy procedure. The revised inspection and remedy will be performed at **No Charge**.

### IV. IDENTIFICATION OF AFFECTED VEHICLES

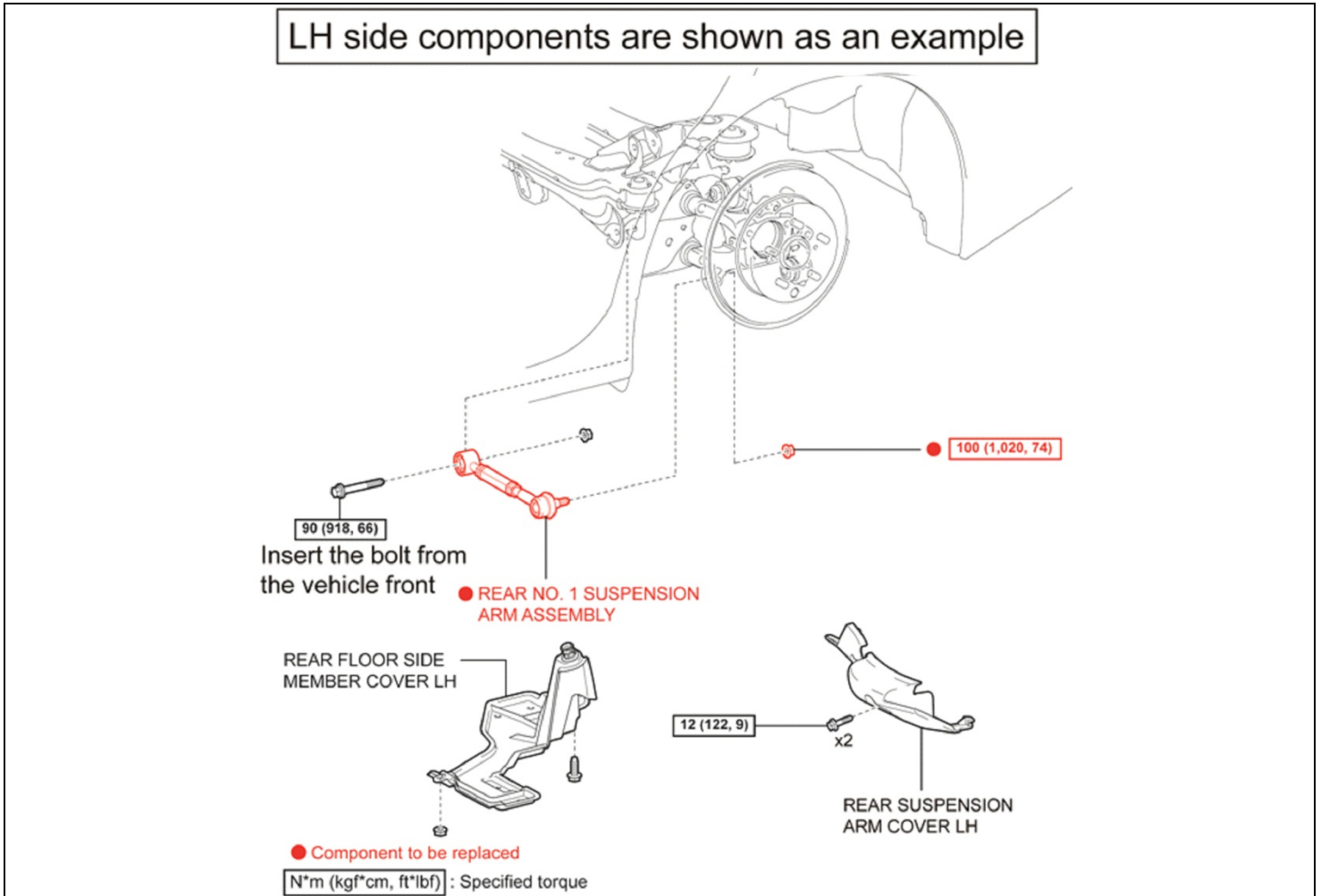
#### A. COVERED VIN RANGE

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



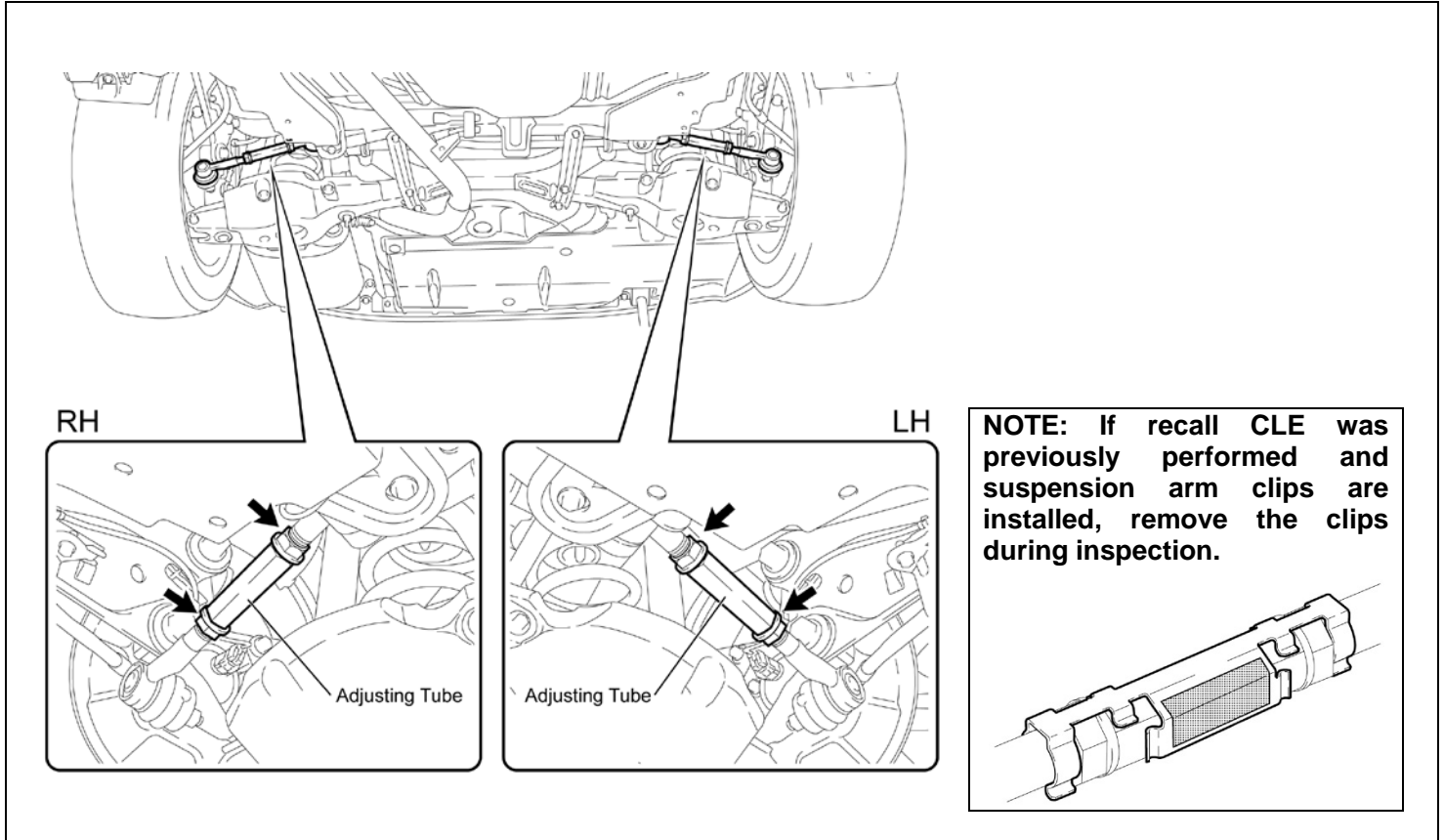
## VI. REAR LOWER SUSPENSION ARM No.1 INSPECTION



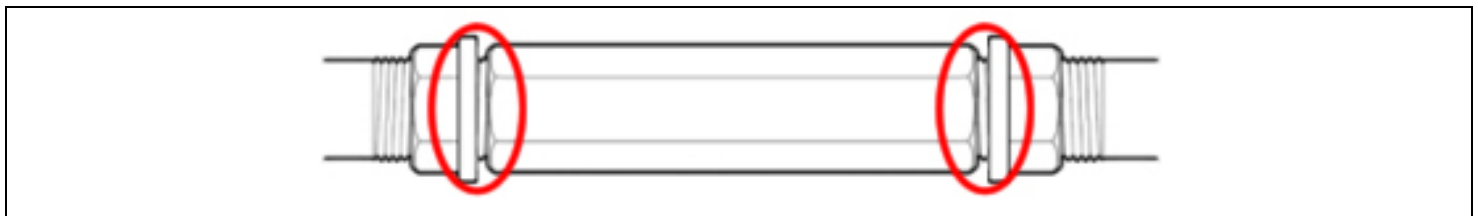
- Replace the suspension arm(s) if:
  - Looseness is found.
  - A gap is visible between the lock nut(s) and adjusting tube.

### 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.



- b) Inspect for a gap between the lock nuts and the adjusting tube.



CONDITION	ACTION REQUIRED
Loose <b>OR</b> Gap	Replace the suspension arm(s) with looseness <b>OR</b> if a gap is found between the lock nut(s) and adjusting tube. Refer to <a href="#">TIS</a> for instructions on suspension arm replacement. <b>NOTE:</b> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Suspension arm adjustment and tightening procedure is critical. After replacing the arm, refer to SECTION VII. in these instructions for this procedure.</li> </ul>
<b>NOT</b> Loose <b>AND</b> <b>NO</b> Gap	The interim portion of this campaign is complete. Return the vehicle to the customer.

## VII. SUSPENSION ARM ADJUSTMENT AND LOCK NUT TIGHTENING

### **ALIGNMENT ONLY REQUIRED IF AN ARM WAS REPLACED**

#### 1. PERFORM FOUR WHEEL ALIGNMENT

- Perform alignment using an alignment machine.
- Test drive the vehicle to confirm the alignment.



- Holding the adjusting steady tube is **CRITICAL** when tightening the lock nuts, if the adjusting tube is not held steady the lock nuts may become loose.
- The alignment **MUST** be performed by the same technician performing the recall. Only one person should perform the entire recall on each vehicle.
- The tightening procedure for these lock nuts is critical, failure to tighten them in the correct order could cause them to become loose.

### 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

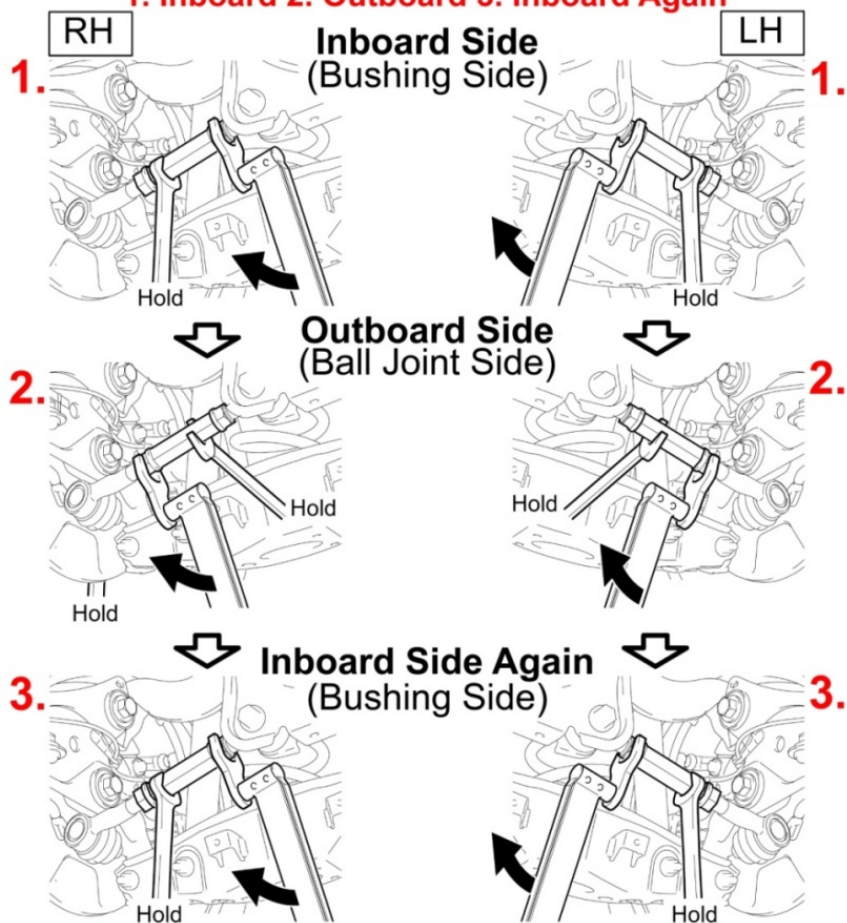
Tightening Sequence: 1. Inboard 2. Outboard 3. Inboard Again

Torque: 41ft. lbf (56N·m)

- Tighten the inboard lock nut. **Hold the adjusting tube steady** and tighten the **inboard lock nut** to the specified torque.
- Tighten the outboard lock nut. **Hold the adjusting tube steady** and tighten the **outboard lock nut** to the specified torque.
- 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



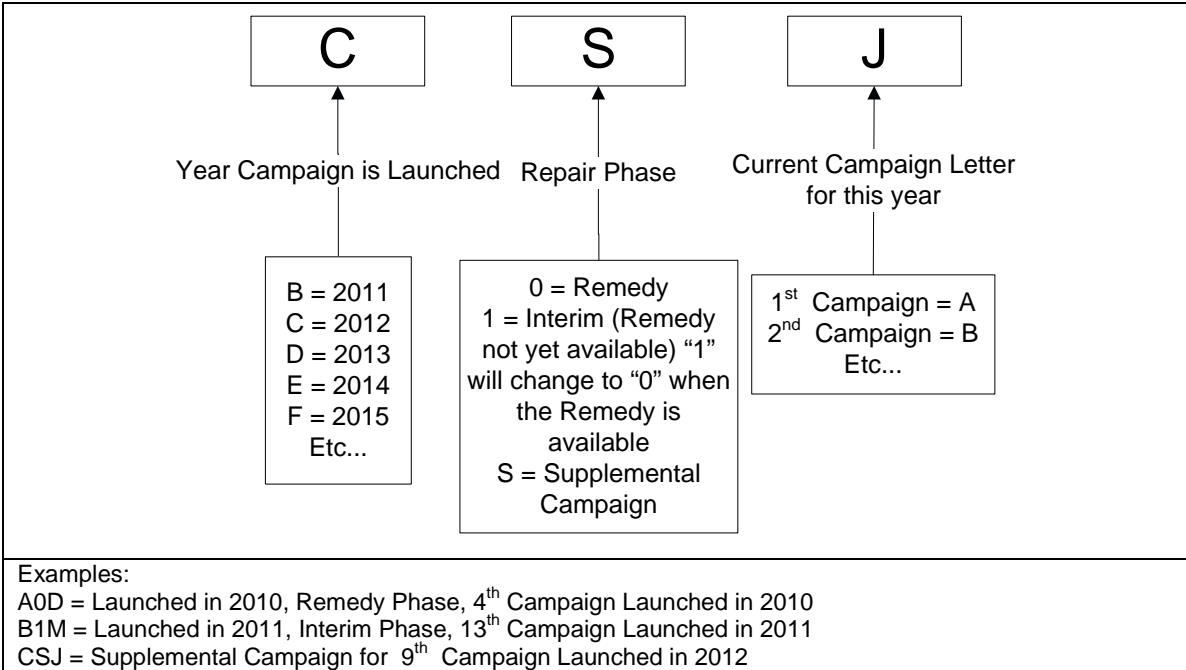
## ◀ VERIFY REPAIR QUALITY ▶

- Confirm **ALL** inspection steps are followed **EXACTLY** as described in these instructions
- Confirm the lock nut tightening procedure is followed **EXACTLY** as described in these instructions if an alignment is performed

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

### VIII. APPENDIX

#### A. CAMPAIGN DESIGNATION DECODER



#### 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.***