

TMS-NTC-12293  
December 5, 2012

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

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

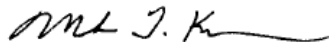
To whom it may concern,

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,



Quality Compliance Assistant Manager

Attachments:

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



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

**URGENT SAFETY RECALL**

This is an important Safety Recall.  
 The remedy will be performed at  
**NO CHARGE** to you.

**2010 Model Year Lexus HS 250h Vehicles**  
**Rear Lower Suspension Arm No. 1**  
**SAFETY RECALL NOTICE (Remedy Now Available)**

[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 HS 250h 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](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 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:

Toyota Motor Sales, U.S.A., Inc.  
 Lexus Customer Assistance, 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.