



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

August 26, 2016

Mr. Cory Hoffman  
Manager  
Toyota Motor Engineering & Manufacturing  
19001 South Western Ave  
Torrance, CA 90501

NEF-150SM  
16V-596

**Subject:** Rear Suspension Arm (Tie Rod) Corrosion

Dear Mr. Hoffman:

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

LEXUS/HS 250 HYBRID/2010  
TOYOTA/RAV4/2006-2011

**Mfr's Report Date:** August 10, 2016

**NHTSA Campaign Number:** 16V-596

**Components:**

SUSPENSION:REAR

**Potential Number of Units Affected:** 337,449

**Problem Description:**

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain model year 2006-2011 Toyota RAV4 vehicles manufactured October 31, 2005, to September 7, 2010, and 2010 Lexus HS250h vehicles manufactured July 6, 2009, to August 26, 2010. The affected vehicles have rear suspension arms (rear tie rods) with adjusting lock nuts that may have been improperly tightened after servicing. As a result of being loose, the arm may have thread damage and may rust, possibly leading to the failure of the arm and an abrupt change in the vehicle's alignment.

**Consequence:**

Failure of the rear tie rod could cause a loss of vehicle control, increasing the risk of a crash.

**Remedy:**

Toyota will notify owners and dealers will replace both rear suspension arms and encapsulate the locknuts, free of charge. The recall is expected to begin September 30, 2016. Owners may contact Toyota customer service at 1-800-331-4331. Toyota's numbers for this recall are G0V for Toyota vehicles and GLK for Lexus vehicles. Note: This recall supersedes recall 13V-383, in which some vehicles were only inspected, sealed, and did not have both arms replaced. The affected vehicles were previously recalled under 13V-383, but did not have both rear suspension arms replaced at that time. Those vehicles need to have both arms replaced as part of this recall remedy.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

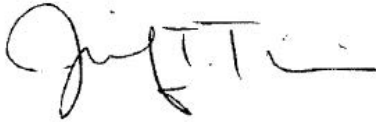
Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement