

**Certain 2010 Model Year HS 250h
Rear Lower Suspension Arm (No. 1) Assemblies
IMPORTANT SAFETY RECALL (Remedy Notice)**

This notice applies to your vehicle: [VIN]
NHTSA Recall No. 16V-596

<p>URGENT SAFETY RECALL This is an important Safety Recall. The remedy will be performed at NO CHARGE to</p>
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Dear Lexus Customer:

This notice is 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.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the background?

This Safety Recall applies to a specific population of 2010 model year HS 250h vehicles involved in Lexus's previous recall related to the Rear Lower Suspension Arm No. 1. The previous recall included the inspection of the suspension arm assemblies for corrosion and, if necessary, replacement of the suspension arm assemblies on the subject vehicles. In some cases, corroded arms may not have been identified and replaced. Moving forward, any vehicle that has not already had both rear lower suspension arms replaced under the previous recall remedy are now included in this new Safety Recall. This includes vehicles not previously returned to a dealer for inspection.

What is the condition?

In the subject vehicles, if the nuts for adjusting rear wheel alignment were improperly tightened when an alignment was performed, rust could form on suspension arm threads. If this occurs, and if the condition is not identified and remedied during servicing or repair under the existing remedy procedure, the threads can wear over time, causing the arm to separate, which could result in a loss of vehicle control, increasing the risk of crash.

What will Lexus do?

Any authorized Lexus dealer will replace both suspension arms, perform an alignment, and encase the suspension arms in epoxy at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Lexus dealer to schedule an appointment to have the remedy performed as soon as possible.

Until then, if you hear an abnormal noise from the rear of the vehicle or have an unstable steering feel, you should contact any authorized Lexus dealer immediately. If the condition is related to this Safety Recall, the repair will be performed at **NO CHARGE** to you.

The remedy will take approximately 3 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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 ownership information to the following address for reimbursement consideration:

Lexus Customer Assistance Center
Lexus, a Division of Toyota Motor Sales, USA, Inc.
19001 S. Western Avenue
L201

SSC/CSP Reimbursements
Torrance, CA 90509

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 to 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>.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.Lexus.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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.