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Toyota Motor Engineering & Manufacturing North America, Inc.

Vehicle Safety & Compliance
Liaison Office
Mail Code: S-104
19001 South Western Avenue
Torrance, CA 90501

August 13, 2012

Ms. Nancy Lummen Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attn: Recall Management Division (NVS-215)
1200 New Jersey Ave, SE
Washington, D.C. 20590

Re: Recall # 12V-373
Certain Toyota RAV4 and Lexus HS250h Rear Suspension Arm No.1 Assembly
Part 573, Defect Information Report

Dear Ms. Lewis:

In connection with the above referenced matter, this supplements Toyota's letter of August 1, 2012.

The affected vehicle VIN range and corresponding number of affected vehicles is indicated below:

Make/ Car Line	Model Year	Manufac- turer	VIN		Production Period	Population
			VDS	VIS		
Toyota/ RAV4	2006 - 2011	TMC	####V	65000004 – 65051264 66000002 – 66022607 75005392 – 75124308 76002895 – 76054737 85015779 – 85215928 86010018 – 86089730 95000103 – 95084189 96000000 – 96049713 9D000101 – 9D021303 A5013774 – A5098459 AD003141 – AD039942 B5027373 – B5098978 BD004782 – BD039852	October 31, 2005 through August 31, 2010	762,489
	2009 - early 2011	TMMC		9W001048 – 9W024120 AW003435 – AW082387 BW008866 – BW082793	October 27, 2008 through September 7, 2010	

Make/ Car Line	Model Year	Manufac- turer	VIN		Production Period	Population
			VDS	VIS		
Lexus/ HS250h	2010	TMC	BB1BA	A2000193 – A2040350	July 6, 2009 through August 26, 2010	18,095

Additionally, the remedy plan is indicated below:

Description of Corrective Repair Action

Toyota will notify vehicle owners to return his/her vehicle to a Toyota/Lexus (“Toyota”) dealership to inspect the arm to ensure both lock nuts are tight. In the event a lock nut is loose, Toyota will replace that arm.

To address future alignments, first, Toyota will provide the proper tightening sequence and torque specification to the two major alignment equipment manufacturers, Hunter and John Beam. The equipment manufacturers will load this information so it will be accessible by technicians using supported Hunter or John Beam alignment equipment that are up-to-date on their software subscriptions.

Second, a clip with an instructional label will be installed on the arm with the proper tightening sequence and torque specification. The instructions will be brought to the technician’s attention, as this clip must be removed by to make any alignment adjustment. Additional larger labels will also be installed on the front and back vertical surfaces of the Left and Right Rear No.2 Suspension Arm Assemblies. These labels are designed to be visible to an alignment technician entering the underbody area from either the forward or rearward openings in the alignment rack.

Finally, Toyota will provide a booklet to the owner to place in the glove box that provides these instructions. The larger labels will include a reference to the booklet in the glove box. Toyota is currently preparing the remedy and will advise the agency of the dealer and owner notification schedule when preparations are completed.

Should you have any questions about this report, please contact me at (310) 468-8551.

Sincerely,



Vinnie Venugopal
General Manager
Toyota Motor Engineering & Manufacturing
North America, Inc.

cc: J. Timian
J. Quandt