



**Toyota Motor Engineering &
Manufacturing North America, Inc.**

Vehicle Safety & Compliance
Liaison Office
19001 South Western Avenue
Torrance, CA 90501

August 10, 2016

Ms. Jennifer Timian
Chief, Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
Washington, D.C. 20590

Re: Toyota and Lexus Safety Recall 13V-383

Dear Ms. Timian:

This confirms a recent conversation you had with Tom Trisdale of Toyota Quality Compliance concerning Recall 13V-383. As discussed, Toyota intends to re-notify owners of the subject vehicles which did not have both rear suspension arm No.1 assemblies replaced during the performance of the above recall and request that they return to a Toyota or Lexus dealer, as applicable, to have both rear suspension arms replaced with new ones and encased in an epoxy. Toyota has identified that this population is 337,449 as outlined in the attached report. The revised population includes:

- (1) vehicles not ever presented for repair or vehicles previously repaired that did not return for the 13V-383 remedy;
- (2) vehicles that did not have both rear arms replaced as part of 13V-383.

We are currently working on a schedule for the re-notification process and will provide this to you at a later date. A draft of the owner letter for this re-notification will also be provided for review and approval.

We understand that NHTSA will assign a new recall number to this amendment. To facilitate this assignment, the amended report will be entered into the agency's portal. To that end, we propose to track and report the completions of the amended population under the newly assigned number, leaving the pre-amendment population under 13V-383.

Should you have any questions about this report, please contact me directly.

Sincerely,

A handwritten signature in black ink that reads "Cory Hoffman". The signature is written in a cursive style with a large, stylized 'C' and 'H'.

Cory Hoffman

Senior Manager

Toyota Motor Engineering & Manufacturing

North America, Inc.

August 10, 2016

AMENDED DEFECT INFORMATION REPORT (13V-383)

1. Vehicle Manufacturer Name:

Toyota Motor Corporation [“TMC”]
1, Toyota-cho, Toyota-city, Aichi-pref., 471-8571, Japan

Toyota Motor Manufacturing Canada Inc. [“TMMC”]
1055 Fountain Street North, Cambridge, Ontario, Canada N3H 5K2

Affiliated U.S. Sales Company:

Toyota Motor Sales, USA, Inc. [“TMS”]
19001 South Western Avenue, Torrance, CA 90501

Manufacturer of Rear Suspension Arm No.1 Assembly:

SOMIC ISHIKAWA INC.
500 Furukawa-cho, Hamamatsu-city, Shizuoka-pref. 435-8560, Japan
Telephone: +81-53-425-2111

Country of Origin: Japan

SOMIC AMERICA, Inc. (Formerly Brewer Automotive Components, Inc.)
6 Baker Boulevard, Brewer, ME 04412
Telephone: +1-207-989-1759

2. Identification of Involved Vehicles and Affected Components:

Based on production records, we have determined the involved vehicle population as in the table below.

Make/Car Line	Model Year	Manufacturer	Production Period
Toyota / RAV4	2006 – 2010	TMC	October, 2005 through August, 2010
	2009 – early 2011	TMMC	October, 2008 through September, 2010
Lexus/ HS250h	2010	TMC	July, 2009 through August, 2010

Part Number	Applicability	Part Name	Component Description
48710-0R010 48710-42020	RAV4	Arm Assembly, Rear Suspension No. 1	Rear Tie Rod
48710-12270	HS250h		

- (1) Although the involved vehicles are within the above Production Period range, not all vehicles in this range were sold in the U.S.
- (2) No other Toyota or Lexus vehicles sold in the U.S. use the same Rear Suspension Arm No.1 Assembly as the subject vehicles.
- (3) Vehicles subject to 13V-383 that received the replacement of both rear suspension arms already received the remedy outlined in this report and are thus completed. These completions have been or will be reported under 13V-383.

3. Total Number of Vehicles Potentially Involved:

Toyota RAV4: 329,043
 Lexus HS250h: 8,406
 Total: 337,449

Note: These numbers include vehicles which have not received the remedy under recall 13V-383.

4. Percentage of Vehicles Estimated to Actually Contain the Defect:

Unknown

5. Description of Problem:

In the Rear Suspension Arm No.1 Assembly (hereinafter called “arm”) of the subject vehicles, if the nuts for adjusting the rear wheel alignment are improperly tightened when the alignment is performed in the field, backlash may develop at the threaded portion of the arm (shaft and turn-buckle), followed by the formation of rust. If this condition occurs, and if the inspection and repair procedure is not properly followed under the existing remedy, the threads may wear over time, causing the arm to separate, which could result in loss of vehicle control and increase the risk of a crash.

6. Chronology of Principal Events:

August 2012

Toyota initiated a safety recall (12V-373) for certain Toyota RAV4 and Lexus HS250h vehicles related to the potential separation of the arm.

May 2013

Toyota informed NHTSA of its intention to re-notify owners of vehicles who had already presented their vehicles for repair under Recall 12V-373, to return to a Toyota/Lexus dealer to confirm at a minimum that the remedy of the recall was applied correctly. Toyota enhanced its inspection procedures and also included an epoxy coating of the arm to prevent adjustment and potential loosening of the nut. NHTSA subsequently assigned this action to 13V-383.

July 2015

Toyota discussed with members of Recall Management Division at NHTSA reports of post-remedy arm separation. Toyota reviewed VOQs provided by the Agency, alleging arm separation, and identified that the cases primarily related to corrosion of the arm mounting bolts, corrosion of the turn-buckle, and an inability of the customer to have a wheel alignment performed on the vehicle. Based on this assessment, Toyota enhanced its technical instruction to dealers and reviewed the revised instruction with the Agency.

Late 2015

Subsequent to discussions with the Agency, Toyota’s regional offices conducted on-site re-training for all Toyota dealers on the inspection and repair procedures associated with 13V-383. The training reinforced technician skill level expectations for performing the recall remedy. In addition, Toyota initiated a process confirmation review at dealers which performed the remedy on cases where alleged post-remedy arm separation occurred.

Late 2015 ~ July 2016

Toyota continued to sporadically receive reports of arm separation after remedy under 13V-383. Toyota recovered parts from these cases and found that one or both suspension arms were not replaced during the recall remedy. Corrosion was found inside the adjusting turn-buckle and threads of the separated arms. Toyota concluded that dealer technicians may not have properly followed the inspection procedure or appropriately identified the rust condition during the completion of 13V-383.

August 4, 2016

Based on the results of the above investigation, Toyota decided to change the remedy so that, to the extent not previously replaced, both of the rear suspension arm No.1 assemblies would be replaced on the subject vehicles with new ones at no cost; no inspection will be involved. The epoxy coating indicated in the remedy for 13V-383 remains unchanged.

As of July 22, 2016, based on a diligent review of records, Toyota's best engineering judgment is that, since the remedy change associated with 13V-383, there are 52 Toyota Field Technical Reports and 18 warranty claims linked to the performance of the 13V-383 remedy, and 29 unverified warranty claims that have been received from U.S. sources that relate to, or may relate to, this condition and which were considered in the decision to submit this Report.

7. Description of Corrective Repair Action:

For all involved vehicles, Toyota and Lexus dealers will replace both of the rear suspension arm No.1 assemblies with new ones at no cost. In addition, all of the rear suspension arms will then be encased in an epoxy to prevent future adjustment and potential loosening of the nut.

Reimbursement Plan for pre-notification remedies

The owner letter will instruct vehicle owners who have paid to have this condition remedied prior to this campaign to seek reimbursement pursuant to Toyota's General Reimbursement Plan.

8. Recall Schedule:

Notifications to owners of the affected vehicles will occur by late September 2016. A copy of the draft owner notification letter will be submitted as soon as available.

9. Distributor/Dealer Notification Schedule:

Notifications to distributors/dealers will be sent on August 11, 2016. Copies of dealer communications will be submitted as they are issued.

10. Manufacturer's Campaign Number:

Toyota: GOV

Lexus: GLK