



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 14, 2017

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

NEF-150SM  
17V-415

**Subject:** Loose Lock Nut May Cause Tie Rod Separation

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/ES350/2017

**Mfr's Report Date:** June 29, 2017

**NHTSA Campaign Number:** 17V-415

**Components:**

STEERING:LINKAGES:TIE ROD ASSEMBLY

**Potential Number of Units Affected:** 1,761

**Problem Description:**

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2017 Lexus ES350 vehicles. The right-hand side tie rod lock nut may loosen over time.

**Consequence:**

If the lock nut loosens, the tie rod may separate causing a loss of steering and increasing the risk of a crash.

**Remedy:**

Toyota will notify owners, and dealers will inspect the lock nut and, if it is found loose, replace the lock nut, steering gear assembly, and tie rod assembly, free of charge. The recall is expected to begin on July 17, 2017. Owners may contact Toyota customer service at 1-800-331-4331. Toyota's number for this recall is HLC.

**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).

We have received Toyota's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

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