

From: "Simoneaux, Steve" <Steve.Simoneaux@setoyota.com>

Sent: 1/18/2010 6:38 AM

To: [-] <george_morino@toyota.com>

Cc: [-] <mark_kubota@toyota.com>; "Fleeger, Kevin" <Kevin.Fleeger@setoyota.com>; "Adams, Dave" <Dave.Adams@setoyota.com>; "Natour, Ray" <Ray.Natour@setoyota.com>; "Ozzello, Steve" <Steve.Ozzello@jmfamily.com>

Bcc: [-]

Subject: 90L Status

George,

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We have completed nearly all of the 90L Operations training in SET with just a few more sessions early this week and we will be done. The Technical training was completed 2 weeks ago with over 550 Techs trained. During our Operation Training, the dealers are all wondering when the repair will all begin for Camry and hence the reason for this email. Can you provide a status update on the 90L?

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When are the Special Service Tools going to be shipped to the dealers?
When will the Campaign technical instructions/warranty claim information be sent to the dealers?
When will the first mailing of the customer letters begin?
Any other information that you can share.

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Thanks,

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Steve Simoneaux
Regional Warranty Manager

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