

From: George Morino/=TMS/Toyota

Sent: 9/14/2007 5:14 PM

To: [] Sanshiro Ishii/=KAISA/TMC0@TMC0@TMCE, Teruhisa Kamada@mta.mx.toyota.co.jp

Cc: [] Hiroshi Yoshihashi/=E/TMC0@TMC0, Mark_kubota@toyota.com, Richard_Jung@toyota.com, David_Stovall@toyota.com, Wayne_Hutchinson@toyota.com, kaoru_yamamoto@toyota.com

Bcc: []

Subject: CONFIDENTIAL - DRAFT Documents for ES

Ishii-san and Kamada-san:

We just realized they launched 2008 Camry (08/09/2007-domestic, 07/18/2007-import) and ES 350 (09/02/2007) already. We think they need to be added to the activity, but can you confirm with JCQE?

George Morino
National Manager
Quality Compliance Department
Product Quality and Service Support
Toyota Motor Sales, U.S.A., Inc.
Tel. 310-468-3392
Fax 310-468-3399

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----- Forwarded by George Morino/TMS/Toyota on 09/14/2007 05:12 PM -----

George Morino/TMS/Toyota

09/14/2007 04:36 PM

To: Sanshiro Ishii/KAISA/TMC0@TMC0@TMCE, Teruhisa Kamada@mta.mx.toyota.co.jp

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Subject: CONFIDENTIAL - DRAFT Documents for ES

Ishii-san and Kamada-san:

Per my discussion with Ishii-san last night, please find attached the DRAFT documents for the ES 350 (and Camry) All Weather Floor Mat issue. We will have an internal meeting with TCS management on Monday to discuss these first drafts. Therefore, please review and provide preliminary approval by Monday morning, September 17th, U.S. time

DRAFT Owner Letter and Press Release

Once these documents are approved, we will use them as the basis for the Camry documents, Region/Area Notice, Q&A, etc.

Request for Operation Codes

The current plan is to launch two campaigns. However, this plan may change after additional meetings next week.

The first campaign will be to warn owners of the issue and provide precautions.

The second campaign will be launched when the improved All Weather Floor Mat is ready for distribution. TMC-CADD requested TMS-CAD to prepare replacement driver's position floor mats by November, 2007.

Currently, we believe we will only require the following labor operation codes for the first campaign:

Refund for Customer Floor Mat (Dealer). Dealer Labor Time 0.1 (administrative charge) and Floor Mat Set Cost (if the customer wants a refund, we will have to buy back the entire set) in the sublet column of the SSC claim.

Refund for Customer Floor Mat (Customer Relations use).

May be Lexus touch for ES 350. It depends upon further discussions next week.

Usual SSC postage, mail information, etc.

We will need to work with TMC at a later time for the operation codes necessary for the second campaign.

George Morino

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