From: George Morino/=TMS/Toyota. Sent:9/10/2009 8:39 PM.
To: [-] Chris Santucci/=WDC/Toyota_NY@TOYOTA_NY.
Cc: [-] Christopher Tinto/=WDC/Toyota_NY@Toyota_NY;Hitoshi Masuda/=HINPO/TMC0@TMC0;Jyunji
Ogata/=HINPO/TMC0@TMC0;Masahiko Katakuwa/=HINPO/TMC0@TMC0;Mike
Shaw/=TMS/Toyota@toyota;Morikazu Tsuji/=HINPO/TMC0@TMC0;Motoo
Hatano/=HINPO/TMC0@TMC0;Takeharu Nishida/=HINPO/TMC0@TMC0.

Bcc: [-]

Subject: Fw: Discussions with NHTSA regarding ES350.

Chris:

Sorry, I just went to see our IT folks about why its taking so long. Apparently the recovery systems were changed during this period to a new system. Most of the data we need resides in the older system. They are trying to extract it but are experiencing difficulties. We should get a better answer tomorrow.

Thank you for your patience.

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 09/10/2009 08:37 PM -----

George Morino/TMS/Toyota 09/09/2009 09:41 AM

To Chris Santucci/WDC/Toyota_NY@TOYOTA_NY

cc Christopher Tinto/WDC/Toyota_NY@Toyota_NY, Hitoshi Masuda/HINPO/TMC0@TMC0, Jyunji Ogata/HINPO/TMC0@TMC0, Masahiko Katakuwa/HINPO/TMC0@TMC0, Mike Shaw/TMS/Toyota@toyota, Morikazu Tsuji/HINPO/TMC0@TMC0, Motoo Hatano/HINPO/TMC0@TMC0, Takeharu

Nishida/HINPO/TMC0@TMC0

Subject Re: Discussions with NHTSA regarding ES350

Chris:

I've got one of my staff working on trying to get those numbers for you now. No promises but we are trying.

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 NOTICE: This email message and all attachments transmitted with it are intended solely for the use of the addressee and may contain legally privileged and confidential information. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution, copying, or other use of this message or its attachments is strictly prohibited.

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Chris Santucci/WDC/Toyota_NY@TOYOTA_NY 09/09/2009 09:25 AM

To Takeharu Nishida/HINPO/TMC0@TMC0@TMCE@TOYOTA

cc Christopher Tinto/WDC/Toyota_NY@Toyota_NY, George Morino/TMS/Toyota@TOYOTA, Hitoshi Masuda/HINPO/TMC0@TMC0, Jyunji Ogata/HINPO/TMC0@TMC0, Masahiko Katakuwa/HINPO/TMC0@TMC0, Mike Shaw/TMS/Toyota@TOYOTA, Morikazu Tsuji/HINPO/TMC0@TMC0, Motoo Hatano/HINPO/TMC0@TMC0 Subject Re: Discussions with NHTSA regarding ES350

Thanks Nishida-san,

I can try, but I want to make sure everything is retrieved. I will also need an somewhat accurate count of the recovered mats to date (recall completion).

Regards,

Chris Santucci - Assistant Manager Technical and Regulatory Affairs Toyota Motor North America, Inc. Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513 email: csantucci@tma.toyota.com

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Takeharu Nishida/HINPO/TMC0@TMC0 09/09/2009 04:24 AM

To Chris Santucci/WDC/Toyota NY@TOYOTA NY@TOYOTA@TMCE

cc Christopher Tinto/WDC/Toyota_NY@Toyota_NY, George Morino/TMS/Toyota@TOYOTA@TMCE, Mike Shaw/TMS/Toyota@TOYOTA@TMCE, Hitoshi Masuda/HINPO/TMC0@TMC0, Masahiko

Katakuwa/HINPO/TMC0@TMC0, Morikazu Tsuji/HINPO/TMC0@TMC0, Jyunji Ogata/HINPO/TMC0@TMC0, Motoo Hatano/HINPO/TMC0@TMC0

Subject Re: Discussions with NHTSA regarding ES350

гЪЊз§□гЪЌпјЊгЪЊи»ўйЪЃз¦ЃжўгЪЌ - [Secret], [Don't forward]

Hi Santucci-san,

I couldn't access the TIS system to get some documents related to the AWFM recall because I lost my access. Tomorrow I'll try again and send you them. Or you can try.

As for destruction of recalled floormats, TMS used to collect recalled floormats (not all) from each dealer and

destroyed them. But TMS stopped after a few months in 2008 due to the enormous amount of AWFMs they collected, inspected and destroyed. The reason why Toyota started to collect recalled floormats from dealers is that we wanted to check that each warranty claim of the recall is appropriate (kind of warranty audit). Dealers could tell a lie and apply for money for the recall to TMS... Since TMS has stopped, each dealer throw out recalled floormats at a dealer.

Best regards. Nishida

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e®,e...€: Takeharu Nishida/HINPO/TMC0@TMC0 cc: ctinto@tma.toyota.com, Jyunji Oqata/HINPO/TMC0@TMC0, Motoo Hatano/HINPO/TMC0@TMC0 д» ¶eħЌ: Discussions with NHTSA regarding ES350

Nishida-san,

NHTSA contacted me today about the ES350. They will meet next week to decide on opening an investigation. I expect that they will open a new PE. They are concerned and are meeting with the California Highway Patrol to discuss their investigation into the recent fatal crash. They asked that we provide pre-delivery instructions about floormat installation and any dealer communications, bulletins, etc., we have issued about the floormat installation. They also asked if recalled all weather floormats were destroyed after being recovered. Please advise by Thursday of this week.

Regards,

Chris Santucci - Assistant Manager Technical and Regulatory Affairs Toyota Motor North America, Inc.

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email: csantucci@tma.toyota.com

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<u>ll</u>	