

From: Mark Kubota/=TMS/Toyota.

Sent: 10/21/2007 10:35 PM.

To: [-] Richard Jung/=TMS/Toyota@Toyota; David Stovall/=TMS/Toyota@Toyota; Wayne Hutchinson/=TMS/Toyota@Toyota.

Cc: [-] George Morino/=TMS/Toyota@Toyota.

Bcc: [-]

Subject: Fw: Parts Recovery for 70F/7LB.

FYI....

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Mark T. Kubota

窪田 隆 (マーク)

Quality Compliance

Product Quality and Service Support

Toyota Customer Services

Toyota Motor Sales, U.S.A., Inc.

Phone: 310/468-5316 Fax: 310/468-3399

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----- Forwarded by Mark Kubota/TMS/Toyota on 10/21/2007 10:34 PM -----

Dennis Clarke/TMS/Toyota

10/19/2007 02:25 PM

To Mark Kubota/TMS/Toyota@Toyota

cc

Subject Re: Parts Recovery for 70F/7LB

Mark,

I think we've talked via e-mail in the past. I asked you if you were the go-to person when Stefan Brand left.

Anyway...

If the dealer doesn't return the mats, they're automatically debited. The dealer has 15 days after the claim Paid Date to get them to us. If they don't get here, the entire amount of the claim is debited.

Hope that helps.

dc

Mark Kubota/TMS/Toyota

10/18/2007 11:31 AM

To Dennis Clarke/TMS/Toyota@Toyota

cc David Stovall/TMS/Toyota@Toyota, Richard Jung/TMS/Toyota@Toyota, Wayne

Hutchinson/TMS/Toyota@Toyota

Subject Parts Recovery for 70F/7LB

Dennis,

My name is Mark Kubota and I work in the Quality Compliance Dept.

Currently, for SSC 70F and 7LB, we have the floor mats on parts recovery.
If the dealer does not return the floor mats, are they automatically debited for the entire claim?
Also, how much time is the dealer allowed to return the floor mats before the debiting process begins?
If the dealer is not automatically debited, how is the process of debiting initiated?

Please let me know.

Thank you for your assistance.

Regards,
Mark

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Mark T. Kubota

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