

From: Chris Santucci/=WDC/Toyota\_NY

Sent:3/20/2007 12:15 PM.

To: [-] Christopher Tinto/=WDC/Toyota\_NY@Toyota\_NY

Cc: [-]

Bcc: [-]

Subject: Re: URGENT\*\*\*\*\*ES350 ISSUE\*\*\*\*\*

Sorry, I thought we were good.

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: Chris\_Santucci@tma.toyota.com

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Christopher Tinto/WDC/Toyota\_NY  
03/20/2007 03:13 PM  
To Chris Santucci/WDC/Toyota\_NY@Toyota\_NY  
cc  
Subject Re: URGENT\*\*\*\*\*ES350 ISSUE\*\*\*\*\*

What the !@# \$ I said give me a half hour.

You couldnt wait a few more minutes?

Chris Santucci/WDC/Toyota\_NY  
03/20/2007 03:07 PM  
To Michiteru Kato/HINPO/TMC0@TMC0@TMCE@TOYOTA  
cc Hajime Kitamura/HINPO/TMC0@TMC0, Christopher Tinto/WDC/Toyota\_NY@Toyota\_NY, Kevin  
Ro/WDC/Toyota\_NY@Toyota\_NY, George Morino/TMS/Toyota@Toyota, Kirk Forsht/TMS/Toyota@Toyota  
Subject URGENT\*\*\*\*\*ES350 ISSUE\*\*\*\*\*

Mitch,

Today I received a phone call from NHTSA. NHTSA has received a total of 10 reports of unintended acceleration, 4 of which reported a crash had occurred. NHTSA has been looking at this issue closely, and have now come to the conclusion that they believe an improperly installed all weather floor mat may be causing the accelerator pedal to stick in the full or partially depressed position. They do not know if dealers or customers are the cause of the situation, but nonetheless, would like Toyota to do something about it.

Compounding the issue is the push button start system, as owners may not fully recognize how to properly shut the vehicle down in an emergency situation. They intend to open a formal investigation next week.

TMA believes that it may be possible to prevent such a formal investigation. Please advise with any suggestions on possible actions Toyota may be willing to take in order to satisfy NHTSA's concerns.

NHTSA mentioned the possibility of not opening if Toyota were to send a letter to owners explaining that only one floor mat should be used at a time in the driver footwell. They also mentioned that a dealer visit to re-install the mats may be appropriate, and that they believe it should be conducted under Part 573. TMA believes that we may be able to negotiate the last two items. Please discuss and advise as soon as possible.

Regards,

Chris Santucci - Assistant Manager  
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