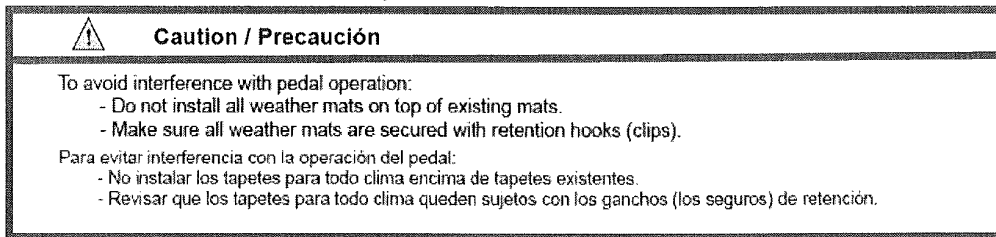


CAD would like to request Operation Codes to support a Customer Satisfaction Campaign (CSC). The campaign involves the improvement of the ES350 All Weather Mat caution information.

Currently the ES350 All Weather Mat has the following caution embossed on the Front Driver and Front Passenger Mats.

**“DO NOT INSTALL ALL WEATHER MATS ON TOP OF EXISTING MATS”**

CAD was recently informed that customers in some cases still place the All Weather Mats on top of the existing mats, and therefore the All Weather Mat is not properly secured to the floor by two plastic retention clips. To improve customer satisfaction we will be mailing the customer an adhesive tag (see below) along with a letter that will instruct them to place the tag on the backside of the Front Drivers All Weather Mat. (See Attachment 2<sup>nd</sup> page)



The Break Down of the campaign is described below:

Description	Flat Rate Hour
Assist the customer with installing the Caution Label onto the ES350 All Weather Mat	0.2 Hr/Veh
Region/Dealer Notice and Owner letter Preparation Fee and Postage Fee	Actual Expense
Registration Information Fee (Polk)	Actual Expense
Administrative Cost for Owner Letter (TMS)	0.2 Hr/Veh

Your quick attention to this request is greatly appreciated. If you have any questions please contact me.

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