

From: George Morino/=TMS/Toyota

Sent: 4/1/2007 2:06 PM

To: [-] "Dave Zellers" <dave_zellers@toyota.com>

Cc: [-]

Bcc: [-]

Subject: Fw: CONFIDENTIAL - DRAFT Q&A for ES 350 Issue (Approved by TMC)

I guess we may be able to say:

Unintended accelerator pedal application and failure of the pedal to return.

From: George Morino

Sent: 04/01/2007 01:55 PM PDT

To: Dave Zellers

Subject: Re: CONFIDENTIAL - DRAFT Q&A for ES 350 Issue (Approved by TMC)

DZ:

Its not really 'impaired,' because the mat can give or not give throttle input based upon where the mat gets pushed up. We tried to focus on the mat warning in the previous version, but got shot down by TMC.

The reports we read stated customer didn't have their foot on the accelerator and the vehicle kept going. Other stated the pedal wouldn't return. We thought along the line of unintended throttle input, but sounded worse. The reason we ended up with unintended throttle control was based upon the past Qanda's.

We'll keep trying different words...

From: Dave Zellers

Sent: 04/01/2007 09:29 AM PDT

To: George Morino

Subject: Re: CONFIDENTIAL - DRAFT Q&A for ES 350 Issue (Approved by TMC)

Well, how about "impaired"...?

TOYOTA MOTOR SALES, U.S.A., INC.

Dave Zellers

Vice President

Product Quality & Service Support

Office: 310.468.2505

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George Morino/TMS/Toyota

03/30/2007 07:22 PM

To Dave Zellers/TMS/Toyota@Toyota

cc

Subject Re: CONFIDENTIAL - DRAFT Q&A for ES 350 Issue (Approved by TMC)

Sorry DZ...

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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Dave Zellers/TMS/Toyota
03/30/2007 05:45 PM
To George Morino/TMS/Toyota@Toyota
cc
Subject Re: CONFIDENTIAL - DRAFT Q&A for ES 350 Issue (Approved by TMC)

Well, I still think "unintended throttle control" makes no sense. It might be improper, inconsistent, or any of a number of other things, but 'unintended control' is at best an oxymoron we shouldn't saddle our Corp Com people with.

From: George Morino
Sent: 03/30/2007 04:06 PM PDT
To: Sam Butto
Cc: Julie Alfonso; Kirk Forsht; Dave Zellers
Subject: CONFIDENTIAL - DRAFT Q&A for ES 350 Issue (Approved by TMC)

Sam:

The Q&A has been approved by TMC. I've removed the "Confidential" and "DRAFT" markings.

Thanks for waiting!

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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