

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 Katakawa/=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 Katakawa/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.
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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 Katakawa/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.
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email: csantucci@tma.toyota.com

Note: We cannot receive attachment extensions listed below.
.exe, .com, .pif, .scr, .cmd, .bat, .vbs, .lnk, .htm, .html, .shs, .mdb, or .zip

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 Katakawa/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

гТЪЪз\$□гТЪКпјНгТЪИ»ўйТЪз;ГжўгТЪК - [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

FAX: +81-565-23-5729

E-mail:takeharu_nishida@mail.toyota.co.jp

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