

From: Christopher Tinto/=WDC/Toyota\_NY.

Sent:3/26/2007 5:44 AM.

To: [-] Chris Santucci/=WDC/Toyota\_NY@Toyota\_NY.

Cc: [-]

Bcc: [-]

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

Thanks - but what am I telling her? I still haven't heard from TMC what we are offering...

Chris

-----  
Chris Tinto  
Vice President, Toyota Motor North America Inc  
Sent from Wireless hand held

From: Chris Santucci  
Sent: 03/26/2007 08:34 AM  
To: Christopher Tinto  
Subject: Fw: URGENT\*\*\*\*\*ES350 ISSUE\*\*\*\*\*

Hey,

Hope your trip is going well. Don't forget to call Kathy DeMeter. 202-366-2850.

Good Luck!

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

Note: We cannot receive attachment extensions listed below.  
.exe, .com, .pif, .scr, .cmd, .bat, .vbs, .lnk, .htm, .html, .shs, or .zip  
----- Forwarded by Chris Santucci/WDC/Toyota\_NY on 03/26/2007 08:33 AM -----

Michiteru Kato/HINPO/TMC0@TMC0  
03/26/2007 06:25 AM  
To Chris Santucci/WDC/Toyota\_NY@TOYOTA\_NY  
cc [REDACTED]  
Subject Re: URGENT\*\*\*\*\*ES350 ISSUE\*\*\*\*\*

Chris,

Will Tinto-san be out until 3/27? I got a return mail saying that. So you will negotiate with NHTSA about the below, won't you? I trust you to convince NHTSA of our action.  
When will you contact NHTSA?

Thanks,

Mitch

----- 転送者: Michiteru Kato/HINPO/TMC0 転送日: 2007/03/26 19:17 -----

MICHTERU  
KATO  
2007/03/24 00:15

宛先: Chris Santucci/WDC/Toyota\_NY@TOYOTA\_NY@TOYOTA@TMCE, Christopher  
Tinto/WDC/Toyota\_NY@TOYOTA\_NY  
cc: Kevin Ro/WDC/Toyota\_NY@TOYOTA\_NY, Hisaaki Kato/WDC/Toyota\_NY@Toyota\_NY@TOYOTA@TMCE,  
Shinichiro Ogata/HINPO/TMC0@TMC0, Takezo Oba/HINPO/TMC0@TMC0, George  
Morino/TMS/Toyota@TOYOTA  
件名: Re: URGENT\*\*\*\*\*ES350 ISSUE\*\*\*\*\*

Tinto-san and Suntucci-san,

We are thinking of taking a field action for the issue concerning the sudden acceleration on the 2007MY ES350 vehicles which may caused by improper installation of the all weather mats in order to eliminate the possibility of the occurrence in the field any more, and also to avoid the defect investigation on this issue which would be released on NHTSA's website and media may write up which could lead to the bad reputation of Toyota..

What we are thinking about is;  
send a letter to all 2007MY ES350 owners reminding them not to install all weather mats on the top of existing mats.  
(the contents in the letter should be discussed later with TMS, TMA and TMC)  
in addition to the above letter, enclose a caution label advising not to install all weather mats on the top of existing mats and ask owners to affix it on the flat space in the backside of the mat.  
if the owner want to have the dealer affix the label to the mat, they can bring their vehicles to the dealer to ask them free of charge.

However, we strongly do not want to do such action as a "recall" campaign as NHTSA desires. We think that this campaign is a kind of a enlightenment activity to the owners. There is no design or manufacturing defect on not only the mat but also the vehicle. The problem is the improper installation of the mats by the owner or the dealer, but we do not think that the dealer did that(but unfortunately we do not have any evidence).

Based on the our current opinion mentioned the above, we would like you to negotiate with NHTSA before next Tuesday.  
If NHTSA does not accept our offer, we have to discuss it again.

Thank you for your cooperation and support.

Best regards,

Mitch