

From: Chris Santucci/=WDC/Toyota_NY

Sent: 5/22/2007 11:49 AM

To: [-] Michiteru Kato/=HINPO/TMC0@TMC0@TMCE@TOYOTA

Cc: [-]

Bcc: [-]

Subject: Re: ES350 Customer Complaint.

Mitch,

Reading them, I think that they all apply to the alleged defect and should be submitted. I know you may not want to do so, because they are not related to the mat, but NHTSA said they want them in such a manner, and we should give them to them. We can write in our letter a section that not all apply to the mat.

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
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Michiteru Kato/HINPO/TMC0@TMC0
05/22/2007 07:33 AM
To Chris Santucci/WDC/Toyota_NY@TOYOTA_NY
cc
Subject ES350 Customer Complaint

Chris,

Could you please take a look quickly at the attached customer complaints?

I'm thinking about whether those customer complaints should be submitted in our response to PE IR concerning the ES350 mat issue.

As you know, the alleged defect is defined as

- a) Excessive engine speed and or power out put without pressing on the accelerator pedal
- b) Engine speed and or power out put failing to decrease when no longer depressing the accelerator pedal
- c) Subject component interfering with the operation of the throttle pedal

Some complaints seem like actual "transmission surge". And some complaint alleged that when shifting to the reverse, the vehicle accelerated. (I do not think that NHTSA is interested in this like of complaint.)

I do not want to submit such vague complaints because when someone looks at our response, they may think that all complaints are related to the mat issue.

Please let me know what you think about those complaints as soon as you can.

I'm very sorry asking you although you are on business trip.

Thank you for your support.

Best regards,

Mitch

[attachment "Vague complaints.doc" deleted by Chris Santucci/WDC/Toyota_NY]