From:	George Morino/=TMS/Toyota.	Sent:6/4/2007 11:10 AM.
To: [-]	Michiteru Kato/=HINPO/TMC0@TMC0@TMCE.	
Cc: [-]	Chris Santucci/=WDC/Toyota_NY@TOYOTA_NY;Christopher Tinto/=WDC/Toyota_NY@Toyota_NY;Jyunji Ogata/=HINPO/TMC0@TMC0;Kevin Ro/=WDC/Toyota_NY@Toyota_NY;Kirk Forsht/=TMS/Toyota@toyota;Seiko Takeuchi/=HINPO/TMC0@TMC0;Shinichiro Ogata/=HINPO/TMC0@TMC0;Takezo Oba/=HINPO/TMC0@TMC0.	
Bcc: [-]	.	
Subject:	Re: Request for review of response to PE IR concerning the ES350 AWFM.	

Mitch:

Here are few options:

However, since the carpeted floor mats are optional equipment on Toyota models, the retaining clips come packaged together with the installation instructions for the Toyota AWFM.
However, since the carpeted floor mats are optional equipment on Toyota models, all AWFM for the Toyota models come with both the retaining clips and the installation instructions packaged together.
However, since the carpeted floor mats are optional equipment on Toyota models, all AWFM for the Toyota models include both the retaining clips and the installation instructions.

What do you think? I like no. 1...

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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Michiteru Kato/HINPO/TMC0@TMC0
06/03/2007 10:49 PM
To George Morino/TMS/Toyota@TOYOTA@TMCE
cc Chris Santucci/WDC/Toyota_NY@TOYOTA_NY@TOYOTA@TMCE, Christopher Tinto/WDC/Toyota_NY@Toyota_NY@TOYOTA@TMCE, Jyunji Ogata/HINPO/TMC0@TMC0, Kevin Ro/WDC/Toyota_NY@Toyota_NY@TOYOTA@TMCE, Kirk Forsht/TMS/Toyota@toyota@TMCE, Seiko Takeuchi/HINPO/TMC0@TMC0, Shinichiro Ogata/HINPO/TMC0@TMC0, Takezo Oba/HINPO/TMC0@TMC0
Subject Re: Request for review of response to PE IR concerning the ES350 AWFM

George,

Thank you for editing the draft of the response.

I have one thing, but I think it's no big deal.

In Response 13, you changed;

"all AWFM for the Toyota models come with the retaining clips with the installation instruction."
-> "all AWFM for the Toyota models come with the retaining clipes and with the installation instructions."

The reason that I wrote like the above is that I wanted to describe that the installation instruction is supplied with the retaining clips.(the installation instruction is in a bag for the clips).

What do you think? Which is better?

Best regards,

Mtich

宛先: Michiteru Kato/HINPO/TMC0@TMC0@TMCE
cc: Chris Santucci/WDC/Toyota_NY@TOYOTA_NY, Christopher Tinto/WDC/Toyota_NY@Toyota_NY, Jyunji Ogata/HINPO/TMC0@TMC0, Kevin Ro/WDC/Toyota_NY@Toyota_NY, Kirk Forsht/TMS/Toyota@toyota, Seiko Takeuchi/HINPO/TMC0@TMC0, Shinichiro Ogata/HINPO/TMC0@TMC0, Takezo Oba/HINPO/TMC0@TMC0
件名: Re: Request for review of response to PE IR concerning the ES350 AWFM

Mitch:

TMS made some additional minor grammatical adjustments.

George Morino
National Manager
Quality Compliance Department
Product Quality and Service Support
Toyota Motor Sales, U.S.A., Inc.
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Michiteru Kato/HINPO/TMC0@TMC0
06/01/2007 06:12 AM
To Chris Santucci/WDC/Toyota_NY@TOYOTA_NY@TOYOTA@TMCE
cc Christopher Tinto/WDC/Toyota_NY@Toyota_NY@TOYOTA@TMCE, George Morino/TMS/Toyota@TOYOTA@TMCE, Jyunji Ogata/HINPO/TMC0@TMC0, Kevin Ro/WDC/Toyota_NY@Toyota_NY@TOYOTA@TMCE, Kirk Forsht/TMS/Toyota@TOYOTA@TMCE, Seiko Takeuchi/HINPO/TMC0@TMC0, Shinichiro Ogata/HINPO/TMC0@TMC0, Takezo Oba/HINPO/TMC0@TMC0
Subject Re: Request for review of response to PE IR concerning the ES350 AWFM

Chris,

Thank you for your review of the draft of the response.

The changes that you made looks fine to me. As for the edited response 2, this is what I want to say.

George modified the response 13 and made minor changes in some responses, and I added some paragraph in the response 9. So please take a look at them and give me your comment.
In addition, I decided to submit the attached document as one of the attachments in the response 9. It contains the requirement for the clearence between the edge of the depressed pedal and the edge of the floor mat. This document should be treated as confidential.

FYI, I attached the list of the customer complaints, including the information of the duplication with the legal claims and NHTSA VOQ. Also you can see the information which is the basis of the response 2 and 3(crash, injury, property damage claim, whether Toyota inspected the vehicle and determined that mat caused the incident, etc.).

If you have any question, let me know.

Best regards,

Mitch

[attachment "Complete Response to PE07-016 Draft#3(TMC0601).doc" deleted by George Morino/TMS/Toyota]
[attachment "Attachment-Response 9-1(w confidential).doc" deleted by George Morino/TMS/Toyota]
[attachment "Customer Complaints(Mat).xls" deleted by George Morino/TMS/Toyota]

宛先: Michiteru Kato/HINPO/TMC0@TMC0@TMCE@TOYOTA
cc: Christopher Tinto/WDC/Toyota_NY@Toyota_NY, George Morino/TMS/Toyota@TOYOTA, Hajime Kitamura/HINPO/TMC0@TMC0, Jyunji Ogata/HINPO/TMC0@TMC0, Kevin Ro/WDC/Toyota_NY@Toyota_NY, Kirk Forsht/TMS/Toyota@TOYOTA, Seiko Takeuchi/HINPO/TMC0@TMC0, Shinichiro Ogata/HINPO/TMC0@TMC0, Takezo Oba/HINPO/TMC0@TMC0
件名: Re: Request for review of response to PE IR concerning the ES350 AWFM

Mitch,

Only some minor changes. please check response 2 closely, as the language was initially a little strange. In all, I think it is a good response.

Your changes to Response 16 are fine as well.

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

Michiteru Kato/HINPO/TMC0@TMC0
05/31/2007 08:45 AM
To Chris Santucci/WDC/Toyota_NY@TOYOTA_NY, George Morino/TMS/Toyota@TOYOTA
cc Christopher Tinto/WDC/Toyota_NY@TOYOTA_NY, Kevin Ro/WDC/Toyota_NY@TOYOTA_NY, Kirk Forsht/TMS/Toyota@TOYOTA, Jyunji Ogata/HINPO/TMC0@TMC0, Shinichiro Ogata/HINPO/TMC0@TMC0, Takezo Oba/HINPO/TMC0@TMC0, Seiko Takeuchi/HINPO/TMC0@TMC0, Hajime Kitamura/HINPO/TMC0@TMC0
Subject Request for review of response to PE IR concerning the ES350 AWFM

Chris and George,

[Response 1 through 15]
Attached is the first draft of our response 1 throught 15 to the PE IR concerning the ES350 all weather floor mat issue. At long last, I made it....

I would like you to review those responses and give me your comments. Please note that since we are still waiting for the feedback from TMS-CAD, a portion of the response 9 is still pending.

George : I drafted the response 13, so please take a look at it and modify it if necessary.

[Response 16]
In addition to the above, I reviewed the response 16 carefully today and made some changes as attached.

First sentence in the first paragraph
This sentence seems that most of the customer complaints which relate to the alleged defect may be related to the improper installation of the all weather floor mat in the driver's footwell. However, in the customer complaints which we are going to submit to NHTSA, 15 out of 39 incidents may be related to the floor mat and 12 of 15 incidents may be related to improper installation of the all weather floor mat.(installed on top of the carpeted floor mat)
So I modified the sentence as attached.

Last paragraph
We added some sentences to emphasize our activities although those are previously cited in the response.

Please review it and let me know what you think.

Thank you for your cooperation and support.

Best regards,

Mitch

[attachment "Complete Response to PE07-016 Draft#1(TMC0531).doc" deleted by Chris Santucci/WDC/Toyota_NY]
[attachment "Question 16 Draft#2[TMC0531].doc" deleted by Chris Santucci/WDC/Toyota_NY]