From: Chris Santucci/=WDC/Toyota_NY. Sent:9/27/2007 2:52 PM.

To: [-] George Morino/=TMS/Toyota@Toyota;Michiteru Kato/=HINPO/TMC0@TMC0.

Cc: [-] Kirk Forsht/=TMS/Toyota@Toyota;Mark Kubota/=TMS/Toyota@Toyota;Richard Jung/=TMS/Toyota@Toyota;Kaoru Yamamoto/=TMS/Toyota@Toyota.

Bcc: [-] .

Subject: Re: Request for Assistance on DIR submitted to NHTSA.

Thanks George. Let me also add that while I think it would not be unreasonable to amend the DIR, under the rules for remedy equipment recalls do not have to offer a repurchase. That is reserved for vehicles, less depreciation. So we are legally only required to offer repair or replace. If you want to amend the DIR to be consistent, Ok, if not I will tell NHTSA no. I think it will be Ok. If they insist though, how do you feel about amending?
Regards,

Chris Santucci - Assistant Manager
Technical and Regulatory Affairs
Toyota Motor North America
(202) 463-6856 ofc (202) 651-1581 cell
Sent from my Blackberry

From: George Morino
Sent: 09/27/2007 05:20 PM
To: Michiteru Kato/HINPO/TMC0@TMC0
Cc: Chris Santucci; Kirk Forsht; Mark Kubota; Richard Jung; Kaoru Yamamoto
Subject: Request for Assistance on DIR submitted to NHTSA

Mitch:

We need your help.

George Person, the NHTSA Recall Chief, has given his "okay" to our DRAFT Owner Letter for the Lexus ES 350 and Toyota Camry All Weather Floor Mat recall. However, he questioned TMA on the "refund" statement in the owner letter stating its not in the DIR. He wants it added in there.

Can you assist us and modify the document slightly to read:

7. Description of Corrective Repair Action:

All owners of 2007 and early 2008 model year Lexus ES 350 and Toyota Camry vehicles will be notified, by first class mail, of the safety campaign and the timing when the replacement AWFM will become available. Once the replacement AWFM is available, a second owner notification will be sent to notify owners to return their AWFM for the driver's seating position to any Lexus/ Toyota dealer for an exchange of the AWFM. In the interim, if an affected owner is not comfortable utilizing their Lexus ES 350 or Toyota Camry AWFM, they may return the mats for all four seating positions and request reimbursement from their local Lexus or Toyota dealership.

Toyota has also stopped the sale of the Toyota/Lexus All Weather Floor Mat designed specifically for 2007 and early 2008 model year Camry and ES 350 vehicles.

George Morino
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Quality Compliance Department
Product Quality and Service Support
Toyota Motor Sales, U.S.A., Inc.
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