From: George Morino/=TMS/Toyota. Sent:9/28/2007 3:27 PM.

To: [-] Chris Santucci/=WDC/Toyota_NY@TOYOTA_NY.

Cc: [-] ctinto@tma.toyota.com;Kaoru Yamamoto/=TMS/Toyota@toyota;Kevin Ro/=WDC/Toyota_NY@Toyota_NY;Kirk Forsht/=TMS/Toyota@toyota;Mark Kubota/=TMS/Toyota@toyota;Michiteru Kato/=HINPO/TMC0@TMC0;Richard Jung/=TMS/Toyota@toyota.

Bcc: [-] .

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

Thank you for all of your help on this! TMS is very happy with the solution!

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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Chris Santucci/WDC/Toyota_NY@TOYOTA_NY
09/28/2007 12:12 PM
To Michiteru Kato/HINPO/TMC0@TMC0@TMCE@TOYOTA
cc George Morino/TMS/Toyota@Toyota, Kaoru Yamamoto/TMS/Toyota@Toyota, Kirk Forsht/TMS/Toyota@Toyota, Mark Kubota/TMS/Toyota@Toyota, Richard Jung/TMS/Toyota@Toyota, ctinto@tma.toyota.com, Kevin Ro/WDC/Toyota_NY@Toyota_NY
Subject Re: Request for Assistance on DIR submitted to NHTSA

Mitch,

I spoke with NHTSA today about the DIR, and after some lengthy discussions, he decided he did not need the DIR changed. Basically, he is going to use the DIR language and later when he receives the final owner letter documents and confirms them, he will add "refund" to the remedy description. This is because he cannot regulate a refund remedy legally, but he can read our letters and include any extra information we include. So for now, it will be listed with a remedy of "replace" when available. When we send in the actual letter copies (in our monthly submissions) to him he says he will update the website, including the remedy. Then later, when we send him the second letter (when mats are available) and if we remove the refund remedy, he will again change his website description (something along the lines of refund no longer available) if that's the case. If we continue to offer a refund in the second letter, he will leave it as is. So his plan seems reasonable to me, and does not require us to change the DIR. How do you feel about this? Most likely I think, he will forget to do all this,but that's another issue all together...

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
09/27/2007 07:28 PM
To Chris Santucci/WDC/Toyota_NY@TOYOTA_NY@TOYOTA@TMCE
cc George Morino/TMS/Toyota@Toyota@TMCE, Kirk Forsht/TMS/Toyota@Toyota@TMCE, Mark Kubota/TMS/Toyota@Toyota@TMCE, Richard Jung/TMS/Toyota@Toyota@TMCE, Kaoru Yamamoto/TMS/Toyota@Toyota@TMCE
Subject Re: Request for Assistance on DIR submitted to NHTSA

Chirs,

As you said, I also think that we do not need legally to include the refund program in the "Remedy Action" in the DIR. I'm not sure how strong George Person thinks that it should be in the DIR, but I'm OK to amend the DIR.

However, I do not want to submit the DIR as an "Amend DIR". I just want NHTSA to replace the DIR with the amended one before they post it on its website. Even it's posted tonight, I think they can delete the DIR and post the amended one.
Do you think NHTSA will accept?

I'll send you amended version of the DIR today, so please ask NHTSA the above.

If you have any question, call me at 565-23-4426.

Thanks.

Mitch

宛先: 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
件名: 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

----- Original Message -----

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
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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