

From: Kirk Forsht/=TMS/Toyota.

Sent: 10/26/2007 2:18 PM.

To: [-] Chris_Santucci@tma.toyota.com.

Cc: [-] .

Bcc: [-] .

Subject: Fw: Mat Recall.

Chris,

Per our talk please try to get a VIN or an Owner name so we can follow up. We don't know if all they had was a rear mat and wanted the refund or if it was even the correct part number. Thanks!

Best regards,

Kirk

Kirk Forsht
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----- Forwarded by Kirk Forsht/TMS/Toyota on 10/26/2007 02:16 PM -----

Michiteru Kato/HINPO/TMC0@TMC0

10/26/2007 03:45 AM To George Morino/TMS/Toyota@TOYOTA
cc Kirk Forsht/TMS/Toyota@TOYOTA
Subject Mat Recall

George,

FYI,

Does a customer need a receipt when he wants to get the mat back to the dealer?