

From: Michiteru Kato/=HINPO/TMC0.

Sent: 6/1/2007 5:44 PM.

To: [-] Kirk Forsht/=TMS/Toyota@TOYOTA.

Cc: [-] George Morino/=TMS/Toyota@TOYOTA.

Bcc: [-] .

Subject: FTS Interview.

Kirk,

I can't remember whether we discussed the below already. Maybe not, didn't we?

Thanks,

Mitch

----- 転送者: Michiteru Kato/HINPO/TMC0 転送日: 2007/06/02 09:34 -----

MICHITERU

KATO

2007/05/29 21:43

宛先: George Morino/TMS/Toyota@TOYOTA, Kirk Forsht/TMS/Toyota@TOYOTA

cc:

件名: FTS Interview

George and Kirk,

Currently we are checking the customer complaints, legal claims and the result of FTS interview in order to create the response to the question #3.

In this check, we found inconsistency between the case history and FTS interview.

VIN: JTHBJ46G772 [REDACTED]

FTS: Todd Kortum

In the CAN2000 case history, it says that "Field tech inspected the vehicle and test drove it as well. After inspection, it was found that the aftermarket floor mat that was on her vehicle interfered with the gas pedal on the vehicle and caused the acceleration." It seems that the FTS identified the cause of the acceleration, which is the interference between the pedal and mat.

However, the FTS interview result says "Has Toyota determined the floor mat to be the cause of the incident: NO".

Which should we believe?????

In addition,

VIN: JTHBJ46GX72 [REDACTED]

FTS: Rick Holden

This questionnaire says;

Number of floor mats installed in drivers footwell: 1

Type and manufacture of floor mats installed: Lexus AW Mat and OEM Mat.

I'm a little confused. Does this mean that the Lexus AW mat, which is OEM mat, was in drivers footwell? Or there were AW mat and OEM carpeted mat?(but it says only one mat was installed in drivers footwell....)

Let me know what you think. Or if possible, please ask FTS.

Thank you.

Mitch