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To George Morino/TMS/Toyota@TOYOTA

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bcc

Subject CONFIDENTIAL - Revised DRAFT Q&A

George,

Per our discussion, I drafted A9 and A10 on both Toyota and Lexus Q&As using the number of consumer complaints received by NHTSA.

As for the Lexus version, I referred to the number of complaints mentioned in the EA opening resume (17 complaints and 5 crashes). For the Toyota version, as you know, we have not identified the complaints (CAN2000) on the Camry which may relate to this issue and NHTSA also has not said the number of complaints officially. We were just informed by NHTSA of the number of complaints that maybe relate to this issue when NHTSA contacted TMA just after upgrading the investigation.
But since we have only this number (5 complaints and 1 crash), I decided to use this although it's unofficial.

I wrote them very briefly as attached. Please take a look at them and let me know what you think.

Thank you for your cooperation and support.

Best regards,

Mitch

7LB Q&A v7(TMC).doc 70F Q&A v7(TMC).doc

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