

From: George Morino/=TMS/Toyota

Sent:10/2/2007 1:39 PM.

To: [-] <dlon@gstoyota.com>@TMSVEN

Cc: [-]

Bcc: [-]

Subject: Fw: 70F.

Also, the preliminary letters are all printed already. The customer will receive a notice regardless of what the dealer tries to do or promises the customer. Its better for the dealership to advise the customer:

"We apologize for the inconvenience, but you will receive a letter shortly. Please read it as this can happen in any vehicle with any mat. The letter will also contain information on how to opt-out of further notices. Please follow the instructions and return the card to Toyota."

Thanks!

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

NOTICE: This email message and all attachments transmitted with it are intended solely for the use of the addressee and may contain legally privileged and confidential information. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution, copying, or other use of this message or its attachments is strictly prohibited.

If you have received this message in error, please notify the sender immediately by email reply and please delete this message from your computer. Thank you.

----- Forwarded by George Morino/TMS/Toyota on 10/02/2007 01:36 PM -----

George Morino/TMS/Toyota
10/02/2007 01:34 PM
To <dlon@gstoyota.com>@TMSVEN
cc
Subject Re: 70F

Hi Debbie:

The owner letters will be mailed later this week. Can the customer wait?

The dealer should NOT file a claim. We will debit it.

Thanks!

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

NOTICE: This email message and all attachments transmitted with it are intended solely for the use of the addressee and may contain legally privileged and confidential information. If the reader of this message is not the intended

recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution, copying, or other use of this message or its attachments is strictly prohibited.

If you have received this message in error, please notify the sender immediately by email reply and please delete this message from your computer. Thank you.

<dlon@gstoyota.com>
10/02/2007 12:42 PM
To <George_Morino@Toyota.com>
cc
Subject 70F

If a customer is notified of this recall, takes his vehicle in to a dealership, and it is determined that the floor mats are not the all weather mats, how should the dealer handle?

I understand that customers will receive an "opt out" postcard but if they want the dealer to handle, is there a way to relieve the ssc? Should they file a claim with no sublet or are the dealers also supplied with these postcards.

Sorry, maybe I'm just missing it but have not been able to find anything.

Regards,

Debbie Lon
Warranty Operations Specialist
Phone: 713-580-3548
Fax: 281-251-6179
Cell: 713-410-6170
dlon@gstoyota.com