

From: George Morino/=TMS/Toyota.

Sent: 10/18/2007 8:54 AM.

To: [-] Mark_kubota@toyota.com.

Cc: [-] john_lang@toyota.com.

Bcc: [-] .

Subject: Fw: Campaign No. 7519J2.

Mark:

As we discussed, since we placed these all on parts recovery, the dealers that haven't returned the floor mat should be debited. Please confirm with Dennis Clarke in Warranty. After we confirm, we develop a response to Nomura-san.

Thanks!

George Morino
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Quality Compliance Department
Product Quality and Service Support
Toyota Motor Sales, U.S.A., Inc.
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----- Forwarded by George Morino/TMS/Toyota on 10/18/2007 08:52 AM -----

Chikako Nomura/KAISA/TMC0@TMC0
10/18/2007 12:29 AM
To John_Lang@toyota.com
cc Noboru Matsunaga/E/TMC0@TMC0, Yoshiyasu Mori/E/TMC0@TMC0, Mark Kubota/TMS/Toyota@TOYOTA@TMCE, George Morino/TMS/Toyota@Toyota
Subject Campaign No. 7519J2

Dear Mr.Lang,

We would like ask you some investigation for the claims 7519J2,

Campaign No. 7519J, is for replacing floor mat.

7519J1 is replaced floor mat with new one.
7519J2 is collect the floor mat and reimburse it.

However in the CCR of 7519J2, we find some comment, like "Inspection only", "No floor mat", or "install carpet clip"

The campaign will be done after customers, who have the affected floor mat, comes to dealer with letter.

Thus, claims like "Inspection Only", should not exist. Also, this campaign require to replace floor mat, not to reinstall carpet.

So basically, we think, campaign No. 7519J2 with no sublet cost do not exist, but, actually, all of campaign No. 7519J2 comes without sublet.

Would you pls inspect attached TWCs and let us know your findings.

Best regards

Chikako Nomura
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