



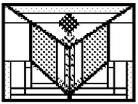
Kathy Wachs/Lexus/Toyota
10/30/2007 02:46 PM

To David Stovall/TMS/Toyota@Toyota, Mark
Kubota/TMS/Toyota@Toyota, Richard
Jung/TMS/Toyota@Toyota
cc
bcc
Subject Fw: SSC 7LB Customer Request

FYI

Kathy Wachs
Vendor Relations Administrator, Sr.
Lexus Service and Parts Operations
Phone: 310-468-4968
Fax: 310-381-4293

----- Forwarded by Kathy Wachs/Lexus/Toyota on 10/30/2007 02:45 PM -----



**Vaughn
Wendelstadt/TMS/Toyota**
10/30/2007 02:39 PM

To Denise Jacobson/Lexus/Toyota@Toyota
cc Donica Zaid@toyota.com, Sherry
Thomas/Lexus/Toyota@Toyota, Kathy
Wachs/Lexus/Toyota@Toyota
Subject Re: Fw: SSC 7LB Customer Request

Denise,

I was finally able to speak with [REDACTED] today. She does not have the Lexus all weather mats in her vehicle. I explained the potential for stacked mats to slip forward and interfere with the accelerator. [REDACTED] understood and appreciates Lexus taking the time to contact her about this safety issue.

My regards,

Vaughn

Denise Jacobson/Lexus/Toyota

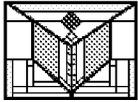
**Denise
Jacobson/Lexus/Toyota**
10/24/2007 09:48 AM

To Vaughn Wendelstadt/TMS/Toyota@Toyota
cc Donica Zaid@toyota.com, Sherry
Thomas/Lexus/Toyota@Toyota
Subject Re: Fw: SSC 7LB Customer Request

Thanks Vaughn- Keep us posted once you hear back from the customer.

Denise Jacobson
Lexus National Customer Satisfaction Manager
(310) 468-5283 work
(310) 871-1538 cell
(310) 381-8121 fax
Denise_Jacobson@lexus.com

Vaughn Wendelstadt/TMS/Toyota



**Vaughn
Wendelstadt/TMS/Toyota**
10/24/2007 08:30 AM

To Denise Jacobson/Lexus/Toyota@Toyota
cc Donica Zaid@toyota.com, Sherry
Thomas/Lexus/Toyota@Toyota
Subject Re: Fw: SSC 7LB Customer Request

Denise,

I have called [REDACTED] and left a voice mail message, requesting a call back to discuss her floor mat response. I will send additional information as soon as it is available.

My regards,

Vaughn

Denise Jacobson/Lexus/Toyota

**Denise
Jacobson/Lexus/Toyota**
10/23/2007 04:39 PM

To Vaughn Wendelstadt/TMS/Toyota@Toyota
cc Sherry Thomas/Lexus/Toyota@Toyota, Donica
Zaid@toyota.com
Subject Fw: SSC 7LB Customer Request

Vaughn-
pls handle.
Thank you.

Denise Jacobson
Lexus National Customer Satisfaction Manager
(310) 468-5283 work
(310) 871-1538 cell
(310) 381-8121 fax
Denise_Jacobson@lexus.com

----- Forwarded by Denise Jacobson/Lexus/Toyota on 10/23/2007 04:39 PM -----



Kathy Wachs/Lexus/Toyota
10/23/2007 09:31 AM

To Donica Zaid/Lexus/Toyota@Toyota, Liz
Lawrence/Lexus/Toyota@Toyota, Denise
Jacobson/Lexus/Toyota@Toyota
cc Jerry Marcotti/Lexus/Toyota@Toyota
Subject Fw: SSC 7LB Customer Request

Is it possible to have someone from the call center contact this customer, please?

Kathy Wachs
Vendor Relations Administrator, Sr.

Lexus Service and Parts Operations
Phone: 310-468-4968
Fax: 310-381-4293

----- Forwarded by Kathy Wachs/Lexus/Toyota on 10/23/2007 09:31 AM -----



David Stovall/TMS/Toyota

10/19/2007 08:45 AM

To Kathy Wachs/Lexus/Toyota@Toyota

cc George Morino/TMS/Toyota, Mark Kubota/TMS/Toyota,
Richard Jung/TMS/Toyota, Wayne
Hutchinson/TMS/Toyota@Toyota

Subject SSC 7LB Customer Request

Good morning Kathy,

We have been receiving the return cards for this campaign in which customers have been indicating whether or not they own the Lexus AWF. The attached return card has a customer that may be stating they currently have clear aftermarket all weather mats placed ON TOP of their factory carpet mats. The card is a little ambiguous, she may also mean that she has the clear plastic film (like a sticker) over the mat which might be okay. But we need to confirm.

Is there a chance you could forward this on to someone in your CR department and have them contact the customer. We need to say something along the lines of:

"We recently received your information card in which you stated that you have aftermarket all weather floor mats placed on top of your factory carpet mats. Because there is nothing securing the aftermarket all weather floor mat to the vehicle floor, it may be possible for the mat to slide forward and interfere with the accelerator pedal. This condition is not exclusive to Lexus. It has been found that *any* floor mat combination in *any* vehicle, where the mat is not secured to the vehicle floor, it may be possible for the mat to interfere with the accelerator pedal. We are informing you of this in the interest of your safety, as well as your satisfaction with our products."

Something along those lines. If you have any questions or concerns please don't hesitate to call or email me. Thank you very much Kathy!



Corson Floor Mat.tif

David Stovall
Quality Compliance
Toyota Motor Sales, U.S.A., Inc.
Tel. 310-468-5933
Fax 310-468-3399

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please delete this message from your computer. Thank you.