

From: David Stovall/=TMS/Toyota.

Sent: 10/30/2007 3:24 PM.

To: [-] Kathy Wachs/=Lexus/Toyota@Toyota.

Cc: [-] Mark Kubota/=TMS/Toyota@Toyota; Richard Jung/=TMS/Toyota@Toyota; George Morino/=TMS/Toyota.

Bcc: [-]

Subject: Re: Fw: SSC 7LB Customer Request.

That is great! Thank you so much for helping us out with this.

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

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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  
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  
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  
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  
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 AWM. 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!

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

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