From: Chikako Nomura/=KAISA/TMC0. Sent:11/5/2007 2:07 AM.
To: [-] George Morino/=TMS/Toyota@TOYOTA@TMCE.
Cc: [-] John_Lang@toyota.com;Mark Kubota/=TMS/Toyota@toyota;Noboru Matsunaga/=E/TMC0@TMC0;Yoshiyasu Mori/=E/TMC0@TMC0.
Bcc: [-] .
Subject: Fw: Campaign No. 7519J2.

Dear Mr.Morino and Mr.Lang,

Would you pls confirm to my following e-mail?

Can we return all following campaign claims without replaced parts not sublet, which means inspecition only claims?

Pls confirm.

Best regards,

****
Chikako Nomura
Warranty Group
Area Management & Support Dept.
Overseas Service Field Operations Div.
TEL:+81-(0)52-552-8172
FAX:+81-(0)52-552-3950
E-mail:chikako_nomura@notes.bm.toyota.co.jp
****

----- 転送者: Chikako Nomura/KAISA/TMC0 転送日: 2007/11/05 19:05 -----

Chikako Nomura
野村 千佳子
海外サービス地区担当部
2007/10/26 16:47
宛先: George Morino/TMS/Toyota@TOYOTA@TMCE
cc: John_Lang@toyota.com, Mark Kubota/TMS/Toyota@toyota, Noboru Matsunaga/E/TMC0@TMC0, Yoshiyasu Mori/E/TMC0@TMC0
件名: Re: Campaign No. 7519J2

Dear Mr.Morino,

I do not understand you e-mail,
TMS did not paid to the claims which we received?
If yes, can we return all claims without parts No. nor sublet??

Pls confirm

Best regards,

****
Chikako Nomura
Warranty Group
Area Management & Support Dept.
Overseas Service Field Operations Div.
TEL:+81-(0)52-552-8172
FAX:+81-(0)52-552-3950
E-mail:chikako_nomura@notes.bm.toyota.co.jp
****

George Morino@TOYOTA

2007/10/22 21:54
宛先: Chikako Nomura/KAISA/TMC0@TMC0@TMCE
cc: John_Lang@toyota.com, Mark Kubota/TMS/Toyota@toyota, Noboru Matsunaga/E/TMC0@TMC0, Yoshiyasu Mori/E/TMC0@TMC0
件名: Re: Campaign No. 7519J2

Hi Nomura-san:

We currently have the All Weather Floor Mats associated with this operation code on Parts Return. If the dealer doesn't return the mats, they're automatically debited. The dealer has 15 days after the claim Paid Date to get the mats to us. If they don't get here, the entire amount of the claim is debited.

We hope this will satisfy TMC's requirements.

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.

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 reimbuse 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 "Inspecition 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
Warranty Group
Area Management & Support Dept.
Overseas Service Field Operations Div.
TEL:+81-(0)52-552-8172
FAX:+81-(0)52-552-3950
E-mail:chikako_nomura@notes.bm.toyota.co.jp
****