

From: Maria Puliti/=TMS/Toyota.

Sent:11/7/2007 1:01 PM.

To: [-] Bill Kwong/=Mobile/Toyota@Toyota;Denise Morrissey/=TMS/Toyota@Toyota;George Morino/=TMS/Toyota@Toyota;David Weigand/=Scion/Toyota@Toyota.

Cc: [-]

Bcc: [-]

Subject: Update regarding [REDACTED] SSC 70F All Weather Floor Mat.

Hello Everyone-

[REDACTED] is working with a new dealership, Toyota of Walnut Creek. He has decided he would like to wait and do an even exchange at a later date instead of getting reimbursement for the \$73.99 he paid from ebay.

Please let me know if you have any questions. Thank you!

Maria

Maria Puliti
Toyota Customer Experience - Operations Supervisor
310-468-2807 310-381-7479 Fax
MARIA_PULITI@TOYOTA.COM

----- Forwarded by Maria Puliti/TMS/Toyota on 11/07/2007 12:58 PM -----

Maria Puliti/TMS/Toyota
11/06/2007 04:39 PM
To David Weigand/Scion/Toyota@Toyota
cc Bill Kwong/Mobile/Toyota@Toyota, Denise Morrissey/TMS/Toyota@Toyota, George Morino/TMS/Toyota@Toyota
Subject Re: Fw: Toyota Floor mats Update regarding Mr. Williams

Hello Dave,

I spoke to [REDACTED] who is going to fax me a copy of his PPAL receipt with the description of the floor mats he purchased from ebay. He used his Visa credit card and paid \$73.99. He mentioned he is willing to go back to Dublin Toyota if they are willing to service him again or Toyota of Walnut Creek is another option to return the floor mats.

Once I get his fax, I am going to call him to confirm I received it. Please let me know how we should proceed with the Reimbursement. I would be happy to contact either dealership.

Thank you!

Maria

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David Weigand/Scion/Toyota
11/06/2007 10:19 AM

To Maria Puliti/TMS/Toyota@Toyota
cc Denise Morrissey/TMS/Toyota@Toyota, Bill Kwong/Mobile/Toyota@Toyota, George Morino/TMS/Toyota@Toyota
Subject Fw: Toyota Floor mats

Hi Maria,

Can you please have a stellar rep on your team contact this customer? Maybe Autumn Branch??? Let's do what we need to in order to help this customer. We need to ensure we get the floor mat back since its been recalled.

Bill confirmed we are ok to contact the cust. George gave me some options for getting the customer reimbursed. We can talk when you have a moment.

Thanks,
Dave

David K. Weigand
Toyota Customer Experience Manager
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david_weigand@toyota.com

----- Forwarded by David Weigand/Scion/Toyota on 11/06/2007 10:18 AM -----

David Weigand/Scion/Toyota
11/06/2007 06:57 AM
To Denise Morrissey/TMS/Toyota
cc Bill Kwong/Mobile/Toyota@Toyota, Carla Neff/TCS/Toyota@Toyota, George Morino/TMS/Toyota@Toyota
Subject Re: Fw: Toyota Floor mats

Hi Denise,

Not much here. The customer contacted the CEC and we opened the contact to the dealer for follow-up. The dealer closed out the case saying they denied assistance because the customer couldn't provide receipts and the customer never told the dealer they came with the vehicle and were on the monrony label.

Additional notes in the case indicate the customer called back and stated he purchased them on ebay.

Looks like Toyota (either the dealer or CEC could have done more with this customer). The dealer certainly should have checked the customer's VIN to see if the mats were on the monrony and came with the vehicle. The CEC should have investigated it further when the customer called back on the 12th. The SSC is very vague about dealer reimbursement. All it says is that if the customer doesn't want to wait for the new all weather drivers mat, they may take the mats to dealer and the dealer will make the necessary arrangements for a refund. It just says the dealer must have the VIN. However, if a customer had purchased replacement mats as a result of the condition, they are advised to send proof of payment, ownership, etc... to the CEC for reimbursement.

As ABC is involved, I don't want to take further action until I hear back from you and/or Bill. I would say at the minimum we should follow-up with the customer again to get the facts of the situation. I don't see how we would reimburse the customer without proof of payment. In worst case scenario, I'm sure we could work out a "goodwill" reimbursement for the mats at MSRP or something like that. But because of the SSC I believe we would need to reclaim the mats.

Thanks,

Dave

David K. Weigand
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Denise Morrissey/TMS/Toyota
11/05/2007 06:09 PM
To Bill Kwong/Mobile/Toyota@Toyota, David Weigand/Scion/Toyota@Toyota, Carla Neff/TCS/Toyota@Toyota
cc
Subject Fw: Toyota Floor mats

Hi Bill, David & Carla -

Can you advise/investigate the following case?

A "7 on your Side" journalist from ABC asked what Toyota's policy was on floor mats.

I'm not sure if there is an misunderstanding.

Can you look up the case number and see what happened?

Hi Bill - If you get an answer before I get back from MPG - Can you get back to the reporter and explain the situation to the reporter??

Many thanks,
Denise

Denise Morrissey
Toyota Division Communications Administrator
Corporate Communications Division
Toyota Motor Sales, U.S.A., Inc.

Phone: 310.468.4844
Fax: 310.381.7533

----- Forwarded by Denise Morrissey/TMS/Toyota on 11/05/2007 06:05 PM -----

"Yip, Randall" <Randall.Yip@abc.com>
11/05/2007 04:49 PM
To <Denise_morrissey@toyota.com>
cc
Subject Toyota Floor mats

Hi, Denise,
You asked me for the customer service case number of the following person:

[REDACTED]
Case Number 2007 1008 1596

His complaint is outlined below. Could you please look into his situation? Thank you.

Randall Yip
Senior Producer
7 On Your Side
ABC7/KGO-TV
415-954-7524
Randall.yip@abc.com

From: [REDACTED]
Date: Oct 18, 2007 12:34 PM
Subject:
To: 7oys@kgo-tv.com

From: [REDACTED]

full_name: [REDACTED]

day_phone: [REDACTED]

night_phone: [REDACTED]

age: [REDACTED]

full_address: [REDACTED]
San Ramon, CA [REDACTED]

comments: Toyota has recalled the All Weather Floor Mats under NHTSA recall number 07E082000. I received my notice and took my mats to the Toyota dealer in Dublin, California. Evidently, I was the very first person to return my mats, because they were unaware of the recall and had to look up the information. The dealer's information said that the dealer would be reimbursed up to \$115 by Toyota, and the dealer does not have to provide any receipt to Toyota - the dealer must get the VIN from my vehicle. Both the dealer's information and my recall notice did not indicate that any receipt would be required to return the mats. The manager of the service department refused to give me a refund for my mats

because I did not have a receipt. I called Toyota Customer Service in LA and they say they cannot change the dealer's decision. So, here I am with the defective mats that were recalled and Toyota will not honor the recall.

Submit: Submit

X-CIP: 10.193.15.246

X-Forwarded-For: 68.127.171.171

RemotelP: Not present