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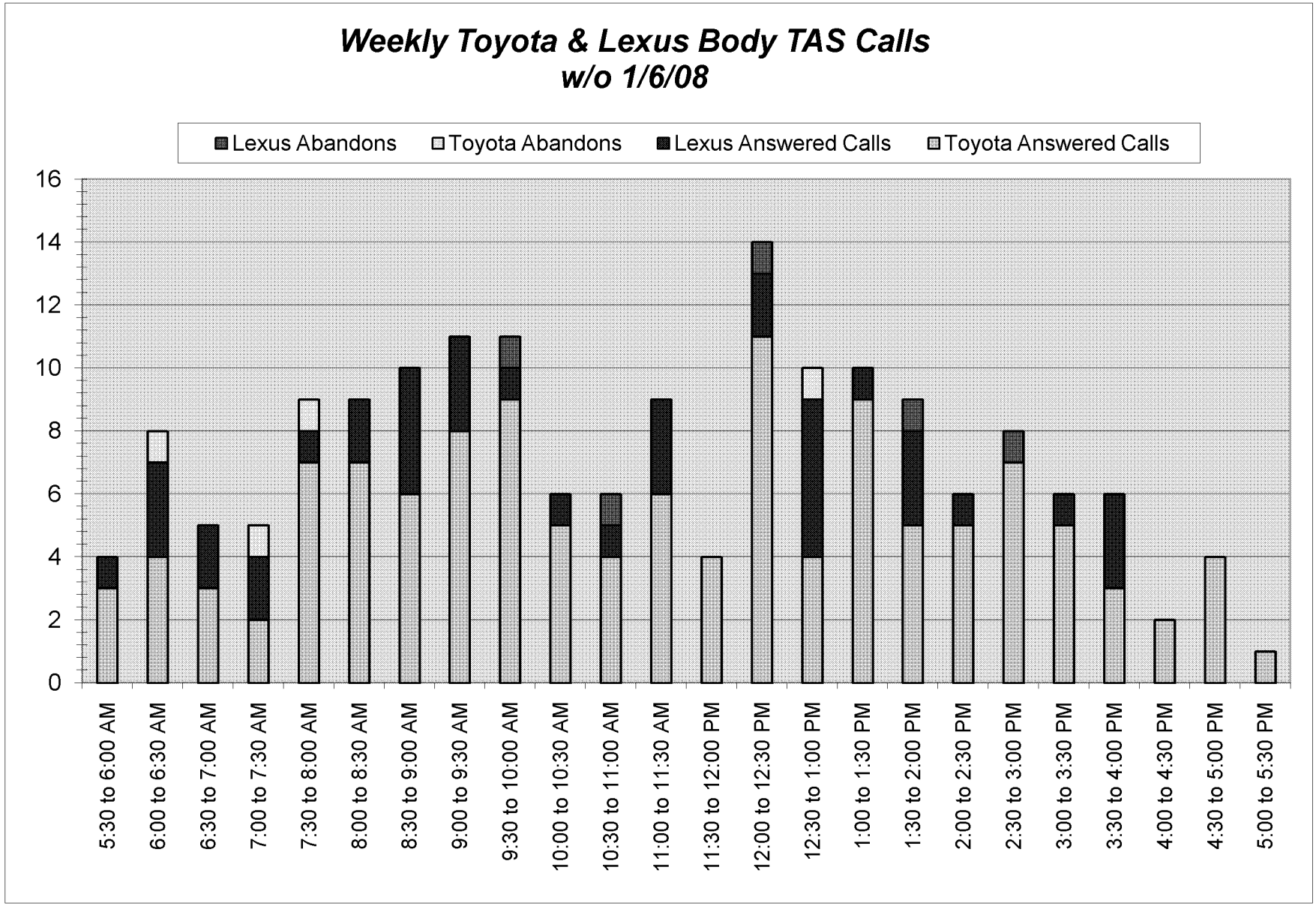

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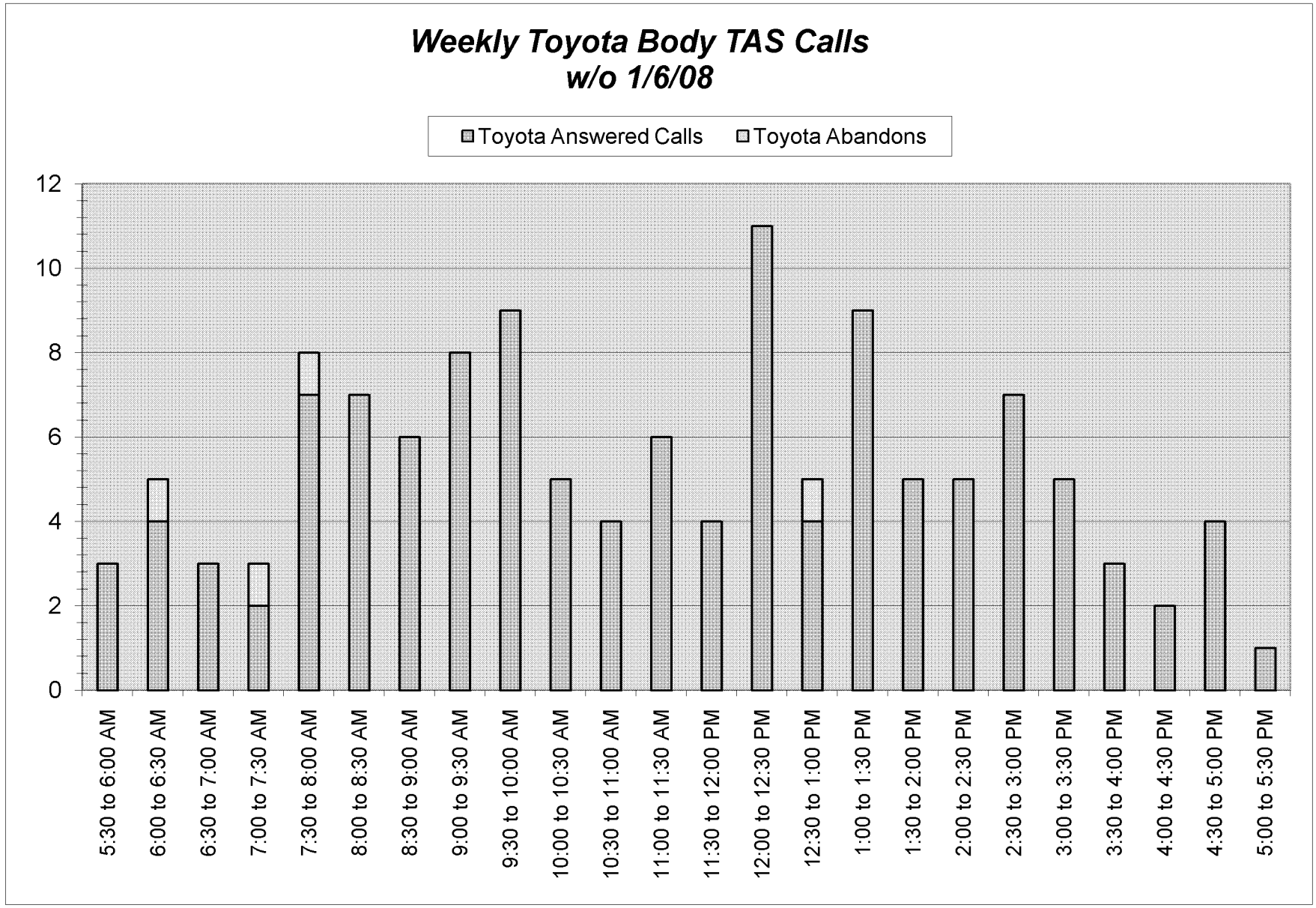

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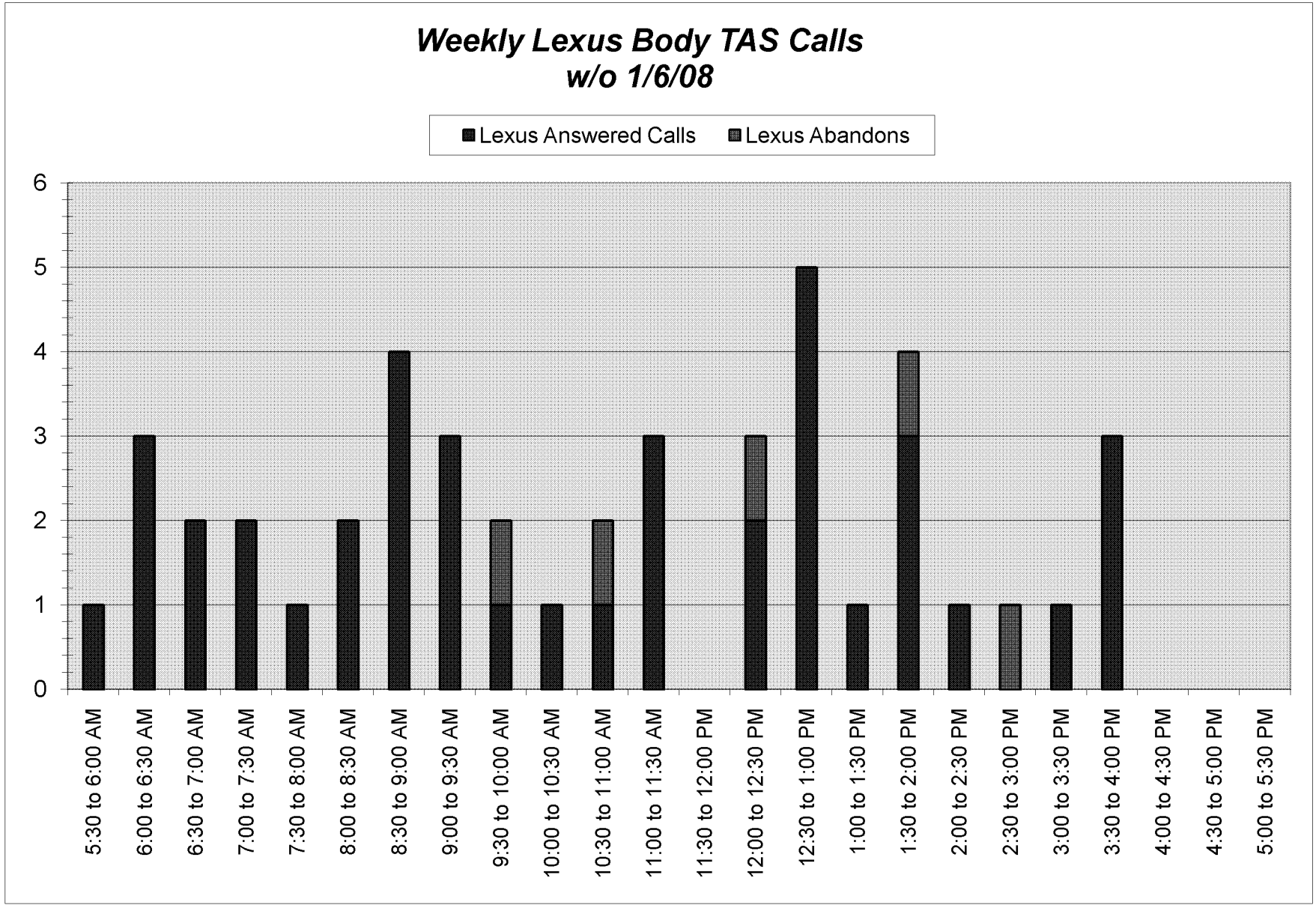

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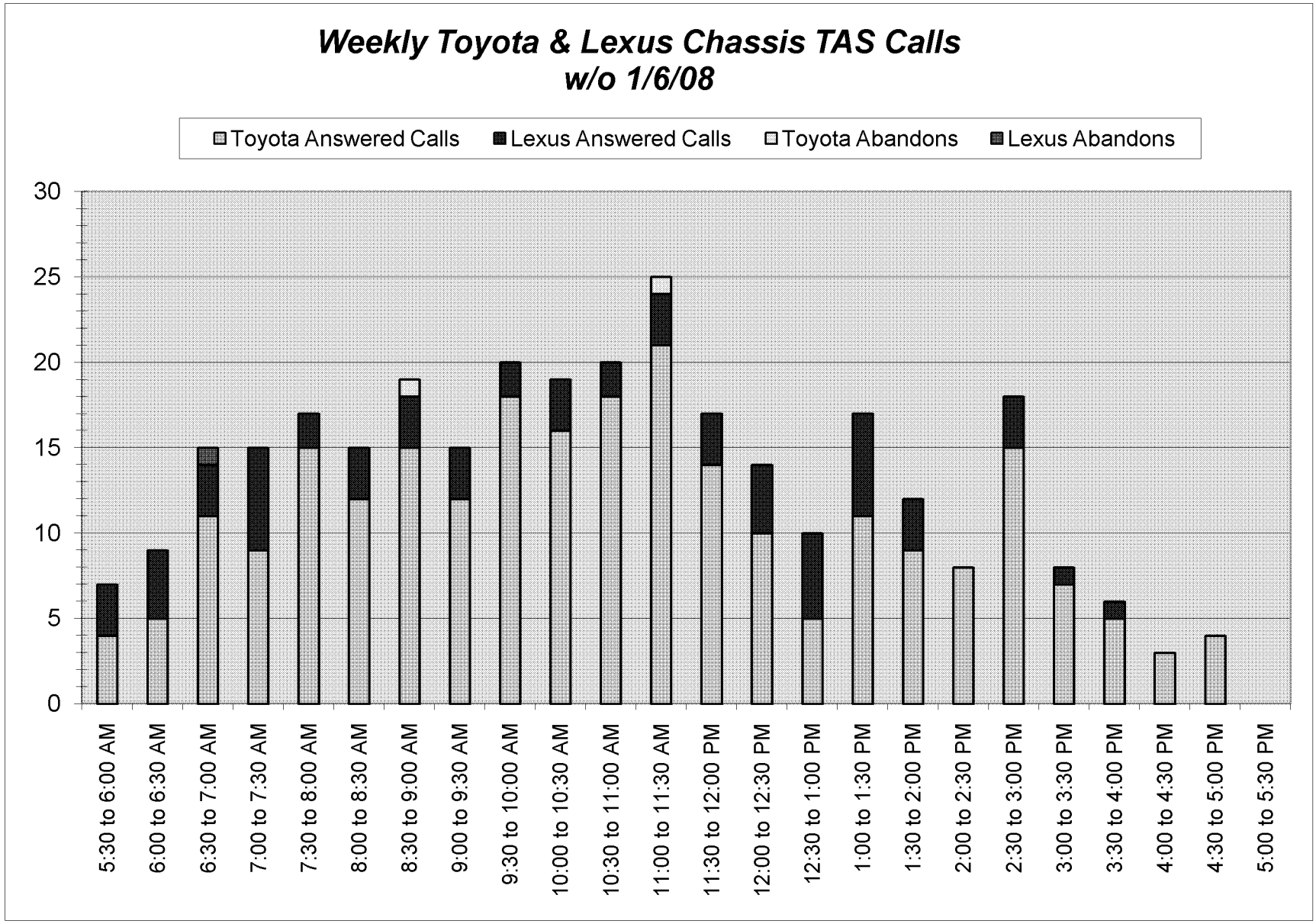

Weekly Toyota Chassis TAS Calls
w/o 1/6/08

TOY-TQ001-00033137

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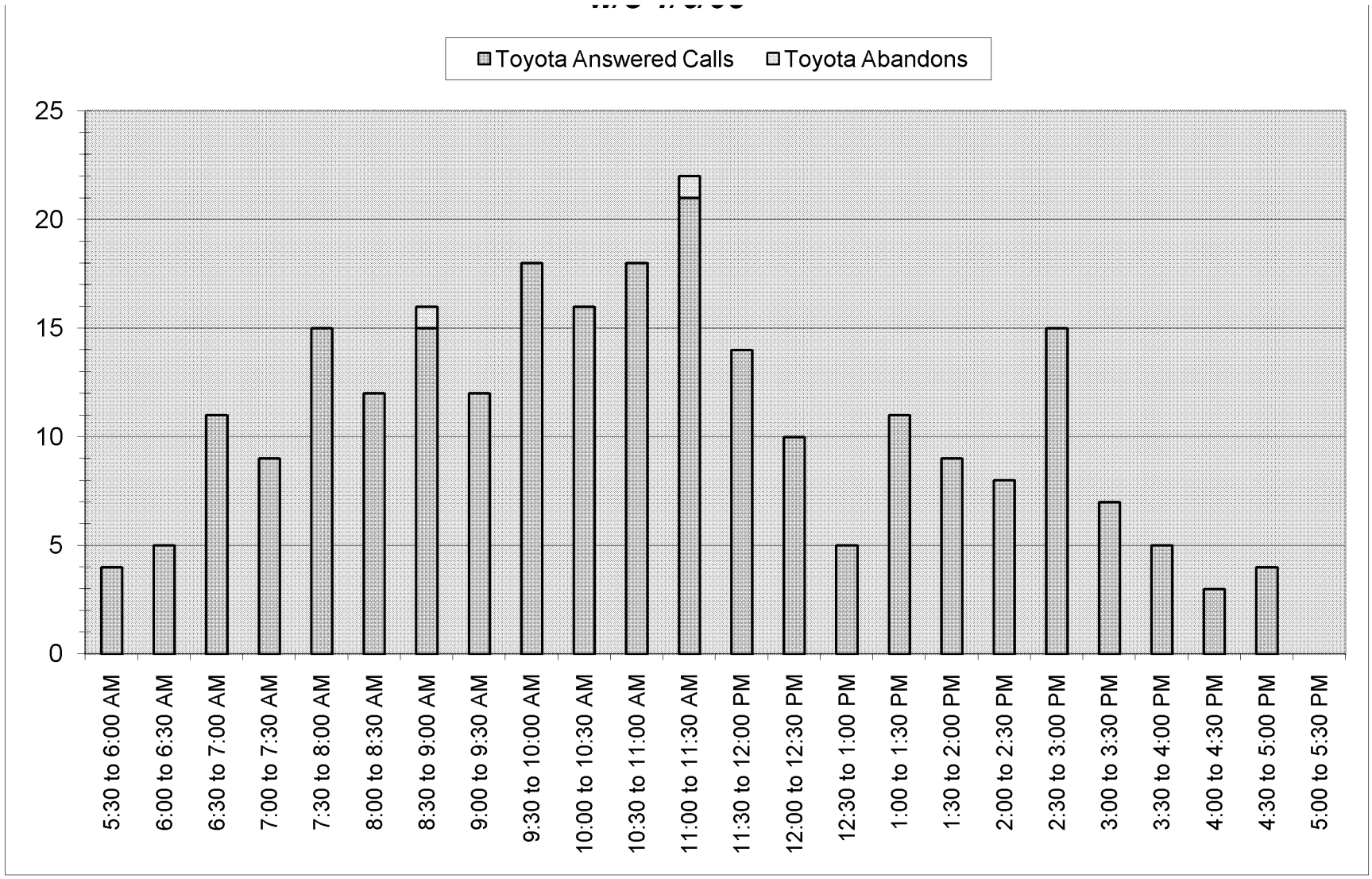

Weekly Lexus Chassis TAS Calls
w/o 1/6/08

Lexus Answered Calls Lexus Abandons

TOY-TQ001-00033138

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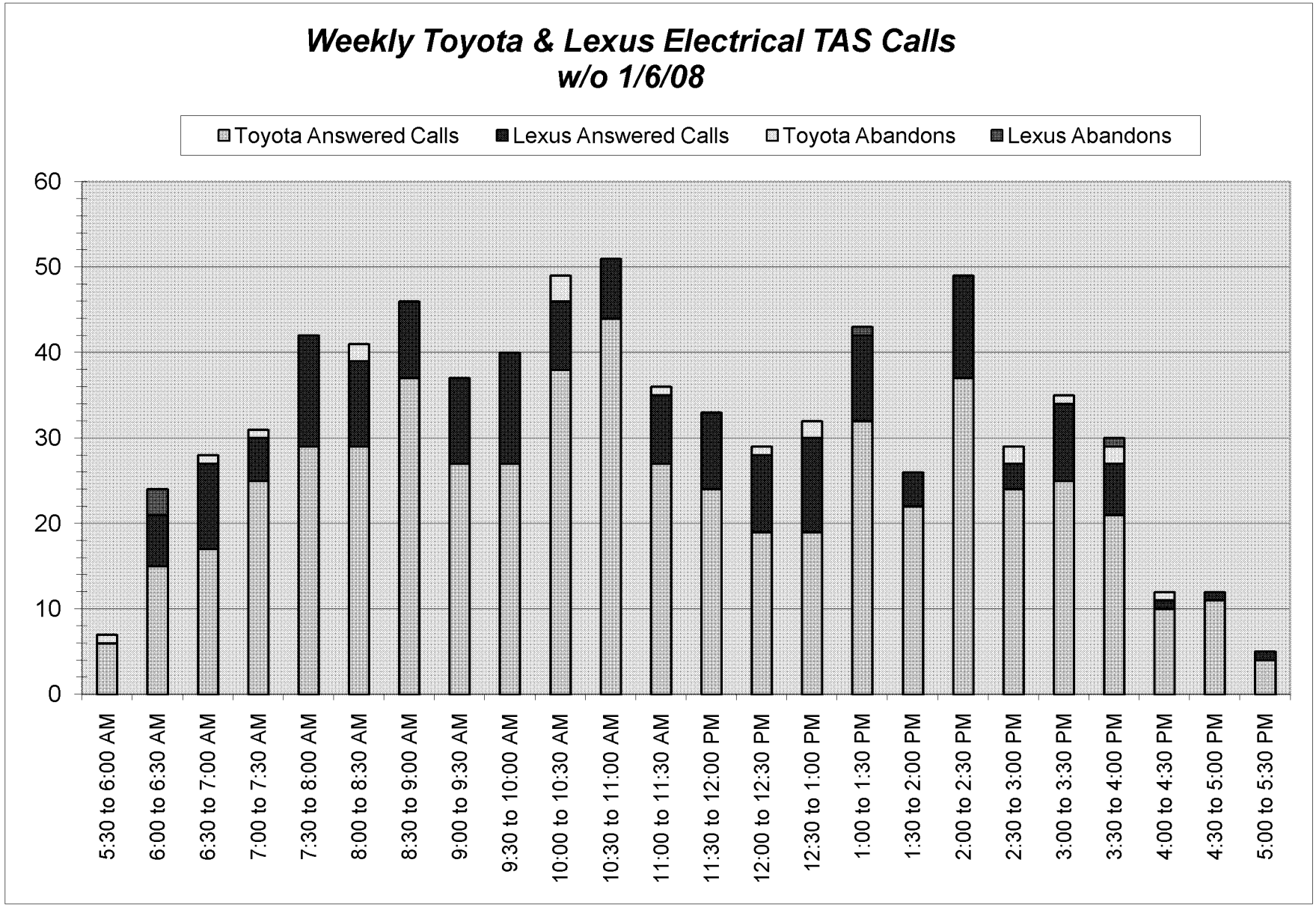

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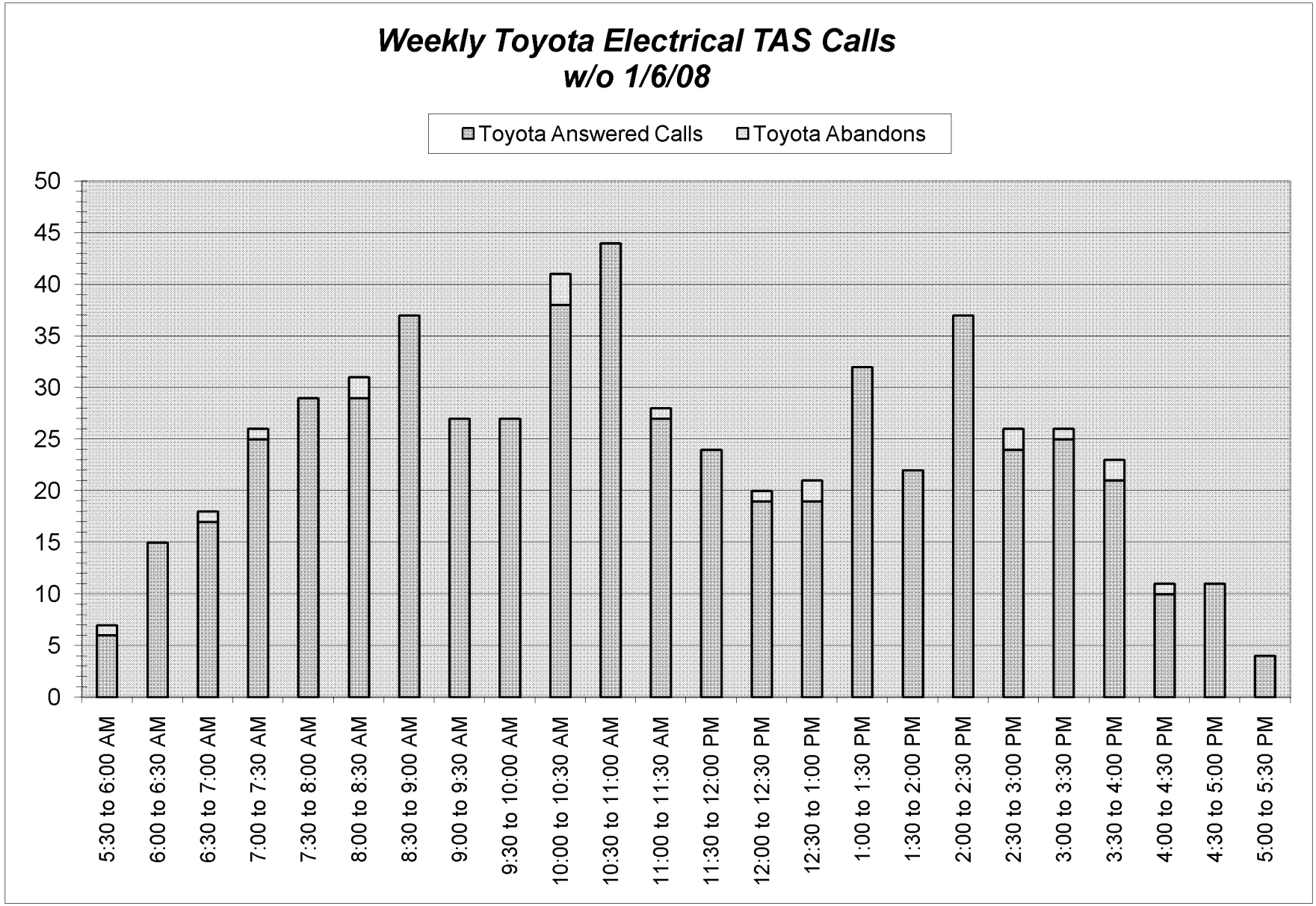

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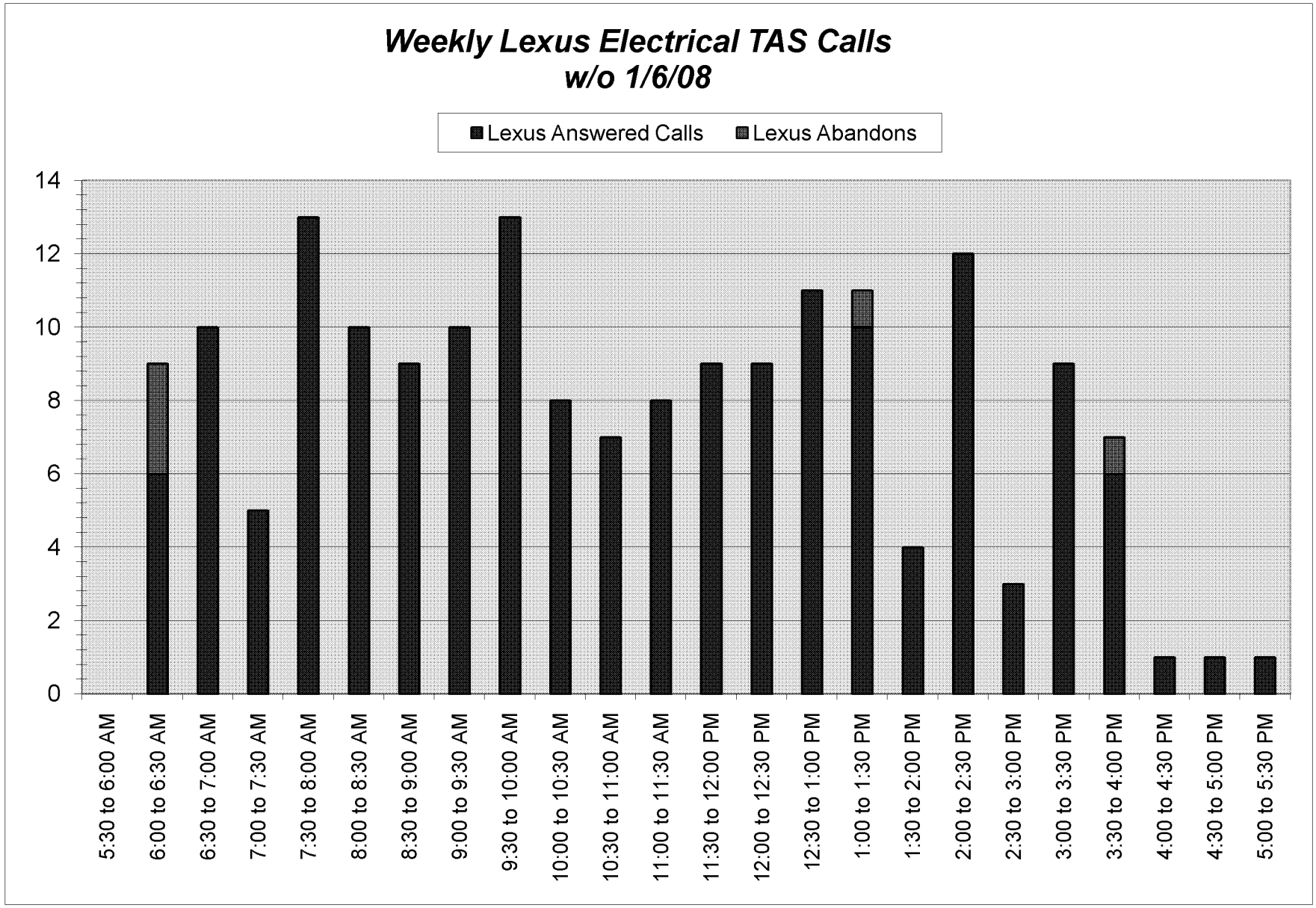

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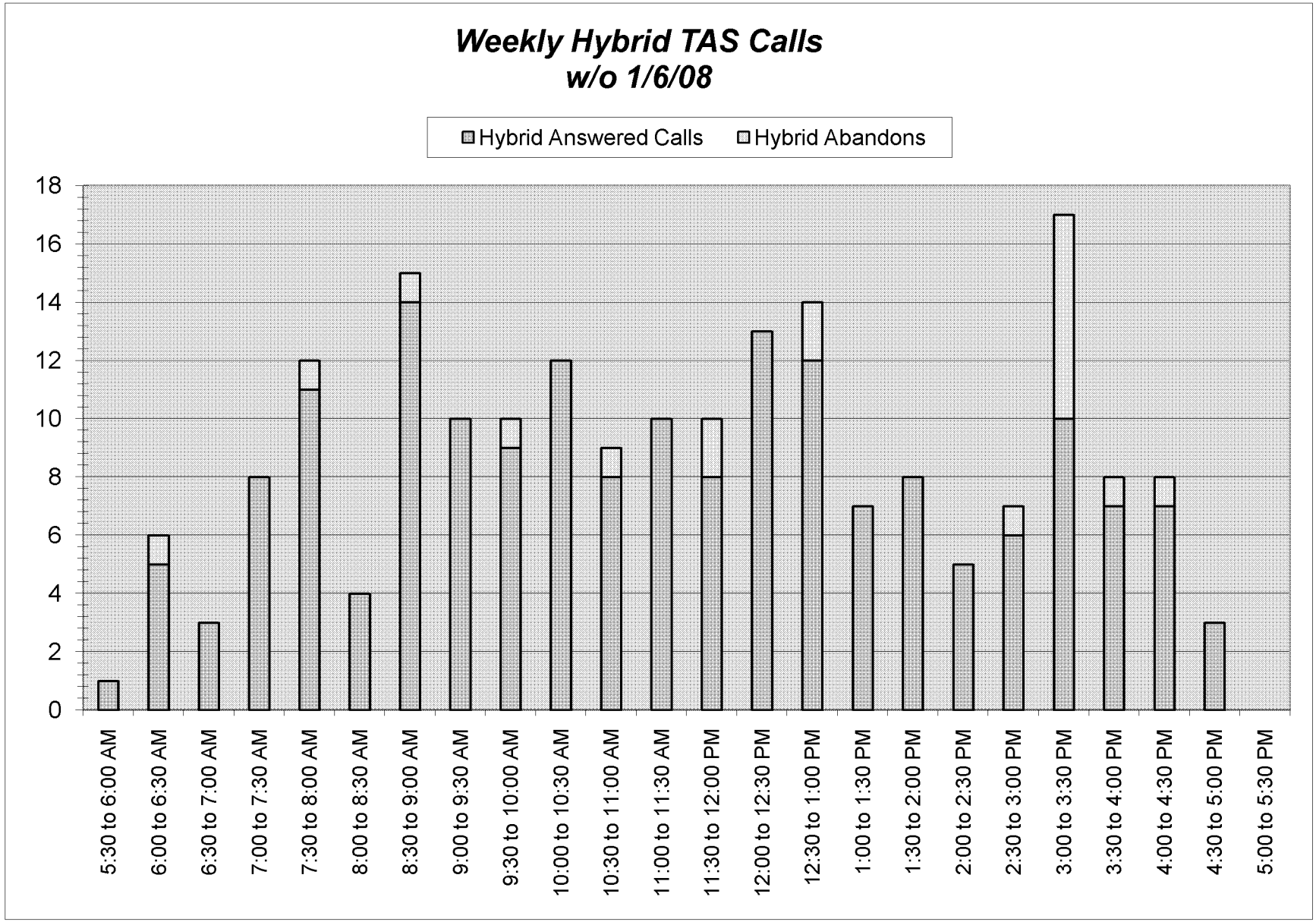

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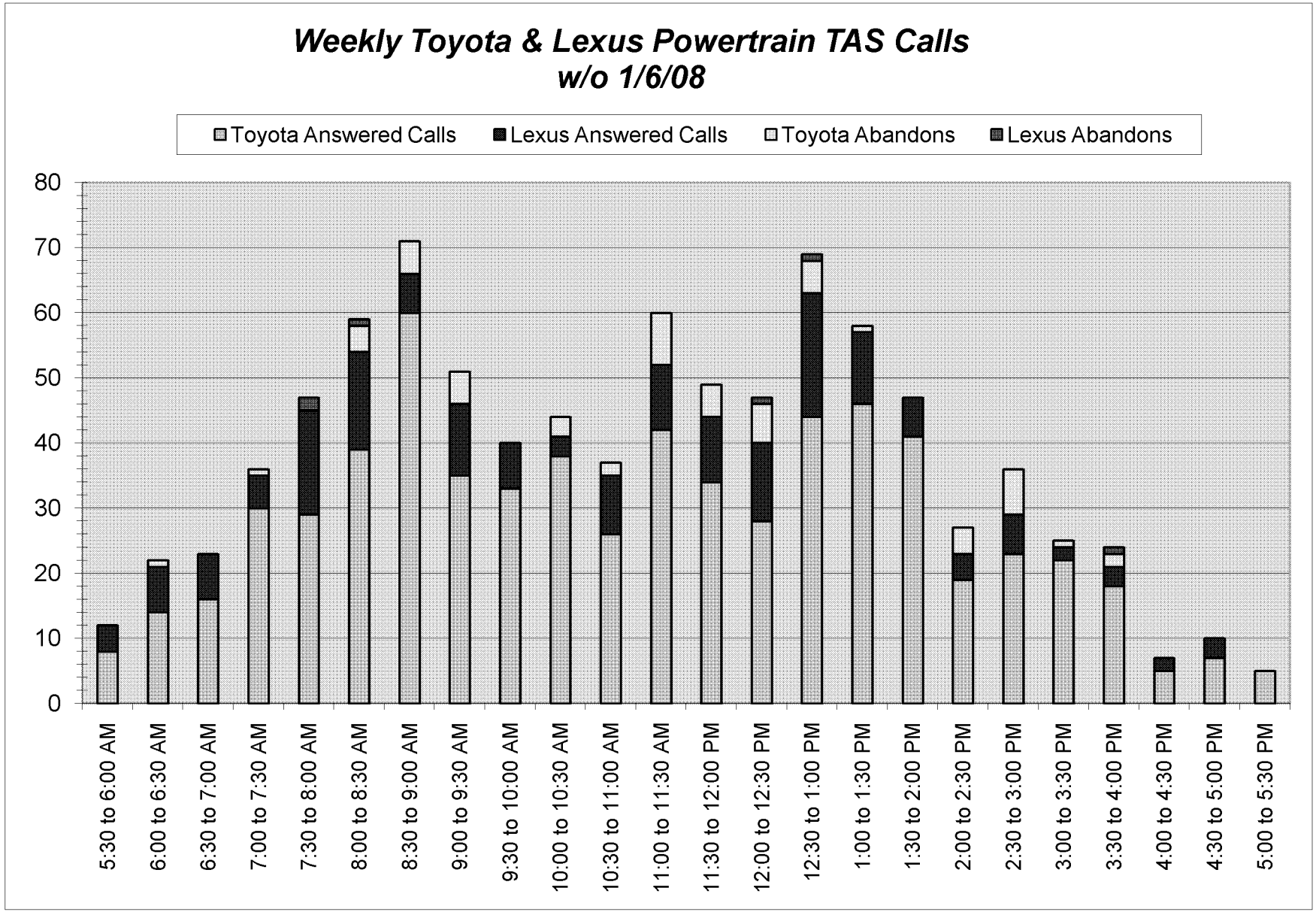

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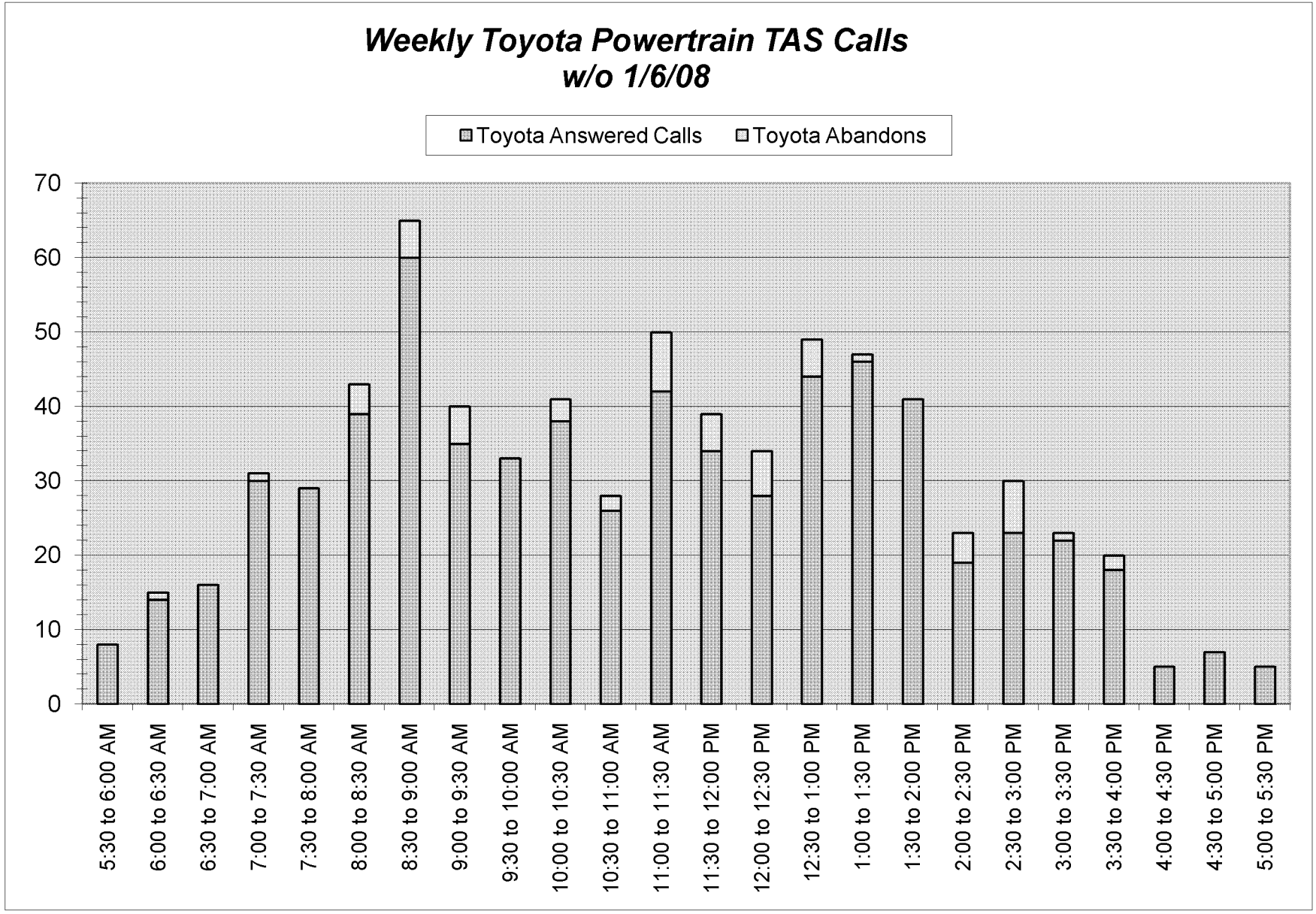

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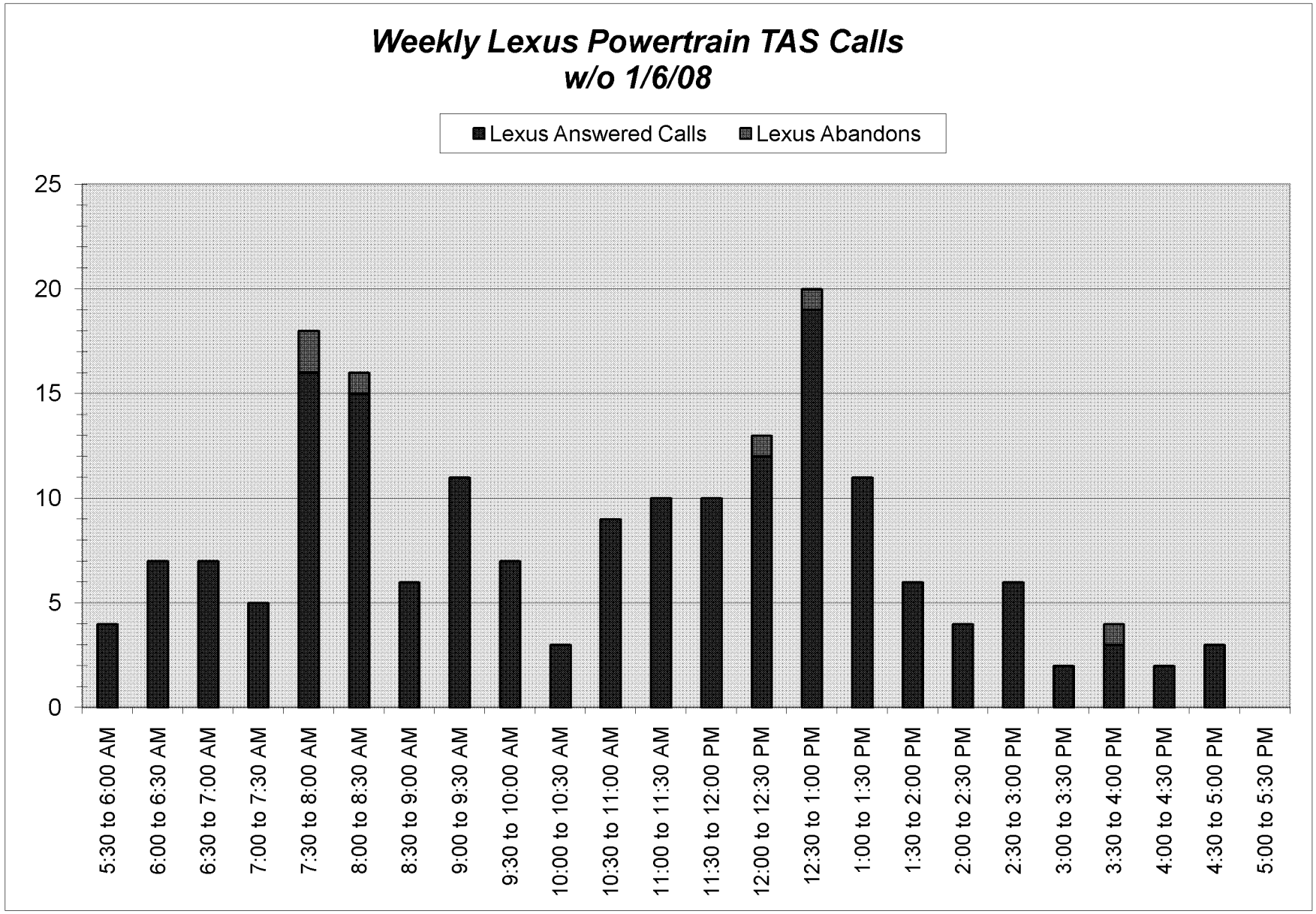

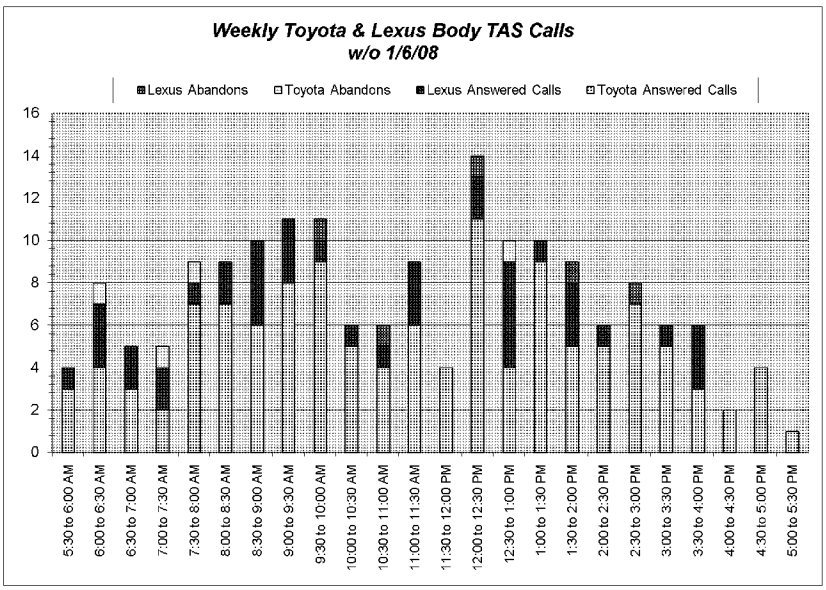
Weekly Toyota & Lexus Body TAS Calls
w/o 1/6/08
Lexus Abandons
Toyota Abandons
Lexus Answered Calls
Toyota Answered Calls
16
14
12
10
8
6
4
2
0
5:30 to 6:00 AM
6:00 to 6:30 AM
6:30 to 7:00 AM
7:00 to 7:30 AM
7:30 to 8:00 AM
8:00 to 8:30 AM
8:30 to 9:00 AM
9:00 to 9:30 AM
9:30 to 10:00 AM
10:00 to 10:30 AM
10:30 to 11:00 AM
11:00 to 11:30 AM
11:30 to 12:00 PM
12:00 to 12:30 PM
12:30 to 1:00 PM
1:00 to 1:30 PM
1:30 to 2:00 PM
2:00 to 2:30 PM
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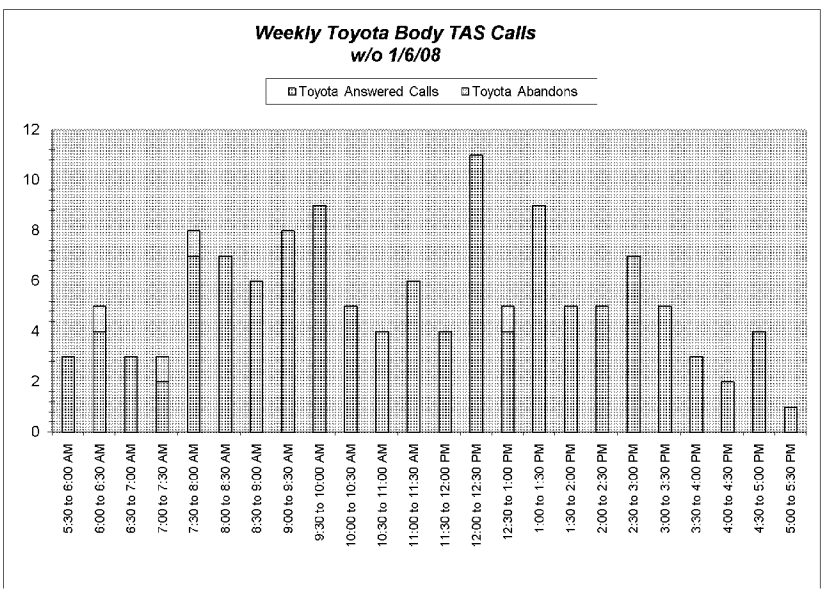
4:30 to 5:00 PM
5:00 to 5:30 PM


Weekly Toyota Body TAS Calls
w/o 1/6/08
Toyota Answered Calls
Toyota Abandons
12
10
8
6
4
2
0
5:30 to 6:00 AM
6:00 to 6:30 AM
6:30 to 7:00 AM
7:00 to 7:30 AM
7:30 to 8:00 AM
8:00 to 8:30 AM
8:30 to 9:00 AM
9:00 to 9:30 AM
9:30 to 10:00 AM
10:00 to 10:30 AM
10:30 to 11:00 AM
11:00 to 11:30 AM
11:30 to 12:00 PM
12:00 to 12:30 PM
12:30 to 1:00 PM
1:00 to 1:30 PM
1:30 to 2:00 PM
2:00 to 2:30 PM
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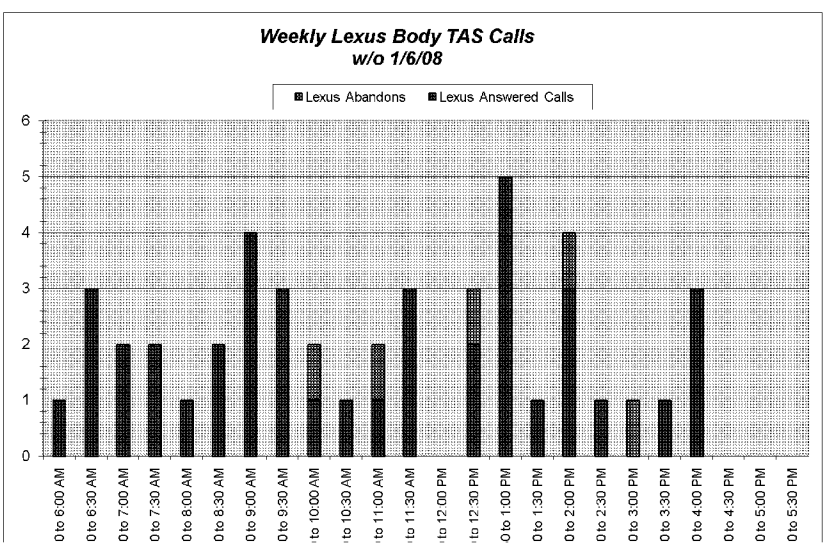
4:30 to 5:00 PM
5:00 to 5:30 PM


Weekly Lexus Body TAS Calls
w/o 1/6/08
Lexus Abandons
Lexus Answered Calls
6
5
4
3
2
1
0
0 to 6:00 AM
0 to 6:30 AM
0 to 7:00 AM
0 to 7:30 AM
0 to 8:00 AM
0 to 8:30 AM
0 to 9:00 AM
0 to 9:30 AM
to 10:00 AM
to 10:30 AM
to 11:00 AM
to 11:30 AM
to 12:00 PM
to 12:30 PM
0 to 1:00 PM
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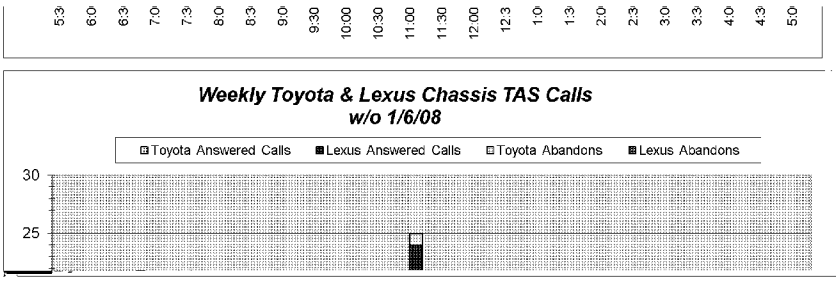
0 to 5:00 PM
0 to 5:30 PM


5:3
6:0
6:3
7:0
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8:0
8:3
9:0
9:30
10:00
10:30
11:00
11:30
12:00
12:3
1:0
1:3
2:0
2:3
3:0
3:3
4:0
4:3
5:0
Weekly Toyota & Lexus Chassis TAS Calls
w/o 1/6/08
Toyota Answered Calls
Lexus Answered Calls
Toyota Abandons
Lexus Abandons
30
25

5:30 to 6:00 AM
6:00 to 6:30 AM
6:30 to 7:00 AM
7:00 to 7:30 AM
7:30 to 8:00 AM
8:00 to 8:30 AM
8:30 to 9:00 AM
9:00 to 9:30 AM
9:30 to 10:00 AM
10:00 to 10:30 AM
10:30 to 11:00 AM
11:00 to 11:30 AM
11:30 to 12:00 PM
12:00 to 12:30 PM
12:30 to 1:00 PM
1:00 to 1:30 PM
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2:30 to 3:00 PM
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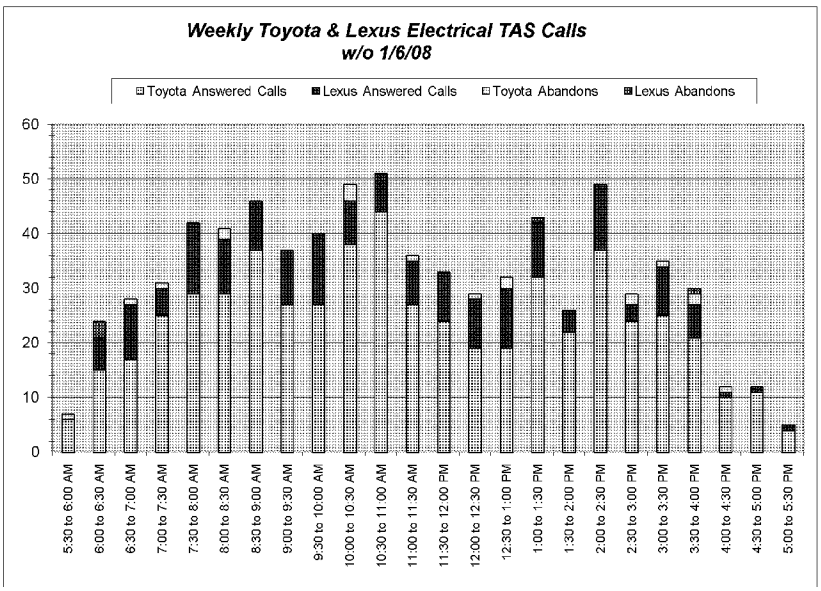
Weekly Toyota & Lexus Electrical TAS Calls
w/o 1/6/08
Toyota Answered Calls
Lexus Answered Calls
Toyota Abandons
Lexus Abandons
0
10
20
30
40
50
60
5:30 to 6:00 AM
6:00 to 6:30 AM
6:30 to 7:00 AM
7:00 to 7:30 AM
7:30 to 8:00 AM
8:00 to 8:30 AM
8:30 to 9:00 AM
9:00 to 9:30 AM
9:30 to 10:00 AM
10:00 to 10:30 AM
10:30 to 11:00 AM
11:00 to 11:30 AM
11:30 to 12:00 PM
12:00 to 12:30 PM
12:30 to 1:00 PM
1:00 to 1:30 PM
1:30 to 2:00 PM
2:00 to 2:30 PM
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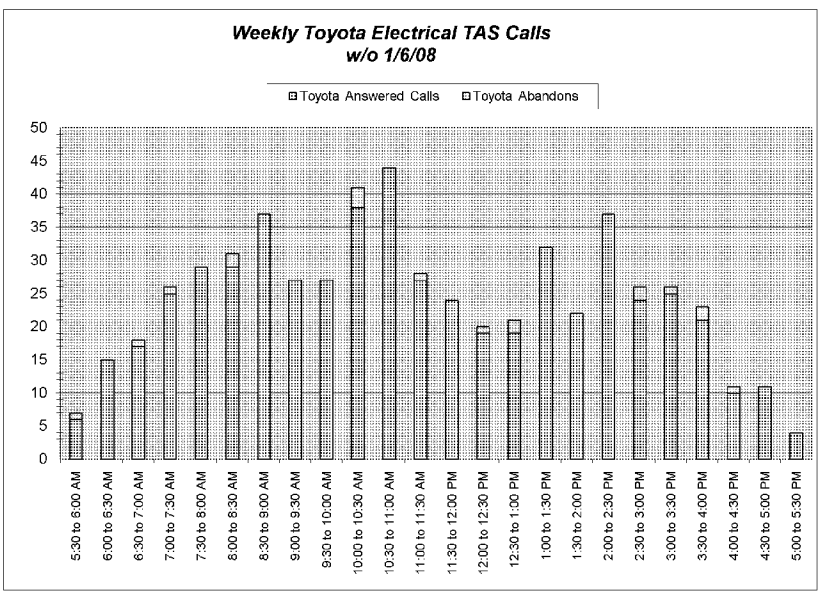
4:30 to 5:00 PM
5:00 to 5:30 PM


Weekly Toyota Electrical TAS Calls
w/o 1/6/08
Toyota Answered Calls
Toyota Abandons
0
5
10
15
20
25
30
35
40
45
50
5:30 to 6:00 AM
6:00 to 6:30 AM
6:30 to 7:00 AM
7:00 to 7:30 AM
7:30 to 8:00 AM
8:00 to 8:30 AM
8:30 to 9:00 AM
9:00 to 9:30 AM
9:30 to 10:00 AM
10:00 to 10:30 AM
10:30 to 11:00 AM
11:00 to 11:30 AM
11:30 to 12:00 PM
12:00 to 12:30 PM
12:30 to 1:00 PM
1:00 to 1:30 PM
1:30 to 2:00 PM
2:00 to 2:30 PM
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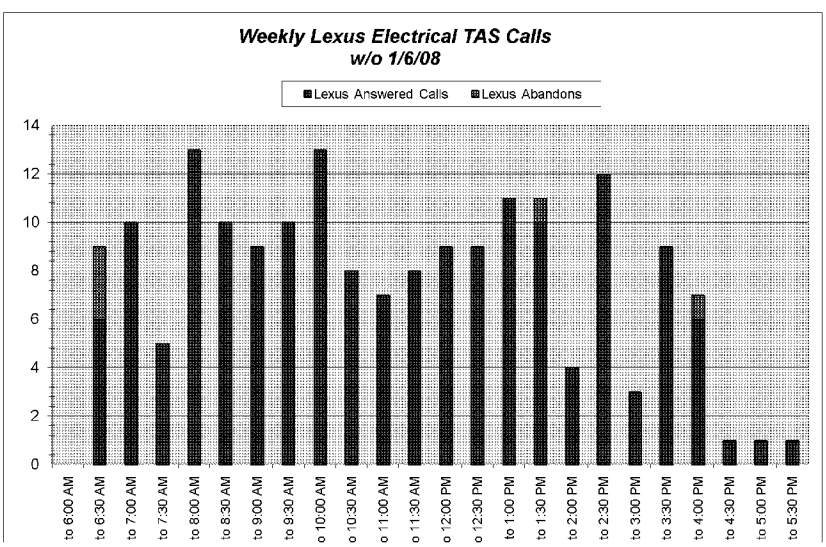
4:30 to 5:00 PM
5:00 to 5:30 PM


Weekly Lexus Electrical TAS Calls
w/o 1/6/08
Lexus Answered Calls
Lexus Abandons
0
2
4
6
8
10
12
14
to 6:00 AM
to 6:30 AM
to 7:00 AM
to 7:30 AM
to 8:00 AM
to 8:30 AM
to 9:00 AM
to 9:30 AM
o 10:00 AM
o 10:30 AM
o 11:00 AM
o 11:30 AM
o 12:00 PM
o 12:30 PM
to 1:00 PM
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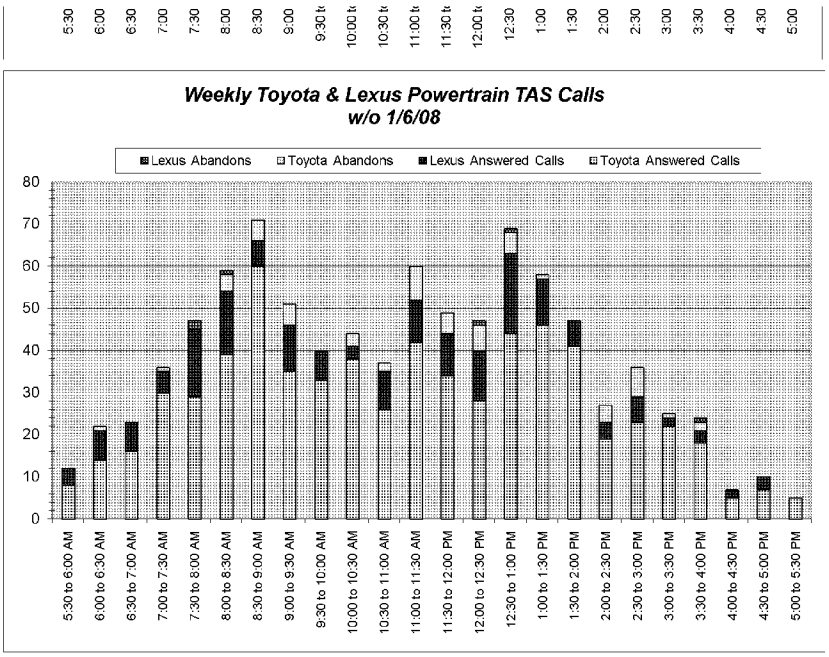
to 5:00 PM
to 5:30 PM


Weekly Toyota & Lexus Powertrain TAS Calls
w/o 1/6/08
Lexus Abandons
Toyota Abandons
Lexus Answered Calls
Toyota Answered Calls
0
10
20
30
40
50
60
70
80
5:30 to 6:00 AM
6:00 to 6:30 AM
6:30 to 7:00 AM
7:00 to 7:30 AM
7:30 to 8:00 AM
8:00 to 8:30 AM
8:30 to 9:00 AM
9:00 to 9:30 AM
9:30 to 10:00 AM
10:00 to 10:30 AM
10:30 to 11:00 AM
11:00 to 11:30 AM
11:30 to 12:00 PM
12:00 to 12:30 PM
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2:00 to 2:30 PM
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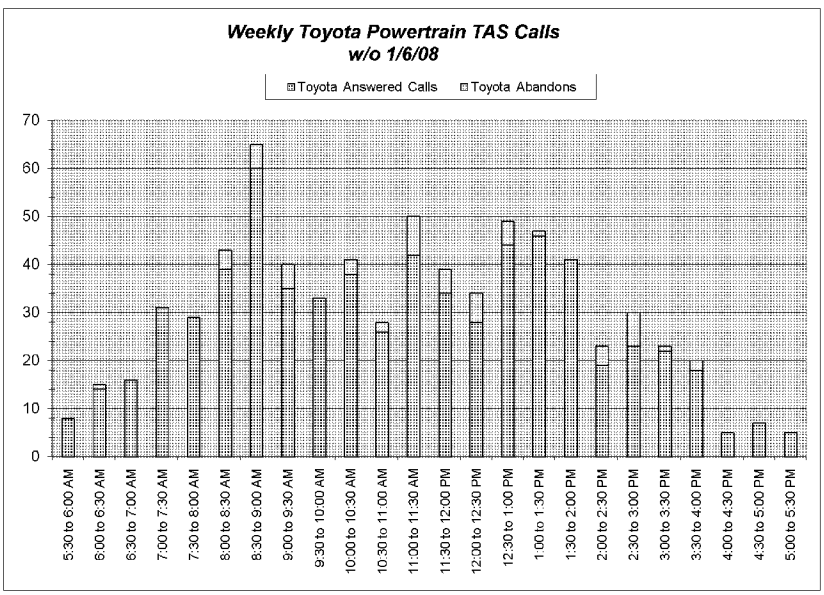
Weekly Toyota Powertrain TAS Calls
w/o 1/6/08
Toyota Answered Calls
Toyota Abandons
0
10
20
30
40
50
60
70
5:30 to 6:00 AM
6:00 to 6:30 AM
6:30 to 7:00 AM
7:00 to 7:30 AM
7:30 to 8:00 AM
8:00 to 8:30 AM
8:30 to 9:00 AM
9:00 to 9:30 AM
9:30 to 10:00 AM
10:00 to 10:30 AM
10:30 to 11:00 AM
11:00 to 11:30 AM
11:30 to 12:00 PM
12:00 to 12:30 PM
12:30 to 1:00 PM
1:00 to 1:30 PM
1:30 to 2:00 PM
2:00 to 2:30 PM
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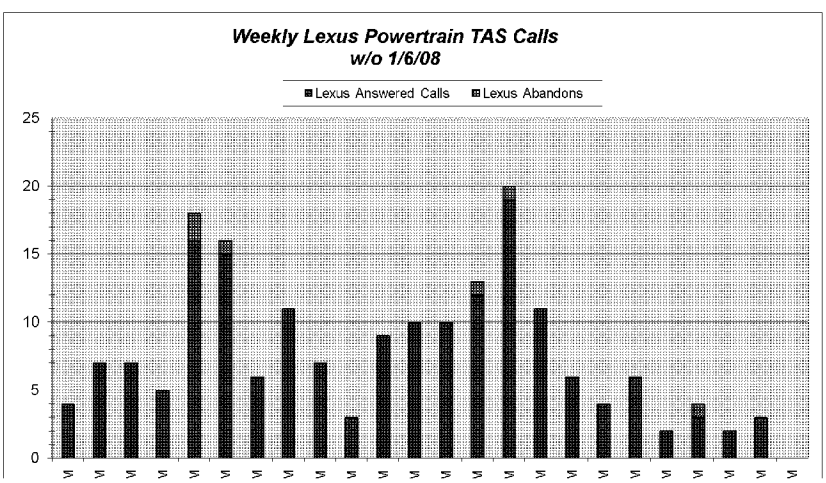
Weekly Lexus Powertrain TAS Calls
w/o 1/6/08
Lexus Answered Calls
Lexus Abandons
0
5
10
15
20
25

5:30 to 6:00 AI
6:00 to 6:30 AI
6:30 to 7:00 AI
7:00 to 7:30 AI
7:30 to 8:00 AI
8:00 to 8:30 AI
8:30 to 9:00 AI
9:00 to 9:30 AI
9:30 to 10:00 AI
10:00 to 10:30 AI
10:30 to 11:00 AI
11:00 to 11:30 AI
11:30 to 12:00 PI
12:00 to 12:30 PI
12:30 to 1:00 PI
1:00 to 1:30 PI
1:30 to 2:00 PI
2:00 to 2:30 PI
2:30 to 3:00 PI
3:00 to 3:30 PI
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5:00 to 5:30 PI

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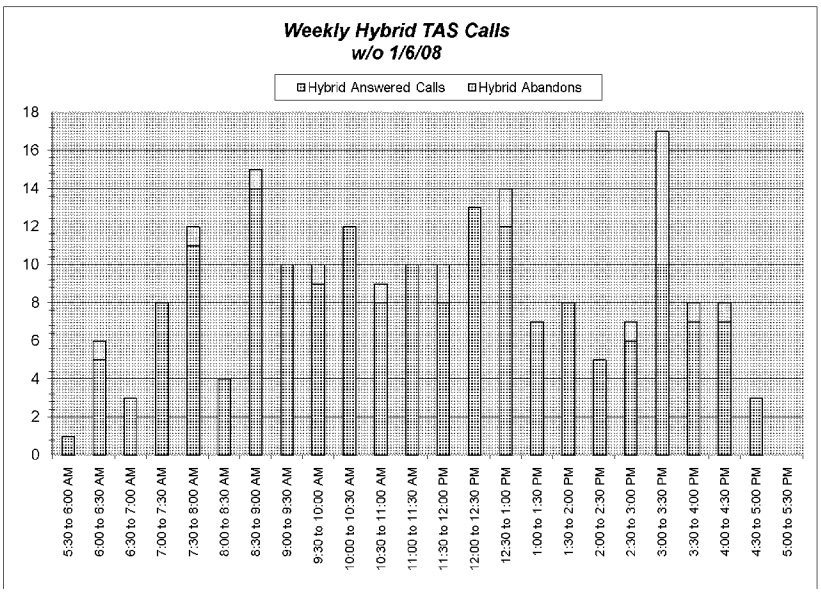
Weekly Hybrid TAS Calls
w/o 1/6/08
Hybrid Answered Calls
Hybrid Abandons
18
16
14
12
10
8
6
4
2
0
5:30 to 6:00 AM
6:00 to 6:30 AM
6:30 to 7:00 AM
7:00 to 7:30 AM
7:30 to 8:00 AM
8:00 to 8:30 AM
8:30 to 9:00 AM
9:00 to 9:30 AM
9:30 to 10:00 AM
10:00 to 10:30 AM
10:30 to 11:00 AM
11:00 to 11:30 AM
11:30 to 12:00 PM
12:00 to 12:30 PM
12:30 to 1:00 PM
1:00 to 1:30 PM
1:30 to 2:00 PM
2:00 to 2:30 PM
2:30 to 3:00 PM
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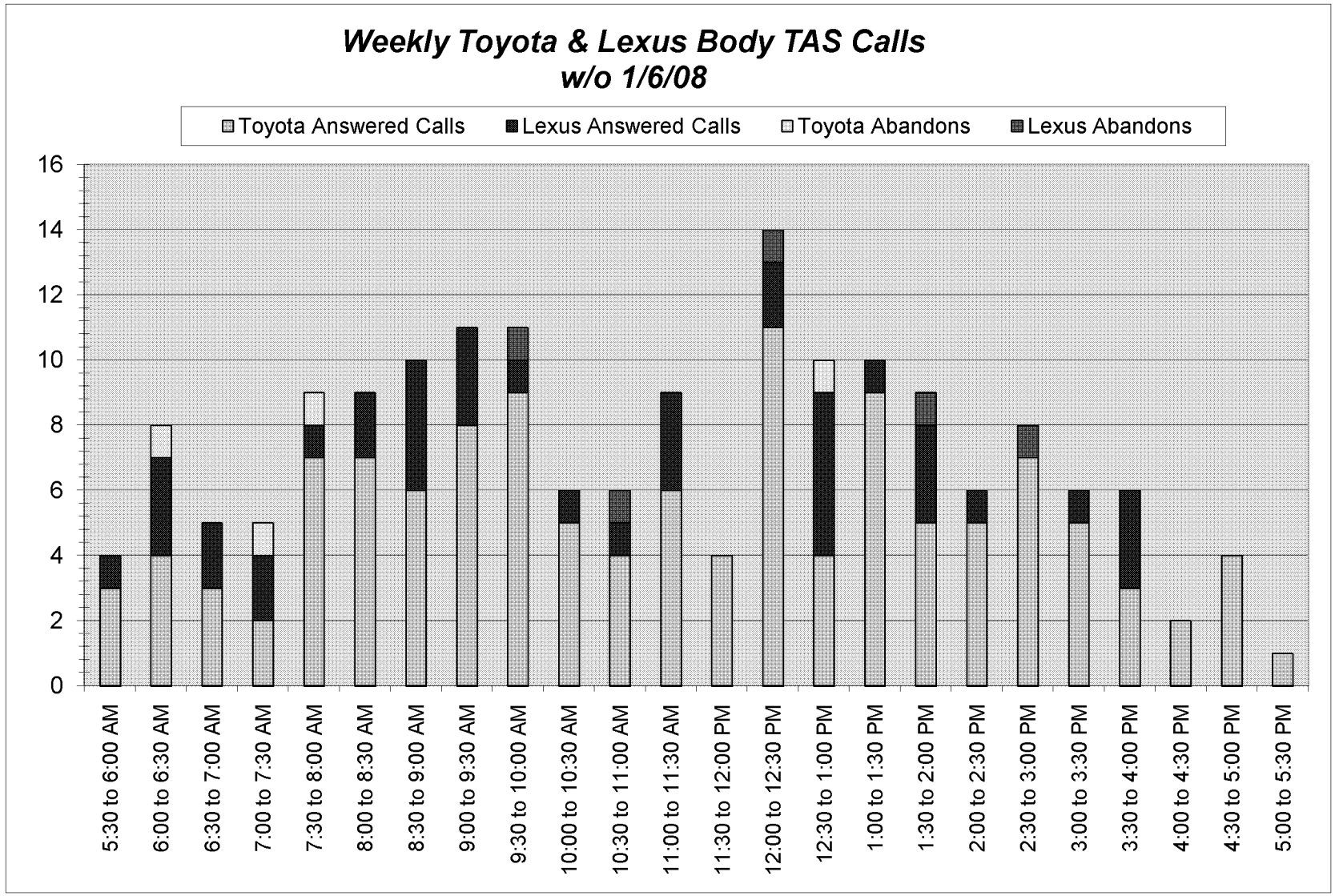

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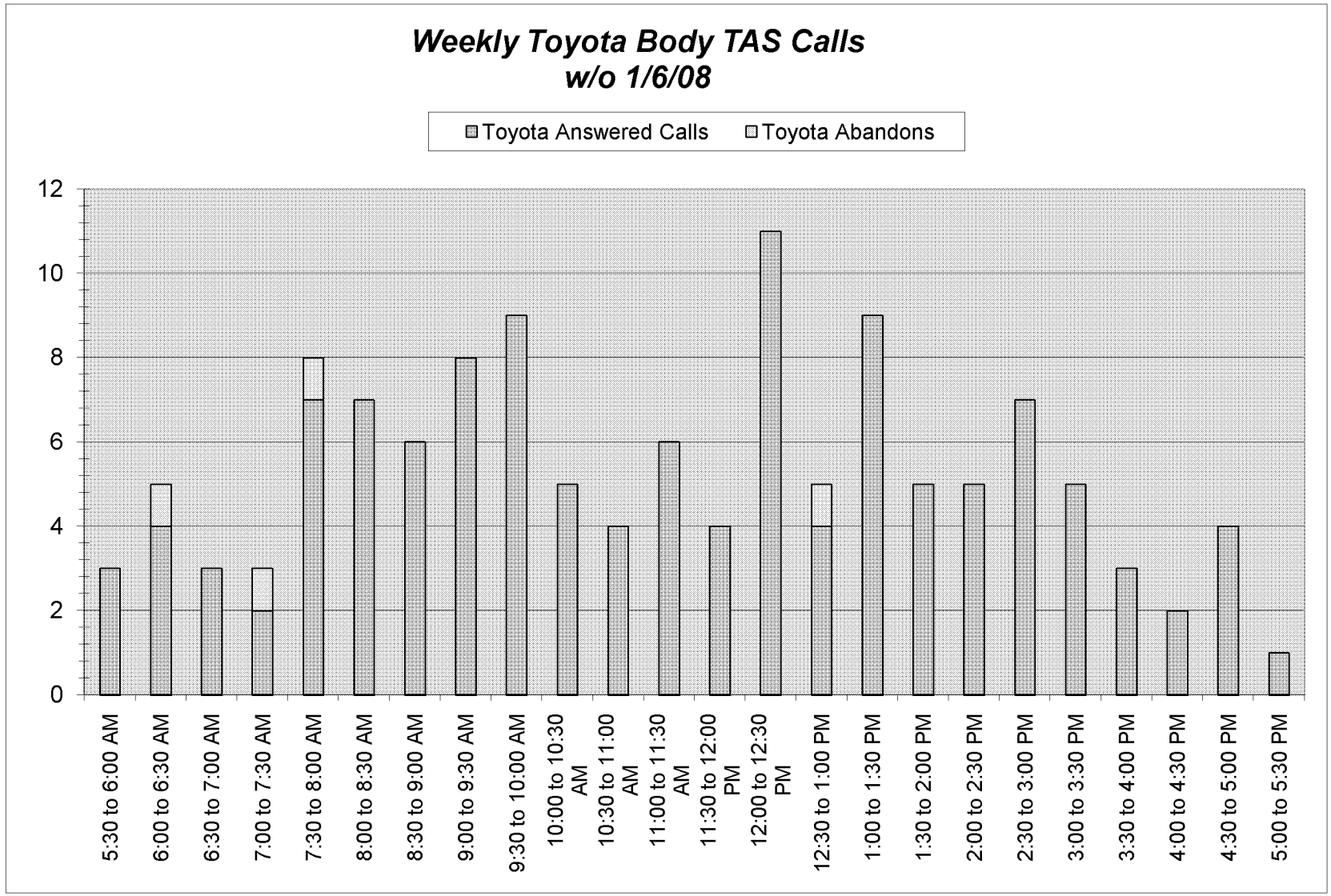

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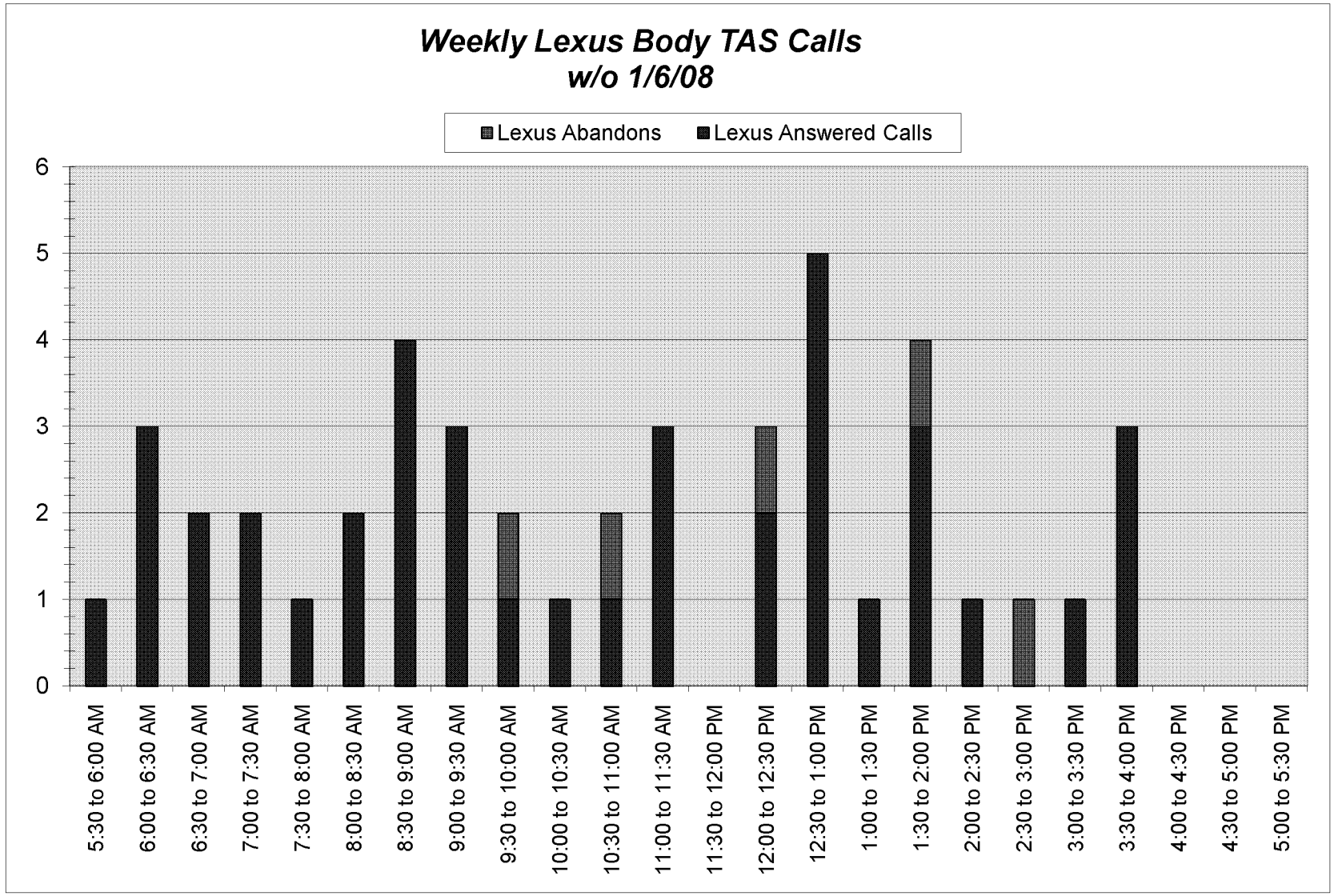

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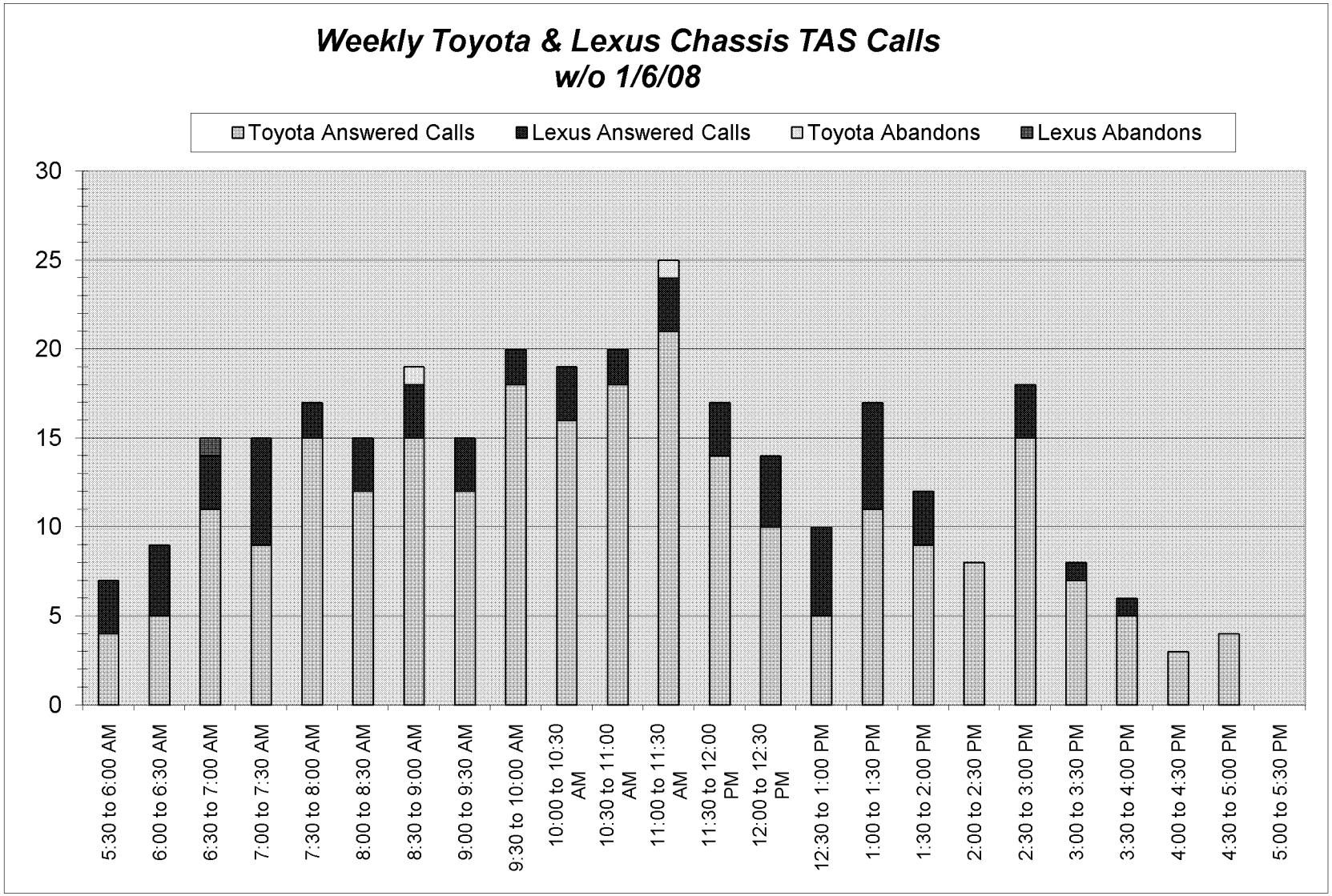

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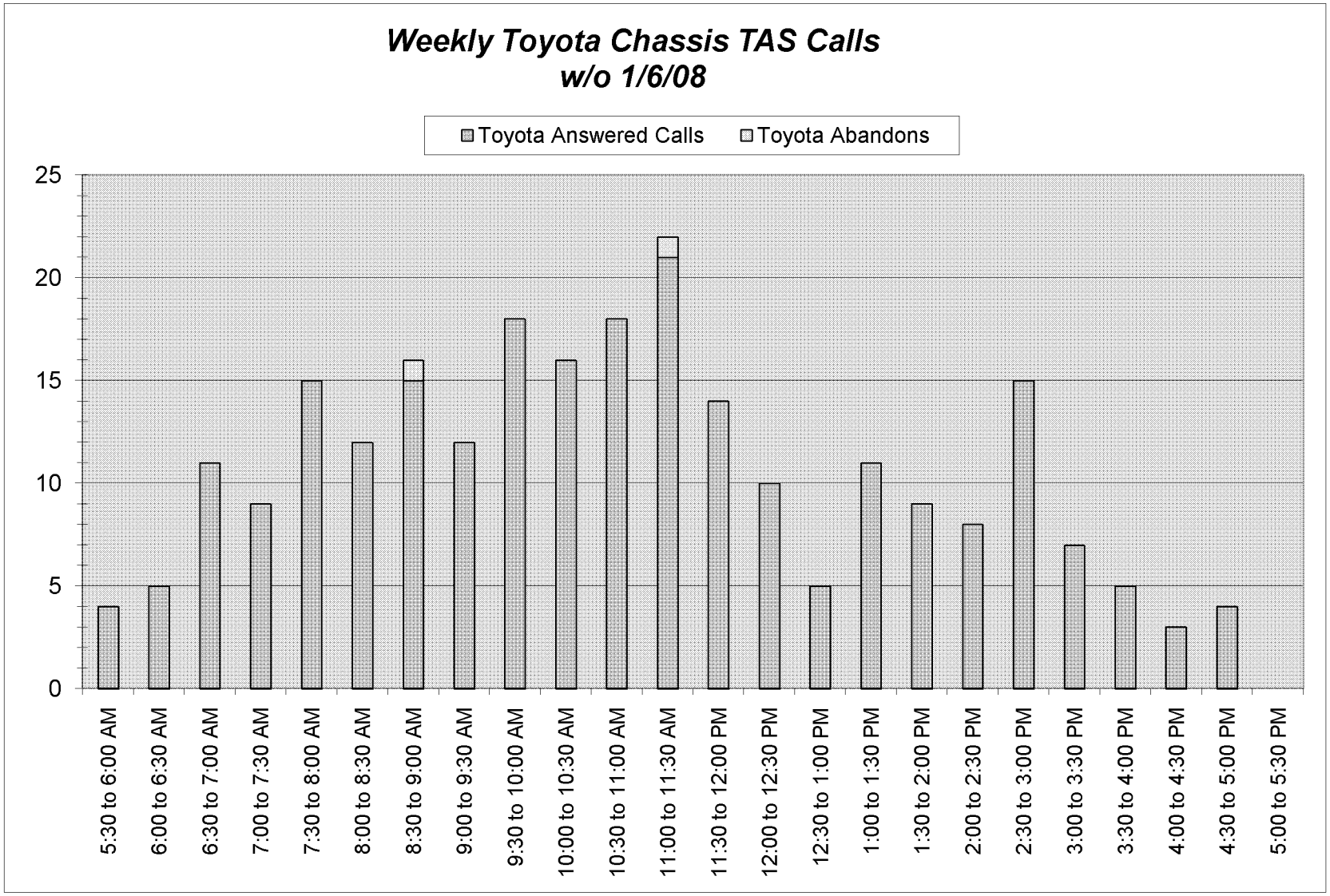

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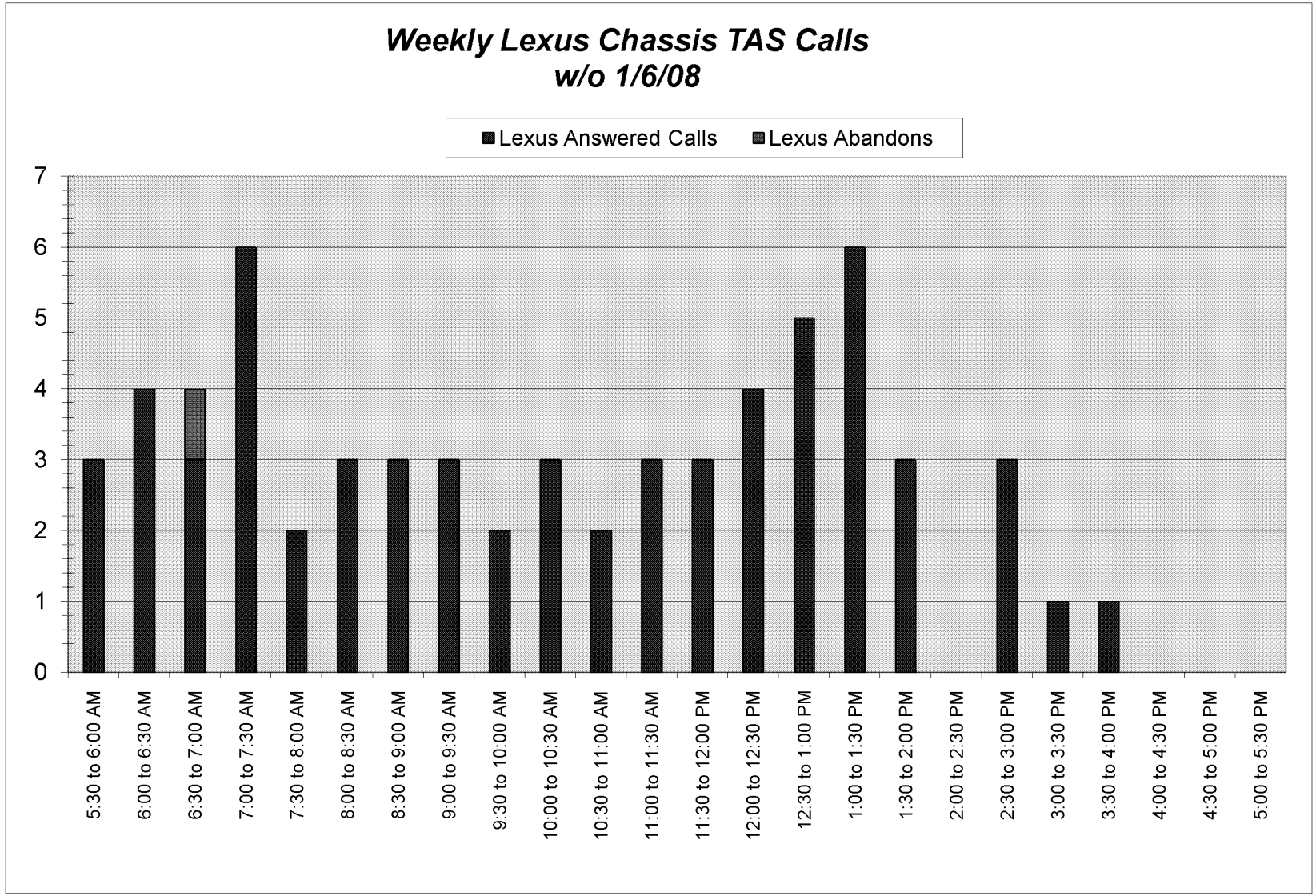

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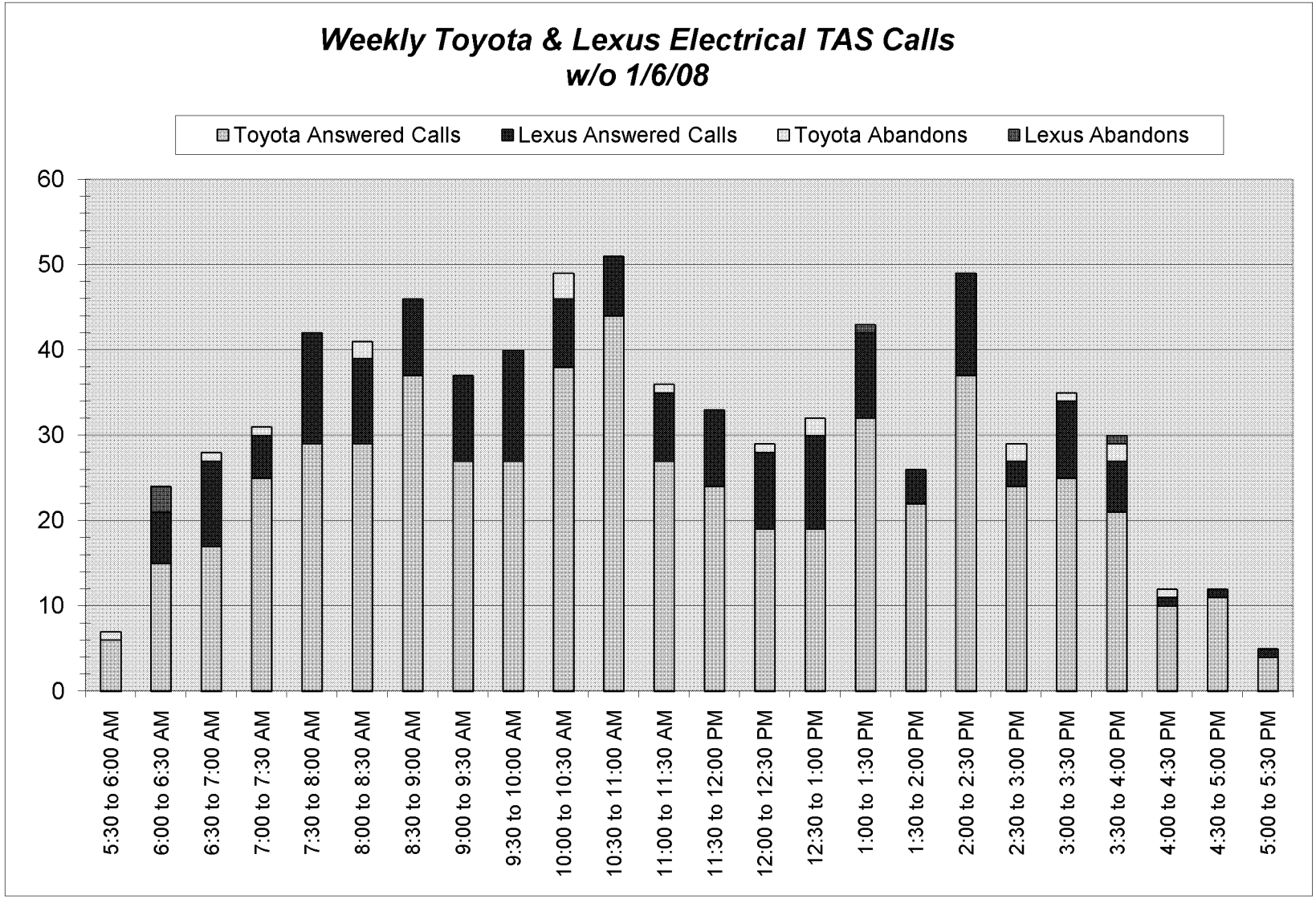

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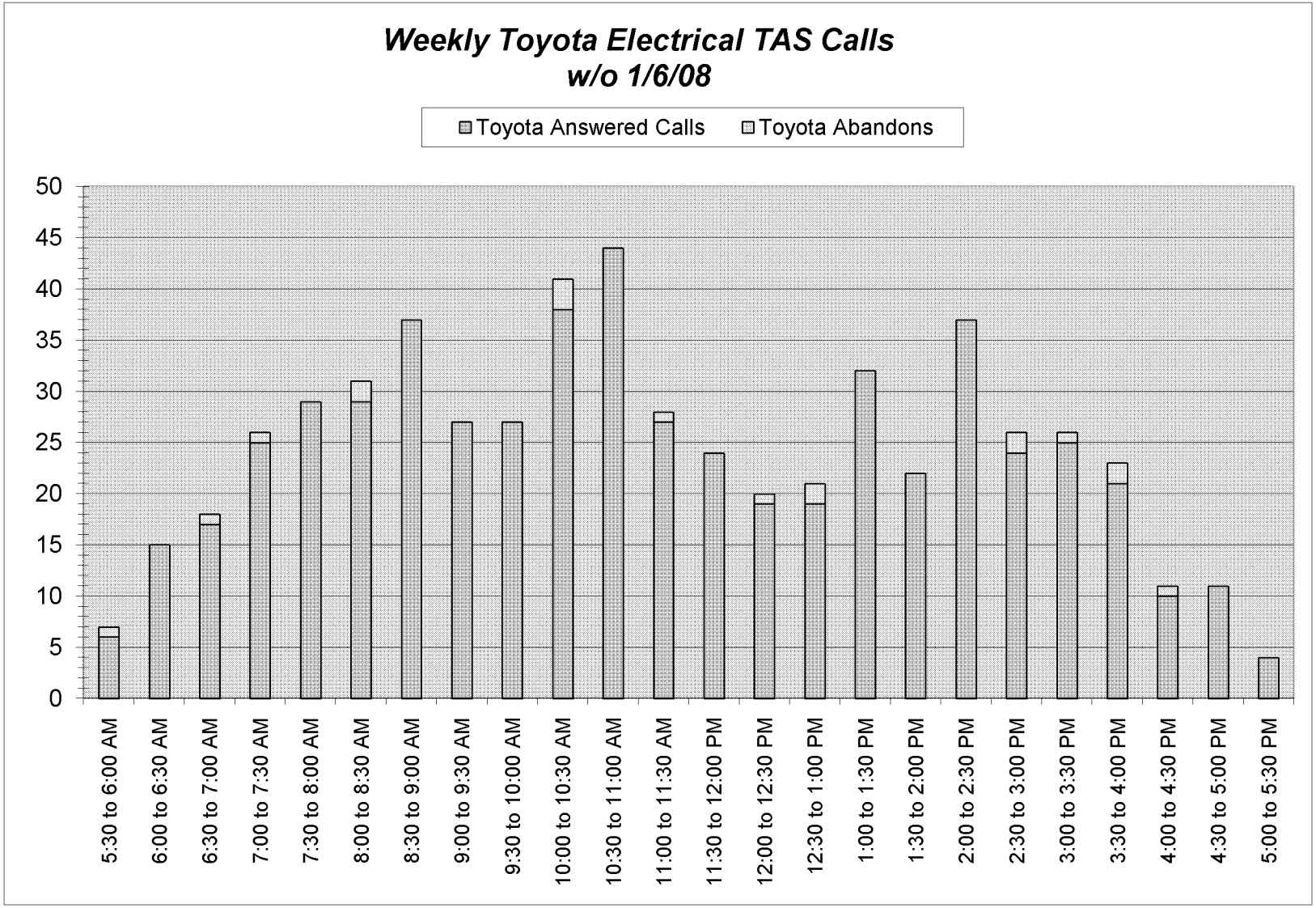

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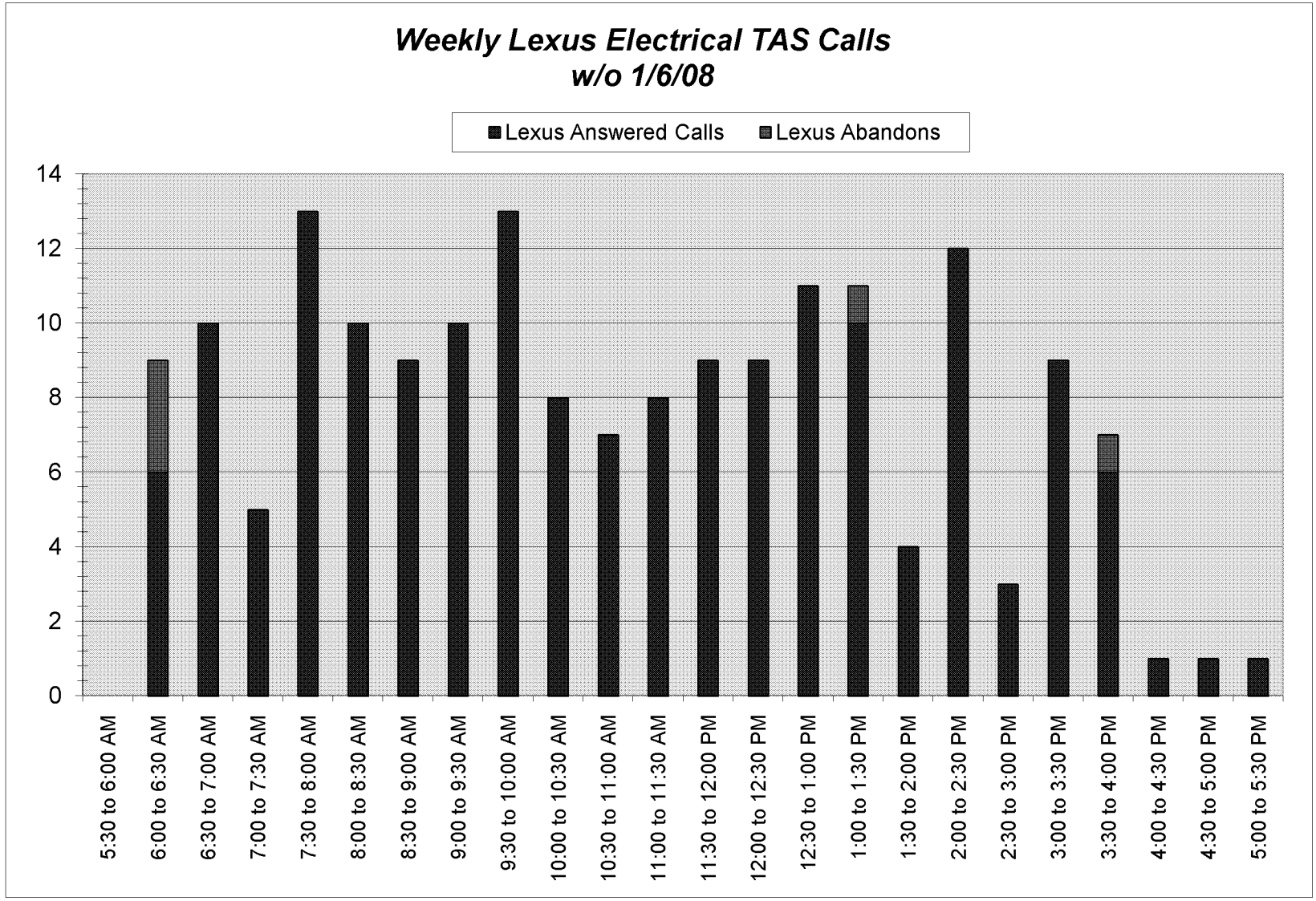

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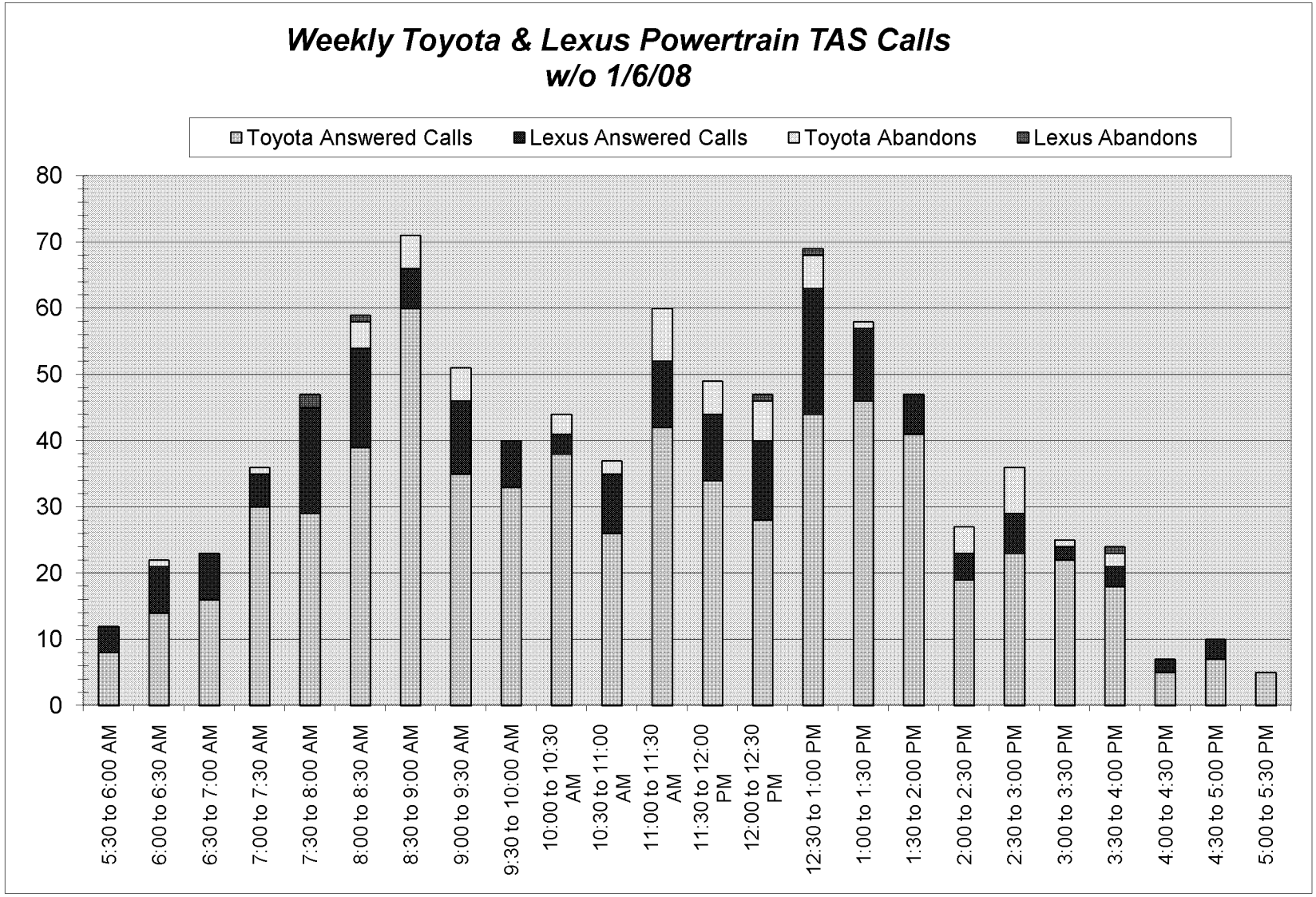
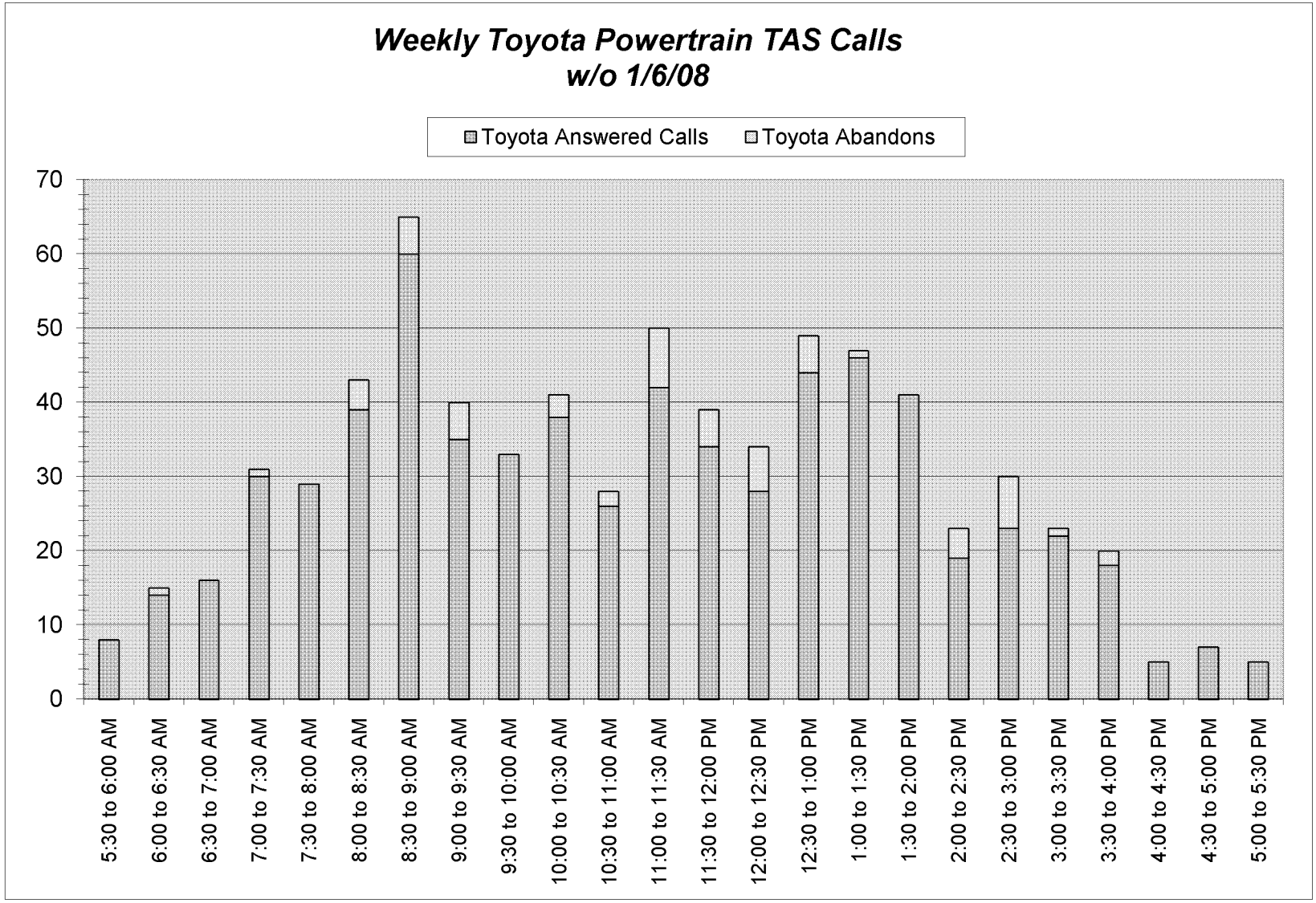


ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION



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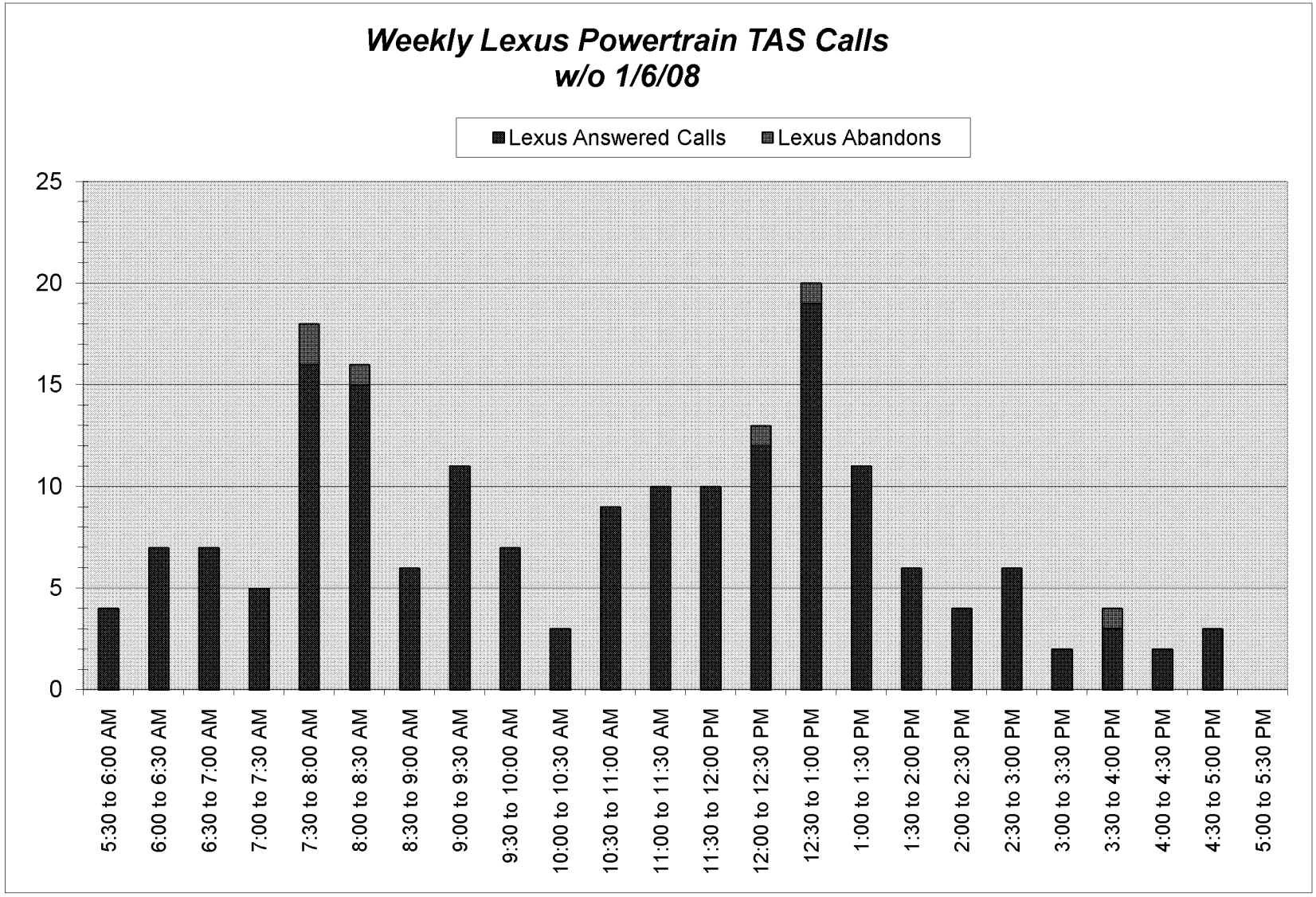

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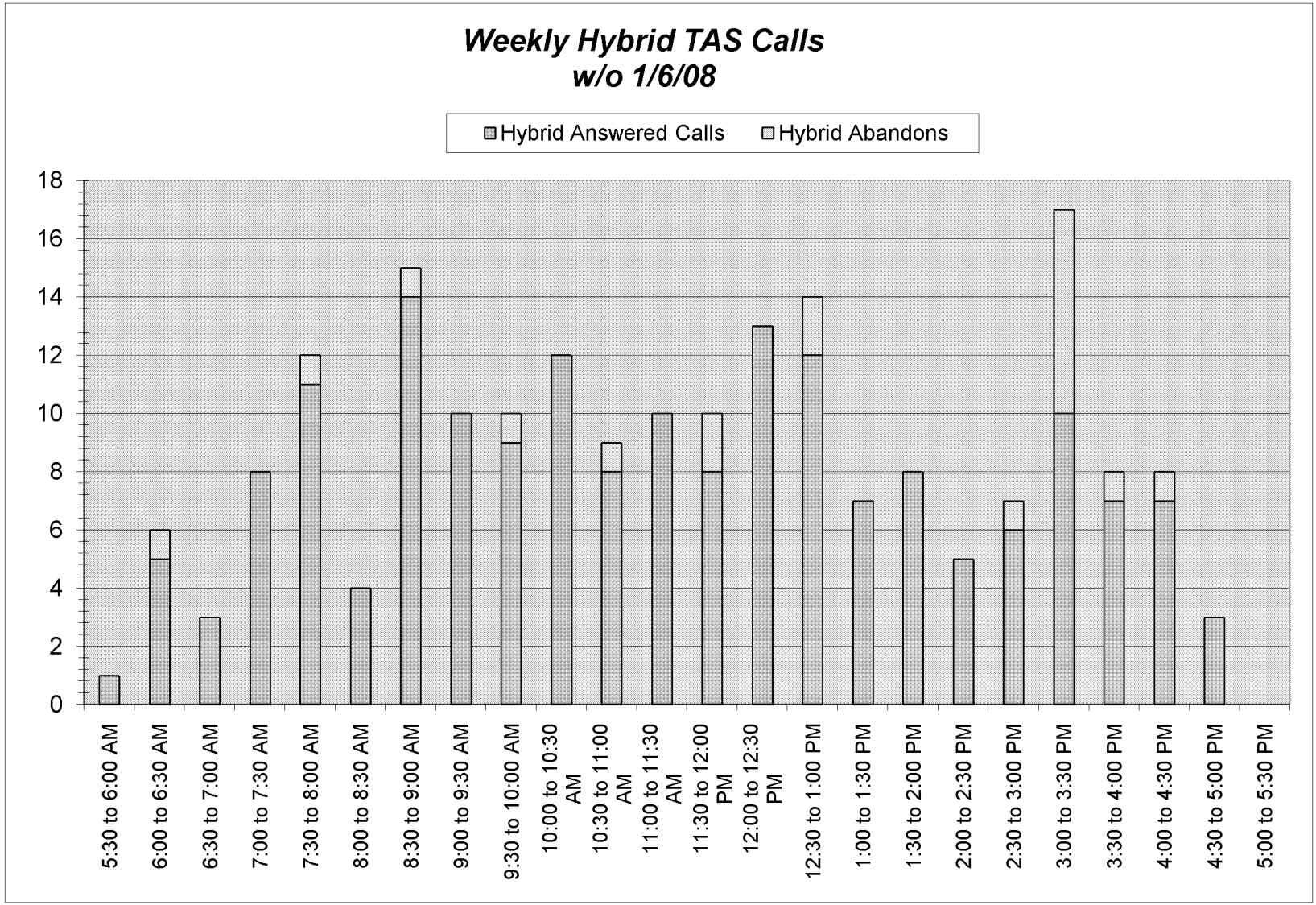
ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION



TOY-TQ001-00033168

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

Toyota and Lexus Powertrain TAS Calls

Week of 1/6/2008

QA - Powertrain	Toyota	Lexus	Toyota	Lexus	
Half Hour	Answered Calls	Answered Calls	Abandons	Abandons	
5:30 to 6:00 AM	8	4	0	0	
6:00 to 6:30 AM	14	7	1	0	
6:30 to 7:00 AM	16	7	0	0	
7:00 to 7:30 AM	30	5	1	0	
7:30 to 8:00 AM	29	16	0	2	
8:00 to 8:30 AM	39	15	4	1	
8:30 to 9:00 AM	60	6	5	0	
9:00 to 9:30 AM	35	11	5	0	
9:30 to 10:00 AM	33	7	0	0	
10:00 to 10:30 AM	38	3	3	0	
10:30 to 11:00 AM	26	9	2	0	
11:00 to 11:30 AM	42	10	8	0	
11:30 to 12:00 PM	34	10	5	0	
12:00 to 12:30 PM	28	12	6	1	
12:30 to 1:00 PM	44	19	5	1	
1:00 to 1:30 PM	46	11	1	0	
1:30 to 2:00 PM	41	6	0	0	
2:00 to 2:30 PM	19	4	4	0	
2:30 to 3:00 PM	23	6	7	0	
3:00 to 3:30 PM	22	2	1	0	
3:30 to 4:00 PM	18	3	2	1	
4:00 to 4:30 PM	5	2	0	0	
4:30 to 5:00 PM	7	3	0	0	
5:00 to 5:30 PM	5	0	0	0	
	662	178	60	6	906

Toyota and Lexus Chassis TAS Calls

Week of 1/6/2008

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ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

Toyota and Lexus Body TAS Calls

Week of 1/6/2008

QA - Body	Toyota	Lexus	Toyota	Lexus	
Half Hour	Answered Calls	Answered Calls	Abandons	Abandons	
5:30 to 6:00 AM	3	1	0	0	
6:00 to 6:30 AM	4	3	1	0	
6:30 to 7:00 AM	3	2	0	0	
7:00 to 7:30 AM	2	2	1	0	
7:30 to 8:00 AM	7	1	1	0	
8:00 to 8:30 AM	7	2	0	0	
8:30 to 9:00 AM	6	4	0	0	
9:00 to 9:30 AM	8	3	0	0	
9:30 to 10:00 AM	9	1	0	1	
10:00 to 10:30 AM	5	1	0	0	
10:30 to 11:00 AM	4	1	0	1	
11:00 to 11:30 AM	6	3	0	0	
11:30 to 12:00 PM	4	0	0	0	
12:00 to 12:30 PM	11	2	0	1	
12:30 to 1:00 PM	4	5	1	0	
1:00 to 1:30 PM	9	1	0	0	
1:30 to 2:00 PM	5	3	0	1	
2:00 to 2:30 PM	5	1	0	0	
2:30 to 3:00 PM	7	0	0	1	
3:00 to 3:30 PM	5	1	0	0	
3:30 to 4:00 PM	3	3	0	0	
4:00 to 4:30 PM	2	0	0	0	
4:30 to 5:00 PM	4	0	0	0	
5:00 to 5:30 PM	1	0	0	0	
	124	40	4	5	173

Toyota and Lexus Electrical TAS Calls

Week of 1/6/2008

TOY-TQ001-00033170

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

QA - Chassis	Toyota	Lexus	Toyota	Lexus	
Half Hour	Answered Calls	Answered Calls	Abandons	Abandons	
5:30 to 6:00 AM	4	3	0	0	
6:00 to 6:30 AM	5	4	0	0	
6:30 to 7:00 AM	11	3	0	1	
7:00 to 7:30 AM	9	6	0	0	
7:30 to 8:00 AM	15	2	0	0	
8:00 to 8:30 AM	12	3	0	0	
8:30 to 9:00 AM	15	3	1	0	
9:00 to 9:30 AM	12	3	0	0	
9:30 to 10:00 AM	18	2	0	0	
10:00 to 10:30 AM	16	3	0	0	
10:30 to 11:00 AM	18	2	0	0	
11:00 to 11:30 AM	21	3	1	0	
11:30 to 12:00 PM	14	3	0	0	
12:00 to 12:30 PM	10	4	0	0	
12:30 to 1:00 PM	5	5	0	0	
1:00 to 1:30 PM	11	6	0	0	
1:30 to 2:00 PM	9	3	0	0	
2:00 to 2:30 PM	8	0	0	0	
2:30 to 3:00 PM	15	3	0	0	
3:00 to 3:30 PM	7	1	0	0	
3:30 to 4:00 PM	5	1	0	0	
4:00 to 4:30 PM	3	0	0	0	
4:30 to 5:00 PM	4	0	0	0	
5:00 to 5:30 PM	0	0	0	0	
	247	63	2	1	313

Hybrid Powertrain TAS Calls

Week of 1/6/2008

QA - Hybrid	Hybrid	Hybrid
Half Hour	Answered Calls	Abandons

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ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

QA - Electrical	Toyota	Lexus	Toyota	Lexus	
Half Hour	Answered Calls	Answered Calls	Abandons	Abandons	
5:30 to 6:00 AM	6	0	1	0	
6:00 to 6:30 AM	15	6	0	3	
6:30 to 7:00 AM	17	10	1	0	
7:00 to 7:30 AM	25	5	1	0	
7:30 to 8:00 AM	29	13	0	0	
8:00 to 8:30 AM	29	10	2	0	
8:30 to 9:00 AM	37	9	0	0	
9:00 to 9:30 AM	27	10	0	0	
9:30 to 10:00 AM	27	13	0	0	
10:00 to 10:30 AM	38	8	3	0	
10:30 to 11:00 AM	44	7	0	0	
11:00 to 11:30 AM	27	8	1	0	
11:30 to 12:00 PM	24	9	0	0	
12:00 to 12:30 PM	19	9	1	0	
12:30 to 1:00 PM	19	11	2	0	
1:00 to 1:30 PM	32	10	0	1	
1:30 to 2:00 PM	22	4	0	0	
2:00 to 2:30 PM	37	12	0	0	
2:30 to 3:00 PM	24	3	2	0	
3:00 to 3:30 PM	25	9	1	0	
3:30 to 4:00 PM	21	6	2	1	
4:00 to 4:30 PM	10	1	1	0	
4:30 to 5:00 PM	11	1	0	0	
5:00 to 5:30 PM	4	1	0	0	
	569	175	18	5	767

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ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

5:30 to 6:00 AM	1	0	
6:00 to 6:30 AM	5	1	
6:30 to 7:00 AM	3	0	
7:00 to 7:30 AM	8	0	
7:30 to 8:00 AM	11	1	
8:00 to 8:30 AM	4	0	
8:30 to 9:00 AM	14	1	
9:00 to 9:30 AM	10	0	
9:30 to 10:00 AM	9	1	
10:00 to 10:30 AM	12	0	
10:30 to 11:00 AM	8	1	
11:00 to 11:30 AM	10	0	
11:30 to 12:00 PM	8	2	
12:00 to 12:30 PM	13	0	
12:30 to 1:00 PM	12	2	
1:00 to 1:30 PM	7	0	
1:30 to 2:00 PM	8	0	
2:00 to 2:30 PM	5	0	
2:30 to 3:00 PM	6	1	
3:00 to 3:30 PM	10	7	
3:30 to 4:00 PM	7	1	
4:00 to 4:30 PM	7	1	
4:30 to 5:00 PM	3	0	
5:00 to 5:30 PM	0	0	
	181	19	200

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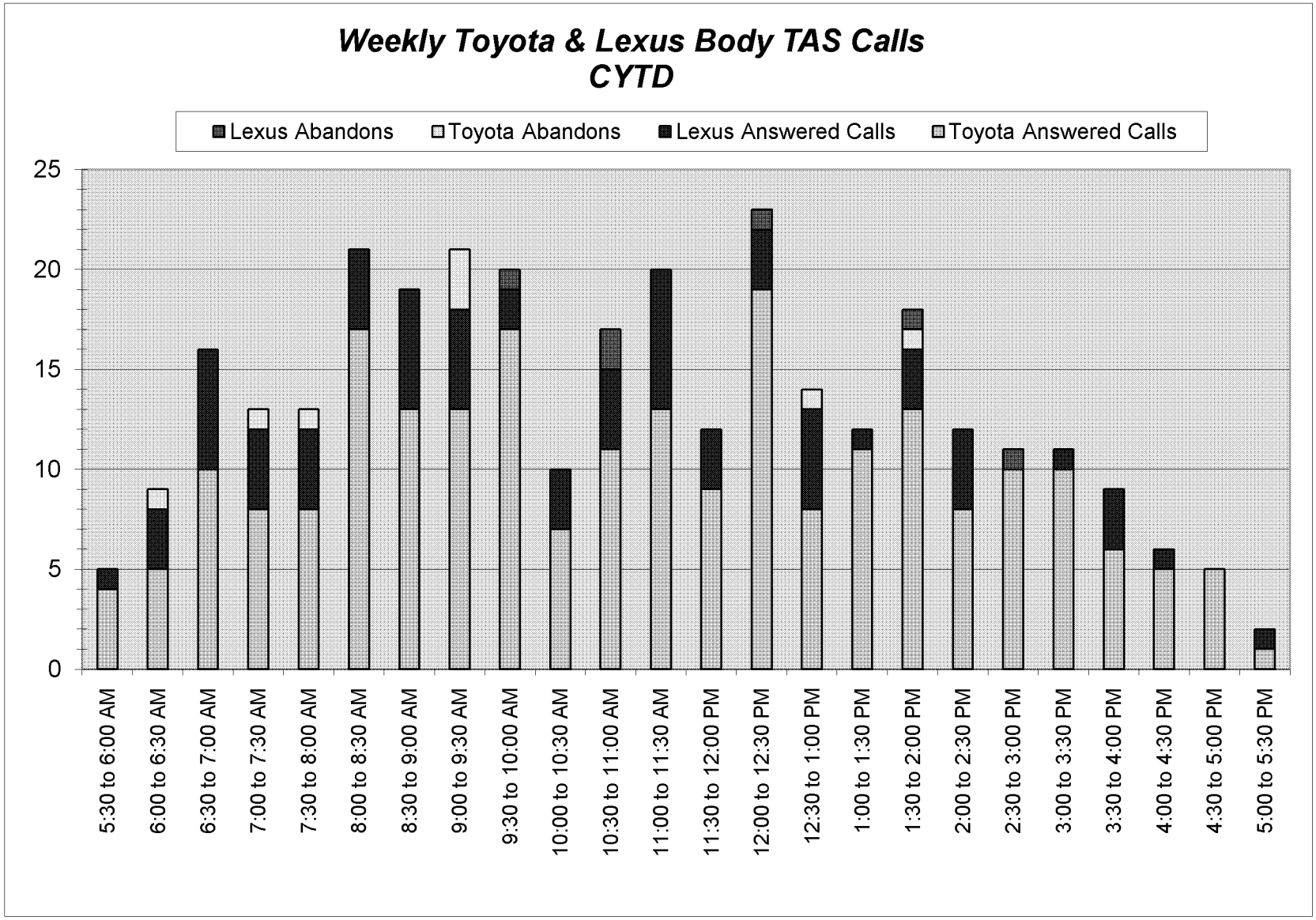

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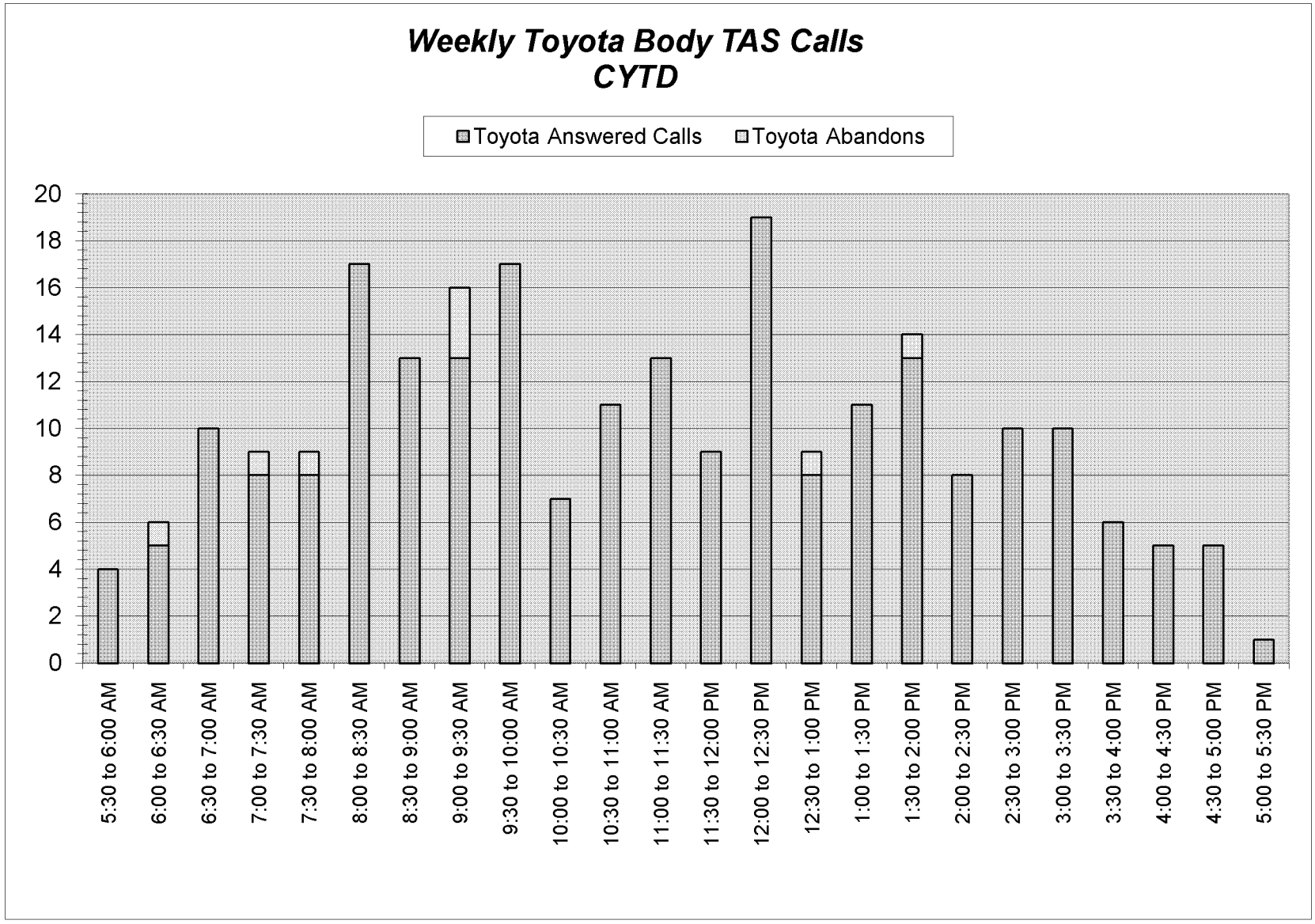

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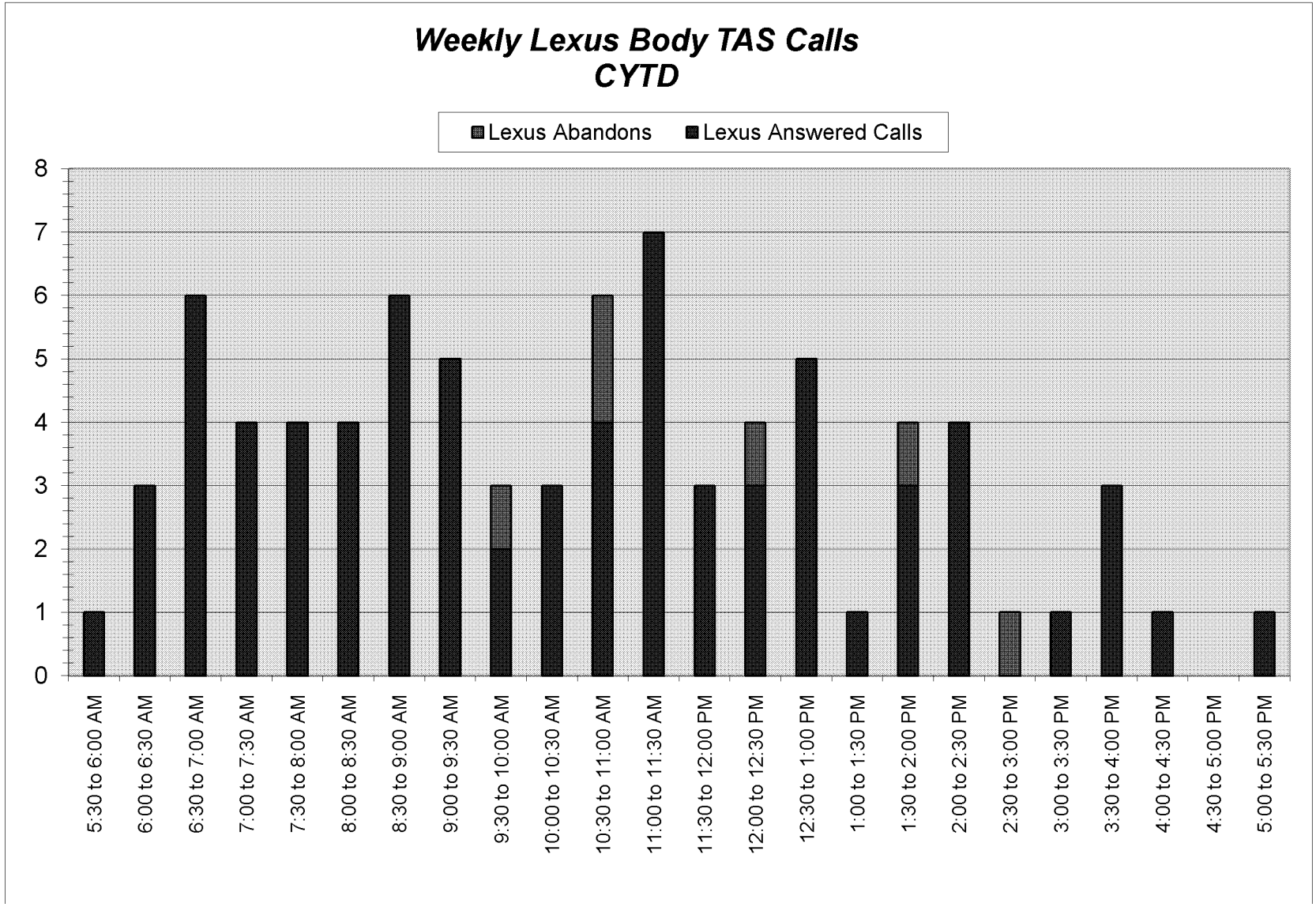

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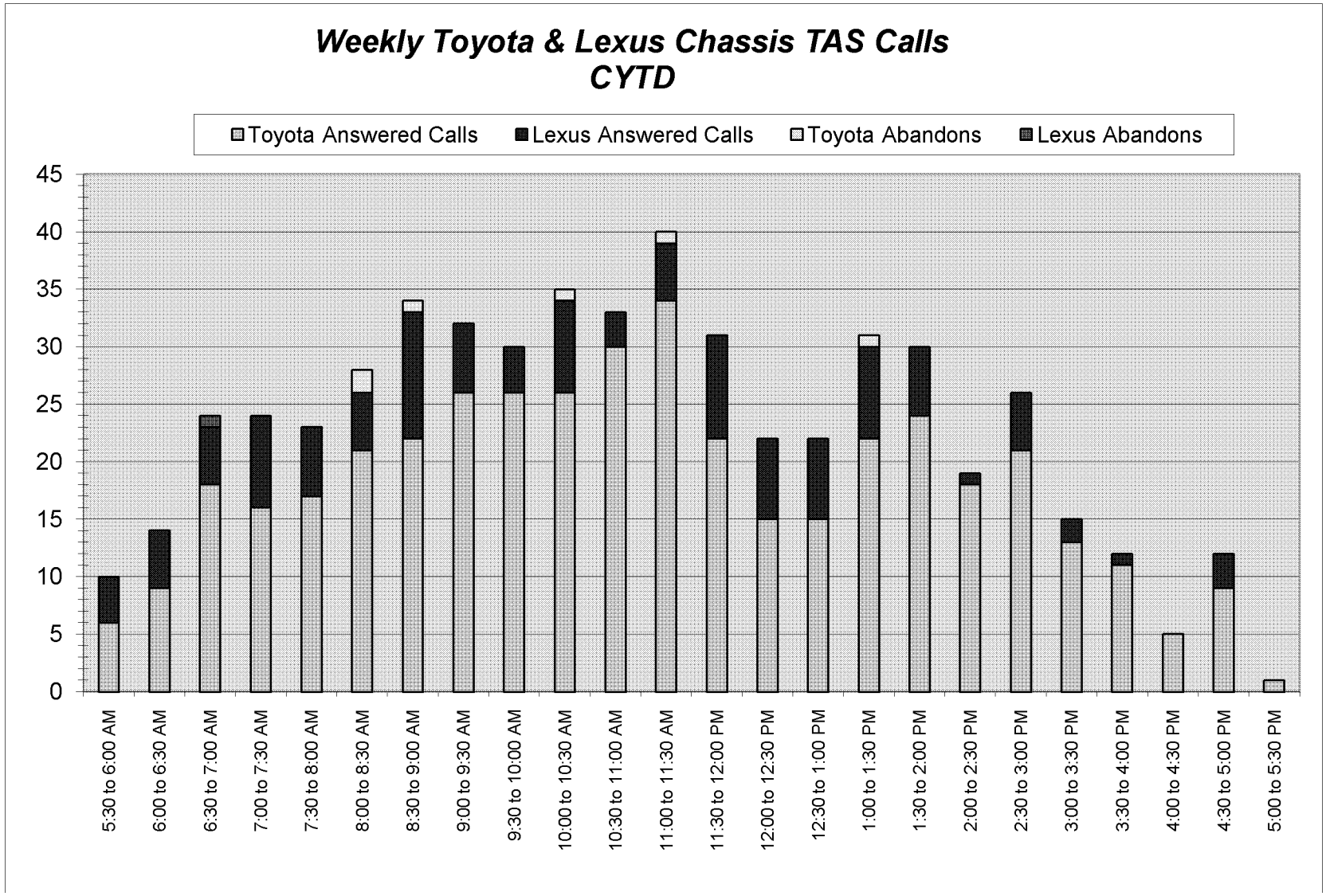

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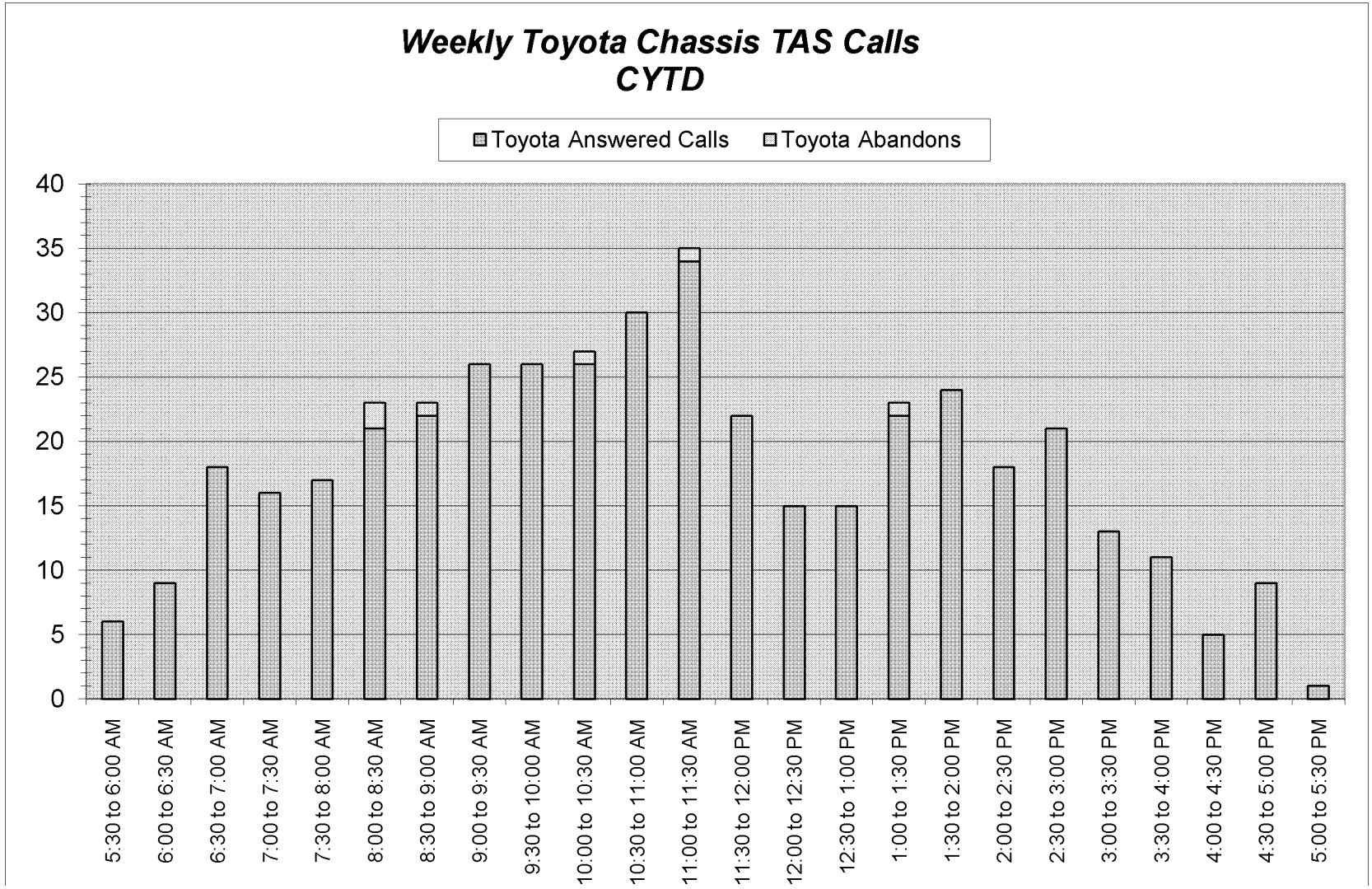

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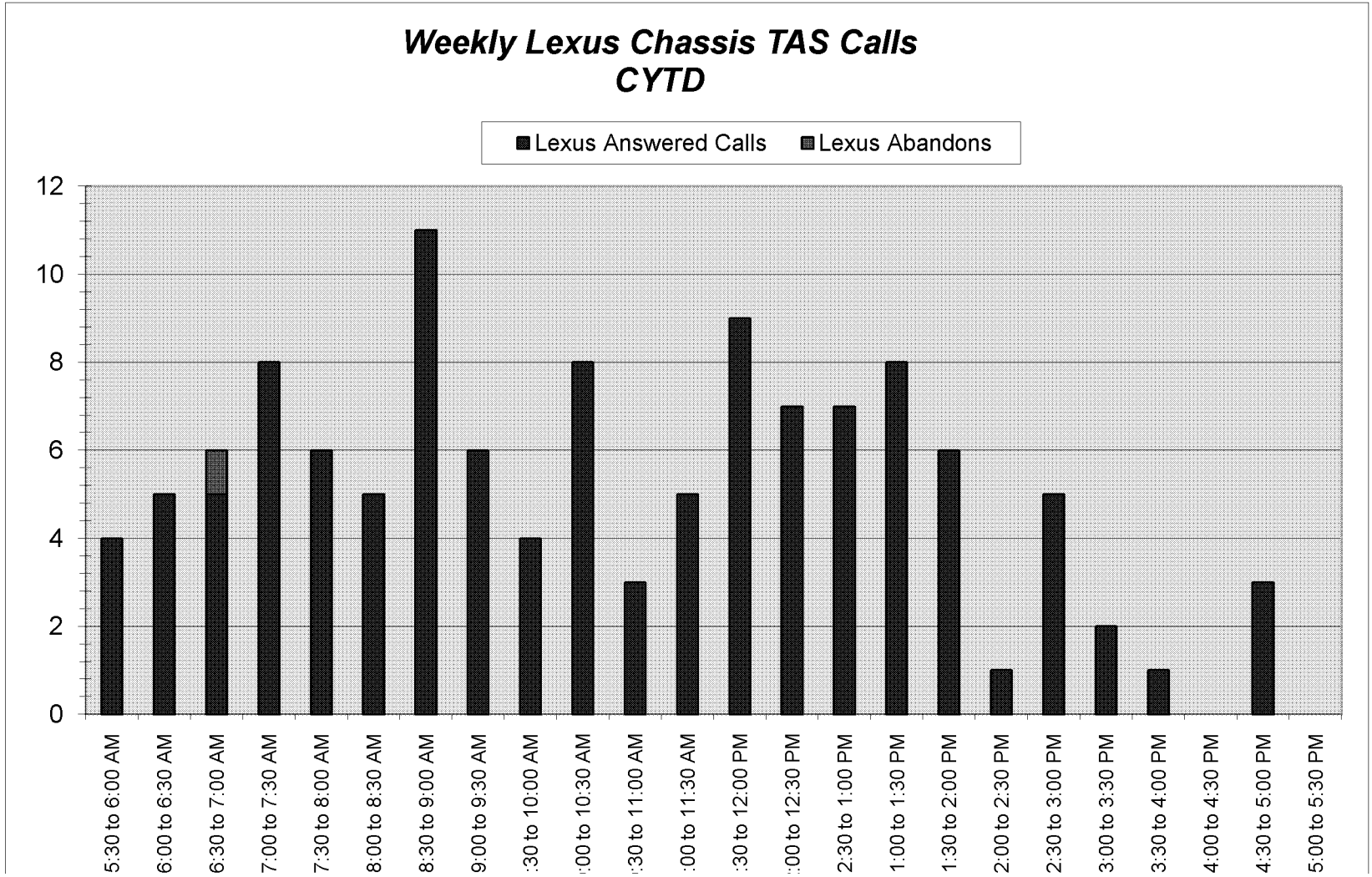

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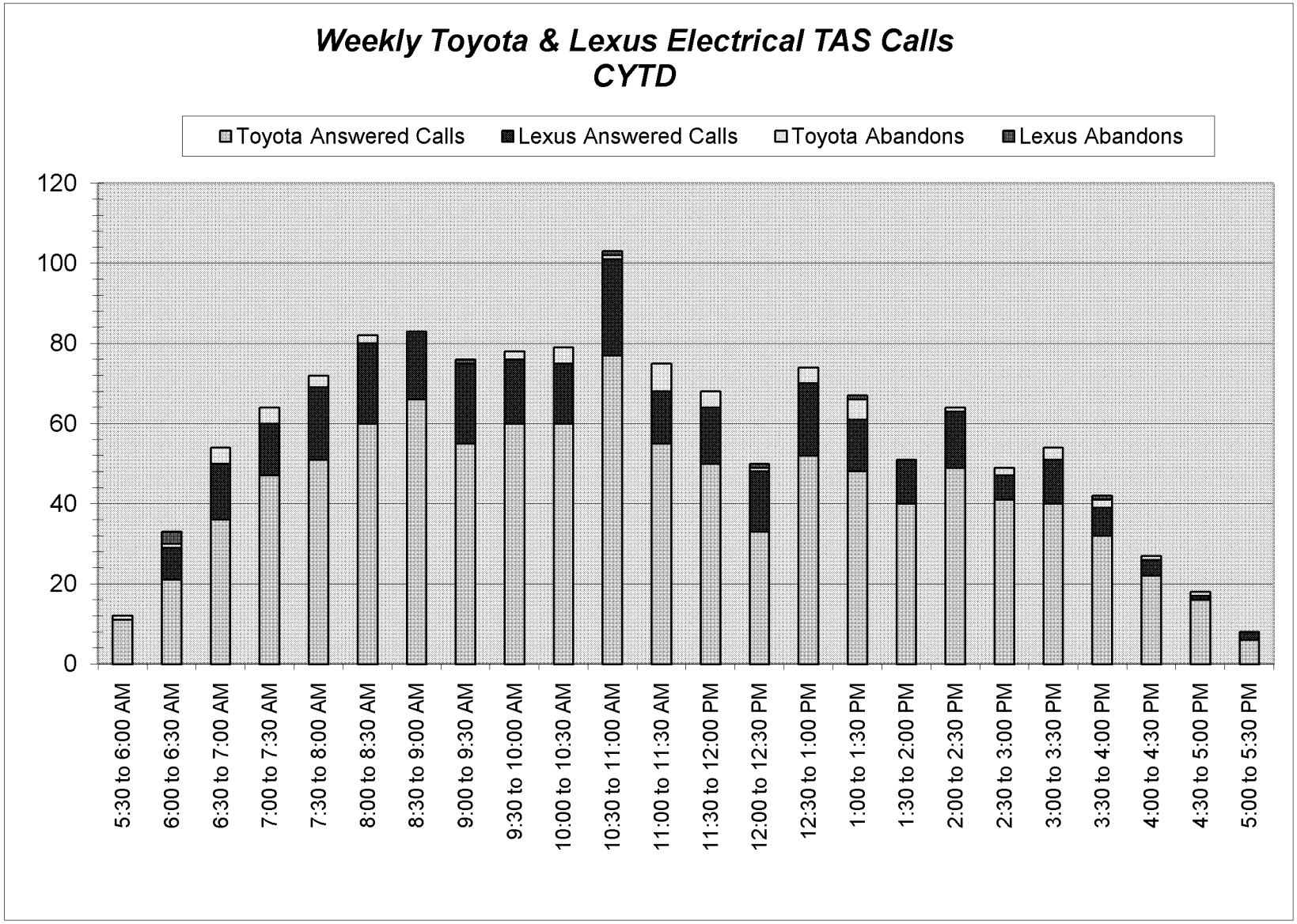

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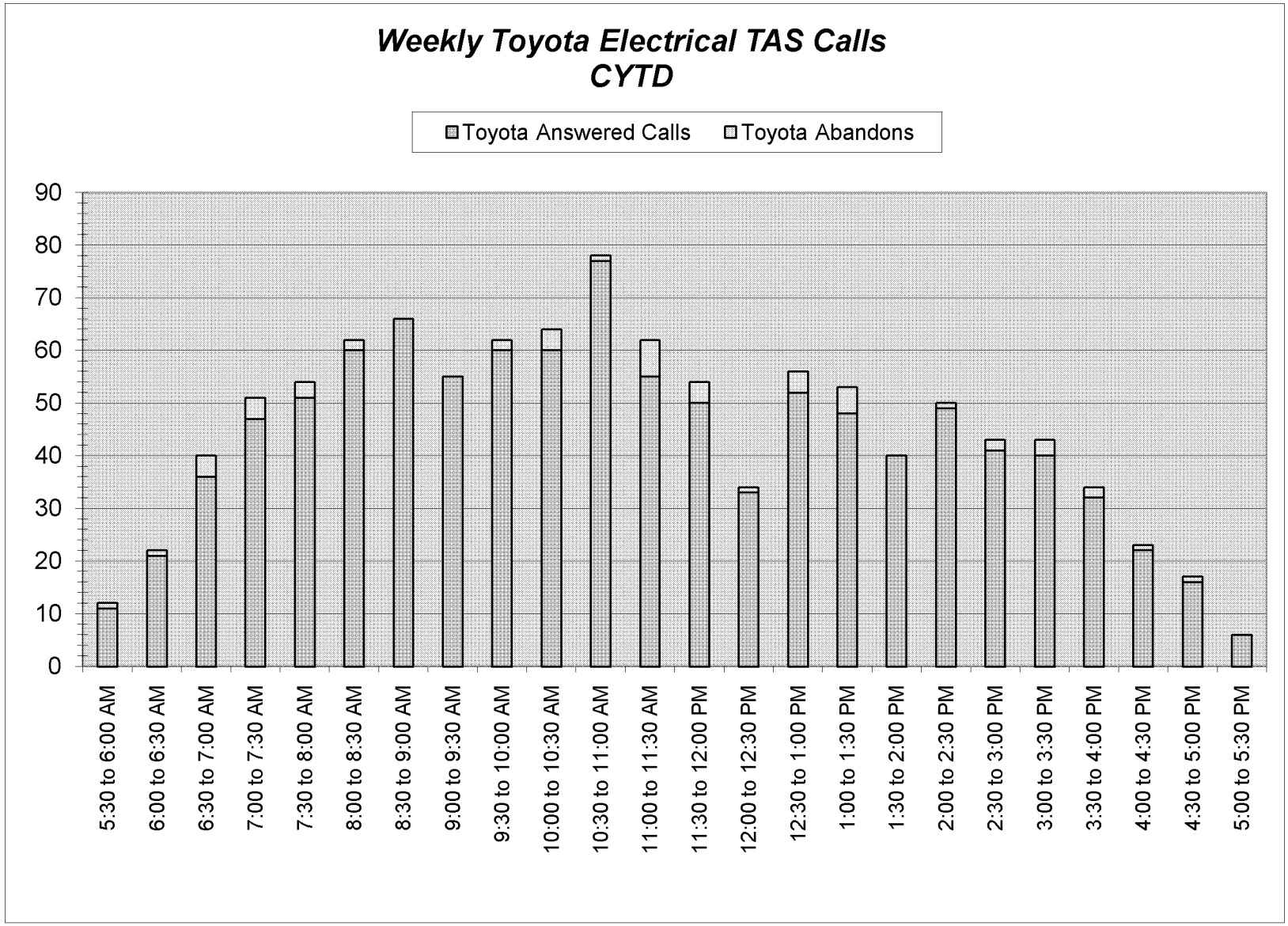

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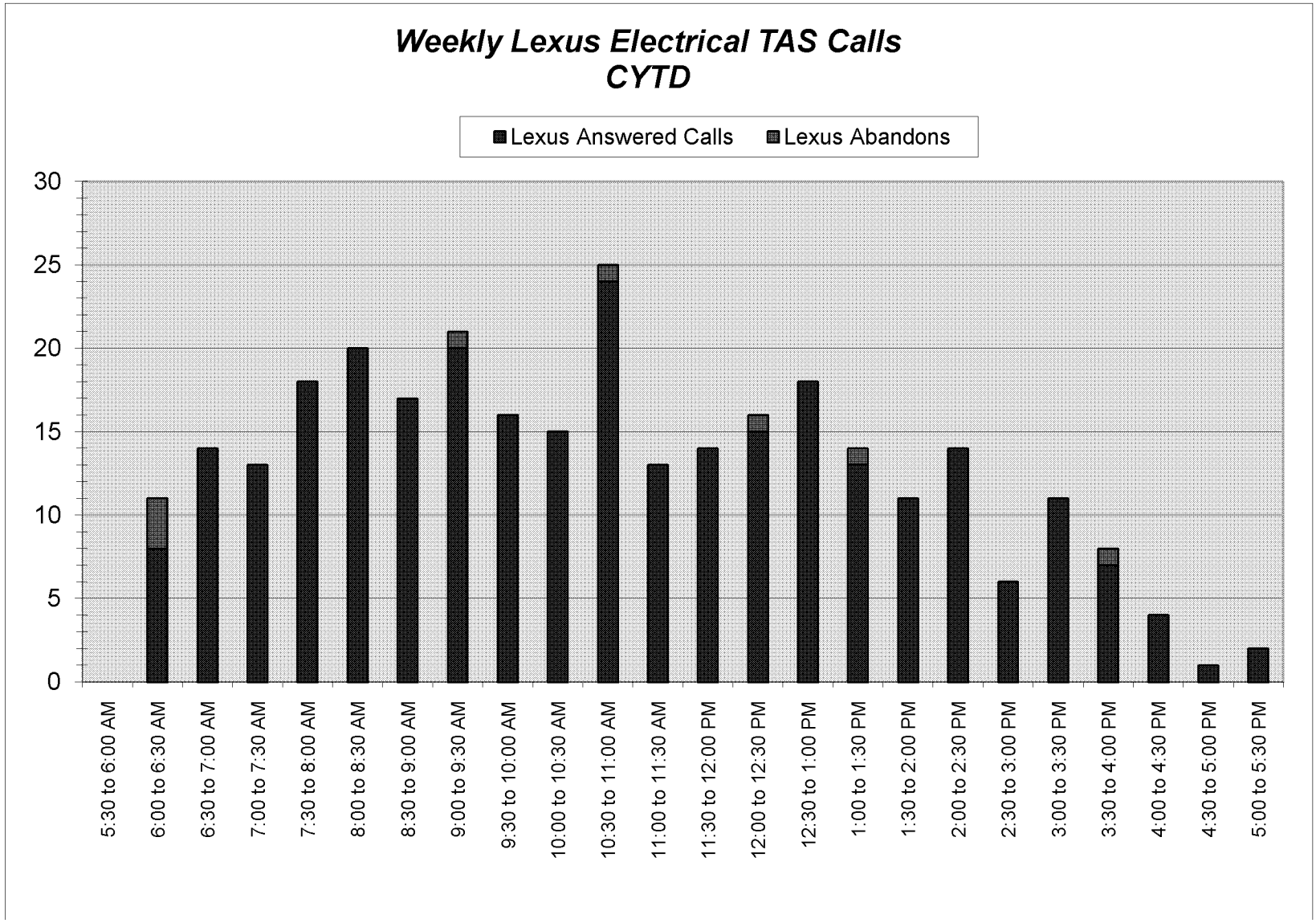

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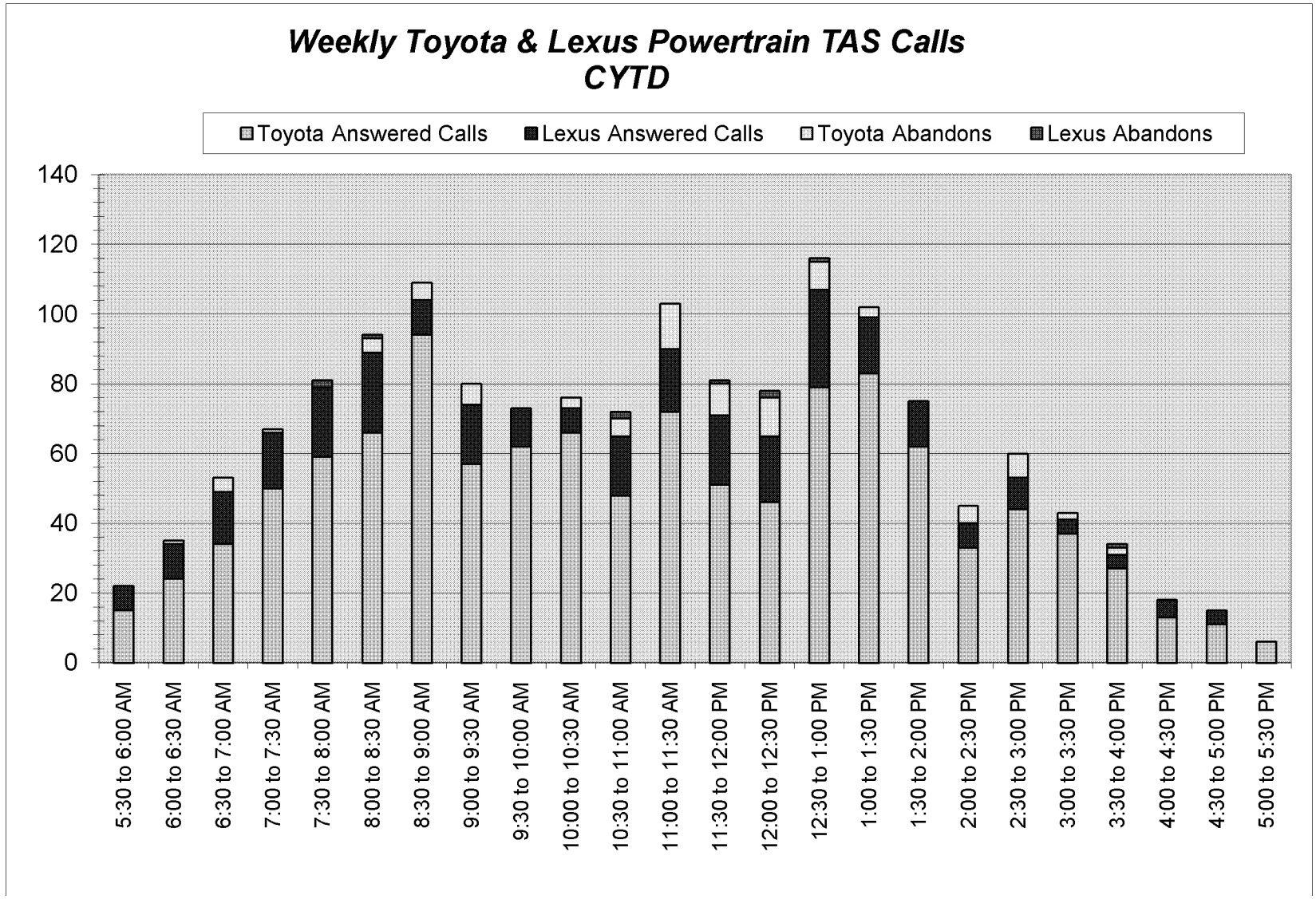

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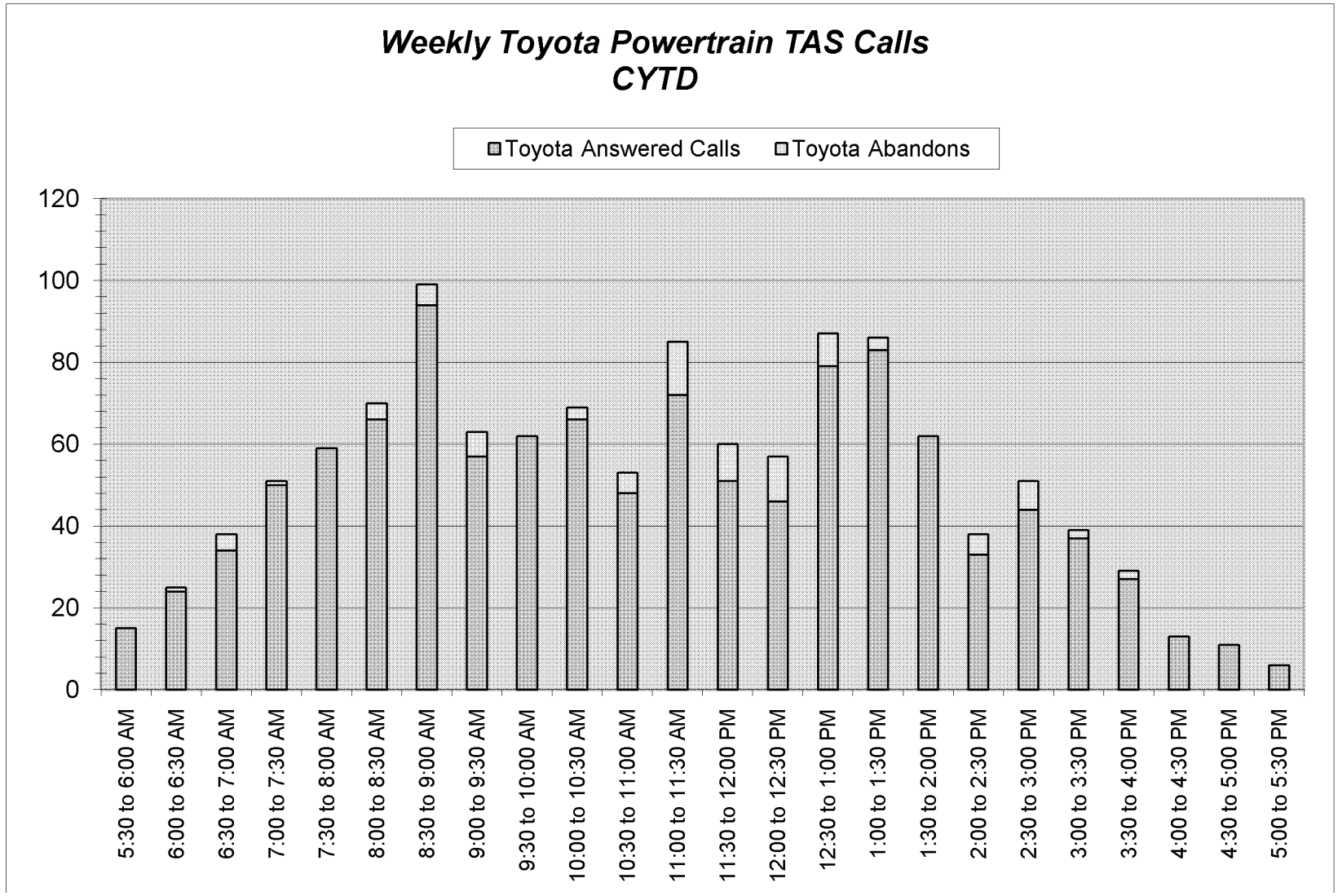

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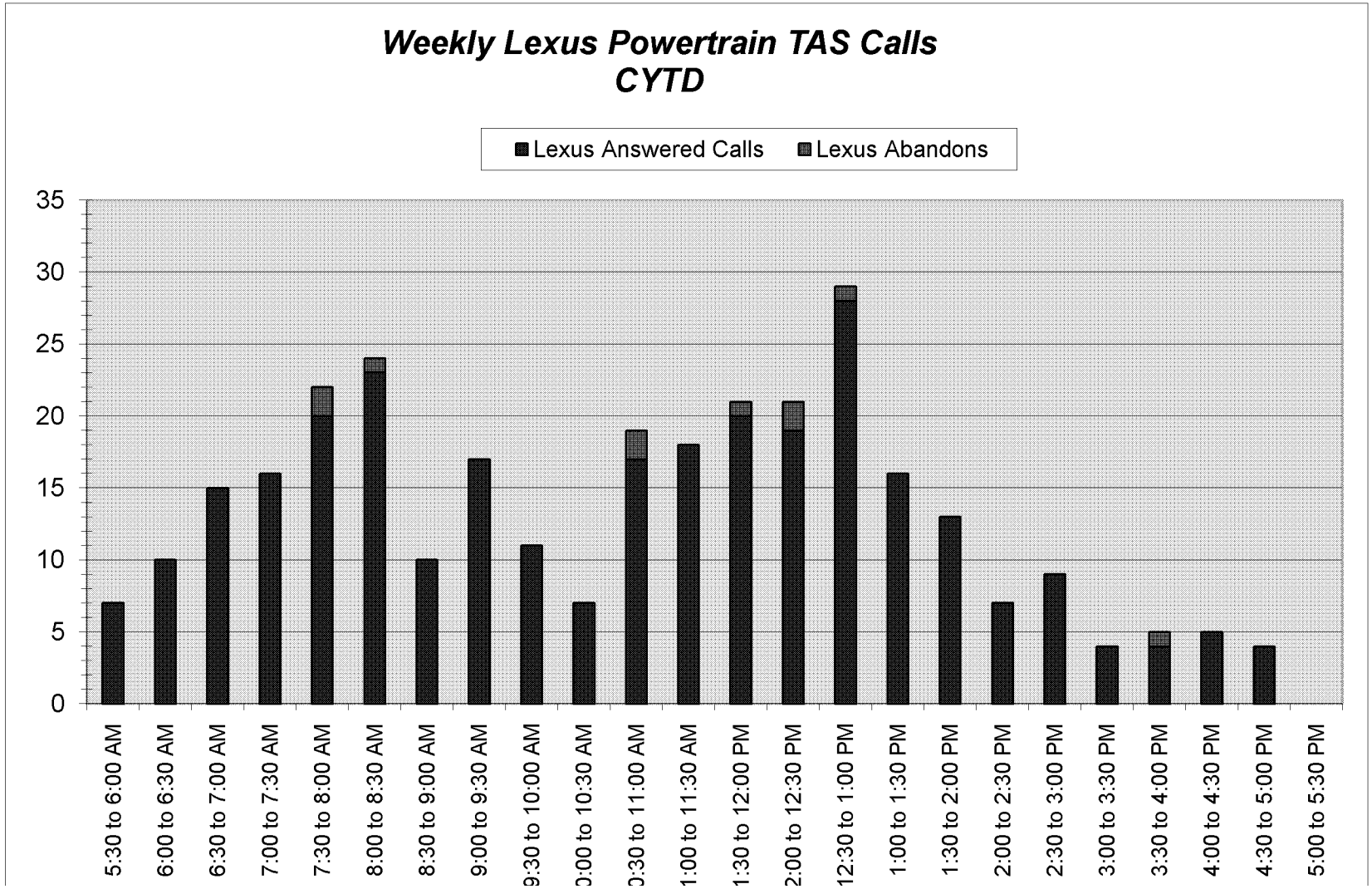

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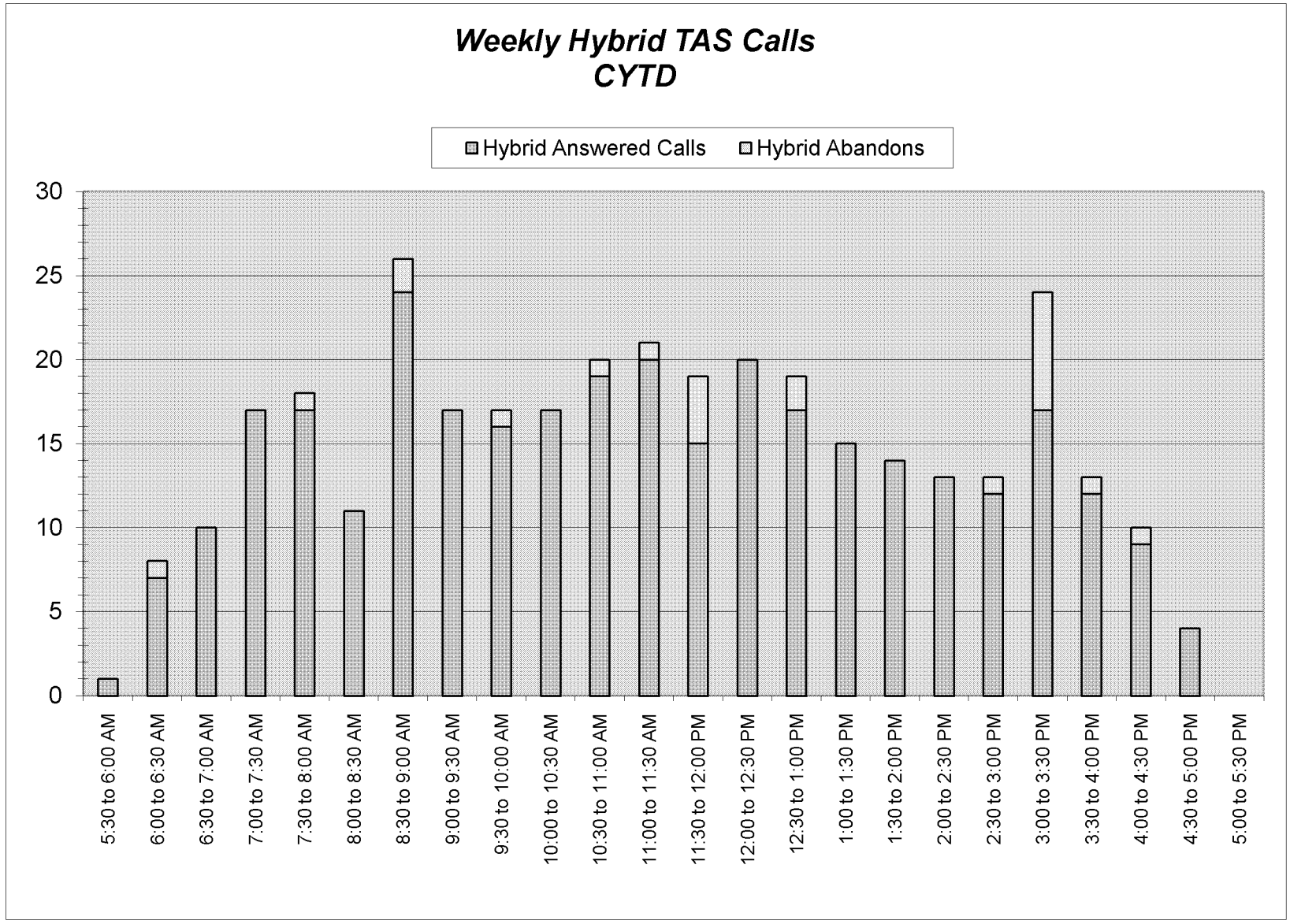

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ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

Toyota and Lexus Powertrain TAS Calls
CYTD 2007

QA - Powertrain	Toyota	Lexus	Toyota	Lexus	
Half Hour	Answered Calls	Answered Calls	Abandons	Abandons	
5:30 to 6:00 AM	15	7	0	0	22
6:00 to 6:30 AM	24	10	1	0	35
6:30 to 7:00 AM	34	15	4	0	53
7:00 to 7:30 AM	50	16	1	0	67
7:30 to 8:00 AM	59	20	0	2	81
8:00 to 8:30 AM	66	23	4	1	94
8:30 to 9:00 AM	94	10	5	0	109
9:00 to 9:30 AM	57	17	6	0	80
9:30 to 10:00 AM	62	11	0	0	73
10:00 to 10:30 AM	66	7	3	0	76
10:30 to 11:00 AM	48	17	5	2	72
11:00 to 11:30 AM	72	18	13	0	103
11:30 to 12:00 PM	51	20	9	1	81
12:00 to 12:30 PM	46	19	11	2	78
12:30 to 1:00 PM	79	28	8	1	116
1:00 to 1:30 PM	83	16	3	0	102
1:30 to 2:00 PM	62	13	0	0	75
2:00 to 2:30 PM	33	7	5	0	45
2:30 to 3:00 PM	44	9	7	0	60
3:00 to 3:30 PM	37	4	2	0	43
3:30 to 4:00 PM	27	4	2	1	34
4:00 to 4:30 PM	13	5	0	0	18
4:30 to 5:00 PM	11	4	0	0	15
5:00 to 5:30 PM	6	0	0	0	6
	1139	300	89	10	1538

Toyota and Lexus Chassis TAS Calls
CYTD 2007

QA - Chassis	Toyota	Lexus	Toyota	Lexus	
Half Hour	Answered Calls	Answered Calls	Abandons	Abandons	
5:30 to 6:00 AM	6	4	0	0	10
6:00 to 6:30 AM	9	5	0	0	14
6:30 to 7:00 AM	18	5	0	1	24

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

Toyota and Lexus Body TAS Calls
CYTD 2007

QA - Body	Toyota	Lexus	Toyota	Lexus	
Half Hour	Answered Calls	Answered Calls	Abandons	Abandons	
5:30 to 6:00 AM	4	1	0	0	5
6:00 to 6:30 AM	5	3	1	0	9
6:30 to 7:00 AM	10	6	0	0	16
7:00 to 7:30 AM	8	4	1	0	13
7:30 to 8:00 AM	8	4	1	0	13
8:00 to 8:30 AM	17	4	0	0	21
8:30 to 9:00 AM	13	6	0	0	19
9:00 to 9:30 AM	13	5	3	0	21
9:30 to 10:00 AM	17	2	0	1	20
10:00 to 10:30 AM	7	3	0	0	10
10:30 to 11:00 AM	11	4	0	2	17
11:00 to 11:30 AM	13	7	0	0	20
11:30 to 12:00 PM	9	3	0	0	12
12:00 to 12:30 PM	19	3	0	1	23
12:30 to 1:00 PM	8	5	1	0	14
1:00 to 1:30 PM	11	1	0	0	12
1:30 to 2:00 PM	13	3	1	1	18
2:00 to 2:30 PM	8	4	0	0	12
2:30 to 3:00 PM	10	0	0	1	11
3:00 to 3:30 PM	10	1	0	0	11
3:30 to 4:00 PM	6	3	0	0	9
4:00 to 4:30 PM	5	1	0	0	6
4:30 to 5:00 PM	5	0	0	0	5
5:00 to 5:30 PM	1	1	0	0	2
	231	74	8	6	319

Toyota and Lexus Electrical TAS Calls
CYTD 2007

QA - Electrical	Toyota	Lexus	Toyota	Lexus	
Half Hour	Answered Calls	Answered Calls	Abandons	Abandons	
5:30 to 6:00 AM	11	0	1	0	12
6:00 to 6:30 AM	21	8	1	3	33
6:30 to 7:00 AM	36	14	4	0	54

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

7:00 to 7:30 AM	16	8	0	0	24
7:30 to 8:00 AM	17	6	0	0	23
8:00 to 8:30 AM	21	5	2	0	28
8:30 to 9:00 AM	22	11	1	0	34
9:00 to 9:30 AM	26	6	0	0	32
9:30 to 10:00 AM	26	4	0	0	30
10:00 to 10:30 AM	26	8	1	0	35
10:30 to 11:00 AM	30	3	0	0	33
11:00 to 11:30 AM	34	5	1	0	40
11:30 to 12:00 PM	22	9	0	0	31
12:00 to 12:30 PM	15	7	0	0	22
12:30 to 1:00 PM	15	7	0	0	22
1:00 to 1:30 PM	22	8	1	0	31
1:30 to 2:00 PM	24	6	0	0	30
2:00 to 2:30 PM	18	1	0	0	19
2:30 to 3:00 PM	21	5	0	0	26
3:00 to 3:30 PM	13	2	0	0	15
3:30 to 4:00 PM	11	1	0	0	12
4:00 to 4:30 PM	5	0	0	0	5
4:30 to 5:00 PM	9	3	0	0	12
5:00 to 5:30 PM	1	0	0	0	1
	427	119	6	1	553

Hybrid Powertrain TAS Calls
CYTD 2007

QA - Hybrid	Hybrid	Hybrid	
Half Hour	Answered Calls	Abandons	
5:30 to 6:00 AM	1	0	1
6:00 to 6:30 AM	7	1	8
6:30 to 7:00 AM	10	0	10
7:00 to 7:30 AM	17	0	17
7:30 to 8:00 AM	17	1	18
8:00 to 8:30 AM	11	0	11
8:30 to 9:00 AM	24	2	26
9:00 to 9:30 AM	17	0	17
9:30 to 10:00 AM	16	1	17
10:00 to 10:30 AM	17	0	17
10:30 to 11:00 AM	19	1	20
11:00 to 11:30 AM	20	1	21

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

7:00 to 7:30 AM	47	13	4	0	64
7:30 to 8:00 AM	51	18	3	0	72
8:00 to 8:30 AM	60	20	2	0	82
8:30 to 9:00 AM	66	17	0	0	83
9:00 to 9:30 AM	55	20	0	1	76
9:30 to 10:00 AM	60	16	2	0	78
10:00 to 10:30 AM	60	15	4	0	79
10:30 to 11:00 AM	77	24	1	1	103
11:00 to 11:30 AM	55	13	7	0	75
11:30 to 12:00 PM	50	14	4	0	68
12:00 to 12:30 PM	33	15	1	1	50
12:30 to 1:00 PM	52	18	4	0	74
1:00 to 1:30 PM	48	13	5	1	67
1:30 to 2:00 PM	40	11	0	0	51
2:00 to 2:30 PM	49	14	1	0	64
2:30 to 3:00 PM	41	6	2	0	49
3:00 to 3:30 PM	40	11	3	0	54
3:30 to 4:00 PM	32	7	2	1	42
4:00 to 4:30 PM	22	4	1	0	27
4:30 to 5:00 PM	16	1	1	0	18
5:00 to 5:30 PM	6	2	0	0	8
	1028	294	53	8	1383

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11:30 to 12:00 PM	15	4	19
12:00 to 12:30 PM	20	0	20
12:30 to 1:00 PM	17	2	19
1:00 to 1:30 PM	15	0	15
1:30 to 2:00 PM	14	0	14
2:00 to 2:30 PM	13	0	13
2:30 to 3:00 PM	12	1	13
3:00 to 3:30 PM	17	7	24
3:30 to 4:00 PM	12	1	13
4:00 to 4:30 PM	9	1	10
4:30 to 5:00 PM	4	0	4
5:00 to 5:30 PM	0	0	0
	324	23	347

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

Toyota and Lexus Powertrain TAS Calls

Week of 12/30/2007

QA - Powertrain	Toyota	Lexus	Toyota	Lexus	
Half Hour	Answered Calls	Answered Calls	Abandons	Abandons	
5:30 to 6:00 AM	7	3	0	0	
6:00 to 6:30 AM	10	3	0	0	
6:30 to 7:00 AM	18	8	4	0	
7:00 to 7:30 AM	20	11	0	0	
7:30 to 8:00 AM	30	4	0	0	
8:00 to 8:30 AM	27	8	0	0	
8:30 to 9:00 AM	34	4	0	0	
9:00 to 9:30 AM	22	6	1	0	
9:30 to 10:00 AM	29	4	0	0	
10:00 to 10:30 AM	28	4	0	0	
10:30 to 11:00 AM	22	8	3	2	
11:00 to 11:30 AM	30	8	5	0	
11:30 to 12:00 PM	17	10	4	1	
12:00 to 12:30 PM	18	7	5	1	
12:30 to 1:00 PM	35	9	3	0	
1:00 to 1:30 PM	37	5	2	0	
1:30 to 2:00 PM	21	7	0	0	
2:00 to 2:30 PM	14	3	1	0	
2:30 to 3:00 PM	21	3	0	0	
3:00 to 3:30 PM	15	2	1	0	
3:30 to 4:00 PM	9	1	0	0	
4:00 to 4:30 PM	8	3	0	0	
4:30 to 5:00 PM	4	1	0	0	
5:00 to 5:30 PM	1	0	0	0	
	477	122	29	4	632

Toyota and Lexus Chassis TAS Calls

Week of 12/30/2007

TOY-TQ001-00033194

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

Toyota and Lexus Body TAS Calls

Week of 12/30/2007

QA - Body	Toyota	Lexus	Toyota	Lexus	
Half Hour	Answered Calls	Answered Calls	Abandons	Abandons	
5:30 to 6:00 AM	1	0	0	0	
6:00 to 6:30 AM	1	0	0	0	
6:30 to 7:00 AM	7	4	0	0	
7:00 to 7:30 AM	6	2	0	0	
7:30 to 8:00 AM	1	3	0	0	
8:00 to 8:30 AM	10	2	0	0	
8:30 to 9:00 AM	7	2	0	0	
9:00 to 9:30 AM	5	2	3	0	
9:30 to 10:00 AM	8	1	0	0	
10:00 to 10:30 AM	2	2	0	0	
10:30 to 11:00 AM	7	3	0	1	
11:00 to 11:30 AM	7	4	0	0	
11:30 to 12:00 PM	5	3	0	0	
12:00 to 12:30 PM	8	1	0	0	
12:30 to 1:00 PM	4	0	0	0	
1:00 to 1:30 PM	2	0	0	0	
1:30 to 2:00 PM	8	0	1	0	
2:00 to 2:30 PM	3	3	0	0	
2:30 to 3:00 PM	3	0	0	0	
3:00 to 3:30 PM	5	0	0	0	
3:30 to 4:00 PM	3	0	0	0	
4:00 to 4:30 PM	3	1	0	0	
4:30 to 5:00 PM	1	0	0	0	
5:00 to 5:30 PM	0	1	0	0	
	107	34	4	1	146

Toyota and Lexus Electrical TAS Calls

Week of 12/30/2007

TOY-TQ001-00033195

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

QA - Chassis	Toyota	Lexus	Toyota	Lexus	
Half Hour	Answered Calls	Answered Calls	Abandons	Abandons	
5:30 to 6:00 AM	2	1	0	0	
6:00 to 6:30 AM	4	1	0	0	
6:30 to 7:00 AM	7	2	0	0	
7:00 to 7:30 AM	7	2	0	0	
7:30 to 8:00 AM	2	4	0	0	
8:00 to 8:30 AM	9	2	2	0	
8:30 to 9:00 AM	7	8	0	0	
9:00 to 9:30 AM	14	3	0	0	
9:30 to 10:00 AM	8	2	0	0	
10:00 to 10:30 AM	10	5	1	0	
10:30 to 11:00 AM	12	1	0	0	
11:00 to 11:30 AM	13	2	0	0	
11:30 to 12:00 PM	8	6	0	0	
12:00 to 12:30 PM	5	3	0	0	
12:30 to 1:00 PM	10	2	0	0	
1:00 to 1:30 PM	11	2	1	0	
1:30 to 2:00 PM	15	3	0	0	
2:00 to 2:30 PM	10	1	0	0	
2:30 to 3:00 PM	6	2	0	0	
3:00 to 3:30 PM	6	1	0	0	
3:30 to 4:00 PM	6	0	0	0	
4:00 to 4:30 PM	2	0	0	0	
4:30 to 5:00 PM	5	3	0	0	
5:00 to 5:30 PM	1	0	0	0	
	180	56	4	0	240

Hybrid Powertrain TAS Calls

Week of 12/30/2007

QA - Hybrid	Hybrid	Hybrid
Half Hour	Answered Calls	Abandons

TOY-TQ001-00033196

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

QA - Electrical	Toyota	Lexus	Toyota	Lexus	
Half Hour	Answered Calls	Answered Calls	Abandons	Abandons	
5:30 to 6:00 AM	5	0	0	0	
6:00 to 6:30 AM	6	2	1	0	
6:30 to 7:00 AM	19	4	3	0	
7:00 to 7:30 AM	22	8	3	0	
7:30 to 8:00 AM	22	5	3	0	
8:00 to 8:30 AM	31	10	0	0	
8:30 to 9:00 AM	29	8	0	0	
9:00 to 9:30 AM	28	10	0	1	
9:30 to 10:00 AM	33	3	2	0	
10:00 to 10:30 AM	22	7	1	0	
10:30 to 11:00 AM	33	17	1	1	
11:00 to 11:30 AM	28	5	6	0	
11:30 to 12:00 PM	26	5	4	0	
12:00 to 12:30 PM	14	6	0	1	
12:30 to 1:00 PM	33	7	2	0	
1:00 to 1:30 PM	16	3	5	0	
1:30 to 2:00 PM	18	7	0	0	
2:00 to 2:30 PM	12	2	1	0	
2:30 to 3:00 PM	17	3	0	0	
3:00 to 3:30 PM	15	2	2	0	
3:30 to 4:00 PM	11	1	0	0	
4:00 to 4:30 PM	12	3	0	0	
4:30 to 5:00 PM	5	0	1	0	
5:00 to 5:30 PM	2	1	0	0	
	459	119	35	3	616

TOY-TQ001-00033197

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

5:30 to 6:00 AM	0	0	
6:00 to 6:30 AM	2	0	
6:30 to 7:00 AM	7	0	
7:00 to 7:30 AM	9	0	
7:30 to 8:00 AM	6	0	
8:00 to 8:30 AM	7	0	
8:30 to 9:00 AM	10	1	
9:00 to 9:30 AM	7	0	
9:30 to 10:00 AM	7	0	
10:00 to 10:30 AM	5	0	
10:30 to 11:00 AM	11	0	
11:00 to 11:30 AM	10	1	
11:30 to 12:00 PM	7	2	
12:00 to 12:30 PM	7	0	
12:30 to 1:00 PM	5	0	
1:00 to 1:30 PM	8	0	
1:30 to 2:00 PM	6	0	
2:00 to 2:30 PM	8	0	
2:30 to 3:00 PM	6	0	
3:00 to 3:30 PM	7	0	
3:30 to 4:00 PM	5	0	
4:00 to 4:30 PM	2	0	
4:30 to 5:00 PM	1	0	
5:00 to 5:30 PM	0	0	
	143	4	147

TOY-TQ001-00033198

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

Toyota and Lexus Powertrain TAS Calls

Week of 1/6/2008

QA - Powertrain	Toyota	Lexus	Toyota	Lexus	
Half Hour	Answered Calls	Answered Calls	Abandons	Abandons	
5:30 to 6:00 AM	8	4	0	0	
6:00 to 6:30 AM	14	7	1	0	
6:30 to 7:00 AM	16	7	0	0	
7:00 to 7:30 AM	30	5	1	0	
7:30 to 8:00 AM	29	16	0	2	
8:00 to 8:30 AM	39	15	4	1	
8:30 to 9:00 AM	60	6	5	0	
9:00 to 9:30 AM	35	11	5	0	
9:30 to 10:00 AM	33	7	0	0	
10:00 to 10:30 AM	38	3	3	0	
10:30 to 11:00 AM	26	9	2	0	
11:00 to 11:30 AM	42	10	8	0	
11:30 to 12:00 PM	34	10	5	0	
12:00 to 12:30 PM	28	12	6	1	
12:30 to 1:00 PM	44	19	5	1	
1:00 to 1:30 PM	46	11	1	0	
1:30 to 2:00 PM	41	6	0	0	
2:00 to 2:30 PM	19	4	4	0	
2:30 to 3:00 PM	23	6	7	0	
3:00 to 3:30 PM	22	2	1	0	
3:30 to 4:00 PM	18	3	2	1	
4:00 to 4:30 PM	5	2	0	0	
4:30 to 5:00 PM	7	3	0	0	
5:00 to 5:30 PM	5	0	0	0	
	662	178	60	6	906

Toyota and Lexus Chassis TAS Calls

Week of 1/6/2008

TOY-TQ001-00033199

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

Toyota and Lexus Body TAS Calls

Week of 1/6/2008

QA - Body	Toyota	Lexus	Toyota	Lexus	
Half Hour	Answered Calls	Answered Calls	Abandons	Abandons	
5:30 to 6:00 AM	3	1	0	0	
6:00 to 6:30 AM	4	3	1	0	
6:30 to 7:00 AM	3	2	0	0	
7:00 to 7:30 AM	2	2	1	0	
7:30 to 8:00 AM	7	1	1	0	
8:00 to 8:30 AM	7	2	0	0	
8:30 to 9:00 AM	6	4	0	0	
9:00 to 9:30 AM	8	3	0	0	
9:30 to 10:00 AM	9	1	0	1	
10:00 to 10:30 AM	5	1	0	0	
10:30 to 11:00 AM	4	1	0	1	
11:00 to 11:30 AM	6	3	0	0	
11:30 to 12:00 PM	4	0	0	0	
12:00 to 12:30 PM	11	2	0	1	
12:30 to 1:00 PM	4	5	1	0	
1:00 to 1:30 PM	9	1	0	0	
1:30 to 2:00 PM	5	3	0	1	
2:00 to 2:30 PM	5	1	0	0	
2:30 to 3:00 PM	7	0	0	1	
3:00 to 3:30 PM	5	1	0	0	
3:30 to 4:00 PM	3	3	0	0	
4:00 to 4:30 PM	2	0	0	0	
4:30 to 5:00 PM	4	0	0	0	
5:00 to 5:30 PM	1	0	0	0	
	124	40	4	5	173

Toyota and Lexus Electrical TAS Calls

Week of 1/6/2008

TOY-TQ001-00033200

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

QA - Chassis	Toyota	Lexus	Toyota	Lexus	
Half Hour	Answered Calls	Answered Calls	Abandons	Abandons	
5:30 to 6:00 AM	4	3	0	0	
6:00 to 6:30 AM	5	4	0	0	
6:30 to 7:00 AM	11	3	0	1	
7:00 to 7:30 AM	9	6	0	0	
7:30 to 8:00 AM	15	2	0	0	
8:00 to 8:30 AM	12	3	0	0	
8:30 to 9:00 AM	15	3	1	0	
9:00 to 9:30 AM	12	3	0	0	
9:30 to 10:00 AM	18	2	0	0	
10:00 to 10:30 AM	16	3	0	0	
10:30 to 11:00 AM	18	2	0	0	
11:00 to 11:30 AM	21	3	1	0	
11:30 to 12:00 PM	14	3	0	0	
12:00 to 12:30 PM	10	4	0	0	
12:30 to 1:00 PM	5	5	0	0	
1:00 to 1:30 PM	11	6	0	0	
1:30 to 2:00 PM	9	3	0	0	
2:00 to 2:30 PM	8	0	0	0	
2:30 to 3:00 PM	15	3	0	0	
3:00 to 3:30 PM	7	1	0	0	
3:30 to 4:00 PM	5	1	0	0	
4:00 to 4:30 PM	3	0	0	0	
4:30 to 5:00 PM	4	0	0	0	
5:00 to 5:30 PM	0	0	0	0	
	247	63	2	1	313

Hybrid Powertrain TAS Calls

Week of 1/6/2008

QA - Hybrid	Hybrid	Hybrid
Half Hour	Answered Calls	Abandons

TOY-TQ001-00033201

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

QA - Electrical	Toyota	Lexus	Toyota	Lexus	
Half Hour	Answered Calls	Answered Calls	Abandons	Abandons	
5:30 to 6:00 AM	6	0	1	0	
6:00 to 6:30 AM	15	6	0	3	
6:30 to 7:00 AM	17	10	1	0	
7:00 to 7:30 AM	25	5	1	0	
7:30 to 8:00 AM	29	13	0	0	
8:00 to 8:30 AM	29	10	2	0	
8:30 to 9:00 AM	37	9	0	0	
9:00 to 9:30 AM	27	10	0	0	
9:30 to 10:00 AM	27	13	0	0	
10:00 to 10:30 AM	38	8	3	0	
10:30 to 11:00 AM	44	7	0	0	
11:00 to 11:30 AM	27	8	1	0	
11:30 to 12:00 PM	24	9	0	0	
12:00 to 12:30 PM	19	9	1	0	
12:30 to 1:00 PM	19	11	2	0	
1:00 to 1:30 PM	32	10	0	1	
1:30 to 2:00 PM	22	4	0	0	
2:00 to 2:30 PM	37	12	0	0	
2:30 to 3:00 PM	24	3	2	0	
3:00 to 3:30 PM	25	9	1	0	
3:30 to 4:00 PM	21	6	2	1	
4:00 to 4:30 PM	10	1	1	0	
4:30 to 5:00 PM	11	1	0	0	
5:00 to 5:30 PM	4	1	0	0	
	569	175	18	5	767

TOY-TQ001-00033202

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

5:30 to 6:00 AM	1	0	
6:00 to 6:30 AM	5	1	
6:30 to 7:00 AM	3	0	
7:00 to 7:30 AM	8	0	
7:30 to 8:00 AM	11	1	
8:00 to 8:30 AM	4	0	
8:30 to 9:00 AM	14	1	
9:00 to 9:30 AM	10	0	
9:30 to 10:00 AM	9	1	
10:00 to 10:30 AM	12	0	
10:30 to 11:00 AM	8	1	
11:00 to 11:30 AM	10	0	
11:30 to 12:00 PM	8	2	
12:00 to 12:30 PM	13	0	
12:30 to 1:00 PM	12	2	
1:00 to 1:30 PM	7	0	
1:30 to 2:00 PM	8	0	
2:00 to 2:30 PM	5	0	
2:30 to 3:00 PM	6	1	
3:00 to 3:30 PM	10	7	
3:30 to 4:00 PM	7	1	
4:00 to 4:30 PM	7	1	
4:30 to 5:00 PM	3	0	
5:00 to 5:30 PM	0	0	
	181	19	200

TOY-TQ001-00033203