

From: Wayne Hutchinson/=TMS/Toyota

Sent: 1/16/2008 2:02 PM

To: [-] Richard Jung/=TMS/Toyota@Toyota; Mark Kubota/=TMS/Toyota@Toyota; David Stovall/=TMS/Toyota@Toyota; George Morino/=TMS/Toyota@Toyota

Cc: [-]

Bcc: [-]

Subject: Fw: Claims of 70F

FYI

Wayne Hutchinson
Quality Compliance
Toyota Motor Sales, U.S.A., Inc.
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----- Forwarded by Wayne Hutchinson/TMS/Toyota on 01/16/2008 02:01 PM -----

Bruce Zellmer/TMS/Toyota
01/16/2008 11:03 AM
To Monica_Hollis@Toyota.com
cc Wayne Hutchinson/TMS/Toyota@Toyota
Subject Fw: Claims of 70F

Monica, would you take a look at these claims, so a screen print, I'm not sure what the dealers are claiming at \$8.50, but need to know. The one claim that is specifically called out must have some type of parts claimed. Thank you

Bruce Zellmer
Warranty Field Operations Manager
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----- Forwarded by Bruce Zellmer/TMS/Toyota on 01/16/2008 10:55 AM -----

Wayne Hutchinson/TMS/Toyota
01/15/2008 05:34 PM
To Bruce Zellmer/TMS/Toyota@Toyota
cc George Morino/TMS/Toyota@Toyota, David Stovall/TMS/Toyota@Toyota, Richard Jung/TMS/Toyota@Toyota, Mark Kubota/TMS/Toyota@Toyota, Kirkland Ogawa/TMS/Toyota@Toyota
Subject Claims of 70F

Bruce Zellmer,

As I was investigating a few claims for SSC 70F, I came across the following:

7519J2 is used when a customer comes to the dealer and requests that we buy back the All Weather Floor Mats (AWFM). The dealer can then purchase the AWFM and claim up to \$115. Since the dealer purchased the AWFM for \$60 from Toyota, I believe that the minimal amount a dealer should be claiming for the AWFM recovery is \$60. Out of the 20 claims I checked for OP Code 7519J2, 19 seemed to have an incorrect amount claimed (see chart below). NOTE: To make it easier on the eyes, the 19 potentially incorrect claims are NOT hi-lited.

OP Code 7519J1 is used when a dealer replaces the driver side floor mat with a newly designed AWFM. I spot checked OP Code 7519J1 and did not find any issues, but your team may want to look into them also.

VIN SSC COMPLETION CODE COMPLETION DATE OP CODE SERVICE DEALER SELL DEALER Amount Claimed

JTNBB46KX73	[REDACTED]	70F 00	11/23/2007	7519J2	38019	09159	\$8.50
JTNBB46KX73	[REDACTED]	70F 00	11/28/2007	7519J2	04222	04222	\$8.85
JTNBB46KX73	[REDACTED]	70F 00	12/19/2007	7519J2	25056	25056	\$7.50
JTNBB46KX73	[REDACTED]	70F 00	11/28/2007	7519J2	28012	44016	\$8.00
JTNBB46K073	[REDACTED]	70F 00	12/3/2007	7519J2	09076	09199	\$28.10
JTNBB46K073	[REDACTED]	70F 00	12/24/2007	7519J2	32111	32111	\$27.20
JTNBB46K073	[REDACTED]	70F 00	1/3/2008	7519J2	19020	19020	\$8.23
JTNBB46K073	[REDACTED]	70F 00	12/20/2007	7519J2	82413	04159	\$8.18
JTNBB46K073	[REDACTED]	70F 00	12/27/2007	7519J2	12143	12143	\$96.80
JTNBB46K073	[REDACTED]	70F 00	11/23/2007	7519J2	19027	19021	\$8.39
JTNBB46K073	[REDACTED]	70F 00	12/12/2007	7519J2	04254	04254	\$7.50
JTNBB46K173	[REDACTED]	70F 00	12/19/2007	7519J2	10116	10116	\$27.40
JTNBB46K173	[REDACTED]	70F 00	10/31/2007	7519J2	31162	31162	\$9.50
JTNBB46K173	[REDACTED]	70F 00	11/13/2007	7519J2	04180	04536	\$9.00
JTNBB46K173	[REDACTED]	70F 00	11/28/2007	7519J2	04213	04236	\$12.80
JTNBB46K173	[REDACTED]	70F 00	12/11/2007	7519J2	31165	37083	\$8.20
JTNBB46K173	[REDACTED]	70F 0	11/10/2007	7519J2	2051	14038	\$8.70
JTNBB46K273	[REDACTED]	70F 0	10/4/2007	7519J2	4335	4335	\$8.50
JTNBB46K373	[REDACTED]	70F 0	10/18/2007	7519J2	21098	21098	\$7.70
JTNBB46K373	[REDACTED]	70F 0	10/11/2007	7519J2	20093	20127	\$7.00

7LB is the Lexus side of this SSC. It may need to be investigated also. If you have any questions please feel free to contact me.

Thank you,

Wayne Hutchinson
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