

From: Pamela Kalman/=TMS/Toyota.

Sent: 5/6/2008 4:58 PM.

To: [-] Pamela Kalman/=TMS/Toyota@Toyota.

Cc: [-]

Bcc: [-] Gary Heine/=TMS/Toyota.

Subject: 2009 Matrix - CR New Model Launch Product Report 2.

Below are customer comments provided in separate Excel spreadsheets (CEC) and (PQS), which offer additional insight into the customer's product concerns.

Report 3 will be distributed around 5/29/2008 and will continue to report VOC data from the Customer Experience Center (CEC) and the Product Quality Survey (PQS) results.

Pamela

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