

From: Rafael Reyes/=TMS/Toyota.

Sent: 5/8/2008 6:04 AM.

To: [-] George Morino/=TMS/Toyota@Toyota.

Cc: [-]

Bcc: [-]

Subject: Re: '08 Prius at Koons Tyson Toyota (45050).

George,

The FTS that handles this dealer is travelling today. I will try to get you some information by the end of the day.

Saludos/Rafael

[Sent from my Blackberry PDA]

From: George Morino

Sent: 05/07/2008 03:06 PM PDT

To: Rafael Reyes

Subject: '08 Prius at Koons Tyson Toyota (45050)

Hi Rafael:

I greatly appreciate your help on the Tacoma project. If you can assist me as well on the following, it would be greatly appreciated.

The following customer:

Sarah (Sally) Epstein

5620 Oregon Ave. NW

Washington, D.C. 20015-1132

brought in their 2008 MY Prius:

JTDKB20U787 [REDACTED]

to Koons Tyson Toyota (45050) on 05/02/2008. Apparently the customer had an incident where the floor mat slide on top of the gas pedal. I'd like to find out more about this incident. If you can call me at your earliest convenience so we can discuss, I would greatly appreciate it.

Thank you!

George Morino

National Manager

Quality Compliance Department

Product Quality and Service Support

Toyota Motor Sales, U.S.A., Inc.

Tel. 310-468-3392

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