From: George Morino/=TMS/Toyota. Sent:5/9/2008 8:20 AM.
To: [-] Rafael_Reyes@toyota.com.
Cc: [-] .
Bcc: [-] .
Subject: Re: Fw: '08 Prius at Koons Tyson Toyota (45050).

This is awesome!

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
Fax 310-468-3399

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Rafael Reyes/TMS/Toyota
05/09/2008 03:50 AM
To "George Morino" <George_Morino@Toyota.com>
cc
Subject Fw: '08 Prius at Koons Tyson Toyota (45050)

Please let me know if you need more information.

Saludos/Rafael
[Sent from my Blackberry PDA]

----- Original Message -----

From: Robert Farnsworth
Sent: 05/08/2008 06:40 PM PDT
To: Rafael Reyes
Subject: Re: '08 Prius at Koons Tyson Toyota (45050)

The svc mgr indicates that the customer had purchased a large aftermarket rubber floormat with no hold down hooks and this floormat had slid up and had drepressed the throttle pedal. He indicated that there was no damage to the vehicle as a result and that they had simply removed the floormat and advised the customer to discontinue the usage of this mat.
Regards,
Bob Farnsworth

----- Original Message -----

From: Rafael Reyes
Sent: 05/08/2008 05:22 AM PDT
To: Robert Farnsworth
Subject: Fw: '08 Prius at Koons Tyson Toyota (45050)

Can you please give me some details on this? Thanks!

I would like to call George this afternoon.

Saludos/Rafael
[Sent from my Blackberry PDA]

----- Original Message -----

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.
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