

From: George Morino/=TMS/Toyota.

Sent: 10/10/2008 3:21 PM.

To: [-] Mark Kubota/=TMS/Toyota@Toyota.

Cc: [-]

Bcc: [-]

Subject: Re: Fw: Lexus ES350 floor mat update.

Mark:

Please come and see.

Thanks!

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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Mark Kubota/TMS/Toyota
10/10/2008 03:04 PM
To George Morino/TMS/Toyota@Toyota
cc
Subject Re: Fw: Lexus ES350 floor mat update

George,

Here are the owner name and mailing address info.

Here is snapshot of the service history from CPA. I'll talk to Kathy about getting more official data on Monday.

=====
Mark T. Kubota
窪田 隆 (マーク)
Quality Compliance
Product Quality and Service Support
Toyota Customer Services
Toyota Motor Sales, U.S.A., Inc.
Phone: 310/468-5316 Fax: 310/468-3399
=====

George Morino/TMS/Toyota
10/10/2008 02:55 PM
To Mark_kubota@toyota.com
cc
Subject Fw: Lexus ES350 floor mat update

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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----- Forwarded by George Morino/TMS/Toyota on 10/10/2008 02:55 PM -----

Chris Santucci/WDC/Toyota_NY@TOYOTA_NY
10/09/2008 07:52 AM
To Michiteru Kato/HINPO/TMC0@TMC0@TMCE@TOYOTA, Takeharu Nishida/HINPO/TMC0@TMC0
cc George Morino/TMS/Toyota, Mike Shaw/TEMA/Toyota@Toyota, ctinto@tma.toyota.com
Subject Fw: Lexus ES350 floor mat update

Mitch,

Please see the email from Jeff Quandt below:

They would like to know the details on the crash vehicle, if you recall, this incident was circulated:

<http://www.mlive.com/news/grpress/index.ssf?/base/news-43/1218546944168210.xml&coll=6>

George, can you update us on the completion rates/details? Like were there any re-mails, did these people get letters, etc. NHTSA told me that the people got the first letter we sent (the warning letter, before the recall), but they were unsure if they got the recall letter. NHTSA told me that when this person got the warning letter, they checked the mats, found them double stacked, and took out the carpeted mats. They think they secured the AWMs, but then prior to the crash, they had the car washed, and speculated that maybe they were unsecured by the car wash. The pictures are interesting to say the least, but no shot of the attachment points.

They also said that the vehicle has been in for service at the dealer a number of times between the recall and the crash. Please try and determine what dealer these people may have used and get the complete service history. NHTSA is "upset" that the dealer may not have checked the car when it was in for service.

I'd like to get the vehicle service/mailling information prior to Tuesday.

Mitch, when you arrive, we can discuss getting the full response completed.

Regards,

Chris Santucci - Assistant Manager
Technical and Regulatory Affairs
Toyota Motor North America, Inc.
Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513
email: csantucci@tma.toyota.com

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----- Forwarded by Chris Santucci/WDC/Toyota_NY on 10/09/2008 10:18 AM -----

<Jeff.Quandt@dot.gov>
10/09/2008 10:13 AM
To <CSantucci@tma.toyota.com>
cc <Stephen.McHenry@dot.gov>
Subject Lexus ES350 floor mat update

Chris – Here is the VIN for the crash vehicle and some photos we received from the investigating deputy. Please provide all information regarding recall notification and completion for this vehicle and the vehicle warranty history. Please describe what information a Toyota dealer would have about outstanding recalls for this vehicle when they enter the VIN when the vehicle is brought in for service.

2007 LEXUS ES 350
JTHBJ46G472 [REDACTED]

In addition, as we discussed, please provide an update of the data requested in Questions 2, 3 & 4 of the information request for PE07-016 (using the same definitions for the subject component and alleged defect). The scope of the request should be all MY 2007-09 Lexus ES350 and Toyota Camry vehicles. This should include incidents involving any of the following: (1) the original All Weather mat; (2) the revised mat used as the recall replacement part; (3) the carpet mat; or (4) any aftermarket mat or floor liner. Also, please describe Toyota's current system for tracking these types of complaints in the ES350 and Camry vehicles and in other Toyota products. It is our understanding that many consumers who have experienced these problems have been advised by the operators taking calls for Toyota customer assistance system to check their floor mats, so it seems that the operators have become familiar with the attributes of a mat related incident.

Please provide the information about the crash vehicle as soon as possible and let us know in your reply when you will be able to send the other information we are requesting.

Thanks,
Jeff

From: CSantucci@tma.toyota.com [mailto:CSantucci@tma.toyota.com]
Sent: Wednesday, October 08, 2008 8:55 AM
To: McHenry, Stephen <NHTSA>
Cc: Quandt, Jeff <NHTSA>
Subject: Re: EA08-014

Steve,

We are looking into this and will let you know what we find. However, due to the length of time since the incident, and since our dealers maintain their own records, we are not confident of finding much more information.

Regards,

Chris Santucci - Assistant Manager
Technical and Regulatory Affairs
Toyota Motor North America, Inc.
Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513
email: csantucci@tma.toyota.com

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<Stephen.McHenry@dot.gov>
10/06/2008 09:49 AM

To <CSantucci@tma.toyota.com>
cc <Jeff.Quandt@dot.gov>
Subject EA08-014

Chris,

Could you check into something for me please? EA08-014, 2004 Toyota Sienna accelerator pedal interference investigation, Toyota consumer complaint # 200309160998: the person making the complaint was on a test drive with a salesperson at Classic Toyota in Round Rock, Texas (there might also be a Classic Toyota in Tyler, Texas; the complaint says Round Rock) when the Sienna had an acceleration event. There is no serial number associated with this complaint as apparently the woman making the complaint did not buy that particular vehicle. Her e-mail address is no longer valid, nor is the phone number. The e-mail was sent on September 16, 2003, which was a Tuesday, however the e-mail refers to a test drive on a Saturday.

Can you contact the service manager at Classic in Round Rock and see if they can find a repair order for that particular Sienna? As an example, if the dealer uses the Reynolds & Reynolds computer system the service manager can use a sub-program named REPORT GENERATOR to look in a Service History file, and run a report for all 2004 Sienna vehicles that had repair orders opened on them, on or after September 6, 2003 (the second Saturday prior to the e-mail). I would say to use an repair order opening date time frame of 9/6/2003 to 9/18/2003. A summary of the repair orders created by the report might indicate if the salesperson that was along on the test drive turned the vehicle over to the service department to diagnose the problem detailed in the customer's e-mail. I would like to obtain the vin # of the vehicle.

I appreciate your help.

Stephen

Stephen McHenry
Investigator, US D.O.T.
National Highway Traffic Safety Administration
Office of Defects Investigation
NVS-213 Room W48-217
1200 New Jersey Ave., SE
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