

From: George Morino/-TMS/Toyota.

Sent:9/21/2009 4:53 PM.

To: [-] Robin\_LeFevre@Toyota.com.

Cc: [-]

Bcc: [-]

Subject: Fw: Toyota All Weather Floor Mat Q&A.

Robin:

I'm getting to pull the trigger on the Q&A distribution. I'm going to send it to CSOM's, CSFM's, TSTM's, CRM's and VOM's.

Please let me know when you are ready to send yours.

Thanks!

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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----- Forwarded by George Morino/TMS/Toyota on 09/21/2009 04:52 PM -----

George Morino/TMS/Toyota

09/21/2009 04:32 PM

To Bob Duffin/TMS/Toyota@Toyota, Brad Anderson/Mobile/Toyota@Toyota, Marty Quinn/Mobile/Toyota@Toyota, Tom Gill/Mobile/Toyota@Toyota, Joe Lucente/TMS/Toyota@Toyota, David Vandelinde/Mobile/Toyota@Toyota, Mike Rencis/Mobile/Toyota@Toyota, Dave Nelson/TMS/Toyota@Toyota, Paul Baker/TMS/Toyota@Toyota, Gary Zimmer/TMS/Toyota@Toyota, Glenn Griffith/TMS/Toyota@Toyota, Scott Aitchison/Mobile/Toyota@Toyota, Brian Campana/TMS/Toyota@Toyota, Tom Kent/Mobile/Toyota@Toyota, Terry Greene/TMS/Toyota@Toyota, David Fontanella/TMS/Toyota@Toyota, Sharon Matisak/Mobile/Toyota@Toyota, Dave Bora/TMS/Toyota@Toyota, Don Mueller/Mobile/Toyota@Toyota, Michael Broman/TMS/Toyota@Toyota, Farshad Pourmousa/TMS/Toyota@Toyota, Rick Vernon/Mobile/Toyota@Toyota, Larry Sullivan/TMS/Toyota@Toyota, Diana Davis/TMS/Toyota@Toyota, John Smiros/TMS/Toyota@Toyota, Rommel Momen/Mobile/Toyota@Toyota, Vincent Favorito/Mobile/Toyota@Toyota, Ken Fritts/TMS/Toyota@Toyota, Jason Nunamaker/TMS/Toyota@Toyota, KC Dellinger/TMS/Toyota@Toyota, Jeff Noyes/TMS/Toyota@Toyota, Bill Van Beek/Mobile/Toyota@Toyota, Lance Asher/TMS/Toyota@Toyota, Rick Shinkle/TMS/Toyota@Toyota, Jason Jerome/Mobile/Toyota@Toyota, Marc Giammona/Lexus/Toyota@Toyota, Rafael\_Reyes@toyota.com, Michael Kevlin@FITSVCSEExchange@NOTESAPPS, Mike Spain@FITSVCSEExchange@NOTESAPPS, Todd Trosclair@FITSVCSEExchange@NOTESAPPS, Gary Kirchhof@FITSVCSEExchange@NOTESAPPS, James Eledge@FITSVCSEExchange@NOTESAPPS, Dan Lee@FITSVCSEExchange@NOTESAPPS, Al.Green@onsight.jmfamily.com@JM Family Enterprises, Steve Ozzello/JMFE, Steve Simoneaux/JMFE@JM Family Enterprises, Dave.Adams@onsight.jmfamily.com@JM Family Enterprises, Roger.Blandford@onsight.jmfamily.com@JM Family Enterprises, Eddie.Webb@onsight.jmfamily.com@JM Family Enterprises, Fred Stolle/Mobile/Toyota@Toyota, Jaycie Dane/Mobile/Toyota@Toyota, Wylon Harper/Scion/Toyota@Toyota, Mark Nazario/Mobile/Toyota@Toyota, Waldo Jimenez/TMS/Toyota@Toyota, Doug Eroh/Mobile/Toyota@Toyota, Kert Wilson/Mobile/Toyota@Toyota, Clint Middleton/Mobile/Toyota@Toyota, Michael Tripp/TMS/Toyota@Toyota, Jeff Buchanan/TMS/Toyota@Toyota, Mark.Miller@onsight.jmfamily.com@JM Family Enterprises, Melissa Kimbrough@FITSVCSEExchange@NOTESAPPS  
cc Bob Waltz, Gary E Smith/TMS/Toyota, Wayne Hutchinson, Mark Kubota, Michael Jarboe, Gary Heine, Greg

Bryan  
Subject Toyota All Weather Floor Mat Q&A

We greatly appreciate everyone's efforts in communicating the All Weather Floor Mat (AWFM) information to your dealers.

The attached Q&A has been prepared in the event your or your dealers are contacted by a consumer regarding the recent media articles.

We hope this information is helpful.

George Morino  
National Manager  
Quality Compliance Department  
Product Quality and Service Support  
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