



TOYOTA MOTOR NORTH AMERICA
1588 Woodridge Avenue
Ann Arbor, MI 48103

April 11, 2019

Dear [REDACTED]

Caflor Industries has been contracted by Toyota Motor North America (TMNA) to procure customer vehicles as part of an exhaust emissions test program. Your [REDACTED] has been randomly selected as a candidate for this program to be tested at the Toyota Technical Center Emissions Laboratory facility located in Ann Arbor, MI.

Participation in this program is completely voluntary. If your vehicle is selected and you choose to participate, you will receive:

- A \$ [REDACTED] incentive check upon completion of the program.
- Free use of a Toyota loaner vehicle while participating in the program.
- A full tank of fuel in both your loaner vehicle and your [REDACTED] when it is returned.
- An appearance enhancement for your vehicle (washed, vacuumed, and windows cleaned).
- A convenient exchange of your vehicle with the loaner vehicle.

All vehicles are tested on a dynamometer (a treadmill-like device for cars). On average vehicles are returned within 1-2 weeks with an additional 100-150 miles on the odometer. If a repair or replacement part is required, it will be completed by a qualified Toyota Technician using genuine Toyota parts at no cost to you. While your vehicle is being used for testing, it is insured by Toyota or Caflor Industries.

For more information about our test programs, please visit www.toyota.com/IUVP. If you have any questions or require additional information, you can also contact the Powertrain Certification & Compliance team at iuvp@toyota.com.

If you would like to participate, please fill out and return the enclosed reply form. If you have additional questions may contact [REDACTED] Procurement Supervisor from Caflor Industries at [REDACTED]

Thank you for your time and interest in this program.

Sincerely,

[REDACTED]
[REDACTED]