

# TOYOTA

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«First\_Name» «Last\_Name»  
«Model\_Year» «Model\_Name» «Test\_Group»  
«VIN»  
«Address» «A5»  
«City», «State» «Zip\_Code»

Toyota Motor Engineering &  
Manufacturing North America, Inc.  
1588 Woodridge  
Ann Arbor, MI 48105  
(734) 546 4452

January 2, 2018

Dear Toyota Owner:

CAFLOR Industries has been contracted by Toyota to procure customer vehicles as part of an exhaust emissions test program required by the California Air Resources Board and the Environmental Protection Agency (EPA). Your «Model\_Year» MY «Model\_Name» has been randomly selected as a candidate for this program.

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

- A \$«Incentive» check upon completion of the evaluation
- The use of a new model Toyota loaner vehicle while participating in the program (The loaner vehicle will have a full tank of gasoline when delivered.)
- An appearance enhancement treatment of your vehicle (Wash, vacuum interior & windows cleaned)
- A full tank of gasoline for your vehicle after the evaluation

All testing will be completed indoors on a dynamometer (treadmill-like device) under normal driving conditions at the Toyota Technical Center Emissions Laboratory in Ann Arbor. The normal program length is 1 to 2 weeks. After arriving at the test facility, approximately 150 miles of driving will be required to complete the evaluation. In the event a repair or a replacement of a part is required, it will be completed by a qualified Toyota Technician using Toyota parts at no cost to you.

If you would like to participate in this program, please fill out the attached questionnaire and return it to CAFLOR Industries using the enclosed postage paid envelope. After we receive your response and if your vehicle meets the testing criteria, you will receive a call from CAFLOR Industries to make further arrangements to test your vehicle. CAFLOR's mailing address is 5665 Coomer Road, West Bloomfield, Michigan 48324.

If you have any questions or require additional information, you can contact either

or

Thank you for your time and interest in this program.

Sincerely,

[Redacted Signature]