



Toyota Motor Sales, USA Inc.  
6565 Headquarters Drive  
Frisco, TX 75024

March 20, 2020

**Re: Toyota and Lexus Sales and Service Operations**

Dear Toyota and Lexus Dealers:

As the impact of the Coronavirus has become more widespread, we have received questions from many of you related to the possibility of having to temporarily suspend or reduce at least some of your normal sales and/or service operations, particularly in certain states and local areas. Some dealers have expressed concern that if this becomes necessary, either because of a state or local government order, or because you have determined it is necessary under particular circumstances in your dealership, TMS may consider your decision to temporarily suspend or reduce your normal operations to be a violation of your obligations under your Toyota or Lexus Dealer Agreement.

This letter is to assure you that to the extent you are able to conduct your sales and/or service operations and adhere to applicable state or local orders, and to the extent you can do so consistent with the guidelines from the Center for Disease Control and Prevention (“CDC”) for businesses and employers (<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>), our team here at Toyota and Lexus will do all that we reasonably can to support your continued operations. Many of you have shared that being able to provide continued warranty, recall and other necessary service is particularly important for the safety and security of Toyota and Lexus owners during these times. We understand this, and we understand that many of the state and local orders recently put in place specifically recognize auto-supply and auto-service as “essential” business activity.

But if you determine that it is necessary or appropriate under the circumstances for you to temporarily suspend or reduce your dealership operations, we want to assure you that Toyota and Lexus will support you in that decision as well. As always, the safety, security and welfare of our customers, our dealers, and our entire Toyota and Lexus family, is of the utmost importance.

If you find yourself at the point that you believe it is necessary or appropriate to suspend or reduce operations, we ask that you do all you reasonably can to ensure that any negative impact on customers is minimized, and that you inform the Region of your plans immediately. We also ask that you:

- Provide the Region with as much information as you can to help us understand any special circumstances relating to your decision to suspend or reduce operations (and which operations specifically—both sales and service, or sales only);
- Provide us with regular status updates; and

- Let us know what we can do to help support you and your dealership, not only during this time, but also as you resume normal dealership operations when appropriate.

As we all know, circumstances are evolving and requirements from local, state and federal authorities are changing almost daily, so we will plan to follow up with you further as needed.

Please continue to stay safe and keep those around you safe, and continue to be the pillar in your community that so many of our Toyota and Lexus dealers are.

Sincerely,

GM Name  
Regional/Area General Manager  
Region or Area Name

Dennis J. Thornhill  
Vice President – Retail Market Development  
Toyota Motor North America