



Don Fordiani
Group Manager Fleet Sales, Toyota Division
Toyota Motor North America
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Valued Fleet Partner,

Since the launch of the All New RAV4 Hybrid in 2019, the vehicle has seen tremendous success in the market. The strength of the product has created significant demand from not only the retail side of our business, but the fleet industry as a whole. Hybrid battery availability and parts sourcing challenges are impacting Toyota's RAV4 Hybrid production capacity. As a result, current fleet demand for RAV4 Hybrid is outpacing supply. In order to fulfill current MY20 orders and meet delivery expectations, Toyota Fleet has suspended RAV4 Hybrid orders as of March 11, 2020 for MY20. This action will allow us time to assess the situation and evaluate the best course of action moving forward. Please know, our goal is to minimize any disruption to your operations as Toyota remains committed to the Fleet Market. Once we have concluded our assessment, we will provide more information and updates within the next few weeks.

Please feel free to contact your Toyota Fleet Field Manager if you have any questions or need any additional information. Attached for your reference is a directory of our field staff.

Thank you for your understanding of this situation.

Toyota appreciates your business and respects your trust and loyalty to our company.

A handwritten signature in black ink that reads "Don Fordiani".





Fleet

Fleet Field Managers

<p><u>Bruce Derby</u> - TMNA Fleet Field Manager Alaska, Arizona, California, Colorado, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, Wyoming</p>	<p><u>Mark Johnson</u> - Sr. Regional Fleet Manager Southeast Toyota - Georgia Contact: (954) 429-2080</p>
<p><u>Teri Crawford</u> - TMNA Field Fleet Manager North Dakota, South Dakota, Kansas, Missouri, Iowa, Nebraska, Minnesota Contact (816) 803-9382</p>	<p><u>John O'Donoghue</u> - Director of Fleet Operations Southeast Toyota - Alabama, Florida Contact: (954) 429-2212</p>
<p><u>Scott Kalina</u> - TMNA Fleet Field Manager Illinois, Indiana, Michigan, Wisconsin Contact: (630) 907-6418</p>	<p><u>Scott Witt</u> - Senior Manager - Fleet Operations Gulf States Toyota - Texas, Louisiana, Arkansas, Mississippi - Contact (713) 580-3373</p>
<p><u>Tom Voll</u> - TMNA Fleet Field Manager Connecticut, New York, New Jersey Contact:(973) 439-2602</p>	<p><u>Paula Knox</u> - Manager - Fleet Operations Gulf States Toyota - North Texas, Oklahoma Contact: (832) 499-0893</p>
<p><u>Sharon Trapp</u> - TMNA Fleet Field Manager Ohio, Kentucky, Tennessee, West Virginia, Virginia, Washington DC Contact: (310) 953-6815</p>	<p><u>Michael Sanders</u> - TMNA Fleet Field Manager Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Pennsylvania, Delaware, Maryland Contact: (630) 248-6921</p>
<p><u>Ryan Martin</u>- Regional Fleet Manager Southeast Toyota - North Carolina and South Carolina Contact: (954) 803-1924</p>	