

Dear Toyota Dealership Executive

October 10, 2005

TIS Techstream – Diagnostic support for tomorrow’s vehicle technology

Who could have imagined the scope and depth of the technology explosion, and that it would touch every aspect of our lives including our vehicles?

As each new model is introduced, advanced technology continues to proliferate throughout all vehicle systems from hybrid controls to sunroofs. Many of today’s Toyotas have over 30 networked computers and the use of these on-board systems is expected to double within the next few years.

Our current scantool, the Toyota Diagnostic Tester, was introduced over twelve years ago when most Toyota’s had only one computer. Today, Toyota must upgrade its dealer diagnostic/information system to keep pace with the flood of technology and the associated technical information.

Toyota has invested millions to develop a new diagnostic platform which will replace the current scantool at all Toyota dealerships in August – November 2006. TIS Techstream will combine the functionality of TIS and the scantool into a single portable device. This platform is a quantum leap in speed, convenience and accuracy and will result in improved service system mobility, integration, and collaboration. Technicians can view on-board vehicle data, browse relevant TIS service documents, reprogram vehicles and communicate with Toyota, all from the driver’s seat via a secure wireless connection to the dealer daily network. The improvements in efficiency, productivity, and profitability will be *substantial*.

TIS Techstream will represent a significant and Industry-leading change in technology for Toyota dealerships. The reward of keeping pace with the technology information explosion and improving the speed and accuracy of your technicians will benefit your dealership for many years to come. The enclosed brochure provides a preliminary high-level vision of TIS Techstream. Look for more detailed information from your Regional Office in January 2006.

Sincerely,



Dave Zellers
Vice President, Product Quality & Service Support
Toyota Customer Services



Dave Camden
Vice President, Dealer Operations
Toyota Customer Services