



George Brenner
General Manager - Boston Region

440 Forbes Boulevard
Mansfield, MA 02048

January 28, 2019

Robert Moran
Acton Toyota of Littleton
221 Great Road, Route 2A
Littleton, MA 01460

Dear Bob,

Congrats on being the #1 Service dealership in the Boston Region in 2018!

Achieving this impressive title requires commitment and teamwork throughout your entire organization.

Not only did your dealer lead the Region in Repair Order volume and Customer Labor Sales, but you also took the top spot with Service Mark Share. This further demonstrates your dedication to providing exceptional service to your customer base with industry-leading people and processes.

Thank you for your continued commitment to Toyota and we value our strong partnership. We look forward to working together to achieve even better success in 2019.

Best Regards,

A handwritten signature in cursive script that reads "George Brenner".

George Brenner
General Manager - Boston Region
Toyota Motor Sales, U.S.A., Inc.