

Tokyo Auto Parts
8-2-6 Yoyogi, Shibuya-ku
Tokyo, Japan 135-2200
Phone: (81)3-xxxx-xxxx / Fax: (81)3-xxxx-xxxx

June 7, 2012

Mr. Ian Davis
VMW Motor Company
689 Pine Street
San Francisco, CA
52013 USA

Dear Mr. Davis:

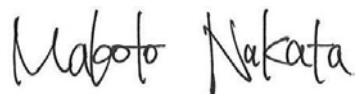
Thank you for taking time to contact us about our windshield wipers. We are sorry to hear that some of the wipers don't work. We will take immediate action and send you an additional 50 windshield wipers. We will also deliver them to you via Express Mail Service by the 12th in order to minimize any inconvenience.

We looked into the problem and found that the cause was a defect in the inspection mechanism. We have solved the problem and have taken measures to make sure it does not happen again.

Please accept our sincerest apologies for any trouble or inconvenience we may have caused you. To help compensate for the trouble, we would like to offer you a 10 percent discount on your next order.

We hope that you will give us another chance to provide you with our products. If you need further assistance, please do not hesitate to contact me.

Sincerely yours,



Makoto Nakata
Sales Manager
Tokyo Auto Parts