An important theorem of Hulanicki from the 60s says that a locally compact group is amenable if and only if its maximal and reduced C*-algebras are the same. For groupoids, Renault defined a notion of (topological) amenability around 1980, and showed that it implies that the associated maximal and reduced C*-algebras are the same. I'll describe an example showing that the converse fails, and say a little about what this has to with exactness (without assuming prior knowledge of groupoids, their C*-algebras, or exactness). (Received September 09, 2016)