

# Our Commitment to Customers Ad

February 17, 2011

**the future.**

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**First, we are fixing the vehicles covered by our recent recalls.**

- Our technicians are repairing up to 50,000 vehicles a day.
- Many dealers are extending hours – some of them working around the clock – to fix your cars quickly and conveniently.

**Second, Toyota engineers have rigorously tested our solutions – and we are confident that no problems exist with the electronics in our vehicles.**

- We've designed our electronic throttle control system with multiple fail-safe mechanisms to shut off or reduce engine power in the event of a system failure. And they work.
- But we're not stopping there. We've asked a world-class engineering firm to conduct a comprehensive independent analysis. Their interim report confirms that our fail-safe features work.
- Toyota will make the results of this comprehensive, independent evaluation available to the public when it is completed.

**Third, we're taking steps to ensure that we learn from this experience – and operate in**