

Toyota Statement on Internal Communications Regarding Our Recent Recalls

April 07, 2010

While Toyota does not comment on internal company communications and cannot comment on Mr. Miller's email, we have publicly acknowledged on several occasions that the company did a poor job of communicating during the period preceding our recent recalls. We have subsequently taken a number of important steps to improve our communications with regulators and customers on safety-related matters to ensure that this does not happen again. These include the appointment of a new Chief Quality Officer for North America and a greater role for the region in making safety-related decisions. As part of our heightened commitment to quality assurance, we are fully committed to being more transparent.