

# **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.