

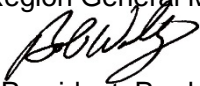
TOYOTA

PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

Published June 29, 2016

To: All Toyota Region General Managers / Vice Presidents

From: Bob Waltz 
Group Vice-President, Product Quality and Service Support

Subject: Customer Support Program (CSP) - ZG2/ZG3
(Class Action Settlement for Corson v. Toyota Motor Sales, U.S.A., Inc)
Certain 2009 – 2010 Model Year Corolla vehicles
Electric Power Steering System

On April 6, 2016 a settlement of claims in a class action lawsuit involving certain 2009 and 2010 Toyota Corolla vehicles (excluding the XRS grade) equipped with an electric power steering system was approved.

Background:

The class action settlement relates to certain 2009 and 2010 Toyota Corolla vehicles (excluding the XRS grade) equipped with an electric power steering (EPS) system, which has been alleged to “cause vehicles to wander or drift from center at highway speeds and/or suddenly veer to one direction during normal use.” Toyota denies these allegations and believes the concerns raised in the lawsuit are about customer preference for on-center steering feel in the vehicles.

Toyota has determined that turning the page on this legal issue is in the best interests of the company and its employees, dealers and customers. In keeping with its core principles, Toyota has structured this agreement in ways that work to put customers first. This CSP was created as part of the implementation of the settlement.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on June 30, 2016.

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.