

Toyota Motor Manufacturing Canada Earns Another J.D. Power Plant Quality Award

CAMBRIDGE, ON, June 24, 2020 - Toyota Motor Manufacturing Canada Inc. (TMMC) was honoured today with yet another J.D. Power Plant Quality Award in the J.D. Power 2020 U.S. Initial Quality Study recognizing the world's top automotive plants.

"Quality is something we strive to attain regularly at TMMC and our dedicated Team Members have proven time and time again that they are some of the best in the world," said Frank Voss, President, TMMC. "Earlier this year, TMMC reached a major milestone as our nine millionth vehicle rolled off our Canadian assembly line. With our focus on customers, we'll continue to build with the same effort and attention to detail for many years to come."

The J.D. Power U.S. Initial Quality Study includes 2020 model year vehicles purchased or leased between November 2019 and February 2020. Customers own the vehicles for 90 days following their purchase and then complete the J.D. Power survey. Plant awards are based on the lowest number of customer-reported defect/malfunction problems per vehicle.

This year, TMMC's South Plant in Cambridge, Ontario won the Bronze award for building the Lexus RX. This is the third consecutive year - and eighth award overall - for the TMMC-built RX.

To date, TMMC has been recognized with 19 awards, including three platinum awards, awarded to the top automotive manufacturing plant in the world.

"TMMC has a long tradition of building exceptional quality vehicles at all of its locations, so it is no surprise to see them capture yet another Plant Quality Award," said Dave Sargent, Vice President of Global Automotive at J.D. Power.

TMMC currently manufactures the Toyota RAV4 and RAV4 Hybrid, Lexus RX 350 and RX 450h vehicles at three manufacturing plants in Ontario, Canada, and was the first plant outside of Japan to build a Lexus vehicle.

About J.D. Power

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. These capabilities enable J.D. Power to help its clients drive customer satisfaction, growth and profitability. Established in 1968, J.D. Power has offices serving North America, Asia Pacific and Europe.