

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

Awards marks the 20th J.D. Power Plant Quality Award received by TMMC



CAMBRIDGE, Ontario – August 31, 2021 - Toyota Motor Manufacturing Canada Inc. (TMMC) was honoured today with another *J.D. Power Plant Quality Award* in the J.D. Power 2021 Initial Quality Study recognizing the world's top automotive plants. The latest award, given to TMMC's South Plant, marks the 20th J.D. Power Plant Quality Award they've received overall from 1991-2021

"Today's award is a testament to our Team Members, their talent and the quality of work added to each vehicle built at Toyota Motor Manufacturing Canada," said Frank Voss, President, Toyota Motor Manufacturing Canada. "We're especially excited to be recognized for the quality of the Lexus RX - one of North America's best-selling luxury SUVs."

The J.D. Power Initial Quality Study includes 2021 model year vehicles purchased or leased between November 2020 and February 2021. 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 Silver award for building the Lexus RX. This is the fourth consecutive year - and ninth award overall - for the TMMC-built RX.

To date, TMMC has been recognized with 20 awards, including three platinum awards, awarded to the top automotive manufacturing plant in the world.

“TMMC has won many Plant Quality Awards over the years and is, without question, among the highest-quality automotive assembly facilities in the world” said Dave Sargent, Vice President of Automotive Quality at J.D. Power. “This latest award is testament to continued excellence by everyone involved.”

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 Toyota Motor Manufacturing Canada

Toyota Motor Manufacturing Canada Inc. (TMMC) manufactures the Toyota RAV4, RAV4 Hybrid, Lexus RX 350 and RX 450h (and, starting in early 2022, the Lexus NX and NX hybrid) at three manufacturing facilities in Ontario. TMMC is the most awarded auto plant in the Americas and the second most awarded plant globally. It employs approximately 8,500 Canadians, has the capacity to produce more than 500,000 vehicles annually and has been Canada’s highest volume automotive manufacturer over the past five years.

About J.D. Power

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. A pioneer in the use of big data, artificial intelligence (AI) and algorithmic modeling capabilities to understand consumer behavior, J.D. Power has been delivering incisive industry intelligence on customer interactions with brands and products for more than 50 years. The world's leading businesses across major industries rely on J.D. Power to guide their customer-facing strategies.

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