

# KENSHIKI FORUM 2021

## bZ DEEP DIVE

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Welcome to the bZ deep dive.

We've already talked to you about our MultiTech approach, which means that on the road to carbon neutrality we will offer a range of different technology solutions to meet divergent customer and market needs.

The launch of the bZ4X greatly strengthens this offer.

It's our fifth battery electrical vehicle but, more importantly, it is the very first model within our new bZ sub-brand.

And it is the first model based on our new BEV dedicated platform, which has been designed for great flexibility.

This platform will be the basis for more models in the coming years.

So bZ4X is not a one-off electric vehicle, it is the foundation of our electrification strategy and one of the most important vehicles we have ever launched.

In fact, for Toyota it has never been a question of IF we should launch full electric vehicles, but only of WHEN.

We believe that now is the right time to fully unlock all the customer benefits of battery power – from end to end of the usership cycle.

And we are starting in one of the most competitive segments in the market but, be assured, there will be bZ models in more segments in the coming years, to fully meet the needs of European customers

The market for battery electric vehicles varies enormously across Europe, with very different situations and levels of maturity in each country.

Despite this, we have decided bZ4X to be present in all markets.

Obviously, we expect to sell significant volumes in markets where there is high customer acceptance of electric vehicles and a developed charging infrastructure AND – let's not forget – where customers can recharge with renewable electricity.

bZ4X has been designed to make it easy for customers to make the change to a full electric vehicle when they are able and ready to do so.

Owning the bZ4X requires no compromises and it maximises all the opportunities of electric vehicles, whether that's in terms of design, performance, or the ownership experience.

Let's look at some product highlights.

First, packaging.

The long wheelbase and short overhangs provide excellent interior space with class leading legroom for all occupants, yet with compact exterior dimensions.

Second, performance.

Of course, the bZ4X has a low center of gravity and great engine responsiveness – but on top of this it delivers true off road SUV performance, with enjoyable, smooth, intuitive driving characteristics, which are good not just by electric vehicle standards, but for any car.

Third, durability.

We have a target to maintain 90% of the battery's initial capacity even after 10 years of use.

In terms of the exterior design, the eTGNA philosophy has allowed us to create a car that looks like an advanced battery electric vehicle, whilst retaining the essential character of an SUV, though in a much sleeker overall format.

The front of the car has a smart, purposeful appearance. There's no unnecessary

decoration. It's defined by a strong "hammerhead" shape with signature slim headlight units.

The profile is sleek with low overall height, slender front pillars and a low axle line, all expressing the car's dynamism.

Wheel arch moldings, with up to 20-inch wheels, are pushed out to the corners of the body, emphasising the car's true SUV character.

At the rear, a distinctive taillight bridges the width of the vehicle and adds more character.

Now let's talk about performance, which is outstanding.

By building the chassis around the battery, our engineers have achieved great body rigidity, boosting driving dynamics.

We'll offer two versions:

A front wheel drive version powered by a single 150 kW electric motor.

And an all-wheel drive with two engines; one on each axle – together delivering 160 kW.

This all-wheel drive system was developed jointly by Subaru and Toyota. It is a real breakthrough.

It gives the bZ4X genuine, class-leading SUV off-road driving ability not only can it deal with rough terrain, but it can also wade through water to a depth of 500mm.

This is a true SUV!

Now we come to the heart of the bZ4X – its battery. It's a high-density lithium-ion battery with 71.4 kWh capacity.

We expect it to deliver a driving range of more than 450 km, according to WLTP cycle.

And as we said earlier, our engineers have designed it to maintain 90% of its capacity even after 10 years of driving.

That's thanks to a newly developed system which monitors each and every cell for abnormal heat and voltage.

We're so confident in the quality, durability and reliability of this technology, that we will provide an industry-leading 1 million km extended battery care, provided that a health-check is performed annually at a Toyota workshop. 1 million kilometers is equal to more than 2,200 recharges, from zero to full.

That's the equivalent of recharging more than every second day, for ten years.

The bZ4X also has an efficient and effective heating system that optimizes battery performance and range even in sub-zero temperatures, with a modest reduction, especially when compared to competitor models.

Similarly, the battery can be fast charged without compromising safety or service life.

150kW power gives 80 % charge in around 30 minutes.

The bZ4X's class-leading efficiency is not only due to the outstanding battery quality; great aerodynamics, low weight and efficient electric motors all play a part in delivering this achievement.

With the bZ4X we're introducing a number of new technologies that have never previously been seen in any Toyota. All are focused on making life easier and more convenient for the user.

There's a remote parking system that allows you to use an app to initiate the automatic parking of the bZ4X from outside the car.

It's the perfect solution for those tight parking spots which don't leave you enough space to get out of the car.

A steer by wire system – named One Motion Grip – will allow us to use a

rectangular “butterfly” shaped steering yoke rather than a traditional steering wheel, making operation smoother and easier, and with no need for hand over hand turning.

And a solar panel roof will enable the owner to harness enough electricity in the course of a year to enable 1,800 km of driving.

And that’s pure green energy which is very local and totally free!

So that’s the product. It’s an exciting, highly sophisticated and outstandingly reliable BEV that’s based on more than 25 years of battery experience and the 18 million electrified cars that we have put on the road.

We know that owning an electric car can be a big step for the customer. And we want to make it as easy as possible. That’s why we have created a new purchase experience that’s dedicated to the bZ sub-brand. It’s seamless, simple, relevant for the customer, and personalized.

The entire process can be 100% digital – with customers booking and ordering the car online. But they can still enjoy contact, consultation, test drive at a retailer, when and if they require it.

To support this, we are creating dedicated bZ Hubs, with dedicated and highly trained bZ personnel.

Through this new ecosystem we will offer a one-stop shop leasing solution which can be fully inclusive of maintenance, insurance, connected services, wall box for home or office, and roadside assistance.

Instead of a wallet full of different cards for different charging networks, just one card, with one bill will give the user access to every network, making life much simpler.

In short, we will take care of everything and leave the customer free to enjoy the car.

We have a target to sell most of all bZ4Xs on an all-inclusive leasing contract,

though clearly, we will need to help less developed markets with the deployment and acceleration of this approach.

With bZ4X and the bZ vehicles that will follow, we will challenge ourselves to further accelerate in our core value chain strategy – together with our retailers.

They are our ambassadors, the ones having direct contact with our customers and they will continue to have a critical role in our strategy, even more with the bZ line up.

We are working together to further refine our business model, to maximise all profit opportunities and create new revenue streams, while providing our customers with the most convenient and best solution for their mobility needs.

To support this, KINTO, as our global Brand for mobility services solution, will have a key role.

To realise our value chain strategy, we need to stay in control of the assets, the leased vehicles for first, second and even third cycle of use.

From a customer perspective, this approach will allow to benefit from tailor made solutions, whether that's for a new car or a used one, or a short-term contract with KINTO Flex or long-term such as KINTO One.

So, as you've seen, the bZ is all about unlocking the full potential of the battery electric vehicle to deliver better experiences on the road and throughout the ownership cycle.

Thank you.