

Toyota Warranty Advantage



TOYOTA



toyota.com.au/owners/warranty



Oh what a feeling!

Toyota Warranty Advantage

Toyota has designed and manufactured your new Toyota vehicle to provide trouble-free motoring subject to it being properly maintained, used for its intended purpose, unmodified and treated with care.

If your new Toyota is defective, we will refund, repair or replace your vehicle, at our discretion, under the Toyota Warranty Advantage, on the terms and conditions below.

The Toyota Warranty Advantage applies to all new Toyota vehicles delivered in Australia by a Toyota Dealer from 1 January, 2019. The Toyota Warranty Advantage is in addition to your rights under the Australian Consumer Law statutory consumer guarantees.

The standard Toyota Warranty Advantage period for your new vehicle is **5 years with unlimited kilometres*** and, if your vehicle is properly maintained, up to **7 Years Engine and Driveline** and up to **10 years Hybrid Battery with unlimited kilometres*** - subject to further terms and conditions in this document.



Keep it serviced, Keep it covered

Extended coverage up to **7 years with unlimited kilometres*** on Engine and Driveline (including Hybrid system) if your vehicle is properly serviced and maintained as per the vehicle's Warranty and Service book.



60-day money back guarantee

For any failure that prevents the vehicle being driveable, and for any failure which has had multiple unsuccessful repair attempts, within 60 days of collecting your new vehicle.



Hybrid Health Check

Extend your coverage each year for up to **10 years** on Hybrid Batteries* with an annual hybrid health check inspection according to Toyota specifications. Your Toyota Dealer can assist.



Your Rights under the Statutory Consumer Guarantees

We will always honour your rights under the Australian Consumer Law which may in some circumstances exceed your rights under the Toyota Warranty Advantage.



We'll keep you mobile

If a defect covered by the Toyota Warranty Advantage causes your vehicle to be undriveable, towing to the nearest Toyota Dealer and a loan car is covered.

*Commercial application

For vehicles used for commercial applications, such as taxis, hire vehicles and vehicles transporting people or goods for payment (including on a part-time or casual basis, and rideshare), the Toyota Warranty Advantage is subject to a maximum of 5 years or 160,000km (whichever occurs first). This warranty excludes coverage for perforation (rust through panels) and extended coverage set out on page 3. See your vehicle's Warranty and Service book for full details. Your rights under the Australian Consumer Law statutory consumer guarantees may still apply, and may exceed your rights under the Toyota Warranty Advantage.

Terms and conditions

Certain other terms and conditions apply to the Toyota Warranty Advantage. Please refer the Warranty and Service book for details.

Technical information and enquiries

Toyota Dealers have Toyota-trained Technical Staff and are your first point of contact for all matters relating to your Toyota vehicle. For a full list of Toyota Dealers please refer to the Find a Dealer link on the Toyota Australia website www.toyota.com.au/find-a-dealer.

Certain technical information and service bulletins are available from the Toyota Service and Repair Manual website www.toyotamanuals.com.au

Further assistance

Should you require further assistance that your Toyota Dealer is unable to provide, please call, email or mail the Toyota Guest Experience Centre where our Advisors can assist with your enquiry and provide a response.

Free Call:

1800 Toyota (869 682)

Mon-Fri 8:30-5:30 AEST

Regular Mail:

Toyota Guest Experience Centre

G.P.O Box 2006S Melbourne Victoria 3001

Email:

guestexperience@toyota.com.au



Important Notice

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The Toyota Warranty Advantage or other applicable Toyota warranties do not limit the Australian Consumer Law statutory consumer guarantees in any way. In some circumstances your rights under the Australian Consumer Law statutory consumer guarantees may be greater than your rights under the Toyota Warranty Advantage or other applicable Toyota warranty, in which case Toyota will always honour your rights under the Australian Consumer Law statutory consumer guarantees.

Warranty Periods

Vehicle Component	Toyota Warranty Advantage ^{*1}	Extended coverage if vehicle is properly serviced and maintained as per vehicle Warranty and Service book*
Engine / Hybrid System (excluding Hybrid Battery)	5 Years Unlimited kms	+2 Years Unlimited kms
Driveline	5 Years Unlimited kms	+2 Years Unlimited kms
Vehicle (bumper to bumper)	5 Years Unlimited kms	Review with Dealer ²
Hybrid Vehicle Battery	5 Years Unlimited kms	+ up to 5 Years unlimited kms, subject to annual Hybrid Health Check
Perforation (rust through panel)	7 Years Unlimited kms	Review with Dealer ²
Utility Deck Panels: Paint / Surface Rust (whichever occurs first)	1 Year or 20,000 kms	No Additional Coverage
Auxiliary Battery	2 Years Unlimited kms	No Additional Coverage
Genuine Parts and Accessories	Up to 5 Years ³ Unlimited kms	Review with Dealer ²
Tyres	Not covered by the Toyota Warranty but they are warranted by the tyre manufacturer. <i>See your Dealer for details</i>	
Towing and Loan Vehicle ⁴	5 Years Unlimited kms	+2 Years Unlimited kms
Maintenance Items (Normal wear & tear) - including but not limited to Spark Plugs, all Filters, Wiper Inserts, Globes, Brake and Clutch Linings	No coverage where replacement is part of the general maintenance reasonably expected to be required for your vehicle	

*Coverage on commercial usage vehicles is a maximum of 5yrs/160,000km (whichever occurs first).

Terms and Conditions

Your responsibilities

You must operate, maintain and care for your Toyota properly, in accordance with the instructions in your vehicle's Owner's Manual and Warranty and Service book.

The best way to maintain your vehicle is through a Toyota Dealer. By having your Toyota vehicle maintained at a Toyota Dealer, you'll be in safe hands knowing that your vehicle is being serviced by experts and will always be fitted with Toyota Genuine Parts. Doing so keeps your Toyota in the very best condition.

To make a claim under the Toyota Warranty Advantage, contact an authorised Toyota Dealer. If your name or address has changed or you are the new owner of a Toyota, please visit the Toyota Owner's Portal: toyota.com.au/owners or contact the Toyota Guest Experience Centre to update the information for your vehicle.

If for some reason the odometer is changed, please have your Toyota Authorised Service Centre verify the date of the change and kilometres travelled on the form located at the back of your vehicle's Warranty and Service book.

Expenses associated with claims under the Toyota Warranty Advantage

In most cases, there will be no charge to you for expenses associated with making a claim under the Toyota Warranty Advantage. If there are circumstances that mean you may need to pay a charge, the charge will be discussed with you in advance.

Where Coverage Does Not Apply

- Failures in non-genuine parts and accessories and damage or failures caused by such failures.
- Formal or informal competitive events, such as racing.
- Off-road use where the vehicle is not designed for that purpose.
- Water ingress from floods or deep-water fording.
- Overloading - permissible loads are covered in the vehicle Owner's Manual.
- Damage caused by improper adjustment, repair, tampering or modifications by a non-Toyota repairer.
- Accident damage.
- Failures that Toyota reasonably considers result from your failure to operate, maintain and care for your Toyota properly, in accordance with the instructions in your vehicle's Owner's Manual and Warranty and Service book (including failure to complete applicable scheduled servicing and maintenance).
- Defects caused by the fitment of non-Toyota-approved parts, accessories or add-on parts, or by improper maintenance, or lack of maintenance of those parts.
- Scratches or surface rust caused by normal wear and tear, including but not limited to stone or other chips in paint.

The Toyota Warranty Advantage is provided by Toyota Motor Corporation Australia Limited of 155 Bertie St, Port Melbourne, 3207, Victoria.

- 1 Your Toyota Warranty Advantage period begins on the day your new vehicle is registered by your Toyota Dealer and you take delivery of the vehicle. If you purchase an ex-demonstrator vehicle, the Toyota Warranty Advantage period began when the vehicle was registered by your Toyota Dealer and put into service as a demonstrator vehicle, and you are entitled to the balance of the Toyota Warranty Advantage period (except in Western Australia). In Western Australia, the warranty period begins from the purchase date of the vehicle but kilometres are counted from when the vehicle is put into service as a demonstrator vehicle. Your 60-day money back guarantee begins on delivery of the vehicle, including if your vehicle is an ex-demonstrator.
- 2 Your Toyota Dealer will review any claims made outside of the applicable Toyota Warranty Advantage period in conjunction with Toyota Australia. A determination will be made based on whether the component has failed because of a manufacturing defect and a response in writing will be supplied to your Dealer with the outcome.
- 3 All Toyota genuine parts/accessories purchased and fitted to a Toyota vehicle by a Toyota Dealer are warranted for the remainder of the Toyota Warranty Advantage period for passenger vehicles (5 years / unlimited kms or for 2 years from installation, whichever is greater) and for commercial vehicles (limited to 3 years / 160,000 kms or for 2 years from installation, whichever is greater). Toyota genuine parts / accessories purchased from an authorised Toyota Dealer over the counter and not fitted by an authorised Toyota Dealer, carry a Toyota Warranty Advantage period of 2 years. Contact your Toyota Dealer for further parts warranty information.
- 4 If your vehicle has broken down or become unsafe to drive due to a failure that is covered by the Toyota Warranty Advantage, during the applicable Toyota Warranty Advantage warranty period, towing of your Toyota to the nearest Toyota Authorised Service Centre and a loan car is covered by the Toyota Warranty Advantage. If after investigation, Toyota reasonably considers the failure is not covered by the Toyota Warranty Advantage, Toyota or your Toyota Dealer may seek reimbursement of these towing and loan vehicle charges.