

# TOYOTA GENUINE SERVICE



## Pricing Terms and Conditions

**OH WHAT A FEELING**

Wash the exterior & underside of the vehicle with fresh water immediately after driving through seawater to prevent damage.



## Everything you need to know about service pricing.

Service pricing represents the maximum amount payable for a nominated standard scheduled service.

Service pricing applies to the standard scheduled services as per 'Maintenance for Normal Operating Conditions' outlined in your Warranty and Service Logbook's service schedule.

Service pricing eligibility conditions are outlined below. Contact your Toyota Dealer for details of eligibility. In these Terms and Conditions "Guest" means the owner of a Toyota Vehicle, or a consumer that uses the Toyota service pricing tool available at <http://www.toyota.com.au/owners/service> (Service Pricing Tool).

Service Advantage eligibility excludes Government and Rental vehicles, and certain other exclusions apply. Contact your Toyota Dealer for details of eligibility.

## Service Pricing Terms and Conditions

### 1. What is covered under service pricing?

- a. Toyota Service Advantage
  - i. Toyota Service Advantage covers all items specified under the standard 'Maintenance for Normal Operating Conditions' schedule detailed in the Warranty and Service Logbook. This includes inspection and adjustment of all items listed, genuine parts, labour and fluids required for each standard scheduled service.
- b. Non-Toyota Service Advantage
  - i. Service pricing covers all items specific under the standard 'Maintenance for Normal Operating Conditions' schedule detailed in the Warranty and Service Logbook. This includes inspection and adjustment of all items listed, genuine parts, labour and fluids required for each standard scheduled service. Service pricing provides eligible Guests with a maximum price payable for a standard scheduled service performed by a participating Dealer. The Guest may select their preferred participating Dealer using the Service Pricing Tool.

### 2. When does Toyota Service Advantage become effective?

- a. From the original registration of warranty date for the vehicle, as recorded in the Warranty and Service Logbook.

### 3. Term of Coverage – Toyota Service Advantage

- a. Eligibility of a Guest's vehicle to participate in Toyota Service Advantage is deemed to have expired upon the first to occur of any of the following three conditions:
  - i. The performance of allocated number of standard scheduled services for the nominated capped price as per service pricing & eligibility;
  - ii. The expiry of a nominated number of months from the original warranty registration date (refer to service pricing & eligibility for full details);
  - iii. The vehicle has travelled a nominated distance. Refer to service pricing & eligibility for full details.
- b. Please note that Toyota Service Advantage services are subsidised. For information on servicing costs outside of these standard scheduled services or after the Toyota Service Advantage period expires, please consult an authorised Toyota Dealer. Such pricing will be dependent on the Guest's driving style and conditions.

### 4. Eligibility for post Toyota Service Advantage service pricing coverage.

- a. A vehicle's eligibility for service pricing must meet the following conditions:
  - i. The vehicle was first sold in Australia;
  - ii. The vehicle is a "Current Generation" vehicle (that is, a vehicle that is the most current release); or the "Previous Generation" (that is a vehicle up to 7 years old from the generation immediately preceding the Current Generation); and
  - iii. The vehicle has mileage of less than 150,000 kilometres.

## 5. How does a Guest participate?

- a. A Guest must enter such information about their vehicle as required to determine their eligibility, which may include (without limitation) VIN, Registration Number and current mileage (KMs) into the Service Pricing Tool at <http://www.toyota.com.au/owners/service>. The Service Pricing Tool will then advise the Guest of the appropriate service interval together with the relevant service price and list of service inclusions.

## 6. Term of service pricing

- a. Pricing is current as at the date that the Guest uses the Service Pricing Tool and is subject to change without notice. Guests are advised to confirm pricing with the participating Toyota Dealer before taking the eligible vehicle there for the service.

## 7. Where is service pricing valid?

- a. Only at participating authorised Toyota Dealers in Australia. Use the Service Pricing Tool to find the nearest participating Toyota Dealer.

## 8. When should a scheduled service be carried out?

- a. The following service intervals are recommended for a given distance or period, are as follows (refer to your Warranty and Service book for maintenance schedule details):
  - i. Current generation passenger, SUV petrol and Hybrid vehicles should be serviced every 12 months/15,000km except GR Yaris which is 6 months / 10,000km
  - ii. All remaining vehicles, including Commercial vehicles, should be serviced every 6 months/10,000km, whichever occurs first;
  - iii. Even if a vehicle is not driven far enough to cover the distance between recommended time-based service intervals, the Toyota vehicle should still be serviced according to the time period shown on the schedule.
- b. Nothing in this clause shall be interpreted to affect the eligibility of a Guest's vehicle for service pricing.

## 9. Claim periods for Toyota Service Advantage.

- a. Toyota Service Advantage services can be claimed sequentially within the TSA period at each due service date, dependent on the model and compliance plate.
- b. The TSA claim period ends 4 months after the last service due date as outline in the Warranty and Service book.
- c. A Guest cannot claim both a specified distance service and the corresponding time period service separately.

## 10. Servicing inclusions

- a. A service performed on an eligible vehicle under the Program includes:
  - i. All items listed in the service schedule (available from <http://www.toyota.com.au/owners/service> or set out in the Warranty and Service Book for the relevant vehicle; and
  - ii. All items specified under the standard 'Maintenance for Normal Operating Conditions' schedule detailed in the Warranty and Service Book. This includes inspection and

adjustment of all items listed, genuine parts, labour and fluids required for each standard scheduled service.

- b. When providing a service, a Dealer will ensure that all the items and services listed in the vehicle's Warranty and Service Book are performed.

## 11. What is not covered under service pricing?

- a. Additional service or repair items which are not itemised in the eligible vehicle's logbook for the relevant service will not be included in the maximum price and may incur an additional fee including (without limitation):
  - i. Additional 'Maintenance for Severe Operating Conditions' scheduled service requirements;
  - ii. Normal wear and tear items requiring additional maintenance (e.g. fuses, brake pads replacement, wiper blades, batteries, wheel alignment correction, tyres, floor mats etc.);
  - iii. Air-conditioner filter replacement unless specified in the normal maintenance schedule.
  - iv. Accident damage to any body, chassis or driveline components; or
  - v. Additional maintenance and repairs that may be recommended by a Guest's Toyota Dealer to suit their particular driving conditions.
- b. No service or repair work subject to an above exclusion will be undertaken on the eligible vehicle without the prior agreement of the Guest and will be charged in addition to the service price.

## 12. Transfer of Toyota Service Advantage

- a. Toyota Service Advantage cannot be transferred to any other vehicle and remains with the vehicle for the full duration outlined above, regardless of ownership.
- b. Subsequent owners of excluded/ineligible vehicles are not entitled to claim services under Toyota Service Advantage in respect of those vehicles.

## 13. No refunds.

- a. No refund is payable to an owner in respect of an eligible vehicle for any services under Toyota Service Advantage which are not claimed during the relevant time period/distance.

## 14. Exclusions.

- a. Government, Rental and Not-For-Profit Fleet are not eligible for Toyota Service Advantage pricing and additional exclusions may apply.

## 15. How do I opt out from receiving further information about service pricing?

- a. Guests should inform their local Dealer if they no longer wish to receive information or visit <http://www.toyota.com.au/owners/service>.

## 16. Who do I talk to if I have questions or need assistance?

- a. If a Guest is not happy with any part of the service pricing experience, they are advised to contact their Toyota Dealer in the first instance. If still not satisfied, please contact the Toyota Guest Experience Centre on 1800 869 862.



