

TOYOTA TIMELESS WARRANTY - TERMS & CONDITIONS

Dear customer,

Toyota's standard vehicle warranty provides you an unmatched coverage of 3 Years /100,000km (whichever is earlier). Timeless warranty provides additional vehicle warranty for 12 months / 20,000km (whichever is earlier). This additional coverage is subject to maximum limit of 7 years or up to 140,000km from date of delivery of your new Toyota vehicle, whichever occurs first. In this program, you can experience extended warranty by which Toyota covers the repairs/replacements as per this annexure (terms & conditions) under the section 'what is covered?'. With timeless warranty, you are eligible for limited vehicle warranty coverage, complimentary Toyota roadside assistance coverage, Toyota genuine parts, quality service and pan India Toyota dealer claims acceptance. You can also transfer your timeless warranty to the subsequent owner of your vehicle, if period or km (whichever is earlier) you have opted for has not lapsed. You can seek the help of your nearest Toyota dealer who will be glad to assist you. Timeless warranty ensures good condition of vehicle by use of genuine parts and quality repairs, ensuring better resale value of your Toyota vehicle. The timeless warranty program is provided on behalf of Toyota by TVS TWG Warranty Solutions Limited.

Eligibility:

Your vehicle must be in registered in India for private use or as a taxi registered for commercial use and over three (3) years old since first date of registration in India and less than seven (7) years old since first date of delivery in India and with less than 140,000 kilometer on the odometer.

Pre-warranty checklist:

In the following circumstances, Toyota dealer will ensure that Toyota vehicle complies with the pre-warranty checklist where the original Toyota standard vehicle warranty is no longer still in effect and any of last three (3) scheduled services as recommended by maintenance section of owner's manual have not been performed. The cost of any repair / replacement required on vehicle to enable it to comply with the pre-warranty checklist is agreed and borne by customer. Any such repair/ replacement not performed are excluded from the scope of timeless warranty program.

Missing services:

Toyota dealer shall check that the last three (3) scheduled services as recommended in maintenance section of vehicle owner's manual have been duly performed within three months or 3,000km (whichever occurs first) after the due date. If only the last service is due, then Toyota dealer shall require that such service is performed prior to issue of the timeless warranty at customer cost.

Recommended works at last service:

If there were any works recommended during your last service then, if such works have not been performed, customer will need to have these done by Toyota dealer at customer cost before the timeless warranty can be issued.

Maximum liability:

The maximum liability under timeless warranty will be the insured depreciation value of the subject Toyota vehicle as on the date of the service request.

Start of timeless warranty:

The timeless warranty effectively begins on start date mentioned in the certificate, which is issued during sale to customer along with this terms & conditions.

What is covered:

• Engine:

Engine block, crankshaft, oil pump drive (gear/chain/belt), big end main bearing, connecting rod, piston, piston rings, piston pin, valves (excluding burnt and pitted valves), cylinder head & head gasket, inlet & exhaust manifold, flywheel and ring gear, camshaft, rocker arms & shaft, cam follower/valve lifter, valve gear / camshaft gear, radiator, turbo charger, internal oil seal, water pump.

• Engine management:

Water temperature sensor, oxygen sensor, idle speed control valve, intake air temperature sensor, throttle positioning sensor, crank angle/positioning sensor, accelerator sensor, camshaft (position/angle) sensor, vehicle speed sensor, air mass flow meter sensor.

• Control Unit:

Engine ECU, BCM (body/vehicle control module), ABC ECU, electronic steering ECU, airbag ECU, auto transmission main body ECU, immobilizer ECU, door controller ECU, vehicle height control ECU, hill assistant control ECU, hybrid ECU, crawl control ECU, light control ECU, a/c control ECU, theft detection ECU.

• Transmission:

Manual gear box all internal gears, manual gear box/auto gear box shafts, synchronesh rings and hub, selector forks, gear lever & bushes, valve, internal seals, transfer gears/planetary gears, valve block, gear box housing, auto gear box assembly, torque converter & oil pump.

• Front wheel drive:

Crown wheel and pinion (not covered in backlash), differential gear units, shafts and bearings propeller shaft & universal joints.

• Rear wheel drive:

Crown wheel and pinion (not covered in backlash), differential gear units & hub, shaft & bearings of propeller shafts & universal joints

• Suspension & steering:

Steering gear box, rack & pinion, power steering pump, pressure pipes, steering column, springs, reservoir, torque sensor/motor, electronic steering components (excluding spiral cable).

• Braking system:

Master cylinder, brake servo unit/brake booster, vacuum pump, hand brake lever and ratchet, ABS pump/controller & hydraulic unit

• Fuel system:

Injectors, low pressure fuel pump, fuel distributor (petrol), pressure regulator (diesel), canister (petrol), absolute pressure sensor, fuel Injection pump (CRDI), glow plug

• Electrical system:

Starter motor and solenoid switch, alternator, voltage regulator, electronic discharge unit, wiper motor, radiator fan motor (mechanical/electrical) fluid coupling, combination switch, window motor, window winders/regulator, coolant temperature gauge, fuel gauge, oil pressure switch, blower fan motor & assy, cruise control unit, wiring harness, power window switch, electrical door actuators, central locking system, sunroof motors, head lamps - motor, defogger unit.

• Clutch:

Master & sleeve cylinder.

• Air conditioning:

Compressor, compressor magnetic clutch, thermistor switch, reservoir & heating coil.

• Cooling system:

Inter cooler (factory fitted), oil cooler unit & thermostat valve.

What is not covered:

- The parts which are not listed under "what is covered?", refrigerant, lubricants parts made of rubber.
- Damage or failures resulting from misuse or overloading outside the recommendations in your owner's manual, towing without suitable equipment (as recommended by Toyota), accident, theft or fire. Any problem caused by the use of contaminated or incorrect types and grades of fuel, oil or lubricants. Lack of performance of proper maintenance services as outlined in the maintenance section of the owner's manual, provided with the vehicle. Use of non-genuine Toyota parts, alteration, tempering or improper repair, glass breakage & glass items.
- Normal wear or tear, including dents, chips or scratches
- Stone chipping, chemical fallout (acid rain), tree sap, salt, hail, wind/sand storm, lighting, flood or other environmental conditions (rusting) or natural calamity & chocking.
- Repairs not performed by an authorized Toyota dealer or distributor. Normal deterioration of trim, paint or other appearance items, body work, water ingress and corrosion. The parts which are mentioned in scheduled maintenance, cosmetic damage, Normal noise and vibration.
- Any Toyota vehicle on which the odometer reading has been changed so that mileage cannot be readily determined or where the odometer reading cannot be otherwise accurately determined.
- Incidental or consequential damages such as loss of use of the Toyota vehicle, inconvenience or commercial loss.
- Service requests where the fault causing the mechanical breakdown was diagnosed prior to the expiry of the Toyota original standard warranty period but the repair was deferred to or carried out during the timeless warranty period.
- Failure caused by neglect, abuse or improper servicing or any repairs required as a result of continued operation of the Toyota vehicle, once a defect or failure or fault has occurred.

Exclusions:

- Extended warranty will not apply to vehicles used at any time for delivery, courting, delivery vehicles, driving schools or other tuition for reward, emergency services, any kind of timed competitions or racing, rallies, pace making, reliability trials, speed or hill climbing or off road use.

- No cover will apply should the vehicle be used for any purpose for which it is not licensed, or for which it was not originally purchased.
- No liability will be accepted for damage caused by lack of servicing, neglect, abuse or the continued use of the vehicle after any fault has become evident, or for the consequential loss of a part not covered by this policy.
- No liability will be accepted for any damage caused by war, civil war, rebellion, invasion, insurrection, hostilities, confiscation, nationalization or loss resulting from order of government or local authority, ionizing radiation or contamination by radioactivity.

Owner's responsibilities:

- You are responsible for taking your vehicle to any authorized Toyota dealer in order to obtain warranty service your Toyota dealer will make the necessary repairs using Toyota genuine parts.
- You are responsible for the proper maintenance, operations and care of your Toyota vehicle in accordance with your Toyota's periodic maintenance schedule in the maintenance section of the owner's manual provided with the vehicle. Failure to comply with the operating instructions or to service, will render this warranty void.
- You are responsible for keeping maintenance records since it may be necessary in some instances, for you to show that the required maintenance has been performed.

How to make a service request:

- In the event of failure, the owner must immediately take all steps necessary to minimize the extent of loss.
- Depending on whether the vehicle is in a condition to be driven, the owner shall drive it or have it towed without delay, to the nearest Toyota dealer for repair.
- The owner must notify the Toyota dealer about the timeless warranty certificate number.
- Toyota dealer will establish the cause of failure and needed parts replacement and labour will be done free of cost under Toyota timeless warranty.
- A reasonable time to complete the repairs must be allowed after the vehicle is reported to the authorized Toyota dealer.
- The owner is responsible for paying for any other work that the owner asks the Toyota dealer to carry out.

Important:

- Where the certificate date of your timeless warranty is within thirty (30) days i.e. cooling period. During this cooling period no service request will be honoured from date of certificate issued.
- Timeless warranty service shall be provided only by Toyota authorized dealers
- TVS TWG reserves the right for the final decision on all warranty matters. This extended warranty scheme has no surrender value, no refund of warranty premium charge is available and it cannot be transferred to another vehicle.
- This warranty is the entire warranty given by TVS TWG and no Toyota dealer or its or his agent or employee is authorized to extend or enlarge this warranty and no Toyota dealer or its or his agent or employee is authorized to make any oral warranty on behalf of Toyota or TVS TWG.
- Toyota reserves the right to make any change in design or make any improvement to on the vehicle at any time without any obligation to make the same change on the vehicles previously sold.
- Parts warranty Toyota warrants that it will either repair or replace each new Toyota genuine service part replaced under timeless warranty, that is found defective in material or workmanship under normal use, within a period of 6 months or 10,000km from the date of replacement, whichever comes first.

Toyota timeless warranty transfer:

- If ownership of the vehicle changes, the remaining warranty period/km would be effective for the new owner.
- The timeless warranty cover cannot be transferred to any other vehicle and remains with the original vehicle only.
- In case of ownership transfer, please complete the transfer formalities by visiting the nearest Toyota dealer who will be glad to assist you.

Toyota roadside assistance:

Toyota timeless warranty comes with the additional benefit of Toyota roadside assistance for the period of extended warranty, opted after the vehicle warranty of 3 Years / 100,000 km (whichever is earlier). Customer is entitled for RSA coverage till the expiry of the timeless warranty period which is opted. For details of this service, kindly contact your Toyota dealer.

Services offered:

Battery related - Dead battery / jump start

Tyre related - Puncture / bolts / valve related issues

Fuel related - Out of fuel / incorrect fuel / contaminated fuel

Key related - Locked keys / lost keys / broken vehicle keys

Breakdown - Accident road side repair/ vehicle recovery in case of breakdown/road traffic accident

Onward journey benefits - Up to 50km from breakdown location

How to avail assistance

If roadside assistance is needed, please follow the below steps.

Reach through phone:

- **Dial the 24X7 toll free No:1800-102-5001 or 0124-235-5001-charges apply**
- Identify your vehicle with the VIN (DFFFFFFFFFFFFFFF) that is available in the registration or insurance certificate
- Explain exact location of the vehicle with landmarks and tell about the problem you face with the vehicle.
- Park your vehicle on the edge of the road & put on the hazard warning lights.
- If you are on a highway, place the caution sign provided with the vehicle approximately 3 meters from the vehicle in the direction of the on-coming traffic
- Call centre will advise you on further action.

Reach through mobile app:

You can also reach us thru mobile app. (You can download the app of "Toyota Connect India" from google play store or IOS app store} for more details please contact your nearest Toyota dealership.

General terms & conditions:

Onsite free support for following incidents is available:

- For the period as mentioned in the certificate.
- To the nearest Toyota dealer across India, leaving Islands.

Sl. #	Incident	Scope of onsite service
1.	Battery related	Jump start
2.	Tyre related	Replace with spare tyre
3.	Fuel related	Only when breakdown location is not at customer's residence or service centre 5 liters of fuel (petrol/diesel) may be supplied at breakdown site
4.	Key related	Retrieving spare key from home

In case vehicle couldn't be mobilized on the spot; it may be towed to the nearest Toyota authorized dealer for repairs. No repair work will be performed at breakdown site.

Onward journey benefit:

If the vehicle needs to be towed to the nearest Toyota authorized dealer, customers are entitled for free transportation up to 50 km from breakdown location in order to facilitate onward journey. If customer requests change in the type of hire car arranged by Toyota roadside assistance or wish to travel more than 50 km, customer will be responsible for difference in travel cost. Customer will be required to pay these additional costs at the time of service directly to the provider of the carservice

Medical and accommodation coordination:

In case of any mishap, Toyota assistance could coordinate for medical or accommodation support on customer's request. All cost of medical services or accommodation arrangement need to be borne by customer.

Towing in case of accident:

In case of accidents vehicle will be towed to nearest Toyota authorized dealer location, free of cost. If, as a result of a road traffic accident or other incidents, specialist equipment is required during the course of towing customer vehicle, the cost for using such specialist equipment will be arranged free of cost. While the endeavor will be to extract the vehicle with minimal or no damage, but it might sustain certain consequential damage while extracting the vehicle and for all such damages sole responsibility will be of customer. Toyota roadside assistance will not be liable for such damages.

Keys locked in the vehicle:

Modern security systems make it extremely difficult for us to gain entry to customer's vehicle, should spare keys not be available. If spare keys are not readily available, customer's car may be towed to the nearest Toyota dealer

Force majeure:

Toyota roadside assistance shall not be liable for delay or failure to provide the services under the terms of service set out in this document if such delay or failure is caused or contributed by causes or events beyond our reasonable control, including, acts of nature, acts of public enemy, acts of statutory authorities or courts, acts of terrorism, acts of any person engaged in subversive activity or sabotage, strikes, embargoes, public rallies and protests, etc.

Exceptions to Toyota roadside assistance:

Toyota roadside assistance is intended to cover emergency situations only. Therefore, Toyota roadside assistance will not cover the incidents customer may encounter while driving the vehicle which are not affecting safety of passengers or drivability of the vehicle including the following.

- Faulty fuel gauge
- Speedometer is not working
- Air-conditioning is not working
- Boot cannot be opened
- Problems relating to horns
- Damaged mirrors
- Damaged or faulty fuel cap
- Sunroof cannot be opened or closed
- Windows cannot be opened or closed
- Seat adjuster is faulty
- Seat belts are faulty
- Traction control lights are illuminated
- Other non-safety related lights/service warnings are illuminated
- When customer vehicle runs out of wind shield wiper fluid front or rear wipers faulty, but weather conditions are fair

Whilst the services rendered under Toyota roadside assistance are intended to be at no cost for new vehicles billed from TKM, we will not be responsible for any cost of repair, losses, etc, including the following:

- Loss or damage to any property carried in or on the vehicle.
- Any expenses incurred without the prior authorization of Toyota roadside assistance or not expressly provided for in this policy.
- The cost of repairs, consumables or service parts.
- Any costs resulting from participation in motor racing, rallies, speed or duration tests.
- Any cost as a result of damage and/or claims caused while the driver was operating the vehicle under the influence of alcohol, solvent abuse, drugs or other illegal substances.
- Any cost as a result of customer participation in a criminal act or offence.
- Any consequential losses directly or indirectly from the immobilization.

Disclaimer:

- Toyota Kirloskar Motor Pvt Ltd shall be under no liability whatsoever in respect of any loss or damage arising directly or indirectly out of any delay or non-delivery of services under Toyota roadside assistance program.
- In case vehicle cannot be mobilized on-site, customers are advised to use the towing facility arranged by our call center only for taking their vehicle to the nearest authorized workshop. In no condition will the vehicle be towed to any unauthorized workshop.
- Customers are advised to either remove or take an acknowledgment for a list of accessories, extra fittings and other belongings in the vehicle as well as the current condition related to scratches, dents breakages of parts, fittings of the vehicle at the time of giving possession of the vehicle for towing and to verify these items and vehicle condition when delivery is taken back.
- Services entitled to the customer can be refused or cancelled on account of abusive behavior, fraudulent representation, malicious intent & refusal to pay the charges for any.
- Toyota Kirloskar Motor Pvt Ltd reserves right for changing / modifying the benefits and charges to customer offered under this roadside assistance program. The decision of Toyota Kirloskar Motor Pvt Ltd on the question of coverage, inclusion or exclusion of any service under this program, rates of charges for additional services, and any other issues which need a decision, shall be final and binding on the customer.
- In case of any false statement by customer relating to vehicle coverage, problem experienced or any other information sought by Toyota assistance center. Toyota roadside assistance shall have the right to refuse any or all benefits.
- In the unlikely event of dispute arising for which a satisfactory solution cannot be found, Toyota Kirloskar Motor reserves the right to appoint an arbitrator to adjudicate the matter and the dispute shall be resolved by such arbitration.
- Only the courts in Ramnagara district in Karnataka shall have exclusive jurisdiction over the matter arising in connection with this Program.

Note: Toyota road side assistance program provided by Allianz worldwide partners.

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