

# TOYOTA TRUE WARRANTY - TERMS & CONDITIONS

## Dear Customer,

Toyota True Warranty is an extension of the vehicle warranty, post expiry of manufacturer's standard vehicle warranty of 3 Years/100,000 km. Date of delivery will be considered as manufacturer's standard vehicle warranty start date. In this program, you can experience extended warranty by which Toyota covers all the repairs/replacements similar to standard warranty (except as stated in this page) and hence ensuring true peace of mind. With true warranty, you are eligible for warranty extension of standard warranty, complimentary Toyota road side assistance coverage, Toyota genuine parts, quality service & pan India Toyota dealer acceptance. You can also transfer true warranty to the subsequent owner of your vehicle if period or km (Whichever is earlier) you have opted for is not lapsed. You can seek the help of your nearest Toyota dealer who will be glad to assist you. True warranty ensures good condition of vehicle by use of genuine parts and quality repairs. Ensuring better resale value of your Toyota vehicle. The true warranty program is provided on behalf of Toyota by Assurant Automotive Warranty Solutions (India) Private Limited.

## Eligibility:

Your vehicle must be registered in India for private use or as a taxi registered for commercial use and less than three (3) years old since first date of registration in India and with less than 100,000 kilometer on the odometer. The vehicle should have carried out all regular periodic maintenance services as per manufacturer's recommendation as mentioned in the maintenance section of the owner's manual provided with the vehicle, there were any recommended works to be undertaken, then you will be required to have those works undertaken at your cost by a Toyota dealer before the extended warranty can be issued to you.

## Start of true warranty:

The true warranty coverage begins from the date of expiry of the manufacturer standard vehicle warranty period of 3 Years / 100,000km (whichever is earlier).

## What is covered:

True warranty covers all parts and components of each Toyota vehicle except but not limited to tyres, batteries and those items listed under the caption "what is not covered". The maximum liability under true warranty will be the amount paid for the vehicle by you, excluding optional items and tax.

## What is not covered:

- Tyres, battery, refrigerant, lubricants, parts made of rubber [except timing belt]
- Any additional accessories or equipment installed, which was not the part of the original vehicle fitment of the manufacturer at the time of new vehicle delivery.
- Any parts replaced under vehicle insurance [accidental] claim or customer paid shall not be admitted under extended warranty.
- Any parts and labor costs incurred in connection with required or recommended maintenance service, as outlined in the maintenance section of owner's manual, provided with the new vehicle.
- Normal maintenance service such as engine tune-up, cleaning and polishing, wheel balancing and alignment, headlight aiming, replacement of filters, windshield wiper inserts, key fob batteries, wiper blades, gasket (other than cylinder head gasket), light bulbs (except HID/LED) and lamps, spark plugs (except platinum & iridium tip) distributor points, drive belts, lubricants and coolant, brake linings, brake pads, brake shoes, brake discs, clutch disc/pressure plate, brushes, remote key batteries, lenses, glasses, cable (accelerator/hand brake), timing chain pads, mountings (including engine mounting), high tension cords, rubber parts & seals, fuses and relay items.
- 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, lightning, 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 and 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 true 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, couriering, 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.
- At its sole discretion, Assurant Automotive Warranty Solutions (India) Private Limited shall reserve the right to provide the product to each customer depending upon the overall condition of the vehicle.

## 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:
- 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 true 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 true 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 true warranty certificate is within 15 days of expiry of manufacturer standard vehicle warranty (3 Years or 100,000 Km, whichever is earlier), then no claim will be covered for first fifteen (15) days following the certificate date.
- Toyota true warranty service shall be provided only by Toyota authorized dealers.
- Assurant Automotive Warranty Solutions (India) Private Limited 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 from the time of purchase.
- The period of Toyota true warranty is as per the plan selected by you. However, in case the vehicle is driven more than subscription km (as per the plan selected), this extended warranty will lapse.
- This warranty is the entire warranty given by Assurant Automotive Warranty Solutions (India) Private Limited 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 Assurant Automotive Warranty Solutions (India) Private Limited. 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 extended warranty, that is found defective in material or workmanship under normal use, within a period of 6 months or 100,000km from the date of replacement, whichever comes first.
- If ownership of the vehicle changes, the remaining warranty period/km would be effective for the new owner.
- The true 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 true 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 true 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 (DFFFFFFF) 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	Jumpstart
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 car service

**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 road side 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