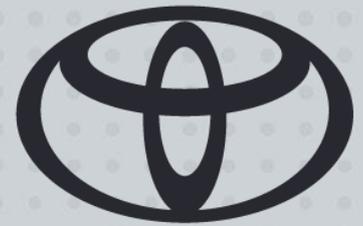


# TOYOTA GENUINE MAINTENANCE PLAN



Toyota welcomes you to our ever-growing family of satisfied clients! We guarantee professional service and personal attention in areas that concern you as owner and driver of the Toyota vehicle.

## PLAN DESCRIPTION

Your vehicle's **Toyota Genuine Maintenance Plan** enjoys full backing by Toyota South Africa Motors (Pty) Ltd and covers all regular service items and the associated labour according to your vehicle's service schedule.

Your vehicle's **Toyota Genuine Maintenance Plan** covers any Toyota Passenger, Light Commercial or Medium Commercial vehicle (excluding all Hiace Ses'Fikile, Quantum Ses'Fikile and Coaster vehicles) with no modification from the Manufacturer's original specifications.

*Your Toyota Genuine Maintenance Plan is NOT an insurance product.*

## EFFECTIVE DATE AND DURATION

Your vehicle's **Toyota Genuine Maintenance Plan** commences on the purchase date

The term of cover will be as stipulated on your maintenance agreement form or dealer schedule. The maximum cover allowed under your vehicle's **Toyota Genuine Maintenance Plan** is up to a period of 72 months from original date of sale or an odometer reading not exceeding 200 000 km's. Your vehicle's **Toyota Genuine Maintenance Plan** will terminate on reaching either the end date or end kilometres, whichever occurs first.

Your vehicle's **Toyota Genuine Maintenance Plan** may commence earlier than indicated on the maintenance agreement form or dealer schedule depending on when your Manufacturer Warranty expires and will not exceed the contract kilometres or contract months agreed upon. Therefore, the dates allocated on the maintenance agreement form or dealer schedule may be subject to change dependent on the driver's use of the vehicle.

## COOLING OFF PERIOD

After your vehicle's **Toyota Genuine Maintenance Plan** purchase date, you are entitled to cancel your vehicle's **Toyota Genuine Maintenance Plan** in writing to the Administrator within 14 days after the date of receipt of your vehicle's **Toyota Genuine Maintenance Plan** wording or from the determined date on which you received your vehicle's **Toyota Genuine Maintenance Plan** wording.

Please note that you may cancel your vehicle's **Toyota Genuine Maintenance Plan** within the 14-day cooling-off period, where no benefit has yet been paid or claimed or the event insured against under your vehicle's **Toyota Genuine Maintenance Plan** has not yet occurred.

All payments that you paid up to the date that the Administrator received your written notice of cancellation will be refunded to you / financial institution, subject to the deduction of the service-related costs you may have enjoyed.

Your request for cancellation will be completed by the Administrator by no later than 60 days after the Administrator receives your cancellation notice.

## CANCELLATIONS

After the cooling off period, you are entitled to cancel your vehicle's **Toyota Genuine Maintenance Plan** at any time by giving the Administrator 31 days' notice. Should you wish to cancel your vehicle's **Toyota Genuine Maintenance Plan** you are required to advise the Administrator in writing.

## WHAT DOES THE GENUINE EXTENDED MAINTENANCE PLAN COVER?

Your vehicle's **Toyota Genuine Maintenance Plan** covers the following:

- All services (including parts, labour, and consumables) specified by your vehicle's "**Book of Life**" for the duration of your vehicle's **Toyota Genuine Maintenance Plan**;
- The supply of engine oil, transmission oil, brake fluid and other lubricants and service products according to Toyota specification required when carrying out routine servicing as stipulated by your vehicle's "**Book of Life**";
- The performance of maintenance repairs becoming necessary as a result of normal wear-and-tear. The decision as to what constitutes **normal wear-and-tear** is at the discretion of the Administrator;
- The Toyota Roadside Assistance service is applicable to all Toyota vehicles covered by a **Toyota Genuine Maintenance Plan**;
- Your vehicle's **Toyota Genuine Maintenance Plan** will cover all mechanical and electrical failures once your vehicle is out of the Manufacturer's Warranty period.

## TOYOTA GENUINE MAINTENANCE PLAN EXCLUSIONS

Your vehicle's **Toyota Genuine Maintenance Plan** will not cover the cost of repairs or replacement in the following instances:

1. Tyres and wheel balancing;
2. Wheel alignment. Adjustments may only be performed if authorised by the Administrator. Checking of alignment is only permitted if it forms part of the Toyota service schedule or repair procedure;
3. Engine diagnostics, unless specified by vehicle's service schedule;
4. Service and repairs not carried out by a Toyota SA Authorised Dealer or Service Centre in the area of jurisdiction;
5. Loss of any nature resulting from failure of, or damage to any component or part caused by a failure of a non-covered part;
6. Recovery due to accident damage is excluded;
7. Repairs and maintenance due to accidents, malicious damage, driver abuse or unreasonable use. This includes any form of competition, negligence, glass breakage (including headlights and taillights) as well as failure to comply with the specified service schedule and requirements;
8. Trim, paintwork, and bodywork;
9. Failure of components covered by your vehicle's standard Manufacturer's Warranty;
10. Maintenance repairs carried out without prior authorisation from the Administrator;
11. Damages arising due to non-servicing of your vehicle as per the Manufacturer's recommended service schedule;
12. Damage incurred through your vehicle having been driven with an insufficient level of engine lubricant or coolant in the radiator;
13. Electrical components damaged through the fitment of accessories not approved by the Manufacturer;
14. Any accessories which are not standard original equipment on your vehicle;
15. Any claims arising outside the borders of South Africa where your vehicle's **Toyota Genuine Maintenance Plan** is not supported by Franchised Dealers in such countries (see Jurisdiction, Currency, and Disputes);
16. The replacement of the high voltage Hybrid Synergy Drive battery.
17. Corrosion and Perforation, in instances of:
  - The "E- coat" or paint protection cover on any body panel has been damaged causing exposure to corrosion starting from the outside into the metal.
  - Any repairs to the vehicle's body and/or paint are performed by a repairer not accredited by Toyota South Africa Motors (Pty) Ltd.
  - Failure to maintain the vehicle's body and paintwork regularly and properly.
  - Failure to report corrosion in its early stages during the period of cover by this warranty.
  - Corrosion/perforation inspection is not done as per the maintenance schedule by a Toyota SA authorised Dealer or Service Centre or more frequently in the following circumstances:
    - o Vehicle use on dirt and loose pebble roads.
    - o Vehicle use in sandy locations where high winds are prevalent.
    - o Vehicle use in coastal environs with high humidity, mist, and salt laden air.
    - o Vehicle use where salt is present.
    - o Where an enclosed garage is not used for the storage of the vehicle.

## TRANSFER OF YOUR TOYOTA GENUINE MAINTENANCE PLAN

In the event that you sell your vehicle, your vehicle's **Toyota Genuine Maintenance Plan** may be transferred to a subsequent owner, provided your vehicle's **Toyota Genuine Maintenance Plan** is still valid with an up-to-date service history. This request must be submitted in writing (including the new owner's details) to the Administrator.

Should you **not** wish to transfer your vehicle's **Toyota Genuine Maintenance Plan**, you are required to cancel your vehicle's **Toyota Genuine Maintenance Plan** prior to selling or trading-in your vehicle, failing to do so will result in an automatic transfer of your vehicle's **Toyota Genuine Maintenance Plan** to the new vehicle owner.

Your vehicle's **Toyota Genuine Maintenance Plan** may not be transferred from one vehicle to another, due to varying risk parameters that are considered when pricing for your vehicle's **Toyota Genuine Maintenance Plan**.

## SERVICE REQUIREMENTS

Your vehicle must be serviced in accordance with the service schedule set out in your vehicle's "**Book of Life**". The service interval is dependent on your vehicle category (Passenger or Light Commercial Vehicle) and engine type (petrol or diesel). It is however mandatory for all vehicles to be serviced at least once every 12 months, irrespective of the distance covered. A grace period of maximum 1 500 km's or 30 days on either side of the scheduled service (whichever occurs first) will be permitted from the kilometres or date that a service is due.

Servicing must be carried out at a Toyota SA Authorised Dealer or Service Centre. No claims will be considered in the event of non-compliance.

**Please note:** Your vehicle's **Toyota Genuine Maintenance Plan** provides for servicing on the normal service schedule explained in your vehicle's "**Book of Life**". Additional servicing or replacement of items as a result of severe operating conditions or abnormal use will be for the customer's account.

## CUSTOMER OBLIGATIONS

In order to maintain the validity of your vehicle's **Toyota Genuine Maintenance Plan**, it is essential to service and maintain your vehicle according to the schedule specified by the Manufacturer. Your obligations in terms of this agreement are as follows:

- Ensure that the vehicle is duly booked for servicing and inspection in accordance with the recommended schedule contained in the vehicle's "**Book of Life**";
- Only service the vehicle with a Toyota SA Authorised Dealer/Service Centre;
- Report any defect in your vehicle which may be subjected to the vehicle's warranty cover to a Toyota SA Authorised Dealer/Service Centre;
- Inspect your vehicle to ensure that the requested service or repair work is completed and satisfactory in all respects;
- Check and sign invoices for servicing and/or repairs done by the Toyota SA Authorised Dealer or Service Centre upon completion of work;
- Carry out preventative maintenance in respect of your vehicle; including the inspection of oil engine level, coolant levels and tyre pressure.

## INFORMATION REQUIRED WHEN REPORTING A CLAIM

The Claims Centre is open from:

Monday to Friday: 07h30 to 17h00

Saturdays: 08h00 to 12h00

The Toyota SA Authorised Dealer/Service Centre must have the following information available when contacting the Claims Centre on **0861 888 789**:

The Toyota SA Authorised Dealer/Service Centre must have the following information available when contacting the Claims Centre:

1. Owner's name;
2. Registration and VIN number of the vehicle;
3. Toyota Genuine Maintenance Plan number;
4. Current odometer reading on your vehicle;
5. Type of service required;
6. Dealership name and address.

Invoices not signed by you or submitted within 30 days of repair will not be considered.

**The Administrator reserves the right to inspect your vehicle or the failure before any authorisation is given.**

After the work has been completed by the Toyota SA Authorised Dealer or Service Centre, it is your responsibility to inspect your vehicle so as to ensure that the work is satisfactory and complete in all respects.

Please ensure that the Toyota SA Authorised Dealer or Service Centre submits all invoice(s), signed by you, to the Administrator via email or post within 30 days after the repairs are completed, failing which the claim will not be considered. If your claim is rejected, you are entitled to receive a full explanation from the Administrator.

**PLEASE NOTE THAT ANY WORK UNDERTAKEN WITHOUT PRIOR AUTHORISATION WILL RESULT IN NON-PAYMENT OF THAT CLAIM.**

## DISCLOSURE OF PERSONAL INFORMATION

The Administrator will use your personal information for purposes which you have consented to as well as any other purposes which you would reasonably expect the Administrator to use your personal information for. The Administrator does not and will not transfer, process or provide your personal information for independent unauthorised use by third parties. The Administrator may however share your personal information with other business partners if that information is required to provide the product or service you have requested, and the business partners will adhere to using your information as directed by the Administrator. The Administrator will delete your personal information within a reasonable time after the termination of your agreement relationship with the Administrator or as required by any relevant laws.

The instances in which your Personal Information may be collected and disclosed by the Administrator, and/or its affiliated third parties are, but not limited to the following reasons:

- to establish and verify your identity in terms of the Applicable Laws;
- to enable the Administrator to fulfil its obligations in terms of the Agreement;
- to enable the Administrator to take the necessary measures to prevent any suspicious or fraudulent activity in terms of the Applicable Laws;
- reporting to the Financial Intelligence Centre, Financial Sector Conduct Authority and/or the Prudential Authority in terms of the Applicable Laws;
- at claims stage and in order to validate a claim, obtain information from the South African Police Services (SAPS) and
- to obtain credit information where applicable, from any of the credit bureaus.

## TREATING CUSTOMERS FAIRLY (TCF)

The Administrator has created a superior solution – encompassing products, processing, and service – tailored to each of our customers' requirements. We will at all times, deliver a superior customer experience, simplifying and improving both our clients and their customers' lives. We will achieve this through a motivated team of skilled people, absolute fairness in our treatment of our clients and partners and complying with the 6 Treat Your Customer Fairly Outcomes, namely;

- You are confident that your fair treatment is key to our culture;
- Products and services are designed to meet your needs;
- We will communicate clearly, appropriately and on time;
- We provide advice which is suitable to your needs and circumstances;
- Our products and services meet your standards and are of an acceptable level;
- There are no barriers to access our services or to lodge any complaints.

## SHOULD YOU REQUIRE ANY ASSISTANCE, HERE'S HOW TO GET IN TOUCH:

Customer Care:	0860 123 329	For Correspondence:
Claims:	0861 888 789	Private Bag X99
CLAIMS CENTRE OFFICE HOURS:		Bryanston
Monday to Friday:	07:30 to 17:00	2021
Saturday	08:00 to 12:00	Email: <a href="mailto:ToyotaCustomerCare@innovation.group">ToyotaCustomerCare@innovation.group</a>

Thank you for choosing the **Toyota Genuine Maintenance Plan**, the only extended approved by Toyota South Africa.

For more information on all Toyota approved products and services to **Keep Your Toyota Genuine**, please visit [www.toyota.co.za/genuine](http://www.toyota.co.za/genuine). For convenient online service booking and vehicle management, be sure to download the MyToyota Mobile Application from Google Play or the AppStore.

Yours sincerely

**THE TOYOTA GENUINE TEAM**

