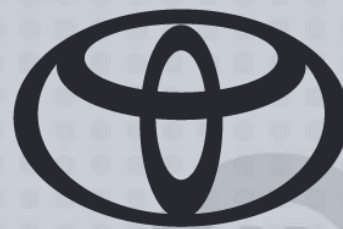


TOYOTA GENUINE UNLIMITED WARRANTY



Toyota South Africa Motors is committed to provide seamless mobility and complete peace of mind to all Toyota owners throughout their ownership journey. By opting for the **Toyota Genuine Unlimited Warranty**, you will enjoy unparalleled cover for your vehicle that is fully backed by Toyota South Africa Motors and its extensive dealer network. In addition to this, you have the certainty that repairs to your vehicle will be performed by Certified Technicians making exclusive use of Toyota Genuine Parts. We are Here, For Life and there to provide you the highest level of Quality, Care and Convenience.

POLICY DESCRIPTION

The **Toyota Genuine Unlimited Warranty** ensures complete peace of mind against unexpected repairs due to mechanical and electrical failure arising from material or manufacturing defect.

Your vehicle's **Toyota Genuine Unlimited Warranty** covers only Toyota Passenger, Light Commercial and Medium Commercial vehicles (excluding all Dyna, Hiace Ses'Fikile, Quantum Ses'Fikile and Coaster vehicles), with no modification to the Manufacturer's original specifications and must be maintained according to the roadworthy requirements of the applicable National Road Traffic Act 93 of 1996.

PERIOD OF COVER

Your vehicle's **Toyota Genuine Unlimited Warranty** will incept when the original Manufacturer's Warranty expires.

Depending on which option is chosen, this will extend the vehicle's warranty cover as follows:

Vehicle Type	Unlimited Warranty Option	Total period of cover (from original date of sale)
Petrol, Diesel and Hybrid Synergy Drive	6 Year/Unlimited km	6 Years (3 Years in addition to the Manufacturer's Warranty, no limit on mileage).
	8 Year/Unlimited km	8 Years (5 Years in addition to the Manufacturer's Warranty, no limit on mileage).
Hybrid Synergy Drive only	10 Year/Unlimited km	10 Years (7 Years in addition to Manufacturer's Warranty, no limit on mileage).

TOTAL PREMIUM (INCL VAT)

Product	<=2000cc Petrol	>2000cc Petrol & All Turbo Petrol	<=3000cc Diesel	>3000cc Diesel	All Hybrid
6 Years Unlimited	R5,640.00	R11,610.00	R10,950.00	R15,160.00	
8 Years Unlimited	R8,500.00	R15,070.00	R15,560.00	R23,910.00	
10 Years Unlimited					R16,160.00

WHAT DOES THE GENUINE UNLIMITED WARRANTY COVER?

All mechanical and electrical components covered under the standard Toyota Manufacturer's Warranty will be covered under your vehicle's **Toyota Genuine Unlimited Warranty** and is subject to the terms, conditions and exclusions set out herein. All repair work must be authorised in advance and carried out by a Toyota SA Authorised Dealer or Service Centre.

High voltage batteries for Hybrid Synergy Drive vehicles are only covered by the 10 Year/Unlimited km option of your vehicle's **Toyota Genuine Unlimited Warranty**. For more information on the Hybrid Synergy Drive components covered, please refer to point 14 under "Special Exclusions" on page 5.

WEAR AND TEAR

What is covered?

Your vehicle's **Toyota Genuine Unlimited Warranty** provides Wear and Tear cover for the following components:

Components covered for Wear and Tear	
1. Shock Absorbers	One set (front and rear).
2. Brake Disc Skimming	One instance of skimming front and rear (where applicable). This benefit does not include replacement of Brake Discs.
3. Clutch Components	Clutch Plate, Pressure Plate and Thrust Bearing (one replacement per component).
4. Major Components	Engine, Drivetrain, Front and Rear Differential.

In the instance where failure on these major components is as a real result of wear and tear, the following limits, determined by the vehicles mileage will apply:

Major Components	Up to 150 000 km	Up to 200 000 km	Over 200 000 km
1. Engine	R 30 000	R 22 500	R 0
2. Transmission	R 20 000	R 15 000	R 0
3. Drivetrain (front/rear)	R 20 000	R 15 000	R 0

The above Wear and Tear cover is limited to a maximum of 1 claim per covered component for the duration of your vehicle's **Toyota Genuine Unlimited Warranty**.

What is NOT covered?

Parts failing or malfunctioning due to wear and tear resulting from age, extended usage and/or operating conditions are not covered under your vehicle's **Toyota Genuine Unlimited Warranty**.

The following components are considered wear and tear items:

- Brake Pads and Brake Shoes;
- Serviceable Wheel Bearings;
- Wiper Blades;
- Globes;
- Auxiliary (12V) Batteries.
- Any component other than those specified under the "What is covered?"
- All components listed under the "Special Exclusions" section of the policy Wording

Wear and tear as a result of negligence, misuse, ignorance, accidents, alterations or modification will not be covered.

WHAT IS EXCLUDED FROM THIS COVER?

Your vehicle's Toyota Genuine Unlimited Warranty does not cover the following:

1. Any vehicle which has been subjected to negligence, misuse, ignorance, accident, alteration, or modification.
2. **Any vehicle repaired or serviced other than by a Toyota SA Authorised Dealer or Service Centre or a Toyota SA Accredited Body and Paint Repairer.**
3. Any vehicle which has been subjected to any form of competition.
4. Any normal maintenance and service costs as per service schedule and the replacement costs of service items and consumables.
5. Any problems which may arise from the use of parts and accessories other than Toyota Genuine Parts and Accessories.
6. **Any vehicles not maintained and serviced as per prescribed maintenance schedule by a Toyota SA Authorised Dealer or Service Centre or a Toyota SA Accredited Body and Paint Repairer.**
7. Any damage caused by the direct result of an accident.
8. If more than 2 services have been missed, the claim will not be covered under your vehicle's **Toyota Genuine Unlimited Warranty** and the Administrator, acting on behalf of the Insurer, is entitled to cancel your vehicle's **Toyota Genuine Unlimited Warranty** by giving you 30 days' notice in writing, either by mail or via electronic media in the form of an email to the last known address.
9. All of those components listed in the **SPECIAL EXCLUSIONS** (see below).
10. Any further or additional cost resulting from a component failure not related to the original failure.
11. If the incorrect type of fuel (e.g., diesel added to a petrol vehicle) has been used.
12. Any vehicle is utilised as a taxi, rental vehicle, or has been rebuilt (Code 3) or modified vehicles.
13. 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:
 - Vehicle use on dirt and loose pebble roads.
 - Vehicle use in sandy locations where high winds are prevalent.
 - Vehicle use in coastal environs with high humidity, mist, and salt laden air.
 - Vehicle use where salt is present.
 - Where an enclosed garage is not used for the storage of the vehicle.

These circumstances and conditions are conducive to rapid body and paint deterioration, which are aggravated and accelerated if special care is not taken to protect the vehicle against a harsh operating environment.

SPECIAL EXCLUSIONS

Your vehicle's **Toyota Genuine Unlimited Warranty** does not cover costs incurred due to normal wear and tear or inspections; neither does it cover any loss or deterioration, of whatever nature, due to your vehicle being out of use or stored for an extended period. Therefore, costs related to the items listed below are your responsibility:

- 1. Lubrication:** Extreme temperatures, adverse weather and severe road conditions will require more frequent servicing. During services, lubricant and fluid levels, doors, locks, rubber seals, throttle and parking brake linkages need to be checked.
- 2. Engine oil and filters:** To prolong engine life and performance, engine oil and filters must be changed as recommended.
- 3. Engine tuning and electrical systems:** Must be checked and adjusted periodically for maximum economy, performance and driving safety.
- 4. Belt adjustments:** Belts are subject to wear and must be adjusted or replaced when necessary.
- 5. Brake and clutch adjustments:** Linings and pads are subject to wear and must be adjusted or replaced when necessary.
- 6. Tyre rotation:** Severe driving habits, such as heavy braking, harsh acceleration, high cornering loads and high speeds in general contribute towards a shorter tyre life. To achieve uniform tyre wear and longer tyre life, it is recommended that tyres be rotated periodically.
- 7. Wheel alignment and balance:** Adverse driving conditions and poor driving habits can cause wheels to be out of balance. Maintaining the correct wheel alignment and balance will provide better handling, improved driving comfort and longer tyre life.
- 8. Fuel system cleaning/correct fuel as specified:** Contaminates can sometimes enter the fuel system from external sources. Should this occur, the fuel system must be drained, and the filters replaced to restore proper engine performance. It is your obligation, in every instance to take extra care to ensure that the correct fuel is used.
- 9. Rattles and squeaks:** Before delivery of a vehicle, the Toyota SA Authorised Dealer or Service Centre will, as a matter of course, ensure that your vehicle is free of any unusual noises. However, after a while, poor road conditions may result in rattles or squeaks developing. It is therefore advised that adjustments be checked regularly, including all bolts, nuts, screws, and clamps.
- 10. Spark plugs:** These items are subject to wear and tear and or carbon build-up. For maximum performance and economy, it should be checked periodically and replaced at specific intervals.
- 11. Fuel and air filters:** In order for these items to perform the important function of cleaning the fuel and air to the engine it should be properly maintained and replaced at the recommended intervals. In severe operating conditions, replacement should be more frequent than recommended for normal operation.
- 12. Wiper Blades:** The life of windscreen wiper blades is dependent on the amount of use and climatic conditions. For safety reasons it should be replaced when wear impairs the function to clear the windscreen efficiently.
- 13. Auxiliary Batteries, Globes, and Fuses:** The replacement of auxiliary (12V) batteries, electric globes, fuses and lamp glasses is not covered by the warranty.
- 14. Hybrid Synergy Drive battery:** Replacement of the high voltage Hybrid Synergy Drive battery (except on 10 Year/Unlimited km option).
- 15. Engine coolant:** Please consult your Toyota SA Authorised Dealer or Service Centre for the latest available service bulletin for the specified coolant additives and concentrations. It must be maintained as recommended to prevent corrosion and erosion.
- 16. Steering and Suspension Components:** Component with a finite life span including (but not limited to) tie rod ends, ball joints, bushings, leaf springs and control arms.

Please note that the warranty period will not be extended as a result of repairs done during the warranty period.

THE TERMS AND CONDITIONS OF THIS TOYOTA GENUINE UNLIMITED WARRANTY

- a) These terms and conditions will also incorporate as expressed terms and conditions for all the contents of your vehicle's **Toyota Genuine Unlimited Warranty**, which you will be deemed to have been read and understood.
- b) It is agreed and declared that the Administrator, acting on behalf of the Insurer, will be released from all liability and obligations under your vehicle's **Toyota Genuine Unlimited Warranty** if the terms and conditions of your vehicle's **Toyota Genuine Unlimited Warranty** are not fully complied with.
- c) All claims must be reported to the Administrator immediately. In the event of a breakdown after hours, over a weekend or a public holiday, the claim must be reported to the Administrator on the next working day. Failure to do so may invalidate the claim.
- d) All claims documentation must be received by the Administrator within 30 days of the date of completion of the repair.
- e) The Administrator, acting on behalf of the Insurer, reserves the right to cancel your vehicle's **Toyota Genuine Unlimited Warranty** should it be deemed that excessive claims have been submitted which outweigh the benefits limits of your vehicle's **Toyota Genuine Unlimited Warranty**. Your vehicle's **Toyota Genuine Unlimited Warranty** will be cancelled for excessive claims within your vehicle's **Toyota Genuine Unlimited Warranty** duration.
- f) You must service the vehicle as per the requirements defined in the section "**SERVICE REQUIREMENTS**". Failure to comply with the above could invalidate your vehicle's **Toyota Genuine Unlimited Warranty**.
- g) Your vehicle's **Toyota Genuine Unlimited Warranty** is in addition to, and does not detract from, any contractual rights under Statute or Common Law.
- h) You must take all reasonable steps to maintain your vehicle and keep it in a proper and efficient state of repair and in the event of any mechanical and/or electrical failure you must use all reasonable means to protect the vehicle from further loss or damage.
- i) In no case whatsoever will the Administrator, acting on behalf of the Insurer, be liable to make any payment in respect of any mechanical and/or electrical failure after the expiration of 6 months from the occurrence of such mechanical and/or electrical failure.
- j) It is your responsibility to ensure that, in the case of diesel vehicles, the diesel pump is calibrated as per the Manufacturer's specifications. A failure resulting from incorrect calibration will result in rejection of the claim.
- k) Your vehicle's **Toyota Genuine Unlimited Warranty** will be null and void in the case of fraudulent claims.
- l) All repairing invoices by a **Toyota SA Authorised Dealer or Service Centre** must be submitted to the Administrator and signed by you.

COOLING OFF PERIOD

Please note that you are entitled to cancel your vehicle's **Toyota Genuine Unlimited Warranty** in writing to the Administrator within 14 days after the date of receipt of your vehicle's **Toyota Genuine Unlimited Warranty** wording or from the reasonably determined date on which you received your vehicle's **Toyota Genuine Unlimited Warranty** wording.

Please note that you may only cancel your vehicle's **Toyota Genuine Unlimited Warranty** within 14 days where no benefit has yet been paid or claimed or the event insured against under your vehicle's **Toyota Genuine Unlimited Warranty** has not yet occurred.

All premiums that were paid up to the date that the Administrator receives your written notice of cancellation will be refunded to you, subject to the deduction of the cost of any risk cover you may have enjoyed.

Your request for cancellation will be completed by no later than 31 days after the Administrator receives your cancellation notice.

AMENDMENTS AND CANCELLATIONS

You are entitled to cancel your vehicle's **Toyota Genuine Unlimited Warranty** at any time by giving the Administrator 31 days' notice. Should you wish to cancel your vehicle's **Toyota Genuine Unlimited Warranty**, you are required to advise the Administrator in writing (please refer to Customer Care Contact Details).

TRANSFERABILITY

In the event that you sell or trade-in your vehicle, your vehicle's **Toyota Genuine Unlimited Warranty** will be transferred to the subsequent new vehicle owner, provided your vehicle's **Toyota Genuine Unlimited Warranty** is still valid.

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

INFORMATION NECESSARY WHEN REPORTING A CLAIM:

- Owner's name;
- Vehicle's Policy number;
- Current odometer reading on your vehicle;
- Nature of mechanical failure/breakdown (fault, cause, remedy);
- Address where vehicle can be inspected;
- Service records and/or invoices.

PROCESSING OF PERSONAL INFORMATION IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

Your privacy is of utmost importance to the Administrator and the Insurer. We will take the necessary measures to ensure that any and all information, including Personal Information (as defined in the Protection of Personal Information Act 4 of 2013) provided by you or which is collected from you is processed in accordance with the provisions of the Protection of Personal Information Act 4 of 2013 and further, is stored in a safe and secure manner.

You hereby agree to give honest, accurate and up-to-date Personal Information and to maintain and update such information when necessary.

You accept that your Personal Information collected by the Administrator and the Insurer may be used for the following reasons:

1. to establish and verify your identity in terms of the Applicable Laws;
2. to enable the Administrator and the Insurer to fulfil its obligations in terms of your vehicle's **Toyota Genuine Unlimited Warranty**;
3. to enable the Administrator and the Insurer to take the necessary measures to prevent any suspicious or fraudulent activity in terms of the Applicable Laws; and
4. reporting to the relevant Regulatory Authority/Body, in terms of the Applicable Laws.

You acknowledge that any Personal Information supplied to the Administrator and the Insurer in terms of your vehicle's **Toyota Genuine Unlimited Warranty** is provided according to the Applicable Laws. Unless consented to by yourself, the Administrator and the Insurer will not sell, exchange, transfer, rent or otherwise make available your Personal Information (such as your name, address, email address, or telephone number) to any other parties and you indemnify the Administrator and the Insurer from any claims resulting from disclosures made with your consent.

You understand that if the Administrator and the Insurer has utilised your Personal Information contrary to the Applicable Laws, you have the right to lodge a complaint with the Insurer within 10 days. Should the Insurer not resolve the complaint to your satisfaction, you have the right to escalate the complaint to the Information Regulator.

You can withdraw your consent to the processing and sharing of your personal information at any time. The Administrator and the Insurer will delete your personal information within a reasonable time after the termination of your agreement relationship with the Administrator and the Insurer or as required by any relevant laws.

TREATING CUSTOMERS FAIRLY (TCF)

The Insurer and Administrator have 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.

ADDITIONAL BENEFITS

Toyota Roadside Assistance

The Toyota Roadside Assistance service is applicable to all Toyota vehicles covered by the **Toyota Genuine Unlimited Warranty**, refer to your vehicle's **Toyota Genuine Unlimited Warranty** Policy wording for full terms and conditions for this benefit.

The Roadside Assistance service is implemented to ensure carefree motoring. The meticulous quality control during the manufacturing of your vehicle makes it unlikely that you will experience a problem. However, if you do require assistance, help is only a phone call away.

If your vehicle is immobile or you experience a medical emergency, contact the following number:

Botswana, Eswatini, and Lesotho:	+27 11 799 1640
South Africa:	0800 022 600 Toll Free (all hours) 0800 139 111 Toll Free (Select option 5 from 08:30 to 16:30, option 1 after hours)
Namibia:	+264 83 380 0174 or +27 11 799 1640

FEES AND COMMISSION PAYABLE

Toyota Genuine Unlimited Warranty	
Underwriting Fee (Insurer)	3.00%
Regulatory Binder Fee (Administrator)	15.00%
Regulatory Intermediary Fee	12.50%
Automotive Association Fee	Up to Maximum of 5% of premium
Marketing Fee – Toyota	Up to Maximum of 10% of premium
Total Premium	As Per Dealer Schedule

(All premiums and commissions include VAT at ruling rate).

The premium amount due by you is payable in advance for the cover provided.

The fees and commissions are paid by the Insurer.

In terms of Binding General Ruling No.14 (BGR14), this document, together with proof of payment of the premium, constitutes a tax invoice, debit note and credit note as contemplated in sections 20(7)(a) and 21(5)(a) of the VAT Act.

In terms of the Financial Sector Conduct Authority's Third Party Cell Captive Conduct Standard it is a requirement to disclose the relationship between the cell owner, Toyota South Africa (Pty) Ltd (Toyota), and Guardrisk.

Please note that your vehicle's **Toyota Genuine Unlimited Warranty** is subject to a cell captive relationship between Guardrisk and Toyota, as a result of a shareholder and subscription agreement concluded between Guardrisk and Toyota, whereby Toyota is entitled to share in the profits and losses generated by the insurance business.

Therefore, your vehicle's **Toyota Genuine Unlimited Warranty** is subject to an arrangement whereby Guardrisk shares equity with Toyota through a shareholding arrangement and provides Toyota with a facility through which to write Toyota's own insurance risks.

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
	Bryanston
CLAIMS CENTRE OFFICE HOURS:	2021
Monday to Friday: 07:30 to 17:00	E-mail:
Saturday: 08:00 to 12:00	ToyotaCustomerCare@innovation.group

For more information on all Toyota approved products and services to **Keep Your Toyota Genuine**, please visit 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

