

TOYOTA GENUINE

EXTENDED SERVICE 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 Extended Service 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 Extended Service Plan** covers any Toyota Passenger, Light Commercial or Medium Commercial vehicle (excluding all Toyota Dyna vehicles) with no modification from the Manufacturer's original specifications.

EFFECTIVE DATE AND DURATION

Your vehicle's **Toyota Genuine Extended Service Plan** will inception on purchase date.

The term of cover will be as stipulated on the service agreement form or dealer schedule. The maximum cover allowed under your vehicle's **Toyota Genuine Extended Service Plan** is for a period of 10 years from the original date of sale or an odometer reading of 300 000 km's. Your vehicle's **Toyota Genuine Extended Service Plan** will terminate on reaching either the end date or end kilometres, whichever occurs first.

Your vehicle's **Toyota Genuine Extended Service Plan** may commence earlier than indicated in the service agreement form depending on when your vehicle's Toyota Complementary Service Plan expires and will not exceed the contract kilometres or contract months agreed upon. Therefore, the dates allocated on the welcome letter schedule may be subject to change dependent on the driver's use of the vehicle.

COOLING OFF PERIOD

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

Please note that you may cancel your vehicle's **Toyota Genuine Extended Service 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 Extended Service 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 Extended Service Plan** at any time by giving the Administrator 31 days' notice. Should you wish to cancel your vehicle's **Toyota Genuine Extended Service Plan** you are required to advise the Administrator in writing.

COVER PROVIDED

Listed below are the items which form part of your vehicle's **Toyota Genuine Extended Service Plan:**
Scheduled Servicing

Parts and labour for services as per schedule provided by Toyota SA Motors, by an authorised Toyota dealer for normal operating conditions, including:

- Oils (engine and drivetrain)
- Filters (oil, air, fuel, and cabin) if specified
- Sump plug gasket
- Spark plugs (where applicable)
- Brake fluid
- Engine coolant
- Key fob /remote control batteries
- All specified inspections and adjustments
- Consumables or sundry charges

Note: Toyota South Africa Motors reserves the right to change service schedules and content without notice.

Please Note: In the event of a replacement of any of the parts listed above being required at any specific service interval, the Manufacturer specified Service Schedule will be referred to determine if the part will be covered under your vehicle's **Toyota Genuine Extended Service Plan**.

TOYOTA GENUINE EXTENDED SERVICE PLAN EXCLUSIONS

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

- Services not carried out by a Toyota SA Authorised Dealer/Service Centre in the area of jurisdiction;
- Work undertaken without prior authorisation;
- Vehicles in any way altered, converted or modified outside Manufacturer specifications;
- Where the vehicle's odometer is not working, or in the opinion of the Administrator has been tampered with, altered, disconnected, or replaced without the approval of the Administrator;
- Any part or parts not mentioned under "Cover Provided", including:
 - Additives (e.g. window washer fluid, injector cleaner, etc.);
 - Wear and tear items such as wiper blades, brake pads/shoes, clutch components, battery, exhaust etc.;
 - Tyres, wheel alignment and wheel balancing;
 - Engine or drivetrain top up oil, brake fluid, engine coolant or any other lubricants and required between stipulated service intervals;
 - Electrical wiring or immobiliser/security systems;
 - Parts that are covered by the Manufacturer's Warranty or a Genuine Toyota Warranty at time of failure;
- Any items not stipulated in the Service Schedule for normal operating conditions provided by Toyota SA, such as:
 - Reconditioning, adjustments and engine diagnostics (unless specified);
 - Additional services or items requiring replacement as a result of severe operating conditions;
 - Work arising out of any further or additional loss of whatsoever nature including failure of/or damage to any component or part caused by the failure of a non-covered part;
 - Vehicle breakdown;
- Damage resulting from:
 - Not servicing the vehicle as per the Manufacturer's recommended service schedule;
 - Vehicle abuse or negligence.

TRANSFER OF YOUR TOYOTA GENUINE EXTENDED SERVICE PLAN

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

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

Your vehicle's **Toyota Genuine Extended Service Plan** may not be transferred from one vehicle to another, due to varying risk parameters that are taken into account when pricing for your vehicle's **Toyota Genuine Extended Service 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 Extended Service 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 Extended Service 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 the vehicle which may be subjected to the vehicle's warranty cover to a Toyota SA Authorised Dealer/Service Centre;
- Carry out preventative maintenance in respect of the vehicle; including the inspection of engine oil level, coolant levels and tyre pressure.
- Check and sign invoices for servicing upon completion of the work.

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 Extended Service Plan number;
4. Current odometer reading on your vehicle;
5. Type of service required;
6. Dealership name and address.

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

Thank you for choosing the **Toyota Genuine Extended Service Plan**, the only extended SERVICE PLAN 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. 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

