

# Toyota Certified Used Vehicle Warranty Supplement

Warranty, Roadside Assistance and General Information



Certified  
Used Vehicles

**Roadside Assistance**



**Certified  
Used Vehicles**

**1-800-297-0486**

## LIMITED WARRANTY, ROADSIDE ASSISTANCE, AND GENERAL INFORMATION

### Toyota Certified Used Vehicle Warranty Registration

A. Certified Purchase Date:

Month \_\_\_\_\_ Day \_\_\_\_ Year \_\_\_\_\_

B. Mileage \_\_\_\_\_

C. Warranty Periods: Toyota Certified Used Vehicle Limited Comprehensive Warranty expires 12 months or 12,000 miles from time of certified vehicle purchase or lease, whichever comes first.

Toyota Certified Used Vehicle Limited Powertrain Warranty expires 7 years from the Toyota Certified Used Vehicle sale date or when the odometer reaches 100,000 total vehicle miles, whichever comes first.

D. Your Toyota Certified Used Vehicle Limited Comprehensive Warranty expires the earlier of:

Month \_\_\_\_\_ Day \_\_\_\_ Year \_\_\_\_\_ Mileage \_\_\_\_\_

AND Your Toyota Certified Used Vehicle Limited Powertrain Warranty expires the earlier of:

Month \_\_\_\_\_ Day \_\_\_\_ Year \_\_\_\_\_ Mileage \_\_\_\_\_

E. Your Roadside Assistance Protection expires:

Month \_\_\_\_\_ Day \_\_\_\_ Year \_\_\_\_\_

Model

Model Year

Vehicle ID Number

Customer Name

Key Number

Dealer Information:

Name

City, State

Dealer Code

Toyota Certification Number

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### **This Is a Supplement to Your Vehicle Owner's Manual and Owner's Guide.**

Keep this Supplement in your vehicle. In this Supplement you will find the Toyota Certified Used Vehicle Limited Comprehensive Warranty ("Limited Comprehensive Warranty") and the Toyota Certified Used Vehicle Limited Powertrain Warranty ("Limited Powertrain Warranty"), which together make up the Toyota Certified Used Vehicle Limited Warranty. You will also find facts about Toyota parts and service.

- Warranty information is provided to protect your investment with an outline of procedures for solving almost any problem you may have with your Certified Toyota. Additional important warranty information is found in your Owner's Manual and Owner's Guide; be sure to read them carefully.
- All information, including the terms and conditions of the Toyota Certified Used Vehicle Limited Warranty, is based on the latest data available at the time of publication and is subject to change without notice.
- Please be aware that any modification to your Toyota could affect its performance, safety, or durability, and may even violate government regulations.

## WELCOME TO THE TOYOTA FAMILY

The entire Toyota organization would like to take this opportunity to thank you for purchasing your Toyota Certified Used Vehicle.

Toyota wants you to achieve the optimum satisfaction with your purchase of this high-quality vehicle. To better ensure this level of satisfaction, please invest a small amount of time to:

- Read and carefully consider the recommendations contained in this Supplement, the original Owner's Guide, and the Owner's Manual.
- Bring your vehicle to an authorized Toyota dealership for the maintenance recommendations contained in the Owner's Manual.

Please accept our best wishes for many years of pleasurable and safe driving in your Toyota Certified Used Vehicle.

## TOYOTA CERTIFIED USED VEHICLE PREPARATION

### Toyota Teamwork in Quality

Each Toyota Certified Used Vehicle is subjected to a 160-point Quality Assurance Inspection before it is offered for sale at your Toyota dealership. Preparing your Toyota is a team effort between Toyota and your dealership's Sales and Service Departments to ensure that each Toyota Certified Used Vehicle meets Toyota's exacting standards for mechanical quality and physical appearance.



**Certified  
Used Vehicles**

## HOW TO GET ASSISTANCE

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### To Our Customers

Toyota has a commitment to you and your satisfaction. From your first phone call or visit to the dealership, through the purchase and delivery of your Toyota Certified Used Vehicle, to after-sales service, your satisfaction is Number One with us.

If you should experience a problem or concern, either within or outside of the warranty period, please follow these procedures in the sequence listed for the fastest possible response.

#### **Step 1: Contact the Toyota Dealership's Customer Relations Manager.**

If you have a question, concern, or complaint, just ask for the dealership's Customer Relations Manager. This person has been specially trained to understand the customer's point of view when a question or problem arises.

The Customer Relations Manager has the responsibility to resolve most cases and will make every effort to conduct a fair review of your situation.

#### **Step 2: Call the Toyota Brand Engagement Center.**

If for any reason you still need assistance after contacting the dealership Customer Relations Manager, please call Toyota's Brand Engagement Center toll-free at:

**(800) 331-4331**

For additional information on the Toyota Certified Warranty, please call toll-free at:

**(800) 228-8559**

For Roadside Assistance\*, please call toll-free at:

**(800) 297-0486**

For our hearing- and/or speech-impaired customers, please call toll-free at:

**(800) 999-9035**

A Toyota Representative will review your request and help with any further questions or problems you may have regarding your vehicle warranty or any special policy adjustments.

**Note:** In order to give you the greatest assistance possible, please help us by providing the following information when you call:

- Vehicle Identification Number. (You will find this 17-digit number located on the driver's side corner of the dash under the window. It is also listed on your sales contract/invoice.)
- Current mileage on your Toyota (if applicable).
- Names of the selling and servicing dealerships.
- Your daytime and evening phone numbers.

\*For details, please see page 14.

# TOYOTA CERTIFIED USED VEHICLE LIMITED COMPREHENSIVE WARRANTY

## **Warrantor**

Your Toyota Certified Used Vehicle Limited Comprehensive Warranty (“Limited Comprehensive Warranty”) is provided by Toyota Motor Sales, U.S.A., Inc. and its affiliate Toyota Motor Insurance Services, Inc., a California corporation.

## **Limited Comprehensive Warranty Period**

The Limited Comprehensive Warranty expires at the earlier of 12 months from the date of purchase or when 12,000 miles have elapsed from the vehicle’s odometer on that same date of purchase.

## **Limited Comprehensive Warranty Coverage**

This warranty covers any repair or replacement of components that fail under normal use due to a defect in materials or workmanship.

Coverage is limited to those components and parts listed under the following section, “What is Covered.”

## **\$0 Deductible**

Any repair or replacement of a covered component may be made with a functionally equivalent component, including new, used, remanufactured, or rebuilt components, as determined by Toyota. This Limited Comprehensive Warranty also provides travel protection and substitute transportation as described on pages 5 and 6.

## **7-year/100,000-mile Roadside Assistance\***

In addition to the terms of the Toyota Certified Used Vehicle Limited Warranty, Toyota is proud to provide the following Roadside Assistance Protection services and benefits to our customers as another indication of our commitment to quality service for our Toyota Certified Used Vehicle owners. For details on the Roadside Assistance Protection as described on page 14.

## **Limited Comprehensive Warranty Transfer**

Your Limited Comprehensive Warranty is transferable to the subsequent owner of the Toyota Certified Used Vehicle, at no charge; however, the Toyota Certified Used Vehicle Warranty is not transferable to any other vehicle.

## **Limited Comprehensive Warranty Travel Protection**

Travel Protection will be provided for the duration of your Toyota Certified Used Vehicle Warranty. If necessitated by an emergency warrantable condition, which requires overnight repairs covered by this warranty, Toyota will reimburse your overnight lodging expenses up to a maximum of five (5) days (up to \$100 per night) over the life of this warranty if you are more than 150 miles from your home. Reimbursement for lodging expenses can be arranged by contacting your Toyota dealer’s Service Manager for assistance or by calling (800) 228-8559.

\*For details, please see page 14.

## TOYOTA CERTIFIED USED VEHICLE LIMITED COMPREHENSIVE WARRANTY (CONT'D)

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### Limited Comprehensive Warranty Substitute Transportation

If your Certified Vehicle is undergoing a repair covered by this Certified Warranty, you are entitled to reimbursement for your substitute transportation expenses up to \$50 per day for up to five (5) days per occurrence. Valid rental receipts will be required for reimbursement. Reimbursement for rental car can be arranged by contacting your Toyota dealer's Service Manager for assistance or by calling (800) 228-8559.

### Where to Go for Warranty Service

Your Toyota dealer will make the necessary repairs or adjustments after obtaining authorization from Toyota. Repair or replacement of a part is at the discretion of Toyota. While any Toyota dealer in the continental United States of America or Canada will perform warranty service, Toyota recommends that you return to the dealership that sold you your vehicle because of their continued and personal interest in you.

### What is Covered by This Limited Comprehensive Warranty

All manufacturer-original equipment parts installed by the manufacturer or your selling dealer are covered under this agreement for mechanical failure, unless otherwise excluded.

### What is Not Covered by This Limited Comprehensive Warranty

#### Repairs Covered Under the New Vehicle Limited Warranty

- This coverage is secondary to the coverage provided by any remaining Toyota New Vehicle Limited Warranty (see your Owner's Manual for an explanation of the New Vehicle Limited Warranty).

#### Components Specifically Excluded from Coverage Under This Warranty:

Accessory Drive Belts; Batteries; Body Panels; Brake Linings, Pads and Shoes, Rotors and Drums; Bumpers; Carpet; Chrome; Clutch Friction Disc and Pressure Plate; Dash Cover and Pad; Door Fabric; Door Trim; Filters; Fluids; Fuel Cell Air Compressor; Fuel Cell Boost Converter; Fuel Cell Electronic Control Unit; Fuel Cell Hydrogen Tanks; Fuel Cell Power Control Unit; Fuel Cell Stack; Fuel Cell Vehicle Battery Pack; Glass (including Windshields); Headliner; Heating Hoses, Lines and Tubes; Hoses; Hybrid Vehicle Battery Pack\*; Hybrid Vehicle Battery Plug Assembly\*; Hybrid Vehicle Relay Assembly\*; Hybrid Vehicle Supply Battery Assembly\*; Hydrogen Fueling Electronic Control Unit; Interior and Exterior Trim and Moldings (including but not limited to: Ash Trays, Covers, Cup Holders, and Vents); Lamps, Light Assemblies/Housings, and Light Bulbs; Nuts, Bolts, Clips, Retainers, and Fasteners; Paint;

\* Covered under the Toyota Hybrid System Warranty.  
Refer to *Owner's Warranty and Maintenance Guide* for details.



## TOYOTA CERTIFIED USED VEHICLE LIMITED POWERTRAIN WARRANTY

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Rust and Corrosion Damage; Seat Covers; Sheet Metals; Shiny Metals; Spark Plugs; Structural Framework and Welds; Tires; Vacuum Hoses, Lines, and Tubes; Weather Stripping; Wheels and Rims; Windshield Wiper Blades (Rubber Component); All interior and exterior cloth, leather, and stitching including convertible tops and/or vinyl tops including but not limited to: any vibration, deterioration, discoloration, disfigurement, warping, fading, staining, stretching, ripping, punctures, tearing, and/or scratches.

### Warrantor

Your Toyota Certified Used Vehicle Limited Powertrain Warranty ("Limited Powertrain Warranty") is provided by Toyota Motor Sales, U.S.A., Inc. and its affiliate of Toyota Motor Insurance Services, Inc., a California corporation.

### Limited Powertrain Warranty Period

The Toyota Certified Used Vehicle Limited Powertrain Warranty expires at the earlier of 7 years from the Toyota Certified Used Vehicle sale date or when the odometer reaches 100,000 miles. (The expiration date should be included on page 1 of this Supplement. If it is not, please contact your selling dealer.)

THIS TOYOTA CERTIFIED LIMITED WARRANTY IS NULL AND VOID IN ALL RESPECTS IF THE FIRST RETAIL PURCHASE OF THIS VEHICLE AFTER ITS CERTIFICATION WAS FROM ANYONE OTHER THAN AN AUTHORIZED TOYOTA DEALER PARTICIPATING IN THE TOYOTA CERTIFIED USED VEHICLE PROGRAM.

**Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle is limited to the duration of these written warranties. Some states do not allow limitations on the time period for an implied warranty, so this limitation may not apply to you.**

### Limited Powertrain Warranty Coverage

This warranty covers any repair or replacement of components which fail under normal use due to a defect in materials or workmanship. Coverage is limited to those components and parts listed under the following section, "What Is Covered." In addition, coverage excludes those items listed under "What Is Not Covered" beginning on page 10.

### \$0 Deductible

Any repair or replacement of a covered component may be made with a functionally equivalent component, including new, used, remanufactured, or rebuilt components, as determined by Toyota. This Limited Powertrain Warranty also provides travel protection and substitute transportation as described on page 8.

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## TOYOTA CERTIFIED USED VEHICLE LIMITED POWERTRAIN WARRANTY (CONT'D)

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### Limited Powertrain Warranty Transfer

Your Toyota Certified Used Vehicle Limited Powertrain Warranty is transferable to the subsequent owner of the Toyota Certified Used Vehicle, at no charge; however, the Toyota Certified Used Vehicle Warranty is not transferable to any other vehicle.

### Limited Powertrain Warranty Travel Protection

Travel Protection will be provided for the duration of your Toyota Certified Used Vehicle Warranty. If necessitated by an emergency warrantable condition, which requires overnight repairs covered by this warranty, Toyota will reimburse your overnight lodging expenses up to a maximum of four (4) days (up to \$50 per night) over the life of this warranty if you are more than 150 miles from your home. Reimbursement for lodging expenses can be arranged by contacting your Toyota dealer's Service Manager for assistance or by calling (800) 228-8559.

### Limited Powertrain Warranty Substitute Transportation

If your Certified Vehicle is undergoing a repair covered by this Certified Warranty, you are entitled to reimbursement for your substitute transportation expenses up to \$50 per day for up to five (5) days per occurrence. Valid rental receipts will be required for reimbursement. Reimbursement for rental car can be arranged by contacting your Toyota dealer's Service Manager for assistance or by calling (800) 228-8559.

### Towing Protection

Towing for mechanical breakdown and collision recovery due to a mechanical breakdown is covered for 7 years/100,000 miles from date of TCUV purchase under Roadside Assistance Protection. For full Roadside Assistance benefit details, see page 14.

Alternative fuel vehicles, including electric and fuel cell vehicles, may be towed to the nearest authorized dealership.

### Where to Go for Warranty Service

Your Toyota dealer will make the necessary repairs or adjustments after obtaining authorization from Toyota. Repair or replacement of a part is at the discretion of Toyota. While any Toyota dealer in the continental United States of America or Canada will perform warranty service, Toyota recommends that you return to the dealership that sold you your vehicle because of their continued and personal interest in you.

# TOYOTA CERTIFIED USED VEHICLE LIMITED POWERTRAIN WARRANTY (CONT'D)

## What Is Covered by This Limited Powertrain Warranty

Coverage applies only to failure of the listed components.

### Engine Components:

ALL internally lubricated components and:

Balance Shaft	Exhaust Manifolds	Supercharger
Camshaft	Flexplate	Supercharger Intercooler
Crankshaft	Flywheel	Tensioners
Crankshaft Pulley	Fuel Pump*	Timing Belt
Cylinder Heads	Idler Pulley	Timing Chain
Engine Block	Intake Manifold	Timing Cover
Engine Control Computer*	Oil Pan	Timing Gears
Engine Mounts	Oil Pressure Switch	Turbo Intercooler
Engine Oil Reservoir	Oil Pump	Turbo Wastegate
Engine Oil Reservoir Pump	Oil Sending Unit	Turbocharger
Equipment Drive Shaft	Piston	Valve Covers
	Seals and Gaskets	Water Pump

### Manual Transmission — Transfer Case Components:

ALL internally lubricated components and:

Clutch Master Cylinder	Hoses, Lines and Tubes	Transfer/Transmission Case
Clutch Release Cylinder	Seals and Gaskets	Transmission Mounts
Gears and Shafts	Shift Linkage and Cables	

\*Hybrid vehicles only.

### Automatic Transmission — Transfer Case Components:

ALL internally lubricated components and:

Hoses, Lines and Tubes	Solenoids	Transmission Mounts
Seals and Gaskets	Torque Converter	Vacuum Modulator
Shift Linkage and Cables	Transfer/Transmission Case	

### Axle Assembly Components

#### (Front-, Rear-, Four-Wheel, and All-Wheel Drive):

ALL internally lubricated components and:

4x4 Actuators	Drive Axle Housing	Universal Joints
Axles and Bearings	Drive Shaft	Viscous Coupling
Center Support Bearing	Hubs	
Constant Velocity Boot Band	Locking Hubs	
Constant Velocity Joints and Boots	Seals and Gaskets	
Differential Carrier Assembly	Thrust Washers	

### Hybrid/Alternative Fuel Components:

Hybrid Actuator Assembly	Shift Control	Hybrid Vehicle Transaxle Assembly
Hybrid Vehicle Generator Assembly		Transmission Input Damper Assembly
Hybrid Vehicle Motor Assembly		

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## TOYOTA CERTIFIED USED VEHICLE LIMITED POWERTRAIN WARRANTY (CONT'D)

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### What Is Not Covered by This Limited Powertrain Warranty

#### Repairs Covered Under the New Vehicle Limited Warranty

- This coverage is secondary to the coverage provided by any remaining Toyota New Vehicle Limited Warranty (see your *New Vehicle Warranty and Maintenance Guide* for a complete description of the coverages provided by the New Vehicle Limited Warranty).

#### Examples of Components Not Covered by the Limited Powertrain Warranty for Used Vehicles Include But Are Not Limited to:

- **Air Conditioner Components/Heating Components**
- **Brake Components**
- **Computer and Electronic Components except for Engine Control Computer\***
- **Cooling System Components**
- **Electrical Components**
- **Engine, General and Transmission Components:** Air Control Valve (ACV); Air Pump; Catalytic Converter; Crankcase Ventilation Valve; Exhaust Gas Recirculation Valve; Exhaust Manifold Heat Insulator; Exhaust Pipe Gasket; Mixture Control Valve; Oil Cooler; Oil Filter Bracket Subassembly; Pair Valve (Reed Valve); Supercharger Bypass Valve; Supercharger Relay; Thermal Vacuum Valve; Thermostatic Valve; Vacuum Switch; Vacuum Switching Valve; Vacuum Transmitting Valve

- **Fuel System Components except for Fuel Pump\***
- **General Components:** See Components Specifically Excluded from Coverage on page 6.
- **Hybrid/Alternative Fuel Components except for those listed on page 9**
- **Steering Components**
- **Suspension Components**
- **Transmission Components:** Clutch Pedal Subassembly; Control Position Indicator Subassembly; Master Cylinder Reservoir; Radial Ball Bearing (for Clutch Release) and/or Clutch Fork; Shift Lever Boot and/or Retainer; Shift Lever Knob

#### Other Items Not Covered:

- Any accessory, whether distributed by Toyota or not, such as wheels, radar detectors, or cellular telephones.
- A non-covered or modified component.
- Any component which has not failed, but which a repair facility recommends or requires to be repaired, replaced, or adjusted.
- Any replacement component consisting of a used part and any replacement component that is not a Genuine Toyota Part.

\*Hybrid vehicles only.

## WARRANTY LIMITATIONS AND EXCLUSIONS

**The Toyota Certified Used Vehicle Limited Warranty covers repairs to covered components. This warranty does not cover any breakdown, mechanical failure or expenses, which are due to, result from, or are caused by any of the following:**

### **Factors Beyond the Control of Toyota**

- Abuse, or damage by collision, upset or falling objects, larceny or attempted larceny, theft or attempted theft, fire, explosion, or negligence.
- Contamination of fuels, fluids, coolants, oils, or lubricants including sludge, or other damage and any conditions caused by contamination of fuels, fluids, coolants, oils and/or lubricants.
- Rust or corrosion, or any conditions caused by rust or corrosion.
- Any alteration to your vehicle or any component thereof that does not meet the manufacturer's specifications.
- Any use of your vehicle not recommended by the manufacturer in your Owner's Manual, Supplement and/or Guide.
- Acts of God, war, riot, insurrection, natural disasters, including but not limited to: freezing, extreme heat, windstorms, rainstorms, nuclear contamination, lightning, dust storms, hailstorms, snowstorms, ice storms, earthquakes, or floods.

- Repairs and adjustments required as a result of misuse, negligence, modification, alteration, tampering, disconnecting, improper adjustment, or repairs (unless performed by a Toyota dealership during warranty repair work), accidents, and use of add-on parts.
- Failure caused by any direct or indirect modifications or parts not authorized or supplied by the vehicle manufacturer.

### **Pre-Existing Conditions**

- Any condition that existed prior to the date of purchase or lease, damage caused by a previous improper repair.

### **Lack of or Improper Maintenance**

- Repairs and adjustments resulting from lack of normal maintenance (for example: adjustments, alignment, tune-up, oil and filter change, etc.) and/or not maintaining proper levels of coolants, oils and/or lubricants or proper coolant/water ratio as specified by the manufacturer in your Owner's Manual, Supplement, and/or Guide.

### **Normal Noise, Vibration, and Deterioration**

- Normal noise, vibration, deterioration such as discoloration, fading, deformation, or blur, and/or normal wear and tear, including but not limited to, excessive oil consumption, loss of compression, or gradual reduction in operating performance due to burned or leaking valves or worn piston rings.

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## WARRANTY LIMITATIONS AND EXCLUSIONS (CONT'D)

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### Altered Mileage

- This warranty is null and void if the odometer is altered or changed so that the vehicle's mileage cannot be readily determined.

### Certain Usage Voids This Warranty

- Any use of the vehicle not recommended by the manufacturer in your Owner's Manual, Supplement and/or Guide will void this warranty. Also, this warranty is null and void in all respects including but not limited to: plowing snow, professional emergency, police services, competitive driving, racing, or towing a trailer whose weight exceeds Toyota recommendations.

### Operation of Vehicle Outside the Continental United States of America or Canada

- This warranty does not apply to any repairs performed outside the continental United States of America or Canada.

### Scrapped or Salvaged Vehicles

- Vehicles which have been damaged to such an extent that the owner or the institution financing, leasing, or insuring the vehicle considered it uneconomical to repair it and, as a result, the vehicle was not repaired by or for the person who owned the vehicle at the time of the event resulting in the damage are not covered. This includes but is not limited to those vehicles which are currently or were previously titled as "scrap," "salvage," or "dismantled."

### Extra Expenses and Damages

- **Toyota does not authorize any person to create for it any other obligation or liability in connection with this vehicle. The performance of repairs and needed adjustments is the exclusive remedy under this warranty or any implied warranty.**
- **Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle is limited to the duration of these written warranties.**
- TOYOTA SHALL NOT BE RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES (FOR OTHER THAN INJURY TO THE PERSON) RESULTING FROM BREACH OF THIS WARRANTY OR ANY IMPLIED WARRANTY.
- **Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusion may not apply to you.**
- **This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.**

### LIMITS OF LIABILITY

**This warranty shall never exceed either of the following:**

#### Over The Life Of This Warranty

- The aggregate of paid repair costs made under your Toyota Certified Used Vehicle Limited Comprehensive/Limited Powertrain Warranty is limited to the fair market value of the vehicle, as determined by Toyota using leading industry used car value guides such as National Automobile Dealers Association ("NADA") Official Used Car Guide or Kelley Blue Book, at the time this Certified Vehicle was purchased or leased.

#### Per Repair Visit

- For each repair visit, your Toyota Certified Used Vehicle Limited Comprehensive/Limited Powertrain Warranty is limited to the cost of the covered repair(s) or the fair market value of the vehicle, as determined by Toyota using leading industry used car value guides, such as National Automobile Dealers Association ("NADA") Official Used Car Guide or Kelley Blue Book at the time of the repair(s), whichever is less.

### Owner's Responsibilities

#### Care

- In the event of a mechanical failure, immediate action must be taken to protect the vehicle from further damage.
- You are responsible for properly operating and caring for your Toyota vehicle in accordance with the instructions in the Owner's Manual. If you drive your vehicle under severe driving conditions, you must follow the applicable maintenance requirements specified in the Owner's Manual.
- Maintenance is at your expense. Normal maintenance services, which all vehicles require, include without limitation, engine tune-ups, lubrication, cleaning and polishing, replacement of filters, coolant, spark plugs, fuses, worn wiper blades, brake pads and linings, and clutch linings.
- You are responsible to maintain proper levels of coolants, oils and/or lubricants or proper coolant/water ratio as specified by Toyota in your Owner's Manual. Any conditions caused by not maintaining proper levels of coolants, oils and/or lubricants (for example: engine failure due to lack of lubrication or overheating) may invalidate this warranty.

*Continued*

- Your dealer may recommend more frequent intervals than those outlined in your Owner's Manual or may include items which are in addition to those in your Owner's Manual. These additional services are not required to maintain your warranty coverage. Please see your dealer for an explanation of any maintenance recommendations which are not part of your vehicle's maintenance schedule.
- Warranty service is available only through an authorized Toyota dealer. Your Toyota dealership will make the necessary warranty repairs and adjustments using new, used, remanufactured, or rebuilt Toyota components, subject to the terms of coverage provided by this warranty. Any authorized Toyota dealer will perform warranty service. If you need to find a Toyota dealer near you, please:

**Visit [www.toyota.com](http://www.toyota.com)  
or call (800) 331-4331**

In addition to the terms of the Toyota Certified Used Vehicle Limited Warranty, Toyota is proud to provide the following Roadside Assistance Protection services and benefits to our customers as another indication of our commitment to quality service for our Toyota Certified Used Vehicle owners.

### Plan Provisions

#### Duration:

- The Toyota Certified Used Vehicle Roadside Assistance expires at the earlier of 7 years from the Toyota Certified Used Vehicle sale date or when the odometer reaches 100,000 miles

#### Hours of Operation:

- 24 hours a day/365 days per year

#### Area of Coverage:

- Continental United States of America or Canada

#### Services Provided:\*

- Towing for mechanical breakdown or collision recovery to the nearest Toyota dealership
- Flat tire changes or repairs utilizing your vehicle's inflated spare or repair kit
- Dead battery jump starts
- Lockout service
- Emergency fuel delivery of up to 3 gallons of fuel, no more than 2 times per month (except alternative fuel vehicles, including electric and fuel cell vehicles, which may be towed to an authorized charging or fueling station)

Please note that Roadside Assistance is not available in Mexico.

\* Excludes any parts required.



### How to Get Help

If your vehicle becomes disabled for any reason, all you need to do to get assistance is:

### Call (800) 297-0486

Have your Roadside Assistance card, which has the Vehicle Identification Number and your Member Number, available before calling the Roadside Assistance number. If this card is not available, have as much of the following information as possible available to expedite the dispatch process:

- Vehicle Identification Number (17 digits) located on the lower front corner of the dashboard on the driver's side and on a sticker on the driver's side doorpost
- Owner's Name and Address
- Vehicle License Plate Number
- Location of disablement, including the nearest major intersection

With your permission, the dispatch operator can message your GPS-enabled cellular phone to determine your location coordinates or may ask for the area code and prefix (first three numbers) if calling from a landline phone.

The dispatch operator will arrange for our network of service providers to service your call.

The local towing agency will then provide the necessary assistance.

Wait at the vehicle or in a secure location nearby for the arrival of the Roadside Assistance vehicle.

To safeguard the quality, reliability, and value of your vehicle, Toyota recommends using only Toyota Genuine Parts for maintenance and repairs. Like all Toyota products, Toyota Genuine Parts are built to the highest standards of quality and performance. They are also designed to fit your vehicle's exact specifications.

Your Toyota dealership maintains an extensive inventory of Toyota Genuine Parts to meet your vehicle service needs. And, because it is linked electronically to Toyota's Parts Distribution Centers, the dealership has quick access to any parts it may not have in stock.

When installed by a Toyota dealership, Toyota Genuine Parts (with the exception of batteries) are warranted for 12 months from the date of installation, regardless of mileage, or the remainder of any applicable New Vehicle Limited Warranty, whichever provides the greater coverage. Selected Toyota replacement parts are covered by a lifetime warranty (see your Toyota dealership for details). Non-Toyota Genuine Parts — and any damage or failures resulting from their use — are not covered by any Toyota warranty.

## TOYOTA GENUINE REMANUFACTURED PARTS

## TYPES OF COLLISION REPAIR PARTS

Toyota also offers the highest level of quality, fit, and performance in selected remanufactured parts. These parts enable you to economically maintain and repair your vehicle with Genuine Toyota quality. They also feature the same warranty coverage as new Toyota Genuine Parts. Available parts range from alternators to water pumps; ask your Toyota dealership for a complete list of remanufactured product offerings.

For all your maintenance and repair needs, insist on the quality and peace of mind you get only with Toyota Genuine Parts.

### **Insist on Genuine Toyota Quality**

If you are involved in a collision, you want your vehicle to be returned to its pre-accident condition when repaired. To maintain your Toyota's value, it's important to make sure it is repaired with Toyota Genuine Parts. Some repair shops and insurance companies may suggest using imitation or used salvage parts to save money. However, these parts do not meet Toyota's high standards for quality, fit, and corrosion resistance. In addition, imitation and used salvage parts are not covered by any Toyota warranty (see below).

To maintain the appearance, performance, and safety of your Toyota, make sure only Toyota Genuine Parts are used for collision repairs. Protect your investment; insist on Genuine Toyota quality.

TOYOTA WARRANTY COVERAGE REMAINS INTACT WHEN VEHICLE REPAIRS ARE COMPLETED WITH TOYOTA GENUINE

PARTS. TOYOTA WARRANTIES DO NOT COVER IMITATION OR USED SALVAGE PARTS OR ANY DAMAGE OR FAILURES CAUSED BY THE USE OF SUCH PARTS.

### **New original-equipment manufacturer (OEM):**

Parts that are made by the vehicle manufacturer or one of its licensees and distributed through its normal channels. These parts maintain the manufacturer's vehicle warranty.

### **Aftermarket or imitation:**

Parts that are made by companies other than the vehicle manufacturer or its licensees.

### **Recycled or used salvage:**

Used parts and assemblies that have been removed from another vehicle. There are no systems in place to regulate the quality or safety of these parts.

### **Remanufactured:**

Parts that have been returned to like-new condition through repair, refurbishing, or rebuilding.

DUE TO THE CRITICAL NATURE OF SUPPLEMENTAL RESTRAINT SYSTEMS (ALSO KNOWN AS AIRBAGS), TOYOTA DOES NOT SUPPORT THE USE OF IMITATION OR USED PARTS FOR THEIR REPAIR. ONLY NEW TOYOTA GENUINE PARTS SHOULD BE USED TO REPAIR OR REPLACE SUPPLEMENTAL RESTRAINT SYSTEMS.

### The Experts Say, “Buckle Up!”

The importance of using seat belts cannot be overemphasized. The safety experts from government and private organizations say, “Buckle Up!” Here are a few good reasons why:

- Properly adjusted seat belts can help reduce driving fatigue and help the driver maintain better vehicle control.
- Studies show that, generally, the safest place in a collision is inside your vehicle. Seat belts can help keep you there.
- Eight out of 10 injury accidents occur at speeds under 40 mph, but even below 5 mph, children can be injured during quick turns or sudden stops. Children who are too small to wear regular seat belts should always be provided with a Child Restraint System dynamically tested to meet federal standards.

In addition to seat belts, your Toyota vehicle may be equipped with a driver’s side airbag or driver’s and front passenger’s side airbags (Supplemental Restraint System or SRS). Airbags have been designed to supplement the three-point seat belt by providing additional protection by restraining the driver’s and front passenger’s forward motion in the event of a more serious frontal accident.

**The SRS does not replace use of the seat belt.** To obtain maximum protection in an accident, the driver and all passengers in the vehicle should always wear their seat belts.

### Get That Good Feeling

Familiarize yourself with the operation of your seat belts, as explained in your Owner’s Manual. Wear them every time you drive your Toyota, and encourage those who ride with you to do the same.

Remember: for peace of mind, buckle up...it’s a good feeling!

# MAINTENANCE RECORD

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See your Owner's Manual for schedule of oil and filter changes, adjustments, and maintenance.

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**1**

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

R.O.: \_\_\_\_\_

Dealer #: \_\_\_\_\_

Authorized Signature \_\_\_\_\_

---

**4**

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

R.O.: \_\_\_\_\_

Dealer #: \_\_\_\_\_

Authorized Signature \_\_\_\_\_

---

**7**

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

R.O.: \_\_\_\_\_

Dealer #: \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Owner's Name \_\_\_\_\_

Vehicle ID Number \_\_\_\_\_ In-Service Date \_\_\_\_\_

---

**2**

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

R.O.: \_\_\_\_\_

Dealer #: \_\_\_\_\_

Authorized Signature \_\_\_\_\_

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**5**

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

R.O.: \_\_\_\_\_

Dealer #: \_\_\_\_\_

Authorized Signature \_\_\_\_\_

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**8**

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

R.O.: \_\_\_\_\_

Dealer #: \_\_\_\_\_

Authorized Signature \_\_\_\_\_

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**3**

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

R.O.: \_\_\_\_\_

Dealer #: \_\_\_\_\_

Authorized Signature \_\_\_\_\_

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**6**

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

R.O.: \_\_\_\_\_

Dealer #: \_\_\_\_\_

Authorized Signature \_\_\_\_\_

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**9**

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

R.O.: \_\_\_\_\_

Dealer #: \_\_\_\_\_

Authorized Signature \_\_\_\_\_

# MAINTENANCE RECORD

See your Owner's Manual for schedule of oil and filter changes, adjustments, and maintenance.

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**10**

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

R.O.: \_\_\_\_\_

Dealer #: \_\_\_\_\_

\_\_\_\_\_

Authorized Signature

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**13**

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

R.O.: \_\_\_\_\_

Dealer #: \_\_\_\_\_

\_\_\_\_\_

Authorized Signature

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**16**

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

R.O.: \_\_\_\_\_

Dealer #: \_\_\_\_\_

\_\_\_\_\_

Authorized Signature

Owner's Name \_\_\_\_\_

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Vehicle ID Number \_\_\_\_\_

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**11**

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

R.O.: \_\_\_\_\_

Dealer #: \_\_\_\_\_

\_\_\_\_\_

Authorized Signature

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**14**

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

R.O.: \_\_\_\_\_

Dealer #: \_\_\_\_\_

\_\_\_\_\_

Authorized Signature

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**17**

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

R.O.: \_\_\_\_\_

Dealer #: \_\_\_\_\_

\_\_\_\_\_

Authorized Signature

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In-Service Date \_\_\_\_\_

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**12**

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

R.O.: \_\_\_\_\_

Dealer #: \_\_\_\_\_

\_\_\_\_\_

Authorized Signature

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**15**

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

R.O.: \_\_\_\_\_

Dealer #: \_\_\_\_\_

\_\_\_\_\_

Authorized Signature

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**18**

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

R.O.: \_\_\_\_\_

Dealer #: \_\_\_\_\_

\_\_\_\_\_

Authorized Signature

## OWNER INFORMATION CHANGE

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If you transfer ownership of this vehicle, please update an Owner Information Update. This can be done online at:

**[www.toyota.com/owners/update-ownership-info](http://www.toyota.com/owners/update-ownership-info)**

or you can contact us at our toll-free number:

**(800) 331-4331**

When you call our toll-free number, please have your vehicle identification number (VIN) available to perform the Owner Information Update. The VIN is a 17-digit number located on the lower front driver's side corner of the vehicle's dash and is visible through the windshield.

Notifying Toyota of owner information changes will ensure that our records are updated for future reference by your Toyota dealer during service visits or for future contacts by the Toyota Division.

Thank you.

If you transfer ownership of this vehicle, please update an Owner Information Update.

This can be done online at:

**[www.toyota.com/owners/update-ownership-info](http://www.toyota.com/owners/update-ownership-info)**  
**(800) 331-4331**



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Used Vehicles**