



# CARE

## Extended Service Plan

Caring all the way

Every Toyota - from the largest truck to the most compact car - has one thing in common: It is backed with extraordinary caring, all the way.

Caring begins with quality craftsmanship, technological innovation and highly trained technicians and staff. But that's just the start. Because, more than that, we care about delivering superior service to our customers all the way down the road - proud to uphold the reputation for uncompromising reliability that is synonymous with Toyota.

For optimal peace of mind and affordability, ToyotaCare offers a variety of ToyotaCare Extended Service Plan options on new and Automark vehicles tailored to your pocket and preference.

At Toyota, we care for your vehicle as much as you do - and the Extended Service Plan is just one of the ToyotaCare offerings that enables us to demonstrate our commitment to caring and to prolonging your joy of ownership.



**ToyotaCare**

### Q: What is a ToyotaCare Extended Service Plan?

Most Toyota vehicles come out with a standard manufacturer's Service Plan. There are two types of plans: 5 years/90 000km and 4 years/60 000km, depending on the model. A ToyotaCare Extended Service Plan enables you to select the additional number of services that suit your travelling needs, to a maximum of 200 000km. The year parameter can be extended. The extended plan covers scheduled service costs.

### Q: How does an upgrade Service Plan save you money?

You pay for tomorrow's costs at today's rate, making it a valuable and an affordable investment. You are not exposed to increased labour or parts prices for the duration of the contract.

### Q: Which items are covered in the ToyotaCare Extended Service Plan?

As with the manufacturer's Service Plan, the ToyotaCare Extended Service Plan will cover service parts and labour used in accordance to the specified Toyota Service Schedule. When you take your Toyota for a service during the specified period of the ToyotaCare Extended Service Plan, you will not pay for the following:

- Oil, oil filters and sump plug gaskets
- Spark plugs
- Brake fluid
- Remote control batteries
- Labour charges for the services specified in the Book of Life
- Air filters
- Fuel filters
- Consumables or sundry charges
- Long life coolant

Consult your ToyotaCare Book of Life for details on the regular service requirements and intervals. For details of service content for scheduled services, please contact your dealer or go to [www.toyota.co.za](http://www.toyota.co.za)

### Q: Does my new vehicle have a standard manufacturer's Service Plan?

The manufacturer's Service Plan included with the purchase of a new vehicle varies. Most new Toyota vehicles purchased, are however, issued with a manufacturer's Service Plan of 5 years/90 000km, 4 years/60 000km or depending on models and year of manufacturing. Please refer to your model on the Toyota web site ([www.toyota.co.za](http://www.toyota.co.za)) or your Book of Life for the details regarding your specific vehicle.

### Q: May I purchase a manufacturer's Service Plan or ToyotaCare Extended Service Plan if the vehicle was not issued with a manufacturer's Service Plan?

Yes. A ToyotaCare Extended Service Plan may be added at any time, within the parameters of the product offering.

### Q: May I purchase a ToyotaCare Extended Service Plan on an Automark vehicle, or after the normal manufacturer's Service Plan elapsed?

Yes. A ToyotaCare Extended Service Plan may be added to an Automark vehicle, as well as to a new vehicle after the normal manufacturer's Service Plan expired.

### Q: What is the difference between a Service Plan, a Maintenance Plan and a Warranty?

A Service Plan is a product purchased to cover the standard replacement parts and labour of regular, scheduled services in the specified service intervals. A Maintenance Plan covers all service schedule items, but also includes wear-and-tear items (excluding tyres, fuel and top-up oils). The unique aspect of the ToyotaCare product is that as from September 2009, it will include an extended warranty portion to cover major component failure due to manufacturing defect.

An Extended Warranty is an insurance-related product, providing you with financial protection in the event of mechanical or electrical failure of a component. To keep the plan valid all servicing has to be done at a Toyota dealer. An Extended Warranty covers all components that fail due to manufacturing defect, it does not cover normal wear-and-tear due to normal usage.

All three products can be financed through Toyota Financial Services by linking them to your current finance agreement with TFS, diluting the cost into manageable monthly instalments. Monthly contracts for non-TSF customers can be done via our administrators - Innovation Group.

### Q: What happens if I sell my vehicle?

The policy stays with the vehicle, the cost recovery can be done within the sale price of the vehicle as an added extra.

### Q: Should I have a question with an active ToyotaCare Extended Service Plan, who do I contact?

Please contact your Service Advisor at your local Toyota Dealership.

### Q: Why a genuine ToyotaCare Extended Service Plan?

A ToyotaCare Extended Service Plan is the only genuine Extended Service Plan by Toyota for Toyota vehicles, and backed by the reliable brand to provide ultimate peace of mind.

- No compromise is made on affordability, quality workmanship, and genuine parts.
- You pay for tomorrow's costs at today's rate, making it a valuable and an affordable investment. You are not exposed to increased labour or parts prices for the duration of the contract.
- Only Toyota genuine parts are used, which carry a 1 year warranty, and will not affect your vehicle's standard or extended warranty.
- Standard replacement parts and labour of services are covered by the ToyotaCare Extended Service Plan.
- The Service Plan is honoured by the strong country-wide network of Dealerships. Your vehicle may be serviced by any authorised Toyota dealership.
- It is available on all Toyota models - new and Automark.

For more information on Extended Service Plans, Extended Warranties, Extended Maintenance Plans and any other products within the reliable Toyota brand, please contact your Service Advisor at your local Toyota Dealership.

## Benefits of a ToyotaCare Extended Service Plan

- ToyotaCare Extended Service Plan is the only genuine Extended Service Plan endorsed and honoured by Toyota South Africa.
- You pay for tomorrow's costs at today's rate, making it a valuable and an affordable investment. You are not exposed to increased labour or parts prices for the duration of the contract.
- Toyota Financial Services can offer flexible payment options to suit your needs.
- Your vehicle's resale value will increase. When the vehicle is sold, the policy stays with the vehicle and the cost recovery can be done within the sale price of the vehicle as an added extra.
- It is available on both new and Automark vehicles, and is applicable to all models.
- Standard replacement parts and labour of services are covered.
- Only Toyota Genuine Parts are used. These parts carry a 1 year warranty, and will therefore not affect your vehicle's standard or extended warranty.
- The vehicle is serviced by certified technicians with extensive knowledge of Toyota vehicles.
- Toyota has an extensive network of authorised Dealerships country-wide, and in Southern Africa, your vehicle can be serviced at any of these authorised Toyota Dealerships.
- It provides peace of mind and worry-free motoring.

For more information, please contact your Service Advisor at your local Toyota Dealership or visit our web site: [www.toyota.co.za](http://www.toyota.co.za)



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