

# owner's manual supplement

warranty, maintenance & roadside assistance information for

**2009** models



**IMPORTANT NOTICE  
FOR THE  
DELIVERING SALES CONSULTANT**

Please affix the New Vehicle Information  
Statement in this area

**IMPORTANT:** Vehicle Delivery Certificate to be completed and signed at the time of delivery.

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# Satisfaction ... Over the Years

At Toyota, our top priority is always our customers. We know your Toyota is an important part of your life and something you depend on every day. It's for that very reason, we're dedicated to building products of the highest quality and reliability.

Our excellent warranty coverage is evidence that we stand behind the quality of our vehicles. We're confident, as you should be, that your Toyota will provide you with many years of enjoyable driving.

Toyota wishes to ensure your continued satisfaction and may need to contact you regarding special programs to assist with servicing beyond the normal warranty policy. When we establish special programs, we mail details to all applicable owners we have on record. It is for that reason, you need to utilize the Customer Information Change Certificate in the centre of this booklet should your address change, or if you've purchased this vehicle from a previous owner.

Toyota owners of 1996 and newer vehicles can join Club Toyota at no charge by visiting [www.toyota.ca](http://www.toyota.ca) to register. As a Club Member, you can receive up-to-the-minute news on new products, services and upcoming events. You can also schedule Service Reminders, view your Service History, Warranty and ECP details, and review your TFS lease/loan account information on-line.

To provide you with additional protection against unexpected service costs, we offer the Toyota Extra Care Mechanical Protection plan. We'll tell you more about ECP later in this booklet. Your dealership can help you select the best plan for you.

Our goal is for every Toyota customer to enjoy outstanding quality, dependability and peace of mind throughout their ownership experience.

We want you to be a satisfied member of the Toyota family for many years to come.

You'll find that our after-sales service is second to none. The combination of Toyota trained technicians using Toyota Genuine parts is the reason why only your Toyota dealer can provide you with the level of service excellence that your Toyota deserves. We are committed to providing you with excellence in service at competitive rates.

## ODOMETER CHANGE RECORD

Repairs that have been performed on this vehicle have resulted in the transformation of the odometer reading to zero.

### ODOMETER ZEROED AT:

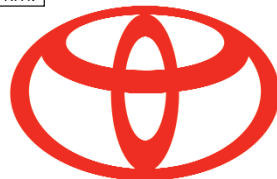
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 km.

### DATE:

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# Hybrids...Driving Into The Future

Toyota hybrids have been engineered to provide outstanding fuel economy and reduced exhaust emissions through the use of the Toyota "Hybrid Synergy Drive" System, while respecting the environment and preserving resources. They will also provide the comfort, convenience and reliability you expect from any Toyota vehicle.

While the automobile has made a tremendous contribution to worldwide development, it has also played a role in creating the current environmental situation, which requires better harmonization between man and the world. Electric and hybrid vehicles have the potential to greatly reduce the environmental challenges we now face. The "Hybrid Synergy Drive" combines a gasoline engine and electric motor to maximize energy efficiency and sharply reduce emissions.

## ABOUT YOUR HYBRID...

### ENERGY SAVING FEATURES

Include automatic engine shutdown when the vehicle is stopped and regenerative braking that converts kinetic energy into electricity to charge the battery. Under high speed and heavy load conditions, both the engine and the motor drive the wheels, so the engine always operates at peak efficiency.

### ENERGY FLOW

- ☐ The engine operates only in its most efficient range. So when the Hybrid is starting from rest or moving slowly, the engine shuts down and the electric motor drives the wheels.
- ☐ During normal driving, a power-split device divides the engine output between the wheels and the generator, which supplies electricity for the motor.
- ☐ During full throttle acceleration or under heavy load, the motor gets a power boost from the battery.
- ☐ During deceleration or braking, the motor functions as a generator, turning kinetic energy from the wheels into electricity to charge the battery.
- ☐ The computer-controlled charging system maintains a constant charge in the battery.
- ☐ When the vehicle is at a standstill, the engine automatically stops.

# Hybrids...Driving Into The Future

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## GENERAL PRECAUTIONS

### REFUELLING YOUR HYBRID

- ❑ Be sure to fully insert the refuelling nozzle in the fuel inlet tube. Improperly inserting the refuelling nozzle may result in fuel spurting from the fuel inlet tube.

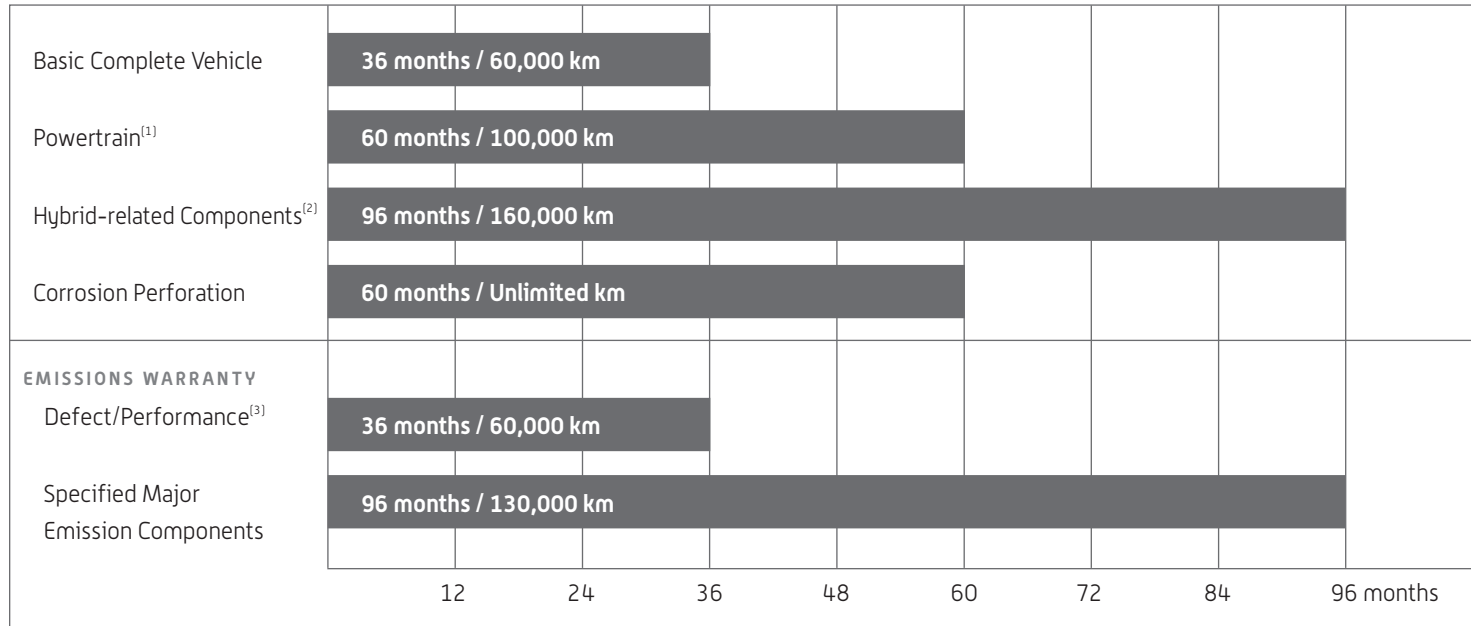
### OPERATION OF INSTRUMENTS & CONTROLS

- ❑ Ensure that vehicle is in "P" position when parking. With the selector lever in "N" position, the hybrid vehicle battery will not be charged even if the gasoline engine is operating.

NOTE: Please refer to your Prius, Highlander Hybrid or Camry Hybrid Owner's Manual for information regarding precautions for use of your hybrid vehicle and precautions to follow if an accident occurs.

# Toyota New Vehicle Warranty

## WARRANTY COVERAGE AT A GLANCE



(1) Hybrid Transaxle (w/motor) is covered by Powertrain warranty.

(2) Includes: HV Battery, Battery Control Module, Hybrid Control Module, Inverter with Converter.

(3) Performance warranty [related parts] coverage is for 24 months or 40,000 km, whichever comes first.

# Toyota New Vehicle Warranty

## **SOME THINGS YOU SHOULD KNOW ABOUT YOUR WARRANTY:**

### **WHO IS THE WARRANTOR?**

The Warrantor for these limited warranties is Toyota Canada Inc., ("TOYOTA"), 1 Toyota Place, Scarborough, ON, M1H 1H9

### **WHEN DOES THE WARRANTY BEGIN?**

The warranty period begins on the warranty registration date as shown on the new vehicle information statement on the inside cover of this booklet. The warranty registration date is the original in-service date and may be earlier than the date of sale.

### **WHICH VEHICLES ARE COVERED?**

These warranties apply to all 2009 model-year Toyota vehicles distributed by Toyota, which are originally sold by an authorized dealer in Canada and normally operated or touring in Canada, United States or U.S. territories.

### **REPAIRS MADE AT NO CHARGE**

Repairs and adjustment covered by these warranties are made at no charge for parts and labour. Components will be repaired or replaced with new or remanufactured parts at the option of Toyota. Replaced components are warranted for the balance of the applicable New Vehicle Warranty.

### **WHAT IF MY VEHICLE MUST BE TOWED?**

When your vehicle is inoperative due to a warranted part failure, towing service is covered to the nearest Toyota dealer.

### **YOUR TOYOTA VEHICLE CARRIES AN EXTENSIVE 36 MONTH/60,000 KILOMETRE WARRANTY:**

The basic complete vehicle warranty covers repairs on any part of the vehicle supplied by Toyota that is defective in material or workmanship, subject to the exceptions indicated under "What Is Not Covered" on pages 12 & 13.

Coverage is for a period of 36 months or 60,000 km, whichever comes first, with the exception of wheel alignment, balancing and related adjustments, which are covered for 12 months or 32,000 kilometres, whichever comes first.

### **YOUR TOYOTA IS BACKED BY THESE ADDITIONAL NEW VEHICLE WARRANTIES**

The powertrain components listed on page 7 are covered under the Toyota New Vehicle Warranty for a period of 60 months or 100,000 km, whichever comes first, subject to the exceptions indicated under "What Is Not Covered" on pages 12 & 13.



# Toyota New Vehicle Warranty

## ENGINE:

✓	Cylinder Block/Head And All Internal Parts
✓	Intake Manifold
✓	Timing Gears
✓	Timing Gear Chain/Belt And Cover
✓	Flywheel
✓	Valve Covers
✓	Oil Pan
✓	Oil Pump
✓	Water Pump
✓	Fuel Pump
✓	Engine Control Computer
✓	Engine Mounts
✓	Seals And Gaskets

## TRANSMISSION AND TRANSAXLE:

✓	Transfer Case And All Internal Parts
✓	Transmission/Transaxle Case And All Internal Parts
✓	Hybrid Transaxle (w/motor)
✓	Clutch Cover
✓	Torque Converter
✓	Engine Control Computer
✓	Transmission/Transaxle Mounts
✓	Seals And Gaskets

## FRONT WHEEL DRIVE:

✓	Final Drive Housing And All Internal Parts
✓	Axle Shafts
✓	Driveshafts
✓	Constant Velocity Joint
✓	Front Hub And Bearings
✓	Seals And Gaskets

## REAR WHEEL DRIVE:

✓	Axle Housings And All Internal Parts
✓	Propeller Shafts
✓	"U" Joints
✓	Axle Shafts
✓	Driveshafts
✓	Bearings
✓	Driveshaft Centre Supports
✓	Seals And Gaskets

The Hybrid-related components listed below are covered under the Toyota New Vehicle Warranty for a period of 96 months or 160,000 km, whichever comes first.

## HYBRID-RELATED COMPONENTS:

✓	HV Battery
✓	Battery Control Module
✓	Hybrid Control Module
✓	Inverter with Converter

# Toyota New Vehicle Warranty

## ACCESSORY WARRANTY

Accessories are warranted for 12 months or 20,000 kilometres or the balance of the new vehicle warranty period, whichever is greater.

The following exceptions are warranted for 12 months/unlimited kilometres from the date of purchase:

- ☐ Block Heaters
- ☐ Gold and Black Pearl Emblem Kits
- ☐ Front End Masks
- ☐ Tonneau Covers

## SAFETY RESTRAINT SYSTEMS

This warranty covers repairs needed on any seatbelt or air bag system supplied by Toyota that is defective in material or workmanship, subject to the exceptions indicated under "What Is Not Covered" on pages 12 & 13.

Coverage is for a period of 60 months or 100,000 kilometres, whichever comes first.

## CORROSION PERFORATION

This warranty covers repair of any original body sheet metal found, under normal use, to have developed a perforation (hole through the body panel) from corrosion due to defects in material or workmanship, subject to the exceptions indicated under "What Is Not Covered" on pages 12 & 13.

Coverage is for a period of 60 months regardless of distance travelled.

For information on how to protect your vehicle from corrosion, see the section entitled "A LITTLE TENDER LOVING CARE WILL HELP PROTECT AGAINST CORROSION" on page 32.

## EMISSION CONTROL WARRANTY

### EMISSION DEFECT WARRANTY:

Toyota warrants to owners of 2009 model year vehicles that the Toyota vehicle:

- ☐ Was designed, built and equipped so as to conform, at the time of sale, with all applicable emission standards.
- ☐ Is, at the time the warranty commences, free from defects in materials and workmanship, which may cause the vehicle to fail to conform with the applicable emission standards during the warranty period.

Toyota will provide you with coverage for the emission control parts listed under Item 1 on page 10 for 36 months or 60,000 kilometres, whichever comes first, under the terms of the New Vehicle Warranty. In addition, specific components may be entitled to additional coverage under the terms of the New Vehicle Warranty-Powertrain Component Coverage.

Emission Standards also require that the specified major emission control components listed under Item 2 on page 11 are covered for 96 months or 130,000 kilometres, whichever comes first.

# Toyota New Vehicle Warranty

## EMISSION PERFORMANCE WARRANTY:

Some Provincial and Local jurisdictions may have established periodic vehicle inspection and maintenance (I/M) programs to encourage proper maintenance of your vehicle. If an approved I/M program is in force in your area, you are eligible for emission performance warranty coverage.

If the vehicle fails to conform to the applicable emission standards during the warranty period and such failure results or will result in you having to bear any penalty or other sanctions under local, provincial or federal law, Toyota will make all adjustments, repairs or replacements that are necessary to ensure that the vehicle conforms to the applicable standard at no cost to you if:

- ☐ The vehicle has been maintained and operated in compliance with the instructions for proper maintenance and use contained in your Owner's Manual;
- ☐ the vehicle has not been misused or tampered with in a manner which caused the vehicle to fail to comply with the applicable emission standard; and
- ☐ fuel other than that specified in the Owner's Manual has not been used.

Toyota will provide you with this coverage for 24 months from the warranty registration date or 40,000 kilometres, whichever comes first.

In addition, the specified major emission control components listed under Item 2 on page 11 will be covered for 96 months or 130,000 kilometres, whichever comes first.

## STATEMENT OF EMISSION PERFORMANCE WARRANTY ENTITLEMENT:

A claim under this warranty will only be available if the vehicle fails an emission short test used by a provincial emission inspection/maintenance program, which has been approved by Toyota. Usually this means that an owner could be subject to a penalty under provincial law because of such failure. At the date of printing this warranty, some provinces did not have vehicle inspection/maintenance programs and had not enacted laws subjecting vehicle Owners to such penalties. Therefore, in some provinces or local areas, this warranty will not apply.

# Toyota New Vehicle Warranty

## EMISSION WARRANTY PARTS LIST:

1. Emission components covered against defect for 36 months 60,000 km or 24 months 40,000 km for performance:

### AIR/FUEL METERING SYSTEM

- EFI Components
  - Airflow Sensor
  - Throttle Body
  - Other Components
- Cold Start Enrichment System
- Deceleration Control System
- Air/Fuel Ratio Feedback Control System

### AIR INDUCTION SYSTEM

- Intake Surge Tank

### IGNITION SYSTEM

- Distributor and Internal Parts
- Ignition Coil and Igniter
- Ignition Wires
- Spark Plugs

### POSITIVE CRANKCASE VENTILATION SYSTEM (PCV)

- PCV Valve or PCV Orifice
- Oil Filler Cap

### EVAPORATIVE CONTROL SYSTEM

- Charcoal Canister
- Vapour Liquid Separator
- Fuel Tank
- Fuel Filler Cap
- Diaphragm Valve

### EXHAUST GAS RECIRCULATION (EGR) SYSTEM

- EGR Valve
- EGR Gas Temperature Sensor
- Associated Parts

### HYBRID VEHICLE SYSTEM

- Battery Cooling Fan
- Battery Air Duct
- System Main Relay & Battery Current Sensor
- HV Battery Thermistor

### CATALYST SYSTEM

- Constricted Fuel Filler Neck
- Exhaust Manifold
- Exhaust Pipe (Manifold to Catalyst and/or Catalyst to Catalyst)

### MISCELLANEOUS ITEMS USED IN ABOVE SYSTEMS

- Sensors, Switches and Valves
- Hoses, Clamps, Fittings, Tubing, Sealing Gaskets or Devices and Mounting Hardware, Pulleys, Belts and idlers

# Toyota New Vehicle Warranty

2. Specified Major Emission Control Components covered for 96 months  
130,000 km:

- Engine Control Module
- Catalytic Converter and Protector
- Data Link Connector
- Bulbs for Malfunctioning Indicator Lamp  
(Check Engine Warning Light)

## FACTS ABOUT THE EMISSION DEFECT AND PERFORMANCE WARRANTY

### REPLACEMENT PARTS:

The emission control systems of your vehicle were designed, built, and tested using Toyota Genuine Parts. Your vehicle is certified as conforming to applicable emission control standards. It is recommended that Toyota Genuine Parts be used, as replacement parts.

The use of non-Toyota parts and the performance of any maintenance or repair by other than a Toyota dealer will not affect your emission defect or performance warranty coverage unless the replacement parts that are used are not of equivalent quality or capacity, or the repairs are not performed at the standard required and the effectiveness of the emission control systems is impaired.

### OWNER'S RESPONSIBILITY:

It is the Owner's responsibility to ensure that the vehicle is maintained and operated in accordance with the written instructions for proper maintenance and use contained in your Owner's Manual and this supplement.

In an emergency situation, where an authorized Toyota dealer is not reasonably available, you may perform the repair or have the repair performed at any service establishment or by a person of your choosing. You will then be required to present the replaced parts and paid repair invoices to an authorized Toyota dealer for reimbursement of the emergency repair cost.

Maintenance records and receipts should be transferred to each subsequent owner.

### IF YOUR VEHICLE FAILS AN EMISSION TEST:

A claim may be submitted immediately upon the failure of the vehicle to conform to the applicable standards by following these steps:

1. Take the vehicle to any authorized Toyota dealer and present a copy of the emission short test report as evidence of failure. Also, take your maintenance records in case they are needed.

# Toyota New Vehicle Warranty

2. The Toyota dealer will inspect your vehicle and determine the warranty applicability within a reasonable period of time (not to exceed 30 days) from your initial vehicle delivery date to any authorized Toyota dealer or within the time period required by local or provincial law.
3. If, for any reason, the claim is denied, an explanation will be presented to you.
4. If Toyota fails to notify you of its decision within the time period specified, then Toyota shall be responsible for repairing the vehicle free of charge unless the delay is attributable to the Owner or factors beyond the control of Toyota or the Toyota dealer.
5. If you wish to obtain further information regarding the emission performance warranty, or if you have failed to receive satisfactory assistance from your Toyota dealer then you may contact:

TOYOTA CANADA  
CUSTOMER INTERACTION CENTRE  
1-888-869-6828

## WHAT IS NOT COVERED

### FACTORS BEYOND THE MANUFACTURER'S CONTROL:

This warranty does not cover damage or failures resulting directly or indirectly from any of the following:

- Fire, accident or theft
- Abuse or negligence
- Misuse – for example, racing or overloading
- Improper adjustments or repairs
- Modification, alteration or tampering, disconnection, including installation of non-Toyota Accessories
- Repairs and adjustments caused by improper maintenance, lack of required maintenance and/or the use of fluids, fuel, oil or lubricants other than those recommended in your Owner's Manual
- Installation of non-Toyota Parts
- Airborne chemicals, bird droppings, tree sap, road debris (including stone chips), salt, hail, floods, windstorms, lightning and other environmental conditions
- Water contamination

# Toyota New Vehicle Warranty

This warranty also does not cover the following:

## **NORMAL SOUND, VIBRATION AND DETERIORATION**

Conditions related to normal noise, wear, vibration, deterioration, discolouration, distortion, deformation and fading.

## **MAINTENANCE EXPENSE**

Normal maintenance services such as: engine tune-ups, lubrication, cleaning and polishing, replacement of coolant, filters, spark plugs, fuses, remote key/key fob batteries, worn wiper blades, brake pads/linings and clutch linings.

## **VEHICLES WITH ALTERED ODOMETER READING**

Failure of a vehicle on which the odometer has been altered or changed so that the actual kilometres driven cannot be determined.

## **SALVAGE OR WRITTEN-OFF VEHICLES**

The new vehicle warranty no longer applies on any Toyota vehicle which is designated at any time as salvaged, scrapped, junked, totalled or written off.

## **INCIDENTAL DAMAGES**

Incidental or consequential damages associated with a vehicle failure. Such damages include but are not limited to inconvenience, the cost of transportation (unless expressly provided in this warranty), telephone calls and lodging, the loss of personal or commercial property, and the loss of pay or revenue.

## **TIRES**

Tires originally installed on a new 2009 model year Toyota vehicle are warranted by the respective tire manufacturer. Refer to the tire pamphlet provided with your Toyota vehicle. If an original tire on your Toyota vehicle has a defect during the term of the tire manufacturer warranty, please contact your authorized Toyota dealer for assistance.

Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle, where permitted by law, is limited in duration to the duration of this written warranty. The performance of repairs and needed adjustments is the exclusive remedy under this written warranty or any implied warranty. Toyota shall not be liable for incidental or consequential damages by reasons of this written warranty or any implied warranty.

The provision of the above written warranties is in addition to any statutory warranties or other rights or remedies as may otherwise exist at law.

Toyota does not authorize any person or corporation to assume for it any obligation or liability or make any representation in respect of the Toyota New Vehicle Warranty.

# Owner Information

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## GENERAL INFORMATION

You are responsible for ensuring that your Toyota is operated and maintained according to the instructions in the Owner's Manual and this Owner's Manual Supplement.

You should keep detailed records of vehicle maintenance, since under some circumstances they may be required for warranty coverage. These records must include date of service, kilometres at time of service and a description of service performed and/or parts installed. For your convenience, a maintenance log is included in this manual. If you sell your vehicle, you should give your maintenance records to the new owner.

Club Toyota members who service at a participating Toyota dealer can access their Service History records on-line during ownership of the vehicle. Your Service History information is not transferable and cannot be viewed by a subsequent owner.

Toyota is committed to your satisfaction. Accordingly, there can be times when we may introduce Special Policy Adjustments that may apply to your vehicle beyond the warranty coverage. Please check with your Toyota Dealer to determine if any Special Policy Adjustment is applicable to your vehicle.

Club Toyota members can check on-line to see if a Campaign is applicable to their vehicle[s].

## WHERE TO GO FOR MAINTENANCE

Toyota recommends having maintenance performed by an authorized Toyota dealership.

Toyota dealership technicians are specially trained to maintain and repair Toyota vehicles. They stay current on the latest service information through Toyota technical bulletins, service publications and training courses. Many are also certified through the Toyota Certified Technician Program, which involves a series of rigorous written examinations. Feel free to ask any Toyota dealership to show you its technicians' credentials.

You can be confident you're getting the best possible service for your vehicle when you take it to a Toyota dealership.



# Owner Information

## REPLACEMENT PARTS

Toyota recommends using only Toyota Genuine Parts when you need to replace a part on your vehicle. Like all Toyota products, Toyota Genuine Parts are built to the highest standards of quality, durability 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 Centres, the dealership has quick access to any parts it may not have in stock.

Toyota Genuine Parts are covered by their own warranty or the remainder of any applicable New Vehicle Warranty [see your dealer for details]. **Non-Toyota Parts, or any damage or failures resulting from their use are not covered by any Toyota warranty.**

## EMERGENCY REPAIRS

Toyota may, at its sole discretion, reimburse you for repairs effected by non-Toyota authorized dealerships where there is no dealership reasonably available. Toyota will reimburse you for any of the repairs that are covered by warranty. To receive reimbursement, present to an authorized Toyota dealership your paid repair invoices and any parts that were removed from the vehicle. You will be reimbursed for warranted parts at the maximum manufacturer's suggested retail price and warranted labour at a geographically appropriate hourly rate multiplied by Toyota's recommended time allowance for the repair.

If your vehicle requires emergency repair, Toyota assumes no liability for subsequent failures caused by improper repairs or the use of non-Toyota Parts unless you have the vehicle properly repaired in a timely manner. To ensure that warranty coverage remains intact, have your vehicle checked out by an authorized Toyota dealership as soon as possible after an emergency repair.

# Owner Information

## BUCKLE UP FOR SAFETY!

In most Canadian and many American jurisdictions the use of seat belts and the use of restraints for smaller children are mandatory and penalties are provided for non-observance of this law. Apart from this, the importance of using seat belts cannot be over-emphasized. Studies show that the safest place in a collision is generally inside your vehicle and seat belts help keep you there.

## AIRBAGS DO NOT REPLACE SEAT BELTS:

Airbags are a Supplementary Restraint System (SRS) that inflates in a severe frontal or side collision. Airbags may not inflate in a moderate frontal or side collision nor are they designed to inflate in a rear collision. Therefore, seat belts must be worn at all times.

Never put objects in front of or on top of the airbags because these objects may prevent deployment or cause serious injury. *And never use rear-facing child restraint seats in the front passenger seat because the force and speed of the inflating bag could seriously injure a child.*

## PROTECT YOUR CHILD WITH AN APPROVED CHILD RESTRAINT SEAT:

Even though eight out of ten injury accidents occur at speeds under 65 km/h (40 mph), children can be injured during quick turns or sudden stops at speeds below 10 km/h (6 mph). Children who are too small to wear regular seat belts should always be provided with an approved Child Restraint System.

For more information on the operation of seatbelts, airbags and child restraint seats, please see your Owner's Manual.

## SERVICE FOR YOUR TOYOTA'S RADIO AND SOUND SYSTEMS

Your Owner's Manual has complete information on radio operation. But as a general rule, radio performance and particularly FM reception may be affected by factors such as natural terrain, man-made obstacles and your distance from the radio station's transmitter.

However, if the problem is not due to any of the factors above and you find your radio does require servicing, your Toyota's original equipment radio and sound system components are covered under the terms of the Toyota Basic New Vehicle Warranty.

# Owner Information

Any authorized Toyota dealer is prepared to minimize your inconvenience by replacing your radio/sound system rather than sending it out for repair by:

- Determining whether your radio can or cannot be repaired at the dealer.
- Ordering a replacement radio if it can't be repaired at the dealer.
- Installing the radio in your vehicle at your convenience once your replacement radio arrives at the dealer (usually within a few days).

Please note that only Toyota original equipment audio and Toyota supplied/Dealer installed audio are covered under the Toyota Basic New Vehicle Warranty.

## WHEN YOU NEED HELP, WE'RE HERE TO HELP YOU

At Toyota, service isn't just something we provide, it's a commitment we live by. We are dedicated to ensuring the very best product quality and customer care throughout your sales and service experiences.

For the most part, your dealer's sales or service departments can resolve any inquiries or concerns you may have with a sales transaction or servicing of your Toyota. But, despite the best intentions of all concerned, misunderstandings may occur. In these instances, we recommend that you take the following measures to ensure your satisfaction.

## CONTACT YOUR DEALER CUSTOMER RELATIONS REPRESENTATIVE:

If you have any questions at all or any concerns with your Toyota, just ask for the Customer Relations Representative at your dealer. In most instances, the Customer Relations Representative will be able to work with you to resolve your concern quickly and to your satisfaction.

Everyone at your Toyota dealership is truly interested in your satisfaction, so please allow your Toyota dealer the opportunity to demonstrate their commitment to you and your Toyota.

## CALL THE TOYOTA CANADA CUSTOMER INTERACTION CENTRE:

If for any reason you still require assistance or have further questions after discussing your concerns with the dealer customer relations' representative, Toyota Canada's Customer Relations Representatives are available to help you further.

**PLEASE CONTACT TOYOTA CANADA'S  
CUSTOMER INTERACTION CENTRE TOLL-FREE AT:  
1-888-TOYOTA-8 (1-888-869-6828)**

**OR VISIT OUR WEB SITE @ [www.toyota.ca](http://www.toyota.ca)**

# Owner Information

To help us provide prompt assistance please have the following information ready when you call:

- Vehicle Identification Number (V.I.N.). It's the 17-digit number which you'll find when looking through the windshield at the lower corner driver's side. It is also listed on your sales agreement.
- The name of your dealer.
- Your Toyota's current kilometres.

## CAMVAP – THIRD PARTY ARBITRATION

Occasionally a customer complaint cannot be resolved through Toyota Canada's Customer Interaction Centre.

If the first two steps of our commitment have not provided a solution to your satisfaction, you may wish to contact Canadian Motor Vehicle Arbitration Plan (CAMVAP), an arbitration program in which Toyota Canada Inc. participates.

CAMVAP will advise you about how your complaint can be reviewed and resolved by an independent third party through binding arbitration. There is no charge for using CAMVAP. Results are fast, fair and final as the award is binding on both you and Toyota Canada Inc.

Your complete satisfaction is the goal of Toyota Canada Inc. and our dealers. Toyota Canada's participation in CAMVAP makes a valuable contribution to our achieving that goal.

CAMVAP is available across Canada. For more information, call CAMVAP directly at 1-800-207-0685 or Toyota Canada's Customer Interaction Centre at 1-888-869-6828

## TOURING/RELOCATING OUTSIDE CANADA THE UNITED STATES AND U.S. TERRITORIES

If you are touring or relocating outside Canada, the United States or U.S. Territories, and a problem arises, please consult a local Toyota dealer. Please note, however, that warranty service may not be provided by the local dealer because the local Toyota distributor may have no obligation to provide warranty service to your vehicle, and/or your Toyota may not comply with the regulatory and/or environmental requirements of such country. In the United States, you may contact:

**TOYOTA MOTOR SALES, U.S.A., Inc.**  
**19001 S. Western Avenue,**  
**P.O. Box 2714**  
**Torrance, CA 90509-2714**  
**Tel: 1-800-331-4331**

# Owner Information

## ENVIRONMENTAL POLICY

As a responsible corporate citizen, Toyota Canada Inc. (TCI) is committed to protecting human health, natural resources and the local and global environment, in accordance with Toyota Motor Corporation's Environmental Charter. This dedication reaches further than compliance with the law. It encompasses the integration of sound environmental practices into our business decisions.

## THE TOYOTA COMMITMENT:

When you buy a Toyota Product, you can count on superb Quality, Reliability and Dependability, the foundation upon which we have built our reputation. Toyota has always been committed to the principle of continuous improvement, such as more fuel efficient engines, enhanced safety features and environmentally friendly products.

New Toyota vehicles that carry the Toyota 'Leaf Car' Logo have been classified as Low Emission Vehicles or LEVs. Through Toyota's Variable Valve Timing advanced engine technology and other technological advancements, these vehicles meet or surpass the North American standards for Low Emissions and help our environment by reducing the emission of Greenhouse gases that can lead to poor air quality and Global Warming.

Even if you do not own one of these new 'Green' Toyota vehicles, you can do your part to help improve the world we all live in by taking note of the following Driving Tips. These tips will help to reduce emissions and improve your fuel economy, so please take a moment to review these simple strategies to help our environment and enhance the quality of life for future generations.

## YOU CAN BE AN ECO DRIVER!

Tips from Toyota that can save you money and reduce excessive emissions.

### 1. GET IN THE HABIT OF NOT IDLING THE ENGINE.

(Does not apply to Hybrid vehicles)

When waiting for someone or stopped for an extended period of time, turn off the engine. Instead of running it for 5 minutes, you could save 65 cc of gasoline and reduce the CO<sub>2</sub> emissions by 420 grams (assuming 10 times per month).

### 2. REDUCE THE USE OF YOUR AIR CONDITIONER.

Turning off the air conditioner for 6 minutes could save 70 cc of gasoline and cut CO<sub>2</sub> emissions by 1340 grams (assuming a total of 3 hours per month).

# Owner Information

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## 3. CHECK YOUR TIRE PRESSURE REGULARLY.

Driving for 50 km with tires inflated to the proper pressure could save 150 cc of gasoline and cut CO<sub>2</sub> emissions by 1250 grams (assuming a total of 650 km a month) compared to running on underinflated tires by 0.5 kgf/cm<sup>2</sup> or 3 psi.

## 4. DRIVE AT AN ECONOMICAL SPEED.

You could boost your fuel economy by 10% to 30% by reducing speeds and not exceeding posted speed limits.

## 5. REMOVE UNNECESSARY WEIGHT FROM YOUR VEHICLE BEFORE DRIVING.

Taking 10 kg of unnecessary luggage or sports equipment out of your vehicle before driving 50 km could save 15 cc of gasoline and cut emissions by 130 grams (assuming a total of 650 km per month).

## 6. DON'T RACE THE ENGINE.

By not revving or racing the engine, you could save 6 cc of gasoline and cut emissions by 1150 grams (assuming 300 times per month).

## 7. AVOID 'JACK-RABBIT' STARTS AND FULL THROTTLE ACCELERATION.

By avoiding 'foot to the floor' starts and accelerating, you could save 17 cc of gasoline and cut CO<sub>2</sub> emissions by 360 grams (assuming a total of 40 times per month).

**PLEASE NOTE:** The fuel saving and emission reduction figures stated, are for the purpose of example. They are meant to represent what an average vehicle under average conditions may expect to obtain by following the Toyota ECO Driving tips guide. Your actual results may vary; but any attempt to reduce emissions will result in a cleaner world and we Thank You!

# Toyota Extra Care Mechanical Protection

**WE HAVE YOU COVERED!** With Extra Care Mechanical Protection, your new Toyota has inflation protected coverage on mechanical failures. It's the affordable and cost-effective way to guarantee your peace of mind and to protect your investment whether you buy or lease. In addition, it will enhance and extend your basic Toyota Roadside Assistance with **TOYOTA "EXTRA CARE" ROADSIDE ASSISTANCE** which provides you and your new Toyota with additional coverage such as Trip Interruption and Travel Planning Assistance. ECP Plans will also cover you on up to 17 major mechanical component groups after the manufacturer's warranty expires, along with vehicle Rental Assistance and Tire Road Hazard Protection. Please consult your Toyota dealer for further details on this very valuable and affordable option. At ECP...we really do have YOU covered!

## BUT MY TOYOTA ALREADY HAS A FACTORY WARRANTY!

*Yes, and it's one of the best! However, ECP is not a warranty ... it's much more.* It can provide you and your new Toyota with coverage such as:



Mechanical, accident towing and emergency road service.



Vehicle rental assistance.



Tire road hazard protection.



Trip interruption assistance.



Travel planning assistance.



It will also cover your vehicle with mechanical protection for up to seven years or 200,000 km \* which includes up to 17 major mechanical component groups.



Oil & filter voucher program. \*\*\*

## COUNT THE WAYS TOYOTA EXTRA CARE MECHANICAL PROTECTION ENHANCES YOUR DRIVING EXPERIENCE:

- ✓ Toyota Genuine parts
- ✓ Factory-trained Toyota technicians
- ✓ Assured, worry-free motoring
- ✓ Potential higher resale value
- ✓ Protects your budget against unexpected expenses
- ✓ Protects against the rising cost of vehicle repairs
- ✓ No deductible \*\*
- ✓ Maintenance services included (If purchased within 30 days of vehicle sale) \*\*\*
  - \* Whichever comes first.
  - \*\* No deductible on New and Lease vehicle programs.
  - \*\*\* See your dealer for more details.

# Recommended Maintenance

## COME ON HOME FOR THE SERVICE YOU NEED FROM THE PEOPLE YOU TRUST

Your new Toyota was designed and built to the highest standards and that quality means reliability, long-life and economical operation for years to come.

The quality of the investment you made in your new Toyota can only be maintained by Toyota Quality Service and Genuine Parts. And we think you'll find it pays to get the services you need from the people you trust.

Our Maintenance Menu outlines all the servicing your Toyota needs. Basic service on your Toyota is due every 6 months or 8,000 km, whichever comes first and includes the inspections recommended by Toyota.

All the basic maintenance your vehicle will need under the terms of your new vehicle warranty is outlined in our simplified Factory-Recommended Maintenance Menu on the next few pages, and a personalized Maintenance Menu is available to Club Toyota members on-line.

Additional services, if required due to individual operating conditions, may be recommended by your servicing dealer.

If you are not a Club Toyota member, please see your Toyota dealer for a priced copy of the Menu. It not only helps you budget for maintenance, but also illustrates just how little it will cost over the years to come.

## WHEN YOU VISIT YOUR DEALER FOR SERVICE THE STAFF WILL:

- Review and get your agreement on which service is needed, what will be done and at what price.
- Record the date and kilometres of each service in this manual so you have it for your records.
- Review your invoice, answer any questions and schedule your next visit.
- Give you a fresh copy of the priced Menu with your next visit highlighted.

## YOUR DEALER CONSIDERS YOU #1. AND THAT MEANS YOU CAN EXPECT EVEN MORE:

- Convenient and well-marked access to the Service Department and nearby parking.
- Clean, bright, pleasant service reception areas.
- Prompt, courteous attention from trained service personnel whose #1 job is to meet your service needs.
- Clear, simple and accurate explanations with "no-surprise" pricing.
- All work to be done right the first time and on time as promised.
- A convenient variety of payment options.
- A sincere desire to make you a regular customer by providing the services you need at a competitive price.
- Convenient on-line booking of Service Appointments, at participating dealers.



# Recommended Maintenance

## REGULAR MAINTENANCE SERVICE

Your Toyota requires the following regularly scheduled maintenance at the time and distance indicated on the interval chart.

### EVERY 6 MONTHS / 8,000 KM

### LUBRICATION

- Replace engine oil & filter.
- Remove & inspect air filter element (replace when required).
- Lubricate locks, latches & hinges.
- Inspect lights, horn & wipers for proper function.
- Inspect coolant, brake & washer fluid levels.
- Inspect tires & adjust pressure as required, including spare. Rotate tires if needed.

### EVERY 12 MONTHS / 16,000 KM \*

### SERVICE

- Replace engine oil & filter.
- Remove & inspect air filter element (replace when required).
- Lubricate locks, latches & hinges.
- Inspect lights, horn & wipers for proper function.
- Inspect coolant, brake, washer fluid, automatic transmission & hybrid transaxle fluid levels.
- Inspect drive belts for damage. Adjust belt tension if required.
- Inspect steering gear box, linkage and suspension parts for looseness, damage or leakage.
- Inspect ball joints & dust covers, drive shaft and steering rack boots, chassis nuts & bolts for looseness or damage.
- Tighten driveshaft bolts (Highlander Hybrid, RAV4).
- Inspect brake linings, drums, pads, discs, lines and hoses.
- Inspect exhaust system for leaks or damage.
- Inspect tires & adjust pressure as required, including spare. Rotate tires if needed.
- Road test.

\* A Maintenance Service is required at 24 months / 32,000 km, then every 12 months / 16,000 km, whichever occurs first.

## REGULAR MAINTENANCE SERVICE

Be sure to have all applicable fluids replaced as part of regularly scheduled maintenance at the time and distance indicated.

### FLUIDS

#### ENGINE COOLANT / INVERTER COOLANT

- Replace Super Long Life Coolant initially at 96 months/128,000 km, thereafter every 48 months/64,000 km (except Corolla, Matrix, Highlander [L4], RAV4 [L4] and Venza, Replace SLLC at 120 months/160,000 km, thereafter every 60 months/80,000 km)

#### AUTOMATIC TRANSMISSION & HYBRID TRANSAXLE/DIFFERENTIAL

##### All Models

- Replace fluid every 72 months/96,000 km (except Corolla, Matrix – Inspect ATF every 24 months/32,000 km). For Venza and Highlander [L4], (Inspect transmission for leaks, every 24 months/32,000 km)

#### MANUAL TRANSMISSION

- Replace fluid every 48 months/64,000 km (except Corolla/Matrix, Inspect fluid every 36 months/48,000 km)

#### DIFFERENTIAL (4WD & RWD MODELS ONLY)

- Replace fluid every 48 months/64,000 km (except Matrix AWD – Inspect rear differential fluid every 24 months/32,000 km and Venza AWD, Inspect rear differential for leaks every 24 months/32,000 km)

#### TRANSFER CASE (4WD MODELS)

- Replace fluid every 48 months/64,000 km (except Venza AWD, Inspect transfer case for leaks every 24 months/32,000 km)

**NOTE:** The scheduled maintenance is determined by the odometer reading or the time interval, whichever comes first.

# Recommended Maintenance

## SPECIFIC MAINTENANCE SERVICES

Certain Toyota vehicles will also require the following specialized attention. Be sure to have these services performed as part of regularly scheduled maintenance at the time and distance indicated.

### ALL MODELS

- Replace cabin air filter every 12 months/16,000 km \*
- Inspect fuel lines & connections, fuel tank vapour vent system hoses, fuel tank bands and fuel tank cap gasket every 24 months/32,000 km
- Perform brake service every 24 months/32,000 km (Corolla, Matrix, Highlander [L4], RAV4 [L4] and Venza)
- Inspect valve clearance [audible inspection only, adjustment not included] every 48 months/64,000 km, [except Camry (V6), Avalon, RAV4, Tacoma [L4], Tundra [5.7 L], Highlander, Sequoia [5.7 L], Venza, Sienna and Corolla/Matrix [1.8 L]]

### TACOMA (V6), 4RUNNER (V6) & FJ CRUISER

- Replace standard spark plugs every 36 months/48,000 km

### CAMRY, CAMRY HYBRID, COROLLA, MATRIX, AVALON, PRIUS, RAV4, YARIS, HIGHLANDER, HIGHLANDER HYBRID, 4RUNNER (V8), TUNDRA, SEQUOIA, SIENNA, TACOMA (L4), VENZA

- Replace iridium spark plugs every 192,000 km

### TUNDRA (4.7 L), SEQUOIA (4.7 L) 4RUNNER (V8), HIGHLANDER HYBRID

- Replace timing belt every 72 months/144,000 km

### TACOMA, TUNDRA, SEQUOIA, SIENNA (AWD), 4RUNNER, FJ CRUISER, MATRIX (AWD), VENZA (AWD)

- Tighten and/or lubricate propeller shaft every 12 months/16,000 km

\* Customers may inspect/replace filters on all models, themselves.

## SPECIAL OPERATING CONDITIONS

If you primarily operate your vehicle under any of the following conditions, please refer to the "Additional Maintenance Requirements Guidelines":

1. Short trips of less than 5 km (or less than 8 km in temperatures below 0°C).
2. Towing a trailer, using a camper or car top carrier.
3. Driving on dusty or muddy roads.
4. Frequent mountainous driving.

## ADDITIONAL MAINTENANCE REQUIREMENTS

- Inspect brakes, steering and suspension components every 6 months/8,000 km.
- Inspect driveshaft boots, propeller shaft and body/chassis bolts, every 6 months/8,000 km.
- Change manual transmission, transfer case and differential fluids every 24 months/32,000 km.

## OFF-ROAD MAINTENANCE REQUIREMENTS

If you are operating a four-wheel drive vehicle in off-road conditions, and have driven through deep sand, mud or water, you must immediately have the above "Additional Maintenance Requirements" performed, as well as change all fluids, and lubricate suspension parts.

# Recommended Maintenance

MAINTENANCE SERVICE RECORD					
MONTHS/KM	SERVICE	DATE	KM	DEALER #	R.O. #
6/8,000	Lubrication	____/____/____	_____	_____	_____
Authorized Signature _____					
12/16,000	Lubrication*	____/____/____	_____	_____	_____
Authorized Signature _____					
18/24,000	Lubrication	____/____/____	_____	_____	_____
Authorized Signature _____					
24/32,000	Service	____/____/____	_____	_____	_____
Authorized Signature _____					
30/40,000	Lubrication	____/____/____	_____	_____	_____
Authorized Signature _____					
36/48,000	Service	____/____/____	_____	_____	_____
Authorized Signature _____					
42/56,000	Lubrication	____/____/____	_____	_____	_____
Authorized Signature _____					

\* Plus tire rotation and visual inspection of brakes, steering, suspension and chassis components

# Recommended Maintenance

MAINTENANCE SERVICE RECORD					
MONTHS/KM	SERVICE	DATE	KM	DEALER #	R.O. #
48/64,000	Service	____/____/____	_____	_____	_____
	Authorized Signature _____				
54/72,000	Lubrication	____/____/____	_____	_____	_____
	Authorized Signature _____				
60/80,000	Service	____/____/____	_____	_____	_____
	Authorized Signature _____				
66/88,000	Lubrication	____/____/____	_____	_____	_____
	Authorized Signature _____				
72/96,000	Service	____/____/____	_____	_____	_____
	Authorized Signature _____				
78/104,000	Lubrication	____/____/____	_____	_____	_____
	Authorized Signature _____				
84/112,000	Service	____/____/____	_____	_____	_____
	Authorized Signature _____				

# Recommended Maintenance

MAINTENANCE SERVICE RECORD					
MONTHS/KM	SERVICE	DATE	KM	DEALER #	R.O. #
90/120,000	Lubrication	____/____/____	_____	_____	_____
Authorized Signature _____					
96/128,000	Service	____/____/____	_____	_____	_____
Authorized Signature _____					
102/136,000	Lubrication	____/____/____	_____	_____	_____
Authorized Signature _____					
108/144,000	Service	____/____/____	_____	_____	_____
Authorized Signature _____					
114/152,000	Lubrication	____/____/____	_____	_____	_____
Authorized Signature _____					
120/160,000	Service	____/____/____	_____	_____	_____
Authorized Signature _____					
126/168,000	Lubrication	____/____/____	_____	_____	_____
Authorized Signature _____					

# Recommended Maintenance

MAINTENANCE SERVICE RECORD					
MONTHS/KM	SERVICE	DATE	KM	DEALER #	R.O. #
132/176,000	Service	____/____/____	_____	_____	_____
Authorized Signature _____					
138/184,000	Lubrication	____/____/____	_____	_____	_____
Authorized Signature _____					
144/192,000	Service	____/____/____	_____	_____	_____
Authorized Signature _____					
150/200,000	Lubrication	____/____/____	_____	_____	_____
Authorized Signature _____					
156/208,000	Service	____/____/____	_____	_____	_____
Authorized Signature _____					
162/216,000	Lubrication	____/____/____	_____	_____	_____
Authorized Signature _____					
168/224,000	Service	____/____/____	_____	_____	_____
Authorized Signature _____					

# Recommended Maintenance

## FOR YOUR INFORMATION:

### AN EXPLANATION OF SCHEDULED MAINTENANCE ITEMS

The following explanations are provided to give you a greater awareness and understanding of the individual maintenance services that should be performed to ensure the long life and efficient operation of your Toyota.

These services should be recorded in this supplement to document your vehicle's maintenance history. This can also help to increase its resale value. Your dealer's staff are fully prepared to explain any aspect of maintenance for you.

### ENGINE OIL AND FILTER:

Change your engine oil and filter as scheduled. Use an API SM quality level engine oil (or ILSAC GF-4 specification), such as Toyota Genuine Engine Oil. For recommended viscosity, refer to your Owner's Manual.

### VALVE CLEARANCE:

Inspect for excessive tappet noise and/or engine vibration. A qualified Toyota technician should perform this service.

### DRIVE BELTS:

Inspect for cracks, excessive wear or looseness. Replace any damaged belt. Check belt tension and adjust as necessary.

### ENGINE COOLANT / INVERTER COOLANT:

Drain and refill the cooling system using only Toyota Super Long Life Coolant, to provide extended drain intervals. For Canada, an initial coolant change at 96 months or 128,000 km, whichever occurs first, is recommended to ensure system protection, [except Corolla/Matrix at 120 months or 160,000 km]. A qualified Toyota technician should perform this service.

### EXHAUST PIPES AND MOUNTINGS:

Visually inspect the exhaust pipes, muffler and hangers for cracks, deterioration or damage. Start the engine and listen carefully for any exhaust leakage. Tighten connections or replace parts as necessary.

### ENGINE AIR FILTER:

Inspect air filter element as scheduled and replace at least every 48,000 km. Visually check for accumulated dirt or damage. Clean with compressed air.

### FUEL LINES AND CONNECTIONS, FUEL TANK VAPOUR VENT SYSTEM HOSES, FUEL TANK BAND AND TANK CAP GASKET:

Visually inspect for corrosion, damage, cracks, loose or leaking connections. Tighten connections or replace parts as necessary.

# Recommended Maintenance

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## **SPARK PLUGS:**

Install new plugs of the same type as originally equipped. A qualified Toyota technician should perform this service.

## **BRAKE LININGS AND DRUMS, PADS AND DISCS:**

Check for scoring, burning, leaking fluid, broken parts, excessive wear or run-out. A qualified Toyota technician should perform this service.

## **BRAKE LINES AND HOSES:**

Visually check for proper installation. Check for chafing, cracks, deterioration or any leakage. Replace any deteriorated or damaged parts immediately. A qualified Toyota technician should perform this service.

## **STEERING LINKAGE:**

With the vehicle stopped, check for excessive free play in steering wheel. Check linkage for bending or damage. Replace any damaged parts.

## **BALL JOINTS AND DUST COVERS:**

Check the suspension, steering and steering linkage ball joints for looseness or damage. Check all dust covers for deterioration or damage. A qualified Toyota technician should perform this service.

## **STEERING GEARBOX:**

Inspect for signs of leakage. If any leakage is discovered, have it repaired immediately by a qualified Toyota technician.

## **DRIVESHAFT BOOTS:**

Check the driveshaft boots and clamps for cracks, deterioration or damage. Check for any damaged parts and, if necessary, repack the grease. A qualified Toyota technician should perform these services.

## **AUTOMATIC / MANUAL TRANSMISSION AND TRANSAXLE, HYBRID TRANSAXLE, DIFFERENTIAL:**

Inspect for signs of leakage. If any leakage is discovered, have it repaired immediately by a qualified Toyota technician.

## **NUTS AND BOLTS ON CHASSIS AND BODY:**

Retighten the seat mounting bolts and front and rear suspension member retaining bolts to specified torque.

## **TIRES:**

Inspect tires for damage or wear every 6 months/8,000 km, rotate as required. The appropriate interval depends on factors such as vehicle design, snow tire usage, driving habits and road conditions.



# Owner's Responsibilities

## SOME TIPS ON HOW TO HANDLE YOUR RESPONSIBILITIES AS AN OWNER

### LOOK AFTER YOUR TOYOTA'S SCHEDULED REGULAR MAINTENANCE:

Your Toyota has been designed to require the least maintenance possible. We have extended the kilometres between service intervals to save you time and money. That means each regularly scheduled maintenance visit is now more important than ever!

As the owner, it's your responsibility to properly operate, care for and maintain your Toyota in accordance with specified instructions and to keep maintenance records. In some instances, it may be necessary for you to show that the required maintenance has been performed.

### LOOKING AFTER YOUR OWN MAINTENANCE CAN SAVE YOU TIME AND MONEY:

There are many simple maintenance items you can look after if you have the tools and ability. However, some items are best left to the specialists at your Toyota dealer where they have the tools and skilled staff. Please check your owner's manual for items which are considered "Do-it-yourself".

### A CHECK LIST TO HELP YOU LOOK AFTER YOUR TOYOTA'S DAILY CARE:

This list below will help you know what to check on a regular basis to keep your Toyota in tip-top condition.

#### EXTERIOR

- ✓ Rotation & Condition of Tires
- ✓ Tire Inflation
- ✓ Wheel Nuts
- ✓ Wiper Blades
- ✓ Fluid Leaks
- ✓ Locks & Latches
- ✓ Lights & Signals

#### INTERIOR

- ✓ Horn/Warning Buzzers
- ✓ Wiper/Washer
- ✓ Defroster
- ✓ Seat Belt System
- ✓ Seat Components
- ✓ Mirrors
- ✓ Visors

#### UNDER HOOD

- ✓ Automatic Transmission Fluid (w/dipstick)
- ✓ Engine Oil
- ✓ Clutch/Brake Fluid
- ✓ Power Steering Fluid
- ✓ Windshield Washer Fluid
- ✓ Engine Coolant
- ✓ Inverter Coolant
- ✓ Battery Condition

#### GENERAL

- ✓ Overall Vehicle Finish and Appearance
- ✓ Steering/Handling
- ✓ Radiator Hoses
- ✓ Drive Belts
- ✓ Exhaust System Condition
- ✓ Brake Operation

# Owner's Responsibilities

## SOME WARNING SIGNS THAT MAY INDICATE SERVICE IS NEEDED:

You should always be on the alert for these warning signs. There are visual and audible indicators that service may be needed.

- ✓ Engine ping or stumble
- ✓ Engine loss of power or unusual sounds
- ✓ Oil or fluid leaks
- ✓ Underinflated tires
- ✓ Vehicle pulls to one side on level pavement
- ✓ Noisy or ineffective brakes
- ✓ Abnormal fuel consumption
- ✓ Abnormal temperature indication

## A LITTLE TENDER LOVING CARE WILL HELP PROTECT AGAINST CORROSION

Your vehicle was designed and built to resist corrosion and the use of additional rust inhibiting materials is therefore not necessary, nor is it required to keep your five year perforation warranty in effect.

## WASH YOUR VEHICLE ON A REGULAR BASIS:

In order to help protect your vehicle against corrosion, it's very important that you wash your vehicle regularly, following these suggestions:

- Use cold clean water and a mild vehicle soap.
- Wash your vehicle in the shade.
- If insects, tar or similar deposits have accumulated on your vehicle, wash it as soon as possible.
- If you drive on salted or dust controlled roads or near the ocean, hose off the undercarriage at least once a month.
- Ensure the drain holes in the lower edges of the doors and rocker panels are clear.

## TAKE SPECIAL MEASURES IF ANY OF THE FOLLOWING OCCUR:

- If you detect any stone chips or scratches in the paint, touch them up immediately.
- If your Toyota is damaged due to an accident or any other cause which destroys the paint and protective coating, have your vehicle repaired as soon as possible. (The cost of these repairs is the responsibility of the owner.)
- If you carry special cargo such as chemicals, fertilizers, de-icer salt, etc., ensure that materials are well packaged and sealed.
- If you do much driving on gravel roads, consider installing mud or stone shields behind each wheel.

# Toyota Roadside Assistance

As the proud owner of your Toyota, you won't have to worry about where you can obtain assistance when mishaps requiring Emergency Road Service or Mechanical Breakdown Towing occur. Throughout North America, our Roadside Assistance Representatives will always be there to ensure you receive prompt, efficient service from one of our approved service providers, 24 hours a day, 365 days a year. These services are available to you during the Toyota basic 36 months or 60,000 kilometres\* warranty and are transferable with the resale of the vehicle with the remaining original Toyota basic warranty.

## **MECHANICAL BREAKDOWN TOWING**

### **(REIMBURSEMENT OPTION: UP TO \$250)**

Should your Toyota experience a mechanical breakdown and be unable to proceed under its own power, Toyota Roadside Assistance will arrange for a towing facility to tow your vehicle from the place of mechanical breakdown to the nearest Toyota dealership within 300 kilometres, or to your preferred Toyota dealership within 50 kilometres. An alternative service facility may be used if there is no Toyota Dealership within 300 kilometres.

## **ACCIDENT TOWING**

### **(REIMBURSEMENT OPTION: UP TO \$250)**

A traffic accident can be a very frightening and unpleasant experience. Toyota Roadside Assistance will be there to help. An accident is defined as the upset or collision of your Toyota with any object moving or stationary.

Toyota Roadside Assistance will arrange for a towing facility to tow your vehicle from the scene of the traffic accident to the nearest Toyota dealership within 300 kilometres, or to your preferred Toyota dealership within 50 kilometres. An alternative service facility may be used if there is no Toyota Dealership within 300 kilometres.

In the event that your municipality requires you to report to an Accident Reporting Centre, a second tow will be provided from the Accident Reporting Centre to the nearest Toyota dealer or alternative service facility (as specified above). The second tow from the Accident Reporting Centre must be arranged by calling Toyota Roadside Assistance at 1-888-TOYOTA-8 upon completion of the accident report.

**REIMBURSEMENT OPTION:** In the event that alternative towing arrangements are made, Toyota Roadside Assistance will consider you for reimbursement to a maximum of \$250, provided that your Toyota was towed to a Toyota dealer, and that the following documents have been submitted:

- Original copy of the towing receipt
- Copy of the police report
- Letter from your insurance company stating what portion of the expenses have been covered
- Copy of the Toyota dealer repair invoice (proof of destination)

*\*[Whichever comes first]*

# Toyota Roadside Assistance

## EMERGENCY ROAD SERVICE

(REIMBURSEMENT OPTION: UP TO \$100)

Toyota Roadside Assistance will provide the following emergency roadside services for the duration of the basic warranty:

**BATTERY BOOST:** In the event that your Toyota fails to start after the boost, it will be towed according to your Mechanical Breakdown towing benefits stated above.

**LOCKOUT SERVICE:** If you have locked your keys in your vehicle, Toyota Roadside Assistance will dispatch a service facility to attempt to gain entry into your vehicle. (Cost of labour and/or replacement keys not included.) In the event that access cannot be gained, your vehicle will be towed according to your Mechanical Breakdown towing benefits stated above.

**FUEL DELIVERY:** In the event that you run out of fuel, Toyota Roadside Assistance will deliver gasoline to your stranded vehicle. (Cost of gasoline included up to 5 litres.)

**TIRE CHANGE:** If you have a flat tire, your usable spare will be installed. (Tire repairs are not covered.)

**WINCHING:** If your vehicle becomes immobilized in a ditch, mud or snow, Toyota Roadside Assistance will arrange to have your vehicle winched on to the nearest roadway. The vehicle must be accessible and located on, or adjacent to, a regularly traveled roadway. (This benefit does not apply to vehicles immobilized in a snow-covered driveway or parking lot.) In the event that your Toyota is unable to proceed under its own power after Winching, it will be towed according to your Accident towing benefits stated above.

## HOW TO OBTAIN SERVICE

1. Should you require any of our Emergency Road Service simply call 1-888-TOYOTA-8 (1-888-869-6828).
2. Provide the Toyota Roadside Assistance Representative with your name, vehicle identification number (VIN), the nature of your difficulty and the exact location of your vehicle.
3. An authorized service facility will be dispatched to provide you with the necessary Roadside Assistance.

In order to obtain service you must remain with your vehicle. The approved service facility will not provide service to unattended vehicles.

# Toyota Roadside Assistance

## HOW TO CLAIM FOR ALTERNATE SERVICE ARRANGEMENTS

1. Toyota Roadside Assistance should be contacted prior to making any alternate service arrangements to ensure reimbursement for the services rendered.
2. In the unlikely event that an authorized service facility is not available in the area of your breakdown, the Toyota Roadside Assistance Representative will authorize you to obtain service from an alternate facility.
3. Obtain from the service facility a detailed receipt outlining the cause of disablement, the service required and distance towed, if applicable.
4. Submit the original receipts within thirty (30) days of the date of the incident. The original detailed repair invoice must accompany towing claims. Please submit claims for consideration to:

**TOYOTA ROADSIDE ASSISTANCE**  
**P.O. BOX 5845**  
**LONDON, ONTARIO N6A 4T4**

5. Upon receipt and confirmation of the information, Toyota Roadside Assistance will send you a reimbursement cheque according to your reimbursement limits. Toyota Roadside Assistance reserves the right to decline any claim presented for payment later than thirty (30) days after

the date the service was performed or any claim not satisfying the requirements of this coverage.

## GENERAL CONDITIONS

Toyota Roadside Assistance agrees to provide to the driver of the registered Toyota, the benefits as listed in this Owner's Manual Supplement, subject to the terms and conditions as set out in this Owner's Manual Supplement.

The records of Toyota Roadside Assistance determine the commencement and termination dates of your coverage and will be evidence of your eligibility to claim for benefits.

The benefits of the Toyota Roadside Assistance Program are transferred when the vehicle ownership is transferred.

Any fraudulent alteration made to bills for service will render them invalid for claims reimbursement.

Only originals of receipts and/or charge copies submitted by you will be accepted for consideration for reimbursement. Originals will be returned upon request.

# Toyota Roadside Assistance

Benefits as described in this Owner's Manual Supplement will not be provided:

- A. Where there is any indication at the time of incident of the driver's consumption of alcoholic beverages or narcotics or where the driver was not in possession of a valid license to operate the vehicle, or when the driver's license is under suspension.
- B. While your Toyota is not insured as required by law.
- C. In the event that the incident occurred while the driver was committing a criminal offense.

Services will not be covered if your Toyota was driven into an area that is inaccessible to the service vehicle or is not on a regularly travelled roadway.

Cross-country, logging, autocross and any other form of off-road use is not covered.

The services contracted for, shall not cover emergency claims caused directly or indirectly, wholly or partly by war, riot, floods, invasion, insurrection, civil commotion or while your Toyota is being used in military or police services.

*All service providers are independent contractors and are not employees or agents of Toyota Canada. Any loss or damage to your Toyota or personal property, resulting from the roadside service, is the responsibility of the roadside provider. Report any damage or loss to the manager of the service provider and to your own insurance company within 24 hours.*

*Toyota Canada reserves the right to discontinue providing roadside service to you, if in Toyota Canada's opinion there is abuse of roadside services.*

All questions concerning the Towing and Emergency Road Service should be directed to:

## TOYOTA ROADSIDE ASSISTANCE

248 PALL MALL STREET,  
P.O. BOX 5845,  
LONDON ON N6A 4T4

1-888-TOYOTA-8 (1-888-869-6828)



# ROADSIDE ASSISTANCE

To Receive Roadside Assistance, Call

**1-888-TOYOTA-8**  
[1-888-869-6828]

For 36 Months or 60,000 kilometres\*



## BENEFITS

### Mechanical Breakdown Towing

[To your preferred Toyota dealership within 50 km or to the nearest Toyota dealership within 300 km.]

### Accident Towing

[To your preferred Toyota dealership within 50 km or to the nearest Toyota dealership within 300 km. A second tow will be provided, if necessary to the accident-reporting centre.]

## Emergency Road Service

- Boost a dead battery
- Provide key lockout service
- Deliver gasoline if stranded
- Change a flat tire
- Winching from a ditch

\*Whichever comes first.

Note: See the Toyota Roadside Assistance section in the Owner's Manual Supplement for complete details of the Toyota Roadside Assistance Benefits.



# ROADSIDE ASSISTANCE

**1 888 TOYOTA-8**  
[1 888 869-6828]



Mechanical Breakdown Towing • Accident Towing  
Boost a dead battery • Provide key lockout service  
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# ROADSIDE ASSISTANCE

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**Keep your Toyota Roadside Assistance Card with you at all times. We have provided 2 cards for your convenience**

**When calling Toyota Roadside Assistance you should have the following information ready:**

- Vehicle Identification Number (VIN)
- Odometer reading
- Location of your vehicle (address or intersection).
- Service required

Vehicle identification Number

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**24 hour Nationwide assistance including  
Canada and continental United States of America**

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# ROADSIDE ASSISTANCE



## IN CASE OF AN ACCIDENT



- Stay calm – make sure no one is injured – if there are injuries, call for assistance immediately.
- Report the accident to the police – a police report will assist in filing an accident claim with your insurance company.
- Exchange key information (name/address/phone/insurance/etc.) with all parties (including witnesses).
- Insist that your vehicle be taken to the nearest Toyota dealership or Certified Collision Repair and Refinish Centre.
- Contact your insurance company as soon as possible after the accident.

**When calling Toyota Roadside Assistance you should have the following information ready:**

- Vehicle Identification Number (VIN)
- Odometer reading
- Location of your vehicle (address or intersection)
- Service required

**1-888-TOYOTA-8**  
(1-888-869-6828)





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