



TOYOTA

BUILT FOR
A **BETTER**
WORLD

TOYOTA PLUS

EXTENDED WARRANTY

WARRANTY BOOKLET

TOYOTA PLUS COVER

Thank you for purchasing your Toyota Plus Extended Car Warranty.

The Toyota Plus Extended Car Warranty has been formulated to give extra protection to you as a motorist. The cover is linked to a parts and labour programme which ensures that most repair bills which fall within the terms of the Warranty can be met by the limits set out on page 4 of this booklet, which constitutes your Warranty Agreement.

The Toyota Plus Extended Car Warranty is provided to you, as a motorist, by the Authorised Toyota Dealer from whom you purchased the Warranty. The booklet provides all the information required and we recommend you read it carefully. If you then have any immediate queries the Dealer who supplied you with this product will be only too pleased to assist you.

You can be confident that Toyota Dealers operating the Toyota Plus Extended Car Warranty can carry out all the servicing you require under the Warranty and carry out Warranty repairs or any other repairs required on your vehicle.

We want you to be more than satisfied with your vehicle and the best way to achieve this is to offer you the benefits of the Toyota Plus Extended Car Warranty. It is important that you carefully check the owner and vehicle details in the Warranty Schedule included in your Toyota Plus owners manual. In the event of any details being incorrect, you should immediately notify your Dealer, so that the necessary correction can be made.

This booklet should be carefully retained by you, and we recommend that you keep your Warranty Certificate in your vehicle, thereby always having available all the necessary details should you need to make a claim.

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DEFINITIONS

BETTERMENT

The degree of improvement to a component(s) or vehicle from its pre-claim condition, whereby the Extended Warranty Holder has directly gained from any repair resulting from an authorised claim. Any such Betterment will be the sole responsibility of the Extended Warranty Holder including any applicable VAT.

MAXIMUM CLAIM LIMIT

The maximum amount payable during the warranty period shall not exceed the value of the vehicle at Warranty inception.

MECHANICAL / ELECTRICAL FAILURE

The sudden and unforeseen failure of a component, arising from any permanent mechanical or electrical defect, (for a reason other than wear and tear, normal deterioration or negligence) causing sudden stoppage of its function, necessitating immediate repair or replacement of the component before normal operation can be resumed.

REPAIR COSTS

The cost of parts and labour required to complete the repair in accordance with the manufacturers repair schedule.

VEHICLE

The vehicle recorded on the registration form which is less than six (6) months outside manufacturers warranty and has covered less than 160,000 km at Warranty inception.

WARRANTY

This booklet including the Warranty Schedule provided to you by your supplying dealer on behalf of Toyota Ireland.

WARRANTY PERIOD

The cost of parts and labour required to complete the repair in accordance with the manufacturers repair schedule.

WARRANTY CERTIFICATE

The document accompanying this warranty booklet confirming your details, the vehicle covered by the warranty, the level of cover and the start and expiry date of the warranty.

WARRANTY HOLDER / YOU / YOUR

The individual named on the Warranty Schedule and registered keeper of the vehicle.

WE / US

The time period between the warranty commencement date and expiry date shown on the registration form.



WARRANTY OWNERS AGREEMENT

THE AGREEMENT

This is to certify that the vehicle as set out on the warranty schedule is covered for a period of 12 months, the benefits under the warranty will commence on the warranty commencement date and ends on the expiry date recorded on the registration form.

Where you have opted to purchase an addition 12 month warranty and the warranty schedule confirms the selection of a 24 month warranty (Toyota vehicles only), the cover provided under the warranty will be extended to 24 months starting on the warranty commencement date and expiring on the expiry date shown on the warranty certificate.

WARRANTY BENEFITS

The Dealer agrees that he or any Authorised Toyota Dealer selected by the owner will make good any mechanical or electrical breakdown of a wide range of components (subject to the exclusions as outlined herein) that occurs during the period of this Warranty.

SERVICING REQUIREMENTS

In order to maintain the validity of the your warranty, it must be serviced by a Toyota dealer in accordance with the manufacturers servicing schedules. Details of any service completed during the warranty period should be recorded on page twelve (12) and a copy of the service invoice issued by the Toyota dealer retained with your warranty certificate.

LAW APPLICABLE TO THIS POLICY

The laws of Ireland will apply to your warranty, nothing contained in this warranty in any way prejudices, restricts, or excludes the contracted rights under the Sale of Goods Act, 1980.

TERRITORIAL LIMITS

This Warranty only applies in the Republic of Ireland..



WARRANTY COVER

WHAT IS COVERED

Your warranty covers all mechanical and electrical components of the Vehicle that were part of the manufacturer's original fitment against mechanical / electrical failure with the exception of those components listed below.

WHAT IS NOT COVERED

- Hybrid and electric vehicle battery packs / banks
- Diagnostic charges where the time exceeds 0.2 hours (75 euro for non Toyota / Lexus vehicles if repaired in an alternative garage only when arranged by the selling dealer) or where no mechanical / electrical failure is identified
- Wheels, tyres
- Exhaust systems (Catalytic converter covered, one repair per vehicle)
- Bodywork, paintwork, all weather strips & seals, water ingress
- Door Barrels, Keys, Key Fobs, Key / Fob Batteries & Programming (Key fobs are covered for electrical failure only)
- Door handles, hinges, check straps
- Glass (Rear window heater elements are covered)
- Trim, upholstery including seat runners & adjustment mechanisms, cosmetic finishers
- Oil leaks (except front crankshaft seal, rear main oil seal and gearbox input shaft seal failure)
- Auxiliary drive belts
- Lamps, bulbs, resistors, fuses & relays and wiring connections
- After market Audio Visual Equipment, radio aerial masts & motors
- The adjustment of any component including software updates
- Rubber Suspension Components, Rubber Mountings and Leaf Springs
- Excessive oil consumption and/or damage resulting from excessive oil consumption
- Damage resulting from the use of bio fuel, incorrect fuel or contaminated fuel
- Serviceable items as outlined by the Manufacturer and items requiring periodic replacement for example clutch frictional material, brake discs, brake shoes and pads, spark plugs, glow plugs, wiper blades & arms, cables and CV boots
- Any pre-existing fault which was present in the vehicle prior to policy inception

The replacements of oil filters, lubricants, antifreeze and fluids is included provided the replacement is necessitated by the failure of an covered component and the vehicle is not within 1,500 km of its next due service. Timing belts are covered providing that the last due change of belt has taken place as specified by the manufacturer's schedule (proof required). Damage subsequently caused if timing belt has not been changed as specified by the manufacturer is specifically excluded.

LIMIT OF LIABILITY

The maximum amount payable during the warranty period shall not exceed the vehicle value at the time this product was purchased.

IMPORTANT NOTE

In order to maintain the validity of your Warranty, it is your responsibility to ensure your vehicle is serviced at the correct intervals in accordance with the Manufacturer's service schedule, please refer to the owner's manual. The only proof that servicing has been carried out, will be the fully detailed original V.A.T service invoices, indicating servicing dates and mileages, it is therefore vital that these documents are retained by you for your protection and inspection in the event of a claim.

GENERAL EXCLUSIONS

We will not cover a claim under your warranty caused by, or arising from or in connection with the following:

1. Any failure where the speedometer has been tampered with, altered or disconnected.
2. Any failure arising from improper maintenance, or non-compliance with the manufacturers maintenance requirements.
3. Act of God, or from the vehicle having been subjected to negligence, misuse, unlawful act or omission, or accident.
4. Vehicles used for hire (e.g. taxis, self-drive hire, driving schools, etc.), or vehicles used in any sort of competition, rally or racing of any kind.
5. Any repair work which is claimable under any other existing warranty, guarantee or insurance or under any recall by the manufacturer.
6. Vehicles in any way modified or altered from the manufacturer's specification.
7. Rectification work not authorised by a Toyota approved dealer in accordance with this warranty.
8. Any indirect cost e.g. loss of profit or income by vehicle owner.
9. Any bodily injury or third party liability of any kind.
10. Losses normally covered by a material damage policy of Motor Insurance.
11. Failure of a non covered component causing damage to a covered component.
12. Where the mechanical / electrical failure occurs as a result of failing to change the timing belt in accordance with the manufacturers service schedule.
13. Any costs related to adjustments.

TERMS AND CONDITIONS

1. These Terms and Conditions shall also incorporate as express terms and conditions all the contents of this Agreement which the Warranty Holder will be deemed to have read.
2. It is expressly agreed and declared that the Dealer will be released from all liability and obligations under the Agreement if the Terms and Conditions of the Agreement are not fully complied with.
3. The vehicle must be serviced in accordance with the frequency and content stipulated by the Manufacturer and carried out by a authorised Toyota / Lexus dealer. A maximum allowance of 30 days or 1,500 km, whichever is the sooner, in excess of the recommended intervals is permitted. The Service Record on page 10 must be completed by the servicing dealer, and receipts retained, for proof of servicing.
4. This Warranty applies only to the registered owner of the Warranted Vehicle.
5. Any dispute or difference of any kind whatsoever which arises or occurs between any of the parties hereto in relation to any thing or matter arising under, out of or in connection with this Agreement or Warranty shall be referred to arbitration under the Arbitration Rules of the Chartered Institute of Arbitrators - Irish Branch.
6. Territorial Limitation: This Warranty only applies in the Republic of Ireland.
7. In the event of a mechanical / electrical failure you are required to follow the "How to Claim Section" on page seven (7), If you do not follow the procedure under the "How to Claim Section we will not be able to reimburse your claim.
8. You shall take all reasonable steps to avoid further damage occurring. NB: No liability for drive on damage after a fault has occurred will be considered.
9. No repairs may commence under the terms of this extended warranty unless diagnosed and authorised through a Toyota / Lexus Dealer.

REMEMBER: No liability will be accepted for work carried out without prior authorisation.

10. It is your responsibility to authorise the dismantling of your vehicle or of an individual component, we will only accept the cost of dismantling if it is part of an authorised repair under the warranty.
11. The total value of claims per vehicle cannot exceed the purchase price of the vehicle (Dealer Invoice).
12. Toyota Ireland reserves the right to specify the use of guaranteed reconditioned, exchange units or guaranteed factor parts.
13. No liability will be accepted for any faults caused by excessive wear and tear, freezing, overheating, intrusion of foreign matter, misfueling, corrosion, neglect, lack of servicing, lack of lubrication or anti-freeze.
14. No liability will be accepted for consequential damage on, or caused by parts not listed as covered under this warranty agreement.
15. If you, or your agent, makes any claim knowing it to be false or fraudulent in any respect, then this warranty agreement shall be deemed null and void and you shall pay all sums paid in respect of any false or fraudulent claims. Legal action will be taken to recover costs and damages.
15. If it becomes apparent at anytime that a vehicle has been the subject of a total loss payment, Toyota Ireland reserves the right to declare this warranty agreement void and to rescind all benefits and no refund shall be given.
16. Toyota Ireland reserves the right to ask for proof of ownership of this vehicle covered by this warranty agreement during the period of cover.

BETTERMENT

It is not the intention, implied or otherwise, of the Warranty to make new vehicles from old. Wear and tear deterioration (as opposed to actual mechanical failure) arising for example, through usage or age of the vehicle is not therefore covered by this Warranty.

Where the Warranty Holder requires or the repairing Dealer feels it desirable to replace parts or complete units, e.g. new or exchange gearboxes, engines, differential units, which in the opinion of the Authorised Toyota Dealer are in excess of what is necessary to make good the repair, then the difference in cost must be met by the Warranty Holder. If in doubt the Warranty Holder should first consult their Authorised Toyota Dealer.



CUSTOMER CARE

Any enquiry or complaint that you may have regarding this warranty should in the first instance be addressed to your supplying dealer.

TEL:

Any dispute or difference of any kind whatsoever which arises or occurs between any of the parties hereto in relation to anything or matter arising under, out of or in connection with this Warranty shall be referred to arbitration under the Arbitration Rules of the Chartered Institute of Arbitrators - Irish Branch.

HOW TO MAKE A CLAIM

Should it be necessary to make a claim the following procedure must be adhered to:

1. Take your vehicle to the Dealer from whom the Warranty was issued. Should it not be convenient to go to this Dealer, you must go to an Authorised Toyota Dealer. Please be prepared to hand the following documents to the dealer.
 - A) The warranty schedule
 - B) Proof of Servicing.
2. The Dealer or the Authorised Toyota Dealer will establish the cause of the breakdown, and check that the parts directly causing the failure are covered by this Warranty.
3. The Dealer or the Authorised Toyota Dealer will be responsible for authorisation and will proceed with the repairs if authorised.
4. The Dealer or the Authorised Toyota Dealer reserves the right to examine the vehicle and subject the damage to independent expert assessment before commencement of any repairs. It shall be clearly understood and agreed that in the event of any dispute arising as to the extent of the liability the decision of the independent assessor shall be final and binding on both the Dealer or the Authorised Toyota Dealer and the Warranty Holder.
5. Any additional costs not covered by, or in excess of, the terms of this Warranty must be settled direct with the Dealer or the Authorised Toyota Dealer at the time of repair.
6. It is necessary to telephone the Supplying Dealer's or the Authorised Toyota Dealer's Service Manager in advance to arrange an appointment to bring in the vehicle.

TEL:

TRANSFER OF OWNERSHIP

The benefit of this warranty is transferable upon resale of the vehicle to a private individual, provided that:

a) The warranty transfer form is completed and forwarded within 14 days of the sale date by registered post to:

Warranty Department
Toyota Ireland
Kileen Road
Dublin 12

b) All documentation relevant to this warranty has been passed over to the new owner.

c) The vehicle has been serviced and maintained according to the manufacturer's recommendation and the terms of this warranty.

If you sell the vehicle to a dealer or trader, this warranty will be terminated on the sale date of the vehicle.

NEW OWNER

Mr/Mrs/Miss

Address

.....

.....

I/We have read and agree to abide by the Terms and Conditions of this agreement and request that all rights and benefits of the vehicle warranty be transferred to me

New Owner Signature

PREVIOUS OWNER

Mr/Mrs/Miss

Make and model of insured

Registration number

Recorded mileage at date of transfer

Date of transfer

I/We have disposed of the Vehicle described herein and request that all rights and benefits be transferred.

Owners Signature

Date

SERVICING REQUIREMENTS

In order to maintain the validity of the your warranty, it must be serviced by a Toyota dealer in accordance with the manufacturers servicing schedules. Details of any service completed during the warranty period should be recorded on page 10 and a copy of the service invoice issued by the Toyota dealer retained with your warranty booklet.

YOU MUST ENSURE THAT

- Your vehicle is serviced within 30 days or 1500 Km (whichever happens first) from the time or mileage stipulated by the manufacturer.
- You keep all service invoices and receipts.
- The service details are recorded in your manufacturer service record book.
- The service details are recorded in the Service Records section on page 10 of this warranty booklet.

TIMING BELTS

In the event of a claim relating to timing belt/s failure, we will require proof that the belt has been changed in accordance with the manufacturer's specification. If you are in any doubt CHANGE THE BELT/S. Belt failure will cause extensive engine damage. We cannot accept liability for any timing belt failure unless accompanied by the relevant proof, and the only acceptable proof is a bona de garage invoice. If no proof is available the claim will be rejected.

PLEASE NOTE: Failure to comply with the Servicing Requirement conditions may result in the termination of your warranty, or the rejection of a claim.

SERVICING RECORDS

Important: It is vital that you retain all original VAT service invoices for your own protection and in case we require to inspect them. Remember, the only proof that servicing has been carried out will be the fully detailed original VAT service invoices, indicating dates and mileages when services have been carried out.



SERVICING RECORDS

IMPORTANT

It is vital that you retain all original VAT service invoices for your own protection and in case we require to inspect them. Remember, the only proof that servicing has been carried out will be the fully detailed original VAT service invoices, indicating dates and mileages when services have been carried out.

INSPECTION

Dealer Stamp Date.....
 KM's.....
 Next service due.....
 or before KM's
 Signature

1ST SERVICE

Dealer Stamp Date.....
 KM's.....
 Next service due.....
 or before KM's
 Signature

2ND SERVICE

Dealer Stamp Date.....
 KM's.....
 Next service due.....
 or before KM's
 Signature

3RD SERVICE

Dealer Stamp Date.....
 KM's.....
 Next service due.....
 or before KM's
 Signature

4TH SERVICE

Dealer Stamp Date.....
 KM's.....
 Next service due.....
 or before KM's
 Signature

5TH SERVICE

Dealer Stamp Date.....
 KM's.....
 Next service due.....
 or before KM's
 Signature

TOYOTA PLUS
APPROVED USED CARS