

# **Used Vehicle Warranty Contract**

**Business High Use**



**Warranty**

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**Roadservice**

**0800 900 505**

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Toyota warranties are fully backed by Toyota New Zealand and supported by Authorised Toyota Stores throughout New Zealand.

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# Our Warranty Statement

## Warranty Statement

You have purchased your vehicle for a business purpose and agree that the vehicle has been supplied and acquired in trade. By doing so, you acknowledge that the provisions of the Consumer Guarantees Act 1993 will not apply to this warranty product.

Subject to the terms and conditions contained herein, Toyota New Zealand Limited warrants that any part of your vehicle, that is not excluded by the warranty product purchased and is not listed in the following warranty exclusions section, which suffers a sudden or unexpected mechanical or electrical failure will be repaired or replaced to a condition that is in no way inferior to that immediately prior to the failure.

Any defect must be reported to your local Toyota store immediately after discovery and within the warranty period and your vehicle must be made available at the nearest local Toyota store's place of business as soon as practicable.

As you have purchased your vehicle for a business purpose (and your vehicle Sale and Purchase Agreement contains an applicable exclusion from 'consequential loss liability') then apart from the benefits provided to you in the event of a roadside breakdown, this warranty will not extend to

consequential loss or damage to either person or property or expenses such as (but not limited to) vehicle rental or loss of use, charges, tolls, and travelling expenses.

Items other than store fitted Toyota Genuine Accessories that are classified by your store as being of a non-standard nature will be subject to the respective manufacturers' or installers' own warranty conditions. Such items include LPG/CNG conversion kits and other after-market products.

Your vehicle, along with the Service Record Booklet, must be made available to your Authorised Toyota Store as validation of the vehicle's warranty and service history.

## Right to Cancel

You have a right to cancel your Toyota agreement by giving notice to Toyota New Zealand, as warrantor, or to the Toyota store from which you purchased the warranty:

- Within five working days after the date on which you receive a copy of this warranty agreement; or
- At any time if we have not complied with our disclosure obligations, unless our failure is minor and you are not materially prejudiced by our non-compliance.

# Our Warranty Exclusions

## Warranty Exclusions

There are some items and situations where the warranty does not apply. These are as follows.


1. Repairs necessary due to the use of other than Toyota Genuine Parts, Toyota Approved Accessories, or the use of fuel, lubricants or fluids not recommended by Toyota.
2. Any fault resulting from repairs or adjustments carried out by other than an Authorised Toyota Store or Service Agent.
3. Any repairs resulting from a failure to carry out regular maintenance or service in accordance with the manufacturer's recommendations.
4. Repairs resulting from alterations to or modifications of the manufacturer's original specification or the installation of non-standard equipment (including non-factory fitted LPG/CNG conversions/ fitments and the use of gas in these conversion fitments).
5. Failures related to any faults/ defects in, or failures of, any components that existed prior to the commencement date of the purchased policy.
6. Vehicles with a gross weight of 3,500 kilograms or more.
7. Any costs associated with diagnosis if the repair is not covered by the contract purchased.
8. The repair or replacement of any part as a result of normal wear and tear, including rattles and squeaks.
9. All expendable parts of your vehicle, including (but not limited to) spark plugs, battery, tyres, filters, hoses, belts and wiper blades.
10. Normal maintenance items such as grease, oil, coolant, refrigerant, clutch and brake linings and/or pads, disc machining, adjustments and alignments unless required in connection with the repair or replacement of a covered part.
11. Repairs or corrosion resulting from such things as, but not limited to, fire, theft, contamination, sand, salt, hail, stones, chemicals, industrial fallout, negligence (such as the driver ignoring gauges, lights or signals) or other causes beyond the control of your Authorised Toyota Store.
12. The failure of a covered part that has been caused by the failure of a non-covered part.
13. Where the vehicle has been taken out of New Zealand, used in competition, rallying or racing, or subjected to extraordinary use,

such as (but not limited to) mining, severe off-road use, written off, police or emergency operation or otherwise damaged by neglect, accident or improper use.

14. Any other repair that could be claimable under any other form of guarantee, warranty or insurance. This includes the vehicle manufacturer's warranty supplied with your vehicle from new.
15. Damage to the engine/fuel system by the ingestion of incorrect or contaminated fuel.
16. Where the odometer fitted to the vehicle is altered or replaced (except where it has been repaired or replaced under warranty) or the odometer drive system has been disconnected or affected in some way, causing the odometer reading to not provide a reasonable indication of the distance the vehicle has travelled.
17. Where the manufacturer's identification numbers or marks have been altered or removed.

# Comprehensive Warranty Information

Toyota comprehensive warranties are included with all of our new vehicles and Signature Class used vehicle range. You can also purchase warranties for added protection against sudden mechanical and electrical failure throughout the life of your vehicle.

		TOYOTA USED VEHICLE WARRANTY	
ELIGIBILITY CRITERIA <sup>1,2,3</sup>		CLAIM EXCESS <sup>7</sup>	 <b>TOYOTA</b> Business High Use Warranty <sup>4,6</sup>
Toyota Models <160,000km		\$150	✓ <sup>5</sup>
BENEFITS			
Toyota Hybrid System Coverage			✓
AA Roadside Assistance			✓
Accommodation/Rental Vehicle			✗
Additional Tow Allowances			✓
Fully Transferable			✓
Toyota Genuine Parts			✓
Toyota Quality Service			✓

1. Includes all used vehicles registered New Zealand new or imported from Japan and Australia. Imported vehicles from other countries not eligible.
2. Vehicles over 3,500kg gross weight not eligible.
3. Vehicles imported as 'statutory write-off' or 'accident damaged' not eligible.
4. Includes; but is not limited to vehicles used for taxi, Uber, rental, courier or security and other vehicles owned by a GST registered businesses and travelling >40,000km/year.
5. Claiming is conditional on a complete service/maintenance history being supplied by the owner at time of claim, having been completed at an Authorised Toyota Store or Service Agent.
6. Warranty is valid for 50,000km/12 months, whichever occurs first from commencement odometer and date, up to maximum of 200,000km/48 months.
7. All monetary amounts shown include GST.

# Your Coverage Overview

## USED VEHICLE WARRANTY



### Warranty

#### PRODUCT COVERAGE ● Comprehensive Cover ◐ Partial Cover ○ No Cover

PRODUCT COVERAGE	● Comprehensive Cover	◐ Partial Cover	○ No Cover
Expendable/Maintenance Items			○
Audio Systems			○
Video & Navigation Systems			○
Interior Trim/Upholstery			○
Exterior Body/Trim/Glass		◐	
Suspension		◐	
Supplementary Restraint System		◐	
Seats & Base		◐	
Exhaust Systems	●		
Hybrid System/HV Battery	●		
Air Conditioning	●		
Steering Components	●		
Fuel System	●		
Turbo/Supercharger	●		
Manual Transmission/Clutch	●		
Automatic Transmission & CVT	●		
Transfer Box (4WD)	●		
Driveshaft	●		
Differential	●		
Braking System	●		
Electrical Components	●		
Engine	●		
Engine Management System	●		
Cooling System	●		

This summary is designed to give an overview of Toyota New Zealand's warranty products only and does not constitute our full warranty policy statement. More information on coverage and eligibility is available from your Toyota Store or visit [www.toyota.co.nz/warranty](http://www.toyota.co.nz/warranty).

A pre-inspection and verification of service history may be required.

# Your Coverage Details

## **Expendable/Maintenance Items**

Not Covered

## **Audio Systems**

Not Covered

## **Exhaust Systems**

Fully Covered

## **Interior Trim & Upholstery**

Not Covered

## **Engine**

Cylinder Head; Camshaft Followers; Timing Gears; VVTi (I) Controllers; Timing Chain/Belt (needed for repair not normal maintenance); Con Rods & Pins; Oil Pump; Ancillary Shaft; Auto Drive Plate; Shell Bearings & Bushes; Oil Pressure Sender Unit & Switch; Camshaft; Valves & Guides; Pistons & Rings; Cylinder Block; Crankshaft; Flywheel & Ring Gear; Hydraulic Tappets; Cylinder Head Gaskets; Manifolds; Frost Plugs; Gaskets; Oil Seals; O-Ring; Engine Mounts

## **Manual Transmission/Clutch**

Casings & Gears; Selectors/Shaft & Cables; Circlips; Synchro Hubs; Bearings & Bushes; Extension Shaft; Clutch Assembly (excluding worn); Master & Slave Cylinders; Oil Seals; Sensors; Gaskets; Gearbox Mounts

## **Hybrid System (Incl H/V Battery)**

Fully Covered

## **Automatic Transmission & CVT**

Casings & Gears; Valve Block & Valves; Solenoids; Oil Pump; Clutches & Brake Bands (excluding worn or burnt); Variable Ratio Servo; Drive Chain; Torque Converter; Governor; Bearings; Bushes & Shafts; ECU; Neutral Start Switch; Oil Seals; Gaskets; O-Ring; Gearbox Mounts

## **Transfer Box (4WD)**

Casings & Gears; Bearings; Bushes & Shafts; Selectors; Oil Seals; Gaskets; 4WD Engagement Actuator; Chain/Drive Belt

## **Driveshaft**

Bearings; C/V Joints (including boots); Couplings; Universal Joints & Driveshaft; Free Wheel & Auto Hubs; Wheel Bearings; Oil/Grease Seals; Gaskets; Grease Nipples

## **Braking System**

Master Cylinder; Callipers; ABS & VSC Accumulator & Actuator; ABS & VSC pump; VSC & ABS ECU; Wheel Sensors; Hand Brake System; Wheel Cylinders; Diesel Vacuum Pump (Periodic replacement as required in service schedules is not covered); Brake Booster; Brake Hoses/Pipes

## **Electrical Components**

Alternator; Coils; Electronic Ignition Components; Glow Plugs; Glow Plug Timer; Starter Motor; Wiper Motor; Heater Fan; Heater & A/C Controls; Rear demister; Indicator Unit; Window Motor;



Combination Meter; Clock; Interior Lighting; Switches/Controls; Seat Belt Anchors (elect); Horn; Headlight & Taillight Water Ingress; Multi Information Display Unit; CAN/Multiplex Communication Systems – including ECUs; Reverse Camera (Excluding Display Audio); Factory fitted parking assist system; Smart Key System (excluding items needing replacement due to lost keys); Electro Chromatic Mirrors (excluding damage); Lane Departure System; Blind Spot Monitor System. Note: 12 and 24 volt batteries are not covered

### **Exterior Body/Trim/Glass**

Door Locks; Hinges; Struts; Window Regulators; Glass heating elements (element fault only) – Exterior Mirrors (if mechanical or electrical failure only); Built-in Glass Aerial (aerial manufacturing fault only)

### **Differential**

Axles; Crown Wheel & Pinion; Casing & Gears; Clutches; Bearings & Bushes; Extension Shafts; Limited Slip Components (including torque sensing and electrically operated LSD); ADD Unit and Actuator; Extension Shafts; Oil Seals; Gaskets

### **Suspension**

Coil Springs; Upper & Lower Wishbones; Leaf Springs; Ball Joints; Strut Mounts; Stabiliser Bar/ Bushes; Hub Assembly; Trailing Arms, Adjustable height suspension.  
Not covered: shock absorbers

### **Seats & Base**

Manual and Electric Seat Adjustment mechanisms; Seat Heaters

### **SRS System (Supplementary Restraint System)**

Mechanical Faults – Seat Belts only; Electrical Faults – Air Bags;

Pre Tensioners; Air Bag ECU; SRS Sensors; Spiral Cable  
**Engine Management System**  
Auto Transmission ECU; Engine ECU; Engine Management Sensors & Actuators; Emission Control ECUs & Sensors

### **Cooling System**

Water Pump; Viscous Fan; Fan & Thermo Switch; Cooling Fan Motor & ECU; Heater Core; Oil Cooler; Radiator; Thermostat & Housing; Pressure Cap; Hoses

### **Air Conditioning**

Cooling Fan; Compressor; Condenser; Pressure Hoses (excluding external damage); Fan Motor; Evaporator; A/C System Sensors

### **Turbo/Supercharger**

Wastegate; Turbine; Shaft; Impellers; VNV Turbo: Vane Driver Unit; Bearings; Supercharger Unit; Oil Seals; Bearings; Gaskets

### **Steering Components**

Steering Box/Rack; Rack Electric Power Steering Motor; Power Steering ECU (including Steering lock ECU); Mounts & Bushes; Reservoir & Pipes; Oil Seals & Shafts; Rack & Tie Rod Ends; Power Steering Pump; Idler Box; Steering Column; Bushes & Bearings; VGRS System; Hoses

### **Fuel System**

Airflow Meter; Throttle Body; High Pressure Fuel Pump; Suction Control Valve; Common Rail; Fuel Delivery Pipes; Fuel Injection Pump; EDU; Injectors; Injector Pump Drive; Fuel Gauge; Fuel Sender Unit; Intake Fuel Governor; Accelerator Throttle Cable.

Note: System failure due to fuel contamination or incorrect fuelling is excluded from warranty coverage.

# AA Roadside Assistance

 Motoring

**Roadservice**

**24 hour AA  
Roadservice:**

**0800 900 505**

Your Toyota Warranty gives you the additional benefit of AA Roadside Assistance throughout the warranty period.

## What's Included?

Your AA Roadside Assistance covers anyone driving your vehicle in the following situations:

- Roadside Breakdowns
- Flat Battery (restarting due to flat battery only)
- Flat tyre (inflation of flat tyre or fitting of spare tyre only)
- Key lockouts/Lost keys
- Out of Fuel Delivery (up to \$20)
- Towing (if required) to the nearest Authorised Toyota Store or Service Agent
- Free temporary side glass replacement (service available only in Auckland, Wellington, Christchurch and most provincial areas)

## Are There Any Restrictions?

There is no limit to the number of call-outs. However there are some restrictions where AA Roadside Assistance would not apply:

- When the vehicle is unattended
- Vehicle parts and labour
- Vehicles not on public or formed roads or trapped/bogged
- Breakdowns covered under insurance policies
- When the vehicle is disabled due to a motor vehicle accident, stolen or damaged due to theft or vandalism
- When the vehicle is immobilised by a failure to carry a serviceable spare wheel or a tyre inflator kit
- Vehicles carrying a load beyond the legal limit
- When the vehicle is un-roadworthy or it would be dangerous or illegal for AA personnel or contractors to repair, load or transport the vehicle and/or its occupants\*
- When the vehicle was being used for racing, pace making, speed testing, reliability trials, competitions or off-road activities at the time of breakdown

\*The carriage of passengers as a result of a breakdown can only be to the legal limit of the attending vehicle. Any expense as a result of additional transportation or a return journey to pick up extra passengers is at the driver's cost.

# Making a Claim

Here's a summary of **what** you can claim and **how** to claim on your Toyota Warranty.

## What Can You Claim?

You can claim up to the following amounts **per claim**:

	TOYOTA WARRANTY
Vehicle Repair Costs	\$6,900
Towing to nearest Authorised Toyota Store under your AA Roadside Assistance cover	Fully covered
Further vehicle movements and/or towing	\$300

*All amounts shown are GST inclusive.*

Warranty allowances will only be reimbursed where the owner has met their responsibilities (as outlined on page 11) and the breakdown is deemed a warrantable condition.

Toyota New Zealand's maximum liability for **all claims** under this contract is limited to the market value of the vehicle at the time of warranty purchase.

EXCESS REQUIREMENTS		EXCESS
Toyota Vehicles	Less than 160,000km**	\$150

\*\* Kilometres at start of warranty contract.

Where applicable, an excess is payable for each warrantable repair. A repair is defined as the cause of the condition being isolated to one event.

Multiple events repaired together will be deemed as separate claims, with a separate excess payable on each claim.

## How Do You Claim?

There are different processes for vehicle repair costs and towing costs:

<b>Vehicle Repair Costs</b>	<ol style="list-style-type: none"><li>1. Take your vehicle to the nearest Authorised Toyota Store or Service Agent.</li><li>2. Discuss the condition or problem with the store, including the service history details and other relevant information.</li><li>3. Your Toyota store will investigate the problem and determine if the condition is covered by warranty.</li><li>4. Your Toyota store will discuss the repair and costs with you (including any costs that you may be liable for*).</li><li>5. The vehicle will be repaired by your Toyota store.</li><li>6. Your Toyota store will submit a claim for costs covered by warranty to Toyota New Zealand (Toyota New Zealand reimburses the dealer).</li><li>7. You pay the Toyota store for any costs that you are liable for.</li></ol>
<b>Towing</b>	Call the AA on 0800 900 505. The AA will arrange towing to the nearest Authorised Toyota Store or Service Agent. Please discuss any other vehicle movement/towing costs with the dealer.

\*You may be liable for diagnosis and/or repair costs if the failure is deemed to be not a warrantable condition.

# Your Obligations & Responsibilities

For your Toyota Warranty to remain valid you must:

1. Have your vehicle **serviced regularly** at an Authorised Toyota Store or Service Agent in accordance with the manufacturer's recommended service schedule. In the event of a claim you must be able to demonstrate that your vehicle has been serviced in accordance with these requirements.
2. Ensure that **Toyota Genuine Parts** are used in any repair or service of your vehicle.
3. In the event of a failure, take all reasonable means to **protect your vehicle from further damage**.
4. Ensure that your vehicle is **repaired by an Authorised Toyota Store or Service Agent** in the event of a failure.

# Transfers & Cancellations

## Contract Transfer

Should you decide to sell your vehicle, the unused portion of your Toyota Warranty is transferable to the new owner. To transfer the warranty please fill out the details on the Change of Ownership form that you can find at [toyota.co.nz](http://toyota.co.nz). Alternatively, you may contact your Authorised Toyota Store or call us on 0800 TOYOTA (0800 869 682) and we will update the ownership details.

## Contract Cancellation

Subject to your right to cancel within the five day 'cooling off' period (page 1), your Toyota Warranty Contract can be cancelled at any time. If you still own the vehicle, have purchased the warranty and have not made any claims against it, you will receive a time-based pro-rata refund less a \$50 excl GST administration fee.

## Contract Termination

Toyota New Zealand reserves the right to terminate your contract or decline any claim if:

- You fail to disclose any relevant information
- You make any material misrepresentation as to the condition or standard of your vehicle before this contract commences
- You fail to meet the terms and conditions set out in your relevant contract
- You or anyone acting on your behalf make a false statement or dishonest claim or statement to support any repair or claim made under your contract.

If your contract is terminated as a result of these circumstances, we also reserve the right to deny your eligibility for a refund of the premium.

*To confirm the status of your warranty, please contact your Authorised Toyota Store or phone 0800 TOYOTA (0800 869 682).*



**TOYOTA**

# Reimbursement Claim Form

In the event of a roadside breakdown, please complete this Reimbursement Claim Form.

Please email or post it to:  
Toyota New Zealand  
National Customer Centre  
PO Box 46, Palmerston North Central  
Palmerston North 4440  
Attention: Toyota Care Department  
Email: [customercare@toyota.co.nz](mailto:customercare@toyota.co.nz)

**Complete this section in all instances**

Name: .....

Address: .....

.....

.....

Vehicle Registration Number: .....

Current Odometer Reading: .....

**ADDITIONAL TOWING COSTS**

Please state the Authorised Toyota Store or Service Agent that assisted you: .....

.....

Please briefly state the nature of the repairs and why the repairs were delayed: .....

.....

.....

Amount claimed: \$ .....

I have made payment for the expenses above and have attached the original receipt(s), the GST invoice(s) and my bank deposit slip. Please reimburse me for the amount claimed subject to the stated maximum.

Signature: ..... Date: .....







**TOYOTA**

# Reimbursement Claim Form

In the event of a roadside breakdown, please complete this Reimbursement Claim Form.

Please email or post it to:  
Toyota New Zealand  
National Customer Centre  
PO Box 46, Palmerston North Central  
Palmerston North 4440  
Attention: Toyota Care Department  
Email: [customercare@toyota.co.nz](mailto:customercare@toyota.co.nz)

**Complete this section in all instances**

Name: .....

Address: .....

.....

.....

Vehicle Registration Number: .....

Current Odometer Reading: .....

**ADDITIONAL TOWING COSTS**

Please state the Authorised Toyota Store or Service Agent that assisted you: .....

.....

Please briefly state the nature of the repairs and why the repairs were delayed: .....

.....

.....

Amount claimed: \$ .....

I have made payment for the expenses above and have attached the original receipt(s), the GST invoice(s) and my bank deposit slip. Please reimburse me for the amount claimed subject to the stated maximum.

Signature: ..... Date: .....





# Have You Heard of Toyota's Other Products?

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## Toyota Service Plan

Toyota vehicles have a great reputation for being safe and reliable. However, all vehicles need to be serviced regularly to keep them running well and a good service record adds value to your vehicle, giving confidence to the next owner.

Toyota Service Plans allow you to purchase all your servicing in advance, locking in your servicing costs and protecting you from inflation.

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All Toyota products are fully backed by Toyota New Zealand and supported by Authorised Toyota Stores throughout New Zealand.

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## For further information, please:

 Visit your **local Toyota store**

 Visit **toyota.co.nz**

 Call **0800 TOYOTA** (0800 869 682).

## Ask your Toyota store for an exclusive quote now!

Every endeavour has been made to ensure that the details contained in this publication were accurate as at time of print. Toyota New Zealand reserves the right at any time to introduce any changes deemed necessary to improve the product or service described. Refer to [toyota.co.nz](http://toyota.co.nz) or your Authorised Toyota Store for the most up to date information.



**TOYOTA**