



Customer terms & conditions

Under Toyota Service Advantage, for the duration of the Toyota New Vehicle Warranty, eligible LM vehicles are entitled to receive up to the first four standard scheduled services (Camry/Aurion) and six standard scheduled services (Corolla, Kluger and RAV4 V6) – up to and including the 60,000km service – carried out by a Toyota Dealer for no more than the \$Vehicle Service Cap per service.

These services are redeemable from participating Authorised Toyota Dealers ONLY.

Toyota Service Advantage Plan

3 year/60,000km Scheduled Maintenance

Normal Operating Conditions

1. What is covered under the Toyota Service Advantage Plan?

Toyota Service Advantage covers all items specified under the standard 'maintenance for normal operating conditions' schedule detailed in the Warranty and Service handbook, including parts, labour and fluids.

2. When does the Toyota Service Advantage Plan become effective?

From the original registration of warranty date recorded in the Warranty and Service handbook.

3. Term of coverage – Toyota Service Advantage Plan.

Eligibility of a vehicle to participate in the Toyota Service Advantage Plan is deemed to have expired upon the first to occur of any of the following three conditions:

- a. The performance of four standard scheduled services for Camy/Aurion or six standard scheduled services for Corolla/Kluger/RAV4 V6 for the \$Vehicle Service Cap
- b. The expiry of 36 months from the original Warranty registration date
- c. 60,000km being travelled.

4. When can a scheduled service be carried out?

Service intervals are for a given distance or period of time whichever occurs first. Even if you don't drive far enough to cover the distance between service intervals your Toyota should still be serviced according to the time period shown on the schedule. Under the Toyota Service Advantage Plan, for most owners the kilometres travelled will indicate when a service is due. Each scheduled service can be claimed within 5,000kms either side of the specified interval. If the distance you travel is low you should service according to the time intervals. A specified time interval service can be claimed 3 months either side of the specified time.

Note: You cannot claim both a specified kilometres service and the corresponding time interval service separately.

5. Where can the Toyota Service Advantage Plan be carried out?

Only at Authorised Toyota Dealers.



6. What is not covered under the Toyota Service Advantage Plan?

Additional service/repair items which are not covered within 'Maintenance for Normal Operating Conditions' standard services as outlined in the Warranty and Service Handbook:

- Additional 'Maintenance for Severe Operating Conditions' scheduled service requirements.
- LPG additional maintenance items.
- Normal wear and tear items (e.g. fuses, brake pads replacement, wiper blades, batteries, wheel alignment correction, tyres etc.)
- Air conditioner filter replacement
- Additional fluids and additives not specified in the normal maintenance schedule.
- Accident damage to any body, chassis or driveline components.
- Adjustments not specified in the normal maintenance schedule.
- Additional maintenance and repairs that may be recommended by your Toyota Dealer to suit your particular driving conditions.

7. Transfer of Toyota Service Advantage Plan

This Toyota Service Advantage Plan cannot be transferred to any other vehicle and remains with the vehicle for the full duration of the plan regardless of ownership.

8. Refunds

No refund is payable for any services not claimed.

9. Exclusions

Generally Government, Rental and Employee Family Vehicle Purchase (EFVP) vehicles are excluded; however additional exclusions may apply. Confirm customer eligibility on DB200 or SAP/DANV or contact your Toyota District Sales Manager.



Programme brochure



RAV4 V6 shown

Toyota Service Advantage Plan Terms and Conditions
Toyota Service Advantage Plan - RAV4 V6 only
 \$150 per Service.

Maintenance Items
 The Toyota Service Advantage Plan for RAV4 V6, for the duration of the Toyota New Vehicle Warranty, covers up to the first six standard scheduled services (up to 3 years or 60,000km whichever comes first) carried out by a Toyota Dealer for no more than \$150 each. (Excludes authorised Toyota Dealer's OMER.)

Toyota Service Advantage Plan
 The Plan covers all items specified under the standard 'Maintenance for Normal Operating Conditions' schedule detailed in the Warranty and Service Handbook, including:

When does the Toyota Service Advantage Plan become effective?
 The Plan becomes effective from the date recorded in the Warranty and Service Handbook.

When does the Toyota Service Advantage Plan end?
 The Plan ends when any of the following three conditions are met:
 1. The first six standard scheduled services for \$150 each have been carried out.
 2. The vehicle reaches 60,000km.
 3. The original Warranty registration date expires.

How is the Toyota Service Advantage Plan Fixed Price of \$150 subsidised?
 The Fixed Price will be dependent on your driving conditions after the Plan becomes effective. Please consult your Toyota Dealer.

When can the Toyota Service Advantage Plan be carried out?
 The Plan can be carried out at the earliest of the following:
 - Time interval: 12 months or 15,000km whichever occurs first. Even if you exceed the time interval, your Toyota should still be serviced within the time interval shown on the schedule. Under the Toyota Service Advantage Plan, the kilometres travelled will indicate when a service is due. If you exceed 5,000km either side of the specified interval, you should be serviced according to the time intervals. A specified time interval may be recommended by your Toyota Dealer to suit your driving conditions.
 - Mileage interval: 15,000km or 12 months whichever occurs first. Note: You cannot claim for the corresponding time interval service separately.

When can the Toyota Service Advantage Plan be carried out?
 The Plan can be carried out at the earliest of the following:
 - Time interval: 12 months or 15,000km whichever occurs first. Even if you exceed the time interval, your Toyota should still be serviced within the time interval shown on the schedule. Under the Toyota Service Advantage Plan, the kilometres travelled will indicate when a service is due. If you exceed 5,000km either side of the specified interval, you should be serviced according to the time intervals. A specified time interval may be recommended by your Toyota Dealer to suit your driving conditions.
 - Mileage interval: 15,000km or 12 months whichever occurs first. Note: You cannot claim for the corresponding time interval service separately.

What is not covered within the 'Maintenance for Normal Operating Conditions' scheduled service requirements?
 The Plan does not cover:
 - Additional maintenance (e.g. Pests, brake pads, wheel alignment correction, tyres etc.)
 - Services not included in the normal maintenance schedule.
 - Services for driveline components.
 - Services not included in the normal maintenance schedule.
 - Services that may be recommended by your Toyota Dealer to suit your driving conditions.

Can the Toyota Service Advantage Plan be transferred to any other vehicle and remain with the original owner?
 No. The Plan cannot be transferred to any other vehicle and remains with the original owner regardless of ownership.

Who is eligible for the Toyota Service Advantage Plan?
 The Plan is available for new Toyota Vehicle Purchase (FVAP) vehicles only. It is not available for used vehicles. Please consult your Toyota Dealer for details of eligibility.

advantage.toyota.com.au

A GENUINE TOYOTA ACCESSORIES

Just \$150 per standard scheduled service for the first three years or 60,000km*

*See over for Terms & Conditions

Nobody knows the Toyota RAV4 V6 like a Toyota trained technician. And right now you can get all that experience for an amazing \$150 per standard scheduled service (up to the first six standard scheduled services) for the first three years or 60,000 kilometres, whichever comes first. So not only do you get a genuinely better built car – you also get a genuinely better maintained one at a genuinely better price.



Customer letter



<DD Month YYYY>

<Title> <First Name> <Surname>
 <Address 1>
 <Address 2>
 <SAMPLETOWN> <STATE> <0000>

Dear <Title> <Surname>,

Congratulations on your purchase of the new Toyota Kluger

You'll be sure to enjoy driving your new Kluger for many years to come. It has all the Quality, Durability and Reliability Toyota is famous for. The new Kluger is the complete family SUV, it's as practical and versatile as you need it to be, and it's packed full of convenient features. One of the best is the Toyota Service Advantage plan which provides clarity on your Kluger's servicing costs up front.

The Toyota Service Advantage plan, available exclusively at Toyota Service Centres, is designed to make your ownership experience even more affordable. For the first three years or 60,000 kilometres, whichever comes first, your new Kluger comes with a fixed price of \$150* per standard scheduled service for up to the first six standard services. And because nobody knows your Kluger like a Toyota trained technician, the Toyota Service Advantage plan guarantees a genuinely better service, using only Genuine Parts, at a genuinely better price.

Remember, to help protect your investment it's important to have your Toyota Kluger serviced at your Toyota Service Centre according to the service intervals (or given time or distance travelled) recommended in your Toyota Warranty and Service Handbook.

We wish you years of happy motoring and trust that you'll enjoy the benefits and peace of mind that the Toyota Service Advantage plan provides. Your local Toyota Service Centre looks forward to welcoming you for all of your After Sales service needs. For more information please contact your local Toyota Service Centre or our Customer Relations Centre on 1800 252 097.

Regards,



Matthew Callacher
 Divisional Manager
 Customer Services Division
 Toyota Australia

Your privacy is important to us. You will not receive ongoing communications from Toyota Australia unless you have opted in specifically. Please visit www.toyota.com.au if you would like to be kept up to date regarding Toyota Australia's latest news, events and offers. If you wish to access your personal information or cancel communications you have specifically opted in to, please contact us (call free on 1800 252 097, for more information about Toyota Australia and our privacy including a copy of our privacy policy, please visit www.toyota.com.au).

*Standard scheduled services eligible under the Toyota Service Advantage plan are as per requirements for normal operating conditions outlined in the Warranty and Service Handbook's service schedule. Terms and conditions apply. Please see www.advantage.toyota.com.au for full terms and conditions. There may be additional fees required for your vehicle which are not included in the \$150 per standard scheduled service. Please contact your dealer for more information.

Corner Captain Cook Drive & Carrons Road, Caringbah NSW 2229
 Telephone: (02) 9710 3333 Facsimile: (02) 9710 3302
 Web: toyota.com.au PG Box 982 Caringbah NSW 1495
 Toyota Motor Corporation Australia Limited AC/N 021 686 097 A/S/N 624 021 686 097



ADVANTAGE
 \$150 (incl GST)
 per standard scheduled service*
 Up to the value of three years or 60,000km (up to first six standard scheduled services)

*Terms and conditions apply. See www.advantage.toyota.com.au for full terms and conditions regarding the Toyota Service Advantage plan.

For further
 • Your Toy
 • Toyota
 • 982 W
 • Visit w



TOYOTA FINANCIAL GROUP