

# TOYOTA WARRANTY ADVANTAGE



## Terms and Conditions

OH WHAT A FEELING



# TOYOTA WARRANTY ADVANTAGE

Toyota has designed and manufactured your new Toyota vehicle to provide trouble-free motoring, subject to it being properly maintained, used for its intended purposes, treated with care and the use of Toyota Genuine Accessories.

If your new Toyota is defective, we will refund, repair or replace your vehicle, at our discretion, under the Toyota Warranty Advantage, on the terms and conditions below.

The Toyota Warranty Advantage applies to all new Toyota vehicles first registered in Australia from 1 January 2019.

The Toyota Warranty Advantage is in addition to your rights under the Australian Consumer Law statutory consumer guarantees.

The standard Toyota Warranty Advantage period for your new vehicle is **5 years with unlimited kilometres<sup>#</sup>** and, if your vehicle is properly maintained, up to **7 Years Engine, Electric Motor and Driveline (Hybrid, 48V & EV systems), excluding Traction Battery**, and up to **10 years Traction Battery with unlimited kilometres<sup>#</sup>** - subject to further terms and conditions in this document.



## Keep it serviced, keep it covered

Extended coverage up to 7 years with unlimited kilometres<sup>#</sup> on Engine, Electric Motor and Driveline (Hybrid, 48V & EV systems), excluding Traction Battery, if your vehicle is properly serviced and maintained as per the vehicle's Warranty and Service book.



## Traction Battery and Traction System Health Check

This program allows you to extend your coverage each year, for up to 10 years, with an annual inspection. Speak to your Toyota Dealer to book in for a check or for more details.



## We'll keep you mobile

If a defect covered by the Toyota Warranty Advantage causes your vehicle to be undriveable, towing to the nearest Toyota Dealer and a loan car is covered.



## Your Rights under the Statutory Consumer Guarantees

We will always honour your rights under the Australian Consumer Law, which may in some circumstances exceed your rights under the Toyota Warranty Advantage.

### #Commercial application

For vehicles used for a commercial purpose, such as taxis, hire vehicles and vehicles transporting people or goods for payment including rideshare, the commercial vehicle Toyota Warranty Advantage period is 5 years from delivery or 160,000kms (whichever occurs first). This warranty excludes the extended coverage set out on page 3. See your vehicle's Warranty and Service book for full details. Your rights under the Australian Consumer Law statutory consumer guarantees may still apply, and may exceed your rights under the Toyota Warranty Advantage.

### Terms and conditions

Other terms and conditions may apply to the Toyota Warranty Advantage. Please refer to the vehicle's Warranty and Service book for details.

### Technical information and enquiries

Toyota Dealers have Toyota-trained Technical Staff and are your first point of contact for all matters relating to your Toyota vehicle. For a full list of Toyota Dealers please refer to the Find a Dealer link on the Toyota Australia website [toyota.com.au/find-a-dealer](https://toyota.com.au/find-a-dealer)

Certain technical information and service bulletins are available from the Toyota Service and Repair Manual website [toyotamanuals.com.au](https://toyotamanuals.com.au)

### Further assistance

Should you require further assistance that your Toyota Dealer is unable to provide, please call, email or mail the Toyota Customer Assistance Centre where our advisors can assist with your enquiry and provide a response.

#### Free Call:

1800 Toyota (869 682)  
Mon-Fri 9:30am - 5:30pm AET

#### Email:

[customerassistance@toyota.com.au](mailto:customerassistance@toyota.com.au)

## Important Notice

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The Toyota Warranty Advantage or other applicable Toyota warranties do not limit the Australian Consumer Law statutory consumer guarantees in any way. In some circumstances your rights under the Australian Consumer Law statutory consumer guarantees may be greater than your rights under the Toyota Warranty Advantage or other applicable Toyota warranty, in which case Toyota will always honour your rights under the Australian Consumer Law statutory consumer guarantees.



### Warranty Periods<sup>A</sup>

Vehicle Component	Toyota Warranty Advantage <sup>*1</sup>	Extended coverage if vehicle is properly serviced and maintained as per vehicle Warranty and Service Book <sup>*</sup>
Vehicle (bumper to bumper)	5 years/unlimited kms	Review with Dealer <sup>2</sup>
Engine, Electric Motor and Driveline (Hybrid, 48V & EV systems), excluding Traction Battery	5 years/unlimited kms	+2 years/unlimited kms
Traction Battery (Hybrid, 48V, and Electric Vehicles except EV Traction Battery Capacity Degradation)	5 years/unlimited kms	+ up to 5 years/unlimited kms, subject to annual Traction Battery Health Check (see note 5a)
Traction Battery Capacity for Electric Vehicles (EV Traction Battery Capacity Degradation)	8 years/160,000 kms (whichever occurs first) if battery energy storage capacity falls below 70% of original capacity (see note 5b)	
Perforation (rust through panel)	7 years/unlimited kms	Review with Dealer <sup>2</sup>
Utility Deck Panels: Paint/Surface Rust	1 year/20,000 kms	No Additional Coverage
Standard 12-volt Battery	2 years/unlimited kms	No Additional Coverage
Genuine Parts and Accessories	Up to 5 years <sup>3</sup> /unlimited kms	Review with Dealer <sup>2</sup>
Tyres	Not covered by the Toyota Warranty but are warranted by the tyre manufacturer. Contact your local or preferred Authorised Toyota dealer who can assist if failure or defect occurs	
Towing and Loan Vehicle <sup>4</sup>	5 years/unlimited kms	+2 years/unlimited kms
Maintenance Items (Normal wear & tear)	No coverage where replacement is part of the general maintenance reasonably expected to be required for your vehicle	

<sup>\*</sup>Coverage on commercial usage vehicles is a maximum of 5yrs/160,000km (whichever occurs first). Extended coverage does not apply to vehicles used for commercial purposes.

<sup>A</sup>Check terms and conditions for exceptions and limitations where coverage does not apply.



The Toyota Warranty Advantage or other applicable Toyota Warranties do not limit the Australian Consumer Law statutory consumer guarantees in any way. In some circumstances your rights under the Australian Consumer Law statutory guarantees may be greater than your rights under the Toyota Warranty Advantage or other applicable Toyota Warranty, in which case Toyota will always honour your rights under the Australian Consumer Law statutory consumer guarantees.

## Terms and Conditions

### Your responsibilities

You must operate, maintain and care for your Toyota properly, in accordance with the instructions in your vehicle's Owner's Manual and Warranty and Service Book.

The best way to maintain your vehicle is through a Toyota Dealer. By having your Toyota vehicle maintained at a Toyota Dealer, you'll be in safe hands knowing that your vehicle is being serviced by experts and will always be fitted with Toyota Genuine Parts. Doing so keeps your Toyota in the very best condition.

To make a claim under the Toyota Warranty Advantage, contact an authorised Toyota Dealer. If your name or address has changed or you are the new owner of this Toyota, please visit the Toyota Owner's Portal: [www.toyota.com.au/recalls-update-my-details](http://www.toyota.com.au/recalls-update-my-details) or contact Toyota to update the information for your vehicle.

If for some reason the odometer is changed, please have your Toyota Authorised Service Centre verify the date of the change and kilometres travelled on the form located at the back of your vehicle's Warranty and Service Book.

### Expenses associated with claims under the Toyota Warranty Advantage

In most cases, there will be no charge to you for expenses associated with making a claim under the Toyota Warranty Advantage. If there are circumstances that mean you may need to pay a charge, the charge will be discussed with you in advance.

### Where Coverage Does Not Apply

- Failures in non-genuine parts and accessories and damage or failures caused by such failures.
- Formal or informal competitive events, such as racing.
- Off-road use where the vehicle is not designed for that purpose.
- Water ingress from floods or deep-water fording.
- Overloading - permissible loads are covered in the vehicle Owner's Manual.
- Damage caused by improper adjustment, repair, tampering or modifications by a non-Toyota repairer.
- Accident damage.
- Failures that Toyota reasonably considers result from your failure to operate, maintain and care for your Toyota properly, in accordance with the instructions in your vehicle's Owner's Manual and Warranty and Service Book (including failure to complete applicable scheduled servicing and maintenance).
- Defects caused by the fitment of non-Toyota-approved parts, accessories or add-on parts, or by improper maintenance, or lack of maintenance of those parts.
- Scratches or surface rust caused by normal wear and tear, including but not limited to stone or other chips in paint.
- Damage or breakage of the windscreen or glass caused by normal wear and tear, such as stone impacts.
- Environmental damage, including but not limited to hailstones, windstorms, flooding, fire, lightning or airborne fallout (for example, chemicals, tree sap, bird and insect droppings, etc.).
- Normal wear and tear of components including but not limited to: floor mats, engine tune-ups, lubrication, replacement of expendable parts such as filters, coolant, spark plugs, fuses, wiper blades, brake discs, brake drums, brake pads, clutch linings and brake shoes. These items are not covered by the Toyota Warranty Advantage where replacement is in line with operational maintenance requirements specified in the vehicle's Warranty and Service Book or Owner's Manual.
- Normal or characteristic noise, vibration, wear and tear, and deterioration such as discolouration, flaking, deformation or blur associated with lens or glass.
- Fitment of an LPG system could affect coverage under the Toyota Warranty Advantage. Speak with your Toyota Dealer for details.
- Petrol engines: damage caused by improper fuels such as the use of fuels with an Ethanol content greater than 10% (E10), or lower than recommended octane rating fuels. See your Owner's Manual for more details.
- Diesel engines: damage caused by improper fuels such as the use of biodiesel fuels greater than 5% (B5) and not conforming to the national diesel fuel standard EN590. See your Owner's Manual for more details.
- Damage caused by the fitment of non-genuine performance-enhancing products including but not limited to power chips, forced induction products, oil catch cans, suspension components. These products typically impart forces/ loads greater than the original design intent and may compromise the vehicle's longevity and durability.
- Customer's failure to report and repair any known or reasonably suspected paint or corrosion damage.
- Corrosion resulting from factors beyond Toyota's control such as stone chips, scratches and use of unsuitable cleaning products.
- Damage resulting from neglect, accident, improper use of vehicle and repairs using methods that have not been approved by Toyota.

### Notes:

- 1 Toyota Warranty Advantage period begins on the day the Vehicle is registered by the Dealer and customer takes delivery of the Vehicle. If the Vehicle is an ex-demonstrator vehicle, the remainder of the standard Toyota Warranty Advantage (TWA) period is for 5yrs, with unlimited kms, from date of first registration. The remainder of the TWA period for vehicles used for a commercial purpose (eg taxis, hire vehicles and vehicles transporting people or goods for payment including rideshare) is 5 years from date of first registration or 160,000kms (whichever occurs first). A customer is entitled to the balance of the Toyota Warranty Advantage period (except in Western Australia). In Western Australia, the warranty period begins from the purchase date, but kilometres are counted from when the vehicle is put into service as a demonstrator vehicle.
- 2 Dealers will review any claims made outside of the applicable Toyota Warranty Advantage period in conjunction with Toyota Australia.
- 3 Toyota Genuine Parts/Accessories purchased at & fitted to a Toyota vehicle by a Toyota dealer are warranted for the remainder of that vehicle's Toyota Warranty Advantage period, or 2yrs from installation (whichever is greater). Genuine Parts/Accessories purchased from, but not fitted by, a Toyota dealer are warranted for 2yrs from date of purchase.
- 4 If a Vehicle has broken down due to a failure covered by the Toyota Warranty Advantage, towing to the nearest Toyota Authorised Service Centre and a loan car is covered by the Toyota Warranty Advantage. If after investigation, Toyota reasonably considers the failure is not covered by the Toyota Warranty Advantage, Toyota or Dealer may seek reimbursement of these towing and loan vehicle charges (as the case may be).
- 5a The Toyota Warranty Advantage (TWA) Traction Battery coverage (excluding traction battery capacity degradation issues) is for up to 10yrs, with unlimited kms, from date of first delivery. It is comprised of the standard 5yr TWA and extended each year for an additional 5yrs with an annual Traction Battery health check inspection according to Toyota specifications provided that operation, charging and maintenance complies with Toyota EV Operating Instructions. Excludes vehicles used for a commercial purpose, such as taxis, hire vehicles and vehicles transporting people or goods for payment including rideshare [see note 5b].  
  
The traction battery warranty replacement may not restore the vehicle to "as new" condition, however when replacing a traction battery, Toyota Motor Corporation Australia will ensure that the energy capacity of the replacement traction battery is at least equal to that of the original traction battery before the failure occurred while taking into consideration other factors, including the age and mileage of the vehicle.  
  
The measurement method used to determine traction battery capacity, and the decision of whether to repair, replace, or provide reconditioned or re-manufactured parts, and the condition of any such replaced, reconditioned or remanufactured parts, are at the sole discretion of Toyota Motor Corporation Australia.  
  
Exclusions:  
  
Commercial Use Vehicles are subject to a km limit of 160,000 km. The Auxiliary Battery (12 volt), which is covered separately and Issues related to Traction Battery Capacity Degradation which are covered separately [see note 5b following].
- 5b For Electric Vehicles only, the following Traction Battery Capacity Degradation coverage applies.  
  
For the warranty period of 8 years or 160,000 km (whichever occurs first), Toyota will repair or replace your Traction Battery if the energy storage capacity falls below 70% of the original Traction Battery capacity provided regular Traction Battery Health Checks in the maintenance program are executed according to Toyota specifications, and operation, charging and maintenance complies with Toyota EV Operating Instructions contained within the vehicle Owner's Manual. Excludes vehicles used for a commercial purpose, such as taxis, hire vehicles and vehicles transporting people or goods for payment including rideshare). The measurement, repair and replacement methods used to determine traction battery capacity are at the sole discretion of Toyota Motor Corporation Australia. Note that the driving range estimates are an imperfect measure of traction battery capacity as it is affected by additional factors separate from traction battery capacity. Therefore, the driving range in your vehicle's display monitor doesn't show the capacity reduction condition.
- 6 See [toyota.com.au/owners/warranty](http://toyota.com.au/owners/warranty) or your vehicle's Warranty and Service Book for T&Cs. The TWA does not limit and may not necessarily exceed your rights under the Australian Consumer Law.