



# WARRANTY AND PRE-DELIVERY INSPECTION

Toyota warrants that it will either repair or replace any part that Toyota supplies that is defective in material or workmanship under normal use, except those items listed under "What is not covered" for a minimum period of 12 months or 20,000km or (12,000 miles), however, exact warranty periods will vary by country.

Full official Toyota Warranty and After Sales Service will be provided with the vehicles supplied by TGS matching that offered by the local Toyota Distributor. The pre-delivery inspection (PDI) and the application of Toyota Warranty will be carried out by the local Toyota distributor. The distributor will also issue the Toyota Warranty booklet and will carry out a 1,000km service free of charge except for lubricants, fluids or filters used. Please note that in some countries this service may be carried out after 5,000km.

In the few countries where there is no Toyota Distributor, warranty may still be provided by TGS. The terms of the warranty are identical to the Toyota Factory Warranty, but arrangements for any necessary warranty matters have to be made through TGS After Sales and Quality Assurance Team.

## **IMPORTANT INFORMATION**

Please note that unauthorised traders cannot offer Toyota approved in-country warranty and after sales service. It is important to ask your vehicle supplier for written proof from Toyota Motor Corporation Japan (TMC) confirming that the vehicles they supply are covered by the manufacturer's official warranty.

The warranty cover for a vehicle begins on the date the PDI and warranty registration is completed by the Official Toyota Distributor.

Non-Toyota equipment fitted as a TGS option, for instance tyres, is not endorsed by Toyota. This non-Toyota equipment will be separately warranted by TGS who will match the conditions of the warranty of the original manufacturer.

Warranty repairs (parts and/or labour) will be made at no charge.

## **OWNERS RESPONSIBILITIES**

Activating warranty cover: It is most important that you take your vehicle to the named distributor for the Pre-Delivery Inspection (PDI) and warranty registration.

Failure to present the vehicle before being put into operational use could mean that you lose the protection of the warranty cover.

Obtaining warranty service: owner is responsible for delivering the vehicle to any authorised Toyota Dealer in the country of use in order to obtain warranty service.

Maintenance: owner is responsible for properly operating, maintaining and caring for the vehicle in accordance with the instructions in the owner's manual. If the vehicle is subject to use under severe driving conditions owner should follow the maintenance requirements specified in the owner's manual.

Maintenance records: owner is responsible for keeping maintenance records since it may be necessary in some instances to show that the required maintenance has been performed. Please note: It's best practice to inform the local Toyota distributor that you intend to carry out your own maintenance, as they may request that you record specific information regarding the maintenance.

## **WHAT'S NOT COVERED**

Factors beyond the manufacturer's control: repairs and adjustments required as a result of misuse (e.g. racing, overloading), negligence, modification, alteration, tampering, disconnection, improper adjustments or repairs, accident and use of add-on parts/material are not covered.

Cosmetic or surface corrosion from stone chips or scratches in the paint are not covered.

Damage or surface corrosion from the environment such as acid rain, airborne fall-out (chemicals, tree sap etc), salt, hail, windstorms, lightning, floods, other acts of god and the like is not covered.

Lack of maintenance or use of wrong fuel, oil or lubricants: repairs and adjustments caused by improper maintenance, lack of required maintenance, or the use of fluids other than the fluids specified in the owner's manual are not covered.

Normal noise, vibration and deterioration: normal noise, vibration, wear, tear, or deterioration such as discoloration, fading, deformation or blur is not covered.

Altered mileage: failure of a vehicle on which the odometer mileage has been altered or changed so that the vehicle mileage cannot be readily ascertained is not covered.

Extra expenses: incidental or consequential damages such as telephone calls, loss of time, inconvenience or commercial loss are not covered.

## HOW TO GET A TOYOTA WARRANTY SERVICE

Contact the Service Department of the local Toyota Distributor who carried out the PDI and warranty registration to your vehicle.

Please note that although you may be located in a different city to the main distributor, the distributor will direct you to the nearest Official Toyota Dealership within the country.

## PDI AND WARRANTY REGISTRATION

### *Worldwide Coverage and Local Service = Peace of Mind*

All vehicles supplied by TGS are covered by Toyota warranty for at least 20,000kms or one year, whichever comes first. In most countries, this is provided by the local Toyota Distributor, and you will be given contact details in the letter which covers the shipping documents. It is most important that you should take the vehicle to the named Distributor for Pre-Delivery Inspection (PDI), and subsequent issue of the Toyota Warranty booklet. Failure to present the vehicle before being put into operational use could mean that you lose the protection of the warranty cover.

The Distributor will be aware that your vehicle is due to arrive in country, having been pre-advised by Toyota Gibraltar Stockholdings (TGS). TGS instruct the Distributor to carry out the PDI, issue the Warranty booklet, and then provide after sales service for the vehicle for the period of the warranty.

Please note that unauthorised traders cannot offer Toyota approved in-country warranty and after sales service. It is important to ask your vehicle supplier for a written proof from Toyota Motor Corporation Japan confirming that the vehicles they supply are covered by the manufacturer's official warranty.

In the few countries where there is no Toyota Distributor, warranty is still provided by TGS. The terms of the warranty are identical to the Toyota factory warranty, but arrangements for any necessary warranty matters have to be made through TGS After Sales and Quality Assurance Team.

**Please note: Be sure to present your vehicle to the local distributor for Pre-Delivery Inspection (PDI) and issue of Toyota Warranty booklet.**

## NO PDI = NO WARRANTY

