



TOYOTA



# Toyota Warranty Advantage

**OH WHAT A FEELING**

[toyota.com.au/owners/warranty](https://toyota.com.au/owners/warranty)

# 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 purpose, unmodified and treated with care.

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\*** and, if your vehicle is properly maintained, up to **7 Years Engine and Driveline** and up to **10 years Hybrid Battery with unlimited kilometres\*** - subject to further terms and conditions in this document.



## ✓ Keep it serviced, Keep it covered

Extended coverage up to **7 years with unlimited kilometres\*** on Engine and Driveline (including Hybrid system) if your vehicle is properly serviced and maintained as per the vehicle's Warranty and Service book.

## ✓ Hybrid 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 undrivable, towing to the nearest Toyota Dealer and a loan car is covered.

## ✓ 60-day money back guarantee

For any failure that prevents the vehicle being driveable, and for any failure which has had multiple unsuccessful repair attempts, within 60 days of collecting your new vehicle.

## ✓ 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 commercial purposes, such as taxis, hire vehicles and vehicles transporting people or goods for payment (including on a part-time or casual basis, and rideshare), the Toyota Warranty Advantage is subject to a maximum of 5 years or 160,000km (whichever occurs first). This warranty excludes coverage for perforation (rust through panels) and 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

Certain other terms and conditions apply to the Toyota Warranty Advantage. Please refer to the 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](http://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](http://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 Guest Experience Centre where our Advisors can assist with your enquiry and provide a response.

**Free Call:**  
1800 Toyota (869 682)  
Mon-Fri 8:30-5:30 AEST

**Regular Mail:**  
Toyota Guest Experience Centre  
G.P.O Box 20065  
Melbourne Victoria 3001

**Email:**  
[guestexperience@toyota.com.au](mailto:guestexperience@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

Vehicle Component	Toyota Warranty Advantage* <sup>1</sup>	Extended coverage if vehicle is properly serviced and maintained as per vehicle Warranty and Service book*
Engine / Hybrid System (excluding Hybrid Battery)	5 Years Unlimited kms	+2 Years Unlimited kms
Driveline	5 Years Unlimited kms	+2 Years Unlimited kms
Vehicle (bumper to bumper)	5 Years Unlimited kms	Review with Dealer <sup>2</sup>
Hybrid Vehicle Battery	5 Years Unlimited kms	+ up to 5 Years unlimited kms, subject to annual Hybrid Health Check <sup>5,6</sup>
Perforation (rust through panel)	7 Years Unlimited kms	Review with Dealer <sup>2</sup>
Utility Deck Panels: Paint / Surface Rust (whichever occurs first)	1 Year or 20,000 kms	No Additional Coverage
Auxiliary (12V) Battery	2 Years Unlimited kms	No Additional Coverage
Genuine Parts and Accessories (non-commercial usage vehicle)	Parts fitted to a vehicle (in dealership) are warranted to remainder of TWA (ie. Up to 5 years) <sup>3</sup>  Parts purchased over the counter are warranted up to 2 years from purchase <sup>3</sup>	No Additional Coverage
Tyres	Not covered by the Toyota Warranty but they are warranted by the tyre manufacturer. See your Dealer for details	
Towing and Loan Vehicle <sup>4</sup>	5 Years Unlimited kms	+2 Years Unlimited kms

## 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 a Toyota, please visit the Toyota Owner's Portal: [toyota.com.au/owners](http://toyota.com.au/owners) or contact the Toyota Guest Experience Centre 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

- Damage caused by modifications carried out at a non-Toyota repairer.
- 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 or tampering 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).
- Failure or defect arising in any Toyota vehicle, Genuine Part or Accessory caused by fitment of a non-Toyota Genuine Part/Accessory or faulty workmanship by a non-authorised Toyota service technician is not covered by this warranty.
- Scratches or surface rust caused by normal wear and tear, including but not limited to stone or other chips in paint.

1. Your Toyota Warranty Advantage period begins on the day your new vehicle is first registered from 1 January 2019. If you purchase an ex-demonstrator vehicle, the Toyota Warranty Advantage period began when the vehicle was registered by your Toyota Dealer and put into service as a demonstrator vehicle, and you are 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 of the vehicle but kilometres are counted from when the vehicle is put into service as a demonstrator vehicle. Your 60-day money back guarantee begins on delivery of the vehicle, including if your vehicle is an ex-demonstrator.
2. Your Toyota Dealer will review any claims made outside of the applicable Toyota Warranty Advantage period in conjunction with Toyota Australia. A determination will be made based on whether the component has failed because of a manufacturing defect and a response in writing will be supplied to your Dealer with the outcome.
3. Toyota Genuine Parts/Accessories purchased at and fitted by a Toyota Dealer to a Toyota vehicle which was purchased on or after 01/01/2019, 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. See [toyota.com.au](http://toyota.com.au) for T&Cs. This warranty does not limit and may not necessarily exceed your rights under the Australian Consumer Law.
4. If your vehicle has broken down or become unsafe to drive due to a failure that is covered by the Toyota Warranty Advantage, during the applicable Toyota Warranty Advantage warranty period, towing of your Toyota 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 your Toyota Dealer may seek reimbursement of these towing and loan vehicle charges.
5. Applicable to new vehicles first registered on or after 01/01/2019. The Toyota Warranty Advantage (TWA) Hybrid Battery coverage 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 hybrid health check inspection according to Toyota specifications. Excludes vehicles used for a commercial purpose, such as taxis, hire vehicles and vehicles transporting people or goods for payment including rideshare. See [toyota.com.au](http://toyota.com.au), [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.
6. Applicable to pre-owned/demonstrator vehicles first registered on or after 01/01/2019. Remainder of the standard Toyota Warranty Advantage (TWA) Hybrid Battery coverage is for 10yrs, with unlimited kms, from date of first registration (except demonstrators in Western Australia where coverage begins from date vehicle is first registered but kms are counted from when the vehicle becomes a demonstrator.) Coverage is comprised of the standard 5yr TWA and extended each year for an additional 5yrs with an annual hybrid health check inspection according to Toyota specifications. Excludes vehicles used for a commercial purpose, such as taxis, hire vehicles and vehicles transporting people or goods for payment including rideshare. 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.