



SERVICE ACTIVATED WARRANTY GOLD CERTIFICATE

Terms & Conditions



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TOYOTA SERVICE ACTIVATED WARRANTY PROGRAM

Dear Toyota Vehicle Owner

We thank you for choosing Toyota as your preferred vehicle. It is our endeavor to assure you Toyota's high standards of Quality, Durability & Reliability

Toyota Service Activated Warranty Program is offered under goodwill gesture at no commercial value which is part of Toyota's commitment to ensure crucial aggregate/components peace of mind to you.

you can now have the required remedial work necessitated by mechanical and / or electrical breakdown (under normal use and maintenance) carried out at a Toyota Authorized Dealership, subject to the terms and conditions mentioned in this Document

In case of any further information, please contact your nearest Toyota Authorized Dealership.

We wish you a happy ownership experience.

WHAT IS Service Activated Warranty Program?

It is an extension of the Vehicle Warranty, post expiry of Manufacturer's standard vehicle warranty of 3 Years / 100,000km but limited to internal Components (Engine) for specific model of the Vehicle

Date of delivery will be considered as Manufacturer's standard vehicle warranty start date.

Toyota covers all the repairs / replacements similar to standard warranty (except as stated in this document) and hence ensuring peace of mind up to 5yrs or 1,50,000 km from 1st sale of vehicle which is "Vehicle Delivery Note date" in our system

With Toyota Service Activated Warranty Program you are eligible for:

1. Warranty Extension of Standard Warranty
2. Toyota Genuine Parts
3. Toyota Quality Service
4. Pan India Toyota dealer claims acceptance



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Toyota Service Activated Warranty Program is transferrable to the subsequent owner of your vehicle if period or km (Whichever is earlier) you have opted for is not lapsed.

Toyota Service Activated Warranty Program ensures good condition of vehicle by use of genuine parts and quality repairs. Ensuring better resale value of your Toyota vehicle.

Eligibility:

Your vehicle must be

- (a) Registered in India for private use or as a taxi registered for Commercial Use and
- (b) Customer should not have bought regular retail "Extended Warranty" product

Start of Toyota Service Activated Warranty Program:

The Toyota Service Activated Warranty Program coverage begins from the date of expiry of the Manufacturer Standard Vehicle Warranty period of 3 Years / 100,000km (whichever is earlier).

1. Scope of Benefits under this program

Subject to the other terms and conditions stipulated, this program provides service support for Breakdown or failure of the relevant aggregate only related to following parts or Components.

Engine:-

Engine block & cylinder head and internally lubricated parts including pistons, piston rings, pins, crankshaft, pulley, main bearings, caps, nuts & bolts, connecting rods, rod bearings, camshaft (s), camshaft bearings, timing chain or belt, rocker arms, rocker arm pivots, rocker cover, shafts & bushing intake & exhaust valves, spring guides, adjusters, retainers & seats, water pump, thermostat, oil pump, cover, gears, pressure relief valve, all internal fasteners, seals & gaskets, manifolds, oil pan assembly, turbo charger.



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Damage or Failure resulting from [Not covered under this policy]:

- Any Other parts / Components / aggregate products which are not mentioned in the scope section
- CLUTCH DISC, CLUTCH COVER ASSEMBLY, RELEASE BEARING & FLYWHEEL, Injectors, Sensors, Actuators, ECM, TCM
- Misuse, abuse (such as racing, overloading, riding over the clutch), accident or collision, theft, flooding or fire.
- Use of improper, adulterated or insufficient fuel, fluids or lubricants.
- Negligence in getting the vehicle serviced within the stipulated kilometers and time period as mentioned in Owner's Manual and Service Booklet.
- Use of parts other than Toyota Genuine Parts.
- Any device and/or accessories not supplied or not approved by Toyota.
- Modifications, alterations, tampering or improper repair.
- Action of road elements (sand, gravel, dust or road debris) which results in stone chipping of paint / glass or damage to any other part.
- Any repair carried out other than by Toyota Authorized Dealer / Service Centre.
- Slight irregularities not recognized as affecting quality or function of the vehicle or parts, such as slight noise or vibrations, or items considered characteristic of the vehicle.
- Airborne fallout, Industrial fallout, acid rain, hail and wind storms, or other Acts of God.
- Parts used in applications for which they were not designed or not approved by Toyota
- Paint scratches, dents or similar paint or body damage including color fading.
- Revolution or Mutiny, any intentional or mollified act of owner or a driver, abuse of the vehicle, negligence.



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- Incidental or consequential damages, including without limitation, loss of time, inconvenience, loss of use of vehicle or commercial loss.
- The vehicle which has been used for any sort of competition, sport and rally, transport for hire of persons/goods or driving school etc
- The vehicle in which the odometer has been tampered with, changed or been disconnected.
- No liability will be accepted for damage caused by neglect, intrusion of foreign or harmful or injurious matter, lack of servicing, overheating, freezing or abuse to the continued use of the vehicle after a fault has become evident or for consequential loss on the failure of parts not covered under this program
- No liability will be accepted for any losses covered under any accidental damage or road risk policy or for any road hazard/fire or accident damage, no liability of any kind exists in respect of third party.
- Vehicles fitted with non-genuine LPG/CNG kits are excluded from this program

Vehicle Owner's Please take care of:

- Proper use, maintenance and care of vehicle in accordance with the instructions contained in the Owner's Manual and Service Booklet. If the vehicle is subject to severe usage conditions, such as operation in extremely dusty, rough, more repeated short distance driving or heavy city traffic during hot weather, maintenance of vehicle should be done more frequently as mentioned in Owner's Manual and Service Booklet.
- In order to maintain the validity of this program, the vehicle must be serviced by Toyota Authorized Dealer or Service Centre in accordance to the Owner's Manual and Service Booklet.
- Retention of maintenance service records. It may be necessary for the customer to show that the required maintenance has been performed, as specified in Owner's Manual and Service Booklet.



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Important to note:

- Toyota Service Activated Warranty Program scheme has no surrender value and it cannot be transferred to another vehicle.
- This Program is transferable to subsequent owner for the remaining Warranty Period.
- This Program has no commercial value
- Customer cannot claim rights to get his/her vehicle enrolled under this program unless decided by Toyota
- This program offer decision and model applicability is part of Toyota's strategy which is subject to change/obsolete without any prior notice.
- Parts Warranty: Toyota warrants that it will either repair or replace each new Toyota Genuine Service Part replaced under this program, that is found defective in material or workmanship under normal use, within a period of 6 months or 10,000km from the date of replacement, whichever comes first.
- All disputes arising out of this program will be subject to the jurisdiction of courts in Bangalore, Karnataka

Privacy Policy

1. We will use your personal information to generate the invoice which you willingly shared to Toyota Kirloskar Motor Pvt. Ltd and to our Authorized dealerships during new car sales. No additional personal data or information will be collected by Toyota Kirloskar Motor Pvt. Ltd. or its authorised Dealers, for any process related to Extended Warranty.

2. We will use your personal information to provide personalized features to you and to provide for any discount offers to you through the Website and other channels. We will also provide this information to business associates and partners to get in touch with you when necessary to provide the services requested by you. We will use this information to preserve transaction history as governed by existing law or policy. We may also use contact information internally to direct its efforts for product improvement, to contact you as a survey respondent, to notify you on any promotions and discounts. Information about Customers on an aggregate (excluding any information that



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may identify you specifically) covering Customer transaction data and Customer demographic and location data may be provided to Dealers of Toyota Kirloskar Motor Pvt Ltd for the purpose of creating additional features on the website, creating appropriate merchandising or creating new products and services and conducting marketing research and statistical analysis of customer behavior and transactions.

3. We will not use your financial information for any purpose other than to complete a transaction with you. We do not rent, sell or share your personal information and will not disclose any of your personally identifiable information to third parties. In cases where it has your permission to provide products or services you've requested and such information is necessary to provide these products or services the information may be shared with Toyota Kirloskar Motor Pvt. Ltd business associates and partners. We may, however, share consumer information on an aggregate with its partners or third parties where it deems necessary. In addition we may use this information, to help investigate, prevent or take action regarding unlawful and illegal activities, suspected fraud, potential threat to the safety or security of any person, violations of the Site's terms of use or to defend against legal claims; special circumstances such as compliance with subpoenas, court orders, requests/order from legal authorities or law enforcement agencies requiring such disclosure.

4. To protect against the loss, misuse and alteration of the information under its control, we have in place appropriate physical, electronic and managerial procedures. For example, our servers are accessible only to authorized personnel and your information is shared with employees and authorized personnel on a need to know basis to complete the transaction and to provide the services requested by you. Although we endeavour to safeguard the confidentiality of your personally identifiable information, transmissions made by means of the Internet cannot be made absolutely secure. By using this site, you agree that Toyota Kirloskar Motor Pvt. Ltd will have no liability for disclosure of your information due to errors in transmission or unauthorized acts of third parties. To correct or update any information you have provided, or in the event of loss of access details you can send an e-mail to: voc@toyota-kirloskar.co.in.



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How to Make a Service Request:

In the event of failure, the owner must:

1. The owner must immediately take all steps necessary to minimize the extent of loss.
2. Depending on whether the vehicle is in a condition to be driven, the owner shall drive it or have it towed without delay, to the nearest Toyota Dealer for repair. Please check if you have opted for Retail "Road Side Assistance" package, contact the number provided in owners manual [Please contact toll free No: 18001025001]
3. Toyota Dealer will establish the cause of failure and needed parts replacement and labour will be done free of cost under this program
4. A reasonable time to complete the repairs must be allowed after the vehicle is reported to the Authorized Toyota Dealer.
5. The owner is responsible for paying for any other work that the owner asks the Toyota Dealer to carry out.

No dealer or its or his agent or employee is authorized to extend or enlarge this warranty and no dealer or its or his agent or employee is authorized to make any oral warranty on Toyota's behalf. Toyota reserves the right to make any change in design or make any improvement on the vehicle at any time without any obligation to make the same change on vehicles previously sold. Warranty service shall be provided only by Toyota's authorized dealers and Dealer Service Branch. Toyota's decision is final and binding on the Owner of the vehicle in all warranty matters. Toyota reserves the right for the final decision on all warranty matters.

"Toyota Kirloskar Motor Ltd's obligations to perform under this Service Agreement* is administered by Toyota Kirloskar Motor Ltd.

*Service Agreement means the coverage as set out in this document, which you have purchased from Toyota Kirloskar Motor Ltd to protect your vehicle."