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WELCOME TO THE TOYOTA FAMILY

At Toyota, our top priority is always our customers. We know your Toyota vehicle is an important part of your life and something that you depend on every day. It is for these reasons, that we are dedicated to building products of the highest calibre and reliability.

This booklet describes the terms of Toyota's warranty coverage, roadside assistance, as well as, general owner responsibility. Our goal is for every Toyota customer to enjoy outstanding quality, dependability and peace of mind throughout their ownership experience. The comprehensive warranty coverage provided by Toyota is evidence that we stand behind the quality of our vehicles.

Toyota dealers are committed to providing you with excellent service at competitive rates. Toyota trained technicians using Toyota Genuine Parts, Toyota Special Service Tools and approved technical instructions, can provide you with the level of service quality that you deserve. You can be confident that you are getting the best possible service for your vehicle when you take it to a Toyota dealership.

To provide you with additional protection against unexpected repair costs, we offer a range of Toyota Extra Care Protection (ECP) plans. Your dealership can help you select the best plan for your driving needs.

We wish you many kilometres of safe and pleasurable driving and we look forward to serving you in the years ahead.

FOR UPDATED INFORMATION ABOUT YOUR VEHICLE:

Toyota wishes to ensure your continued satisfaction; therefore, we may need to contact you regarding special warranty enhancement programs to assist with servicing beyond the normal warranty policy. When we establish these programs, we send all the details to all applicable owners we have on record by mail. Should your address change or if you have acquired this vehicle from the previous owner and a transfer of ownership was complete; kindly update your information using one of the following methods:

Online: www.toyota.ca/changeinfo
Telephone: 1-888-Toyota-8
(1-888-869-6828)

Please note: All information provided by you to Toyota is kept confidential.

Every effort has been made to ensure the content in this Owner's Manual Supplement is accurate based on information available at the time of printing. Your Toyota dealer is your best source for up to date information.

TOYOTA NEW VEHICLE WARRANTY

MIRAI VEHICLES - SAFETY PRECAUTIONS

Your Mirai Fuel Cell has both high-voltage DC and AC systems as well as, a 12-volt system. Both DC and AC high voltage are very dangerous and can cause personal injury, severe burns, electric shock and even fatal injury.

To avoid personal injury, please follow all caution labels attached to high-voltage parts. Do not touch or attempt to remove or replace any high-voltage (orange-colored) wiring and connectors. Do not touch the service plugs located on top of the high voltage traction battery and fuel cell stack assemblies.

If an accident occurs, do not touch any high-voltage wiring, connectors or parts such as, the underhood inverter with converter assembly or the high voltage traction battery assembly.

Do not touch the potassium hydroxide electrolyte that might spill or leak from the high voltage traction battery as the result of an accident. If potassium hydroxide electrolyte gets on your skin or in your eyes, neutralize it immediately with a saturated boric acid solution (ratio: 80 grams boric acid to two liters water). Seek immediate medical attention.

The hydrogen gas is flammable, and can ignite within a large range of concentrations (4 to 74.5%). However, it diffuses easily and tends not to remain near the ground. If the sound of hydrogen leaking (a loud hissing sound) can be heard, immediately step away from the vehicle as there is a chance that the hydrogen gas may ignite.

Water is recommended as the extinguishing agent for vehicle fires except for hydrogen and/or high voltage traction battery fires which should be allowed to burn out.

The Toyota Mirai Fuel Cell is being offered in limited quantities. While non-powertrain and non-fuel cell component warranty service can be performed by any Toyota dealership, powertrain warranty service and fuel cell component warranty service must only be performed by an authorized Mirai Fuel Cell Toyota dealership.

To locate your nearest authorized Mirai Fuel Cell Toyota dealership, log on to www.toyota.ca or contact the Toyota Customer Relations at 1.888-Toyota-8 / 1-888-869-6828.

TOYOTA NEW VEHICLE WARRANTY

MIRAI VEHICLES - IMMOBILIZER KEY

ANTI-THEFT TECHNOLOGY

This Toyota vehicle is equipped with an electronic “immobilizer” anti-theft system. The vehicle’s immobilizer system prevents the fuel cell system from operating if a Smart key that has been previously registered with the vehicle’s on-board computer is not detected. While an exact mechanical key will open the door and allow retrieval of items locked in the vehicle, it won’t READY-ON/start the vehicle.

SECURITY

For security purposes, access to key codes and service procedures for electronically registering replacement keys is restricted. Only a Toyota dealer or certain bonded/registered independent locksmiths can generate replacement keys.

REPLACING THE KEY

Upon purchase, each vehicle should have two Smart master keys and an aluminum tag with a key-code imprinted on it. To generate a fully functional replacement Smart key (one that will both open the doors and READY-ON/start the vehicle), one of the Smart master keys is required.

To make a mechanical key that will open the door for retrieval of items locked inside the vehicle, the aluminum key-code tag can be

used. If a Smart master key or the aluminum key-code tag is not available, a Toyota dealer can obtain the key code from a restricted-access database. If all registered Smart master keys have been lost and if a Toyota dealer is not available, please contact Toyota Customer Relations at 1-888-869-6828 (1-888-Toyota-8).

KEEPING THE KEY SAFE

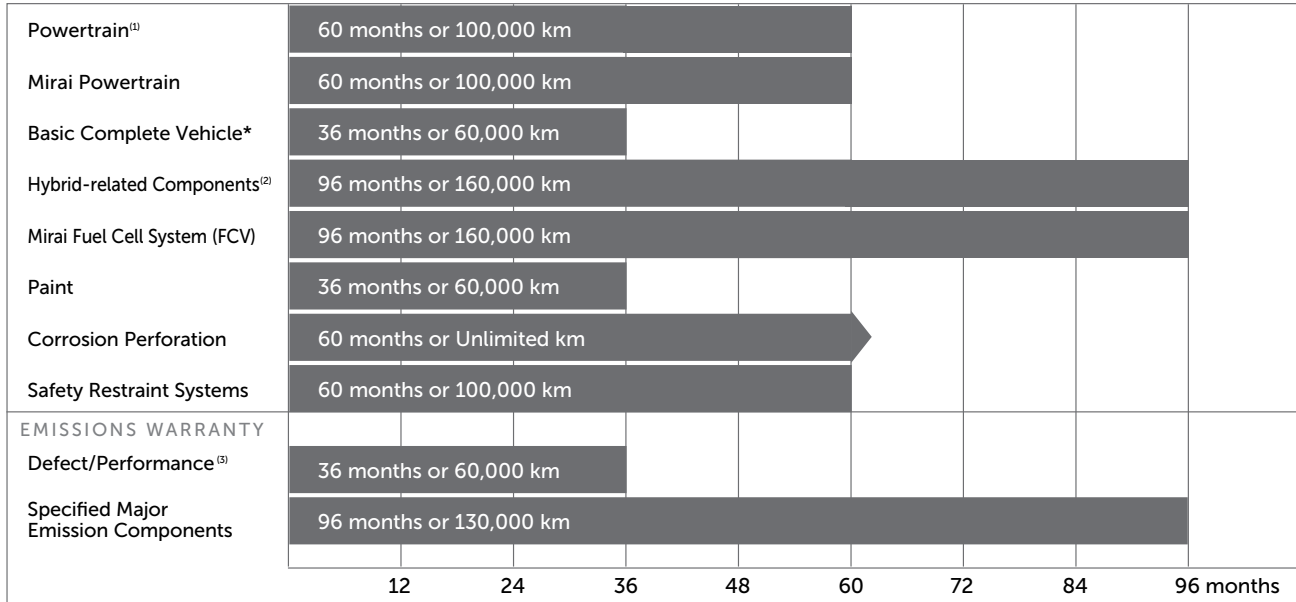
Replacing an immobilizer key may be costly. It is advisable to keep a spare master key and the aluminum key-code tag in a safe place. If you record the key-code in more than one place, do not record it in a way that can be easily identified and associated with the vehicle. It is wise to keep a copy of the key-code outside of the vehicle.

If the vehicle was delivered with less than two keys and the aluminum key-code tag, consider having the Toyota dealer or a qualified independent automotive locksmith make a duplicate key before you need it.

TOYOTA NEW VEHICLE WARRANTY

Warranty Coverage at a Glance

The coverages are displayed as months or kilometres (i.e./ 36 months or 60,000 km); this indicates that the coverages expire either on the months or kilometres published, whichever occurs first. To view a list of covered components for each warranty, please refer to the information throughout this owner's manual.



(1) Hybrid Transaxle (w/motor) is covered by *Powertrain warranty*.

(2) Includes: HV Battery, Battery Control Module, Hybrid Control Module, Inverter with Converter.

(3) Performance warranty (related parts) coverage is for 24 months or 40,000 km, whichever occurs first.

* Includes accessories if installed at time of delivery (see *Accessory Warranty* for more details).

TOYOTA NEW VEHICLE WARRANTY

WARRANTY EXPLANATION:

WHO IS THE WARRANTOR?

The warrantor for these limited warranties is Toyota Canada Inc. (TOYOTA), 1 Toyota Place, Scarborough, ON, M1H 1H9.

WHEN DOES THE WARRANTY BEGIN?

The warranty period begins on the warranty registration date as shown on the *New Vehicle Information Statement* on the inside cover of this booklet. The warranty registration date is the original in-service date and may be earlier than the date of sale.

WHICH VEHICLES ARE COVERED?

These warranties apply to all 2019 model-year Toyota vehicles distributed by Toyota, which are originally sold by an authorized dealer in Canada and normally operated or touring in Canada, the United States or U.S. Territories.

REPAIRS MADE AT NO CHARGE

Repairs and adjustments covered by these warranties are made at no charge for parts and labour. Components will be repaired or replaced with new or remanufactured parts at the option of Toyota. Replaced components are warrantied for 90 days or the balance of the *Toyota New Vehicle Warranty*, whichever is greater, irrespective of kilometres.

TOYOTA NEW VEHICLE WARRANTY

POWERTRAIN WARRANTY

60 MONTHS OR 100,000 KILOMETRES (KM), WHICHEVER OCCURS FIRST.

The Powertrain components listed on this page covers repairs under the Toyota New Vehicle Warranty that is defective in material or workmanship. Subject to the exclusions listed under Warranty Exceptions

ENGINE:

✓	Cylinder Block/Head And All Internal Parts
✓	Intake Manifold
✓	Timing Gears
✓	Timing Gear Chain/Belt And Cover
✓	Flywheel
✓	Valve Covers
✓	Oil Pan
✓	Oil Pump
✓	Water Pump
✓	Fuel Pump
✓	Engine Control Module
✓	Engine Mounts
✓	Seals And Gaskets for the above listed components

TRANSMISSION AND TRANSAXLE:

✓	Transfer Case And All Internal Parts
✓	Transmission/Transaxle Case And All Internal Parts
✓	Hybrid Transaxle (w/motor)
✓	Clutch Cover
✓	Torque Converter
✓	Transmission/Transaxle Mounts
✓	Seals And Gaskets for the above listed components

FRONT WHEEL DRIVE:

✓	Final Drive Housing And All Internal Parts
✓	Axle Shafts
✓	Driveshafts
✓	Constant Velocity Joint
✓	Front Hub And Bearings for the above listed components
✓	Seals And Gaskets

REAR WHEEL DRIVE:

✓	Axle Housings And All Internal Parts
✓	Propeller Shafts
✓	"U" Joints
✓	Axle Shafts
✓	Driveshafts
✓	Bearings
✓	Driveshaft Centre Supports for the above listed components
✓	Seals And Gaskets

HYBRID WARRANTY

96 MONTHS OR 160,000

KILOMETRES (KM), WHICHEVER OCCURS FIRST.

The hybrid-related components listed below are covered under the Toyota New Vehicle Warranty. Subject to the exceptions listed under Warranty Exceptions.

✓	HV Battery
✓	Battery Control Module
✓	Hybrid Control Module
✓	Inverter with Converter

TOYOTA NEW VEHICLE WARRANTY

MIRAI FUEL CELL SYSTEM WARRANTY 96 MONTHS OR 160,000 KM, WHICHEVER OCCURS FIRST

This Mirai Fuel Cell System components listed below covers repairs needed to correct defects in materials or workmanship of any component supplied by Toyota, subject to the exceptions indicated under "What Is Not Covered".

FUEL CELL SYSTEM COMPONENTS:

✓	Battery Pack
✓	Battery ECU
✓	FC Air Compressor
✓	FC Boost Converter
✓	FC ECU
✓	FC H2 Tanks
✓	FC PCU (Power Control Unit)
✓	FC Stack
✓	HF ECU (H2 Fueling ECU)
✓	Power Management ECU (HV ECU)

MIRAI POWERTRAIN WARRANTY 60 MONTHS OR 100,000 KM, WHICHEVER OCCURS FIRST.

The Mirai Powertrain components listed below covers repairs needed to correct defects in materials or workmanship of any component supplied by Toyota, subject to the exceptions indicated under "What Is Not Covered".

TRANSAXLE AND MOUNTS:

✓	Case and all internal parts, transaxle mounts, seals and gaskets
---	--

FRONT-WHEEL-DRIVE SYSTEM:

✓	Axle shaft, hub, bearings, seals and gaskets
---	--

TOYOTA NEW VEHICLE WARRANTY

BASIC COMPLETE VEHICLE WARRANTY
36 MONTHS OR 60,000 KILOMETRES (KM),
WHICHEVER OCCURS FIRST.

The Basic Complete Vehicle Warranty covers repairs on any part of the vehicle supplied by Toyota Canada that is defective in material or workmanship. Subject to the exclusions listed under *Warranty Exceptions*.

EMISSION CONTROL WARRANTY
36 MONTHS OR 60,000 KILOMETRES (KM),
WHICHEVER OCCURS FIRST.

Specific components may be entitled to additional coverage under the terms of the *Toyota New Vehicle Warranty - Powertrain* component coverage.

Toyota warrants to owners of 2019 model year vehicles that the Toyota vehicle:

- Was designed, built and equipped to conform, at the time of sale, with all applicable emissions standards.
- Is, at the time the warranty commences, free from defects in materials and workmanship, which may cause the vehicle to fail to conform with the applicable emission standards during the warranty period.

Note: See ITEM 1 for *Emission Control Warranty Parts* list.

MIRAI BASIC COMPLETE VEHICLE WARRANTY
36 MONTHS OR 60,000 KILOMETRES (KM),
WHICHEVER OCCURS FIRST.

The Mirai Basic Complete Vehicle warranty including the External Generator covers repairs needed to correct defects in materials or workmanship of any component supplied by Toyota, subject to the exceptions indicated under "What Is Not Covered".

MIRAI GRADUAL DRIVING RANGE REDUCTION

Gradual Driving Range Reduction

As with all vehicles, the vehicle components of the Mirai Fuel Cell will wear with time and use and vehicle range will decrease. The actual range may vary considerably due to driving styles, degrees of acceleration, accessory load (for example, heater and A/C usage), operating environment and road conditions. Vehicle range reduction is normal and is NOT covered under warranty.

TOYOTA NEW VEHICLE WARRANTY

EMISSION PERFORMANCE WARRANTY 24 MONTHS OR 40,000 KILOMETRES (KM), WHICHEVER OCCURS FIRST.

Some Provincial and Local jurisdictions may have established periodic vehicle inspection and maintenance (I/M) programs to encourage proper maintenance of your vehicle. If an approved I/M program is in force in your area, you are eligible for *Emission Performance Warranty* coverage.

If the vehicle fails to conform to the applicable emission standards during the warranty period and such failure results or will result in you having to bear any penalty or other sanctions under local, provincial or federal law, Toyota will make all adjustments, repairs or replacements that are necessary to ensure that the vehicle conforms to the applicable standard at no cost to you, if:

- The vehicle has been maintained and operated in compliance with the instructions for proper maintenance and use contained in your owner's manual.
- The vehicle has not been misused or tampered with in a manner which caused the vehicle to fail to comply with the applicable emission standard.
- Fuel other than that specified in the owner's manual has not been used.

Note: See ITEM 1 for *Emission Performance Warranty* Components.

STATEMENT OF EMISSION WARRANTY ENTITLEMENT:

A claim under this warranty will only be available if the vehicle fails an emission test used by a provincial emission inspection and maintenance program, which has been approved by Toyota. Usually this means that an owner could be subject to a penalty under provincial law because of such failure. At the date of printing this warranty, some provinces did not have vehicle inspection and maintenance programs and had not enacted laws subjecting vehicles owners to such penalties; therefore, in some provinces or local areas this warranty will not apply.

ITEM 1:

- EMISSION COMPONENTS COVERED AGAINST DEFECT FOR 36 MONTHS OR 60,000 KILOMETRES (KM), WHICHEVER OCCURS FIRST.
- EMISSION PERFORMANCE WARRANTY 24 MONTHS OR 40,000 KILOMETRES (KM), WHICHEVER OCCURS FIRST.

EMISSION WARRANTY PARTS LIST

AIR/FUEL METERING SYSTEM

- ✓ EFI Components
 - a. Airflow Sensor
 - b. Throttle Body
 - c. Related Throttle Body Components
- ✓ Air/Fuel Ratio Feedback Control System

TOYOTA NEW VEHICLE WARRANTY

AIR INDUCTION SYSTEM

- ✓ Intake Surge Tank
- ✓ Charge Air Cooler
- ✓ Air Intake Temperature Sensor

IGNITION SYSTEM

- ✓ Direct Ignition Coils (Systems without Distributor)
- ✓ Ignition Wires
- ✓ Spark Plugs (except: Standard Spark Plugs on Tacoma 1GR-FE V6 engines are replaced during the 36 month or 48,000 km service; therefore, they are covered for that duration).

POSITIVE CRANKCASE VENTILATION SYSTEM (PCV)

- ✓ PCV Valve or PCV Orifice
- ✓ Oil Filter Cap

EVAPORATIVE CONTROL SYSTEM

- ✓ Charcoal Canister and Filter
- ✓ Vapour Liquid Separator
- ✓ Fuel Tank
- ✓ Fuel Pipes
- ✓ Fuel Filler Cap
- ✓ Fuel Tank Pressure Sensor
- ✓ Fuel Vapour Containment Valve
- ✓ Purge Valve

EXHAUST GAS RECIRCULATION (EGR) SYSTEM

- ✓ EGR Valve
- ✓ EGR Gas Temperature Sensor
- ✓ EGR Pipe
- ✓ Associated Parts

HYBRID VEHICLE SYSTEM

- ✓ Battery Cooling Fan
- ✓ Battery Air Duct
- ✓ System Main Relay and Battery Current Sensor
- ✓ HV Battery Thermistor

CATALYST SYSTEM

- ✓ Constricted Fuel Filler Neck
- ✓ Exhaust Manifolds (without Catalytic Converter)
- ✓ Exhaust Pipe (Manifold to Catalyst and/or Catalyst to Catalyst)

MISCELLANEOUS ITEMS USED IN ABOVE SYSTEMS

- ✓ All Sensors, Switches and Valves,
- ✓ Hoses, Clamps, Fittings, Tubing, Sealing Gaskets or Devices, Mounting Hardware, Pulleys, Belts and Idlers related to Emission Control Components.

TOYOTA NEW VEHICLE WARRANTY

SPECIFIED MAJOR EMISSION CONTROL COMPONENTS
96 MONTHS OR 130,000 KILOMETRES (KM), WHICHEVER
OCCURS FIRST.

The following major Emission Control Components listed and supplied by Toyota Canada are covered for defective material or workmanship.

- ✓ Engine Control Module
- ✓ Catalytic Converter and Protector
- ✓ Data Link Connector
- ✓ Bulbs for Malfunctioning Indicator Lamp (Check Engine Warning Light)

FACTS ABOUT THE EMISSION DEFECT AND PERFORMANCE
WARRANTY

REPLACEMENT PARTS:

The emission control systems of your vehicle were designed, built and tested using Toyota Genuine Parts. Your vehicle is certified as conforming to applicable emission control standards. It is recommended that Toyota Genuine Parts be used as replacement parts.

The use of non-Toyota parts and the performance of any maintenance or repair by a non-Toyota dealer will not affect your emission defect or performance warranty coverage; unless the replacement parts that are used are not of equivalent quality, capacity or the repairs are not performed at the standard required and the effectiveness of the emission control systems is impaired.

WARRANTY CLAIM PROCEDURE

If Your Vehicle Fails an Emission Test:

A claim may be submitted immediately upon the failure of the vehicle to conform to the applicable standards by following these steps:

1. Take the vehicle to any authorized Toyota dealer and present a copy of the emission test report as evidence of failure. Also, take your maintenance records as they may be required.
2. The Toyota dealer will inspect your vehicle and determine the warranty applicability (not to exceed 30 days) or within the time frame required by local or provincial law.
3. If for any reason, the claim is denied, an explanation will be presented to you.
4. If Toyota fails to notify you of its decision within the time frame specified, then Toyota shall be responsible for repairing the vehicle free of charge unless the delay is attributable to the owner or factors beyond the control of Toyota or the Toyota dealer.
5. If you wish to obtain further information regarding the *Emission Performance Warranty* or if you have failed to receive satisfactory assistance from your Toyota dealer then you may contact:

TOYOTA CANADA INC.
Customer Relations

TOYOTA NEW VEHICLE WARRANTY

ACCESSORY WARRANTY

Toyota Genuine *Accessories Warranty:

*Toyota Genuine Accessories sold and distributed by Toyota Canada Inc.

INSTALLED BY	TOYOTA DEALER		OTHER
	DATE INSTALLED	During Basic Vehicle Warranty Period	After Basic Vehicle Warranty Has Expired
WARRANTY TIME FRAME	90 days or the balance of the Basic vehicle warranty period, whichever is greater	12 months or 20,000 km	12 months unlimited km
COVERAGE	Parts & Labour	Parts & Labour	Parts Only

SAFETY RESTRAINT SYSTEM (SRS) WARRANTY

60 MONTHS OR 100,000 KILOMETRES (KM), WHICHEVER OCCURS FIRST.

This warranty covers repairs needed on any seatbelt or air bag system and related components supplied by Toyota that is defective in material or workmanship, subject to the exclusions listed under *Warranty Exceptions*.

CORROSION PERFORATION WARRANTY

60 MONTHS OR UNLIMITED KILOMETRES (KM). COVERAGE IS FOR A PERIOD OF 60 MONTHS REGARDLESS OF DISTANCE TRAVELLED.

Toyota warrants that any original body sheet metal found under normal use to have perforated (hole through the body panel) from corrosion due to defects in material/workmanship. Subject to the exclusions listed under *Warranty Exceptions*.

The application of additional rust inhibiting material is not required in order to maintain *Toyota's Corrosion Perforation Warranty*.

PAINT DEFECT WARRANTY

36 MONTHS OR 60,000 KILOMETRES (KM), WHICHEVER OCCURS FIRST.

The *Paint Defect Warranty* covers defects in materials or workmanship on all exterior body panels. Subject to the exclusions listed under *Warranty Exceptions*.

TOYOTA NEW VEHICLE WARRANTY

TIRE MANUFACTURER'S

TIRE MANUFACTURER'S WARRANTY CONTACT INFORMATION

Tires originally installed on a new 2019 model year Toyota vehicles are warranted by the respective tire manufacturer. When a tire is removed from service due to a covered warranty condition under a tire manufacturer's limited warranty program, you may be eligible for a tire replacement or a comparable new tire on a prorated basis. The tire manufacturer's limited warranty program information can be obtained by contacting the tire manufacturer's website or authorized dealer.

Please note: Hankook's website offers an English and French option. To visit their French website, simply enter the site listed in the chart and switch the en/ to fr/.

Company	Website	Toll-Free Number
Bridgestone/Firestone	www.bridgestone.com	1-800-267-1318
Continental	www.continentaltire.ca	1-855-453-1962
Goodyear/Dunlop	www.goodyeartires.ca	1-800-387-3288
	www.dunloptires.com	
Hankook	www.hankooktire.com/ca-en/ or fr/	1-800-843-7709
Michelin/Uniroyal/ Goodrich	www.michelinman.com	1-888-871-4444
Nitto Tire	www.nittotire.com	1-888-529-8200
Toyo Tires	www.toyotires.ca	1-877-682-8696
Yokohama	https://tire.yokohama.ca	1-800-810-9656

TOYOTA NEW VEHICLE WARRANTY

AUDIO, VIDEO AND NAVIGATION SYSTEMS
36 MONTHS OR 60,000 KILOMETRES (KM),
WHICHEVER OCCURS FIRST.

SERVICE FOR YOUR TOYOTA AUDIO SOUND, VIDEO AND NAVIGATION SYSTEMS

Your owner's manual has complete information on the operation of these items; however, as a rule, audio performance and particularly FM reception may be affected by factors such as natural terrain, man-made obstacles and your distance from the radio station's transmitter.

If the problem is not due to any of the factors above and you find your radio does require servicing, your Toyota's original equipment radio, sound system components and navigation are covered under the terms of the Toyota Basic New Vehicle Warranty.

Any authorized Toyota dealer is prepared to minimize your inconvenience by replacing these components rather than sending it out for repair by:

- Determining whether the component can or cannot be repaired at the dealer.
- Ordering a replacement component if it can't be repaired at the dealer.
- Installing the component in your vehicle at your convenience once your replacement unit arrives at the dealer (usually within a few days).

Please note: Only Toyota original equipment audio sound & video or navigation systems supplied and dealer installed are covered under the Toyota Basic New Vehicle Warranty.

TOWING

When your vehicle is inoperable due to a warranted part failure, towing service is covered to the nearest Toyota dealer. The towing coverage depends on the warranty coverage of the warranted part that failed. For example, if there is a part failure in the *powertrain*, then towing would be covered if the vehicle is still within the *powertrain warranty* period.

In an emergency, where you require towing services, please contact the Toyota Roadside Assistance Center at 1-888-TOYOTA-8 (1-888-869-6828). An authorized service provider will be dispatched to provide you with the necessary Roadside Assistance. Refer to the *Toyota Roadside Assistance* information for more details.

WARRANTY EXCEPTIONS

BASIC AND POWERTRAIN WARRANTY EXCEPTIONS

NON-WARRANTABLE PARTS AND MATERIALS:

The following parts and services are not covered by warranty as they are part of regular maintenance service or replacement parts:

- Engine tune-ups
- Bulbs (excluding halogen bulbs, high intensity discharge-HID, light emitting diode-LED)
- Lubrication
- Fuses
- Spark plugs (excluding platinum or iridium)
- Drive belts (except timing belts)
- Oil filter, fuel filter, cabin air filter, engine air filter and fuel pump filter
- Brake shoes and brake pads
- Clutch linings
- Wiper blades and/or rubbers
- Transmitter battery / key / key fob batteries
- Electrolyte, air conditioning refrigerant, fuel, fluids, oil, grease, lubricants and additives
- Cleaning and polishing

THE FOLLOWING SERVICE ADJUSTMENTS ARE COVERED AS FOLLOWS:

- Air conditioning recharge is covered for 2 months, unlimited kilometres.
- Manufacturing defects found in any glass components, such as: delamination or distortion are covered with the Basic Complete Vehicle Warranty for 36 months or 60,000 Km, whichever occurs first. Stress cracks due to a manufacturer's defect in material or workmanship are covered for 12 months or 20,000 Km, whichever occurs first.

THE FOLLOWING SERVICE ADJUSTMENTS ARE COVERED FOR 12 MONTHS OR 20,000 KILOMETRES (KM), WHICHEVER OCCURS FIRST.

- Brake service
- Wheel alignment
- Wheel balance
- Windshield stress cracks

PAINT WARRANTY EXCEPTIONS

- Paint chips
- Blemishes caused by stones or gravel
- Blemishes from spills, such as: chemicals, brake fluid, etc.
- Accident or other forms of impact
- Industrial fallout or pollution
- Bird droppings
- Previous repairs or modifications to the same body panel
- Industry acceptable paint finish variations
- Normal paint aging conditions, fading, etc.

WARRANTY EXCEPTIONS

CORROSION PERFORATION WARRANTY EXCEPTIONS

- Corrosion, as a result of a non-Toyota rust inhibiting material that causes moisture and/or contamination to be retained between the rust inhibitor and body sheet metal causing premature corrosion.
- Corrosion other than perforation is not warranted beyond the basic warranty coverage.
- Corrosion perforation due to external damages caused by stones, gravel, accident or other forms of impact, industrial fallout or pollution, previous repairs or any modifications not authorized by Toyota is not covered.
- External surface rust left un-repaired developing into perforation due to neglect of vehicle care.
- Corrosion perforation on body panels previously repaired or modified.
- Non-Toyota parts and accessories resulting in perforation.

FACTORS BEYOND THE MANUFACTURER'S CONTROL:

THIS WARRANTY DOES NOT COVER DAMAGE OR FAILURES RESULTING DIRECTLY OR INDIRECTLY FROM ANY OF THE FOLLOWING:

- Fire, accident or theft
- Abuse or negligence
- Misuse-for example, racing & competitive events, off-roading or overloading
- Improper adjustments or repairs
- Modification, alteration or tampering, disconnection, including installation of non-Toyota accessories

- Repairs and adjustments caused by improper maintenance, lack of required maintenance and/or use of fluids, fuel, oil or lubricants other than those recommended in your owner's manual.
- Installation of non-Toyota parts
- Airborne chemicals, bird droppings, tree sap, road debris (including stone chips), salt hail floods, windstorms, rodent damage, lightning and other environmental conditions
- Water contamination
- Discoloration, peeling, staining or similar due to spills, creams/lotions, chemicals, ointments or similar applied, sprayed or in contact with surfaces.
- Dirty fuel or fuel other than that specified in the owner's manual
- The continued use of the vehicle once a problem has been detected (e.g. illumination of a Malfunction Indicator Light [Mil], excessive vibration, poor performance, etc.) resulting in consequential damage beyond the covered component.
- The replacement of simultaneous parts (i.e./ front, rear or left, right) where no defect is found (i.e./ cannot replace two shock absorbers, where only one is found to have a defect)
- Repairs conducted on vehicles designated at any time as salvaged, scrapped, junked, totaled or written-off
- Conditions related to normal noise, wear, vibration, deterioration, discoloration, distortion, deformation & fading.
- Use of a hydrogen fueling station that does not conform to the Society of Automotive Engineers (SAE) fueling protocol (limited to Mirai vehicles).
- Neglecting to follow correct fueling procedures (limited to Mirai vehicles).

WARRANTY EXCEPTIONS

THIS WARRANTY ALSO DOES NOT COVER THE FOLLOWING:

- Any Toyota vehicle registered and normally operated outside Canada, the United States or the U.S. Territories.
- Labour for removal or replacement of defective parts or accessories sold but not installed by the Toyota dealer.

VEHICLES WITH ALTERED ODOMETER READING

Failure of a vehicle on which the odometer has been altered or changed so that the actual kilometres driven cannot be accurately determined.

WARRANTY REGISTRATION

Any Toyota vehicle not registered in the Toyota New Vehicle System.

SALVAGED OR WRITTEN-OFF VEHICLES

The *Toyota New Vehicle Warranty* no longer applies on any Toyota vehicle which is designated at any time as salvaged, scrapped, junked totaled or written-off.

INCIDENTAL DAMAGES

Incidental or consequential damages associated with a vehicle failure. Such damages include but are not limited to; inconvenience, the cost of transportation (unless expressly provided in this warranty), telephone calls and lodging, the loss of personal or commercial property and loss of pay or revenue.

Any implied warranty of merchantability or fitness for a purpose applicable to this vehicle, where permitted by law, is limited in duration to the duration of this written warranty. The performance of repairs and needed adjustments is the exclusive remedy under this written warranty or any implied warranty.

The provision of the above written warranties is in addition to any statutory warranties or other rights or remedies as may exist at law.

Toyota does not authorize any person or corporation to assume for it any obligation or liability or make representation in respect of the *Toyota New Vehicle Warranty*.

TOYOTA COMMITMENT

TOYOTA COMMITMENT

We service your Toyota the way we built it.

Your new Toyota was designed and built to the highest standards and you can count on superb quality, durability and reliability, the foundation upon which we have built our reputation. Toyota has always been committed to the principle of continuous improvement, such as: more fuel-efficient engines, enhanced safety features and environmentally friendly products. To maintain the highest quality of your Toyota vehicle, ensure that you maintain your vehicle with Toyota Genuine Parts and Toyota Quality Service.

When you visit your dealer for service the staff will:

- Review and get your agreement on which service is needed, what work will be completed and at what cost to you.
- Review your invoice, answer any questions and schedule your next visit.
- Give you a copy of the maintenance menu with your next visit highlighted.

Your complete satisfaction is important to your dealer and this commitment is demonstrated by:

- Convenient and well-marked access to the service department and nearby parking.
- Clean, bright and pleasant service reception areas.
- Prompt, courteous attention from trained service personnel dedicated to meeting your service needs.
- Clear, simple and accurate explanations with “no-surprise” pricing.
- All work to be done right the first time and on time as promised.
- A convenient variety of payment options.
- A sincere desire to make you a regular customer by providing the services you need at a competitive price.
- Convenient on-line booking of service appointments, at participating dealers.

The following information will provide you with a brief overview of the services performed by your Toyota dealership. Please see your Toyota dealer for specific details and intervals required for your vehicle and driving conditions.

REQUIRED MAINTENANCE

REQUIRED MAINTAINENCE

It is the *owner's responsibility* to ensure that the vehicle is maintained and operated in accordance with the published instructions for proper maintenance care and use which can be found in your owner's manual. Toyota recommends having maintenance performed by an authorized Toyota dealership. Toyota dealership technicians are specifically trained to maintain and repair Toyota vehicles. They stay current on the latest service information through Toyota technical bulletins, service publications and training courses. Toyota technicians are also certified through the Toyota Certified Technician Program, which involves a series of rigorous written examinations. Feel free to ask any Toyota dealership to show you its technicians' credentials. You can be confident you're getting the best possible service for your vehicle when you take it to a Toyota dealership.

Additionally, a vehicle specific maintenance menu printed by your Toyota dealer is available, as well as, through www.toyota.ca. You should keep detailed records of your vehicle maintenance schedule and history, since under some circumstances they may be required for warranty coverage. These records must include the vehicle information, date of service, kilometres at the time of service and a description of service performed and/or parts installed. Maintenance records and receipts should be transferred to each subsequent owner.

Maintenance of your Toyota vehicle is required every 6 months or 8000 Km, whichever occurs first and includes the services and inspections recommended by Toyota.

Additional services, if required due to individual operating conditions, may be recommended by your servicing dealer. A personalized maintenance menu specific to your vehicle and tailored to your driving habits and driving conditions can be provided to you by your Toyota dealer.

It not only helps you budget for maintenance but also illustrates just how little it will cost over the years to come.

The following information will provide you with a brief overview of the services performed by your Toyota dealership. Please see your Toyota dealer for specific details and intervals required for your vehicle and driving conditions.

REQUIRED MAINTENANCE

REQUIRED MAINTENANCE FOR YOUR MIRAI VEHICLE

Toyota recommends having maintenance performed by an authorized Mirai Fuel Cell Toyota dealership. Powertrain and fuel cell component service or repairs must be performed by an authorized Mirai Fuel Cell Toyota dealership in accordance with the safety precautions discussed at the beginning of this booklet. In addition, software updates may be available during your scheduled maintenance visit and can only be installed by an authorized Mirai Fuel Cell Toyota dealership.

Mirai Fuel Cell authorized Toyota dealerships have technicians who are specially trained to maintain and repair Toyota Mirai Fuel Cell vehicles. They stay current on the latest service information through Toyota technical bulletins, service publications and training courses. They are also certified through the Toyota Certification Program, which involves a series of rigorous examinations. Feel free to ask the Toyota dealership to show you their technicians' credentials.

You can be confident you're getting the best possible service for your vehicle when you take it to an authorized Mirai Fuel Cell Toyota dealership.

See your authorized Toyota Mirai Fuel Cell Toyota Dealership for specific Mirai maintenance requirements and intervals.

OIL & FILTER SERVICE

- Replace engine & oil filter.
- Remove & inspect air filter element (Replace if needed).
- Lubricate locks, latches & hinges.
- Inspect lights, horn & wipers for proper function.
- Insect coolant, brake & washer fluid levels.
- Inspect tires & adjust pressure as required, including spare. Rotate tires if needed.

REQUIRED MAINTENANCE

MAINTENANCE SERVICES

- Replace engine & oil filter.
- Remove and inspect air filter element (Replace if needed).
- Lubricate locks, latches & hinges.
- Inspect lights, horn & wiper for proper function.
- Inspect or replace the cabin air filter.
- Inspect coolant, brake and washer fluid levels
- Inspect automatic transmission, manual transmission, hybrid trans-axle, differential and transfer case for leaks.
- Perform battery service, clean terminal.
- Inspect valve clearance audibly and engine vibration.
- Inspect the drive belts for cracks excessive wear or contamination. (Replace the belts if damaged). Check the belt tension and adjust it if necessary.
- Inspect steering linkage and suspension parts for looseness, damage or leakage.
- Inspect ball joints & dust covers, drive shaft and steering rack boots, chassis nuts & bolts for looseness, cracks, deterioration or damage.
- Tighten rear drive-shaft inboard constant velocity joint nuts (if applicable).
- Remove wheel and brake drum if equipped. Inspect brake linings, drums, pads, rotors, calipers, lines and hoses.
- Visually inspect the exhaust pipes, muffler and hangers for cracks, deterioration or damage. Start the engine and listen carefully for any exhaust gas leakage. Tighten connections or replace parts as necessary.
- Visually inspect the lines, connections, hoses and tank band for corrosion, damage, cracks, and loose or leaking connections. Tighten connections or replace parts as necessary.
- Visually inspect the fuel tank cap gasket for cracks, deterioration or damage.
- Inspect tires & adjust pressure as required, including spare. Rotate tires if needed.
- Road test.

OWNER'S RESPONSIBILITY

SOME TIPS ON HOW TO HANDLE YOUR RESPONSIBILITIES AS AN OWNER

Your Toyota has been designed to require as little maintenance as possible. That means each regularly scheduled maintenance visit with your Toyota dealer is now more important than ever!

There are some simple maintenance items you can perform; however, other items are best left to the specialists at your Toyota dealer where they have specialized tools and skilled technicians. The following list will help you know what to check on a regular basis.

EXTERIOR

- ✓ Tire inflation & condition
- ✓ Wiper blades
- ✓ Lights & signals
- ✓ Fluid leaks

INTERIOR

- ✓ Horn
- ✓ Wiper/washer
- ✓ Defroster operation
- ✓ Seatbelt system
- ✓ Mirrors

UNDER HOOD

- ✓ Engine oil level
 - ✓ Windshield washer fluid
 - ✓ Engine coolant (visual inspection only)
- *Note: Do not remove the coolant cap.

GENERAL

- ✓ Overall vehicle finish and appearance
- ✓ Parking brake
- ✓ Abnormal sounds

LOOK AND LISTEN SIGNS THAT MAY INDICATE SERVICE IS REQUIRED:

You should always be on the alert for these visual and audible indicators that service may be required:

- ✓ Engine ping or stumble
- ✓ Engine loss of power or unusual sounds
- ✓ Oil or fluid leaks
- ✓ Under-inflated tires
- ✓ Vehicle pulls to one side on level pavement
- ✓ Noisy or ineffective brakes
- ✓ Abnormal fuel consumption
- ✓ Abnormal temperature indication
- ✓ Any warning lights illuminating on the dashboard

OWNER'S RESPONSIBILITY

ELECTRICAL COMPONENT PRECAUTIONS

Using non-approved and commercially available sprays (e.g. lubricants and greases), and non-approved operations (e.g. steam-cleaning), may increase the risk to customers safety and vehicle operation. To avoid damaging electrical components, do not install non-approved Lexus parts or electrical accessories. The above are strongly discouraged. Use only Toyota-approved parts, fluids and repair procedures.

CORROSION PROTECTION

In order to help protect your vehicle to minimize corrosion, it's important that you wash your vehicle regularly, follow these suggestions:

- Use cold clean water and a mild vehicle soap.
- Wash your vehicle in the shade.
- If insects, tar or similar deposits have accumulated on your vehicle, wash it as soon as possible.
- If you drive on salted or dusty road conditions or near the ocean, hose off the undercarriage at least once a month to ensure salt and/or road debris are removed, as well as to ensure the drain holes in the lower edges of the doors and rocker panels are clear

ADDITIONAL CARE SUGGESTIONS:

- If you detect any stone chips or scratches in the paint, touch them up immediately.
- If your Toyota is damaged due to an accident or any other cause which damages the paint and protective coating, have your vehicle repaired as soon as possible. (The cost of these repairs is the responsibility of the owner).
- If you carry special cargo such as, chemicals, fertilizers, de-icer salt, etc. ensure that materials are well packaged, sealed and secured to ensure that it is firmly held in its place and will not move.
- If you drive on gravel roads, consider installing mud guards, stone shields or protective tape film behind each wheel.

OWNER INFORMATION

EMERGENCY WARRANTY REPAIRS

In an emergency, where an authorized Toyota dealer is not reasonably available, you may have the repair performed by a licensed technician at an established service facility. Every effort should be made to use Toyota Genuine Parts in order to maintain the quality and warranty coverage for your vehicle. If *non-Toyota parts* are used, Toyota will assume no liability for any resultant damage or failure. In either circumstance, Toyota recommends that you have the repair inspected by a Toyota dealer.

You will then be required to present the replaced parts and paid repair invoices to an authorized Toyota dealer for consideration of reimbursement of the *Emergency Warranty Repair* cost within sixty (60) days of the date of the incident. You will be reimbursed for warranted parts up to the maximum manufacturer's suggested retail price and warranted labour at a geographically appropriate hourly rate multiplied by Toyota's recommended time allowance for the repair.

REPLACEMENT PARTS

Toyota recommends using only Toyota Genuine Parts when you need to replace a part on your vehicle. Like all Toyota products, Toyota Genuine Parts are built to the highest standards of quality, durability and performance. They are also designed to fit your vehicle's exact specifications. Your Toyota dealership maintains an extensive inventory of Toyota Genuine Parts to meet your vehicle service needs. Because Toyota dealers are linked electronically to Toyota's Parts Distribution Centers, the dealership has quick access to any parts in stock, that may be required for your vehicle.

Toyota Genuine Parts are covered by their own warranty or the remainder of any applicable *Toyota New Vehicle Warranty* (see your dealer for details).

NON-TOYOTA PARTS

Any damage or failure resulting from the use of *non-Toyota parts* are not covered by any Toyota warranty.

OWNER INFORMATION

TIRE PRESSURE MONITORING SYSTEM

Your Toyota has been equipped with a technically-advanced *Tire Pressure Monitoring System*. This is primarily for safety reasons. While this feature keeps you informed about your pressure, it is no substitute for regular tire maintenance.

Toyota recommends regular first hand visual inspection of your tires and bi-weekly tire pressure checks.

HOW THE TIRE PRESSURE MONITORING SYSTEM WORKS

The system utilizes a sensor that accurately measures both tire pressure and tire air temperature. This sensor is fitted to the inner side of each wheel and transmits data via electric waves to the receiver. The receiver instantly compares the data received against the designated values and if an inconsistency is detected, the warning light symbol illuminates on your dashboard.

WARNING SYMBOL FOR LOW TIRE PRESSURE

If this symbol lights up, it is alerting you that one or more of your tires may be underinflated.

DOES THE WARNING LIGHT ALWAYS INDICATE THAT TIRE PRESSURE IS LOW?

The warning light may indicate a system malfunction requiring a Toyota dealer's attention. If it flashes before staying on continuously, the tire pressure could be within the appropriate range but you should contact your Toyota dealer for a system inspection.

Driving with incorrect tire inflation pressure may result in the following:

- Reduced safety
- Damage to the drivetrain
- Reduced fuel efficiency
- Reduced driving comfort and tire life
- Premature tire wear

If a tire needs frequent filling, have it checked by your Toyota dealer

KEEP YOUR TIRES PROPERLY INFLATED

Step 1: Check your tire pressure at least every two weeks and before going on long trips. Since the temperature outside affects tire pressure, you should check your tires when your vehicle has not been driven more than 1.5 km; or has been parked for at least 3 hours.

Step 2: If the tire pressure is low, fill your tires to the air pressure recommended on the tire label, generally located on the driver's side front door or door frame.

If you have questions about these 2 steps or other tire maintenance inquiries, check your owner's manual or consult your Toyota dealer.

OWNER INFORMATION

FREQUENTLY ASKED QUESTIONS

WHY IS PROPER TIRE INFLATION IMPORTANT?

Maintaining the recommended tire pressure is essential for the safe and efficient operation of your Toyota. Safety experts estimate that 25% of automobiles are running on tires with lower than recommended pressure. Properly inflated tires run cooler, last longer and improve fuel economy.

WHY DOES TIRE PRESSURE CHANGE?

Many factors affect tire pressure. That's why it is essential to check your tires regularly. Tire pressure can decrease due to tire damage, slow leaks or changes in the outside temperature. For every drop of 5.6°C in temperature, your tires lose 1 psi (pounds per square inch). Tires can also deflate naturally over time, losing as much as 1.5 psi per month.

WHAT DO I NEED TO KNOW WHEN I SERVICE OR REPLACE MY TIRES?

- Because tire repair or replacement may affect the tire pressure sensors, we recommend you have your tires serviced by your Toyota dealer.
- Tire pressure sensors may not work properly with wheels not supplied by Toyota; therefore, we recommend that only Toyota Genuine wheels are used on your vehicle.

HOW DO I FIND THE PROPER PSI FOR MY TIRES?

The correct tire pressure (in psi) can usually be found on a label located in one of three places: the driver's door frame, sill or edge.

DRIVING WITH WINTER TIRES

Take the following precautions to reduce the risk of accidents. Failure to do so may result in a loss of vehicle control and cause an accident.

- Only use tires of the size specified for your vehicle.
- Maintain the recommended level of tire air pressure.
- Use winter tires on all four wheels.

WHEEL SELECTION

When you replace your vehicle's wheels, ensure that they are equivalent to those removed in load capacity, diameter, rim width and offset. Replacement wheels are available at your Toyota dealer.

OWNER INFORMATION

CHECKING AND MAINTAINING YOUR TIRE PRESSURE

ALWAYS USE A TIRE PRESSURE GAUGE

The appearance of the tire can be misleading. In addition, tire pressures that are even just a few pounds off can degrade ride and handling.

DO NOT BLEED OR REDUCE TIRE INFLATION PRESSURE AFTER DRIVING

It is normal for the tire inflation pressure to be higher after driving.

NEVER EXCEED THE VEHICLE CAPACITY WEIGHT

Passenger and luggage weight should be distributed as evenly as possible so the vehicle is well balanced.

WHEN INSPECTING OR ADJUSTING TIRE PRESSURE, REINSTALL THE TIRE VALVE CAPS

Without the valve caps, dirt or moisture can get into the valve and cause air leakage. This can lead to tire failure and compromise your safety. If the caps have been lost, replace them as soon as possible

OWNER'S RESPONSIBILITIES

HYBRID VEHICLES

FOR TOYOTA OWNERS WHO HAVE PURCHASED OR LEASED A HYBRID VEHICLE:

Toyota *hybrid vehicles* have the potential to greatly reduce the environmental challenges we now face. *Hybrid* vehicles have been engineered to provide outstanding fuel economy and reduced exhaust emissions while respecting the environment and preserving resources. This technology will meet your expectations as it also provides the comfort, convenience and reliability you expect from any Toyota vehicle.

The *hybrid synergy drive* combines a gasoline engine and an electric motor to maximize energy efficiency and sharply reduce emissions.

HYBRID SYNERGY DRIVE

ENERGY SAVING FEATURES

Your *hybrid vehicle* features automatic engine shutdown when the vehicle is stopped and regenerative braking which converts kinetic energy into electricity to charge the battery. Under high speed and heavy load conditions, both the engine and the motor drive the wheels, so the engine always operates at peak efficiency.

ENERGY FLOW

- The engine operates only in its most efficient range; therefore, when the vehicle is starting from rest or moving slowly, the engine shuts down and the electric motor drives the wheels.
- During full throttle acceleration or under heavy load, the motor gets a power boost from the battery.
- During normal driving, a power-split device divides the engine output between the wheels and the generator, which supplies electricity for the motor.
- During deceleration or braking, the motor functions as a generator, turning kinetic energy from the wheels into electricity to charge the battery.
- The computer-controlled charging system maintains a constant charge in the battery.
- When the vehicle is at a standstill, the engine may automatically shut down, based on certain conditions designed for the most efficient operation of the vehicle.

GENERAL PRECAUTIONS

REFUELLING YOUR HYBRID

- ✓ Be sure to fully insert the refueling nozzle in the fuel inlet tube. Improperly inserting the refueling nozzle may result in fuel spurting from the fuel inlet tube.

OPERATING OF INSTRUMENTS & CONTROLS

- ✓ Ensure that the vehicle is in "P" position when parking. With the selector lever in the "N" position, the hybrid vehicle battery will not be charged even if the gasoline engine is operating.

Please Note: Kindly refer to your hybrid vehicle's owner's manual for Information and precautions to follow if an accident occurs.

OWNER INFORMATION

ENVIRONMENTAL POLICY

As a responsible corporate citizen, Toyota Canada Inc. is committed to protecting human health, natural resources and the local and global environment, in accordance with Toyota Motor Corporation's Environmental Charter. This dedication reaches further than compliance with the law. It encompasses the integration of sound environmental practices into our business decisions.

THE TOYOTA COMMITMENT:

New Toyota vehicles that carry the Toyota 'Leaf Car' logo have been classified as Low Emission Vehicles or LEV's. Through Toyota's Variable Valve Timing advanced engine technology and other technological advancements, these vehicles meet or surpass the North American standards for low emissions and help our environment by reducing the emission of greenhouse gases that can lead to poor air quality and global warming.

You can do your part to help improve the world we all live in by taking note of the following driving tips. These tips will help to reduce emissions and improve your fuel economy. So please take a moment to review these simple strategies to help our environment and enhance the quality of life for future generations.

YOU CAN BE AN ECO DRIVER!

Tips from Toyota that can save you money and reduce excessive emissions.

1. GET IN THE HABIT OF NOT IDLING THE ENGINE.
(Does not apply to Hybrid vehicles)
When waiting for someone or stopped for an extended period, turn off the engine. Instead of running it for 5 minutes, you could save 65 cc of gasoline and reduce CO2 emissions by 420 grams (assuming 10 times per month).
2. REDUCE THE USE OF YOUR AIR CONDITIONER.
Turning off the air conditioner for 6 minutes could save 70 cc of gasoline and cut CO2 emissions by 1340 grams (assuming a total of 3 hours per month).
3. CHECK YOUR TIRE PRESSURE REGULARLY.
Driving for 50 km with tires inflated to the proper pressure could save 150 cc of gasoline and cut CO2 emissions by 1250 grams (assuming a total of 650 km per month) compared to running on under-inflated tires by 0.5 kgf/cm² or 3 psi.
4. DRIVE AT AN ECONOMICAL SPEED.
You could boost your fuel economy by 10% to 30% by reducing speeds and not exceeding posted speed limits.

OWNER INFORMATION

5. REMOVE UNNECESSARY WEIGHT FROM YOUR VEHICLE BEFORE DRIVING.

Taking 10 kg of unnecessary luggage or sports equipment out of your vehicle before driving 50 km could save 15 cc of gasoline and cut emissions by 130 grams (assuming 650 km per month).

6. DON'T RACE THE ENGINE.

By not revving or racing the engine you could save 6 cc of gasoline and cut emissions by 1150 grams (assuming 300 times per month).

7. AVOID 'JACK-RABBIT' STARTS AND FULL THROTTLE ACCELERATION.

By avoiding 'foot to the floor' starts and accelerating, you could save 17 cc of gasoline and cut CO2 emissions by 360 grams (assuming a total of 40 times per month)

Please note: The fuel saving and emission reduction figures stated are used as an example. They are meant to represent what an average vehicle under average conditions may expect to obtain by following the *Toyota Eco Driving Tips*. Your actual results may vary but any attempt to reduce emissions will result in a cleaner world and we thank you!

OWNER INFORMATION

MEDIATION AND ARBITRATION

At Toyota, service isn't just something we provide, it is a commitment we live by. We are committed to providing the very best product quality and customer care throughout your sales and service experience.

Your dealer's sales and service personnel are empowered to resolve any inquiries or concerns you may have with your sales experience or with the servicing of your Toyota. However, despite the best intentions of all involved parties, misunderstandings may occur. In these instances, we recommend that you take the following steps to help ensure your satisfaction.

1. CONTACT YOUR TOYOTA DEALER

If you have any questions or concerns surrounding your Toyota vehicle, your dealership's management personnel will be able to work with you to resolve your concern quickly and to your contentment.

Everyone at your Toyota dealership is truly interested in your satisfaction, so please allow your Toyota dealer the opportunity to demonstrate their commitment to you as a valued member of the Toyota family.

2. CONTACT TOYOTA CANADA'S CUSTOMER RELATIONS DEPARTMENT

If for any reason you still require assistance or have further questions after discussing your concerns with your dealer management personnel, Toyota Canada's Customer Relations Representatives are

available to help you. You may reach them by calling 1-888-TOYOTA-8 (1-888-869-6828) or you may reach them through the Contact Us section of our website: www.toyota.ca.

To help us provide prompt assistance, please provide the following information when you contact us:

- Vehicle Identification Number (VIN). It's the 17-digit number which you will find by looking through the windshield on the lower corner of the driver's side. It is also listed on your sales agreement and registration of ownership.
- The name of your Toyota dealer.
- The kilometres on your vehicle.

3. CAMVAP – THIRD PARTY ARBITRATION

Toyota Canada endeavours to resolve all customer concerns through our dealer network and with our direct involvement when necessary. Occasionally a customer concern cannot be resolved through Toyota Canada's Customer Relations Department. If the first two steps of our commitment have not provided you with a solution that is to your satisfaction, you may wish to contact the *Canadian Motor Vehicle Arbitration Plan (CAMVAP)*. CAMVAP is an independent organization that assists in resolving disputes regarding defects with your vehicle's assembly and/or materials.

OWNER INFORMATION

CAMVAP will advise you about how your complaint can be reviewed and resolved by an independent third party through binding arbitration. There is no charge for using *CAMVAP*. Results are fast, fair and final as the award is binding both you and Toyota Canada Inc.

CAMVAP is available across Canada. For more information and to obtain a copy of the *CAMVAP* consumer guide entitled, *Your Guide to CAMVAP*, please call *CAMVAP* directly at 1-800-207-0685 or visit *CAMVAP*'s website at: www.camvap.ca.

TOURING/RELOCATION OUTSIDE CANADA, THE UNITED STATES AND U.S. TERRITORIES

If you are touring or relocating outside Canada, the United States or U.S. Territories and you encounter a problem, please consult a local Toyota dealer.

Please note: That warranty service may not be provided by the local dealer because the local Toyota distributor may have no obligation to provide warranty service to your vehicle and/or your Toyota may not comply with the regulatory and/or environmental requirements of such country.

In the United States, you may contact:

TOYOTA MOTOR SALES, USA, INC.
www.toyota.com
Contact Us, section.

TOYOTA ROADSIDE ASSISTANCE

As the proud owner of your Toyota, you won't have to worry about where you can obtain assistance during the Roadside Assistance Warranty coverage of 36 months/unlimited km when mishaps requiring Emergency Road Service or Mechanical Breakdown occur. Throughout Canada, the United States or the U.S. Territories our Roadside Assistance Representatives will always be there to ensure you receive prompt, efficient service from one of our approved service providers 24 hours a day, 365 days a year. These services are available to you for a period of 36 months or unlimited kilometres, whichever occurs first; and are transferable with the resale of the vehicle with the remaining original Toyota basic warranty.

MECHANICAL BREAKDOWN TOWING (REIMBURSEMENT OPTION: UP TO \$250)

Should your Toyota experience a mechanical breakdown and be unable to proceed under its own power, *Toyota Roadside Assistance* will arrange for a towing facility to tow your vehicle from the place of mechanical breakdown to the nearest Toyota dealership within 300 kilometres or to your preferred Toyota dealership within 50 kilometres. An alternative service facility may be used if there is no Toyota dealership within 300 kilometres.

ACCIDENT TOWING (REIMBURSEMENT OPTION: UP TO \$250)

A traffic accident can be a very frightening and unpleasant experience, *Toyota Roadside Assistance* will be there to help. An accident is defined as the upset or collision of your Toyota with any object moving or stationary.

Toyota Roadside Assistance will arrange for a towing facility to tow your vehicle from the scene of the traffic accident to the nearest

Toyota dealership within 300 kilometres or to your preferred Toyota dealership within 50 kilometres. An alternative service facility may be used if there is no Toyota dealership within 300 kilometres.

In the event that your municipality requires you to report to an Accident Reporting Center, a second tow will be provided from the Accident Reporting Center to the nearest Toyota dealer or alternative service facility (as specified above). The second tow from the Accident Reporting Center must be arranged by calling *Toyota Roadside Assistance* at 1-888-TOYOTA-8 (1-888-869-6828) upon completion of the accident report.

REIMBURSEMENT OPTION:

In the event that alternative towing arrangements are made, *Toyota Roadside Assistance* will consider you for reimbursement to a maximum of \$250, provided that your Toyota was towed by a dealer and that the following documents have been submitted:

- Original copy of the towing receipt
- Copy of the police report
- Letter from your insurance company stating what portion of the expenses have been covered
- Copy of the Toyota dealer repair invoice (proof of destination)

EMERGENCY ROAD SERVICE (REIMBURSEMENT OPTION: UP TO \$100)

Toyota Roadside Assistance will provide the following emergency roadside services for the duration of the basic warranty:

BATTERY BOOST: In the event that your Toyota fails to start after the boost, it will be towed according to your Mechanical Breakdown towing benefits stated above.

TOYOTA ROADSIDE ASSISTANCE

LOCKOUT SERVICE: If you have locked your keys in your vehicle, Toyota Roadside Assistance will dispatch a service facility to attempt to gain entry into your vehicle. (Cost of labour and/or replacement keys not included). In the event that access cannot be gained, your vehicle will be towed according to your Mechanical Breakdown towing benefits stated above.

FUEL DELIVERY: In the event that you run out of fuel, Toyota Roadside Assistance will deliver gasoline to your stranded vehicle. (Cost of gasoline included for up to 5 litres).

TIRE CHANGE: If you have a flat tire, your usable spare will be installed. (Tire repairs are not covered).

WINCHING: If your vehicle becomes immobilized in a ditch, mud or snow, *Toyota Roadside Assistance* will arrange to have your vehicle winched on to the nearest roadway. The vehicle must be accessible and located on, or adjacent to a regularly travelled roadway. (This benefit does not apply to vehicles immobilized in a snow-covered driveway or parking lot). In the event that your Toyota is unable to proceed under its own power after winching, it will be towed according to your accident towing benefits stated above.

HOW TO OBTAIN SERVICE

1. Should you require any of our Emergency Road Services simply call 1-888-TOYOTA-8 (1-888-869-6828).
2. Provide the *Toyota Roadside Assistance* Representative with your name, vehicle identification number (VIN), the nature of your difficulty and the exact location of your vehicle.
3. An authorized service facility will be dispatched to provide you with the necessary Roadside Assistance.

In order to obtain service, you must remain with your vehicle. The approved service facility will not provide service to unattended vehicles.

How to claim for alternative service arrangements:

1. *Toyota Roadside Assistance* should be contacted prior to making any alternative service arrangements to ensure reimbursement for the services rendered.
2. In the unlikely event that an authorized service facility is not available in the area of your breakdown, the *Toyota Roadside Assistance* Representative will authorize you to obtain service from an alternative facility.
3. Obtain from the service facility a detailed receipt outlining the cause of disablement, the service required and the distance towed, if applicable.
4. Submit the original receipts within thirty (30) days of the date of the incident. The original detailed repair invoice must accompany towing claims. Please submit claims for consideration to:

TOYOTA ROADSIDE ASSISTANCE
248 Pall Mall Street
PO Box 5845
London, ON N6A 4T4
1-888-TOYOTA-8 (1-888-869-6828)

5. Upon receipt and confirmation of the information, *Toyota Roadside Assistance* will send you a reimbursement cheque according to your reimbursement limits. *Toyota Roadside Assistance* reserves the right to decline any claim presented for payment later than thirty (30) days after the date the service was performed or any claim not satisfying the requirements of this coverage.

TOYOTA ROADSIDE ASSISTANCE

GENERAL CONDITIONS

Toyota Roadside Assistance agrees to provide the driver of the registered Toyota, the benefits as listed in this owner's manual supplement. Subject to the terms and conditions as set out in this owner's manual supplement.

The records of *Toyota Roadside Assistance* determine the commencement and termination dates of your coverage and will be evidence of your eligibility to claim for benefits.

The benefits of the *Toyota Roadside Assistance* Program are transferred when the vehicle ownership is transferred.

Any fraudulent alteration made to bills for service will render them invalid for claims reimbursement.

Only originals of receipts and/or charge copies submitted by you will be accepted for consideration of reimbursement. Originals will be returned upon request.

Benefits as described in this owner's manual supplement will not be provided:

- A. Where there is any indication at the time of the driver's consumption of alcoholic beverages or narcotics or where the driver was not in possession of a valid license to operate the vehicle or when the driver's license is under suspension.
- B. While your Toyota is not insured as required by law.

- C. In the event that the incident occurred while the driver was committing a criminal offense.

Services will not be covered if your Toyota was driven into an area that is inaccessible to the service vehicle or is not on a regularly travelled roadway.

Cross-country logging, auto-cross and any other form of off-road use is not covered.

The services that have been contracted shall not cover emergency claims caused directly or indirectly, wholly or partially by war, riots, floods, invasion, insurrection, civil commotion or while your Toyota is being used in military or police services.

All service providers are independent contractors and are not employees or agents of Toyota Canada. Any loss or damage to your Toyota or personal property, resulting from the roadside service, is the responsibility of the roadside provider. Report any damage or loss to the manager of the service provider and to your own insurance company within 24 hours.

Toyota Canada reserves the right to discontinue providing roadside service to you if in Toyota Canada's opinion there is abuse of roadside services.

All questions concerning Towing and Emergency Road Service should be directed to:

TOYOTA ROADSIDE ASSISTANCE
248 Pall Mall Street
PO Box 5845
London, ON N6A 4T4
1-888-TOYOTA-8 (1-888-869-6828)

TOYOTA ROADSIDE ASSISTANCE

EXTENDED COVERAGE

Extend your Roadside Assistance beyond the Basic Roadside Assistance warranty period.

Available for a small annual fee, you can continue to use your Roadside Assistance beyond the 36 months/unlimited kilometres, whichever occurs first.

Coverage includes:

- ✓ Mechanical breakdown towing
- ✓ Battery boost
- ✓ Lockout service
- ✓ Fuel delivery
- ✓ Tire change
- ✓ Winching +plus
- ✓ Trip interruption
- ✓ Travel planning

All benefits of an Auto Club membership at a price that may surprise you.

For more information log on to: www.toyota.ca

or

Visit your Toyota dealer and inquire about the benefits of
Toyota Roadside Assistance.

TOYOTA EXTRA CARE PROTECTION (ECP)

WE HAVE YOU COVERED! With *Toyota Extra Care Protection (ECP)*, your new Toyota has inflation protected coverage on mechanical failures. It's the affordable and cost-effective way to guarantee your peace of mind and to protect your investment whether you buy or lease.

ECP Gold plans cover you on up to 17 major mechanical component groups after the manufacturer's warranty expires, along with Vehicle Rental Assistance and Tire Road Hazard Protection.

Drive with confidence knowing that you are totally covered with a Toyota ECP Platinum Plan. Toyota ECP gives you the ultimate protection for your new vehicle. Platinum takes the Gold plan to a new level delivering the worry-free motoring experience you want. Platinum is so comprehensive there are only a few components we don't cover!

Please consult your Toyota dealer for further details on this very valuable and affordable option. At Toyota ECP, we really do have YOU covered!

BUT MY TOYOTA ALREADY HAS A FACTORY WARRANTY!?!

Yes, and it's one of the best! However, Toyota ECP is not a warranty... it's much more. It can provide you and your new Toyota with coverage, such as:



Mechanical, accident towing and emergency road service



Vehicle rental assistance



Tire road hazard protection



Trip interruption assistance



Travel planning assistance



It will also cover your vehicle with mechanical protection for to seven years or 200,000 Km*



Maintenance benefit program***

COUNT THE WAYS TOYOTA EXTRA CARE PROTECTION ENHANCES YOUR DRIVING EXPERIENCE.

- ✓ Toyota Genuine Parts
- ✓ Factory-trained Toyota technicians
- ✓ Assured, worry-free motoring
- ✓ Potential higher resale value
- ✓ Protects your budget against unexpected expenses
- ✓ Protects your budget against the rising cost of vehicle repairs
- ✓ No deductible**
- ✓ Maintenance benefit program included (if purchase within 31 days of vehicle sale) ***

* Whichever occurs first

** No deductible on New and Lease vehicle programs

*** See your dealer for more details

TOYOTA CERTIFIED COLLISION CENTERS

Unfortunately, accidents do happen and it's important to know what to do before you find yourself in this stressful situation.

Take a few minutes to review the *Accident and Repair Brochure* in your glove compartment or visit www.toyota.ca ("for customers", "in the event of a collision"). Both sources provide valuable information and assistance.

DID YOU KNOW?

- You do not have to accept a tow from a truck on scene, *Toyota Roadside Assistance* has you covered.
- You have the right to have your vehicle repaired to its pre-accident condition using Toyota Genuine Parts at a *Toyota Certified Collision Center*.

Nobody knows your Toyota better than a *Toyota Certified Collision Center*.

For more information visit www.toyota.ca.

SEATBELTS AND SAFETY RESTRAINT SYSTEM (SRS) AIRBAGS

BUCKLE UP FOR SAFETY

In most Canadian and many American jurisdictions the use of *seat belts* and the use of restraints for smaller children are mandatory and penalties are provided for non-observance of this law. Apart from this, the importance of using seat belts cannot be over-emphasized. Studies show that the safest place in a collision is generally inside your vehicle and *seat belts* help keep you there.

HOW TO WEAR YOUR SEATBELTS CORRECTLY

All passengers should correctly fasten their seat belts before the vehicle starts moving and should not unfasten them while in the vehicle.

Observe the following precautions. Failure to do so may cause serious injury or death.

- Passengers in rear seats who do not use their *seatbelts* may put others, as well as themselves at risk.



SIT WITH CORRECT POSTURE

- Sit upright with your back against the seat back
- Adjust the position of the seat back. Sit up straight and well back in the seat.
- Avoid reclining the seat back any more than needed. In the event of an accident, if you are reclined, the lap belt may slide past your hips and apply restraint forces directly to your abdomen. Or your neck may contact the shoulder belt, which could result in serious or life threatening injuries.



CORRECTLY FASTEN THE SEATBELT

For instructions on how to adjust the *seatbelts*, please refer to the owner's manual for your vehicle.

- Extend the shoulder belt so that it comes fully over the shoulder but does not come into contact with the neck or slide off the shoulder.
- Be sure to position the lap belt low over the pelvis below the abdomen.
- Do not twist the *seatbelt*.
- To fasten the *seatbelt*, push the plate into the buckle until a click sound is heard.
- While driving, do not adjust the position of the seat or unbuckle the *seatbelt*.
- The *seatbelts* provided for your vehicle are designed for people of adult size. In the case of a child who cannot properly wear the *seatbelts*, please refer to the *Safety Information* section in your owner's manual.

AIRBAGS DO NOT REPLACE SEAT BELTS:

Airbags are a *Supplementary Restraint System (SRS)* that inflates in a severe frontal or side collision. Airbags may not inflate in a moderate frontal or side collision; therefore, *seatbelts* must be worn at all times.

Never put objects in front of or on top of the airbags because these objects may prevent deployment or cause serious injury. In addition, never use rear facing child restraints seats in the front passenger seat because the force and speed of the inflating bag could seriously injure a child.

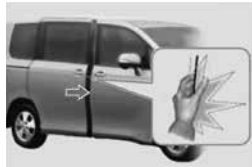
CHILD SAFETY / PET SAFETY

CHILD SAFETY

PLEASE BE EXTREMELY CAREFUL WHEN DRIVING WITH YOUNG CHILDREN. OBSERVE THE FOLLOWING PRECAUTIONS. FAILURE TO DO SO MAY CAUSE SERIOUS INJURY OR DEATH.

DO NOT ALLOW CHILDREN TO PLAY WITH PARTS THAT OPEN AND CLOSE

- Do not allow children to play with a door, window or moon roof that leads to the outside because there is a danger that children may injure themselves or other accidents may occur.



WHEN DRIVING WITH CHILDREN

- Children should be seated in the rear seats and not in the front passenger seat.
- An adult passenger should take a seat as close as possible to the child and pay attention to safety.

- To provide proper restraint, use a child restraint system following the manufacturer's instructions about the appropriate age and size of the child for the child restraint system. Install the child restraint system correctly, following the instructions provided by its manufacturer before placing the child in it.

PROTECT YOUR CHILD WITH AN APPROVED CHILD RESTRAINT SEAT:

Even though eight out of ten injury accidents occur at speeds under 65 km/h (40 mph), children can be injured during quick turns or sudden stops at speeds below 10 km/h (6 mph). Children who are too small to wear regular seat belts should always be provided with an approved child restraint system.

CHILD OR PET SAFETY

NEVER LEAVE CHILDREN OR PETS UNATTENDED IN A VEHICLE

- The interior temperature of a vehicle parked in sunlight can become extremely high. As a result, an unattended child or pet can suffer heatstroke and dehydration which can be fatal. Hypothermia is also a danger in cold weather. Do not leave a child or pet unattended in a vehicle. Also, the child could be involved in an unexpected accident by playing with the vehicle controls and equipment.
- Do not leave cigarette lighters, matches or other flammable objects inside the vehicle because an unexpected accident or fire could result.



CAUTIONS WHEN DRIVING AND STOPPING

IF THE ACCELERATOR IS CAUGHT UNDER THE FLOOR MAT AND IT IS DIFFICULT TO DISENGAGE

- Step 1** Steadily step on the brake pedal firmly with both feet and firmly depress it.
- Step 2** Shift the shift lever to N.
- Step 3** After slowing down, stop the vehicle in a safe place.
- Step 4** Stop the engine (or hybrid system).
- Step 5** Remove the floor mat once in a safe place.

IF THE LEVER CANNOT BE SHIFTED TO N

- Step 1** Keep depressing the brake pedal with both feet to reduce vehicle speed as much as possible.
- Step 2a** Vehicles with a smart key system: Stop the engine (or hybrid system) by pressing and holding the "ENGINE START STOP" (or "POWER") switch for 3 consecutive seconds or more.
- Step 2b** Vehicles without a Smart Key system: Stop the engine by turning the engine switch to the "ACC" position.
- Step 3** Stop the vehicle in a safe place.
- Step 4** Remove the floor mat once in a safe place.

IF THE VEHICLE IS SUBMERGED, CALMLY GET OUT OF THE VEHICLE

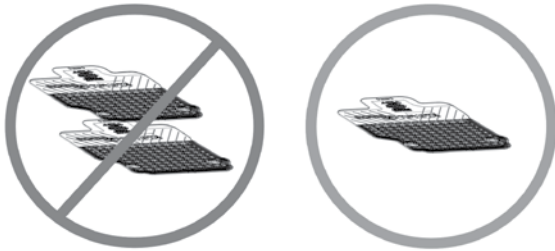
- Unbuckle your seatbelt.
- If the volume of water does not prevent you from opening the door, open the door and immediately get out of your vehicle.
- If you cannot open the door, open the window and climb out the window, break the driver's side or passenger windows, leaving the windshield untouched and climb out of the vehicle.
Warning: be careful of the broken-out section of glass.
- If you cannot break the window, wait until the vehicle is flooded to the level that there is no difference in water pressure between the inside and outside of the vehicle and immediately open the door and get out.

For more information on the operation of seatbelts, airbags and child restraint seats, please see your owner's manual.



FLOOR MAT INSTALLATION

Your vehicle may have been equipped with two sets of floor mats upon delivery which include the Genuine Toyota Carpet Floor Mats and Toyota Accessory All-Weather Floor Mats that have been designed specifically for your model vehicle. You may also have purchased floor mats for your vehicle.



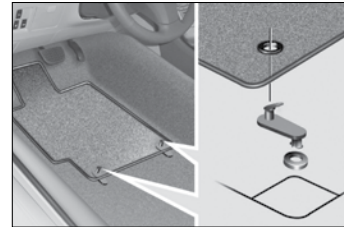
CAUTION

Please observe the following precautions when inserting the floor mat. Failure to do so may result in the floor mat slipping and interfering with the movement of the pedals during driving, resulting in an accident.

- Never install two floor mats on top of each other in the driver's position. Install only one floor mat in the driver's position, either the original Carpet Floor Mat or a floor mat such as the Genuine Toyota Accessory All-Weather Floor Mat that matches the size of the space on the carpet.
- Ensure the driver's side mat is properly positioned, with the correct side facing upward and that it is secured to the retention hooks provided.

DRIVER'S FLOOR MAT CHECK

- ✓ Proper Mat?
Install only the floor mat specified.
- ✓ Only one?
Never place one mat on top of another.
- ✓ Secured Properly?
Use only retention hooks and secure it.



Use only the genuine retention hooks specified. Retention hooks may vary in design.

For Further information concerning floor mats, please refer to your Owner's Manual



