TOYOTA FACTORY WARRANTY



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This booklet is a supplement to your Owner's Manual

Keep this booklet in your vehicle.

Warranty information is provided to protect your investment with an outline of procedures for solving any problem you may have with your new Toyota vehicle. Your Owner's Manual also contains important information. Be sure to read it carefully.

All information is based on the latest data available at the time of publication and is subject to change without notice.

Please be aware that any modification to your Toyota vehicle could affect its performance, safety and durability, and may even violate governmental regulations.

HOW TO GET ASSISTANCE

CUSTOMER SATISFACTION

At Toyota, we are proud of our total commitment to quality design, workmanship and customer satisfaction. Every dealership from Borneo Motors (Singapore) Pte Ltd in Singapore has the tools, equipment and training needed to service and repair your Toyota.

INFORMATION REQUIRED

In the event a problem arises, please be prepared with the following information:

- An accurate description of the problem including the conditions under which it occurred.
- Vehicle model and year
- Vehicle identification number (VIN)
- Present mileage
- Date of purchase
- Selling and servicing dealer
- Servicing history of your vehicle

IN EVENT OF A COVERED WARRANTY BREAKDOWN:

- Borneo Motors (Singapore) Pte Ltd is ultimately responsible for providing the service and repairs you may need.
- In the case whereby the vehicle breaks down outside Singapore, it is your responsibility to transfer the vehicle back to the service centre at your own cost to effect the covered repair.
- Explain the detailed condition to the service advisor.
- Request for estimate of repair costs which may not be covered by warranty.
- Borneo Motors (Singapore) Pte Ltd is most interested on your continued satisfaction and patronage. If the claim is valid, Borneo Motors will proceed for repairs to proceed.
- Complete and sign the repair invoice after the repairs have been carried out.

MAINTENANCE INFORMATION

PRE-DELIVERY SERVICE

To assure your satisfaction with the appearance and performance of your new Toyota, Borneo Motors (Singapore) Pte Ltd is responsible to perform specified factory-approved services for cleaning, inspecting and testing of your Toyota. This is done to ensure that your Toyota was delivered to you in top condition after being shipped from the factory.

FREE 1,000KM AND 5,000KM MAINTENANCE SERVICE

You are entitled to a free 1,000km and 5,000km maintenance service. This maintenance service shall be performed in accordance with your Owner's Manual at no charge except for any lubricants, fluids or filters used since these items are considered as regular maintenance service items.

PERIODIC MAINTENANCE SERVICE

Proper maintenance will help insure maximum performance, greater reliability and longer life for your Toyota.

To maintain your Toyota in top driving condition, it is vitally important to have it inspected and serviced periodically in accordance with the manufacturer's recommendation.

Your Toyota Owner's Manual also contains a chart of required services and it has a section explaining maintenance items that you will be able to do it yourself. The service schedule is the result of experience and testing and represents the most efficient and economical maintenance for your Toyota.

More frequent service is required for severe driving conditions. For such cases, please refer to your Owner's Manual.

At Borneo Motors (Singapore) Pte Ltd, we strongly recommend your vehicle be serviced in accordance listed in the Owner's Manual and in intervals of every 6 months or 10,000km travelled, whichever comes first.

Below is a schedule for your easy reference.

RECOMMENDED VEHICLE MAINTENANCE / SERVICING SCHEDULE* ODOMETER READING OR MTHS, WHICHEVER COMES FIRST					
ODOMETER (KM)	**MTHS#**	**YRS#**	**ODOMETER (KM)**	**MTHS#**	**YRS#**
1,000	01		50,000	30	2.5
5,000	03		60,000	36	3.0
10,000	06	0.5	70,000	42	3.5
20,000	12	1.0	80,000	48	4.0
30,000	18	1.5	90,000	54	4.5
40,000	24	2.0	100,000	60	5.0

**Table serves as a guide and is for illustration purposes only.*
#From Date of First Registration.

NEW VEHICLE LIMITED WARRANTY

GENERAL INFORMATION TO OWNER

WHERE TO GO FOR WARRANTY SERVICE

Authorised Toyota dealer will make the necessary repairs using new or remanufactured parts in Singapore. Toyota recommends that your vehicle be serviced and/or repaired by a professional servicing workshop such as Borneo Motors (Singapore) Pte Ltd, which is an authorised Toyota workshop.

TOURING/RELOCATION TO ANOTHER COUNTRY

If you are touring or relocated to another country and a problem arises, please consult a local Toyota dealer. Please note that warranty service may not be provided by the local dealer as your Toyota vehicle may not comply with the regulatory and/or environmental requirements of such country.

WHAT CAN YOU DO TO PROTECT YOUR TOYOTA AGAINST CORROSION?

In order to help protect your vehicle against corrosion, it is important that you care for your vehicle regularly, following these suggestions:

- Wash regularly using cold clean water and mild vehicle wash soap.
- For insects, tart or other similar deposits have accumulated on your vehicle, wash it as soon as possible.
- Wash your vehicle in the shade.

Under certain conditions, special care should be taken to protect your Toyota vehicle against corrosion.

- If you drive on salted or dust-controlled roads, or if you drive near the ocean, hose off the under carriage at least once a month.
- It is important that the drain holes in the lower edges of the doors and rocker panels be kept clear.
- If you detect any stone chips or scratches in the paint, touch them up immediately.
- If you do much driving on gravel roads, consider installing mud or stone shields behind each wheel.
- If you carry special cargo, such as chemicals, fertilisers, de-icer salt etc., be sure that such materials are well packaged and sealed.
- If your Toyota is damaged due to an accident or similar cause which destroys the paint and protective coating, have your vehicle repaired as soon as possible. The cost of such repairs is considered the responsibility of the owner.

NEW VEHICLE LIMITED WARRANTY

OWNER'S RESPONSIBILITIES

OBTAINING WARRANTY SERVICE

You are responsible for delivering your vehicle to any authorised Toyota dealer in Singapore in order to obtain warranty service.

MAINTENANCE

You are responsible for properly operating, maintaining and caring for your Toyota in accordance with the instructions contained in your Owner's Manual.

If you are required to use your vehicle under severe driving conditions, you should follow the maintenance requirements specified accordingly in your Owner's Manual.

MAINTENANCE RECORDS

You are responsible for keeping records since it may be necessary in some instances for you to show that the required maintenance has been performed.

ACCESSORIES WARRANTY TERMS*

Passenger Vehicle		Commercial Vehicle	
Alarm System	1 year	Speed Warning Device	1 year
Other promotional accessories	Warranty terms may differ, consult your Service Engineer for more information.	NIL	NIL

**Warranty terms are subject to change without prior notice. Conditions apply.*

NEW VEHICLE LIMITED WARRANTY

WHAT IS COVERED



WARRANTY COMMENCEMENT PERIOD

The warranty period begins on the date the vehicle is first registered.



BASIC COVERAGE PERIOD

Toyota warrants that it will either repair or replace any part that Toyota supplies that is defective in material or workmanship under normal use except those items listed under "What is Not Covered" for a period of 36 months or 100,000 kilometers, whichever comes first.



EXCEPTIONS

The following items specified are covered for periods other than the Basic Coverage.



BATTERY

A defective original equipment battery will be replaced free of charge during the first 12 months from date of first registration or 20,000 km, whichever comes first.



SURFACE RUST AND PAINT DAMAGE

Surface rust and paint damage appearing on deck panels of pick-up truck is covered for 12 months from date of first registration or 20,000 km, whichever comes first. Surface rust and paint damage on other truck deck panels is covered under the Basic Coverage.

NEW VEHICLE LIMITED WARRANTY

WHAT IS COVERED



TOWING

When your vehicle is inoperative due to a warranted part failure, towing service to the nearest authorised dealership is covered.



TIRES

Tires are warranted under a separate warranty provided by the tire manufacturer.



NO CHARGE

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



FULLY TRANSFERRABLE

Warranty coverage is fully transferrable to subsequent vehicle owners.



WARRANTY APPLICATION

This warranty is valid only in Singapore.

NEW VEHICLE LIMITED WARRANTY

WHAT IS NOT COVERED



FACTORS BEYOND THE MANUFACTURER'S CONTROL

- Repairs and adjustments required as a result of misuse (e.g., racing, overloading), negligence, modification, alternation, tampering, disconnection, improper adjustments or repairs, accident and use of add-on parts/material.
- Cosmetic or surface corrosion from stone chips or scratches in the paint.



- Any type of damage (including but not limited to mechanical and electrical) or surface corrosion from the environment such as acid rain, airborne fall-out (chemicals, tree sap, etc.), salt, hail, windstorms, lightning and/or flood.



LACK OF MAINTENANCE OR USE OF WRONG FUEL, OIL OR LUBES

Repairs and adjustments caused by improper maintenance, lack of required maintenance, or the use of fluids other than the fluids specified in your Owner's Manual.



MAINTENANCE SERVICE

Engine tune-up, lubrication, cleaning and polishing.

- Replacement of filters, coolant, spark plugs, fuses, worn wiper blades, worn brake pads and linings or worn clutch linings.
- Wheel alignment, wheel balance and tire rotation.
- Inspection and adjustment of brake, clutch, drive belt or linkage of various parts.
- Cleaning of Fuel system, Cooling system, or Carbon and Sludge removal.
- Other similar maintenance service ordinarily required for vehicle use.

NEW VEHICLE LIMITED WARRANTY

WHAT IS NOT COVERED

NORMAL NOISE, VIBRATION AND DETERIORATION

Normal noise, vibration, wear and tear, or deterioration such as discolouration, fading, deformation or blur.

ALTERED MILEAGE

Failure of a vehicle on which the odometer mileage has been altered or changed so that the actual vehicle mileage cannot be readily ascertained.

INCIDENTAL COSTS

Expenses and loss sustained in connection with warranty repairs such as telephone calls, accommodation, car rental and business or time loss.





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