

# LIMITED WARRANTY

REFERENCE GUIDE  
 Revised July 2019

<b>Plan Start Date relative to both Time and Mileage</b>	Point of Sale (P.O.S.) plans begin on the vehicle purchase date.		
<b>Vehicle eligibility</b>	Eligible on most vehicle makes and models, Current Model Year + 15 year models with less than 200k miles. *See below for list of excluded vehicles.		
<b>Plans Offered</b> (Coverage expires at maximum time or mileage of coverage period selected, whichever comes first)	Term	\$0 Deductible	\$100 Deductible
	3mos/3k miles	LW1	LW2
	6mos/6k miles	LW3	LW4
	12mos/12k miles	LW5	LW6
<b>Components Covered</b>	Powertrain components. See reverse for list of covered components.		
<b>Roadside Assistance:</b> Services offered through Cross Country Motor Club Inc. and Cross Country Motor Club of California Inc. Ask customers to call 1-800-297-0486, 24 hours a day, 365 days a year within the continental U.S. and Canada.	Coverage is effective throughout the life of the Agreement. Includes towing, flat tire, lockout, jump start, and fuel delivery services (up to 3 gal., no more than 2 times per month, excluding Fuel Cell and Electric vehicles).		
<b>Substitute Transportation</b> Requires prior approval of Administrator.	Up to \$35 per day for a maximum of 5 days, per occurrence.		
<b>Travel Protection Benefits:</b> Lodging and Meals— Available if vehicle is inoperable due to the mechanical failure of a covered component. Valid receipts will be required for reimbursement. Must be more than 150 miles from home. Requires prior approval of Administrator.	Up to \$50 per day for a maximum of 4 days over the life of the Agreement.		
<b>Deductible Options</b>	\$0 or \$100 deductible per eligible repair visit.		
<b>Transferability</b>	Non-transferable		
<b>Cancellation Refund</b>	Non-cancelable		

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\*Excludes Toyota vehicles under 3 yrs or 36k miles, Lexus vehicles under 4 yrs or 50k miles, TCUV, exotic vehicles or vehicles sold for more than \$125k, electric or fuel cell vehicles, any vehicle used for plowing snow, competitive driving or racing, taxis, shuttle, commercial, municipal, medical, emergency or police vehicles, salvage vehicles, or vehicles used for towing a trailer whose weight exceeds the manufacturer's recommendations.

# LIMITED WARRANTY PROTECTION

Powertrain Limited Warranty covers all specified parts listed below.<sup>1</sup>

## ENGINE

All internally lubricated components and: Balance Shaft; Camshaft; Crankshaft; Crankshaft Pulley; Cylinder Heads; Engine Block; Engine Mounts; Engine Oil Reservoir; Engine Oil Reservoir Pump; Equipment Drive Shaft; Exhaust Manifolds; Flexplate; Flywheel; Idler Pulley; Intake Manifold; Oil Pan; Oil Pressure Switch; Oil Pump; Oil Sending Unit; Piston; Seals and Gaskets; Supercharger; Supercharger Intercooler; Tensioners; Timing Belt; Timing Chain; Timing Cover; Timing Gears; Turbo Intercooler; Turbo Wastegate; Turbocharger; Valve Covers; Water Pump

## MANUAL TRANSMISSION

Transfer Case Components (All internally lubricated components) and: Clutch Master Cylinder; Clutch Release Cylinder; Gears and Shafts; Hoses, Lines and Tubes; Seals and Gaskets; Shift Linkage and Cables; Transfer/Transmission Case; Transmission Mounts

## AUTOMATIC TRANSMISSION

Transfer Case Components (All internally lubricated components) and: Hoses, Lines and Tubes; Seals and Gaskets; Shift Linkage and Cables; Solenoids; Torque Converter; Transfer/Transmission Case; Transmission Mounts; Vacuum Modulator

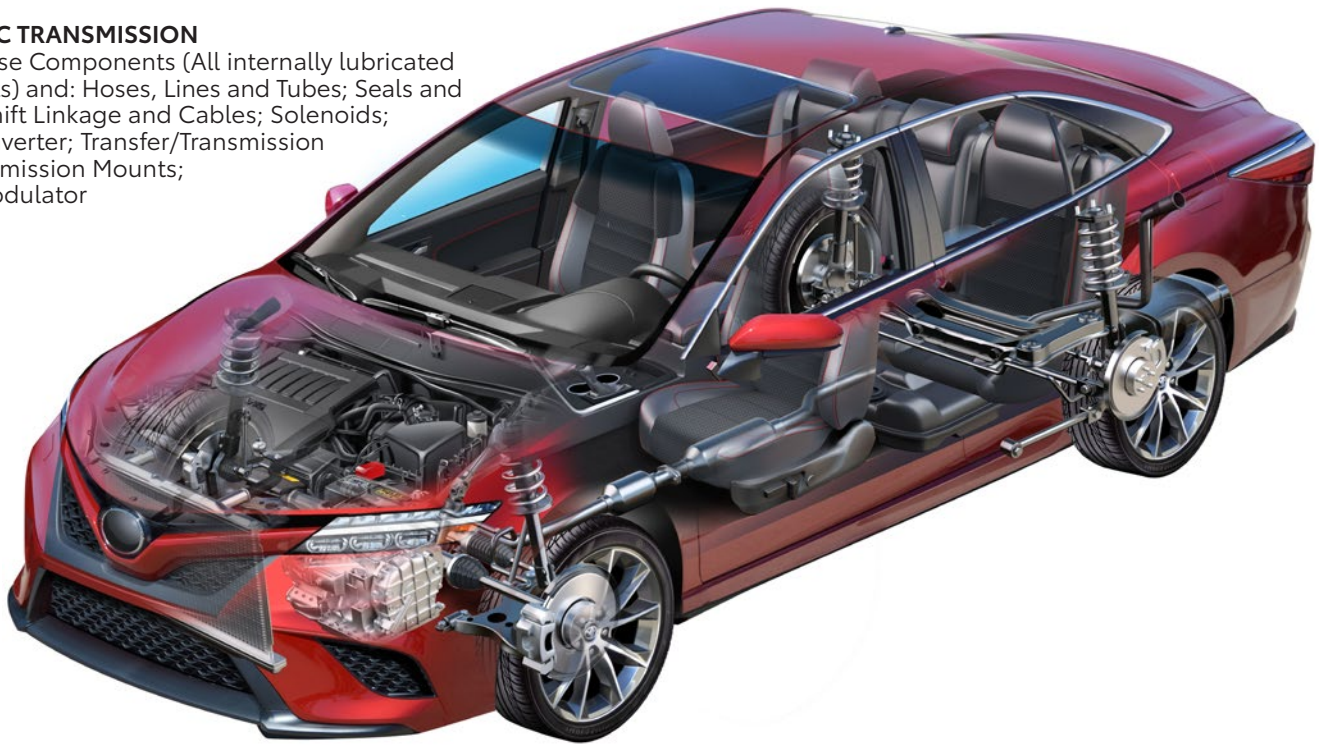
## AXLE ASSEMBLY

(Front, Rear, Four-wheel and All-wheel Drive): All internally lubricated components and: 4x4 Actuators; Axles and Bearings; Center Support Bearing; Constant Velocity Boot Band; Constant Velocity Joints and Boots; Differential Carrier Assembly; Drive Axle Housing; Drive Shaft; Hubs; Locking Hubs; Seals and Gaskets; Thrust Washers; Universal Joints; Viscous Coupling

## HYBRID/ALTERNATIVE FUEL

Actuator Assembly Shift Control; Hybrid Vehicle Generator Assembly; Hybrid Vehicle Motor Assembly; Hybrid Vehicle Transaxle Assembly; Transmission Input Damper Assembly

<sup>1</sup> Covered components are subject to change. See your Agreement for complete details



## SERVICE COVERAGE PROCESS

Claim Information 1-800-228-8559. Prior approval is required for all. Follow the steps outlined below for prior claim authorization:

### 1. Check Vehicle

Diagnose the vehicle's malfunction.

### 2. Verify Coverage

Call Toyota Financial Services for Claim Authorization verification at:

Toyota Financial Services 1-800-228-8559  
Monday – Friday 7 a.m. – 7 p.m. Central Time  
Saturday 8 a.m. – 1 p.m. Central Time

- Verify the VIN on the Limited Warranty matches the vehicle's VIN.
- Verify that the owner of the vehicle is also the owner of the Limited Warranty, as coverage applies to owner of the Limited Warranty only.
- Verify with TFS that the Limited Warranty is active.
- Verify with TFS that the odometer reads less than the Limited Warranty expiration mileage.
- Verify coverage for the component requiring replacement or repair.
- Obtain and record the authorization number given by the Claims Operations Specialist on the Repair Order.

### 3. Complete Repair

- After verification of coverage with TFS, repair the vehicle.
- Collect the deductible, if any, from the customer.
- Provide the customer a copy of the Repair Order.
- Provide a copy of the Repair Order to TFS, if required.

### 4. Repair Order

The dealership must retain the repair order in their files for a period of seven (7) years from the Limited Warranty expiration.

Note: TFS may request an inspection of the vehicle by an independent third party prior to the claim authorization. A claims representative will advise the dealership of the results of the inspection and authorize the repair, if applicable.