

OWNER'S MANUAL SUPPLEMENT

Warranty &
roadside assistance information for
2018 models

**IMPORTANT NOTICE
FOR THE
DELIVERING SALES CONSULTANT**

Please affix the New Vehicle Information
Statement in this area

IMPORTANT: Vehicle Delivery Certificate to be completed and signed at the time of delivery.

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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 you depend on every day. Our goal is for every Toyota customer to enjoy outstanding quality, dependability and peace of mind throughout your ownership experience. For those reasons, we are dedicated to providing you with products and experiences of the highest calibre.

The comprehensive warranty coverage provided by Toyota is evidence that we stand behind the quality of our vehicles. This booklet describes the terms of Toyota warranty coverage, roadside assistance, general owner responsibilities, as well as certain safety precautions. We suggest you keep this booklet in your glovebox for easy reference.

Toyota Dealers have the best resources for ensuring your continued enjoyment of your vehicle. They 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 will provide you with the level of service quality that you deserve.

To provide you with additional protection against unexpected repair costs, we offer our range of Toyota Extra Care Protection (ECP) plans. This booklet will introduce you to the advantages of ECP and your dealership can help you select the best plan for you.

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

FOR UPDATED INFORMATION ABOUT YOUR VEHICLE

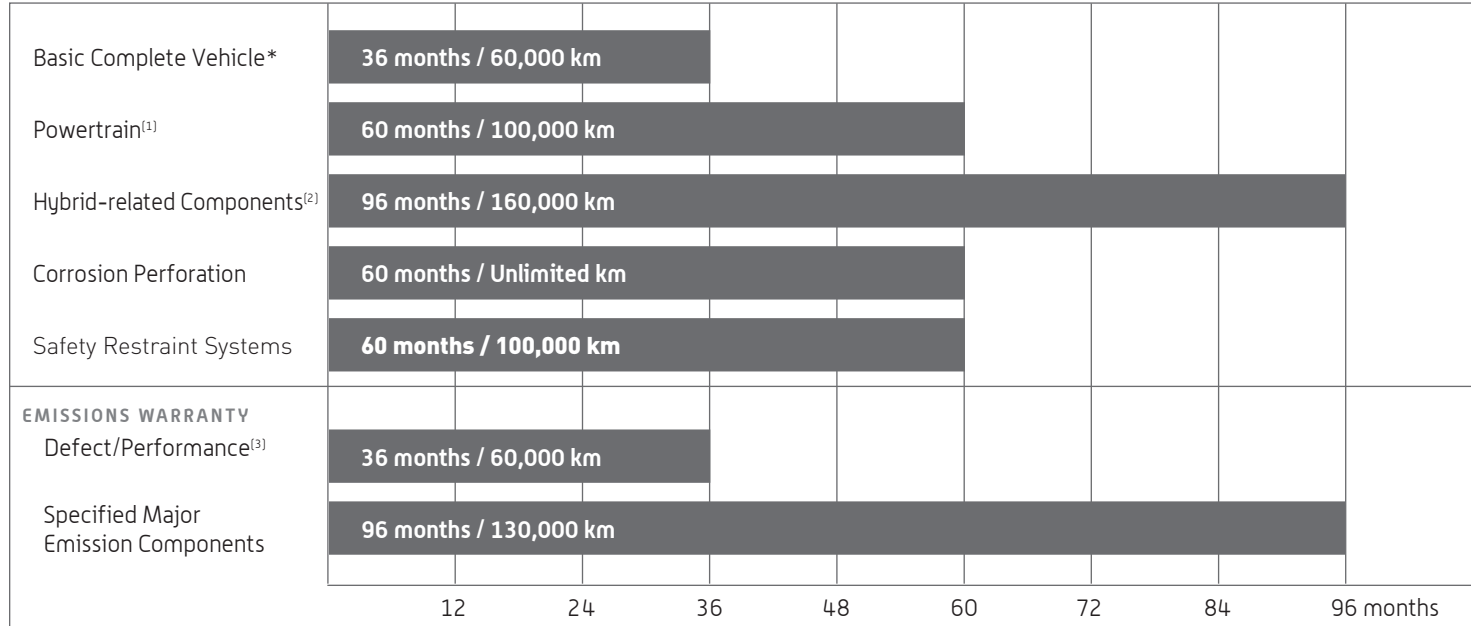
Toyota wishes to ensure your continued satisfaction and may need to contact you regarding special warranty enhancement programs to assist with servicing beyond the normal warranty policy. When we establish these programs, we mail details to all applicable owners on record. Should your address change, or if you've purchased this vehicle from a previous owner, then please update your information by one of the following methods:

1. Go online to **www.toyota.ca/changeinfo**, or
2. Call **1-888-TOYOTA-8** | **1-888-869-6828**

Toyota will treat the information you provide as confidential.

Toyota New Vehicle Warranty

WARRANTY COVERAGE AT A GLANCE



(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 comes first.

* includes accessories if installed at time of delivery (see page 6 for more details) and paint defects.

Toyota New Vehicle Warranty

SOME THINGS YOU SHOULD KNOW ABOUT YOUR WARRANTY:

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 2018 model-year Toyota vehicles distributed by Toyota, which are originally sold by an authorized dealer in Canada and normally operated or touring in Canada, United States or U.S. territories.

REPAIRS MADE AT NO CHARGE

Repairs and adjustment 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 warranted for the balance of the applicable New Vehicle Warranty.

WHAT IF MY VEHICLE MUST BE TOWED?

When your vehicle is inoperative due to a warranted part failure, towing service is covered to the nearest Toyota Dealer. Should you require towing, contact the Toyota Roadside Assistance Centre at 1-888-TOYOTA-8. An authorized service provided will be dispatched to provide you with the necessary Roadside Assistance. Refer to the Roadside Assistance information on pages 27-31 for more details.

OWNER'S RESPONSIBILITY:

It is the owner's responsibility to ensure that the vehicle is maintained and operated in accordance with the written instructions for proper maintenance and use contained in your Owner's Manual and this Owner's Manual Supplement.

Note: Please see your dealer for a customized copy of the maintenance menu, specific to your vehicle and tailored to your driving habits.

In an emergency situation, where an authorized Toyota Dealer is not reasonably available, you may perform the repair or have the repair performed at any service establishment or by a person of your choosing. You will then be required to present the replaced parts and paid repair invoices to an authorized Toyota Dealer for reimbursement of the emergency repair cost. You will be reimbursed for warranted parts at 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.

Maintenance records and receipts should be transferred to each subsequent owner.

Toyota New Vehicle Warranty

POWERTRAIN WARRANTY

The powertrain components listed on this page are covered under the Toyota New Vehicle Warranty for a period of 60 months or 100,000 km, whichever comes first, subject to the exceptions indicated under "What Is Not Covered" on pages 10 & 11.

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

The Hybrid-related components listed below are covered under the Toyota New Vehicle Warranty for a period of 96 months or 160,000 km, whichever comes first.

HYBRID-RELATED COMPONENTS:

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

Toyota New Vehicle Warranty

BASIC COMPLETE VEHICLE WARRANTY

YOUR TOYOTA VEHICLE CARRIES AN EXTENSIVE
36 MONTH/60,000 KILOMETRE WARRANTY:

The basic complete vehicle warranty covers repairs on any part of the vehicle supplied by Toyota Canada Inc. that is defective in material or workmanship, subject to the exceptions indicated under "What Is Not Covered" on pages 10 & 11.

Coverage is for a period of 36 months or 60,000 km, whichever comes first, with the exception of wheel alignment, balancing and related adjustments, which are covered for 12 months or 20,000 kilometres, whichever comes first.

ACCESSORY WARRANTY

TOYOTA GENUINE ACCESSORIES* WARRANTY:

Installed by	Toyota Dealer		Other
Date Installed	During Basic Vehicle Warranty Period	After Basic Vehicle Warranty Has Expired	During or After Basic Vehicle Warranty Period
Coverage	90 days or the balance of the basic vehicle warranty period, whichever is greater	12 months /20,000 km	12 months / unlimited km
Toyota Pays For	Parts & Labour	Parts & Labour	Parts Only

* Accessories sold and distributed by Toyota Canada Inc.

PAINT DEFECT WARRANTY

Paint defects are warranted for 36 months from the warranty registration date, or 60,000 kilometres, whichever occurs first. Any body surface,

which develops a blemish under normal use due to defective materials/workmanship, is warrantable with the exception of the items listed under "What is Not Covered" as follows:

WHAT IS NOT COVERED:

- ☐ Paint chips
- ☐ Blemishes caused by stones or gravel
- ☐ Accident or other forms of impact
- ☐ Industrial fallout or pollution
- ☐ Bird droppings
- ☐ Previous repairs or modifications to the same body panel
- ☐ Normal paint aging conditions, fading etc.

SAFETY RESTRAINT SYSTEMS WARRANTY

This warranty covers repairs needed on any seatbelt or air bag system supplied by Toyota that is defective in material or workmanship, subject to the exceptions indicated under "What Is Not Covered" on pages 10 & 11. Coverage is for a period of 60 months or 100,000 kilometres, whichever comes first.

CORROSION PERFORATION WARRANTY

This warranty covers repair of any original body sheet metal found, under normal use, to have developed a perforation (hole through the body panel) from corrosion due to defects in material or workmanship, subject to the exceptions indicated under "What Is Not Covered" on pages 10 & 11.

Coverage is for a period of 60 months regardless of distance travelled.

Toyota New Vehicle Warranty

EMISSION CONTROL WARRANTY

EMISSION DEFECT WARRANTY:

Toyota warrants to owners of 2018 model year vehicles that the Toyota vehicle:

- ☐ Was designed, built and equipped so as to conform, at the time of sale, with all applicable emission 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.

Toyota will provide you with coverage for the emission control parts listed under Item 1 on page 8 for 36 months or 60,000 kilometres, whichever comes first, under the terms of the New Vehicle Warranty. In addition, specific components may be entitled to additional coverage under the terms of the New Vehicle Warranty-Powertrain Component Coverage.

Emission Standards also require that the specified major emission control components listed under Item 2 on page 9 are covered for 96 months or 130,000 kilometres, whichever comes first.

EMISSION PERFORMANCE WARRANTY

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.

Toyota will provide you with this coverage for 24 months from the warranty registration date or 40,000 kilometres, whichever comes first.

In addition, the specified major emission control components listed under Item 2 on page 9 will be covered for 96 months or 130,000 kilometres, whichever comes first.

STATEMENT OF EMISSION PERFORMANCE WARRANTY ENTITLEMENT:

A claim under this warranty will only be available if the vehicle fails an emission short test used by a provincial emission inspection/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/maintenance programs and had not enacted laws subjecting vehicle Owners to such penalties. Therefore, in some provinces or local areas, this warranty will not apply.

Toyota New Vehicle Warranty

EMISSION WARRANTY PARTS LIST:

1. Emission components covered against defect for 36 months 60,000 km or 24 months 40,000 km for performance:

AIR/FUEL METERING SYSTEM

- EFI Components
 - Airflow Sensor
 - Throttle Body
 - Other Components
- Air/Fuel Ratio Feedback Control System

AIR INDUCTION SYSTEM

- Intake Surge Tank

IGNITION SYSTEM

- Ignition Coil and Igniter
- Spark Plugs

POSITIVE CRANKCASE VENTILATION SYSTEM (PCV)

- PCV Valve or PCV Orifice
- Oil Filler Cap

EVAPORATIVE CONTROL SYSTEM

- Charcoal Canister
- Fuel Tank
- Fuel Filler Cap

EXHAUST GAS RECIRCULATION (EGR) SYSTEM

- EGR Valve
- EGR Gas Temperature Sensor
- Associated Parts

HYBRID VEHICLE SYSTEM

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

CATALYST SYSTEM

- Exhaust Manifold
- Exhaust Pipe (Manifold to Catalyst and/or Catalyst to Catalyst)

MISCELLANEOUS ITEMS USED IN ABOVE SYSTEMS

- Sensors, Switches and Valves
- Hoses, Clamps, Fittings, Tubing, Sealing Gaskets or Devices and Mounting Hardware, Pulleys, Belts and Idlers

Toyota New Vehicle Warranty

2. Specified Major Emission Control Components covered for 96 months
130,000 km:

- 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 or capacity, or the repairs are not performed at the standard required and the effectiveness of the emission control systems is impaired.

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 short test report as evidence of failure. Also, take your maintenance records in case they are needed.
2. The Toyota Dealer will inspect your vehicle and determine the warranty applicability within a reasonable period of time (not to exceed 30 days) from your initial vehicle delivery date to any authorized Toyota Dealer or within the time period 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 period 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
CUSTOMER INTERACTION CENTRE
1-888-869-6828

Toyota New Vehicle Warranty

WHAT IS NOT COVERED

NON-WARRANTABLE PARTS AND MATERIALS:

The following parts shall not be covered by the warranty when they are replaced as a maintenance service ordinarily required with the vehicle use:

- Bulbs (excluding Sealed Beam, Halogen Bulbs, High Intensity Discharge-HID, Light Emitting Diode-LED)
- Fuses
- Spark Plugs (excluding Platinum, Iridium)
- Drive Belts (except Timing Belts)
- Air Cleaner Filter Element, Oil Filter, Fuel Filter, Air Conditioner Filter, Air Filter and Fuel Pump Filter
- Brake Linings, Brake Shoe and Brake Pads
- Wiper Blades and/or Rubbers
- Room Lamp and Transmitter Battery
- Electrolyte, Air Conditioning Refrigerant, Fuel, Fluids, Oil, Grease, Lubricants and Additives

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 the 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, lightning and other environmental conditions
- Water contamination
- 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 Malfunction Indicator Light [M.I.L.], excessive vibration, poor performance, etc.) resulting in consequential damage beyond the covered component
- The replacement of simultaneous parts (e.g. front/rear, left/right) where no defect is found. (e.g. 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, totalled or written-off

Toyota New Vehicle Warranty

This warranty also does not cover the following:

NORMAL SOUND, VIBRATION AND DETERIORATION

Conditions related to normal noise, wear, vibration, deterioration, discolouration, distortion, deformation and fading.

MAINTENANCE EXPENSE

Normal maintenance services such as: engine tune-ups, lubrication, cleaning and polishing, replacement of coolant, filters, spark plugs, fuses, remote key/key fob batteries, worn wiper blades, brake pads/linings and clutch linings.

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 determined.

SALVAGE OR WRITTEN-OFF VEHICLES

The new vehicle warranty no longer applies on any Toyota vehicle which is designated at any time as salvaged, scrapped, junked, totalled 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 the loss of pay or revenue.

Any implied warranty of merchantability or fitness for a particular 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. Toyota shall not be liable for incidental or consequential damages by reasons of 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 otherwise exist at law.

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

Toyota New Vehicle Warranty

TIRE MANUFACTURER'S WARRANTY CONTACT INFORMATION

Tires originally installed on a new 2018 model year Toyota vehicle 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.

Company	Website	Toll-Free Number
Bridgestone/Firestone	www.bridgestonetire.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	English: www.hankooktire.com/ca-en/ French: www.hankooktire.com/ca-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

Hybrids... Driving Into The Future

Toyota hybrid vehicles have been engineered to provide outstanding fuel economy and reduced exhaust emissions through the use of the Toyota "Hybrid Synergy Drive" System, while respecting the environment and preserving resources. They will also provide the comfort, convenience and reliability you expect from any Toyota vehicle.

While the automobile has made a tremendous contribution to worldwide development, it has also played a role in creating the current environmental situation, which requires better harmonization between man and the earth. Electric and hybrid vehicles have the potential to greatly reduce the environmental challenges we now face. The "Hybrid Synergy Drive" combines a gasoline engine and electric motor to maximize energy efficiency and sharply reduce emissions.

ABOUT YOUR HYBRID...

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. So when the vehicle is starting from rest or moving slowly, the engine shuts down and the electric motor drives the wheels.
- ☐ During normal driving, a power-split device divides the engine output between the wheels and the generator, which supplies electricity for the motor.

- ☐ During full throttle acceleration or under heavy load, the motor gets a power boost from the battery.
- ☐ 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 automatically stops.

GENERAL PRECAUTIONS

REFUELLING YOUR HYBRID

- ☐ Be sure to fully insert the refuelling nozzle in the fuel inlet tube. Improperly inserting the refuelling nozzle may result in fuel spurring from the fuel inlet tube.

OPERATION OF INSTRUMENTS & CONTROLS

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

NOTE: Please refer to your hybrid vehicle's Owner's Manual for information regarding precautions for use of your hybrid vehicle and precautions to follow if an accident occurs.

Owner Information

GENERAL INFORMATION

You are responsible for ensuring that your Toyota is operated and maintained according to the instructions in the Owner's Manual and this Owner's Manual Supplement.

You should keep detailed records of vehicle maintenance, since under some circumstances they may be required for warranty coverage. These records must include date of service, kilometres at time of service and a description of service performed and/or parts installed.

Toyota is committed to your satisfaction. Accordingly, there can be times when we may introduce Special Policy Adjustments that may apply to your vehicle beyond the warranty coverage. Please check with your Toyota Dealer to determine if any Special Policy Adjustment is applicable to your vehicle.

WHERE TO GO FOR MAINTENANCE

Toyota recommends having maintenance performed by an authorized Toyota Dealership.

Toyota Dealership technicians are specially trained to maintain and repair Toyota vehicles. They stay current on the latest service information through Toyota technical bulletins, service publications and training courses. Many 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.

Note: Please see your dealer for a customized copy of the maintenance menu, specific to your vehicle and tailored to your driving habits.

You can be confident you're getting the best possible service for your vehicle when you take it to a Toyota Dealership.

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. And because it is linked electronically to Toyota's Parts Distribution Centres, the dealership has quick access to any parts it may not have in stock.

Toyota Genuine Parts are covered by their own warranty or the remainder of any applicable New Vehicle Warranty (see your dealer for details). **Non-Toyota Parts, or any damage or failures resulting from their use are not covered by any Toyota warranty.**

EMERGENCY REPAIRS

If your vehicle requires emergency repair, Toyota assumes no liability for subsequent failures caused by improper repairs or the use of non-Toyota Parts unless you have the vehicle properly repaired in a timely manner. To ensure that warranty coverage remains intact, have your vehicle checked out by an authorized Toyota Dealership as soon as possible after an emergency repair.

For further information concerning emergency repairs, please refer to page 4.

Owner Information

SERVICE FOR YOUR TOYOTA RADIO AND SOUND SYSTEMS

Your Owner's Manual has complete information on radio operation. But as a general rule, radio 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.

However, 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 and sound system components are covered under the terms of the Toyota Basic New Vehicle Warranty.

Any authorized Toyota Dealer is prepared to minimize your inconvenience by replacing your radio/sound system rather than sending it out for repair by:

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

Please note that only Toyota original equipment audio and Toyota supplied/ Dealer installed audio are covered under the Toyota Basic New Vehicle Warranty.



Owner Information

WHEN YOU NEED HELP, WE'RE HERE TO HELP YOU

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 concerned, misunderstandings may occur. In these instances we recommend that you take the following steps to help ensure your satisfaction:

1. CONTACT YOUR DEALER

If you have any questions or concerns surrounding your Toyota vehicle, your dealer Sales Manager, Service Manager, and Customer Relations Manager are there to help you. In most instances, your dealership's management personnel will be able to work with you to resolve your concern quickly and to your satisfaction.

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 THE TOYOTA CANADA CUSTOMER INTERACTION CENTRE:

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 Interaction Centre 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 when looking through the windshield at the lower corner driver's side. It is also listed on your sales agreement.
- The name of your Toyota Dealer
- The kilometres on your vehicle

Owner Information

3. CAMVAP – THIRD PARTY ARBITRATION

Toyota Canada Inc. endeavour's 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 Interaction Centre. 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 as well as the application and administration of your Toyota New Vehicle Warranty.

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 on 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/RELOCATING 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 a problem arises, please consult a local Toyota Dealer. Please note, however, 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, U.S.A., Inc.
19001 S. Western Avenue,
P.O. Box 2714
Torrance, CA 90509-2714
Tel: 1-800-331-4331

ENVIRONMENTAL POLICY

As a responsible corporate citizen, Toyota Canada Inc. (TCI) 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:

When you buy a Toyota product, 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.

New Toyota vehicles that carry the Toyota 'Leaf Car' Logo have been classified as Low Emission Vehicles or LEVs. 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 of time, 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).

Owner Information

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 650km per month) compared to running on underinflated 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.

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 a total of 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 for the purpose of 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!

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

Toyota recommends regular, first-hand visual inspection of your tires, as well as biweekly 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.

If this warning light keeps blinking on and off (for 60 to 90 seconds), it is indicating a malfunction in the system. After blinking for this time, the warning light may remain on. If the light remains on, contact your Toyota Dealer immediately for a system inspection.

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

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 tire pressure is low, fill your tires to the air pressure recommended on the tire label.

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, make sure you have your tires serviced by your Toyota Dealer.
- Make sure that only Toyota Genuine wheels are used on your vehicle. Tire pressure sensors may not work properly with wheels not supplied by Toyota.

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.

- Do not drive in excess of 120 km/h, regardless of the type of winter tires being used.
- Use winter tires on all four wheels.

WHEEL SELECTION

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

CHECKING AND MAINTAINING YOUR TIRE PRESSURE

ONLY CHECK THE TIRES WHEN THEY ARE COLD

If your vehicle has been parked for at least 3 hours and has not been driven for more than 1.5 kilometres, you will get an accurate cold tire inflation pressure reading.

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/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.

Toyota Extra Care Mechanical Protection

WE HAVE YOU COVERED! With Extra Care Mechanical Protection, 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. ECP gives you the ultimate protection for your new Toyota. 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 ECP...we really do have YOU covered!

BUT MY TOYOTA ALREADY HAS A FACTORY WARRANTY!

Yes, and it's one of the best! However, 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 up to seven years or 200,000 km*



Maintenance benefit program***

COUNT THE WAYS TOYOTA EXTRA CARE MECHANICAL 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 against the rising cost of vehicle repairs
- ✓ No deductible **
- ✓ Maintenance benefit program included (If purchased within 31 days of vehicle sale) ***
 - * Whichever comes first.
 - ** No deductible on New and Lease vehicle programs.
 - *** See your dealer for more details.

Owner's Responsibilities

REQUIRED MAINTENANCE

Your new Toyota was designed and built to the highest standards and that quality means reliability, long-life and economical operation for years to come.

The quality of the investment you made in your new Toyota can only be maintained by Toyota Genuine Parts and Quality Service. And we think you'll find it pays to get the services you need from the people you trust.

Maintenance of your Toyota vehicle is required every 6 months or 8,000 km, whichever comes first and includes the services and inspections recommended by Toyota. To help take the guesswork out of maintenance, your dealership will provide the Toyota Maintenance Menu specific to your vehicle and tailored to your driving habits. It not only helps you budget for maintenance, but also illustrates just how little it will cost over the years to come.

WHEN YOU VISIT YOUR DEALER FOR SERVICE THE STAFF WILL:

- Review and get your agreement on which service is needed, what will be done and at what price.
- 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 THAT MEANS YOU CAN EXPECT EVEN MORE:

- Convenient and well-marked access to the Service Department and nearby parking.
- Clean, bright, 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.

Owner's Responsibilities

SOME TIPS ON HOW TO HANDLE YOUR RESPONSIBILITIES AS AN OWNER

LOOK AFTER YOUR TOYOTA'S SCHEDULED REGULAR MAINTENANCE:

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

As the owner, it's your responsibility to properly operate, care for and maintain your Toyota in accordance with specified instructions and to keep maintenance records. In some instances, it may be necessary for you to show that the required maintenance has been performed.

LOOKING AFTER YOUR OWN MAINTENANCE CAN SAVE YOU TIME AND MONEY:

There are some simple maintenance items you can look after if you have the tools and ability. However, some items are best left to the specialists at your Toyota Dealer where they have the tools and skilled staff. Please check your Owner's Manual for items which are considered "do-it-yourself".

A CHECK LIST TO HELP YOU LOOK AFTER YOUR TOYOTA'S DAILY CARE:

This list below will help you know what to check on a regular basis to keep your Toyota in tip-top condition.

EXTERIOR

- ✓ Rotation & Condition of Tires
- ✓ Tire Inflation
- ✓ Wheel Nuts
- ✓ Wiper Blades
- ✓ Fluid Leaks
- ✓ Locks & Latches
- ✓ Lights & Signals

INTERIOR

- ✓ Horn/Warning Buzzers
- ✓ Wiper/Washer
- ✓ Defroster
- ✓ Seat Belt System
- ✓ Seat Components
- ✓ Mirrors
- ✓ Visors

UNDER HOOD

- ✓ Automatic Transmission Fluid (w/dipstick)
- ✓ Engine Oil
- ✓ Clutch/Brake Fluid
- ✓ Power Steering Fluid
- ✓ Windshield Washer Fluid
- ✓ Engine Coolant
- ✓ Inverter Coolant
- ✓ Battery Condition

GENERAL

- ✓ Overall Vehicle Finish and Appearance
- ✓ Steering/Handling
- ✓ Radiator Hoses
- ✓ Drive Belts
- ✓ Exhaust System Condition
- ✓ Brake Operation

Owner's Responsibilities

SOME WARNING SIGNS THAT MAY INDICATE SERVICE IS NEEDED

You should always be on the alert for these warning signs. There are visual and audible indicators that service may be needed.

- ✓ Engine ping or stumble
- ✓ Engine loss of power or unusual sounds
- ✓ Oil or fluid leaks
- ✓ Underinflated tires
- ✓ Vehicle pulls to one side on level pavement
- ✓ Noisy or ineffective brakes
- ✓ Abnormal fuel consumption
- ✓ Abnormal temperature indication

INTERIOR ELECTRICAL COMPONENT PRECAUTIONS

To avoid damaging electrical components and switches, by using non-approved and commercially available sprays (e.g. lubricants and greases), and non-approved operations (e.g. interior steam-cleaning and non-approved parts disassembly for reconditioning), the above-mentioned are strongly discouraged, as such activities may increase the risk to customer safety and vehicle longevity.

A LITTLE TENDER LOVING CARE WILL HELP PROTECT AGAINST CORROSION

In order to help protect your vehicle against corrosion, it's very important that you wash your vehicle regularly, following 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 dust controlled roads or near the ocean, hose off the undercarriage at least once a month.
- Ensure the drain holes in the lower edges of the doors and rocker panels are clear.

TAKE SPECIAL MEASURES IF ANY OF THE FOLLOWING OCCUR:

- 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 destroys 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 and sealed.
- If you drive on gravel roads, consider installing mud or stone shields behind each wheel.

Toyota Roadside Assistance

As the proud owner of your Toyota, you won't have to worry about where you can obtain assistance when mishaps requiring Emergency Road Service or Mechanical Breakdown Towing occur. Throughout North America, 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/unlimited kilometres, 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 Centre, a second tow will be provided from the Accident Reporting Centre to the nearest Toyota Dealer or alternative service facility (as specified above). The second tow from the Accident Reporting Centre must be arranged by calling Toyota Roadside Assistance at 1-888-TOYOTA-8 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 to a Toyota 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)

Toyota Roadside Assistance

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.

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 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 traveled 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 Service 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.

Toyota Roadside Assistance

HOW TO CLAIM FOR ALTERNATE SERVICE ARRANGEMENTS

1. Toyota Roadside Assistance should be contacted prior to making any alternate 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 alternate facility.
3. Obtain from the service facility a detailed receipt outlining the cause of disablement, the service required and 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,
P.O. 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.

GENERAL CONDITIONS

Toyota Roadside Assistance agrees to provide to 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 for reimbursement. Originals will be returned upon request.

Toyota Roadside Assistance

Benefits as described in this Owner's Manual Supplement will not be provided:

- A. Where there is any indication at the time of incident 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, autocross and any other form of off-road use is not covered.

The services contracted for, shall not cover emergency claims caused directly or indirectly, wholly or partly by war, riot, 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,

P.O. 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 Warranty Period.

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

Coverage includes:

- Mechanical Breakdown Towing
- Battery Boost
- Lockout Service
- Fuel Delivery
- Tire Change
- Winching
+PLUS
- Trip Interruption
- Travel Planning

All the 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 Roadside Assistance.

TOYOTA CERTIFIED COLLISION CENTRES

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** ["Parts & Service", "Collision Repair"]. Both sources provide valuable information and assistance.

Did you know?

- You do not have to accept a tow from the truck on the 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 Centre.

Nobody knows your Toyota better than a Toyota Certified Collision Centre.

Seatbelts and 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 THE SEATBELTS CORRECTLY

All passengers should correctly fasten their seatbelts 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 not only themselves at risk, but those in front of them as well.



SIT WITH CORRECT POSTURE

- Sit upright with your back against the seatback.
- Adjust the position of the seatback. Sit up straight and well back in the seat.
- Avoid reclining the seatback 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 "Safety Information" 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 nor are they designed to inflate in a rear collision. Therefore, seat belts 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. *And never use rear-facing child restraint seats in the front passenger seat because the force and speed of the inflating bag could seriously injure a child.*

Child Safety / Pet Safety

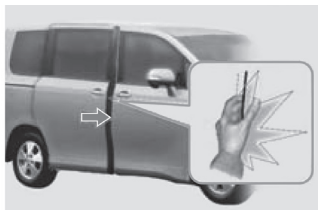
CHILD SAFETY

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, and an unattended child or pet can suffer heatstroke and dehydration, which can be fatal. Hypothermia is also a danger in cold weather. Also, the child could be involved in an unexpected accident by playing with the vehicle controls and equipment. Do not leave a child or pet unattended in a vehicle.
- 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 PEDAL 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 SHIFT 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.

Cautions when Driving and Stopping

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

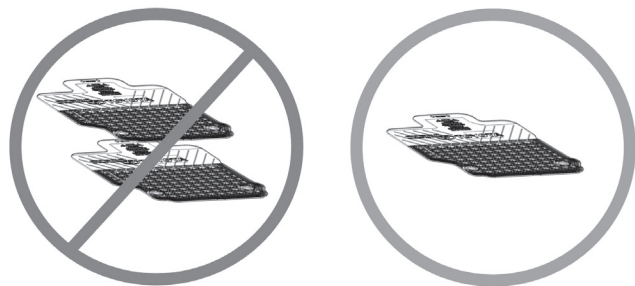
- Unbuckle your seatbelt.
- If the volume of water does not prevent you from opening the door, open the door and immediately get out of the vehicle.
- If you cannot open the door, open the window and climb out the window. If you cannot open the window, break the glass, except the windshield, and climb out of the vehicle. At this time, 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 genuine 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.



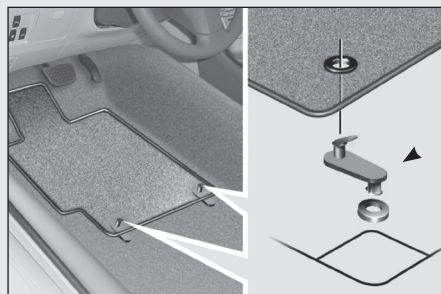
CAUTION

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 seat position. Install only one floor mat in the driver's position: either the original Carpet Floor Mat, or a floor mat that matches the size of the space on the carpet such as the Genuine Toyota Accessory All-Weather floor mat.
- Ensure the Drivers 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.



ROADSIDE ASSISTANCE

To Receive Roadside Assistance, Call

1-888-TOYOTA-8

[1-888-869-6828]

For 36 Months or unlimited kilometres*



BENEFITS

Mechanical Breakdown Towing

[To your preferred Toyota dealership within 50 km or to the nearest Toyota dealership within 300 km.]

Accident Towing

[To your preferred Toyota dealership within 50 km or to the nearest Toyota dealership within 300 km. A second tow will be provided, if necessary to the accident-reporting centre.]

Emergency Road Service

- Boost a dead battery
- Provide key lockout service
- Deliver gasoline if stranded
- Change a flat tire
- Winching from a ditch

*Whichever comes first.

Note: See the Toyota Roadside Assistance section in the Owners Manual Supplement for complete details of the Toyota Roadside Assistance Benefits.



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**Keep your Toyota Roadside Assistance
Card with you at all times. We have
provided 2 cards for your convenience**

- Vehicle Identification Number (VIN)
- Odometer reading
- Location of your vehicle (address or intersection).
- Service required

[illegible]

When calling Toyota Roadside Assistance you should have the following information ready:

- Vehicle Identification Number (VIN)
- Odometer reading
- Location of your vehicle (address or intersection).
- Service required

[illegible]

**24 hour Nationwide assistance including
Canada and continental United States of America**

Keep your Toyota Roadside Assistance Card with you at all times. We have provided 2 cards for your convenience

IN CASE OF AN ACCIDENT

- Stay calm –make sure no one is injured –if there are injuries, call for assistance immediately.
- Report the accident to the police –a police report will assist in filing an accident claim with your insurance company.
- Exchange key information (name/address/phone/insurance/etc.) with all parties (including witnesses).
- Insist that your vehicle be taken to the nearest Toyota dealership or Certified Collision Repair and Refinish Centre.
- Contact your insurance company as soon as possible after the accident.

When calling Toyota Roadside Assistance you should have the following information ready:

- Vehicle Identification Number (VIN)
- Odometer reading
- Location of your vehicle (address or intersection)
- Service required

1-888-TOYOTA-8
[1-888-869-6828]

