



Finance

# FULL-SERVICE LEASE

Driver's Guide

OH WHAT A FEELING



CONTENTS

1	Introduction	3
2	Vehicle servicing and repairs	4
2.1	Booking your vehicle in for a service	4
2.2	Vehicle care between services	5
3	Tyres	6
4	Batteries	7
5	Toyota Roadside Assist	7
6	Fuel and oil	8
7	Vehicle registration	10
8	Toyota Insurance	11
9	Toyota Connected Services	11
10	Traffic fines and infringements	12
11	Maintenance/servicing and tyre inclusions	13
12	Vehicle returns	14
12.1	Final inspection	14
13	Fair Wear & Tear guidelines	15

1. INTRODUCTION

Welcome to Toyota Finance

Thank you for choosing Toyota Finance to help you get into your new Toyota. We're committed to delivering first-class customer service and ensuring your vehicle meets all of your requirements. This driver's guide is intended to provide an overview of the services included in your Full-Service Lease.

Please note, not all services in this guide may apply to your Full-Service Lease. If you have any questions regarding your specific vehicle or what services are included in your contract, please contact us on **1800 281 123**.

We hope you enjoy your new Toyota, and thanks again for letting us be part of your journey!

Driver's quick reference table

Please refer to your contract information for information on what items are covered in your Full-Service Lease.

Toyota Finance Customer Service	1800 281 123
Toyota Connected Services	1800 869 682
Toyota Insurance Claims	1300 622 302 (Option 2)
Toyota Roadside Assist	1800 817 683 (Option 1)
Maintenance authorisations	1300 888 871
Tyre authorisations	1300 888 871

Tyre outlets

Bob Jane T-Marts	132 625
Goodyear	132 343
Bridgestone	131 229
mycar Tyre & Auto	1300 772 579

## 2. VEHICLE SERVICING AND MECHANICAL REPAIRS

Toyota Finance has established an approved repairer network for your servicing and repairs. This ensures quality workmanship and preserves your vehicle warranty for the term of your contract. Your vehicle can be serviced or repaired by any Toyota dealer across Australia.

### 2.1 Booking your vehicle in for a service

If servicing and maintenance are included in your Full-Service Lease, you'll need to advise the Toyota dealer service centre that your vehicle is managed by Toyota Finance before any work begins.

We recommend you call the Toyota dealer service centre two weeks before your service to make a booking. Let them know your vehicle is managed by Toyota Finance, and they'll contact our Repair Authorisation Centre to get approval to work on your vehicle.

Your Toyota dealer service centre may offer a concierge service. If this is not available, most offer a courtesy drop-off service to central business locations, bus and train stations. When you book your vehicle in for a service, ask them about it.

### 2.2 Vehicle care between services

To preserve your vehicle for the term of your lease, we recommend regularly checking:

- Tyre pressures.
- Vehicle fluids and oils.

We recommend that you keep your vehicle clean but avoid automatic car washes as they tend to scratch the paintwork. All accidental damage should be immediately attended to avoid rust forming.



### 3. TYRES

If your Full-Service Lease includes tyres, please take your vehicle to one of our approved tyre repairers when it needs replacement tyres, a puncture repair or a wheel alignment. The tyre outlet will need to get approval from our Repair Authorisation Centre on **1300 888 871** before commencing any work on your vehicle.

We recommend that the replacement tyres should be the same make and specification as those originally fitted by Toyota.

**The tyre outlets we recommend:**



call 132 625



call 131 229



call 132 343



call 1300 772 579

### 4. BATTERIES

Most batteries are covered by the manufacturer’s warranty for the first 12 months.

Should your battery fail, please call Roadside Assist on **1800 817 683**.

### 5. TOYOTA ROADSIDE ASSIST

If your Full-Service Lease includes Roadside Assist, it’s available 24/7, 365 days a year and can be contacted toll-free on **1800 817 683**.

**In the event of a vehicle breakdown**

If your vehicle breaks down, it’s useful to have the following information on hand for your Roadside Assist operator:

- Your vehicle registration number.
- Your name.
- Details of your breakdown location, including the street name and number, the nearest cross street(s) or landmark.
- Whether you are on the road or off the road and the direction you were travelling in.
- The nature of the breakdown (describe it as best you can).
- A contact phone number (if available).



## 6. FUEL AND OIL

If your Full-Service Lease contract includes a fuel card, Toyota Finance will send it to you within five working days of you collecting your vehicle.

Each time you use your card, please provide the service station attendant with an accurate and current odometer reading. This help us with accurate reporting.

If your fuel card is lost or stolen, please contact us directly during business hours on **1800 281 123**.

Persons driving without a current driver's licence or exceeding the prescribed alcohol limit are uninsured and if involved in an accident could be held personally liable for all costs incurred as a result of the accident. This may include third party personal injury and any property damage or associated costs. Please refer to your Full-Service Lease Insurance Guide for any applicable Insurance exclusions.



## 7. VEHICLE REGISTRATION

It's important your vehicle is correctly registered while you are driving it throughout the life of your Full-Service Lease. Toyota Finance will manage your vehicle registration and CTP renewal if it's included in your Full-Service Lease. Otherwise, you must ensure the vehicle is correctly registered.

If your Full-Service Lease includes registration and CTP renewal and you receive the registration renewal registration, it's important that you promptly forward this to Toyota Finance for payment. Please send it to Locked Bag 980, Milsons Point NSW, 1565.

Selected states require hybrid and electric vehicle stickers to be displayed on vehicles.

## 8. TOYOTA INSURANCE

Your vehicle will be insured for the life of your Full-Service Lease. If you have any questions regarding your coverage or if you wish to make a claim, please contact Toyota Insurance Claims on 1300 622 302.

## 9. TOYOTA CONNECTED SERVICES

If your Full-Service Lease includes subscription to Toyota Connected Services, this will be set up for you by the dealership when you take delivery of your vehicle. If you have any queries, please contact us on 1800 869 682 or email [connected.enquiries@toyota.com.au](mailto:connected.enquiries@toyota.com.au).





## 10. TRAFFIC FINES AND INFRINGEMENTS

You're responsible for all traffic toll notices, fines and infringements incurred while driving your vehicle. If you lend your vehicle to someone else, we recommend you record the date and time as you may be held liable for any traffic infringements or fines they incur.

All traffic infringements or fines received by Toyota Finance will be forwarded to you for payment.

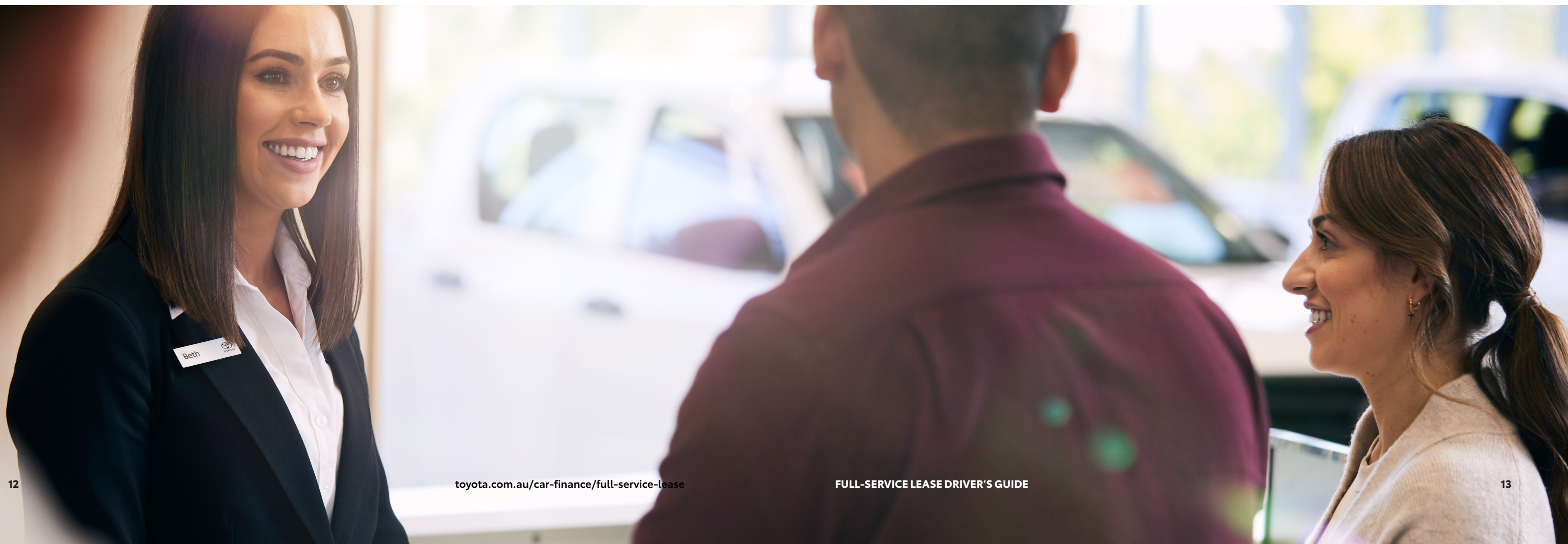
## 11. MAINTENANCE/SERVICING AND TYRE INCLUSIONS

Your Full-Service Lease includes servicing and maintenance.

The costs for all scheduled services are included in your Full-Service Lease payments (excluding interim servicing) in accordance with the manufacture's handbook, together with corrective mechanical repairs and maintenance necessary to keep the vehicle in good working order.

Tyres may also be included as part of your Full-Service Lease.

Additional repairs, replacements, or adjustments due to damage or misuse are not covered in your lease.





## 12. VEHICLE RETURN

When your vehicle is due for return, please ensure:

1. The vehicle is returned to a Toyota dealership (please contact Toyota Finance for alternative options if this isn't possible).
2. You return all sets of keys/security pads with your vehicle.
3. The vehicle service book and logbooks are left in the glove box of the vehicle.
4. You return any accessories that are part of your Full-Service Lease that have been fitted to the vehicle.
5. Your E-Tag has been removed.
6. The vehicle is clean, both inside and out.

### 12.1 Final inspection

A final inspection will be carried out on your vehicle once it is returned to us. It'll be assessed against the pre-agreed Toyota Finance Fair Wear and Tear guidelines.

## 13. FAIR WEAR AND TEAR GUIDELINES

Toyota Finance's Fair Wear and Tear guidelines are on our website at **[toyota.com.au/full-service-lease/fair-wear-and-tear-guide](https://toyota.com.au/full-service-lease/fair-wear-and-tear-guide)**.

These guidelines outline what is acceptable fair wear and tear regarding the use of your vehicle and its age and contracted kilometres. If there is damage to your vehicle outside of these guidelines, you may be charged for the cost to repair the damage. You may also be charged if you drive further than the agreed kilometres. We recommend you download a copy and familiarise yourself with them. If you require a copy or have any questions, please contact us on **1800 281 123**.





An aerial photograph of a lush green forest. A river flows through the upper right corner, and a concrete bridge spans across the lower right portion of the image. The dense canopy of trees covers most of the frame.

**Contact us**

[toyota.com.au/car-finance/full-service-lease](https://toyota.com.au/car-finance/full-service-lease)

1800 281 123

Full-Service Lease product is available to approved applicants. Terms, conditions, fees and charges apply. Upgrades are subject to lending criteria. Toyota Finance is a division of Toyota Finance Australia Limited ABN 48 002 435 181, AFSL and Australian Credit Licence 392536.

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