

TOYOTA BOOK OF LIFE

The Toyota Book of life has been specially developed for your vehicle. Your Toyota Dealer will update your service history and stamp your Book of Life each time your vehicle is serviced in order to provide a full service history for your Toyota.

Your Toyota Dealer is committed to providing top quality service and value for money. Toyota Dealers use genuine Toyota parts and all servicing is done by skilled technicians trained on Toyota products by Toyota Tanzania Limited. Your Toyota Dealer has the facilities, special tools and equipment necessary to provide you with the very best service available for your Toyota.

Regular servicing at your Toyota Dealer will optimize the life and performance of your vehicle, help prevent breakdowns and ensure your safety. Throughout the life of your vehicle certain parts will be subject to wear and need replacement for your vehicle to remain reliable. Regular servicing will ensure that this is done in a structured manner to reduce the possibility of unexpected breakdowns.

Many inferior, poor quality and imitation parts are available in the market and should not be used on your vehicle. Should your vehicle be involved in an accident, please ensure that the vehicle is repaired with Genuine Toyota Parts.

An up-to-date Toyota Book of Life, stamped by your Toyota dealer at all regular service intervals, will ensure endless kilometers of safe driving while ensuring a high resale value should you want to sell your vehicle.

This Book must be brought to each service and repair appointment without exception. The user must sign both the job card and invoice for each job requested and undertaken.

TOYOTA SERVICE PHILOSOPHY

We appreciate your choice of Toyota and would like to consider this as the starting point of a long and satisfying relationship with you through your Toyota Dealer.

It is Toyota Tanzania Limited policy to provide sound value for money in its range of vehicles and services and to ensure that this value for money concept is experienced by you, the customer, throughout the period of ownership.

Toyota Tanzania Limited offers a 36months or 100,000km kilometers warranty on all vehicles in its range, reinforcing the importance of top quality service and value for money as the cornerstone of total customer satisfaction.

All Toyota Dealers undertake to maintain workshops of the highest standard with all the necessary facilities, tools, equipment and technically competent manpower to provide the very best service available. This enables the Toyota Dealer to charge for repairs at highly competitive, market-related prices.

Regular services performed by Toyota Dealer, where only Genuine Toyota Parts are used by trained technicians working to the strict service routines laid down by Toyota Tanzania, will contribute significantly towards maintaining the high value and reliability of your Toyota vehicle and will guarantee your peace of mind.

Your choice of a Toyota product obligates us to satisfying your service needs. We are committed to providing the highest level of satisfaction in service and ownership.

CUSTOMER SERVICE CHARTER

Introduction

Our commitment to delivering a high standard of customer service. It outlines the type of service we aim to provide, how to contact us and give us feedback, particularly if the service is not at the expected standard and how you may assist us to better serve you.

Toyota Tanzania is the authorised Toyota Distributor in Tanzania for more than 50 years. We are dedicated to provide a high level of service in the supply of new vehicles, genuine parts, servicing and repairs of vehicles. We are the focal point for the Tanzania market, a source of a wide range of Toyota vehicle models, and a gateway to all Toyota brand after sales support such as genuine parts, accurate information resources, accurate inspections, repairs and maintenance services from highly trained technicians in taking care of all Toyota models.

OUR CORE VALUES:

- **Honesty:** Open and transparent communication and interactions with our customers.
- **Trust:** Belief and confidence in our customers.
- **Integrity:** Firm and strong moral principles while serving our customers.

OUR SERVICE TO YOU:

- ✓ Identifying ourselves when we speak to you.
- ✓ Seeking to understand your requirements and to identify what is important to you.
- ✓ We will treat all customers fairly, courteously and without bias
- ✓ We will be positive and helpful towards our customers, respond promptly to enquiries and, when asked, provide reasons for our decisions.

- ✓ We will ensure that customers are put in contact with someone who understands their requirements and is able to respond accordingly.
- ✓ We will aim to answer the telephone as quickly as we can.
- ✓ We will respond to written correspondence within 5 working days of receipt or if the response is going to take longer, we will let you know why and when you can expect to receive a detailed reply.
- ✓ We will endeavor to reply to warranty authorization requests from our authorized dealers, repairers and body shops within 4 working hours of receipt; upon submission of all relevant information and documentation as required.
- ✓ Ensuring that our website is up to date, easy to use and easy to navigate.

RIGHTS OF OUR CUSTOMERS

- ✓ You have the right to be served professionally, in a timely manner and with respect.
- ✓ You have the right to report any service delivery failure.
- ✓ You have the right to receive updates concerning your account details from us.
- ✓ Any personal Information you provide to us will remain confidential and will not be distributed outside of our organization without your express permission or when it is legally required of us to provide it.

OUR AUTHORIZED DEALER NETWORK

- ✓ We carefully select skilled and experienced motor trade professionals to become members of our authorized network of dealers, repairers and body shops. Every one of them believes in this Customer Service Charter and has committed to abiding by its principles.

RESPONDING TO YOUR QUERIES, FEEDBACK AND COMPLAINTS

We want to improve our products and make our authorized network more efficient and effective. Your feedback is greatly appreciated and is essential to the development of our business and future products.

If you have any suggestions about how we can improve, please contact our Head Office Customer Relations Department.

NEW VEHICLE WARRANTY CONDITIONS

Toyota Tanzania Limited (herein after referred to as "Toyota") warrant to the retail purchaser of each new Toyota vehicle that the vehicle manufactured or assembled by Toyota and delivered by an authorised Toyota Distributor or Dealer, will be free of defects in material and workmanship under normal use and service, except those items listed, for a period of 36 months or 100,000 kilometers from date of sale whichever occurs first in the geographical area of the United Republic of Tanzania. The warranty period begins on the date the vehicle is first delivered or put into use (in service date).

The obligation under this vehicle warranty is limited at the discretion of Toyota to repair or replace such parts as may be acknowledged by it to be defective in material or workmanship. The repair or replacement of defective parts under warranty will be undertaken by any authorised Toyota Distributor or Dealer without charges for parts or labour.

The warranty on the vehicle is transferable between owners, should the vehicle be sold, provided that :-

- a. The Toyota Distributor certifies in writing that all prescribed services have been carried out in compliance with warranty conditions; and
- b. The sale is made by an authorised Toyota Distributor or Dealer or;
- c. No modifications or alterations being done to the vehicle.

The following items specified below are covered for periods other than the basic coverage:

Paint and Surface Rust Warranty

The warranty period for paint failure and rust appearing on painted body panel is for 36months or 100,000km whichever comes first except for deck panels of pickup truck.

The warranty period for deck panels of pickup truck is for 12months or 20,000km whichever comes first.

Battery Warranty

The warranty period for battery is for 24 months or 50000kms whichever comes first after the vehicle is in service.

During the first 12 months and 50,000kms of service, a defective original equipment battery will be replaced free of charge.

After 12 months of service, but within 24months and 50,000km of service, it will be replaced under warranty at a 50% charge to the customer.

Tyre warranty

Tyres are warranted separately in accordance with the warranty policy of the respective tyre manufactures.

Warranty Application:

The warranty is valid only within the country where the Toyota Distributor listed on Warranty Registration is located.

General Warranty Exclusions:

1. A vehicle, which has been subject to negligence, misuse, ignorance, accident, alteration or modification.
2. A vehicle repaired or serviced other than by an authorised Toyota Distributor or Dealer.
3. A vehicle, which has been subject to any form of competition.
4. Normal maintenance and service costs as per service schedule and the replacement costs of service items.
5. Problems which may arise from use of parts and accessories other than Toyota approved parts and accessories.

NEW VEHICLE WARRANTY CONDITIONS

OWNER'S WARRANTY RESPONSIBILITIES

6. A vehicle not maintained and serviced as per prescribed maintenance schedule by an authorised Toyota Distributor or Dealer.
7. Any consequential cost resultant from a component failure.
8. A vehicle if the correct type of fuel (e.g. unleaded fuel) has not been used to drive it.
9. Damage or surface corrosion from stone chips or scratches and environment such as acid rain.
10. Airborne fall-out, salt, hail, windstorms, lightning, floods and other acts of God and the like.
11. Normal noise, vibration, wear, tear or deterioration.
12. Failure of a vehicle on which the odometer mileage has been altered or changed so that vehicle mileage cannot be readily ascertained is not covered.

Please note:

The warranty period is not extended as a result of repairs during the warranty period.

Obtaining Warranty Service

You are responsible for delivering your vehicle to any authorized Toyota Dealer in this country in order to obtain warranty service.

Maintenance

You are responsible for properly operating, maintaining and caring for your Toyota vehicle in accordance with the instructions in your Owner's Manual. If your vehicle is subject to use under severe driving conditions, you should follow the maintenance requirements specified accordingly in your Owner's Manual.

Maintenance Records

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

GENERAL INFORMATION TO THE TOYOTA OWNER

YOUR RESPONSIBILITY

Where to go for Warranty Service

Your Toyota Dealer will make the necessary repairs using new or remanufactured parts. While any Toyota Dealer in this country will perform warranty service, Toyota recommends that you return to the dealership that sold you your vehicle because of their continued and personal interest in you. See sub pages i & ii for location and contact details of the Toyota Dealer Network in Tanzania, after Table of Contents.

Touring/Relocating to Another Country

If you are touring or relocating to another country and a problem arises, please consult a local Toyota Dealer. Please note, however, that warranty services may not be provided by the local dealer, because Toyota vehicles may not comply with the regulatory and/or environmental requirements of such country.

While your Toyota is covered by warranty, there are certain items that are subject to wear and tear or contamination which are beyond the control of Toyota. Therefore costs related to the adjustment or replacement of these items is the responsibility of the owner. Please ensure that only Genuine Toyota parts are used on your vehicle.

Lubrication:

Extremes of temperatures, adverse weather and severe road conditions will result in the need for more frequent servicing. During services, lubricant and fluid levels, doors, locks, rubber seals, throttle and parking brake linkages need to be checked.

Engine oil filters:

To prolong engine life and performance, engine oil and filters must be changed as recommended.

Engine tuning and electrical systems:

Must be checked and adjusted periodically for maximum economy, performance and driving safety.

Belt adjustments:

Check and adjust for correct functioning of belt-driven components.

Brake and Clutch adjustments:

Lining and pads are subject to wear and must be adjusted or replaced when necessary.

Tyre rotation:

Severe driving habits, such as heavy braking, harsh acceleration, high cornering loads and high speeds in general contribute towards a shorter vehicle tyre life. To achieve uniform tyre wear and longer life it is recommended that tyres be rotated periodically.

YOUR RESPONSIBILITY

Wheel alignment and balance:

Adverse driving conditions and poor driving habits can cause wheels to go out of alignment and balance. Maintaining the correct wheel alignment will provide better handling, improved ride comfort and improves tyre life.

Fuel system cleaning / correct fuel as specified:

Contaminants can sometimes enter the fuel system from external sources. Should this occur, the fuel system must be drained and filters replaced to restore proper engine performance. It is the owner's obligation, in every instance to take extra care to only use fuel as specified.

Rattles and squeaks:

Before a delivery of a vehicle the authorized Toyota Distributor or Dealer will, as a matter of course, ensure that the vehicle is free of any unusual noises. However, after a while, poor road conditions may result in rattles or squeaks developing. It is therefore advisable the adjustments be checked regularly, and all bolts, nuts, screws and clamps should be checked periodically.

Spark plugs (where applicable):

These items are subject to wear and/or carbon build-up. For maximum performance and economy they should be checked periodically and replaced at specified times.

Fuel and air filters:

In order that these items can perform their important function of cleaning the fuel and air for the engine, they should be properly maintained and replaced at the recommended intervals for normal operation.

Wiper blades:

The life of windscreen wiper blades are dependent on the amount of use and climatic conditions. For safety reasons these items should be replaced when wear impairs their function to clear the windscreen effectively.

Globes and fuses:

The replacement of electric light globes, fuses and lamp glasses on failure is not covered by a warranty. As a matter of general road safety, these should always be in a good working condition.

Engine coolant:

Please consult your Toyota Dealer or the latest available service bulletin for the specified coolant additives and concentrations. These must be maintained as recommended to prevent corrosion and erosion in the vehicle cooling system.

No fuel and lubrication additives are recommended during the life of your Toyota.

KEEP YOUR CAR IN TOP CONDITION WITH PROPER SERVICE

PRE-DELIVERY SERVICE

To assure your satisfaction with the appearance and performance of your new Toyota vehicle, your Dealer is responsible to perform specific factory-approved services for cleaning, inspecting, and testing of your Toyota vehicle. This is done to be sure that your Toyota vehicle is delivered to you in top condition after being shipped from factory.

FREE 1,000 KM MAINTENANCE SERVICE

You are entitled to the FREE 1,000 km Maintenance Service upon presentation of this Warranty Section to your Toyota Dealer. 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 they are regular maintenance service items.

PERIODIC MAINTENANCE SERVICE

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

To maintain your Toyota vehicle in top driving condition it is vitally important to have it inspected and serviced, periodically in accordance with the maintenance services listed in your Owner's Manual at authorized Toyota Distributor or Dealer only.

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

More frequent service is required for severe driving conditions. Again, see your Owner's Manual.

Vehicle Maintenance Schedule - Tanzania

1,000 - 150,000 km

			every																
Maintenance Schedule (*)			1,000	5,000	10,000	20,000	30,000	40,000	50,000	60,000	70,000	80,000	90,000	100,000	110,000	120,000	130,000	140,000	150,000
Service Labour Hours			2.8	5.3	7.8	5.3	7.8	5.3	7.8	6.5	5.3	7.8	5.3	6.5	5.3	7.8	5.3	6.5	5.3
Repl. Oil Filter	(S)	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Repl. Engine Oil	(S)	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Insp. & Repl. Rear Diff Oil	(S)	I	I	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR
Insp. & Repl. Gearbox Oil	(S)	I	I	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR
Insp. & Repl. Brake Fluid	(S)	I	I	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR
Insp. & Repl. Radiator Coolant	(S)	I	I	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR
Insp. & Repl. Power Steering Oil	(S)	I	I	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR
Inspect Tyres & Tyre Pressure	(S)	I	I	I	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR
Insp. & Repl. Air Filter	(S)	I	I	I	R	I	R	I	R	I	R	I	R	I	R	I	R	I	R
Insp. & Repl. Fuel Filter	(S)	I	I	I	R	I	R	I	R	I	R	I	R	I	R	I	R	I	R
Insp. & Repl. Fuel Pre Filter	(S)	I	I	I	R	I	R	I	R	I	R	I	R	I	R	I	R	I	R
Insp. & Repl. Front Brake Pads	(R)			I	IR	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR
Insp. & Repl. Rear Brake Shoes	(R)			I	IR	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR
Insp. & Repl. Wiper Blades	(R)			I	IR	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR	I	IR
Insp. & Repl. All Shocks	(R)			I	I	I	IR	I	I	I	IR	I	I	I	IR	I	I	I	I
Insp. & Repl. Stabilizer Bushes	(R)			I	I	I	IR	I	I	I	IR	I	I	I	IR	I	I	I	I
Insp. & Repl. U Joints	(R)			I	I	I	I	IR	I	I	I	I	I	IR	I	I	I	I	IR
Insp. & Repl. Pedal Rubbers	(R)			I	I	I	I	IR	I	I	I	I	I	IR	I	I	I	I	IR
Insp. & Repl. CV Shaft/Boots	(R)			I	I	I	I	I	IR	I	I	I	I	I	I	IR	I	I	I
Insp. & Repl. Ball Joints	(R)			I	I	I	I	I	I	I	IR	I	I	I	I	I	I	I	IR
Insp. & Repl. Wheel Bearings	(R)			I	I	I	I	I	I	I	IR	I	I	I	I	I	I	I	IR
Insp. & Repl. Rear T/Arm Bushes	(R)			I	I	I	I	I	I	I	IR	I	I	I	I	I	I	I	IR
Insp. & Repl. Clutch	(R)			I	I	I	I	I	I	I	IR	I	I	I	I	I	I	I	IR
Insp. & Repl. Radiator Cap	(R)			I	I	I	I	I	I	I	I	IR	I	I	I	I	I	I	I
Insp. & Repl. Str Rack Ends	(R)			I	I	I	I	I	I	I	I	I	IR	I	I	I	I	I	I
Insp. & Repl. All V Belts	(R)			I	I	I	I	I	I	I	I	I	I	IR	I	I	I	I	I
Insp. & Repl. Battery	(R)			I	I	I	I	I	I	I	I	I	I	IR	I	I	I	I	I
Insp. & Repl. Engine Mntgs	(R)			I	I	I	I	I	I	I	I	I	I	I	IR	I	I	I	I
Insp. & Repl. Gearbox Mntgs	(R)			I	I	I	I	I	I	I	I	I	I	I	IR	I	I	I	I
Insp. & Replace Cambelt	(R)			I	I	I	I	I	I	I	I	I	I	IR	I	I	I	I	IR
Insp. & Repl. Idler Pulley	(R)			I	I	I	I	I	I	I	I	I	I	IR	I	I	I	I	IR
W/Alignment	(R)			A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A

Service (S) Labour hours as listed

Repairs (R) Labour charged additional

I = Inspect R = Replace A = Adjust

* - Maintenance schedule is a guideline only and may vary according to road conditions and driving style.

E&OE