



OWNER'S MANUAL SUPPLEMENT
2022 MODELS



TOYOTA

THIS MANUAL INCLUDES INFORMATION ABOUT:

TOYOTA NEW VEHICLE WARRANTY · HYBRID VEHICLES · REQUIRED MAINTENANCE
OWNER'S RESPONSIBILITY · OWNER INFORMATION · ROADSIDE ASSISTANCE
EXTRA CARE PROTECTION (ECP) SERVICE AGREEMENT · TOYOTA COLLISION CENTRES



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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 services of the highest quality.

The warranty coverage provided by Toyota is evidence that we stand behind the quality of our vehicles. This booklet is a supplement to your Owner's Manual. We recommend that this booklet be kept in your vehicle as it is a valuable reference for Toyota parts and service information.

Toyota Dealers 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.

We offer a range of Toyota Extra Care Protection (ECP) Service Agreements to provide you with additional protection against unexpected repair costs. This booklet will introduce you to the advantages of ECP. Your dealership can help you select the best agreement 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!

Toyota wishes to ensure your continued satisfaction; therefore, we may need to contact you regarding special warranty enhancement programs designed to pay for repairs beyond the normal warranty coverage period. When we establish these programs, we send details to all applicable owners we have on record by mail.

Every effort has been made to ensure the content in this Owner's Manual Supplement is accurate based on information available at the time of printing.

Your Toyota Dealer and **www.toyota.ca** are your best sources for up to date information.

**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: 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 environmental requirements of such country.

In the United States, you may contact:

TOYOTA MOTOR SALES INC.

WWW.TOYOTA.COM

CONTACT US Section

FIND IT ONLINE

To update your contact and vehicle information please visit:
<https://www.toyota.ca/toyota/en/owners/update-info>

To access a variety of useful owner information such as:

Recalls and Campaigns	Owners Manuals
Maintenance Schedules	Connected Services

Please visit Toyota's official website, **www.toyota.ca**

THE IMMOBILIZER KEY

THE NEW WORLD OF ANTI-THEFT TECHNOLOGY

This Toyota vehicle may be equipped with an electronic “immobilizer” anti-theft system. When the key is inserted into the ignition switch, it transmits an electronic code to an immobilizer computer. The engine will only start if the code in the key matches the code in the immobilizer. If the code does not match, the immobilizer disables the ignition and fuel systems. While an exact physical copy of the key will open the door and allow retrieval of the items locked in the vehicle, it won’t start the vehicle unless the key has the same code as the immobilizer.

SECURITY

For security purposes, access to key codes and service procedures for electronically registering replacement keys is restricted. Only a Toyota Dealer or certain bonded/registered independent locksmiths can generate replacement keys.

REPLACING THE KEY

Upon purchase each vehicle should have two master keys and an aluminum tag with a key-code imprinted on it.

To generate a fully functional replacement key (one that will both open the doors and start the engine), one of the master keys is required. To make a key that will open the door for retrieval of items locked inside the vehicle, the aluminum key-code tag can be used. If the master key or the aluminum key-code tag is not registered, locksmiths can obtain the key code. These businesses can also access a service utility to reprogram the immobilizer if all registered master keys have been lost. If a Toyota Dealer is not available, please contact Toyota Customer Relations at 1 888 Toyota-8 (1-888-869-6828).

KEEPING THE KEY SAFE

Replacing an immobilizer key may be costly. It is advisable to keep a spare master key and the aluminum key-code tag in a safe place. If you record the key-code in more than one place, do not record it in a way that can be easily identified and associated with the vehicle. It is wise to keep a copy of the key-code outside of the vehicle.

If the vehicle was delivered with less than two keys and the aluminum key-code tag, consider having the Toyota Dealer or a qualified independent automotive locksmith make a duplicate key before you need it.

TOYOTA NEW VEHICLE LIMITED WARRANTY

WARRANTY COVERAGE AT A GLANCE

The coverages displayed expire either on the months or kilometres published, whichever occurs first. A detailed list of covered components for each warranty is provided within this supplement.

TOYOTA NEW VEHICLE LIMITED WARRANTY	
Basic New Vehicle Limited Warranty	36 months or 60,000 km
Powertrain New Vehicle Limited Warranty ¹	60 months or 100,000 km
Hybrid-Related Components Warranty ²	96 months or 160,000 km
Hybrid Battery Warranty	120 months or 240,000 km
Fuel Cell System Components	96 months or 160,000 km
Paint Defect Warranty	36 months or 60,000 km
Corrosion Perforation Warranty	60 months unlimited km
Safety Restraint System Warranty	60 months or 100,000 km
EMISSIONS WARRANTY	
Defect/Performance	36 months or 60,000 km
Specified Major Emission Control Components	96 months or 130,000 km
(1) Hybrid Transaxle (w/motors) is covered by Powertrain Warranty	
(2) Includes: Battery Control Module, Hybrid Control Module, Inverter with Converter	

36 60 84 108 MONTHS

WARRANTY EXPLANATION

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. 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 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 90 days or the balance of the applicable New Vehicle Limited Warranty.

TOWING

When your vehicle is inoperative due to a warranted part failure, towing service is covered to the nearest Toyota Dealer. The towing coverage is dependent on the warranty coverage of the failed part. Should you require towing, contact the Toyota Roadside Assistance Centre at 1-888-TOYOTA-8 (1-888-869-6828).

OWNER'S RESPONSIBILITIES

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

For a copy of the maintenance schedule specific to your vehicle and tailored to your driving habits please see your dealer or visit www.toyota.ca.

In an emergency situation, where an authorized Toyota Dealer is not reasonably available, you may have the repair performed by a licensed technician at an established service facility. Every effort should be made to use genuine Toyota parts. You will 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.

TOYOTA NEW VEHICLE LIMITED WARRANTY

BASIC NEW VEHICLE LIMITED WARRANTY

The basic new vehicle limited warranty covers repairs on any part of the vehicle supplied by Toyota Canada that is defective in material or workmanship, subject to the exclusions listed under Warranty Exceptions. Coverage is for a period of 36 months or 60,000 km, whichever occurs first.

SERVICE ADJUSTMENTS

The following service adjustments are covered for 12 months or 20,000 km, whichever occurs first.

- Wheel alignment
- Wheel balance
- Air conditioning recharge

POWERTRAIN NEW VEHICLE LIMITED WARRANTY

The powertrain components listed below are covered for defects in materials or workmanship for a period of 60 months or 100,000 km, whichever occurs first, subject to the exclusions listed under Warranty Exceptions.

ENGINE - Cylinder block and head and all internal parts, intake manifold, timing gears, timing chain/belt and cover, flywheel, valve covers, oil pan, oil pump, mechanical water pump, fuel pump, engine control module, engine mounts, seals and gaskets.

TRANSMISSION AND TRANSAXLE - Transfer case and all internal parts, transmission/transaxle and all internal parts, hybrid transaxle (w/motor), clutch cover, torque converter transmission/transaxle mounts, seals and gaskets.

FRONT WHEEL DRIVE – Final drive housing and all internal parts, axle shafts, driveshafts, constant velocity joints, front hub and bearings, seals and gaskets.

REAR WHEEL DRIVE – Axle housings and all internal parts, propeller shafts, "U" joints, axles shafts, driveshafts, bearings, driveshaft centre supports, seals and gaskets.

TOYOTA NEW VEHICLE LIMITED WARRANTY

HYBRID - RELATED COMPONENTS WARRANTY

The Hybrid-related components listed below are covered for defects in materials or workmanship for a period of 96 months or 160,000 km, whichever occurs first, subject to the exclusions listed under Warranty Exceptions.

- BATTERY CONTROL MODULE
- HYBRID CONTROL MODULE
- INVERTER WITH CONVERTER
- DC-DC CONVERTER CONTROL
- MOTOR GENERATOR ECU
- BOOST CONVERTER CONTROL

HYBRID BATTERY WARRANTY

The Hybrid Battery Warranty is in effect for 120 months or 240,000 km, whichever occurs first.

FUEL CELL SYSTEM COMPONENTS

The Fuel Cell System Components listed below are covered for defects in materials or workmanship for a period of 96 months or 160,000 km, whichever occurs first, subject to the exclusions listed under Warranty Exceptions.

Battery ECU, FC air compressor, FC boost converter, FC ECU, FC H2 tanks, FC PCU (Power Control Unit), FC stack, HF ECU (H2 Fueling ECU) , Power Management ECU (HV ECU).

PAINT DEFECT WARRANTY

Paint defects are warranted for 36 months or 60,000 km, whichever occurs first. The Paint Defect Warranty covers defects in materials or workmanship on all exterior body panels, subject to the exclusions listed under Warranty Exceptions.

PAINT DEFECT EXCEPTIONS

Paint blemish due to external damages caused by stones, gravel, accident impact, industrial fallout or pollution, bird droppings, paint chips, chemicals, previous repairs or modifications to the same body panel, industry acceptable paint finish variations, normal paint aging conditions, fading, etc.

CORROSION PERFORATION WARRANTY

Corrosion Perforation Warranty is for a period of 60 months unlimited km. 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 exclusions listed under Warranty Exceptions.

TOYOTA NEW VEHICLE LIMITED WARRANTY

The application of additional rust inhibiting material is not required in order to maintain the Corrosion Perforation Warranty.

CORROSION PERFORMANCE WARRANTY EXCEPTIONS

- Corrosion as a result of a non-Toyota rust inhibiting material that causes moisture and or contamination to be retained between the rust inhibitor and body sheet metal causing corrosion
- Corrosion other than perforation is not warranted
- Corrosion perforation due to external damages caused by stones, gravel accident or other forms of impact, industrial fallout or pollution, previous repairs or any modifications not authorized by Toyota is not warranted
- External surface rust left un-repaired developing into perforation due to neglect of vehicle care
- Non-Toyota parts and accessories resulting in perforation

SAFETY RESTRAINT SYSTEM WARRANTY

Safety Restraint System Warranty is for a period of 60 months or 100,000 km, whichever occurs first. This warranty covers repairs needed to correct defects in materials or workmanship of any seatbelt or airbag system components.

EMISSION DEFECT WARRANTY

Toyota warrants to owners of new vehicles that the Toyota vehicle:

- Was designed, built and equipped 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** for 36 months or 60,000 km, whichever occurs first, under the terms of the New Vehicle Limited Warranty.

In addition, specific components may be entitled to additional coverage under the terms of the New Vehicle Limited Warranty - Powertrain Component Coverage.

Emission Standards also require that the specified major emission control components listed under **ITEM 2** are covered for 96 months or 130,000 km, whichever occurs first.

TOYOTA NEW VEHICLE LIMITED WARRANTY

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 km, whichever occurs first.

In addition, the specified major emission control components listed under **ITEM 2** will be covered for 96 months or 130,000 km, whichever occurs 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 LIMITED WARRANTY

EMISSION WARRANTY PARTS LIST

ITEM 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
- Related Throttle Body Components
- Air/Fuel Ratio Feedback Control System

AIR INDUCTION SYSTEM

- Intake Surge Tank
- Charge Air Cooler
- Air Intake Temperature Sensor

IGNITION SYSTEM

- Direct Ignition Coils
- Ignition Wires
- Spark Plugs

POSITIVE CRANKCASE VENTILATION SYSTEM (PCV)

- PCV Valve or PCV Orifice
- Oil Filler Cap

EVAPORATIVE CONTROL SYSTEM

- Charcoal Canister and Filter
- Fuel Tank
- Fuel Filler Cap
- Vapour Liquid Separator
- Fuel Pipes
- Fuel Tank Pressure Sensor
- Fuel Vapour Containment Valve
- Purge Valve

EXHAUST GAS RECIRCULATION (EGR) SYSTEM

- EGR Valve
- EGR Gas Temperature Sensor
- EGR Pipe
- Associated Parts

HYBRID VEHICLE SYSTEM

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

CATALYST SYSTEM

- Exhaust Manifold (without Catalytic Converter)
- Exhaust Pipe (Manifold to Catalyst and/ or Catalyst to Catalyst)
- Constricted Fuel Filler Neck

MISCELLANEOUS ITEMS USED IN ABOVE SYSTEMS

- All Sensors, Switches and Valves
- Hoses, Clamps, Fittings, Tubing, Sealing Gaskets or Devices and Mounting Hardware, Pulleys, Belts and Idlers related to emission control components

ITEM 2

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

- Engine Control Module
- Catalytic Converter and Protector
- Data Link Connector
- Bulbs for Malfunctioning Indicator Lamp (Check Engine Warning Light)

TOYOTA NEW VEHICLE LIMITED WARRANTY

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, capacity, or the repairs are not performed at the standard required and the effectiveness of the emission control systems are 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 INC.
CUSTOMER INTERACTION CENTRE
1 888 TOYOTA-8
1-888-869-6828**

TOYOTA NEW VEHICLE LIMITED WARRANTY

ACCESSORY WARRANTY

Coverage Terms

If you purchase Accessories **DURING** your new vehicle purchase, your coverage is:

3 YEARS / 60,000 km*

If you purchase Accessories **AFTER** your new vehicle purchase, your coverage is:

THE BALANCE OF
THE NEW VEHICLE
BASIC WARRANTY
(up to 3 YEARS / 60,000km*)

OR*

**12 MONTHS /
20,000 km****

If you purchase Accessories from Toyota and have them installed elsewhere, your Accessories warranty covers the PARTS only, for 12 MONTHS from date of purchase.

* Whichever is greater

**Accessories sold and distributed by Toyota Canada Inc.

WARRANTY EXCEPTIONS

NON-WARRANTABLE PARTS AND MATERIALS

The following parts shall not be covered by the warranty as they are part of regular maintenance service or replacement parts:

- Bulbs (excluding Halogen Bulbs, High Intensity Discharge-HID, Light Emitting Diode-LED)
- Fuses
- Spark Plugs (excluding Platinum, Iridium)
- Drive Belts (except Timing Belts)
- Oil Filter, Fuel Filter, Cabin Air Filter, Engine Air Filter and Fuel Pump Filter

- Brake Shoes and Brake Pads
- Clutch Linings
- Wiper Blades and/or Rubbers
- Transmitter Battery/Key/Key Fob Batteries
- 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

TOYOTA NEW VEHICLE LIMITED WARRANTY

FACTORS BEYOND THE MANUFACTURERS CONTROL (continued)

- 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, 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, rebuilt or written-off
- Conditions related to normal noise, wear, vibration, deterioration, discoloration, distortion, deformation and fading
- Use of a hydrogen fueling station that does not meet the Society of Automobile Engineers (SAE) fueling protocol (Mirai vehicles)
- Neglecting to follow correct fueling procedures (Mirai vehicles)
- Vehicles registered and normally operated outside Canada, the United States or the U.S. Territories
- Labour for removal or replacement of defective parts or accessories sold but not installed by the Toyota Dealer

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.

VEHICLE REGISTRATION

Any vehicle not registered in the New Vehicle Warranty System.

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.

TOYOTA NEW VEHICLE LIMITED WARRANTY

The provision of the aforementioned 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 Limited Warranty.

TIRE MANUFACTURERS WARRANTY CONTACT INFORMATION

Tires originally installed on a new 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.goodyear tires.ca www.dunloptires.com	1-800-387-3288
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	tire.yokohama.ca	1-800-810-9656

TOYOTA NEW VEHICLE LIMITED WARRANTY

AUDIO, VIDEO AND NAVIGATION SYSTEMS

Only Toyota original equipment audio, video and navigation systems supplied, and Dealer installed are covered under the Toyota Basic New Vehicle Limited Warranty.

Your Owner's Manual has complete information on system operation.

As a general rule, audio 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.

If you experience a problem with your Toyota's original audio, video or navigation equipment any authorized Toyota Dealer is prepared to minimize your inconvenience by:

- Determining whether your equipment can be repaired at the dealer
- Ordering a replacement unit if it can't be repaired at the dealer
- Installing the unit in your vehicle at your convenience once your replacement unit arrives at the dealer

ELECTRIFIED VEHICLES

Toyota Electrified vehicles have the potential to greatly reduce the environmental challenges we now face. Electrified vehicles have been engineered to provide outstanding fuel economy and reduced exhaust emissions while respecting the environment and preserving resources. This technology will meet your expectations as it also provides the comfort, convenience and reliability you expect from any Toyota vehicle.

At Toyota, we don't believe that there is just one electrified solution that fits all people and all their mobility needs. Today we offer Canadians 3 different types of electrified vehicles.

Hybrid Electric

Toyota Hybrid Electric Vehicles (HEVs) combine gas engines with electric motors to generate electricity as you drive. While your vehicle is in motion, Toyota's Hybrid Synergy Drive seamlessly, and automatically, chooses the optimal source and blend of motive power. And because the system recharges as you drive, you never need to plug-in the hybrid electric vehicle.

TOYOTA NEW VEHICLE LIMITED WARRANTY

Plug-in Hybrid Electric

Toyota plug-in hybrid electric vehicles (PHEVs) operate much the same way as regular Toyota hybrid electric vehicles (HEVs). However, they can also be optionally plugged in – enabling you to extend your electric-only driving range.

Hydrogen Fuel Cell Electric

Toyota Fuel Cell Electric Vehicles (FCEVs) are fueled with hydrogen in the same way you would a gas-powered vehicle. The hydrogen is stored in carbon fibre, high-impact resistant tanks. When the vehicle is fueled with hydrogen, and combined with oxygen from outside the vehicle, the chemical reaction that occurs generates electricity. What's more, energy is captured every time you hit the brakes, conserving power and creating even better efficiency.

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.

ENVIRONMENTAL POLICY

As a responsible corporate citizen, Toyota Canada Inc. 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" logos have been classified as Low Emission vehicles or LEV's. 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 emissions of greenhouse gases that can lead to poor air quality and global warming.

ENVIRONMENTAL POLICY

You can do your part to help improve the world we all live in by taking note of the following ECO 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

1. Get in the habit of not idling the engine.

(Does not apply to Hybrid vehicles)

After driving and coming to a stop where you will be stopped for an extended period of time, turn off the engine. By turning off the engine for 5 minutes, you could save 65 cc of gas 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 gas and cut CO₂ emissions by 1340 grams (assuming a total of 3 hours per month).

3. Check your tire pressure regularly.

Driving for 50 km with tires inflated to the proper pressure could save 150 cc of gas and cut CO₂ emissions by 1250

grams (assuming a total of 650 km 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 gas 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 gas 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 gas and cut CO₂ emissions by 360 grams (assuming a total of 40 times per month).

ENVIRONMENTAL POLICY

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!

MEDIATION AND ARBITRATION

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 TOYOTA DEALER

If you have any questions or concerns surrounding your Toyota vehicle, 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 TOYOTA CANADA'S 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.

**Call 1-888 TOYOTA 8 (1-888-869-6828)
or www.toyota.ca - Contact Us section**

MEDIATION AND ARBITRATION (continued)

3. 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

CAMVAP – THIRD PARTY ARBITRATION

Toyota Canada Inc. endeavors 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 Limited Warranty.

CAMVAP will advise you 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 to 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.

EXTRA CARE PROTECTION (ECP) SERVICE AGREEMENT

WE HAVE YOU COVERED! With Extra Care Protection (ECP) Service Agreement, 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 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 an ECP Platinum Plan. ECP gives you the ultimate protection for your new vehicle.

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 Service Agreement 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



Covers your vehicle with mechanical protection for up to seven years or 200,000 km*



Maintenance benefit program**

* Whichever occurs first.

** See your dealer for more details.

EXTRA CARE PROTECTION (ECP) SERVICE AGREEMENT / VEHICLE MAINTENANCE

COUNT THE WAYS EXTRA CARE PROTECTION SERVICE AGREEMENT 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)**

* No deductible on all New ECP Service Agreement programs.

** See your dealer for more details.

VEHICLE MAINTENANCE

OWNER'S RESPONSIBILITIES

It is the owner's responsibility to ensure that the vehicle is maintained and operated in accordance with the published instructions for proper maintenance care and use which can be found in your owner's manual. Toyota recommends having maintenance performed by an authorized Toyota Dealership.

WHERE TO GO FOR MAINTENANCE

Toyota Dealership technicians are specifically trained to maintain and repair Toyota vehicles. They stay current on the latest service information through Toyota technical bulletins, service publications and training courses. Toyota Technicians 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. You can be confident you're getting the best possible service for your vehicle when you take it to a Toyota Dealership.

REQUIRED MAINTENANCE

Maintenance of your Toyota vehicle is required every 6 months or 8,000 km, whichever occurs first and includes the services and inspections recommended by Toyota.

Additional services, if required due to individual operating conditions, may be recommended by your servicing dealer.

A maintenance schedule specific to your vehicle and tailored to your driving habits and driving conditions can be provided to you by your Toyota Dealer or by visiting www.toyota.ca.

VEHICLE MAINTENANCE

ADDITIONAL MAINTENANCE

In addition to scheduled maintenance, your Toyota requires ongoing general maintenance, such as fluid checks and visual inspections. These procedures are explained in the "Maintenance and Care" section of the "Owner's Manual". Be sure to perform these procedures regularly to ensure the most trouble-free operation of your vehicle.

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

BATTERY MAINTENANCE

Toyota vehicles are designed to be used on a regular basis. Parasitic draw refers to a normal constant draw from on-board electronic components. If the vehicle is used regularly, this small amount of current draw has little impact on battery performance. However, during prolonged vehicle storage or low kilometre usage, the battery's state of charge can be reduced.

The electrolytes can also be reduced to water, presenting the possibility of freezing. In either such case, the use of an automatic battery charger/maintainer is recommended to ensure battery durability.

SUPERCROME AND ALLOY WHEEL CARE

If you purchased Genuine Toyota Accessory Aluminum Alloy Wheels, follow these cleaning guidelines to maintain the appearance of your alloy wheels:

- If wheels are hot, wait for them to cool before washing
- Use a soft sponge or cotton cloth to apply the same mild car-wash soap as used for the vehicle body
- DO NOT USE: Any type of chemical-based cleaners, alcohol, solvents, gasoline, steam cleaners, scouring pads, wire brushes or coarse abrasives to clean your wheels

TOYOTA ROADSIDE ASSISTANCE

If you find yourself in a situation that requires Emergency Road Service, or if you have encountered a mechanical breakdown of your vehicle, you are covered with our Road Assistance Program. Coverage is offered for 36 months, unlimited km and is transferable with the resale of the vehicle with the remaining original Toyota basic warranty.

Throughout Canada, the United States or the U.S. Territories, 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.

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 (1-888-869-6828) upon completion of the accident report.

TOYOTA ROADSIDE ASSISTANCE

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 by a 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)

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 benefit as 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 benefit stated previously.

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 for 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 travelled 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 benefit s stated above.

TOYOTA ROADSIDE ASSISTANCE

HOW TO OBTAIN SERVICE

1. Should you require any of our Emergency Road Services 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.

How to claim for alternative service arrangements:

1. Toyota Roadside Assistance should be contacted prior to making any alternative 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 alternative facility.

3. Obtain from the service facility a detailed receipt outlining the cause of disablement, the service required, and the 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 PO 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.

TOYOTA ROADSIDE ASSISTANCE

GENERAL CONDITIONS

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

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

a) Where there is any indication at the time 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 offence.

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, auto-cross and any other form of offroad use is not covered.

The services that have been contracted shall not cover emergency claims caused directly or indirectly, wholly or partially by war, riots, 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.

TOYOTA ROADSIDE ASSISTANCE

All questions concerning Towing and Emergency Road Service should be directed to:

TOYOTA ROADSIDE ASSISTANCE
248 Pall Mall Street PO Box 5845,
London, ON N6A 4T4
1-888-TOYOTA-8 (1-888-869-6828)

EXTENDED COVERAGE

Extend your Roadside Assistance beyond the Basic Roadside Assistance warranty period.

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

Coverage includes:

- Mechanical breakdown towing
- Battery boost
- Lockout service
- Fuel delivery
- Tire change
- Winching
- Trip interruption
- Travel planning

For more information log on to: www.toyota.ca or visit your Toyota Dealer and inquire about the benefits of Toyota 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.