



# TOYOTA CERTIFIED PRE-OWNED IN A CLASS OF ITS OWN

[toyota.com.au/certified](https://toyota.com.au/certified)

February 2023

**OH WHAT A FEELING**



# TOYOTA CERTIFIED GIVES YOU CERTAINTY

Buy a pre-owned vehicle with confidence

# IT NEEDS OUR TICK OF APPROVAL BEFORE IT GETS YOURS

Buying a pre-owned vehicle can be a frustrating, to say nothing of risky, business. To be thorough, you'll need to check your potential vehicle's ownership and service history along with ensuring you have a trained technician give it a fine-toothed comb check. Alternatively, you can simply select a Toyota Certified Pre-Owned Vehicle and enjoy all of the following:

✓	It will come with an additional 1-year Toyota-backed warranty until 10-years after original purchase or 160,000kms, whichever comes first. Not available for vehicles used for commercial purposes*
✓	Only the best vehicles are eligible
✓	It will have a full service history and 2 sets of keys
✓	It will have undergone an independent background check
✓	It will have undergone a comprehensive quality inspection by qualified Toyota Technicians
✓	It will offer 1 year of nationwide Toyota Roadside Assist <sup>^</sup>
✓	It will have been reconditioned to Toyota's exacting standards by Toyota Technicians <sup>†</sup>
✓	Flexible finance** and insurance <sup>°</sup> options available

## What makes a Toyota Certified Pre-Owned vehicle different?

Not every used Toyota can be a Toyota Certified Pre-Owned Vehicle. A Toyota Certified Pre-Owned Vehicle will undergo an extensive quality inspection, including mechanical, detailing and appearance standards. The vehicles that pass this phase will then be certified by a Toyota Technician. Naturally, these specialists know Toyota cars inside out so when they give a vehicle the thumbs-up, it means it's been through an extensive testing process. It also means we have enough faith in the vehicle to offer some very special extras.

## **Peace of mind**

From 1st January 2022, all Toyota Certified Pre-Owned Vehicles are covered by an additional 1-year Toyota-backed warranty.# This means we'll keep you mobile if a defect covered by the Toyota Certified Pre-Owned Warranty causes your vehicle to be undrivable. This includes towing to the nearest Toyota Dealership and a loan vehicle.

The additional 1-year Toyota-backed warranty# exists in addition to any rights available under the Australian Consumer Law.

## **We leave nothing to chance**

All Toyota Certified Pre-Owned Vehicles come with a full service history. This helps to ensure the vehicle has been maintained to factory specification. A Toyota Certified Pre-Owned Vehicle will also come with an independent background check. This check includes:

- A check for financial encumbrances
- A written-off vehicle check
- A stolen vehicle check
- A flood and storm damage check

## **At your side 24/7**

No matter how good your Toyota Certified Pre-Owned Vehicle is, things can still go wrong from time to time. You could get a flat tyre, your battery runs flat or you lock your keys in the car. So if you buy a Toyota Certified Pre-Owned Vehicle we'll give you one year's worth of Toyota Roadside Assist'. It's available 24/7 for 365 days a year and all it takes is a phone call.

### **Your Roadside Assist works like this:**

- Coverage begins from the date of Toyota Certified Pre-Owned Vehicle delivery
- It covers services such as flat tyres, lockout service, jump starts, towing and petrol delivery
- It provides towing to the nearest Toyota Dealership



## More peace of mind, more ways to save

If you buy a Toyota Certified Pre-Owned Vehicle with remaining scheduled logbook services, you'll also enjoy the advantages of Toyota Service Advantage.<sup>‡</sup> That means you'll pay the same low price from one logbook service to the next, depending on the amount of eligible scheduled logbook services remaining.

It provides eligible Toyota Service Advantage Pre-Owned Vehicle owners peace of mind from unexpected service costs and is just one of the benefits of purchasing an eligible Toyota Service Advantage Pre-Owned Vehicle.

### Your Toyota Service Advantage works like this:

- A capped price applies for logbook services for a set number of years or kms from the date of first purchase<sup>‡</sup>
- It covers the remaining eligible scheduled logbook services, including all items covered in your service schedule such as labour, fluids, and Toyota Genuine Parts which have a warranty for 2 years from installation, or the remainder of the vehicle's Toyota Warranty Advantage or TCPO Warranty period (whichever is greater)<sup>(†)(15)</sup>
- It ensures that only Toyota-trained Technicians work on your car using specialist Toyota diagnostic equipment



# FREQUENTLY ASKED QUESTIONS

## **Where can I purchase a Toyota Certified Pre-Owned Vehicle?**

Toyota Certified Pre-Owned Vehicles are sold exclusively through participating Toyota Dealers. To find your nearest Toyota Certified Pre-Owned Vehicle Dealer visit [toyota.com.au/find-a-dealer](https://toyota.com.au/find-a-dealer)

## **When does the additional 1-year Toyota-backed warranty<sup>#</sup> commence?**

From 1st January 2022, all Toyota Certified Pre-Owned Vehicles are covered by an additional 1-year Toyota-backed warranty.<sup>#</sup> The Toyota Certified Pre-Owned Warranty commences:

- straight after expiry of the current, full 5-year New Vehicle Warranty<sup>2</sup> - if your eligible Toyota Certified Pre-Owned vehicle was delivered to its original purchaser<sup>1</sup> on or after 1 January 2019;

Or

- on delivery of your eligible Toyota Certified Pre-Owned vehicle to you, if your eligible Toyota Certified Pre-Owned vehicle was delivered to its original purchaser before 1 January 2019.

## **How long is the 1-year additional Toyota-backed warranty<sup>#</sup> once in effect?**

The Toyota Certified Pre-Owned Warranty will expire 12 months from commencement, or 160,000 kms total odometer reading, or 10 years after your vehicle was delivered to its original purchaser (whichever occurs first).

## **How long is the Roadside Assist<sup>^</sup> once in effect?**

One year of Toyota Roadside Assist<sup>^</sup> expires 12 months from the date of Toyota Certified Pre-Owned Vehicle delivery.

## **How do I tell if my pre-owned vehicle is eligible for Toyota Service Advantage capped price services?**

To check a vehicle's Toyota Service Advantage eligibility, speak to your Toyota Dealer or simply visit the Service Pricing Calculator at [toyota.com.au/owners/service/service-pricing-calculator](https://toyota.com.au/owners/service/service-pricing-calculator) and enter your vehicle ID number (VIN).

**IMPORTANT NOTICE – please read:** Toyota Australia has used its best endeavours to ensure this material is accurate at the time of printing. However, all information must be confirmed with your Toyota dealer at the time of ordering, as specifications and details will change over time. Colours displayed here are a guide only and may vary from actual colours. To the extent permitted by law, Toyota Australia will not be liable for any damage, loss or expense incurred as a result of reliance on the information and photos contained in this brochure (whether by way of negligence or otherwise). Offers may vary between participating Toyota dealers in separate regions and different States and Territories of Australia.

Please ask your Toyota Dealer if they are participating.

1. You can find out the date your eligible Toyota Certified Pre-Owned vehicle was delivered to its original purchaser by checking the Warranty and Service book.
2. Various New Vehicle Warranties can have different expiry periods. For example, a new Toyota vehicle first delivered to an original purchaser in 2019 or later has a New Vehicle Warranty that expires 5 years from the date the vehicle was first registered. You can find out when the New Vehicle Warranty expires on your Toyota Certified Pre-Owned vehicle by checking the Warranty and Service book.

\* Statutory Warranty available on pre-owned vehicles may vary between States and Territories in Australia. Confirm with your Toyota Dealer what Statutory Warranty is applicable (if any). This warranty does not limit and may not necessarily exceed your rights under the Australian Consumer Law.

<sup>^</sup> Terms and conditions apply. Roadside Assist expires 12 months from the vehicle purchase date. Toyota Extra Care is administered by Toyota Finance, a division of Toyota Finance Australia Limited ABN 48 002 435 181, AFSL and Australian Credit Licence 392536.

<sup>#</sup> Applicable to pre-owned vehicles purchased as a Toyota Certified Pre-Owned (TCPO) vehicle on or after 01/01/2022. TCPO 2022 Warranty expires 1 yr after sale, or 1 yr after the current New Vehicle Warranty expires (if applicable), or 10 years from date of registration in original owner's name, or at 160,000kms (whichever occurs first). TCPO Warranty does not apply to vehicles used for commercial purpose (e.g. taxis or rideshare). See [toyota.com.au/tcpowarranty](http://toyota.com.au/tcpowarranty) for T&Cs. This warranty does not limit and may not necessarily exceed your rights under the Australian Consumer Law.

\*\* Approved Applicants only. Terms and conditions apply. Toyota Finance is a division of Toyota Finance Australia Limited. Toyota Insurance is issued by Toyota Finance Australia Limited ABN 48 002 435 181, AFSL and Australian Credit Licence 392536.

<sup>o</sup> Toyota Insurance is issued by Toyota Finance Australia Limited ABN 48 002 435 181 on behalf of the insurer Aioi Nissay Dowa Insurance Company Australia Pty Ltd ABN 11 132 524 282 (Adica). If purchased online, the issuer is Adica. Before buying Toyota Insurance read the PDS and consider whether it is right for you. PDS & TMD available at [www.toyotainsurance.com.au](http://www.toyotainsurance.com.au)

<sup>†</sup> Reconditioning occurs only if the vehicle does not already meet or exceed the quality standard.

<sup>‡</sup> Price is model-specific. Applies to standard scheduled servicing (normal operating conditions) for a nominated number of months/kilometres (whichever occurs first) up to a nominated maximum number of services. Excludes Government & Rental vehicles. Contact your Toyota Dealer or go to [toyota.com.au/advantage](http://toyota.com.au/advantage) for full details, other exclusions and eligibility.

<sup>[820]</sup> Maximum payable for standard scheduled servicing (normal operating conditions). Excludes Government, Rental, Fleet Not for Profit and Toyota Employee Family Vehicle Purchase vehicles. Contact your Toyota Dealer or go to [toyota.com.au/advantage](http://toyota.com.au/advantage) for other exclusions and eligibility.

<sup>[115]</sup> Toyota Genuine Parts/Accessories purchased at and fitted to a Toyota vehicle by a Toyota dealer are warranted for the remainder of that vehicle's Toyota Warranty Advantage period, or 2yrs from installation (whichever is greater). Genuine Parts/Accessories purchased from, but not fitted by, a Toyota dealer are warranted for 2yrs from date of purchase. See [toyota.com.au](http://toyota.com.au) for T&Cs. This warranty does not limit & may not necessarily exceed your rights under the Australian Consumer Law.

® Product & company names are trademarks of their respective owners.

© 2023 Toyota Motor Corporation Australia Ltd. No part of this publication may be copied, reproduced or distributed without consent of Toyota Australia.

T2022-019719 TOY\_3000526.