



**Finance**

# **Full-Service Lease**

**Roadside Assist Guide**

# CONTENTS

Introduction	2
Commonly used words or expressions	4
Your Full-Service Lease Roadside Assist	5
Roadside Assistance	5
Flat or faulty batteries	5
Electric Vehicle charging	5
Emergency fuel – petrol/diesel	5
Flat tyres	5
Bogged vehicles	5
General roadside assistance	5
Emergency vehicle access/replacement locking mechanism	6
Telephone operator assistance	6
Towing/transportation	6
Taxi	6
Emergency message relay	6
Accident coordination/theft	7
Rental vehicle	7
Medical assistance	7
Legal advice	7
Travel arrangements	7
Exclusions and limitations	7
Other important information	8
Contact details	9

# FULL-SERVICE LEASE ROADSIDE ASSIST GUIDE

This guide explains your Roadside Assistance cover for your Full-Service Lease.

## **Australia-wide assistance for your peace of mind**

Your Full-Service Lease Roadside Assist provides you with the confidence of knowing, if a Breakdown occurs, you'll be back on the road as soon as possible.

## **Reliable help is only a phone call away**

Simply call 1800 817 683, 24 hours a day, seven days a week from anywhere in Australia, and we'll be there to lend a hand. Get peace of mind, with your Full-Service Lease Roadside Assist, you will have support should you need it.

## **Help us help you**

To ensure we provide you with the best possible care, please try to have the following information available when calling us:

- Your name and location
- Your Vehicle rego
- Description of the problem
- A contact phone number, where possible

## COMMONLY USED WORDS OR EXPRESSIONS

When reading through this Guide, please remember the following words all have a specific meaning.

**Accident** means an impact or collision involving your Vehicle, or a theft, attempted theft or break-in of your Vehicle.

**Authorised Repairer** means a repairer that is nominated and authorised by us. This also may include a Dealer.

**Breakdown** means that your Vehicle is immobilised or unsafe to drive due to:

- a mechanical or electrical fault
- a flat tyre or flat or faulty battery
- running out of fuel
- the keys being lost or locked inside your Vehicle.

**Dealer** means the Dealer, service facility or provider nominated by us.

**Electric** means a vehicle that is powered by electricity rather than liquid fuels.

**Home** means your Home or business address registered by you on the Full-Service Lease Contract.

**Theft** means any theft or attempted theft causing damage to your Vehicle.

**Vehicle** means the motor vehicle listed on your Full-Service Lease contract.

**We, Us and Our** means Toyota Finance, a division of Toyota Finance Australia Limited ABN 48 002 435 181, AFSL and Australian Credit Licence 392536.

**You or Your** means the person who is listed as the customer on the Full-Service Lease contract.

# YOUR FULL-SERVICE LEASE ROADSIDE ASSIST

## Roadside Assistance

Once we have received a call, a customer service assistant will diagnose the problem and, where necessary, dispatch a service provider to the vehicle to rectify any of the following:

### Flat or faulty batteries

- Test batteries
- Jump start flat batteries
- Coordinate or arrange battery replacement.

Toyota Finance may pass on the cost of the replacement battery where applicable.

### Electric Vehicle charging

If your Electric Vehicle runs out of charge, we'll send out a vehicle equipped with a charger and provide enough charge for you to safely drive to the nearest accessible Electric vehicle charging station. If we are unable to safely charge your Electric Vehicle or if it will be faster to have your vehicle towed, then we will arrange for your vehicle to be towed to the nearest accessible charging station.

### Emergency fuel – petrol/diesel

We will either provide enough 'free' fuel for the customer to travel to the nearest available refuelling facility, or transport the vehicle to the nearest refuelling facility. Where the vehicle has been refuelled with the incorrect fuel type, we will transport the vehicle to the nearest manufacturer's dealer or authorised servicing dealer.

## Flat tyres

We will change a flat tyre with the vehicle's serviceable spare tyre or, if necessary, transport the vehicle to an approved tyre outlet or authorised servicing dealer, whichever is the nearest.

We are only liable to replace a flat tyre with the vehicle's serviceable spare or transport the vehicle to an approved tyre outlet or authorised servicing dealer. Should additional services be required beyond this, due to multiple flat tyres, spare tyre being unserviceable, replacement wheel studs/nuts not being available or locking wheel nut key not available, these services would be at the customer's cost and must be paid to the attending service provider.

## Bogged vehicles

The service provider will attend and recover the customer's vehicle from a bogged situation, provided that access is available to conventional two-wheel drive recovery vehicles and no other specialist equipment is necessary.

## General roadside assistance

Toyota Finance will not be responsible for costs in relation to parts, or other associated costs for the repair of the vehicle, other than minor breakdown repairs to facilitate the immediate roadside mobilisation of the vehicle.

### **Emergency vehicle access/replacement locking mechanism**

If a vehicle's keys have been lost or locked in a vehicle, we will provide all reasonable assistance (subject to proof of ownership being shown) to:

- Locate and deliver a spare key
- Arrange for the customer to retrieve a spare key if more practical, or
- Gain access to the vehicle under the conditions below

We will attempt to gain access only after the customer's consent is obtained. We will not be responsible for any damage incurred or for any repair costs resulting from gaining access or attempting to gain access to the vehicle, or moving the vehicle whilst locked, except where arising from the negligence or wilful and wrongful act, or omission of Toyota Finance or the service provider.

In situations where the key is not available, the vehicle is to be transported to an authorised servicing dealer, where the appropriate entry methods will be adopted. A value limit of \$150 (including GST) will apply to this service. All additional costs above the limit will be the responsibility of the customer. If the vehicle cannot be mobilised, the vehicle will be transported to the nearest dealer or authorised service facility as nominated by us.

### **Telephone operator assistance**

We will provide over-the-phone diagnosis and customer assistance to enable vehicle mobilisation where possible, along with advice in relation to the operation of the vehicle.

### **Towing/transportation**

If the vehicle cannot be mobilised at the breakdown, it will be transported to the nearest manufacturer's dealer or authorised servicing dealer where repairs may be completed.

If the breakdown has occurred after hours, the vehicle will be stored at a secure facility and delivery will be made the morning of the next working day.

If the vehicle is immobilised and has a registered caravan or trailer attached, it will also be recovered from the roadside and transported to the nearest convenient safe location or to the dealer that is in receipt of the towed vehicle.

Whilst transportation of the vehicle will be carried out by an 'all-up' method wherever possible (i.e. tilt tray transporter or trailer, the caravan or trailer may be towed by the attending recovery vehicle).

A value limit of \$100 (including GST) applies in respect of any caravans or trailers. Any amount charged in excess of this limit is the responsibility of the customer.

### **Taxi**

If a vehicle cannot be mobilised due to a breakdown, and needs to be transported to the nearest authorised client dealer, we will provide one taxi ride, to a maximum value of \$50 (including GST) per breakdown, to enable the vehicle occupants to continue their journey to the nearest town, or within the city where the breakdown has occurred.

### **Emergency message relay**

As a result of a breakdown or accident, urgent messages will be relayed by Toyota Finance to family, friends or business associates of the customer.

### **Accident coordination/theft**

Toyota Finance will arrange towing to an authorised servicing dealer. We will also advise of the appropriate information to obtain from all other parties involved in the accident and whether an ambulance, police or the fire brigade need to attend the scene.

If the vehicle is stolen, we will assist in arranging alternative transport for the customer. Services provided due to an accident or theft are at the customer's cost.

### **Rental vehicle**

If the vehicle breaks down and a rental car is required, we will refer the customer to the leasing maintenance department.

### **Medical assistance**

Urgent medical advice (provided by a suitably qualified person) is available to customers. Medical advice will also be extended to any direct family member, either travelling with the customer or remaining at home whilst the customer is travelling. All costs incurred are the customer's responsibility.

### **Legal advice**

Telephone legal advice is available on matters arising from the use or ownership of the vehicle. Legal advice does not extend to written advice, the preparation of briefs or personal interviews.

### **Travel arrangements**

Following a vehicle breakdown or accident, we will provide assistance with cancellation and rebooking of any pre-organised travel arrangements, including accommodation and flight reservations. Costs associated with cancellation and rebooking are at the customer's expense.

### **Exclusions and limitations**

Toyota Finance will not be responsible for any additional or increased costs and expenses incurred as a result of:

- a. Service campaigns by a vehicle manufacturer
- b. Service calls due to authorised servicing dealer fault (e.g. attending breakdowns within the dealer's sales or service area for faulty workmanship by the authorised servicing dealer)
- c. Recognised vehicle faults
- d. Vehicle recalls
- e. Warrantable defects or vehicle problems that result in an increase in incident rates that is 5% above the incident rate incurred during the 11 months prior (taking into account any change to the number of vehicles under this agreement in each period).

Except to the extent caused by the negligent or wilful and wrongful acts or omissions of Toyota Finance or its agents or service providers, we are not required to provide the services and will not be responsible for any costs and expenses incurred as a result of:

- a. The vehicle being unregistered or unroadworthy
- b. The vehicle being outside the service areas
- c. The vehicle being unattended
- d. The vehicle being involved in or connected to any form of motor sports (including driving on a racetrack or competing in organised road or off-road rallies)
- e. Vehicle abuse or neglect by the customer (as reasonably determined by Toyota Finance or Toyota Finance's nominated provider)
- f. The customer failing to use reasonable care with the vehicle

- g. Failure by the customer to conduct regular preventative vehicle maintenance or provision of inappropriate repair or maintenance to the vehicle
  - h. Repeated service calls due to customer-related faults
  - i. Failure by the customer to comply with any instructions or directions provided with or attached to the vehicle
  - j. Accident damage, classified as impact or collision of any nature, attempted or successful threat to, or break in of the vehicle, excluding the provision of (and cost of providing) accident-related services specified in Schedule 2
  - k. Failure by the customer to comply with instructions reasonably provided by either party
  - l. Failure by the customer to comply with any applicable road laws or regulations
  - m. Vehicle breakdown due to a natural disaster such as, but not limited to, flooding or bushfires
- Any provider costs outside of service inclusions will be recharged.

## OTHER IMPORTANT INFORMATION

This information outlines the benefits and services available as part of the Toyota Finance Full-Service Lease Roadside Assist membership.

This membership is not an insurance contract, vehicle extended warranty contract or personal injury contract. However, consumer guarantees and warranties as provided for in Australian Consumer Law are paramount.

Despite anything contained in this Guide, the Australian Consumer Law (ACL) gives you statutory rights including guarantees and remedies that cannot be excluded or modified by this Guide.

The ACL guarantees and remedies include (depending on the type of failure, fault, or defect) repair or replacement, a refund, compensation for reasonably foreseeable loss or damage, or a resupply of services if the goods or services do not meet the standards required by the Australian Consumer Law.



## **Contact details**

For information regarding your Full-Service Lease:

T: 1800 281 123

E: [fsl@toyotafinance.com.au](mailto:fsl@toyotafinance.com.au)

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