



# Toyota Care

Everything you need to know about your  
**5 years Unlimited Mileage Warranty**



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## **Understanding your Toyota service and warranty**

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## Welcome to Toyota Service

Congratulations on the purchase of your new Toyota. Your vehicle is a quality product that also features the latest technology for enjoyable and safe driving.

In order to continue to enjoy this leading quality, it's essential you service your vehicle at a Toyota service centre. Here manufacturer trained technicians follow strict guidelines and procedures to maintain your vehicle. In addition to ensuring the safety and reliability of your Toyota, these experts further guarantee its highest resale value.

Your Toyota service centre is also the best place to find the complete range of genuine Toyota parts, services and accessories, which is essential to keep your Toyota 100% genuine.



## Why should you service at Toyota?



### Industry Leading Facilities, Equipment and Tools

Only an authorised Toyota service centre can guarantee the safety and quality of your Toyota.



### Trained and Experienced Technicians

Toyota certified technicians know and understand your Toyota best.



### Special Diagnostic Tools

New generation diagnostic tools from Toyota help fix any problem the first time itself.



### Toyota Genuine Parts and Genuine Motor Oil

Genuine Toyota parts and lubricants provide peace of mind and ensure complete reliability and safety.

**5** Years  
TOYOTA  
WARRANTY

### 5 years Unlimited Mileage Warranty

Service your vehicle at regular intervals to enjoy 5 years unlimited mileage warranty.



**What are the benefits of an appointment service?**

**Fast and easy access to Toyota care**

Making a service appointment is free and only a phone call away. Just call 800 TOYOTA (869682)

**Enjoy priority service and shorter waiting time**

When you make a service appointment we reserve a specified time to bring in your vehicle which ensures you receive priority service and minimal waiting time.

**Reminder from Toyota**

Our contact centre will usually call to remind you when your next service is due in order to ensure your 5 year unlimited mileage warranty cover is maintained.

\* **Please note:** Maintenance reminders are a courtesy service from Toyota Service. Toyota owners are responsible for maintaining their vehicles on time at the recommended service intervals.

## What do we do when we service your vehicle?

Full vehicle check-up by Toyota certified technicians.

Any problems diagnosed are first communicated to the customer and, on approval, corrected.

Maintenance is carried out as per Toyota recommended maintenance schedule.

	Maintenance job	1,000	10,000	20,000	30,000	40,000	50,000	60,000	70,000	80,000	90,000	100,000	
1	Change engine oil and filter	●	●	●	●	●	●	●	●	●	●	●	
2	Check all hoses and under chassis for leakage	Complimentary service at 1,000 km or 1 month (whichever comes first)	●	●	●	●	●	●	●	●	●	●	
3	Check tyre pressure		●	●	●	●	●	●	●	●	●	●	●
4	Check battery		●	●	●	●	●	●	●	●	●	●	●
5	Check electrical system (light/horn/wiper)		●	●	●	●	●	●	●	●	●	●	●
6	Check body bolts		●	●	●	●	●	●	●	●	●	●	●
7	Lubricate suspension bushes, ball joints		●	●	●	●	●	●	●	●	●	●	●
8	Change automatic transmission oil										●		
9	Change differential and transfer box oil						●				●		
10	Replace AC filter			●			●		●		●		●
11	Replace spark plugs												●
12	Brakes adjustment and service			●			●		●		●		●
13	Rotate tyres		●	●	●	●	●	●	●	●	●	●	●
14	Brake fluid change						●				●		
15	Air cleaner element replace						●				●		
16	Fuel filter replace (EFI models)										●		

\* Above maintenance schedule is an illustrative example for a Toyota Land Cruiser in the first 100,000 km only. For service information on your specific vehicle model and mileage, please speak to your Service Advisor or refer the Toyota User Manual.

## What is covered under warranty?\*

Power Windows	Differential	Radiator	Wiring Harness
Cooling System	Power Steering	Air Conditioning	
Drivetrain	Airbags	Gearbox	Engine
Front Suspension	Rear Suspension	Electical Control Unit	
Headlamps	Alternator	Wiper Motor	Fuel System

All manufacturing defects in the vehicle are covered as per the warranty policy.

Batteries are covered by a 3 year warranty (Battery will have a 50% coverage in the 3rd year).

Tyres are covered by their manufacturer's warranty.

\* List is not exhaustive. To know more about parts that are covered or not covered by warranty, please speak to your Service Advisor. For warranty information on your specific vehicle model, please refer to the Toyota Warranty Booklet.





**When  
does a  
warranty  
become  
invalid?**

**Failure due to irregular service  
and irregular maintenance**

Not following the recommended service intervals may invalidate your warranty.

**Failure due to improper usage**

Includes overloading, modification, using incorrect fuel or lubricant and using vehicle for purposes other than intended.

**Wear and tear items**

Includes brake pads, rubber items, gaskets and wires (unless otherwise specified).



**How to  
maintain your  
5 years unlimited  
mileage  
warranty?**

**Following recommended service intervals at 10,000 km or 6 months, whichever comes first**

For example: If you complete 10,000 km in 2 months, your vehicle is due for service. Likewise, if you complete less than 10,000 km but have crossed 6 months, then also your vehicle will have to be serviced.

**Doing the recommended service corresponding to your vehicle's kilometres**

If you request for a different interval service other than the recommended interval, then your 5 year warranty coverage may be at risk.

**Servicing your vehicle within 7 days of receiving the maintenance reminder call or SMS**

Our Customer Contact Centre does its best to inform you when your next service is due. It's essential to bring your vehicle for service within 7 days of this reminder.

**Please note:** Maintenance reminders are a courtesy service from Toyota Service and it may not be possible sometimes to call or send an SMS. Toyota owners are responsible for maintaining their vehicles on time at the recommended service interval.



**Toyota repairs and Toyota genuine parts**

**For wear and tear, upgrades and the unexpected**

When certain Toyota parts or features require replacement or an upgrade, or in the case of a road accident, only a Toyota service centre can provide you with reliable repairs and genuine parts.

**Toyota maintenance experts**

Toyota service centres have Toyota trained expert technicians and customer representatives who understand your needs. It's the only place where your Toyota is always in the best hands.

**Toyota genuine parts**

Every Toyota service centre uses genuine spare parts - without any exceptions. In addition, all spare parts are fitted by Toyota trained technicians and come with a minimum 6 months guarantee.



**Toyota  
service  
contracts**

Services prices are fixed for the entire contract period, protecting you from inflation.

Period and mileage of the contract can be selected based on your needs.

Provides recommended service at a reduced price for greater savings.

Easy way to service as per recommended service intervals, which helps safeguard your 5 year unlimited mileage warranty.

Keeps your vehicle in perfect working condition.

Allows you to pay in easy installments.

Service contract is transferable, which may help provide a higher resale value.



**Toyota  
approved  
accessories**

**Made for your Toyota**

Our wide range of Toyota approved accessories have been designed by experts to seamlessly fit your vehicle. These accessories give you an opportunity to make an individual statement and are best installed by a Toyota technician.

**Delivering total peace of mind**

Approved accessories are designed to function perfectly with Toyota vehicles.

Approved accessories are manufactured with the same high standards as your Toyota.

All approved accessories are supported with up to 5 years warranty\*.

\* Warranty period for accessories varies from 1 to 5 years and may include mileage conditions.

## Tyres and tyre fitting

### **Drive safe with tyres fitted at Toyota**

For your safety, we only fit tyres approved for the GCC region, which are designed and manufactured for extreme Middle East weather.

### **Expert tyre checks and fitment**

You can trust Toyota service centres to fit the right tyres recommended for your Toyota along with the correct wheel alignment and balancing.

To know more about tyres and tyre fitting, please speak to your Service Advisor.





**Toyota care  
products**

**Diamond  
Brite**

Diamondbrite is an innovative product which provides a protective coating on external paint and interior fabric to keep them looking new and spotless. The product comes with a 3 year protection guarantee.

**Window  
Tint**

Ensure you stay cool with 3M window films. Get outstanding heat protection with amazing clarity and a guarantee of up to 5 years.

**Rust  
Proof**

Rust proofing service from Toyota offers reliable protection against any undesirable conditions that may increase chances of rust. This service is applied by trained and certified technicians for your peace of mind.



**Contact us**

### **DUBAI**

**Al Badia Festival City (3S Facility)**  
**Saturday - Thursday:** 7:00 am - 11:00 pm  
**Friday:** 8:00 am - 6:00 pm  
**GPS Coordinates:** 25 12' 526"N 55 21'690"E

**Sheikh Zayed Road (3S Facility)**  
**Saturday - Thursday:** 6:30 am - 11:00 pm  
**Friday:** 8:00 am - 7:00 pm  
**GPS Coordinates:** 25°10'33.1" N 55°14'51.4" E

### **ABU DHABI**

**Toyota Express Service**  
**Saturday - Thursday:** 8:00 am - 8:00 pm  
**Friday:** 3:00 pm - 8:00 pm  
**GPS Coordinates:** 24 25' 29" N 54 26' 45" E

**Mussafah 1**  
**Saturday - Thursday:** 7:00 am - 9:00 pm  
**Friday:** 8:00 am - 6:30 pm  
**GPS Coordinates:** 24 22' 53" N 54 29' 47" E

**Mussafah 2 Toyota Express Service**  
**Saturday - Thursday:** 8:00 am - 8:00 pm  
**Friday:** 3:00 pm - 8:00 pm  
**GPS Coordinates:** 24 22' 53" N 54 29' 47" E

### **AL AIN**

**Saturday - Thursday:** 8:00 am - 8:00 pm  
**Friday:** 3:00 pm - 8:00 pm  
**GPS Coordinates:** 24 11' 1" N 55 45' 47" E

### **SHARJAH**

**Saturday - Thursday:** 7:00 am - 7:30 pm  
**Friday:** Closed  
**GPS Coordinates:** 25 20' 0" N 55 23' 59" E

### **AJMAN**

**Saturday - Thursday:** 8:00 am - 8:00 pm  
**Friday:** 3:00 pm - 8:00 pm  
**GPS Coordinates:** 25 23' 26" N 55 26' 48" E

## FUJAIRAH

**Saturday - Thursday:** 8:00 am - 8:00 pm  
**Friday:** 3:00 pm - 8:00 pm  
**GPS Coordinates:** 25 7' 16" N 56 18' 56" E

## RAS AL KHAIMAH

**Saturday - Thursday:** 7:00 am to 8:30 pm  
**Friday:** Closed  
**GPS Coordinates:** 25 44' 57" N 55 54' 22" E

## KHORFAKKAN

**Saturday - Thursday:** 8:00 am - 8:00 pm  
**Friday:** 3:00 pm - 8:00 pm  
**GPS Coordinates:** 25 20' 2" N 56 20' 53" E

## UMM AL QUWAIN

**Saturday - Thursday:** 8:00 am - 8:00 pm  
**Friday:** 3:00 pm - 8:00 pm  
**GPS Coordinates:** 25 29' 40" N 55 33' 9" E



800 TOYOTA



TOYOTA.AE



@Toyota\_UAE



TOYOTA UAE



toyota@alfuttaim.ae



Kindly note that the use of only Toyota approved genuine 5W-30 grade synthetic motor oil is mandatory for your vehicle, in order to assure the reliability and validity of your 5 year unlimited warranty.



يرجى العلم أن استخدام زيت المحرك الاصطناعي فئة 5W-30 الأصلي المعتمد من تويوتا هو أمر إلزامي لسيارتك، وذلك للتأكد من سريان الضمان غير محدود الكيلومترات لمدة 5 سنوات.