



Interval Application Chart					
Model	Engine	Cyl	Disp	2010	2011
4Runner	2TR-FE	4	2.7	**SPECIAL	**SPECIAL
4Runner	1GR-FE	6	4	SYNTHETIC	SYNTHETIC
Avalon	2GR-FE	6	3.5	CONVENTIONAL	CONVENTIONAL
Camry	2AR-FE	4	2.5	SYNTHETIC	SYNTHETIC
Camry	2GR-FE	6	3.5	CONVENTIONAL	CONVENTIONAL
Camry Hybrid	2AZ-FXE	4	2.4	CONVENTIONAL	CONVENTIONAL
Corolla	2ZR-FE	4	1.8	CONVENTIONAL	
Corolla	2AZ-FE	4	2.4	CONVENTIONAL	
FJ Cruiser	1GR-FE	6	4	SYNTHETIC	SYNTHETIC
Highlander	1AR-FE	4	2.7	CONVENTIONAL	CONVENTIONAL
Highlander	2GR-FE	6	3.5	CONVENTIONAL	SYNTHETIC
Highlander Hybrid	3MZ-FE	6	3.3	CONVENTIONAL	N/A
Highlander Hybrid	2GR-FXE	6	3.5	N/A	SYNTHETIC
Land Cruiser	3UR-FE	8	5.7	CONVENTIONAL	CONVENTIONAL
Matrix	2ZR-FE	4	1.8	CONVENTIONAL	
Matrix	2AZ-FE	4	2.4	CONVENTIONAL	
Prius/Prius Plug In	2ZR-FXE	4	1.8	SYNTHETIC	SYNTHETIC
RAV4	2AR-FE	4	2.5	CONVENTIONAL	CONVENTIONAL
RAV4	2GR-FE	6	3.5	CONVENTIONAL	CONVENTIONAL
Sequoia	3UR-FE	8	5.7	CONVENTIONAL	CONVENTIONAL
Sequoia	3UR-FBE	8	5.7	CONVENTIONAL	CONVENTIONAL
Sequoia	1UR-FE	8	4.6	SYNTHETIC	SYNTHETIC
Sienna	1AR-FE	4	2.7	N/A	SYNTHETIC
Sienna	2GR-FE	6	3.5	CONVENTIONAL	SYNTHETIC
Tacoma	2TR-FE	4	2.7	CONVENTIONAL	**SPECIAL
Tacoma	1GR-FE	6	4	CONVENTIONAL	CONVENTIONAL
Tundra	1GR-FE	6	4	CONVENTIONAL	CONVENTIONAL
Tundra	1UR-FE	8	4.6	SYNTHETIC	SYNTHETIC
Tundra	3UR-FR	8	5.7	CONVENTIONAL	CONVENTIONAL
Tundra	3UR-FBE	8	5.7	CONVENTIONAL	CONVENTIONAL
Venza	1AR-FE	4	2.7	CONVENTIONAL	CONVENTIONAL
Venza	2GR-FE	6	3.5	CONVENTIONAL	CONVENTIONAL
Yaris	1NZ-FE	4	1.5	CONVENTIONAL	CONVENTIONAL
* All 2009 and earlier models use conventional motor oil					
**SPECIAL follows conventional 5k oil change interval but uses synthetic oil					
Model	Engine	Cyl	Disp	2010	2011
Scion tC	2AZ-FE	4	2.4	CONVENTIONAL	N/A
Scion tC	2AR-FE	4	2.5	N/A	SYNTHETIC
Scion xB	2AZ-FE	4	2.4	CONVENTIONAL	CONVENTIONAL
Scion xD	2ZR-FE	4	1.8	SYNTHETIC	SYNTHETIC
*All 2009 and earlier models use conventional motor oil					
Please note that only the 15k, 20k, and 25k services are processed through GS Administrators, Inc. the first two complimentary services are processed through the normal TMS CPS (Claims Processing System) application.					

Intervals for Toyota and Scion vehicles which use Synthetic Motor Oil¹

¹ 2011 Tacoma 4-cylinder and 2010 4-Runner 4-cylinder with engine 2TR-FE, while synthetic oil vehicles have oil change intervals at 5,000 miles/6 months. Also, if 0W-20 is not available, 5W 20 oil may be used but for all vehicles must be replaced with 0W-20 within 5,000 miles/6 months.

5,000 Mile Interval	10,000 Mile Interval	15,000 Mile Interval	20,000 Mile Interval	25,000 Mile Interval
Includes the following:	Includes the following:	Includes the following:	Includes the following:	Includes the following:
<ul style="list-style-type: none"> Tire rotation Multi-Point Inspection - see grey box at right Toyota recommended Maintenance Log services referenced in the customer's vehicle specific Scheduled Maintenance Guide (except those items listed in the Maintenance Log under "Special Operating Conditions") 	<ul style="list-style-type: none"> Engine Oil and Filter Change Tire rotation Multi-Point Inspection - see grey box at right Toyota recommended Maintenance Log services referenced in the customer's vehicle specific Scheduled Maintenance Guide (except those items listed in the Maintenance Log under "Special Operating Conditions") 	<ul style="list-style-type: none"> Tire rotation Multi-Point Inspection - see grey box at right Toyota recommended Maintenance Log services referenced in the customer's vehicle specific Scheduled Maintenance Guide (except those items listed in the Maintenance Log under "Special Operating Conditions") 	<ul style="list-style-type: none"> Engine Oil and Filter Change Tire rotation Multi-Point Inspection - see grey box at right Toyota recommended Maintenance Log services referenced in the customer's vehicle specific Scheduled Maintenance Guide (except those items listed in the Maintenance Log under "Special Operating Conditions") 	<ul style="list-style-type: none"> Tire rotation Multi-Point Inspection - see grey box at right Toyota recommended Maintenance Log services referenced in the customer's vehicle specific Scheduled Maintenance Guide (except those items listed in the Maintenance Log under "Special Operating Conditions")

Intervals for Toyota and Scion vehicles which use Conventional Motor Oil

5,000 Mile Interval	10,000 Mile Interval	15,000 Mile Interval	20,000 Mile Interval	25,000 Mile Interval
Includes the following:	Includes the following:	Includes the following:	Includes the following:	Includes the following:
<ul style="list-style-type: none"> Engine Oil and Filter Change Tire rotation Multi-Point Inspection - see grey box at right Toyota recommended Maintenance Log services referenced in the customer's vehicle specific Scheduled Maintenance Guide (except those items listed in the Maintenance Log under "Special Operating Conditions") 	<ul style="list-style-type: none"> Engine Oil and Filter Change Tire rotation Multi-Point Inspection - see grey box at right Toyota recommended Maintenance Log services referenced in the customer's vehicle specific Scheduled Maintenance Guide (except those items listed in the Maintenance Log under "Special Operating Conditions") 	<ul style="list-style-type: none"> Engine Oil and Filter Change Tire rotation Multi-Point Inspection - see grey box at right Toyota recommended Maintenance Log services referenced in the customer's vehicle specific Scheduled Maintenance Guide (except those items listed in the Maintenance Log under "Special Operating Conditions") 	<ul style="list-style-type: none"> Engine Oil and Filter Change Tire rotation Multi-Point Inspection - see grey box at right Toyota recommended Maintenance Log services referenced in the customer's vehicle specific Scheduled Maintenance Guide (except those items listed in the Maintenance Log under "Special Operating Conditions") 	<ul style="list-style-type: none"> Engine Oil and Filter Change Tire rotation Multi-Point Inspection - see grey box at right Toyota recommended Maintenance Log services referenced in the customer's vehicle specific Scheduled Maintenance Guide (except those items listed in the Maintenance Log under "Special Operating Conditions")

Multi-Point Inspection

Visual Inspection

- Air Filter
- Axle Boots (damage/leaks)
- Brakes
- Cabin Air Filter
- Cooling System
- Drive Belts (cracking/damage/wear)
- Exhaust System / Muffler
- PCV Valve (if applicable)
- Shock Absorbers/Suspension System Hoses (cracking/leaks)
- Tire Pressure (check and adjustment)
- Tire Wear
- Windshield Wipers

Fluids Inspected and Replenished

- Brake Master Cylinder
- Clutch Master Cylinder
- Coolant
- Differential
- Power Steering
- Transfer Case (applicable vehicles)

Qualifying Vehicles

Applies to non-fleet Toyota vehicles purchased in March 2010 by a returning Toyota owner, all non-fleet Toyota vehicles purchased between April 2010 and December 2010, and all non-fleet Scion vehicles purchased between June 2010 and December 2010.



ToyotaCare

Quick Reference Guide

(GST only)

SCION SERVICE
BOOST

24-Hour Roadside Assistance

Customer Assistance Line: **1-800-446-6614**

Complimentary maintenance plan customers receive 24-Hour Roadside Assistance at no additional charge for the term of their agreement (maximum \$100 per occurrence)

24-Hour Roadside Assistance includes:

- Flat Tire Changes
- Fluid Delivery
- Jump Starts
- Lockout Protection
- Towing for Mechanical Breakdown and Collision Recovery

*24-Hour Roadside Assistance does not include parts and fluids

Customers who arrive for maintenance without a Welcome Package

If a customer arrives at your dealership and does not have their Welcome Package or a Certificate for the maintenance, there are things you should know.

If the customer states they simply forgot to bring it, verify in On Ramp! that the vehicle is eligible to receive the complimentary maintenance plan. If the customer is eligible, proceed with the service.

If you do not see the customer is eligible in On Ramp!, verify the DOFU date is eligible to receive the plan and call 800-833-8443 for further assistance. If the customer explains that they never received the Welcome Package, you can also follow the same procedure to see if there is an Agreement on the vehicle. If the customer needs a new package sent to them, the dealer or customer can call 800-833-8443 to have a new package generated.

For clarification, the 2 year/25K (whichever comes first) complimentary maintenance plan was offered to non-fleet Toyota customers with proof of prior ownership in March 2010. The plan was extended to non-fleet Toyota owners in April 2010. Scion customers became eligible to receive the complimentary maintenance plan in June 2010.

Customers seeking maintenance from a dealer other than their selling dealer

While the intent of complimentary maintenance is to form a relationship between the selling dealer and their customer, for one reason or another a customer may need to service at a different dealership. Customers with complimentary maintenance can service their vehicle at any participating Toyota or Scion dealership in the continental US or Alaska, however there are a few things you may need to know because the process may be different.

Eligible customers who purchased a vehicle outside of GST and wish to service at a dealer within GST may do so, however, that dealership must contact TFS at 800-228-8559 for reimbursement processing.

Should an eligible customer who purchased their vehicle from a dealership serviced by SET visit your dealership for service, please contact SET at 800-327-5172 for processing their claim.

Toyota has had a long-term relationship with its two Private Distributors – Southeast Toyota (SET) and Gulf States Toyota (GST). These two companies service the two year complimentary maintenance through their own respective finance arm, not TFS.

GST covers all Toyota dealers in AR, LA, MS, OK, and TX.

SET covers all Toyota dealers in AL, FL, GA, NC, and SC.

All Toyota dealerships in the other 38 contiguous states plus Alaska are serviced through TFS.

Frequently Asked Questions:

Q. My customer is between mileage intervals and I can't tell which service they should receive. How can I tell what service they should receive?

A. Check On Ramp! to determine the last time the vehicle was serviced and to determine eligibility. When in question, call 1-800-833-8443 to verify the next interval they are eligible to receive based on the vehicle's odometer reading.

Q. My customer uses the vehicle primarily to tow a large trailer, so they need to follow the Special Operating Conditions. Will the program cover this?

A. The complimentary maintenance plan covers the maintenance intervals listed under Normal Operating Conditions. Any additional maintenance required due to Special Operating Conditions or Normal Wear Items is the responsibility of the owner and is not covered under the plan.

Q. Based on the results of the included 19 Point Fluid and Visual inspection, my technician recommends replacing the Air Filter. Would that be covered?

A. The 19 Point Fluid and Visual inspection is covered under the customer's complimentary maintenance plan, but additional items recommended based on the inspection are not.

Q. Does this plan provide an oil and filter change every time a vehicle's maintenance light comes on?

A. Yes, if the vehicle's maintenance schedule calls for this service every 5,000 miles. However, if, for example, the vehicle uses synthetic oil and a change is required every 10,000 miles, then the oil and filter change will not be provided at a 5,000 mile interval.¹

Q. Must a customer always return to the Toyota or Scion dealership where he/she purchased the vehicle to take advantage of this coverage?

A. No. Complimentary maintenance service under this plan is available at any participating Toyota or Scion dealership in the continental US and Alaska.

Q. How long will Toyota/Scion continue to pay for the maintenance services?

A. For up to two years or 25,000 miles after the date of purchase, whichever comes first.

Q. What if a customer needs to take a trip before his/her maintenance light comes on? Will Toyota/Scion cover the maintenance service if the customer brings in the vehicle before it reaches the next 5,000-mile mark?

A. Yes. But additional complimentary service will not be provided until the vehicle has reached its next regularly scheduled maintenance interval.

Q. What if, during the complimentary maintenance inspection, the dealership notes other recommended services? Will these be covered under this plan?

A. All Toyota and Scion vehicles come with a standard 3-year/36,000-mile factory warranty. However, additional recommended services that are not included in the factory maintenance schedule are not covered by the plan.

Q. I have a customer with a Flex Fuel Tundra and he uses E85 more than 50% of the time, so the maintenance guide states he should have the oil changed every 2,500 miles. Are these additional oil changes covered?

A. Owners of Flex Fuel vehicles will notice they have the option of using E85 fuel and if they do use E85 more than 50% of the time, they should have the oil changed every 2,500 miles, however, this is considered a Special Operating Condition and therefore the additional oil changes would not be covered under the complimentary maintenance plan.

Q. Are all customers eligible to receive complimentary maintenance benefits?

A. No. The new vehicle cannot be part of a rental or commercial fleet, or a livery or taxi vehicle. See plan for complete coverage details.

Claim Process

There is no need to obtain pre-authorization from GS Administrators, Inc for complimentary maintenance/ Toyota Auto Care (TAC) claims. To file a claim, follow these claim procedures:

Step 1 – Customer schedules a dealership service appointment within 1,000 miles of the mileage stated on the Service Certificate. The customer presents the Service Certificate to the dealership's Service Advisor.

Step 2 – Service Advisor verifies that the VIN on the certificate matches the vehicle's VIN. The Service Advisor attaches the Service Certificate to the dealership's copy of the Repair Order (R.O.) when the service is complete.

Step 3 – Dealer Daily administrator enters the claim using On Ramp!: The claims filed on Dealer Daily allow dealers to process complimentary maintenance claims without speaking to a claims specialist. Please contact GS Administrators, Inc. 1-800-833-8443 if you need assistance with processing claims.

Step 4 –Once the claim is entered through Dealer Daily, it is not necessary to mail the R.O. and Service Certificate to GS Administrators, Inc. The dealership copy of the R.O. with the Service Certificate attached, must be retained in the dealership's files for a minimum of five years.