

# VEHICLE SERVICE AGREEMENT

TOYOTA CERTIFIED

A proud member of the Toyota family

## WHAT IS A VEHICLE SERVICE AGREEMENT (VSA)?

A VSA helps protect you from covered repair costs due to mechanical breakdown after your vehicle's warranty expires. We offer variable options to provide you the right level of protection, based on the mileage you drive and how long you plan to keep your vehicle.<sup>1</sup>

## GENERAL BENEFITS<sup>2</sup>



**Mechanical  
breakdown  
protection**



**24/7 Roadside  
Assistance<sup>3</sup>**



**Substitute  
transportation**



**Travel  
protection**



**Transferable**

## VEHICLE ELIGIBILITY

### TCUV GOLD

Must be a **Toyota Certified Used Vehicle (TCUV)** within current plus 6 model years old and up to 85,000 total vehicle miles. Certified Plus VSAs are available at the time of vehicle lease/purchase only.<sup>4</sup>



**TCUV Gold**

**+6**

**Current plus  
6 yr. old models**

**85K**

**or less  
total miles**

### TCUV SILVER

Must be a **Toyota Certified Used Vehicle (TCUV)** within current plus 10 model years old and between 60,000 and 125,000 total vehicle miles. Certified Plus VSAs are available at the time of vehicle lease or purchase only.<sup>4</sup>



**TCUV Silver**

**+10**

**Current plus  
10 yr. old models**

**60K to  
125K**

**Total miles**

### Exclusions

1. Time and mileage coverage periods for new vehicle plans are measured from date vehicle was first put into service as a new vehicle and zero miles. Time and mileage coverage periods for used vehicle plans are measured from the agreement application date and agreement application mileage. Coverage expires upon reaching the maximum time or mileage of the coverage period selected, whichever occurs first. Deductible applies to each eligible repair visit. See your agreement for complete terms, conditions, and restrictions.  
VSA Certified Plus plans are available at the time of the certified vehicle purchase or lease only.
2. Any repairs/replacements made without prior authorization are excluded. Additional exclusions may apply. Please consult your customer product agreement for specific coverage details, including limitations and exclusions.
3. Certain Toyota vehicles may already include up to 10 years of remaining 24/7 Roadside Assistance program depending on your vehicle's SafetyConnect features. If a vehicle already has 24/7 roadside assistance, then no additional roadside assistance benefit will be provided with the purchase of a Vehicle Service Agreement. Please check with your dealer for details.
4. Time and mileage coverage periods for Certified vehicle plans are measured from the agreement purchase date and agreement application mileage. Coverage expires upon reaching the maximum time or mileage of the coverage period selected, whichever occurs first. See your agreement for complete terms, conditions, and restrictions.



**TOYOTA**  
Financial Services

## VSA WILL HELP YOU

- Be prepared and protected after your vehicle's warranty expires
- Be protected against rising costs of labor and covered parts
- All maintenance is performed by Toyota-trained technicians, using Toyota Genuine Parts
- Enjoy 24/7 Roadside Assistance<sup>3</sup>
- Receive access to a network of Toyota dealers throughout the U.S. and Canada
- Be able to transfer your agreement one time at no additional cost, potentially increasing the resale value of your Toyota

## VSA TOYOTA CERTIFIED

Each plan covers the cost of mechanical breakdown of eligible parts after your vehicle's basic warranty expires.<sup>5</sup>



### Certified Used Vehicles

- **PLATINUM PLAN** - covers parts listed in GRAY, BLUE, and RED text.
- **GOLD PLAN** - covers parts listed in GRAY and BLUE text.
- **Limited Powertrain Warranty** - covers parts listed in GRAY text.

### ENGINE

All internally lubricated components and: Balance Shaft; Camshaft; Crankshaft; Crankshaft Pulley; Cylinder Heads; Engine Block; Engine Mounts; Engine Oil Reservoir; Engine Oil Reservoir Pump; Equipment Drive Shaft; Exhaust Manifolds; Flexplate; Flywheel; Idler Pulley; Intake Manifold; Oil Pan; Oil Pressure Switch; Oil Pump; Oil Sending Unit; Pistons; Seals and Gaskets; Supercharger; Supercharger Intercooler; Tensioners; Timing Belt; Timing Chain; Timing Cover; Timing Gears; Turbo Intercooler; Turbo Wastegate; Turbocharger; Valve Covers; Water Pump; Air Control Valve (ACV); Air Pump; Catalytic Converter; Crankcase Ventilation Valve; Exhaust Gas Recirculation Valve; Exhaust Manifold Heat Insulator; Exhaust Pipe Gasket; Mixture Control Valve; Oil Cooler; Oil Filter Bracket Subassembly; Pair Valve (Reed Valve); Supercharger Bypass Valve; Supercharger Relay; Thermal Vacuum Valve; Thermostatic Valve; Vacuum Switch; Vacuum Switching Valve; Vacuum Transmitting Valve

### MANUAL TRANSMISSION

Transfer Case Components (All internally lubricated components) and: Clutch Master Cylinder; Clutch Release Cylinder; Gears and Shafts; Hoses, Lines, and Tubes; Seals and Gaskets; Shift Linkage and Cables; Transfer/Transmission Case; Transmission Mounts; Shift Lever Knob; Clutch Pedal Subassembly; Control Position Indicator Subassembly; Master Cylinder Reservoir; Radial Ball Bearing (for Clutch Release) and/or Clutch Fork; Shift Lever Boot and/or Retainer; Shift Lever Knob

### AUTOMATIC TRANSMISSION

Transfer Case Components (All internally lubricated components) and: Hoses, Lines, and Tubes; Seals and Gaskets; Shift Linkage and Cables; Solenoids; Torque Converter; Transfer/Transmission Case; Transmission Mounts; Vacuum Modulator; Shift Lever Knob

### AXLE ASSEMBLY

Front, Rear, 4WD and AWD: (All internally lubricated components) and: 4x4 Actuators; Axles and Bearings; Center Support Bearing; Constant Velocity Boot Band; Constant Velocity Joints and Boots; Differential Carrier Assembly; Drive Axle Housing; Drive Shaft; Hubs; Locking Hubs; Seals and Gaskets; Thrust Washers; Universal Joints; Viscous Coupling

### SUSPENSION

(Front and Rear): Bushings/Bearings; Control Arm Shafts; Electronic Suspension Actuator/Motor and Compressor; Radius Arm; Spindle; Spindle Support; Steering Knuckle; Front and Rear Shocks/Struts; Sway Bar Link; Upper and Lower Ball Joints; Upper and Lower Control Arms; Front and Rear Coil Springs; Front and Rear Stabilizer Bar; Front Leading Arm; Front Spring Assembly; Torsion Bar Spring; Upper Arm Shaft; Suspension Spring Shackles

### STEERING

Gear Box internal components and: Bushings/Bearings; Center Link; Hoses, Lines, and Tubes; Idler Arm; Pitman Arm; Power Steering Pump; Power Steering Pump Pulley; Rack and Pinion; Seals and Gaskets; Steering Column; Steering Column Coupling; Steering Column Shaft; Steering Dampener; Steering Gear Box and Pump Housings; Tie Rod End; Knuckle Stopper Cover; Horn Contact Ring;

### FUEL SYSTEM

Air Flow Meter; Carburetor; Charcoal Canister; Diesel Fuel Injection Pump; Electric Fuel Pump; Electronic Fuel Injection System; Fuel Filler Opening Lid Hinge Spring; Fuel Injectors; Fuel Pressure Regulator; Fuel Pump; Fuel Sending Unit; Fuel Sensors; Fuel Tank; Throttle Body

### Exclusions

5. Covered components are subject to change. See your agreement for complete details.

## COOLING SYSTEM

Cooling Fan Relay; Cooling Fan Sensor; Engine Cooling Fan Motor; Engine Fan; Engine Fan Clutch; Engine Fan Motor; Engine Fan Shroud; Fan Bracket Subassembly; Radiator; Coolant Level Sensor/Tank; Engine Coolant Temperature Switch or Sensor (at radiator); Equipment Drive Pulley; Seals and Gaskets; Thermostat

## AIR CONDITIONING/HEATING

Air Conditioning Lines and Tubes; Air Conditioning Pressure Switches; Air Temperature Control Programmer; Blower Motor; Blower Motor Resistor; Compressor; Compressor Clutch Assembly; Compressor Pulley; Condenser; Condenser Fan and Motor; Evaporator; Evaporator Temperature Sensor; Expansion Valve; Heater Control Head; Heater Control Valve; Heater Core; Idler Pulley; Pressure Regulator Assembly; Receiver/Dryer; Schrader Valve; Seals and Gaskets; Air Conditioning Heater Box Assembly; Cooler Control Switch; Damper Servo; Defroster Control Cable

## BRAKES

Anti-Lock Braking/Traction Control Actuator, Pump and Motor; Brake Booster; Brake Hoses, Lines, and Tubes; Disc Brake Calipers; Load-Sensing Proportioning Valve; Master Cylinder; Parking Brake Cable; Proportioning Valve; Seals and Gaskets; Wheel Cylinders; Brake Pedal Subassembly; Parking Brake Control Handle Assembly; Parking Brake Lever Subassembly; Parking Brake Pedal Subassembly; Rear Brake Backing Plate

## HYBRID/ALTERNATIVE FUEL

Actuator Assembly Shift Control; Hybrid Vehicle Generator Assembly; Hybrid Vehicle Motor Assembly; Hybrid Vehicle Transaxle Assembly; Transmission Input Damper Assembly; Battery Computer Assembly; Battery Current Sensor; Boost Charging Inlet and Plug-in Electronic Control Unit; Circuit Breaker Sensor; Fuel Cell Water Pump; Fueling Receptacle; Hybrid Vehicle Battery Blower Assembly; Hybrid Vehicle Battery Blower Motor Control; Hybrid Vehicle Battery Thermistor; Hybrid Vehicle Control Computer; Hydrogen Pipes and Manifolds; Inverter Assembly with Converter; Main Switch Assembly; Power Source Control Computer Assembly; Pressure Sensors; Reducing Valve; Combination Meter Assembly; Combination Meter Computer; Power Steering Electronic Control Unit Assembly; Power Steering Gear Assembly; Shift Lever Position Sensor; Skid Control Computer Assembly; Steering Column Assembly; Transmission Control Module

## ELECTRICAL

Alternator; Automatic-Off Headlamp Sensor, Timer and Switches; Automatic Temperature Control Unit; Blower Motor; Blower Motor Resistor; Clutch Starter Interlock Switch; Convertible Top Motor; Cruise Control Actuator/Servo; Cruise Control Sensors and Switches; Defogger Relay; Engine Cooling Fan Motor; Headlamp Washer; Ignition Coil; Lamp Failure Indicator Sensor; Manually Operated Switches; Power Antenna Motor and Cable; Power Door Lock Actuator; Power Mirror Defogger; Power Mirror Motor; Power Seat Motors; Power Sliding Door

Motor; Power Window Motor/Regulator; Retractable Headlamp Motor; Smart Entry and Start System Switch, Sensor and Electronic Control Unit; Starter Motor; Starter Solenoid; Stop Light Switch; Sunroof Motor; Windshield Washer Pump; Automatic Shoulder Belt Motor and Switches; Battery to Ground Cable; Battery to Starter Cable; Charge Warning Relay; Cruise Control Vacuum Motor; Distributor; Door Control Relay; Engine Coolant Temperature Gauge and Sending Unit; Engine Coolant Temperature Receiver Gauge and Sending Unit; Engine Tachometer; Fuel Gauge and Sending Unit; Fuel Receiver Gauge and Sending Unit; Guide Rail Limit Switch; Headlight Control Relay; Horn; Horn (for theft deterrent); Ignition Switch Lock Cylinder and Key Set; Integration Relay; Lock Cylinder Set; Main Relay; Oil Pressure Receiver Gauge and Sending Unit; Rear Shock Absorber Control Actuator; Shoulder Belt Drive Motor; Spark Plug Resistive Cord; Speedometer; Sunroof Cables; Taillight Control Relay; Turn Signal Flasher; Unlock Warning Buzzer; Windshield Wiper Link Assembly; Wiper Control Relay; Wiper Motor; Wiring Harnesses

## COMPUTERS AND ELECTRONICS

Anti-Lock Braking/Traction Control Computer and Sensors; Body Control Module; Cruise Control Computer; Electronic Ignition Unit; Electronically Controlled Transmission/Transfer Case Computer and Sensors; Electronically Modulated Suspension Computer; Engine Control Computer; Knock Sensor; Power Mirror Electronic Control Unit; Power Seat Computer; Progressive Power Steering Computer; Sunroof Control Computer and Relay; Tilt/Telescoping Steering Computer; Trip Computer; Vehicle Security Computers and Sensor; Wiper Module; Airbags; Airbag Sensors; Antenna Cord; Automatic Shoulder Belt Computer; Circuit Opening Relay; Compact Disc (CD) Player; Front Seat Airbag Assembly; Graphic Equalizer; Navigation System; Radio Tuner; Steering Sensor; Stereo Component Amplifier; Tape Player; Traction Control Computer; Variable Induction System

## ADDITIONAL COMPONENTS

Accelerator Pedal and/or Bracket Subassembly; Accelerator Pedal Rod Assembly; Back Door Lock Assembly; Convertible Roof Hook; Door Handles; Door Lock Cylinder; Front and Rear Door Lock Assembly; Front Seat Belt; Glove Compartment Door Lock Cylinder; Glove Compartment Door Latch Subassembly; Hinges; Hood Lock Assembly; Hood Lock Control Cable Assembly; Hood Support Assembly; Rear Seat Belt; Reclining Seat Back Adjuster; Removable Roof Lock Handle; Seat Track Assembly; Shoulder Belt Guide Rail Assembly; Sliding Roof Drive Cable; Sliding Roof Guide Rail; Tail Gate Lock Assembly; Tilt Roof Lock Handle Assembly

## THESE ARE THE ITEMS NOT COVERED

Accessory Drive Belts; Batteries; Body Panels; Brake Linings, Pads, and Shoes, Rotors and Drums; Bumpers; Carpet; Chrome; Clutch Friction Disc and Pressure Plate; Dash Cover and Pad; Door Fabric; Door Trim; Filters; Fluids; Fuel Cell Air Compressor; Fuel Cell Boost Converter; Fuel Cell Electronic Control Unit; Fuel Cell Hydrogen Tanks; Fuel Cell Power Control Unit; Fuel Cell Stack; Fuel Cell Vehicle Battery Pack; Glass (including Windshields); Headliner; Heating Hoses, Lines, and Tubes; Hoses; Hybrid Vehicle Battery Pack; Hybrid Vehicle Battery Plug Assembly; Hybrid Vehicle Relay Assembly; Hybrid Vehicle Supply Battery Assembly; Hydrogen Fueling Electronic Control Unit; Interior and Exterior Trim and

Moldings (including but not limited to: Ashtrays, Covers, Cup Holders, and Vents); Lamps, Light Assemblies/Housings, and Light Bulbs including LEDs; Nuts, Bolts, Clips, Retainers, and Fasteners; Paint; Rust and Corrosion Damage; Seat Covers; Sheet Metals; Shiny Metals; Spark Plugs; Structural Framework and Welds; Tires; Vacuum Hoses, Lines, and Tubes; Weather Stripping; Wheels and Rims; Windshield Wiper Blades (rubber component); All interior and exterior cloth, leather, and stitching including convertible tops and/or vinyl tops including but not limited to: any vibration, deterioration, discoloration, disfigurement, warping, fading, staining, stretching, ripping, punctures, tearing, and/or scratches

## 24/7 ROADSIDE ASSISTANCE<sup>3</sup>

For those times when the unexpected might occur, VSA Platinum also provides 24-hour roadside assistance.

- Battery jump start
- Lockout protection
- Delivery of up to three (3) gallons of fuel, no more than two (2) times per calendar month<sup>6</sup>
- Tire Service — Impaired tire will be replaced with your inflated spare
- Towing to the nearest authorized dealer<sup>7</sup>
- Winching — Extrication from any ditch, mud, sand, or snow. Vehicle must be immediately adjacent to a regularly traveled road and capable of being serviced with standard servicing equipment.

### Exclusions

6. Excludes Fuel Cell and Electric vehicles, which may be towed to the nearest authorized Toyota servicing dealer or authorized fueling station. Fuel delivery will not apply.

7. Due to a covered mechanical failure. Valid receipts are required for all reimbursements.

## TRAVEL PROTECTION

If you're unable to drive your vehicle due to the mechanical breakdown of a covered component, substitute transportation and travel protection benefits will provide reimbursements of:

### PLATINUM PLAN

- Up to **\$50 per day** for car rentals or other substitute transportation.<sup>7</sup> Maximum of five (5) days per occurrence.
- Up to **\$100 per day** for lodging and meals if you're more than 150 miles from home.<sup>7</sup> Maximum of five (5) days over the life of your agreement.

### GOLD & POWERTRAIN PLANS

- Up to **\$35 per day** for car rentals or other substitute transportation.<sup>7</sup> Maximum of five (5) days per occurrence.
- Up to **\$50 per day** for lodging and meals if you're more than 150 miles from home.<sup>7</sup> Maximum of four (4) days over the life of your agreement.

**The purchase of a Vehicle Service Agreement voluntary protection product is optional, cancelable (subject to specific agreement terms) and not required to obtain credit.**

This brochure is intended as an outline of Vehicle Service Agreement coverage. Coverage is subject to exclusions and limitations set forth in the Vehicle Service Agreement. The actual coverage, exclusions, and limitations of the agreements issued to customers may vary both from state to state and according to the program features chosen by the customer. In certain states, Toyota Motor Services Company administers Vehicle Service Agreements. Vehicle Service Agreements are available through Toyota Financial Services at participating Toyota dealerships only. Not available in select states.

**In Florida, the administrator is Toyota Motor Insurance Company, P.O. BOX 661012, Dallas, TX, 75265, Florida License #02871.**

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