



Toyota 5 Year
Warranty Advantage

Warranty and Service

RAV4



New Vehicle Information Statement

Selling Dealer's Stamp

Selling Dealer's Signature

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Vehicle Details

Model Name

Model Code

Build (Production) Date

Vehicle Identification Number (VIN)

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Warranty Commencement Date

Registration Number :

IMPORTANT NOTICE

In the event that we need to contact you about your Toyota, please notify us if there is any change to name, address or ownership. Contact the Toyota Guest Experience Centre on Freecall **1800 869 682** or visit the Toyota Owner's Portal: **www.toyota.com.au/mytoyota** to update the ownership information of your vehicle.



**Toyota Service
Advantage**

A Great Service, Even Better Value

With Toyota Service Advantage (TSA) you're always in safe hands knowing in advance what your service costs will be. You can rest easy because your vehicle will be serviced by Toyota Trained Technicians who know your car inside out and use the most advanced diagnostic equipment along with Toyota Genuine Parts.

Call 1800 Toyota (869 682) for your nearest Toyota Dealer or visit www.toyota.com.au

Toyota Service Advantage makes owning a Toyota so much easier because you pay the same low price from one standard scheduled service to the next. So rather than receiving unwelcome surprises, you know in advance what your servicing costs will be for the period of TSA coverage[#].

To confirm your vehicle's eligibility for Toyota Service Advantage visit **www.toyota.com.au/advantage**. You will be able to confirm your vehicle's capped price service costs and the number of services covered. Please keep in mind that each Toyota Service Advantage service has a time / km limit for its redemption.

Maximum payable for standard scheduled servicing (normal operating conditions) for the period of TSA coverage. Excludes Government and Rental vehicles. Contact your Toyota Dealer or go to www.toyota.com.au/advantage for other exclusions and eligibility.

Toyota Service Advantage Capped Price Services

My Capped Price Service
Price is:

\$

Note: Due date is indicative only.
Servicing may be required sooner
based on kilometres travelled.
For more information please refer to
Section 2 of this book.

My Toyota Service Advantage genuine service due
dates are:

Pre-delivery Service Maintenance Record

To ensure that your new Toyota is delivered to you in top condition, and that you are familiar with your new vehicle and matters relating to it, the following factory approved pre-delivery service has been performed.

- ☐ Inspect vehicle exterior
- ☐ Inspect vehicle interior
- ☐ Download and install ToyotaLink (if equipped)
- ☐ Inspect under hood
- ☐ Inspect luggage compartment
- ☐ Inspect under vehicle (on hoist)
- ☐ Road test
- ☐ Final inspection
- ☐ Supply fuel
- ☐ Complete vehicle documentation, including 'New Vehicle Information Statement' on the inside front cover of this book
- ☐ Review vehicle Owner's Manuals
- ☐ Explain vehicle service requirement
- ☐ Demonstrate features and accessories
- ☐ Explain operation of Dealership Service and Parts Departments, including contact names, business hours, etc.

Yours sincerely,

.....
Dealer Principal / General Manager

.....
Sales Manager

.....
Service Manager

Change of Ownership Information

If your name or address has changed or you are the new owner of this Toyota, please contact the Toyota Guest Experience Centre on Freecall **1800 869 682** or visit the Toyota Owner's Portal: **www.toyota.com.au/mytoyota** to update the ownership information of your vehicle.

This will allow Toyota to make a record of your ownership of the vehicle, and to contact you with any important product or safety updates concerning your vehicle.

Toyota may provide your details to a mailing house for the purposes set out above. Please see the Privacy Statement at the front of this book for further information about Toyota and privacy.

- Scan this QR code* with your smartphone or tablet to visit the Toyota Owner's Portal



* QR code App required

Be in the know before you go.
Toyota Genuine Service.



Few things in life are guaranteed, but when you buy a Toyota, the price of your next standard scheduled service is. Even after the Toyota Warranty Advantage ends. You'll know how much and what's included*, and there won't be any nasty surprises. Each Toyota is unique so just visit our website, enter your details, and the price you get is the maximum price you pay.

*Valid for 30 days from when the quote is generated, or 31st December, whichever comes first.



Toyota
Genuine Service

OH WHAT A FEELING

www.toyota.com.au/owners/service/service-pricing



IN V I T A T I O N

COMPLIMENTARY VEHICLE INSPECTION

In keeping with Toyota's commitment to Customer Care, your Toyota Dealer will be pleased to offer you a Complimentary Vehicle Inspection within two (2) months of the delivery date of your new vehicle.

As well as carrying out a general inspection of your vehicle, your Dealer will be pleased to respond to any queries you may have. This additional inspection opportunity is provided to make sure you are comfortable and familiar with your new Toyota.

This Complimentary Inspection offer expires two (2) months after the delivery date of your new vehicle.

BOOK NOW AT YOUR LOCAL TOYOTA AUTHORISED SERVICE CENTRE

OH WHAT A FEELING

Note: Engine Oil and Oil Filter replacement is not required at this inspection.

COMPLIMENTARY VEHICLE INSPECTION

OWNER DETAILS

Name
Address
Suburb
State Postcode

Customer's Signature

Selling Dealer's Stamp

General Inspection

Check for normal operation of the engine and drivetrain, condition of exhaust system, brake pipes, hoses, steering and suspension linkages, drive shaft boots and couplings, door lock adjustment and body exterior. Inspect brake pedal free-play and park brake adjustment.

Note: Engine Oil and Oil Filter replacement is not required at this inspection.

VEHICLE DETAILS

Model Name
Model Code
Registration Number

Inspecting Dealer's Stamp

Engine Compartment

Inspect brake fluid level
Inspect engine oil level
Inspect drive belt tension
Inspect coolant level and hose clamps

Fuel System

Inspect condition of fuel lines

Section 1

1

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Important Notice

Important Notice

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Toyota's services (if any) come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled: (a) to cancel your service contract (if any) with Toyota; and (b) to a refund for the unused portion, or to compensation for its reduced value, for a major failure with any service provided. If a failure with the service (if any) does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service (if any) and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

The Toyota Warranty Advantage, other applicable Toyota warranties and nothing in this Warranty and Service Book limit the Australian Consumer Law statutory consumer guarantees in any way. In some circumstances your rights under the Australian Consumer Law statutory consumer guarantees may be greater than your rights under the Toyota Warranty Advantage or other applicable Toyota warranty, in which case Toyota will always honour your rights under the Australian Consumer Law statutory consumer guarantees.

Toyota and Privacy

Toyota is committed to protecting your privacy and is required to comply with the Australian Privacy Principles in the Privacy Act 1988 (Cth) when it collects and handles your personal information. This includes providing you with the right to access and correct your personal information (subject to some exceptions allowed by law).

For further information about Toyota and privacy, please see the Toyota Privacy Policy, available at www.toyota.com.au. You can also contact us by calling **1800 Toyota (869 682)**, or by sending your query to:

Toyota Privacy Contact
P.O. Box 5428
Chatswood West, NSW 1515

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ABN 64 009 686 097

Disclaimer

All information in this book is current at the time of printing. However, because of Toyota's policy of continual improvement, we reserve the right to make changes at any time without notice. All rights reserved. To the extent permitted by law, Toyota Australia will not be liable for any damage, loss or expense incurred as a result of reliance upon the information contained in this book. This material may not be reproduced or copied, in part or whole, without the written permission of Toyota Motor Corporation Australia Limited.

This book explains the warranty and service of all factory installed equipment and options. Due to specification differences among models, you may find that some information may not be applicable to your vehicle. If you have any questions or concerns, please contact your Toyota Authorised Service Centre, they'll be glad to help you.

Congratulations on purchasing your new Toyota

No matter whether this is your first Toyota or you have previously owned a Toyota, you're sure to appreciate the safety, economy and superb engineering of your new vehicle.

In this Warranty and Service Book you'll find all the information you need to ensure your vehicle is maintained in the best possible condition. You'll also find an explanation of everything covered by your Toyota Warranty Advantage (see pages 6-10 in this Section and Important Notice on page 2 in this Section).

This Warranty and Service Book is also your vehicle's service record.

Nothing helps the resale value of your vehicle like a complete service history from your Toyota Authorised Service Centre. It demonstrates to any potential buyer that you've taken care of the vehicle, making it an invaluable asset for negotiating the best possible resale price. We suggest you keep this book in the glove compartment of your vehicle so it can be easily stamped at every service.

Please take the time to read this Warranty and Service Book and, if you have any questions, contact your Toyota Authorised Service Centre. Happy motoring and thank you for choosing Toyota.

Toyota Authorised Service Centres

Locating your nearest Toyota Authorised Service Centre

To locate your nearest Toyota Authorised Service Centre, you can:

1. Call the Toyota Guest Experience Centre on Freecall
1800 869 682
and follow the prompts.

Or

2. Use the Dealer Locator tool in the Find a Dealer link on the Toyota Australia Website:

www.toyota.com.au/find-a-dealer

Or

3. Scan the QR Code* below with your smart phone or tablet to view the **find-a-dealer** tool:



** QR code App required*

Toyota Authorised Service Centres

Designed For the Health of Your Toyota

Your Toyota Authorised Service Centre plays an integral role in the enjoyment of your new Toyota. Here you'll find all the expertise you could hope for to ensure your vehicle remains in excellent condition and to assist in years of trouble-free motoring. Your Service Centre can also help with repairs, products such as tyres, Toyota Genuine lubricants, fluids and batteries and, of course, Toyota Genuine Accessories.

Better still, you can use any Toyota Authorised Service Centre in Australia which means that with over 290 Centres Australia-wide, you're never far from a helping hand. If you have any questions don't hesitate to contact any one of them.

Nobody Knows Your Toyota Like Toyota

Toyota Trained Technicians work on Toyotas day in and day out. They also use highly advanced diagnostic equipment and specialised tools and receive ongoing training and regular updates from Toyota to ensure they can keep your Toyota at its very best.

Naturally, your Toyota Authorised Service Centre only uses Toyota Genuine Parts that are manufactured to Toyota's exacting standards*.

Yet Another Helping Hand - Toyota Guest Experience Centre

Should you ever need further assistance, call the Toyota Guest Experience Centre. Our Advisors can help you with information on our products, Toyota Authorised Service Centres, the maintenance of your vehicle and any other questions you may have.

Freecall 1800 Toyota (869 682)

If you'd prefer to write, our address is:

Toyota Guest Experience Centre

G.P.O. Box 20065

Melbourne, VIC 3001

or

www.toyota.com.au

Please include your vehicle's details, which you'll find inside the front cover of this book.

** Toyota Genuine Parts purchased from and fitted by a Toyota Dealer during the Toyota Warranty Advantage period are warranted for the remainder of the applicable Toyota Warranty Advantage period (see page 1-6) or 2 years (whichever is greater). Conditions apply. The Toyota Genuine Parts Warranty does not limit and may not necessarily exceed your rights under the Australian Consumer Law statutory consumer guarantees.*



Toyota Warranty Advantage

Toyota has designed and manufactured your new Toyota vehicle to provide trouble free motoring subject to it being properly maintained, used for its intended purpose, unmodified and treated with care.

If your new Toyota is defective, we will refund, repair or replace your vehicle, at our discretion, under the Toyota Warranty Advantage, on the terms and conditions below.

The Toyota Warranty Advantage applies to all new Toyota vehicles delivered in Australia by a Toyota Dealer from 1st January, 2019. The Toyota Warranty Advantage is in addition to your rights under the Australian Consumer Law statutory consumer guarantees.

The standard Toyota Warranty Advantage period for your new vehicle is **5 years with unlimited kilometres*** and, if your vehicle is properly maintained, up to **7 Years Engine and Driveline** and up to **10 years Hybrid Battery with unlimited kilometres*** – subject to further terms and conditions in this document.

MIN
5
YEARS

60-day money back guarantee

For any failure that prevents the vehicle being driveable, and for any failure which has had multiple unsuccessful repair attempts, within **60 days** of collecting your new vehicle.

MIN
5
YEARS

We'll keep you mobile

If a defect covered by the Toyota Warranty Advantage causes your vehicle to be undriveable, towing to the nearest Toyota Dealer and a loan car is covered.

MIN
5
YEARS

Keep it serviced, Keep it covered

Extended coverage up to **7 years with unlimited kilometres*** on Engine and Driveline (including Hybrid system) if your vehicle is properly serviced and maintained as per the vehicle's Warranty and Service Book.

MIN
5
YEARS

Hybrid Health Check

Extend your coverage each year for up to **10 years** on Hybrid Batteries* with an annual hybrid health check inspection according to Toyota specifications, your Toyota Dealer can assist.

MIN
5
YEARS

Your Rights under the Statutory Consumer Guarantees

We will always honour your rights under the Australian Consumer Law which may in some circumstances exceed your rights under the Toyota Warranty Advantage. See further details on page 1-8.

**These periods do not apply to vehicles used for commercial applications (see details on page 1-7).*



*Commercial Application

For vehicles used for commercial applications, such as taxis, hire vehicles and vehicles transporting people or goods for payment (including on a part-time or casual basis), the Toyota Warranty Advantage will be as set out on page 1-8 but subject to a maximum of 5 years or 160,000 km whichever occurs first except for perforation (rust through panels) which is as set out on page 1-8. The extended coverage described in the table on page 1-8 is not available for vehicles used in commercial applications. However, your rights under the Australian Consumer Law statutory consumer guarantees may still apply, and may exceed your rights under the Toyota Warranty Advantage.

Terms and Conditions

Certain other terms and conditions apply to the Toyota Warranty Advantage. Please refer to pages 1-9 and 1-10 for details.

Technical Information and Enquiries

Toyota Dealers have Toyota-trained Technical Staff and are your first point of contact for all matters relating to your Toyota vehicle. For a full list of Toyota Dealers please refer to the Find a Dealer link on the Toyota Australia website www.toyota.com.au/find-a-dealer or scan the QR code on page 1-4 with your smart phone or tablet to view the **find-a-dealer** tool.

Certain Technical information and Service Bulletins are available from the Toyota Service and Repair Manual website www.toyotamanuals.com.au/

Further assistance

Should you require further assistance that your Toyota Dealer is unable to provide, please call, email or mail the Toyota Guest Experience Centre where our Advisors can assist with your enquiry and provide a response.

Free Call:

1800 Toyota (869 682)
Mon-Fri 9:00-5:30 AEST

Regular Mail:

Toyota Guest Experience Centre
G.P.O Box 2006S
Melbourne Victoria 3001

Email:

guestexperience@toyota.com.au

Toyota Genuine Service



Toyota Service
Advantage



Toyota Express
Maintenance



Warranty Periods

Vehicle Component	Toyota Warranty Advantage ^{*1}	Extended coverage if vehicle is properly serviced and maintained as per vehicle Warranty and Service Book [*]
Vehicle (bumper to bumper)	5 years / unlimited kms	Review with Dealer ²
Engine / Hybrid System (excluding Hybrid Battery)	5 years / unlimited kms	+2 years / unlimited kms
Driveline		
Hybrid Battery	5 years / unlimited kms	+ up to 5 years / unlimited kms, subject to annual Hybrid Health Check
Perforation (rust through panel)	7 years / unlimited kms	Review with Dealer ²
Utility Deck Panels: Paint / Surface Rust	1 year / 20,000 kms	No Additional Coverage
Standard 12-volt Battery	2 years / unlimited kms	No Additional Coverage
Genuine Parts and Accessories	Up to 5 years ³ / unlimited kms	Review with Dealer ²
Tyres	Not covered by the Toyota Warranty but are warranted by the tyre manufacturer. Contact your local or preferred Authorised Toyota dealer who can assist if failure or defect occurs	
Towing and Loan Vehicle ⁴	5 years / unlimited kms	+2 years / unlimited kms
Maintenance Items (Normal wear & tear)	No coverage where replacement is part of the general maintenance reasonably expected to be required for your vehicle	
*Coverage on commercial usage vehicles is a maximum of 5 years / 160,000 kms (whichever occurs first).		

Notes:

- 1 Toyota Warranty Advantage period begins on the day the Vehicle is registered by the Dealer and guest takes delivery of the Vehicle. If the Vehicle is an ex-demonstrator vehicle, the Toyota Warranty Advantage period commences when the vehicle is registered by the Dealer and put into service as a demonstrator vehicle. A guest is entitled to the balance of the Toyota Warranty Advantage period (except in Western Australia). In Western Australia, the warranty period begins from the purchase date, but kilometres are counted from when the vehicle is put into service as a demonstrator vehicle. The 60-day money back guarantee begins on delivery of the vehicle to a Guest, including for an ex-demonstrator.
- 2 Dealers will review any claims made outside of the applicable Toyota Warranty Advantage period in conjunction with Toyota Australia.
- 3 All Toyota genuine parts / accessories purchased and fitted to a Toyota vehicle by a Toyota Dealer are warranted for the remainder of the Toyota Warranty Advantage period (unlimited kilometres) or for 2 years (unlimited kilometres) from installation, whichever is greater. Toyota genuine parts / accessories purchased from an authorised Toyota Dealer over the counter and not fitted by an authorised Toyota Dealer, carry a Toyota Warranty Advantage period of 2 years / unlimited kilometres.
- 4 If a Vehicle has broken down due to a failure covered by the Toyota Warranty Advantage, towing to the nearest Toyota Authorised Service Centre and a loan car is covered by the Toyota Warranty Advantage. If after investigation, Toyota reasonably considers the failure is not covered by the Toyota Warranty Advantage, Toyota or Dealer may seek reimbursement of these towing and loan vehicle charges (as the case may be).



Notes (continued):

The Toyota Warranty Advantage or other applicable Toyota Warranties do not limit the Australian Consumer Law statutory consumer guarantees in any way. In some circumstances your rights under the Australian Consumer Law statutory guarantees may be greater than your rights under the Toyota Warranty Advantage or other applicable Toyota Warranty, in which case Toyota will always honour your rights under the Australian Consumer Law statutory consumer guarantees.

Terms and Conditions

Your responsibilities

You must operate, maintain and care for your Toyota properly, in accordance with the instructions in your vehicle's Owner's Manual and Warranty and Service Book.

The best way to maintain your vehicle is through a Toyota Dealer. By having your Toyota vehicle maintained at a Toyota Dealer, you'll be in safe hands knowing that your vehicle is being serviced by experts and will always be fitted with Toyota Genuine Parts. Doing so keeps your Toyota in the very best condition.

To make a claim under the Toyota Warranty Advantage, contact an authorised Toyota Dealer. If your name or address has changed or you are the new owner of this Toyota, please visit the Toyota Owner's Portal: www.toyota.com.au/owners or contact the Toyota Guest Experience Centre (see page 1-5) to update the information for your vehicle.

If for some reason the odometer is changed, please have your Toyota Authorised Service Centre verify the date of the change and kilometres travelled on the form located at the back of your vehicle's Warranty and Service Book.

Expenses associated with claims under the Toyota Warranty Advantage

In most cases, there will be no charge to you for expenses associated with making a claim under the Toyota Warranty Advantage. If there are circumstances that mean you may need to pay a charge, the charge will be discussed with you in advance.

Where Coverage Does Not Apply

- Failures in non-genuine parts and accessories and damage or failures caused by such failures.
- Formal or informal competitive events, such as racing.
- Off-road use where the vehicle is not designed for that purpose.
- Water ingress from floods or deep-water fording.
- Overloading - permissible loads are covered in the vehicle Owner's Manual.
- Damage caused by improper adjustment, repair, tampering or modifications by a non-Toyota repairer.



- Accident damage.
- Failures that Toyota reasonably considers result from your failure to operate, maintain and care for your Toyota properly, in accordance with the instructions in your vehicle's Owner's Manual and Warranty and Service Book (including failure to complete applicable scheduled servicing and maintenance).
- Defects caused by the fitment of non-Toyota-approved parts, accessories or add-on parts, or by improper maintenance, or lack of maintenance of those parts.
- Scratches or surface rust caused by normal wear and tear, including but not limited to stone or other chips in paint.
- Damage or breakage of the windscreen or glass caused by normal wear and tear, such as stone impacts.
- Environmental damage, including but not limited to hailstones, windstorms, flooding, fire, lightning or airborne fallout (for example, chemicals, tree sap, bird and insect droppings, etc.).
- Normal wear and tear components including but not limited to: floor mats, engine tune-ups, lubrication, replacement of expendable parts such as filters, coolant, spark plugs, fuses, wiper blades, brake discs, brake drums, brake pads, clutch linings and brake shoes. These items are not covered by the Toyota Warranty Advantage where replacement is in line with operational maintenance requirements specified in the vehicle's Warranty and Service Book or Owner's Manual.
- Normal or characteristic noise, vibration, wear and tear, and deterioration such as discolouration, flaking, deformation or blur associated with lens or glass.
- Fitment of an LPG system could affect coverage under the Toyota Warranty Advantage, speak with your Toyota Dealer for details.
- Petrol engines: damage caused by improper fuels such as the use of fuels with an Ethanol content greater than 10% (E10), or lower than recommended octane rating fuels. See your Owner's Manual for more details.
- Diesel engines: damage caused by improper fuels such as the use of biodiesel fuels greater than 5% (B5) and not conforming to the national diesel fuel standard EN590. See your Owner's Manual for more details.
- Damage caused by the fitment of non-genuine performance enhancing products including but not limited to power chips, forced induction products, suspension components. These products typically impart forces/loads greater than the original design intent and may compromise the vehicle's longevity and durability.

The Toyota Warranty Advantage is provided by Toyota Motor Corporation Australia Limited of 155 Bertie St, Port Melbourne, 3207, Victoria. Please see page 1-7 for full contact details.

Helpful Questions and Answers

Helpful Questions and Answers

What should I do if there are any concerns with my new Toyota following delivery?

Because your Toyota is rigorously checked before it is delivered to you, it is highly unlikely you will find any problems with your new Toyota. However, should you have any concerns or questions regarding your new Toyota, bring it into any Toyota Authorised Service Centre for a complimentary inspection. The coupon is located in the front of this book.

Does my new Toyota need an oil change during the break-in period?

Your new Toyota is manufactured to precision tolerances and is rigorously checked and filled with high quality lubricants at the factory; as such the oil and filter will be changed at the first scheduled maintenance service. Refer to the Maintenance Schedule in Section 2 of this book.

When do I get my Toyota serviced, and how do I arrange it?

Your Toyota should be serviced according to the Maintenance Schedule in Section 2 of this book. Additional service requirements apply for vehicles driven in harsh conditions or often used for towing heavy loads. The additional requirements are also described in Section 2 of this book. The Service Advisor at your Toyota Authorised Service Centre can best advise you on the maintenance requirements to suit your driving conditions.

Why is time just as important as kilometres for servicing?

If you only drive short distances then you should service your Toyota according to time intervals rather than kilometres travelled. In other words, don't wait months to get your car serviced just because you haven't travelled the required kilometres, waiting can cause all sorts of problems. Harsh driving conditions such as driving on dusty roads, towing or repeated short journeys such as going to the shops, dropping the kids at school, and quick work trips are some of the hardest forms of work an engine can endure, so regular servicing is vital. For more details see the Maintenance Schedule in Section 2 of this book.

What is the Hybrid Health Check?

A Hybrid Health Check is a detailed analysis performed using a special scan tool to confirm the health of your Hybrid battery and systems to ensure trouble free motoring.

How often do I need a Hybrid Health Check?

A Hybrid Health Check is performed annually beginning from the year 5 service then each year thereafter for extended coverage under the Toyota Warranty Advantage up to 10 years (excluding vehicles used for commercial applications).

Helpful Questions and Answers

Will I have to pay for a Hybrid health check?

There is no additional charge for a Hybrid Health Check when it is conducted as part of a routine maintenance service by a Toyota Dealer. Toyota Dealers may charge for Hybrid Health Checks performed outside of routine maintenance services.

Who should service my Toyota?

One of over 290 Toyota Authorised Service Centres, that's who. After all, every Toyota Authorised Service Centre offers specialist Toyota Trained Technicians who work on Toyotas day in and day out. They understand what makes your Toyota 'tick', delivering quick and accurate diagnosis of your vehicle's health. Toyota Authorised Service Centres have access to the latest diagnostic equipment and specialist service tools along with receiving regular updates from Toyota. And because Toyota Authorised Service Centres only use Toyota Genuine Parts which are covered by a 2 year unlimited kilometre warranty*, you'll keep your Toyota, and your warranty, in far better condition. Not to forget that a full service history from a Toyota Authorised Service Centre may also enhance the resale value of your vehicle.

** All Toyota Genuine Parts carry a 2 year Toyota Warranty. Toyota Genuine Parts purchased from and fitted by a Toyota Dealer during the Toyota Warranty Advantage period are warranted for the remainder of the applicable Toyota Warranty Advantage period (see page 1-6) or 2 years (whichever is greater). Conditions apply. The Toyota Genuine Parts Warranty does not limit and may not necessarily exceed your rights under the Australian Consumer Law statutory consumer guarantees.*

Who is the best person to talk to at the Toyota Authorised Service Centre?

Talk to your Service Advisor or Customer Relations Manager at your Toyota Authorised Service Centre. If they're unable to assist, ask to speak with the Service Manager.

Isn't Toyota servicing more expensive?

The simple answer is no. After all, you'll probably be entitled to Toyota Service Advantage (TSA) where you pay the same low price* from one standard scheduled service to the next so you know in advance what you'll be paying for the period of TSA coverage. Even after Toyota Service Advantage, you'll still enjoy value for money servicing and repairs at any Toyota Authorised Service Centre in Australia.

** Maximum payable for standard scheduled servicing (normal operating conditions) for the period of TSA coverage. Excludes Government and Rental vehicles. Contact your Toyota Dealer or go to www.toyota.com.au/advantage for eligibility and other exclusions.*

Helpful Questions and Answers

How do I know how much a service will cost after the Toyota Service Advantage period?

Having your vehicle serviced, shouldn't come with any surprises. That's why with Toyota Service Guarantee you can have the certainty and peace of mind knowing what's included in each and every service with no unexpected costs, at participating Dealers. You can calculate your service price by going to:

www.toyota.com.au/owners/service/service-pricing



If I have any problems with my Toyota during the Toyota Warranty Advantage Period, what is the best way of getting my Toyota repaired?

Your Toyota Warranty Advantage provides comprehensive security against any unlikely faults in your new Toyota. However, if you need repairs, don't hesitate to call your Toyota Authorised Service Centre. Every Toyota Authorised Service Centre is committed to providing any warranty repairs you may need.

Does towing a caravan or trailer impact on my Toyota Warranty Advantage?

Check with your Toyota Dealer whether your vehicle is suitable for towing. If your vehicle is suitable for towing, then towing a caravan or trailer is covered by the Toyota Warranty Advantage as long as you follow some basic procedures and don't overload your vehicle. The safest way to tow anything is to have your Toyota Authorised Service Centre fit Toyota Genuine towing equipment, and be a cautious, considerate driver. Remember, towing a caravan or trailer can have an adverse effect on the stability, safety, durability and operating economy of your vehicle.

If my vehicle is off the road being repaired, are out of pocket expenses such as accommodation, travel or commercial loss included in the Toyota Warranty Advantage?*

The Toyota Warranty Advantage covers repairs or replacement of parts that are defective in materials or workmanship at the Toyota Authorised Service Centre premises. It does not cover claims for compensation.

** The Toyota warranties do not limit and may not necessarily exceed your rights under the Australian Consumer Law statutory consumer guarantees. You may be entitled to be compensated under the Australian Consumer Law statutory consumer guarantees for foreseeable loss resulting from an issue with your vehicle. If you believe you may have such a claim, please discuss this with your Toyota Dealer.*

What costs are not covered by the Toyota Warranty Advantage?

The costs of regular maintenance servicing are not part of the Warranty. Please see What Is Not Covered By Your Toyota Warranty Advantage in this Section of this book.

Helpful Questions and Answers

What happens to the Toyota Warranty Advantage if I modify my vehicle?

The Toyota Warranty Advantage does not cover damage caused by improper adjustment, repair, tampering or modifications by a non-Toyota repairer.

Are tyres covered by the Toyota Warranty Advantage?*

Tyres are not covered by the Toyota Warranty Advantage, but they are warranted by the tyre manufacturer. See your Dealer for details.

I've just taken ownership of a used Toyota. What do I do?

Firstly, take your vehicle to a Toyota Authorised Service Centre to give it a comprehensive safety check. That way any potential problems can be rectified immediately. Then simply keep your vehicle serviced according to the Maintenance Schedule in this book.

Please ensure that you provide updated ownership information to Toyota. By updating your details with Toyota, we will be able to alert you promptly should the need arise.

Where do I service my vehicle?

Toyota Trained Technicians work on Toyotas day in and day out. They also use highly advanced diagnostic equipment and specialised tools and receive ongoing training and regular updates from Toyota to ensure they can keep your Toyota at its very best. Naturally, your Toyota Authorised Service Centre only uses Toyota Genuine Parts that are manufactured to Toyota's exacting standards.

If I don't drive many kilometres, why should I service my vehicle by time?

Regular maintenance is vital in maintaining the high level of performance and reliability that you expect from your vehicle. Over time the fluids and oils in your vehicle lose their ability to protect your vehicle components from failure.

Therefore your service intervals are for a given time or distance, whichever occurs first.

If I leave a long time between services, will this impact my Toyota Warranty Advantage?

Failures that Toyota reasonably considers result from your failure to operate, maintain and care for your Toyota properly, in accordance with the instructions in your Owner's Manual and Warranty and Service Book (including failure to complete applicable scheduled servicing and maintenance) are not covered by the Toyota Warranty Advantage.

For more information see the Maintenance Schedule in Section 2 of this book.

If I have an accident, is my vehicle covered by the Toyota Warranty Advantage?

Unless the accident is caused by a failure that is covered by the Toyota Warranty Advantage of a warranted part, your vehicle is not covered.

Helpful Questions and Answers

What if I'm travelling and need a service or repair?

There are more than 290 Toyota Authorised Service Centres around Australia, all of which are authorised to carry out servicing, general maintenance and unexpected repairs for you. You'll enjoy exactly the same great experience as you would at your regular Toyota Authorised Service Centre and be back on the road as soon as is physically possible. Better still, many of our Toyota Authorised Service Centres also offer a range of One-Stop-Shop products such as tyres, batteries, lubricants and fluids.

What about using fuel containing Ethanol?

Toyota approves the use of petrol with an Ethanol content up to the limit of 10%. Your Toyota Warranty Advantage will not cover failures or faults due to operation on fuels with an Ethanol content greater than 10%.

It should be noted when using fuels containing Ethanol, as the calorific value for Ethanol is lower than petrol, fuel consumption may increase marginally.

What about using biodiesel fuels?

Toyota will endorse biodiesel fuel blends using FAME (Fatty Acid Methyl Esters that comply with either EN14214 or ASTM D6751 standards) of up to 5% volume concentration when mixed with conventional diesel fuel. The final product B5 (5% Biodiesel blend) at the pump must conform to the national Diesel Fuel Standard which is based on EN590.

Your Toyota Warranty Advantage will not cover failures or faults due to operation on biodiesel fuels greater than a 5% (B5) blend.

Can my Toyota be converted to run on LPG? (Petrol Engine Models Only)

Conversion to LPG may affect your Toyota Warranty Advantage. Please consult with your Toyota Authorised Service Centre for more information.

Liquefied Petroleum Gas (LPG) conversion is not recommended for Hybrid models.

Should I use additional fluid additives like oil, coolant and fuel enhancers?

Your Toyota is engineered to perform at its best with Toyota Genuine Lubricants and Fluids. Use of further additives is not recommended by Toyota.

If I have an accident can my insurance company insist on the repairer I use?

If you are involved in an accident and your Toyota needs repairs, we recommend that you contact your insurer and insist that your vehicle is repaired to Toyota specifications using only Toyota Genuine Parts and Panels that are engineered to perfectly fit and perform in the same manner as your new vehicle was originally designed to. Your Toyota Dealer can advise you on the location and availability of an authorised Toyota Body and Paint repairer who can conduct repairs according to Toyota's exacting specifications.

Toyota Insurance



Why choose Toyota Insurance?

Toyota Insurance is designed to meet the needs of Toyota vehicles and customers. It comes with a range of advantages, not to mention the quality and value you'd expect from Toyota. Quite simply, nothing protects your Toyota better than Toyota Insurance.

Toyota Insurance Benefits:*

- Quality Repairs with Toyota Genuine Parts
- A Lifetime Repair Guarantee on repairs authorised by Toyota Insurance
- A new vehicle replacement following a total loss for vehicles up to 3 years old
- Agreed value cover
- Rental car for up to 21 days if your vehicle is stolen
- Taxi and vehicle transport cover following an accident
- To find out more visit **www.toyota.com.au/car-insurance** or call **1300 880 182**
- To make a claim, call our friendly claims service on **1300 658 027**

** Terms and conditions apply. This advice is general in nature and does not take into account your objectives, financial situation or needs. Before making a decision to purchase any of the insurance products you should consider the appropriateness of the advice taking into account your own objectives, financial situations and needs and refer to the current PDS from participating Dealers, via our website at www.toyota.com.au/car-insurance or by calling 137 200. Toyota Insurance is issued by Toyota Finance Australia Limited ABN 48 002 435 181. The Insurer is Aioi Nissay Dowa Insurance Company Australia Pty Ltd. ABN 11 132 524 282, AFSL 443540 (Adica).*

Section 2

2

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Maintenance of your Toyota

WARNING (HYBRID)

Your Toyota Hybrid vehicle contains high voltage components. To avoid injury, use Toyota approved procedures when working on the vehicle.

Maintenance of Your Toyota

Things You Can Do When You Refuel

The best way to ensure years of trouble-free motoring is to develop a habit of regularly checking under the bonnet and around your Toyota. It only takes a few minutes when you refuel, and early detection could save you a lot of money. If you're unsure how to carry out these checks, see your Owner's or ask a Service Advisor at your Toyota Authorised Service Centre for a demonstration at your next service.

- Check engine oil, (ensure engine is hot, wait 5 minutes for an accurate reading)
- Check engine coolant, brake and windscreen washer fluid levels
- Check tyre pressure including spare (when cold)
- You should walk around your vehicle checking that all the lights, indicators and horn are operating correctly
- Operate the air conditioner for at least 5 minutes per week to keep the system in optimum condition

IMPORTANT NOTICE

To maintain the protection and efficiency of the cooling system, the Toyota Super Long Life Coolant must not be mixed with any other coolant or additive. Use premixed genuine Toyota Super Long Life Coolant or an equivalent, reputable product to fill the cooling system. Do not use alcohol type antifreeze or plain water alone.

Regular Checks

In addition to the maintenance items listed for each service, the operation of key systems must be regularly checked. To ensure the continued efficiency and reliability of your Toyota to suit your particular driving conditions, the additional maintenance listed below may be recommended.

- Replacement of worn wiper blades
- Headlight realignments
- Brake system inspections
- Testing and re-gassing air conditioning

How to Calculate Your Correct Service Intervals

Regular servicing of your Toyota is critical to its performance, longevity, resale value and your safety. Failures that Toyota reasonably considers result from lack of proper care or attention as described in your Owner's Manual and instructions and this Warranty and Service Book are not covered by the Toyota Warranty Advantage, see pages 6-10 in Section 1.

Maintenance of your Toyota

Determining the optimum service intervals for your vehicle is easy. Dependent upon your driving habits, you should be servicing based either on time or kilometres.

If for example you drive less than 15,000 km per year, you should be servicing your Toyota in accordance with the 12 month time interval expressed in this book. If on the other hand, you drive more than 15,000 km per year, you should service your Toyota according to the 15,000 km intervals. If you're confused in anyway just talk to your Toyota Service Advisor about the type of schedule best suited to your driving habits.

Wheel Alignment

Abnormal or uneven tyre wear may be noted by your Toyota Authorised Service Centre during your regular maintenance service. This may be caused by your operating environment. Your Toyota Authorised Service Centre will suggest a wheel alignment check (and correction if necessary) to prevent further deterioration to your vehicle's tyres. This will be a chargeable service.

Additional Service Requirements

How and where you drive your Toyota determines the service requirements as much as the time or distance travelled. For example, if you are regularly towing heavy loads or driving in rough conditions, then more frequent maintenance is necessary, refer to Additional Service Requirements in this Section. The Service Advisor at your Toyota Authorised Service Centre can best advise you on the maintenance requirements, to suit your driving conditions.

Break-in Period Oil Change

Your new Toyota is manufactured to precision tolerances and rigorously checked and filled with high quality lubricants at the factory; as such the oil and filter does not need to be changed until the first scheduled service.

Oil Thickening

Oil thickening is a phenomenon which occurs when particles of unburnt fuel and combustion by-products cause a build-up of carbon (soot) in the engine oil forming a jelly type substance. It can cause serious engine damage through oil starvation. It is essential that the engine oil is changed according to the Maintenance Schedule in this Section, at either the time or distance specified.

UNDERSTANDING YOUR TOYOTA MAINTENANCE SCHEDULE

Here is a guide to the codes defining what type of maintenance needs to be performed at each scheduled service. You'll find these marked on Maintenance Schedule pages.

C = Clean

I = Inspect, correct or

R = Replace

D = Inspect and drain

adjust as necessary

T = Tighten

Important Notices

Driving Through Deep Water, Mud or Sand

Items such as those following, require daily service when you drive through deep water, mud or sand:

- Brake lines and hoses
- Brake linings and brake pads/discs
- Engine air cleaner filter
- Front and rear differential oil (AWD)
- Steering linkage
- Transfer oil (AWD excl. Hybrid)
- Transmission fluid or oil
- Wheel bearings
- Propeller shafts (AWD excl. Hybrid) and drive shafts.

Driving Through Water

Avoid driving through water that may enter the engine compartment. Water entering the engine compartment may enter the engine air intake and other components causing serious damage and or the engine to stop and not restart.

Should you need to drive through deep water, first ascertain that the depth of the water is not above the bottom of the front bumper bar and that the surface of the ground under the water is firm and even with no deep holes, then you can proceed slowly in low gear.

If the water level is deeper than above, it is advisable to wait until the water level has dropped or to find another crossing.

Water Flood

If your Toyota is caught in a flood and is submerged over the engine, do not start it or have it towed in a manner that may cause damage or unsafe operation. Water may have entered the engine, transmission, differential and other assemblies. Before your Toyota can be started and driven again, each assembly must be checked and serviced, otherwise, serious damage may occur.

For additional information on driving and towing your Toyota, see the vehicle's 'Owner's Manual'.

Toyota Maintenance Schedule

MAINTENANCE SCHEDULE

(Months or odometer reading whichever occurs first)	months		12	24	36	48	60	72	84	96	108	120	132	144	156	168	180	192
	km x 1,000		15	30	45	60	75	90	105	120	135	150	165	180	195	210	225	240
Engine																		
Drive belts (excl. Hybrid)			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
			R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
			R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
				I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Cooling and heater system ¹																		
Engine coolant (Toyota Genuine SLLC) ^{2,4}								I	I	I		R		I		I	R	I
Inverter coolant (Toyota Genuine SLLC) ^{3,4} (Hybrid)				I			I	I		I		I		I		I		R
Exhaust pipes and mountings				I			I	I		I		I		I		I		I
Electrical System																		
Spark plugs								R						R				
Battery (12 volt)			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Hybrid health check							I	I	I	I	I	I	I	I	I	I	I	I

¹ Inspect the condition of the radiator and condenser. Check that they are not damaged or blocked with leaves, dirt, or insects. Inspect the hoses and connections for installation condition and corrosion.

² Replace the engine coolant initially at 120 months or 150,000 km (whichever occurs first), then every 60 months or 75,000 km (whichever occurs first).

³ Replace the inverter coolant initially at 192 months or 240,000 km (whichever occurs first), then every 60 months or 75,000 km (whichever occurs first).

⁴ Use Genuine Toyota Super Long Life Coolant (SLLC) or a similar high quality ethylene glycol based non-silicate, non-amine, non-nitrite, and non-borate coolant with long-life hybrid organic acid technology. (Coolant with long-life hybrid organic acid technology consists of the combination of low phosphates and organic acids.)

Toyota Maintenance Schedule

MAINTENANCE SCHEDULE

		months																km x 1,000	
		12	24	36	48	60	72	84	96	108	120	132	144	156	168	180	192		
(Months or odometer reading whichever occurs first)																			
Fuel System																			
Fuel filter ⁵										R								R	
Engine air cleaner filter	I	I	R	I	I	I	R	I	I	R	I	I	R	I	I	R	I	R	I
Fuel tank cap, fuel lines, connections and fuel vapour control valve		I		I			I			I		I		I				I	
Charcoal canister		I		I		I	I			I		I		I		I		I	
Chassis and Body																			
Brake pedal	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Brake pads and discs	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Brake fluid	I	R	I	R	I	R	I	R	I	R	I	R	I	R	I	R	I	R	I
Brake pipes and hoses	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Vacuum pump for brake booster (excl. Hybrid) ⁶															I				
Steering wheel, linkage and steering gear	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Propeller shaft bolts (AWD excl. Hybrid)	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T
Drive shaft boots	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Suspension ball joints and dust covers	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Automatic transmission fluid			I				I			I			I			I		I	
Automatic transmission fluid cooler hoses and connections (excl. Hybrid)			I				I			I			I			I		I	
Transfer oil (AWD excl. Hybrid)	I	I	R	I	I	R	I	R	I	R	I	I	R	I	I	R	I	R	I
Rear differential oil (AWD excl. Hybrid)	I	I	R	I	I	R	I	R	I	R	I	I	R	I	I	R	I	R	I
Rear differential oil (AWD Hybrid)			I				I			I			I			I		I	

⁵ Including the filter in the tank.
⁶ Replace the blades with new ones. Never reuse the blades.

Toyota Maintenance Schedule

MAINTENANCE SCHEDULE

(Months or odometer reading whichever occurs first)	months		12	24	36	48	60	72	84	96	108	120	132	144	156	168	180	192
	km x 1,000		15	30	45	60	75	90	105	120	135	150	165	180	195	210	225	240
Chassis and Body (continued)																		
Front and rear suspensions			I		I		I		I		I		I		I		I	I
Bolts and nuts on chassis and body ⁷								T						T				
Accessory items ⁸			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Tyres and inflation pressures			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Rotate wheels			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Balance front wheels						I		I		I		I		I		I		
Driver's floor mat - fitment and retention			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Lights, horns, wipers and washers			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Seatbelt, webbing condition, buckle and retractor mechanism operation			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
HV battery cooling intake filter (Hybrid)			C			C		C		C		C		C		C		C
Air conditioner filter			R			R		R		R		R		R		R		R
Road Test																		
Road test vehicle			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I

⁷ For seat mounting bolts, front and rear suspension member retaining bolts.

⁸ Inspect for correct fitment. Check tension of retaining bolts for any heavy metal accessory (towbar, bullbar, side steps etc.).

Toyota Maintenance Service Times

MAINTENANCE SERVICE TIMES

<i>(Months or odometer reading whichever occurs first)</i>	months		km x 1,000																			
	12	24	36	48	60	72	84	96	108	120	132	144	156	168	180	192						
Maintenance Service Times for Normal Conditions																						
MXAA52 (2WD)		1.0	2.0	1.1	2.0	1.1	2.6	1.1	2.6	1.2	2.4	1.1	2.6	1.9	2.0	1.6	2.6					
AXAA54 (AWD)		1.1	2.1	1.6	2.1	1.2	3.1	1.2	2.6	1.7	2.5	1.2	3.1	1.6	2.1	2.1	2.6					
AXAH52 (2WD Hybrid)		1.0	2.0	1.1	2.0	1.1	2.6	1.1	2.7	1.2	2.4	1.1	2.6	1.1	2.0	1.6	3.2					
AXAH54 (AWD Hybrid)		1.0	2.0	1.2	2.0	1.1	2.7	1.1	2.7	1.3	2.4	1.1	2.7	1.1	2.0	1.7	3.2					

The times above give the recommended time in hours to perform a normal service. Additional time maybe required to correct items or replace parts as identified during the maintenance operation.

Ask your Service Advisor for the time to perform any additional maintenance.



Service Centre Verification	12 month or 15,000 km Maintenance Record (whichever occurs first)
By stamping this form you confirm that you have completed all aspects of the Toyota Service recommendations ☐ Using Toyota Genuine Parts ☐ Using Non Genuine Parts (Tick as appropriate)	This service has been completed in accordance with Toyota requirements. The vehicle has been checked for any outstanding recall campaigns. Date: Km: ☐ Toyota Authorised Service ☐ Non Toyota Authorised Service (Tick as appropriate)

Maintenance for Normal Operating Conditions*

- ☐ Check for outstanding recall campaigns – www.vehicle recalls.gov.au
- ☐ Inspect driver’s floor mat for correct fitment and retention
- ☐ Inspect external lights



H1

- ☐ Inspect drive belts (excl. Hybrid)
- ☐ Inspect battery (12 volt)
- ☐ Inspect engine air cleaner filter
- ☐ Inspect brake pedal
- ☐ Inspect brake fluid
- ☐ Inspect steering wheel
- ☐ Inspect accessory items
- ☐ Inspect internal lights, horns, wipers and washers
- ☐ Inspect seatbelt, webbing condition, buckle and retractor mechanism operation

H2

- ☐ Drain engine oil
- ☐ **Replace engine oil filter**
- ☐ Inspect brake pipes and hoses
- ☐ Inspect steering linkage
- ☐ Tighten propeller shaft bolts (AWD excl. Hybrid)
- ☐ Inspect drive shaft boots
- ☐ Inspect suspension ball joints and dust covers
- ☐ Inspect transfer oil (AWD excl. Hybrid)
- ☐ Inspect rear differential oil (AWD excl. Hybrid)

H3

- ☐ Inspect brake pads and discs
- ☐ Inspect tyres and inflation pressures
- ☐ **Rotate wheels**

H4

- ☐ **Fill engine oil**
- ☐ Check fluid levels

H5

- ☐ Final inspection

- ☐ Road test vehicle

* Refer to Page 2-41 for additional service and maintenance requirements



Service Centre Verification	24 month or 30,000 km Maintenance Record (whichever occurs first)
By stamping this form you confirm that you have completed all aspects of the Toyota Service recommendations ☐ Using Toyota Genuine Parts ☐ Using Non Genuine Parts (Tick as appropriate)	This service has been completed in accordance with Toyota requirements. The vehicle has been checked for any outstanding recall campaigns. Date: Km: ☐ Toyota Authorised Service ☐ Non Toyota Authorised Service (Tick as appropriate)

Maintenance for Normal Operating Conditions*

- ☐ Check for outstanding recall campaigns – www.vehiclerecalls.gov.au
- ☐ Inspect driver’s floor mat for correct fitment and retention
- ☐ Inspect external lights



H1

- ☐ Inspect drive belts (excl. Hybrid)
- ☐ Inspect cooling and heater system
- ☐ Inspect engine coolant
- ☐ Inspect inverter coolant (Hybrid)
- ☐ Inspect battery (12 volt)
- ☐ Inspect engine air cleaner filter
- ☐ Inspect fuel tank cap, fuel lines, connections and fuel vapour control valve
- ☐ Inspect charcoal canister
- ☐ Inspect brake pedal
- ☐ Drain brake fluid and fit refiller
- ☐ Inspect steering wheel
- ☐ Inspect accessory items
- ☐ Inspect internal lights, horns, wipers and washers
- ☐ Inspect seatbelt, webbing condition, buckle and retractor mechanism operation
- ☐ Clean HV battery cooling intake filter (Hybrid)
- ☐ **Replace air conditioner filter**

H2

- ☐ Drain engine oil
- ☐ **Replace engine oil filter**
- ☐ Inspect exhaust pipes and mountings
- ☐ Inspect brake pipes and hoses
- ☐ Inspect steering linkage
- ☐ Tighten propeller shaft bolts (AWD excl. Hybrid)
- ☐ Inspect drive shaft boots
- ☐ Inspect suspension ball joints and dust covers
- ☐ Inspect transfer oil (AWD excl. Hybrid)
- ☐ Inspect rear differential oil (AWD excl. Hybrid)
- ☐ Inspect front and rear suspensions

H3

- ☐ Inspect brake pads and discs
- ☐ **Replace brake fluid**
- ☐ Inspect tyres and inflation pressures
- ☐ **Rotate wheels and balance front wheels**

continued overleaf

* Refer to Page 2-41 for additional service and maintenance requirements

H4

- ☐ **Fill engine oil**
- ☐ Check fluid levels

H5

- ☐ Final inspection

- ☐ Road test vehicle



Service Centre Verification	36 month or 45,000 km Maintenance Record (whichever occurs first)
By stamping this form you confirm that you have completed all aspects of the Toyota Service recommendations ☐ Using Toyota Genuine Parts ☐ Using Non Genuine Parts (Tick as appropriate)	This service has been completed in accordance with Toyota requirements. The vehicle has been checked for any outstanding recall campaigns. ☐ Toyota Authorised Service ☐ Non Toyota Authorised Service (Tick as appropriate) Date: Km:

Maintenance for Normal Operating Conditions*

- ☐ Check for outstanding recall campaigns – www.vehicle recalls.gov.au
- ☐ Inspect driver’s floor mat for correct fitment and retention
- ☐ Inspect external lights



H1

- ☐ Inspect drive belts (excl. Hybrid)
- ☐ Inspect battery (12 volt)
- ☐ **Replace engine air cleaner filter**
- ☐ Inspect brake pedal
- ☐ Inspect brake fluid
- ☐ Inspect steering wheel
- ☐ Inspect automatic transmission fluid
- ☐ Inspect automatic transmission fluid cooler hoses and connections (excl. Hybrid)
- ☐ Inspect accessory items
- ☐ Inspect internal lights, horns, wipers and washers
- ☐ Inspect seatbelt, webbing condition, buckle and retractor mechanism operation

H2

- ☐ Drain engine oil
- ☐ **Replace engine oil filter**
- ☐ Inspect brake pipes and hoses
- ☐ Inspect steering linkage
- ☐ Tighten propeller shaft bolts (AWD excl. Hybrid)
- ☐ Inspect drive shaft boots
- ☐ Inspect suspension ball joints and dust covers
- ☐ **Replace transfer oil (AWD excl. Hybrid)**
- ☐ **Replace rear differential oil (AWD excl. Hybrid)**
- ☐ Inspect rear differential oil (AWD Hybrid)

H3

- ☐ Inspect brake pads and discs
- ☐ Inspect tyres and inflation pressures
- ☐ **Rotate wheels**

H4

- ☐ **Fill engine oil**
- ☐ Check fluid levels

H5

- ☐ Final inspection

- ☐ Road test vehicle

* Refer to Page 2-41 for additional service and maintenance requirements



Service Centre Verification	<i>By stamping this form you confirm that you have completed all aspects of the Toyota Service recommendations</i> ☐ Using Toyota Genuine Parts ☐ Using Non Genuine Parts <i>(Tick as appropriate)</i>
48 month or 60,000 km Maintenance Record (whichever occurs first)	This service has been completed in accordance with Toyota requirements. The vehicle has been checked for any outstanding recall campaigns. ☐ Toyota Authorised Service ☐ Non Toyota Authorised Service <i>(Tick as appropriate)</i> Date: Km:

Maintenance for Normal Operating Conditions*

- ☐ Check for outstanding recall campaigns – www.vehicle recalls.gov.au
- ☐ Inspect driver’s floor mat for correct fitment and retention
- ☐ Inspect external lights



H1

- ☐ Inspect drive belts (excl. Hybrid)
- ☐ Inspect cooling and heater system
- ☐ Inspect engine coolant
- ☐ Inspect inverter coolant (Hybrid)
- ☐ Inspect battery (12 volt)
- ☐ Inspect engine air cleaner filter
- ☐ Inspect fuel tank cap, fuel lines, connections and fuel vapour control valve
- ☐ Inspect charcoal canister
- ☐ Inspect brake pedal
- ☐ Drain brake fluid and fit refiller
- ☐ Inspect steering wheel
- ☐ Inspect accessory items
- ☐ Inspect internal lights, horns, wipers and washers
- ☐ Inspect seatbelt, webbing condition, buckle and retractor mechanism operation
- ☐ Clean HV battery cooling intake filter (Hybrid)
- ☐ Replace air conditioner filter

H2

- ☐ Drain engine oil
- ☐ Replace engine oil filter
- ☐ Inspect exhaust pipes and mountings
- ☐ Inspect brake pipes and hoses
- ☐ Inspect steering linkage
- ☐ Tighten propeller shaft bolts (AWD excl. Hybrid)
- ☐ Inspect drive shaft boots
- ☐ Inspect suspension ball joints and dust covers
- ☐ Inspect transfer oil (AWD excl. Hybrid)
- ☐ Inspect rear differential oil (AWD excl. Hybrid)
- ☐ Inspect front and rear suspensions

H3

- ☐ Inspect brake pads and discs
- ☐ Replace brake fluid
- ☐ Inspect tyres and inflation pressures
- ☐ Rotate wheels and balance front wheels

continued overleaf

* Refer to Page 2-41 for additional service and maintenance requirements

H4

- ☐ **Fill engine oil**
- ☐ Check fluid levels

H5

- ☐ Final inspection

- ☐ Road test vehicle



Service Centre Verification	<i>By stamping this form you confirm that you have completed all aspects of the Toyota Service recommendations</i> ☐ Using Toyota Genuine Parts ☐ Using Non Genuine Parts <i>(Tick as appropriate)</i>
60 month or 75,000 km Maintenance Record (whichever occurs first)	This service has been completed in accordance with Toyota requirements. The vehicle has been checked for any outstanding recall campaigns. ☐ Toyota Authorised Service ☐ Non Toyota Authorised Service <i>(Tick as appropriate)</i> Date: Km:

Maintenance for Normal Operating Conditions*

- ☐ Check for outstanding recall campaigns – www.vehicle recalls.gov.au
- ☐ Inspect driver’s floor mat for correct fitment and retention
- ☐ Inspect external lights



H1

- ☐ Inspect drive belts (excl. Hybrid)
- ☐ Inspect cooling and heater system
- ☐ Inspect battery (12 volt)
- ☐ Perform hybrid health check
- ☐ Inspect engine air cleaner filter
- ☐ Inspect brake pedal
- ☐ Inspect brake fluid
- ☐ Inspect steering wheel
- ☐ Inspect accessory items
- ☐ Inspect internal lights, horns, wipers and washers
- ☐ Inspect seatbelt, webbing condition, buckle and retractor mechanism operation

H2

- ☐ Drain engine oil
- ☐ **Replace engine oil filter**
- ☐ Inspect brake pipes and hoses
- ☐ Inspect steering linkage
- ☐ Tighten propeller shaft bolts (AWD excl. Hybrid)
- ☐ Inspect drive shaft boots
- ☐ Inspect suspension ball joints and dust covers
- ☐ Inspect transfer oil (AWD excl. Hybrid)
- ☐ Inspect rear differential oil (AWD excl. Hybrid)

H3

- ☐ Inspect brake pads and discs
- ☐ Inspect tyres and inflation pressures
- ☐ **Rotate wheels**

H4

- ☐ **Fill engine oil**
- ☐ Check fluid levels

H5

- ☐ Final inspection
- ☐ Road test vehicle

* Refer to Page 2-41 for additional service and maintenance requirements



Service Centre Verification	72 month or 90,000 km Maintenance Record (whichever occurs first)
By stamping this form you confirm that you have completed all aspects of the Toyota Service recommendations ☐ Using Toyota Genuine Parts ☐ Using Non Genuine Parts (Tick as appropriate)	This service has been completed in accordance with Toyota requirements. The vehicle has been checked for any outstanding recall campaigns. ☐ Toyota Authorised Service ☐ Non Toyota Authorised Service (Tick as appropriate) Date: Km:

Maintenance for Normal Operating Conditions*

- ☐ Check for outstanding recall campaigns – www.vehiclerecalls.gov.au
- ☐ Inspect driver’s floor mat for correct fitment and retention
- ☐ Inspect external lights



H1

- ☐ Inspect drive belts (excl. Hybrid)
- ☐ Inspect cooling and heater system
- ☐ Inspect engine coolant
- ☐ Inspect inverter coolant (Hybrid)
- ☐ Inspect battery (12 volt)
- ☐ Perform hybrid health check
- ☐ **Replace engine air cleaner filter**
- ☐ Inspect fuel tank cap, fuel lines, connections and fuel vapour control valve
- ☐ Inspect charcoal canister
- ☐ Inspect brake pedal
- ☐ Drain brake fluid and fit refiller
- ☐ Inspect steering wheel
- ☐ Inspect automatic transmission fluid
- ☐ Inspect automatic transmission fluid cooler hoses and connections (excl. Hybrid)
- ☐ Inspect accessory items
- ☐ Inspect internal lights, horns, wipers and washers

- ☐ Inspect seatbelt, webbing condition, buckle and retractor mechanism operation
- ☐ Clean HV battery cooling intake filter (Hybrid)
- ☐ **Replace air conditioner filter**

H2

- ☐ Drain engine oil
- ☐ **Replace engine oil filter**
- ☐ Inspect exhaust pipes and mountings
- ☐ Inspect brake pipes and hoses
- ☐ Inspect steering linkage
- ☐ Tighten propeller shaft bolts (AWD excl. Hybrid)
- ☐ Inspect drive shaft boots
- ☐ Inspect suspension ball joints and dust covers
- ☐ **Replace transfer oil (AWD excl. Hybrid)**
- ☐ **Replace rear differential oil (AWD excl. Hybrid)**
- ☐ Inspect rear differential oil (AWD Hybrid)
- ☐ Inspect front and rear suspensions
- ☐ Tighten bolts and nuts on chassis and body

continued overleaf

* Refer to Page 2-41 for additional service and maintenance requirements

H3

- ☐ Inspect brake pads and discs
- ☐ **Replace brake fluid**
- ☐ Inspect tyres and inflation pressures
- ☐ **Rotate wheels and balance front wheels**

H4

- ☐ **Fill engine oil**
- ☐ **Replace spark plugs**
- ☐ Check fluid levels

H5

- ☐ Final inspection

- ☐ Road test vehicle



84 month or 105,000 km Service
(whichever occurs first)

Service Centre Verification	<i>By stamping this form you confirm that you have completed all aspects of the Toyota Service recommendations</i> ☐ Using Toyota Genuine Parts ☐ Using Non Genuine Parts <i>(Tick as appropriate)</i>
84 month or 105,000 km Maintenance Record (whichever occurs first)	This service has been completed in accordance with Toyota requirements. The vehicle has been checked for any outstanding recall campaigns. ☐ Toyota Authorised Service ☐ Non Toyota Authorised Service <i>(Tick as appropriate)</i> Date: Km:

Maintenance for Normal Operating Conditions*

- ☐ Check for outstanding recall campaigns – www.vehicle recalls.gov.au
- ☐ Inspect driver’s floor mat for correct fitment and retention
- ☐ Inspect external lights



H1

- ☐ Inspect drive belts (excl. Hybrid)
- ☐ Inspect cooling and heater system
- ☐ Inspect battery (12 volt)
- ☐ Perform hybrid health check
- ☐ Inspect engine air cleaner filter
- ☐ Inspect brake pedal
- ☐ Inspect brake fluid
- ☐ Inspect steering wheel
- ☐ Inspect accessory items
- ☐ Inspect internal lights, horns, wipers and washers
- ☐ Inspect seatbelt, webbing condition, buckle and retractor mechanism operation

H2

- ☐ Drain engine oil
- ☐ **Replace engine oil filter**
- ☐ Inspect brake pipes and hoses
- ☐ Inspect steering linkage
- ☐ Tighten propeller shaft bolts (AWD excl. Hybrid)
- ☐ Inspect drive shaft boots
- ☐ Inspect suspension ball joints and dust covers
- ☐ Inspect transfer oil (AWD excl. Hybrid)
- ☐ Inspect rear differential oil (AWD excl. Hybrid)

H3

- ☐ Inspect brake pads and discs
- ☐ Inspect tyres and inflation pressures
- ☐ **Rotate wheels**

H4

- ☐ **Fill engine oil**
- ☐ Check fluid levels

H5

- ☐ Final inspection
- ☐ Road test vehicle

* Refer to Page 2-41 for additional service and maintenance requirements



Service Centre Verification	96 month or 120,000 km Maintenance Record (whichever occurs first)
By stamping this form you confirm that you have completed all aspects of the Toyota Service recommendations ☐ Using Toyota Genuine Parts ☐ Using Non Genuine Parts (Tick as appropriate)	This service has been completed in accordance with Toyota requirements. The vehicle has been checked for any outstanding recall campaigns. ☐ Toyota Authorised Service ☐ Non Toyota Authorised Service (Tick as appropriate) Date: Km:

Maintenance for Normal Operating Conditions*

- ☐ Check for outstanding recall campaigns – www.vehicle recalls.gov.au
- ☐ Inspect driver’s floor mat for correct fitment and retention
- ☐ Inspect external lights



H1

- ☐ Inspect drive belts (excl. Hybrid)
- ☐ Inspect cooling and heater system
- ☐ Inspect engine coolant
- ☐ Inspect inverter coolant (Hybrid)
- ☐ Inspect battery (12 volt)
- ☐ Perform hybrid health check
- ☐ Inspect engine air cleaner filter
- ☐ Inspect fuel tank cap, fuel lines, connections and fuel vapour control valve
- ☐ Inspect charcoal canister
- ☐ Inspect brake pedal
- ☐ Drain brake fluid and fit refiller
- ☐ Inspect steering wheel
- ☐ Inspect accessory items
- ☐ Inspect internal lights, horns, wipers and washers
- ☐ Inspect seatbelt, webbing condition, buckle and retractor mechanism operation

- ☐ Clean HV battery cooling intake filter (Hybrid)
- ☐ Replace air conditioner filter

H2

- ☐ Drain engine oil
- ☐ Replace engine oil filter
- ☐ Inspect exhaust pipes and mountings
- ☐ Inspect brake pipes and hoses
- ☐ Inspect steering linkage
- ☐ Tighten propeller shaft bolts (AWD excl. Hybrid)
- ☐ Inspect drive shaft boots
- ☐ Inspect suspension ball joints and dust covers
- ☐ Inspect transfer oil (AWD excl. Hybrid)
- ☐ Inspect rear differential oil (AWD excl. Hybrid)
- ☐ Inspect front and rear suspensions

continued overleaf

* Refer to Page 2-41 for additional service and maintenance requirements

H3

- ☐ Inspect brake pads and discs
- ☐ **Replace brake fluid**
- ☐ Inspect tyres and inflation pressures
- ☐ **Rotate wheels and balance front wheels**

H4

- ☐ **Fill engine oil**
- ☐ **Replace fuel filter**
- ☐ Check fluid levels

H5

- ☐ Final inspection

- ☐ Road test vehicle



Service Centre Verification	<i>By stamping this form you confirm that you have completed all aspects of the Toyota Service recommendations</i> ☐ Using Toyota Genuine Parts ☐ Using Non Genuine Parts <i>(Tick as appropriate)</i>
108 month or 135,000 km Maintenance Record (whichever occurs first)	This service has been completed in accordance with Toyota requirements. The vehicle has been checked for any outstanding recall campaigns. ☐ Toyota Authorised Service ☐ Non Toyota Authorised Service <i>(Tick as appropriate)</i> Date: Km:

Maintenance for Normal Operating Conditions*

- ☐ Check for outstanding recall campaigns – www.vehiclerecalls.gov.au
- ☐ Inspect driver's floor mat for correct fitment and retention
- ☐ Inspect external lights



H1

- ☐ Inspect drive belts (excl. Hybrid)
- ☐ Inspect cooling and heater system
- ☐ Inspect battery (12 volt)
- ☐ Perform hybrid health check
- ☐ **Replace engine air cleaner filter**
- ☐ Inspect brake pedal
- ☐ Inspect brake fluid
- ☐ Inspect steering wheel
- ☐ Inspect automatic transmission fluid
- ☐ Inspect automatic transmission fluid cooler hoses and connections (excl. Hybrid)
- ☐ Inspect accessory items
- ☐ Inspect internal lights, horns, wipers and washers
- ☐ Inspect seatbelt, webbing condition, buckle and retractor mechanism operation

H2

- ☐ Drain engine oil
- ☐ **Replace engine oil filter**
- ☐ Inspect brake pipes and hoses
- ☐ Inspect steering linkage
- ☐ Tighten propeller shaft bolts (AWD excl. Hybrid)
- ☐ Inspect drive shaft boots
- ☐ Inspect suspension ball joints and dust covers
- ☐ **Replace transfer oil (AWD excl. Hybrid)**
- ☐ **Replace rear differential oil (AWD excl. Hybrid)**
- ☐ Inspect rear differential oil (AWD Hybrid)

H3

- ☐ Inspect brake pads and discs
- ☐ Inspect tyres and inflation pressures
- ☐ **Rotate wheels**

H4

- ☐ **Fill engine oil**
- ☐ Check fluid levels

H5

- ☐ Final inspection

- ☐ Road test vehicle

* Refer to Page 2-41 for additional service and maintenance requirements



Service Centre Verification	120 month or 150,000 km Maintenance Record (whichever occurs first)
By stamping this form you confirm that you have completed all aspects of the Toyota Service recommendations ☐ Using Toyota Genuine Parts ☐ Using Non Genuine Parts (Tick as appropriate)	This service has been completed in accordance with Toyota requirements. The vehicle has been checked for any outstanding recall campaigns. ☐ Toyota Authorised Service ☐ Non Toyota Authorised Service (Tick as appropriate) Date: Km:

Maintenance for Normal Operating Conditions*

- ☐ Check for outstanding recall campaigns – www.vehicle recalls.gov.au
- ☐ Inspect driver’s floor mat for correct fitment and retention
- ☐ Inspect external lights



H1

- ☐ Inspect drive belts (excl. Hybrid)
- ☐ Inspect cooling and heater system
- ☐ Replace engine coolant
- ☐ Inspect inverter coolant (Hybrid)
- ☐ Inspect battery (12 volt)
- ☐ Perform hybrid health check
- ☐ Inspect engine air cleaner filter
- ☐ Inspect fuel tank cap, fuel lines, connections and fuel vapour control valve
- ☐ Inspect charcoal canister
- ☐ Inspect brake pedal
- ☐ Drain brake fluid and fit refiller
- ☐ Inspect steering wheel
- ☐ Inspect accessory items
- ☐ Inspect internal lights, horns, wipers and washers
- ☐ Inspect seatbelt, webbing condition, buckle and retractor mechanism operation

- ☐ Clean HV battery cooling intake filter (Hybrid)
- ☐ Replace air conditioner filter

H2

- ☐ Drain engine oil
- ☐ Replace engine oil filter
- ☐ Inspect exhaust pipes and mountings
- ☐ Inspect brake pipes and hoses
- ☐ Inspect steering linkage
- ☐ Tighten propeller shaft bolts (AWD excl. Hybrid)
- ☐ Inspect drive shaft boots
- ☐ Inspect suspension ball joints and dust covers
- ☐ Inspect transfer oil (AWD excl. Hybrid)
- ☐ Inspect rear differential oil (AWD excl. Hybrid)
- ☐ Inspect front and rear suspensions

continued overleaf

* Refer to Page 2-41 for additional service and maintenance requirements

H3

- ☐ Inspect brake pads and discs
- ☐ **Replace brake fluid**
- ☐ Inspect tyres and inflation pressures
- ☐ **Rotate wheels and balance front wheels**

H4

- ☐ **Fill engine oil**
- ☐ Check fluid levels

H5

- ☐ Final inspection

- ☐ Road test vehicle



Service Centre Verification	<i>By stamping this form you confirm that you have completed all aspects of the Toyota Service recommendations</i> ☐ Using Toyota Genuine Parts ☐ Using Non Genuine Parts <i>(Tick as appropriate)</i>
132 month or 165,000 km Maintenance Record (whichever occurs first)	This service has been completed in accordance with Toyota requirements. The vehicle has been checked for any outstanding recall campaigns. ☐ Toyota Authorised Service ☐ Non Toyota Authorised Service <i>(Tick as appropriate)</i> Date: Km:

Maintenance for Normal Operating Conditions*

- ☐ Check for outstanding recall campaigns – www.vehiclerecalls.gov.au
- ☐ Inspect driver's floor mat for correct fitment and retention
- ☐ Inspect external lights



H1

- ☐ Inspect drive belts (excl. Hybrid)
- ☐ Inspect cooling and heater system
- ☐ Inspect battery (12 volt)
- ☐ Perform hybrid health check
- ☐ Inspect engine air cleaner filter
- ☐ Inspect brake pedal
- ☐ Inspect brake fluid
- ☐ Inspect steering wheel
- ☐ Inspect accessory items
- ☐ Inspect internal lights, horns, wipers and washers
- ☐ Inspect seatbelt, webbing condition, buckle and retractor mechanism operation

H2

- ☐ Drain engine oil
- ☐ **Replace engine oil filter**
- ☐ Inspect brake pipes and hoses
- ☐ Inspect steering linkage
- ☐ Tighten propeller shaft bolts (AWD excl. Hybrid)
- ☐ Inspect drive shaft boots
- ☐ Inspect suspension ball joints and dust covers
- ☐ Inspect transfer oil (AWD excl. Hybrid)
- ☐ Inspect rear differential oil (AWD excl. Hybrid)

H3

- ☐ Inspect brake pads and discs
- ☐ Inspect tyres and inflation pressures
- ☐ **Rotate wheels**

H4

- ☐ **Fill engine oil**
- ☐ Check fluid levels

H5

- ☐ Final inspection

- ☐ Road test vehicle

* Refer to Page 2-41 for additional service and maintenance requirements



Service Centre Verification	144 month or 180,000 km Maintenance Record (whichever occurs first)
By stamping this form you confirm that you have completed all aspects of the Toyota Service recommendations ☐ Using Toyota Genuine Parts ☐ Using Non Genuine Parts (Tick as appropriate)	This service has been completed in accordance with Toyota requirements. The vehicle has been checked for any outstanding recall campaigns. ☐ Toyota Authorised Service ☐ Non Toyota Authorised Service (Tick as appropriate) Date: Km:

Maintenance for Normal Operating Conditions*

- ☐ Check for outstanding recall campaigns – www.vehicle recalls.gov.au
- ☐ Inspect driver’s floor mat for correct fitment and retention
- ☐ Inspect external lights



H1

- ☐ Inspect drive belts (excl. Hybrid)
- ☐ Inspect cooling and heater system
- ☐ Inspect engine coolant
- ☐ Inspect inverter coolant (Hybrid)
- ☐ Inspect battery (12 volt)
- ☐ Perform hybrid health check
- ☐ **Replace engine air cleaner filter**
- ☐ Inspect fuel tank cap, fuel lines, connections and fuel vapour control valve
- ☐ Inspect charcoal canister
- ☐ Inspect brake pedal
- ☐ Drain brake fluid and fit refiller
- ☐ Inspect steering wheel
- ☐ Inspect automatic transmission fluid
- ☐ Inspect automatic transmission fluid cooler hoses and connections (excl. Hybrid)
- ☐ Inspect accessory items
- ☐ Inspect internal lights, horns, wipers and washers

- ☐ Inspect seatbelt, webbing condition, buckle and retractor mechanism operation
- ☐ Clean HV battery cooling intake filter (Hybrid)
- ☐ **Replace air conditioner filter**

H2

- ☐ Drain engine oil
- ☐ **Replace engine oil filter**
- ☐ Inspect exhaust pipes and mountings
- ☐ Inspect brake pipes and hoses
- ☐ Inspect steering linkage
- ☐ Tighten propeller shaft bolts (AWD excl. Hybrid)
- ☐ Inspect drive shaft boots
- ☐ Inspect suspension ball joints and dust covers
- ☐ **Replace transfer oil (AWD excl. Hybrid)**
- ☐ **Replace rear differential oil (AWD excl. Hybrid)**
- ☐ Inspect rear differential oil (AWD Hybrid)
- ☐ Inspect front and rear suspensions
- ☐ Tighten bolts and nuts on chassis and body

continued overleaf

* Refer to Page 2-41 for additional service and maintenance requirements

H3

- ☐ Inspect brake pads and discs
- ☐ **Replace brake fluid**
- ☐ Inspect tyres and inflation pressures
- ☐ **Rotate wheels and balance front wheels**

H4

- ☐ **Fill engine oil**
- ☐ **Replace spark plugs**
- ☐ Check fluid levels

H5

- ☐ Final inspection

- ☐ Road test vehicle



Service Centre Verification	<i>By stamping this form you confirm that you have completed all aspects of the Toyota Service recommendations</i> ☐ Using Toyota Genuine Parts ☐ Using Non Genuine Parts <i>(Tick as appropriate)</i>
156 month or 195,000 km Maintenance Record (whichever occurs first)	This service has been completed in accordance with Toyota requirements. The vehicle has been checked for any outstanding recall campaigns. ☐ Toyota Authorised Service ☐ Non Toyota Authorised Service <i>(Tick as appropriate)</i> Date: Km:

Maintenance for Normal Operating Conditions*

- ☐ Check for outstanding recall campaigns – www.vehicle recalls.gov.au
- ☐ Inspect driver’s floor mat for correct fitment and retention
- ☐ Inspect external lights



H1

- ☐ Inspect drive belts (excl. Hybrid)
- ☐ Inspect cooling and heater system
- ☐ Inspect battery (12 volt)
- ☐ Perform hybrid health check
- ☐ Inspect engine air cleaner filter
- ☐ Inspect brake pedal
- ☐ Inspect brake fluid
- ☐ Inspect vacuum pump for brake booster (excl. Hybrid)
- ☐ Inspect steering wheel
- ☐ Inspect accessory items
- ☐ Inspect internal lights, horns, wipers and washers
- ☐ Inspect seatbelt, webbing condition, buckle and retractor mechanism operation

H2

- ☐ Drain engine oil
- ☐ **Replace engine oil filter**
- ☐ Inspect brake pipes and hoses
- ☐ Inspect steering linkage
- ☐ Tighten propeller shaft bolts (AWD excl. Hybrid)
- ☐ Inspect drive shaft boots
- ☐ Inspect suspension ball joints and dust covers
- ☐ Inspect transfer oil (AWD excl. Hybrid)
- ☐ Inspect rear differential oil (AWD excl. Hybrid)

H3

- ☐ Inspect brake pads and discs
- ☐ Inspect tyres and inflation pressures
- ☐ **Rotate wheels**

H4

- ☐ **Fill engine oil**
- ☐ Check fluid levels

H5

- ☐ Final inspection

- ☐ Road test vehicle

* Refer to Page 2-41 for additional service and maintenance requirements

Service Centre Verification

This service has been completed in accordance with Toyota requirements.
The vehicle has been checked for any outstanding recall campaigns.

By stamping this form you confirm that you have completed all aspects of the Toyota Service recommendations

Toyota Authorised Service

 Non Toyota Authorised Service

Date:.....

Km:

☐ Using Toyota Genuine Parts
☐ Using Non Genuine Parts
(Tick as appropriate)

Maintenance for Normal Operating Conditions*

- ☐ Check for outstanding recall campaigns – www.vehicle recalls.gov.au



- ☐ Inspect driver's floor mat for correct fitment and retention
- ☐ Inspect external lights

H1

- ☐ Inspect drive belts (excl. Hybrid)
- ☐ Inspect cooling and heater system
- ☐ Inspect engine coolant
- ☐ Inspect inverter coolant (Hybrid)
- ☐ Inspect battery (12 volt)
- ☐ Perform hybrid health check
- ☐ Inspect engine air cleaner filter
- ☐ Inspect fuel tank cap, fuel lines, connections and fuel vapour control valve
- ☐ Inspect charcoal canister
- ☐ Inspect brake pedal
- ☐ Drain brake fluid and fit refiller
- ☐ Inspect steering wheel
- ☐ Inspect accessory items
- ☐ Inspect internal lights, horns, wipers and washers
- ☐ Inspect seatbelt, webbing condition, buckle and retractor mechanism operation

- ☐ Clean HV battery cooling intake filter (Hybrid)
- ☐ **Replace air conditioner filter**

H2

- ☐ Drain engine oil
- ☐ **Replace engine oil filter**
- ☐ Inspect exhaust pipes and mountings
- ☐ Inspect brake pipes and hoses
- ☐ Inspect steering linkage
- ☐ Tighten propeller shaft bolts (AWD excl. Hybrid)
- ☐ Inspect drive shaft boots
- ☐ Inspect suspension ball joints and dust covers
- ☐ Inspect transfer oil (AWD excl. Hybrid)
- ☐ Inspect rear differential oil (AWD excl. Hybrid)
- ☐ Inspect front and rear suspensions

continued overleaf

H3

- ☐ Inspect brake pads and discs
- ☐ **Replace brake fluid**
- ☐ Inspect tyres and inflation pressures
- ☐ **Rotate wheels and balance front wheels**

H4

- ☐ **Fill engine oil**
- ☐ Check fluid levels

H5

- ☐ Final inspection

- ☐ Road test vehicle



Service Centre Verification	<i>By stamping this form you confirm that you have completed all aspects of the Toyota Service recommendations</i> ☐ Using Toyota Genuine Parts ☐ Using Non Genuine Parts <i>(Tick as appropriate)</i>
180 month or 225,000 km Maintenance Record (whichever occurs first)	This service has been completed in accordance with Toyota requirements. The vehicle has been checked for any outstanding recall campaigns. ☐ Toyota Authorised Service ☐ Non Toyota Authorised Service <i>(Tick as appropriate)</i> Date: Km:

Maintenance for Normal Operating Conditions*

- ☐ Check for outstanding recall campaigns – www.vehicle recalls.gov.au
- ☐ Inspect driver's floor mat for correct fitment and retention
- ☐ Inspect external lights



H1

- ☐ Inspect drive belts (excl. Hybrid)
- ☐ Inspect cooling and heater system
- ☐ **Replace engine coolant**
- ☐ Inspect battery (12 volt)
- ☐ Perform hybrid health check
- ☐ **Replace engine air cleaner filter**
- ☐ Inspect brake pedal
- ☐ Inspect brake fluid
- ☐ Inspect steering wheel
- ☐ Inspect automatic transmission fluid
- ☐ Inspect automatic transmission fluid cooler hoses and connections (excl. Hybrid)
- ☐ Inspect accessory items
- ☐ Inspect internal lights, horns, wipers and washers
- ☐ Inspect seatbelt, webbing condition, buckle and retractor mechanism operation

H2

- ☐ Drain engine oil
- ☐ **Replace engine oil filter**
- ☐ Inspect brake pipes and hoses
- ☐ Inspect steering linkage
- ☐ Tighten propeller shaft bolts (AWD excl. Hybrid)
- ☐ Inspect drive shaft boots
- ☐ Inspect suspension ball joints and dust covers
- ☐ **Replace transfer oil (AWD excl. Hybrid)**
- ☐ **Replace rear differential oil (AWD excl. Hybrid)**
- ☐ Inspect rear differential oil (AWD Hybrid)

H3

- ☐ Inspect brake pads and discs
- ☐ Inspect tyres and inflation pressures
- ☐ **Rotate wheels**

H4

- ☐ **Fill engine oil**
- ☐ Check fluid levels

H5

- ☐ Final inspection

- ☐ Road test vehicle

* Refer to Page 2-41 for additional service and maintenance requirements



Service Centre Verification	<i>By stamping this form you confirm that you have completed all aspects of the Toyota Service recommendations</i> ☐ Using Toyota Genuine Parts ☐ Using Non Genuine Parts <i>(Tick as appropriate)</i>
192 month or 240,000 km Maintenance Record (whichever occurs first)	This service has been completed in accordance with Toyota requirements. The vehicle has been checked for any outstanding recall campaigns. ☐ Toyota Authorised Service ☐ Non Toyota Authorised Service <i>(Tick as appropriate)</i> Date: Km:

Maintenance for Normal Operating Conditions*

- ☐ Check for outstanding recall campaigns – www.vehiclerecalls.gov.au
- ☐ Inspect driver’s floor mat for correct fitment and retention
- ☐ Inspect external lights



H1

- ☐ Inspect drive belts (excl. Hybrid)
- ☐ Inspect cooling and heater system
- ☐ Inspect engine coolant
- ☐ **Replace inverter coolant (Hybrid)**
- ☐ Inspect battery (12 volt)
- ☐ Perform hybrid health check
- ☐ Inspect engine air cleaner filter
- ☐ Inspect fuel tank cap, fuel lines, connections and fuel vapour control valve
- ☐ Inspect charcoal canister
- ☐ Inspect brake pedal
- ☐ Drain brake fluid and fit refiller
- ☐ Inspect steering wheel
- ☐ Inspect accessory items
- ☐ Inspect internal lights, horns, wipers and washers
- ☐ Inspect seatbelt, webbing condition, buckle and retractor mechanism operation

- ☐ Clean HV battery cooling intake filter (Hybrid)
- ☐ **Replace air conditioner filter**

H2

- ☐ Drain engine oil
- ☐ **Replace engine oil filter**
- ☐ Inspect exhaust pipes and mountings
- ☐ Inspect brake pipes and hoses
- ☐ Inspect steering linkage
- ☐ Tighten propeller shaft bolts (AWD excl. Hybrid)
- ☐ Inspect drive shaft boots
- ☐ Inspect suspension ball joints and dust covers
- ☐ Inspect transfer oil (AWD excl. Hybrid)
- ☐ Inspect rear differential oil (AWD excl. Hybrid)
- ☐ Inspect front and rear suspensions

continued overleaf

* Refer to Page 2-41 for additional service and maintenance requirements

H3

- ☐ Inspect brake pads and discs
- ☐ **Replace brake fluid**
- ☐ Inspect tyres and inflation pressures
- ☐ **Rotate wheels and balance front wheels**

H4

- ☐ **Fill engine oil**
- ☐ **Replace fuel filter**
- ☐ Check fluid levels

H5

- ☐ Final inspection

- ☐ Road test vehicle

Additional Service and Maintenance Requirements

Additional Service and Maintenance Requirements

How and where you drive your Toyota determines the service requirements as much as the time or distance travelled. For example, if you are regularly towing heavy loads or driving in rough conditions, then more regular maintenance is necessary. Discuss the typical sort of driving you'll be doing with your Toyota Service Advisor, they will advise how to maintain your vehicle to keep it performing at its best and make sure you qualify for extended coverage under the Toyota Warranty Advantage where applicable (see pages 6-10 in Section 1).

If you consistently put your vehicle through extreme conditions or drive in harsh environments, then your vehicle will require extra maintenance as described in Additional Service Schedule.

These conditions include any or all of the following:

- Driving on rough, muddy or snow-melted roads
- Driving on dusty roads
- Towing trailers, caravans or boats, or using a car top carrier
- Repeated short trips, less than 8 kilometres, in freezing conditions
- Extensive idling and or low speed driving for long distance, such as taxis, couriers, etc. (please note that specific terms and conditions apply to vehicles used for commercial application under the Toyota Warranty Advantage, and extended coverage is not available for these vehicles)
- Continuous high speed driving (at speeds greater than 140 km/h) for over 2 hours.
- Using fuel from non-commercial supplies / storage

Additional Maintenance Schedule

ADDITIONAL MAINTENANCE SCHEDULE

<i>(Months or odometer reading whichever occurs first)</i>		months	6	12	18	24	30	36	42	48	54	60	66	72	78	84	90	96	102	108	114	120
		km x 1,000	7.5	15	22.5	30	37.5	45	52.5	60	67.5	75	82.5	90	97.5	105	112.5	120	127.5	135	142.5	150
Engine																						
Engine oil			R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Engine oil filter			R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Fuel System																						
Engine air cleaner filter			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Chassis and Body																						
Brake pads and discs			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Brake pipes and hoses			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Steering wheel, linkage and steering gear			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Propeller shaft bolts (AWD excl. Hybrid)			T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T
Drive shaft boots			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Suspension ball joints and dust covers			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Automatic transmission fluid												R					I					R
Rear differential oil (AWD Hybrid)												R					I					R
Front and rear suspensions			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Bolts and nuts on chassis and body ⁷								T												T		
Accessory items ⁸			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I

⁷ For seat mounting bolts, front and rear suspension member retaining bolts.

⁸ Inspect for correct fitment. Check tension of retaining bolts for any heavy metal accessory (towbar, bullbar, side steps etc.).

Section 2

Additional Maintenance Service Times

ADDITIONAL MAINTENANCE SCHEDULE

(Months or odometer reading whichever occurs first)	months																km x 1,000													
	6	12	18	24	30	36	42	48	54	60	66	72	78	84	90	96	102	108	114	120										
	7.5	15	22.5	30	37.5	45	52.5	60	67.5	75	82.5	90	97.5	105	112.5	120	127.5	135	142.5	150										
Chassis and Body (continued)																														
Driver's floor mat - fitment and retention	I		I		I		I		I		I		I		I		I		I											
Lights, horns, wipers and washers	I		I		I		I		I		I		I		I		I		I											
Seatbelt, webbing condition, buckle and retractor mechanism operation	I		I		I		I		I		I		I		I		I		I											
HV battery cooling intake filter (Hybrid)		C				C				C				C				C												
Air conditioner filter		R				R				R				R				R												
Road Test																														
Road test vehicle	I		I		I		I		I		I		I		I		I		I											

ADDITIONAL MAINTENANCE SERVICE TIMES

<i>(Months or odometer reading whichever occurs first)</i>	months																km x 1,000													
	6	12	18	24	30	36	42	48	54	60	66	72	78	84	90	96	102	108	114	120										
	7.5	15	22.5	30	37.5	45	52.5	60	67.5	75	82.5	90	97.5	105	112.5	120	127.5	135	142.5	150										
Additional Maintenance Service Times																														
MXAA52 (2WD)	1.0	0.1	1.0	0	1.2	0.3	1.0	0	1.0	1.1	1.0	0	1.0	0.1	1.2	0	1.0	0.3	1.0	1.0										
AXAA54 (AWD)	1.0	0.1	1.0	0	1.2	0.3	1.0	0	1.0	0.9	1.0	0	1.0	0.1	1.2	0	1.0	0.3	1.0	0.8										
AXAH52 (2WD Hybrid)	1.0	0.1	1.0	0	1.1	0.3	1.0	0	1.0	1.1	1.0	0	1.0	0.1	1.1	0	1.0	0.3	1.0	1.0										
AXAH54 (AWD Hybrid)	1.0	0.1	1.0	0	1.1	0.3	1.0	0	1.0	1.4	1.0	0	1.0	0.1	1.1	0	1.0	0.3	1.0	1.3										

The times above give the recommended time in hours to perform a normal service. Additional time may be required to correct items or replace parts as identified during the maintenance operation.

Ask your Service Advisor for the time to perform any additional maintenance.

Additional Service Record

This additional service has been completed in accordance with the Additional Service Requirements:

Date:.....

Km:

Service Centre Verification

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Km:

Service Centre Verification

Odometer Change Record

ODOMETER CHANGE RECORD

If for some reason you need a new odometer installed, please have your Toyota Dealer verify the date of change and the kilometres travelled in this panel below.
Ensure the Dealer adds their stamp too!

Odometer changed at:

km:

Date:

ODOMETER CHANGE RECORD

If for some reason you need a new odometer installed, please have your Toyota Dealer verify the date of change and the kilometres travelled in this panel below.
Ensure the Dealer adds their stamp too!

Odometer changed at:

km:

Date:





This Warranty and Service book covers RAV4 models:
MXAA52 (2WD) with M20A-FKS petrol engine,
AXAA54 (AWD) with A25A-FKS petrol engine,
AXAH52 (2WD Hybrid) with A25A-FXS engine,
and AXAH54 (AWD Hybrid) with A25A-FXS engine.

Part Number: TSO2119
Issue: 2212-02