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# WARRANTY FOR NEW TOYOTA VEHICLE

## A) WARRANTOR

Crown Motors Ltd (CML) warrants each new Toyota vehicle sold by CML and registered in Hong Kong.

## B) WARRANTY PERIOD

Toyota warrants each new vehicle for 36 months or 100,000 km (whichever comes first), with the following conditions:-

## C) COMMENCEMENT OF WARRANTY

The warranty period commences on the date of First Registration.

## D) BASIC COVERAGE PERIOD

A full warranty is offered for the first 36 months or 100,000 km (whichever comes first). The warranty covers defective parts, materials and workmanship during the period of warranty and only if the vehicle has been operated in normal conditions but not including those items listed under "What Is Not Covered" (Part F).

## E) OWNER'S OBLIGATIONS

- 1) The vehicle must be serviced at least every 10,000 km or every 6 months, whichever is earlier, during the warranty period. If damage is caused by failure to have the vehicle serviced, warranty claims for associated repairs may be rejected.
- 2) You may carry out maintenance and repair services for your vehicle either through CML or a third party service provider. However, we recommend that such services be carried out by CML. If damage is caused by any third party service provider, warranty claims for associated repairs may be rejected.
- 3) No reimbursement will be made for repair, maintenance or other services provided by third parties.
- 4) Delivery of the vehicle to CML service centre is necessary in order to obtain warranty service.
- 5) Presentation of Warranty Card is necessary whenever routine maintenance service or warranty service is required.
- 6) Ensure rectification (signature and chop) is made against each routine service check on the record form in the Warranty Card.

## F) WHAT IS NOT COVERED

- 1) The cost of labour, parts and lubricants where routine and general maintenance services are provided including (but not limited to) engine or regulator tune up, cooling system and fuel system cleaning, carbon and sludge removal, brake and clutch adjustments, wheel alignment and balancing, inspection and adjustment of linkages of various parts.
- 2) The cost of repair or replacement or other necessary adjustments arising out of misuse, neglect of, or accident to the vehicle including (but not limited to) improper storage, racing, overloading, modification, alteration, improper adjustments or repairs, the fitting of non-standard parts or parts not supplied by CML, add-on parts, the usage of non-standard fuel, and improper or inadequate maintenance.
- 3) The cost of repair of damage caused by repair, maintenance or other works performed by third parties other than CML.
- 4) The cost of repair of damage caused by any failure of the owner to perform proper maintenance promptly and in accordance with service instructions and maintenance schedule, including the specified service intervals.
- 5) Any loss or damage of any kind arising from any stoppage, breakdown or failure of the vehicle however occasioned including any consequential loss whatsoever.
- 6) The cost of repair or replacement of parts in the case of a vehicle on which the odometer mileage reading has been altered or where the mileage of the vehicle cannot readily be ascertained.

## G) COVERAGE DETAILS

- 1) Surface Rust And Paint Defects  
Surface rust and paint damage appearing on any of the painted body panels due to defect in material or workmanship under normal use is warranted for 36 months or 100,000 km (whichever comes first).
- 2) Corrosion Perforation  
Any body sheet metal found, under normal use, to have developed in perforation (hole through the body panel) from corrosion due to defect in material or workmanship, is warranted for 5 years or 100,000 km (whichever comes first).
- 3) Accessories  
Unless otherwise stated, accessories already installed during vehicle delivery are warranted for 24 months or 50,000 km (whichever comes first). After-market accessories and body conversions are not covered by this warranty.
- 4) Battery  
During the first 24 months or 100,000 km (whichever comes first), a defective original equipment battery will be replaced free of charge. Should the battery fail after 24 months, but before the 37th month of service or 100,000 km (whichever comes first), the customer will have to pay for 50% of the battery charge and 50% of the labour charge (according to standard Toyota service rates) for the replacement.
- 5) Tyres  
Tyres are warranted under a separate warranty provided by the tyre manufacturer.

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## H) KEEP YOUR CAR IN TOP CONDITION WITH PROPER SERVICE

### 1) Pre-delivery Service and Inspection

Before delivering your Toyota to your hands, CML has already performed specified factory approved services for inspecting and testing. This is done to assure top condition of your Toyota after being shipped from the factory.

### 2) FREE 5,000 km and 10,000 km Maintenance Services

New car owners are entitled to 5,000 km and 10,000 km FREE Maintenance Services with CML upon presentation of this Warranty Booklet. These maintenance services shall be performed at no charge except for any lubricants, fluids or filters used as these items are classified as regular maintenance service items. No reimbursement will be made for repair, maintenance or other services provided by third parties.

### 3) Routine Maintenance Service

Proper maintenance will ensure maximum performance, greater reliability, longer life and higher resale value for your Toyota. More importantly, failure to properly maintain your Toyota in accordance with service instructions and maintenance schedules, including having your Toyota serviced at least every 10,000 km or every 6 months (whichever comes first), could lead to warranty claims for associated repairs being rejected.

CML provides the most professional technicians and equipment to service, inspect and test your Toyota during every maintenance service at a competitive rate. The service schedule recommended represents the most effective maintenance for your Toyota. More frequent service is required for severe driving conditions.

## I) WHAT CAN YOU DO TO HELP PROTECT YOUR TOYOTA AGAINST CORROSION?

In order to help protect your vehicle against corrosion, it is important that you care for your vehicle regularly, following these suggestions:

- 1) Wash regularly using cold clean water and a mild vehicle wash soap.
- 2) Use only good quality vehicle wax according to manufacturer's instruction. Improper polish or poor quality wax may damage the delicate and soft original glossy car finish coating. When in doubt, please consult our Toyota service centre.
- 3) If insects, tar, or other similar deposits have accumulated on your vehicle, wash it as soon as possible.
- 4) Wash your vehicle in the shade.
- 5) Inspect the body and under carriage annually in our Toyota service centre.

Under certain conditions, special care should be taken to protect your Toyota against corrosion.

- 1) If you drive on salted or dust controlled roads, or if you drive near the ocean, hose off the under carriage at least once a month.
- 2) It is important that the drain holes in the lower edges of the doors and rocker panels be kept clear.
- 3) If you detect any stone chips or scratches in the paint, touch them up immediately.
- 4) If you do much driving on gravel roads, consider installing mud or stone shields behind each wheel.
- 5) If you carry special cargo, such as chemicals, fertilizers, de-icer salt, etc., be sure that such materials are well packaged and sealed.
- 6) If your Toyota is damaged due to an accident or similar cause which destroys the paint and protective coating, have your vehicle repaired as soon as possible. The cost of such repairs is considered the responsibility of the owner.

#### Note:

- 1) All terms and conditions are subject to change without prior notice.
- 2) In case of any discrepancies between the Chinese and English text, please accept the English version as correct.