

TOYOTA RELAX

Terms and Conditions



1. The owner of the Vehicle is entitled to have mechanical, electrical and electronic defects attributable to manufacturing or assembly (and not natural wear and tear), repaired free of charge wherever possible, as long as the conditions described in this document are respected.
2. Trouble free functionality that can be expected based on the actual car technology for the Vehicle sold by Dickran Ouzounian & Co Ltd in parts and labour, for period or mileage until the next maintenance service is due, whichever comes first (mostly 1 year or 15,000 km – please refer to your Warranty & Maintenance booklet). The extended warranty coverage starts at the day the manufacturer's warranty coverage ends.
3. If all conditions thereto have been met, the Programme will cover the cost of repair of the following items:

Engine: Engine Cylinder Block; Balance Shaft; Camshaft; Cam Followers; Rocker Arms; Valves and Guides; Crankshaft and – bearings; Crankshaft Pulley; Cylinder Heads; Cylinder Head Gaskets; Conrods; Crank Drive Shaft; Flexplate / Drive plate; Flywheel; Starter Ring Gear; Idler Pulley; Oil Pan; Oil Pressure Switch; Oil Pump; Pistons and Piston Rings; Piston Bearings and Bushings; Seals and Gaskets; Timing Belt; Timing Belt Tensioners; Timing Belt Idler; Timing Chain; Timing Gears; Turbocharger; Turbocharger Intercooler; Turbo Waste gate; Rocker Covers and Sealings; Water Pump; Exhaust Gas Recirculation Valve; Oil Cooler; Oil Filter Housing; Knock Sensor; Oxygen Sensor; Cables (different from electrical wiring);

Petrol Fuel System: Fuel Pump; Electric Fuel Pump; Air Flow Meter; Electronic Fuel Injection System; Electronic Control Unit (ECU); Throttle Body; Fuel Injectors; Fuel Pressure Regulator; Tank Sender Unit; Fuel Sensors; Fuel Tank; Fuel Gauge;

Diesel Fuel System: Diesel Fuel Injection Pump; Fuel Pump; Air Flow Meter; Electronic Control Unit (ECU); Throttle Position Sensor; Fuel Injectors; Cold Start Glow Plugs; Tank Sender Unit; Fuel Tank;

Cooling System: Coolant Level Sensor; Cooling Fan Relay; Cooling Fan Sensor; Engine Coolant Temperature Switch or Sensor; Engine Fan; Viscous Fan Clutch; Radiator; Radiator Cap; Thermostat and Housing;

Manual Gearbox: Clutch Master Cylinder; Clutch Release Cylinder; Clutch Fork and Pivot; Clutch Cables; Clutch Linkages; Transaxle / Transmission Case; Gears and Shafts; Syncromesh; Hubs; Bearings and Bushes; Seals and Gaskets; Shift Linkage and Cables; Gear Lever;

Automatic Gearbox: Transaxle / Transmission Case; Gears and Shafts; Selectors; Electronic Actuators; Brake bands; Clutches; Valve Block; Oil Pump; Oil Cooler; Electronic Control Unit; Hubs; Bearings and Bushes; Seals and Gaskets; Shift Linkage and Cables; Torque Converter; Gear Lever;

Transfer and Differential: Central Differential; Differential Case; Differential Crown wheel and Pinion; Shafts; Gears; Bearings; Bushes; Differential Hubs; Transfer Levers;

Driveline: Constant Velocity Joints; Universal Joints; Rubber Boots (limited up to 160.000km); Half shafts; Drive shafts; Bearings; Bushes; Couplings; Seals and Gaskets;

Suspension: Front and Rear Springs; Torsion Bars; Track Rods; Stub Axle; Cross Members; Sub members; Wheel Bearings (limited up to 160.000km); Hubs; Shims; Lock Nuts;

Steering: Power Steering Gear; Steering Box; Gear Housing; Rack and Pinion; Power Steering Pump; Power Steering Reservoir; Seals; Bearings; External Linkage; Tie Rod; Steering Column; Joints; Idler Arm;

Brakes: ABS Control Unit; ABS Components; Speed Sensors; Brake Booster; Brake Pipes; Disc Brake Calipers; Brake Discs; Brake Drums; Linkages; Limiter Valves; Brake Master Cylinder; Brake Fluid Reservoir; Wheel Cylinders; Vacuum Pump;

Air conditioning / Heating: Heater Core; Heater Flaps and Motors; Heater Fan Motor; AC Compressor; Condenser; Evaporator; Receiver/Dryer Unit; Heater Controls; Heater Valve; Evaporator Temperature Sensor;

Electrical: Starter Motor; Alternator; Coils; Wiper Motors; Washer Pump Motors; Turn Signal Relay; Heater Fan Motor; Horn; Manually Operated Switches; Airbag Spiral cable; Electronic Ignition Unit; Relays; Heated Screen Elements; On-Board Computer (Trip

Computer); Window Motors/Regulators; Power Window Switch; Mirror Motors; Remote Controls in Keys; Central Locking Solenoids; Airbag Sensors; Central Lock Control Unit; Internal Light Delay Unit; Gauges; Clocks; Speedometer & Speed Sensor; Tachometer; Wiring Looms (for short circuit); Electric Seat Motors; Cigarette Lighters; Sensors; Heated Seat Elements; Alarms (Toyota Genuine only); Headlamp Lift Motors; Spark Plug Leads; ECU's and software reprogramming (except for DTC erasure only);

Body: Sunroof (Toyota Genuine only); Sunroof Motors (Toyota Genuine only); Door Locks; Bonnet Release Cable; Tailgate Struts; Wiper Spindles; Manual Seat Frames; Seat belt mechanism; Factory Installed Accessories; and Hub installed accessories in so far these are uploaded by the Dickran Ouzounian & Co Ltd. in CWS within three months after first vehicle registration.

Hybrid Components (when above 5years and 100,000 kilometres base warranty cover): Hybrid Battery Control Module; Hybrid Control Module; and Hybrid inverter with converter.

Hydrogen Fuel Cell Components: Fuel Cell Air Compressor; Fuel Cell Boost Converter; Fuel Cell H2 Tanks; Fuel Cell PCU (Power Control Unit) and Fuel Cell Stack.

EV Components: Drive motor and inverter with converter.

4. The Programme will not cover the cost for repair if:
 - The part is not mentioned in the list of covered parts in article 3 hereinabove;
 - A result of any wear and tear, excessive free play, noise and/or vibration;
 - The Vehicle has not been maintained or repaired following the manufacturer's recommendations; This is a requirement that is valid as of the date of first vehicle registration.
 - The result of defects that have not been reported immediately to an Authorized Toyota Repairer or whereby the Toyota Authorized Repairer has not been given the opportunity to repair;
 - The result of repairs not performed by a Toyota Authorized Repairer;
 - The result of defects that result from using the Vehicle outside the recommendations of the manufacturer (e.g. misuse, races, extreme off-road, tuning, excessive charge (overloading));
 - The result of defects resulting from an external cause and/or natural phenomenon (e.g. water or dust ingress, stone chipping, flooding, icing, storm, natural disasters, accident, fire, explosions, war, civil unrest, sovereign action, wilful or malicious action, unauthorized use, salt, glass erosion and scratches, soiling);
 - The result of defects appearing where third parties or the owner are at fault and the defects are not attributable to the vehicle's manufacture;
 - Consequential damage caused by non-Toyota-genuine accessories or special equipment;
 - The result of defects caused by intentional or grossly negligent behaviour (including but not limited to unsuitable lubricants & fuel);
 - Due to modifications of the original Vehicle design or the installation of certain accessories, the Vehicle no longer complies with the minimum standards set down by the manufacturer;
 - Parts have been installed to the Vehicle that are not of matching quality to the original manufacturer's parts;
 - The result of improper mounted wheels, improper repair or inappropriate replacement of individual components;
 - The consequence of a faulty fitting; or
 - Caused by the use of an item which recognizably requires repair, unless the damage can be proven to be unconnected to the item requiring repair.
 - The need for repair came up in less than a month since the coverage start date, and the current coverage does not come as a continuation of any previous coverage.
 - Vehicle's mileage has been altered based on data received from Toyota Europe

The Programme will not cover the cost for:

- Any indirect cost e.g. loss of profit or income by vehicle owner; transportation; towing; phone; accommodation; rent; loss of any assets or valuables;
- Aesthetic items e.g. paint repairs; rust repairs; discoloration; fading; deformation; crackling; loosing; falling-off; water entry and condensation damages.
- Vehicles not of European specifications and not intended for export to the European market.

5. The following parts and components are excluded from the Programme:
 - Maintenance parts (e.g. parts that have to be replaced periodically, filters, brake pads, linings, shoes and cables, clutch disc, clutch cover and clutch bearing), wheels, rims, tyres, (V or multi V) belts, batteries (unless hybrid battery in case explicitly mentioned as covered), fluids, spark plugs, diagnostics);
 - Rubber parts (e.g. rubber (heating) hoses, lines and tubes, engine or cabin mountings, moldings, wiper blades), drive shaft boots, shock absorbers (incl. pneumatic cylinders) and +springs, stabilizer bushes, LPG parts/non-OE fuel systems and their direct and consequential damage (idem for adaptations to OE-systems to use LPG or non-OE fuel systems);
 - Body and Paint (e.g. lights, lamps, bulbs, lenses, panels, bumpers, glass, chrome, antenna, handles and fabric, exterior trim, weather strips, shiny metals (metal parts without any coating) paint, any repair due to any corrosion) though for the avoidance of doubt the general corrosion warranty will remain in place;
 - Interior (e.g. trims, seat covers, cushions, carpets, ventilation louvers, ash trays, cigarette lighter, shift lever knob, dash cover and pad, steering wheel);
 - Multimedia systems;
 - Parts that are not Genuine Toyota Parts, Accessories that are not Genuine Toyota Accessories, and Special Equipment;
 - Genuine Toyota Accessories that are not factory installed. Genuine Toyota Accessories that are Hub installed in so far as they are not uploaded in CWS by Dickran Ouzounian & CO LTD.J within three months after first vehicle registration;
 - Certain individual parts and components e.g. exhaust system (all parts from manifold gasket to the outlet inc. catalytic converter); headliner; hinger; nuts & bolts; fuses; clips; retainers and fasteners; drive belts and tensioners; front and rear stabilizer bar; engine and cabin mounts; combustion heater; EV and Plug-in charging cables
 - All parts outside of vehicle body (except parts mentioned explicitly in article 3 hereinabove);
 - Noise repair operations (unless it is caused by breakdown of a covered original failed part);
 - Adjustments.
 - Parts covered by SPA, Recall Campaign, or any other warranty cover

6. General terms

- All reimbursements shall be made by applying the standard warranty conditions and payment flow for Parts and labour.
- Any replaced parts shall become the property of the fundholder. The use of Reman/Optifit service parts shall be made mandatory by Dickran Ouzounian & Co Ltd. whenever technically possible.
- The maximum claim value as described above, cannot exceed the economic value of the Vehicle concerned at the moment of its repair.
- Claims need to be submitted to TME within 30 days of repair date or will not be accepted anymore.

Standard warranty policy applies as far as the rules contained therein are not contradictory to the above. Clarifications and policy changes may be issued from time to time, without prior notice.