

Driver's guide



TOYOTA
Fleet Management

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1.0 Introduction

Welcome to Toyota Fleet Management(TFM)

At TFM, we are committed to delivering first-class customer service and ensuring your vehicle meets all of your requirements. As part of our commitment to you, we have prepared this driver's guide which provides an overview of the management services available to you and answers any questions you may have.

Please take the time to read this guide. If you have any further questions regarding your vehicle or what services are included in your contract, please contact your company fleet administrator or call us on **0800 GO FLEET**.

We wish you happy and safe motoring.

Driver's quick reference table

Please refer to your fleet administrator or contract information for details of what items are covered in your TFM contract

Toyota Fleet Management

0800 463 533

TFM Roadside Assistance

0800 837 277

2.0 Vehicle servicing and mechanical repairs

TFM has established an approved repairer network for your vehicle servicing and repairs to ensure quality workmanship and the preservation of your vehicle warranty for the term of your contract. Your vehicle can be serviced or repaired by an approved repairer in accordance with the manufacturer's specifications.

Our approved repairers are as follows:

- Vehicle Manufacturer Approved Dealerships and Stores
- Designated Manufacturer Agents

Should you require details of an approved repairer in your area, please contact us on 0800 GO FLEET.

2.1 Booking your vehicle in for a service

If servicing and maintenance is included in your TFM contract, prior to the commencement of any work, you will need to advise the approved repairer that your vehicle is managed by TFM.

A Toyota Fleet Management sticker should be provided to you by the delivery dealership. This sticker should be placed on the windscreen of your vehicle, to remind service agents/repairers that they need to contact TFM prior to commencing any work on your vehicle

Should you require a replacement sticker, please email us at fleet.operations@tfs.co.nz.

We recommend you call the approved dealership/agent two weeks prior to your vehicle service to make a booking at a convenient time.

Advise them that your vehicle is managed by TFM. The approved repairer or supplier will then contact our team to obtain approval to work on your vehicle.

Your local approved repairer may offer a 'pick up and drop off' service if given sufficient notice. If this is not available, most offer a courtesy drop off service to central business locations, bus and train stations. When you book your vehicle in for a service, ask them about their courtesy drop off service.

2.2 Vehicle care between services

To ensure the preservation of your vehicle warranty for the term of your lease we recommend regularly checking the following:

- Tyre pressures
- Spare tyre condition and pressure

If you travel to the snow fields during winter, you should ask your approved repairer to add antifreeze to your radiator before you travel.

We also recommend that you clean your vehicle each week (avoid automatic car washes as they tend to scratch the paintwork) and polish/wax the exterior every six months to reduce chemical deposit build up on the paintwork. All accident damage should be immediately attended to in order to avoid rust development.

If you have any concerns about your vehicle in between services, please call us on **0800 GO FLEET**.

3.0 Tyres

When your vehicle needs replacement tyres, a puncture repair or a wheel alignment, please take your vehicle to one of our approved tyre repairers. The tyre outlet will need to obtain approval from our team on **0800 463 533**, prior to the commencement of any work on your vehicle.

We recommend that the replacement tyres should be the same make and specification as those fitted by the manufacturer to the vehicle.

Recommended tyre outlets:

Bridgestone
Beaurepaires



4.0 Batteries

Most batteries are covered by the manufacturer's warranty for the first 12 months.

Should your battery fail, please call TFM roadside assist on **0800 837 277**, or call us on **0800 GO FLEET** for advice on your options.

5.0 TFM roadside assist

A 24-hour breakdown assistance service is provided as part of each fully maintained lease. Should assistance be required, call **0800 837 277**.

All calls are directed through First Assistance's 24-hour operations centre. Qualified and fully trained automotive technicians will talk callers through the situation and dispatch the nearest appropriate service provider from an extensive nationwide provider and dealer network. Automotive assistance includes the following:

- Jump Starts
- Lock Out Services
- Tyre Changing
- Out of fuel
- Emergency Repairs
- Emergency Transport

Accident co-ordination (provider/third party costs are covered by insurance or the insured – on the driver's instruction, First Assistance will arrange salvage or towing to a secure place and arrange alternative transport such as rental vehicle or taxi).

6.0 Fuel and oil

If your contract includes a fuel card, we will send your fuel card after your vehicle has been delivered.

Each time you use your card, please provide the service station attendant with an accurate and current odometer reading. This assists us in providing accurate fleet management, fuel and Fringe Benefit Tax (FBT) reporting.

If your fuel card is lost or stolen, please contact your company's Fleet Administrator or email us directly at fleet.operations@tfs.co.nz

7.0 Vehicle registration

If your TFM contract includes registration renewal, your vehicle will be registered by Toyota Fleet Management for the term of the contract. If your vehicle requires an inspection notice, we will advise you/your company's fleet administrator so that one can be arranged.

Should you receive the registration renewal notice, it is important that you promptly forward this to your company's fleet administrator or Toyota Fleet Management for payment.

As the authorised custodian/driver of the vehicle, it is your responsibility to ensure the vehicle is registered at all times and displays a current registration label if required by law.

8.0 Damaged glass

Cracked, broken or chipped windscreens can make your vehicle un-roadworthy. Therefore, we recommend that all glass damage is attended to at the time of damage. Broken or damaged windscreens, headlights or glass panels are not covered under your vehicle contract however may be covered under your insurance. Please contact your company's fleet administrator or your insurance company for confirmation of cover and instructions on how to undertake the repairs.

9.0 Traffic fines and infringements

You are responsible for all traffic fines and infringements incurred while driving your vehicle. If you lend your vehicle to a colleague or family member, it is advisable to record the date and time that you lent the vehicle as you may be held liable for any traffic infringements or fines that they incur.

All traffic infringements or fines received by TFM will be forwarded to you for payment.

Non-payment of fines incurs additional penalties and may result in the de-registration of your vehicle and your employer's fleet.

10.0 Maintenance/ servicing and tyre inclusions

With a full maintenance operating lease, you have the reassurance that the vehicle is fully maintained should there be any mechanical difficulties. Our nationwide dealer network will provide assistance to any vehicle on a Toyota Financial Services Maintained Lease.

Please Note:

- Service provider must be advised vehicle is a Toyota Finance Lease Vehicle.
- Service provider can obtain an order number by calling **(06) 351 3297**.
- All costs are covered by Toyota in a fixed monthly charge excluding windscreen repair/replacement and accidental damage.

If your company has requested that tyres are included, the lease also includes a fixed number of tyres.

Additional costs like balancing wheels and accidental damage will generally not be covered in your lease. Please consult with your company's fleet administrator regarding the replacement and payment details for these items.

Chipped or broken windscreen or window

Windscreens are not covered by the lease agreement. They are a business cost.

Driver Changes

Prior to any change of driver, please email **fleet.operations@tfs.co.nz**

Include the vehicle registration number, expected date of change, current driver's name, and new driver's name.

11.0 Recharge Fleet Management

If this option is included in your vehicle lease, TFM will authorize each repair. If your company has requested that tyres are included, TFM will authorize tyre costs. Upon receipt of the invoice, the costs will be verified against the work authorized, and the invoices will be paid. At the end of the month, TFM will recharge your company for all work paid or payable during the month.

Routine and Non-routine maintenance

Annual Registration

Service provided by TFS

Warrant of fitness

Service provided by dealer or VTNZ

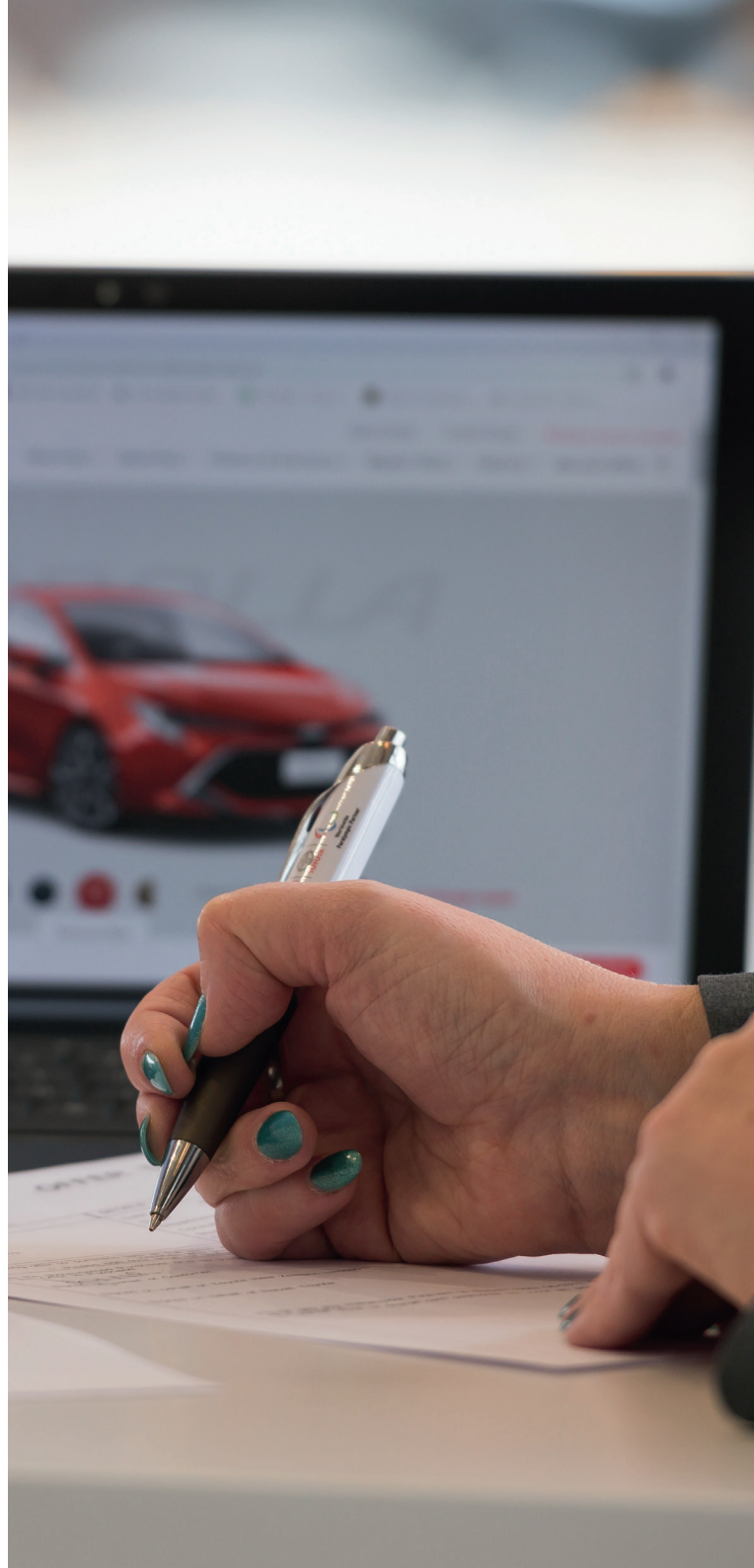
Tyres/Puncture Repairs

Service provided by dealer,
Firestone or Beaurepaires.

12.0 Lease Maturity

The lease terminations team will be in contact near the end of your lease. You will be requested to either return the vehicle to your nearest Toyota dealership or Turners.

- All sets of keys are returned
- The service manual and owner's manual are in the glove compartment
- All damage caused by impact that is unacceptable in the fair wear and tear guidelines has been repaired.
- The vehicles servicing requirements are up to date and in accordance with the manufacturers specifications.
- The vehicle has been cleared out.
- The tyre pressure is set to the manufacturers specifications.
- All removable items that were supplied with the vehicles are placed in their original position.
- Damage to exterior paint work has been repaired.



For more information
please contact us
0800 GO FLEET
toyotafleetmanagement.co.nz



TOYOTA
Fleet Management

Toyota Finance New Zealand trading as Toyota Fleet Management