



**TOYOTA FLEET MANAGEMENT**

# Table of contents

<i>Welcome</i>	2
<i>Vehicle servicing and repairs</i>	3
<i>Tyres</i>	5
<i>Batteries</i>	6
<i>Roadside Assist</i>	7
<i>Accident Management</i>	8
<i>Fuel and oil</i>	9
<i>Vehicle registration</i>	10
<i>Comprehensive Motor Vehicle Insurance</i>	10
<i>Broken or damaged windscreens, headlights or glass panels</i>	11
<i>Traffic fines and infringements</i>	11
<i>Lease inclusions</i>	12
<i>End of lease</i>	13
<i>Vehicle return</i>	14
<i>Fair Wear and Tear Guidelines</i>	14



## *Welcome to Toyota Fleet Management*

*Congratulations on receiving  
your new vehicle.*

Toyota Fleet Management is committed to delivering first class customer service and ensuring that your new vehicle meets all of your requirements. As part of our commitment to you, we have prepared this Driver's Guide which gives you an overview of the management services we provide and answers any questions you may have.

Please take the time to read this guide. If you have any further questions regarding your vehicle, please call us on **1300 888 870**.

We wish you happy and safe motoring.

## *Vehicle servicing and repairs*

Toyota Fleet Management 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 lease.

Your vehicle must be serviced or repaired by a Toyota Fleet Management Approved Repairer in accordance with the manufacturer's specifications.

Our Approved Repairers are as follows:

- » Vehicle dealerships (usually the dealer that delivered your vehicle)
- » Designated Vehicle Manufacturer Agents (in country areas)

Should you require details of an Approved Repairer in your area, please call our Repair Authorisation Centre on **1300 888 871**.

### *Booking your vehicle in for a service*

If servicing and maintenance is included in your vehicle lease, prior to the commencement of any work, you will need to advise the Approved Repairer that your vehicle is managed by Toyota Fleet Management.

A Repair Authorisation sticker is enclosed within your Driver's Kit. You should affix this sticker to the front of your service book, to remind repairers they need to contact Toyota Fleet Management prior to commencing any work on your vehicle. Should you require a replacement sticker please call us on **1300 888 871**.

We recommend you call the Approved Repairer two weeks prior to your vehicle service to make a booking at a convenient time. Advise them that you are driving a Toyota Fleet Management vehicle. The Approved Repairer or supplier will then contact our Repair Authorisation Centre on **1300 888 871** 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.

## *Vehicle care between services*

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

- » radiator water levels
- » tyre pressures
- » spare tyre
- » vehicle fluids and oils such as engine, transmission, clutch and brake cylinder

If you travel to the snowfields 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 our Repair Authorisation Centre on **1300 888 871**.

# Tyres

When your vehicle needs new tyres, a puncture repair or a wheel alignment, please take your vehicle to one of our approved tyre repairers detailed below. The tyre outlet will need to obtain approval from our Repair Authorisation Centre on **1300 888 871**, prior to the commencement of any work on your vehicle.

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

Novated Lease Vehicle Package's including budgeted tyres may choose an alternative tyre choice so long as sufficient funds are available in your budgeted services and you seek prior approval from Toyota Fleet Management Novated Leasing Centre by calling **1300 888 870**.



CALL 132 625



CALL 13 23 81



CALL 131 229



CALL 13 23 43

## *Batteries*

Most batteries are covered by the manufacturer's warranty for the first 12 months. Should your battery fail, call Marshall Batteries on **13 61 30**, or call our Repair Authorisation Centre on **1300 888 871** for advice on your options.

If your vehicle will not start or a breakdown occurs outside of normal business hours, you should initially contact your Roadside Assistance provider for assistance (refer to the Roadside Assistance section of the Driver's Guide).

## *Roadside Assist*

If your vehicle lease includes Toyota Fleet Management Roadside Assist you will receive a Roadside Assist card within 10 working days of the receipt of your new vehicle.

Roadside Assist is available 24 hours a day, 365 days a year and can be contacted via the following toll free number.

### **Toyota Fleet Management Roadside Assist 1800 817 683**

If your company has selected roadside assistance from a state based provider and you require assistance, please contact them directly.

### *Vehicle breakdown*

If your vehicle breaks down, you should be prepared to provide the following information to the Roadside Assist operator:

1. Your vehicle registration number
2. Your name and the name of your employer
3. Details of your breakdown location, including the street name and number, the nearest cross street(s) or landmark
4. Whether you are on the road or off the road and the direction that you were travelling in.
5. The nature of the breakdown (describe it as best you can)
6. A contact phone number (if available)

If your vehicle cannot be mobilised following a breakdown, it will be towed to the nearest Approved Repairer. If you have any questions regarding this matter you can contact our Repair Authorisation Centre on **1300 888 871**.

# Accident Management

As part of your vehicle lease, your company may have selected our Toyota Fleet Accident Management Service. If so, we will send you a Toyota Fleet Accident Management Service membership card within 10 working days of the receipt of your new vehicle.

Toyota Fleet Accident Management Service is available 24 hours a day, 365 days a year and can be contacted via the following toll free number.

**Toyota Fleet Accident Management Service 1800 817 683.**

Whether you are enrolled in our Toyota Fleet Accident Management Service or not, we recommend the following steps if you are involved in an accident:

1. Call an ambulance if there are any injured persons
2. Call the police if required by State Law. Normally this is required if any person is injured or either vehicle requires towing
3. If it is not necessary for the police to attend the accident scene, you are required by law to visit your nearest police station within 24 hours of the accident to complete a "self reporting" accident form
4. Complete the Accident Information form contained in your Driver's Kit
5. For insurance reasons do not admit liability
6. If your vehicle cannot be driven, arrange for its towing to a safe place pending finalisation of the repair arrangements
7. Notify your company's fleet administrator and Toyota Fleet Management of the accident as soon as possible after the event.

**Persons driving without a current driver's licence or exceeding the prescribed alcohol limit are uninsured and if involved in an accident could be held personally liable for all costs incurred as a result of the accident. This may include third party personal injury and any property damage or associated costs.**

## *Fuel and oil*

If your vehicle lease includes a fuel card Toyota Fleet Management will send your fuel card within 5 working days of your vehicle being 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 FBT reporting.

In particular, if you have a Novated Lease Vehicle Package, Toyota Fleet Management can provide accurate FBT analysis to assist you in meeting FBT targets and annual kilometres travelled.

If your fuel card is lost or stolen, please contact your company's Fleet Administrator or call us directly during business hours on **1300 888 870**.

## *Vehicle registration*

If your vehicle lease includes registration renewal, your vehicle will be registered by Toyota Fleet Management for the term of the lease. 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 the Toyota Fleet Management for payment.

If you have not received your new vehicle registration label before your registration expiry date please contact your company's fleet administrator or us directly during business hours on **1300 888 870**.

**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.**

## *Comprehensive Motor Vehicle Insurance*

It is the responsibility of your company to ensure all vehicles are comprehensively insured at all times. If you suspect that the vehicle you are driving is uninsured for any reason, do not drive your vehicle and immediately contact your company's fleet administrator.

If you have a Novated Lease Vehicle Package and have included Comprehensive Insurance, you should promptly forward your insurance renewal to the Toyota Fleet Management Novated Leasing Centre for payment.

**Renewals need to be received a minimum of 14 days prior to expiry. It is your responsibility to insure your vehicle.**

If you have any questions call the Toyota Fleet Management Novated Leasing Centre on **1300 888 870**.

## *Broken or damaged windscreens, headlights or glass panels*

Broken or damaged windscreens, headlights or glass panels are not covered under your vehicle lease. As such, it is your responsibility to inform your company's fleet administrator and seek advice about where and how you should undertake the repairs.

If you have a Novated Lease Vehicle Package, you may offset the expense against your budget if you have sufficient funds in your budgeted services. You must seek prior approval from Toyota Fleet Management Novated Leasing Centre **1300 888 870**.

Toyota Fleet Management have a national supplier relationship with O'Brien Glass for the replacement and repair of all vehicle glass. We recommend that you contact O'Brien Glass directly on **131 616** to arrange glass replacement.

Cracked, broken or chipped windscreens can make your vehicle unroadworthy and are often the source of disputes at the expiration of your vehicle lease. Therefore, we recommend that all glass damage is attended to at the time of damage.

## *Traffic fines and infringements*

You are responsible for all traffic fines and infringements incurred whilst 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 Toyota Fleet Management will be forwarded to you for payment.

**Non-payment of fines incur additional penalties and may result in the de-registration of your vehicle and your employers' fleet.**

# *Lease inclusions*

## *Scheduled Servicing (excluding interim servicing)*

Toyota Fleet Management will pay for all scheduled services (excluding interim servicing) in accordance with the manufacturer's handbook.

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

## *Full Maintenance – (Operating Lease, Novated Lease Vehicle Package and Complete Lease)*

Under Full Maintenance, Toyota Fleet Management will pay for all scheduled services (excluding interim servicing) in accordance with the manufacturer's handbook, together with corrective repairs and maintenance necessary to keep the vehicle in good working order.

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

A Novated Lease Vehicle Package includes budgeted tyres and have no fixed number of tyres. Budget allocation will determine how much may be expended on 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.

## *Recharge Fleet Management – (Operating Lease and Recharge Fleet Management contracts only)*

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

# *End of lease*

## *Novated Lease*

45 days prior to the end of your lease Toyota Fleet Management Novated Leasing Centre will contact you to discuss one of the following options:

1. Extend your lease for a further term
2. Pay the residual value and any outstanding amounts on your lease
3. Toyota Fleet Management to sell the vehicle on your behalf and refund you the net sale proceeds after disposal costs

For any clarification of these options please call the Novated Leasing Centre on **1300 888 870**.

## *Operating Lease*

45 days prior to the end of your lease, Toyota Fleet Management will contact you to arrange a pre-inspection on your vehicle. Your vehicle will be assessed against Toyota Fleet Management fair wear and tear guidelines.

Fair wear and tear guidelines are available from your company's fleet administrator or published on Toyota Fleet Management's website:

**[toyotafleetmanagement.com.au](http://toyotafleetmanagement.com.au)**

Should damage to your vehicle exceed these guidelines, your company will be required to repair the vehicle at their expense, or they will be charged for the excess fair wear and tear. Therefore, it is important to look after your vehicle for the term of the lease, report all accident damage as it occurs and to keep your vehicle clean and in good mechanical order.

## *Vehicle return*

When your vehicle is due for return, please ensure the following:

1. You return both sets of keys/security pads with your vehicle.
2. The vehicle service book is left in the glove box of the vehicle.
3. Any accessories that have been fitted to the vehicle (with Toyota Fleet Management's permission) remain on the vehicle.
4. The vehicle is clean, both inside and out.

## *Final inspection*

A final inspection will be carried out on your vehicle once it is returned to us. Your vehicle will be assessed against the pre-agreed fair wear and tear guidelines. If you or your company did not carry out the original repairs (determined at the pre-inspection stage) or more damage has occurred to the vehicle, excess fair wear and tear will be charged to your company.

## *Fair Wear and Tear Guidelines*

Toyota Fleet Management's fair wear and tear guidelines are published on our website [toyotafleetmanagement.com.au](http://toyotafleetmanagement.com.au). These guidelines outline what is acceptable fair wear and tear regarding the use of the vehicle (as a passenger, commercial or mining/heavy usage) and its age and contracted kilometres.

We recommend you download a copy and familiarise yourself with them. If you require a copy or have any questions please do not hesitate to contact us on **1300 888 870**.



1300 888 870

8.30am - 5pm (EST)  
Monday - Friday

[toyotafleetmanagement.com.au](http://toyotafleetmanagement.com.au)