

Toyota Care & Scion Service Boost FAQ

Revised 6/26/12

1) What does the Toyota Care or Scion Service Boost complimentary maintenance plan include?

The Toyota Care and Scion Service Boost plan includes complimentary maintenance for eligible retail vehicles (non-fleet) for 2 years from the vehicle's retail date or 25,000 miles, (whichever occurs first). It also includes 24-Hour Roadside Assistance for 2 years from retail date.

2) How many maintenance services are covered under the Toyota Care or Scion Service Boost plan?

Toyota Care and Scion Service Boost cover normal factory recommended maintenance which includes the 5,000 mile/6 month, 10,000 mile/6 month, 15,000 mile/6 month, 20,000 mile/6 month & 25,000 mile/6 month maintenance services (a maximum of 5 services) within the two year coverage period. **Please note the exceptions listed below.**

Exception: For the Scion FR-S, the 7,500 mile/7.5 month, 15,000 mile/7.5 month, and 22,500 mile/7.5 month normal factory recommended maintenances are covered (a maximum of 3 services) within the two year coverage period.

3) If all eligible services are completed before the vehicle is out of the 2 years/25,000 mile timeframe, is the customer entitled to any additional complimentary maintenance?

No. Once all eligible services have been completed, the customer is not entitled to any additional complimentary maintenance services under the Toyota Care or Scion Service Boost plan.

4) If the vehicle goes out of the 2 years/25,000 mile timeframe but the final maintenance has not been completed, is the customer still entitled to any complimentary maintenance?

Toyota/Scion recognizes that customers typically bring their vehicles in for maintenance service around, but not necessarily precisely at, the recommended interval. Therefore, as an accommodation to this customer behavior and in the interest of customer satisfaction, the final service interval may be performed up to 30 days/1,000 miles after the 24 month/25,000 mile timeframe (e.g., up to 25 months from retail date or 26,000 miles, whichever occurs first). Maintenance services beyond this accommodation period will not be accepted.

5) Where can I obtain a copy of a vehicle's factory recommended maintenance schedule?

Each vehicle's factory recommended maintenance schedule is listed in the Maintenance Guide. Maintenance Guides can be accessed online via TIS or the Claims Processing & Resource Center website. See below for specific access information.

TIS

- From TIS homepage, click "Reference Information" tab
- Document Group drop down menu should be set to "Owner"
- Specify Division, Model, and Year
- Click Search
- Applicable Maintenance Guide should show in search results

Claims Processing & Resource Center website

- Go to "Publications" tab
- Select "Toyota Warranty and Maintenance Guide" tab
- Click on link for applicable Maintenance Guide

6) If the customer's vehicle uses synthetic oil but the customer requests an oil change more frequently than the factory recommended schedule, will Toyota Care or Scion Service Boost complimentary maintenance plans cover the cost?

The ASM should review the factory recommended maintenance schedule for the customer's vehicle and highlight when an oil change is recommended. The Toyota Care or Scion Service Boost plans will only cover an oil change at the intervals recommended in the Maintenance Guide.

If after reviewing the maintenance schedule the customer still requests an oil change more frequently than the recommended interval, the ASM should advise the customer that they will be responsible for paying any costs above the factory recommended maintenance.

7) If the customer's vehicle uses conventional oil but the customer wants to bring their vehicle in for service more frequently than the factory recommended schedule, will the Toyota Care or Scion Service Boost complimentary maintenance plans cover the costs?

Yes, but first the ASM should review the factory recommended maintenance schedule with the customer highlighting when maintenance service is recommended. If the customer still wants to bring their vehicle in for service more frequently than the recommended interval, the ASM should explain the maximum number of services that will be covered and the customer should be advised they will use up all their services much more quickly.

8) Can a customer be reimbursed if they have any of their maintenances completed at an independent service provider?

No. The Toyota Care or Scion Service Boost complimentary maintenance plan is only valid when performed by a participating Toyota/Scion dealership.

9) Where are the Toyota Care or Scion Service Boost complimentary maintenance plans valid?

The Toyota Care or Scion Service Boost complimentary maintenance plans are only valid in the Continental U.S. & Alaska. Hawaii, Canada, Mexico and Puerto Rico are not included in the program and services cannot be redeemed in any of these areas.

10) Can goodwill be used for any additional maintenance costs or missed maintenances?

No, goodwill is not allowed.

11) How do I determine if a vehicle is eligible for the Toyota Care or Scion Service Boost complimentary maintenance plans?

Toyota Care or Scion Service Boost plan eligibility can be confirmed via National Service History (NSH)* for vehicles purchased on or after January 1, 2011. **If dealers have any questions regarding the eligibility status showing in NSH, please send an email to the Complimentary Maintenance Mailbox (complimentarymaintenance@toyota.com). If a customer would like to address a concern, dealers may email the mailbox on behalf of the customer or refer the customer to the Toyota Customer Experience Center (1-800-331-4331) or the Scion Customer Experience Center (1-866-707-2466).**

TOYOTA CARE / SCION SERVICE BOOST	
Eligible Vin: Yes	Oil Type: CONVENTIONAL

*SET dealers will have access to NSH in early January 2011.

Note: For vehicles purchased prior to January 1, 2011, please refer to the ASM Quick Reference Guide to determine eligibility. The guide can be obtained from the Claims Processing & Resource Center website or ordered from the MDC using material # 00652-02110-OCT10.

12) How do I determine if a vehicle uses Synthetic or Conventional Oil?

Oil Type can be confirmed via National Service History (NSH)* for eligible vehicles purchased on or after January 1, 2011.

TOYOTA CARE / SCION SERVICE BOOST	
Eligible Vin: Yes	Oil Type: CONVENTIONAL

*SET dealers will have access to NSH in early January 2011.

Note: For vehicles purchased prior to January 1, 2011, please refer to the respective vehicle's *Maintenance Guide*, TIS or the ASM Quick Reference Guide. The guide can be obtained from the Claims Processing & Resource Center website or ordered from the MDC using material # 00652-02110-OCT10.

13) What are the labor times for the Toyota Care and Scion Service Boost complimentary maintenance plans?

a) For Toyota Care vehicles with a retail date prior to 1/1/11:

Please refer to the prior program administered by TFS. Exception: GST Dealers (Call 1-800-833-8443, option 12) & SET Dealers (Call 1-800-327-5172).

b) For Scion Service Boost vehicles with a retail date prior to 1/1/11:

There are no labor times for the first 2 maintenances (5K miles & 10K miles). Instead, Scion has established a set reimbursement amount for each service.

Maintenance Interval	Synthetic Oil	Conventional Oil
5,000 Miles	\$25 Tire rotation, multi-point inspection, all other Maintenance Guide recommended services	\$47 LOF, tire rotation, multi-point inspection, all other Maintenance Guide recommended services
	\$55* LOF, tire rotation, multi-point inspection, all other Maintenance Guide recommended services *Only for vehicles operated under Special Operating Conditions	
10,000 Miles	\$55 LOF, tire rotation, multi-point inspection, all other Maintenance Guide recommended services	\$47 LOF, tire rotation, multi-point inspection, all other Maintenance Guide recommended services

For the remaining services (15K miles, 20K miles & 25K miles), please refer to the prior program administered by TFS. Exception: GST Dealers (Call 1-800-833-8443, option 12) & SET Dealers (Call 1-800-327-5172).

c) For Toyota Care & Scion Service Boost vehicles with a retail date on or after 1/1/11:

Synthetic Oil Vehicles (10,000 Mile/12 Month Oil Change Interval)					
Maintenance Interval:	5,000 Mile/ 6 Month Interval	10,000 Mile/ 6 Month Interval	15,000 Mile/ 6 Month Interval	20,000 Mile/ 6 Month Interval	25,000 Mile/ 6 Month Interval
Opcode:	05KSYN	10KSYN	15KSYN	20KSYN	25KSYN
Labor Time:	0.3	0.5	0.5	0.5	0.3
Claim Type:	Svc Pgm - Toyota Care/Scion Service Boost				
Includes the following:	Tire Rotation Complete Multi-Point Inspection All other recommended services in the vehicle's <i>Maintenance Guide</i> with the exception of those items listed under "Special Operating Conditions." Additional services will vary depending on the vehicle.	Engine Oil & Filter Change Tire Rotation Complete Multi-Point Inspection All other recommended services in the vehicle's <i>Maintenance Guide</i> with the exception of those items listed under "Special Operating Conditions." Additional services will vary depending on the vehicle.	Tire Rotation Complete Multi-Point Inspection All other recommended services in the vehicle's <i>Maintenance Guide</i> with the exception of those items listed under "Special Operating Conditions." Additional services will vary depending on the vehicle.	Engine Oil & Filter Change Tire Rotation Complete Multi-Point Inspection All other recommended services in the vehicle's <i>Maintenance Guide</i> with the exception of those items listed under "Special Operating Conditions." Additional services will vary depending on the vehicle.	Tire Rotation Complete Multi-Point Inspection All other recommended services in the vehicle's <i>Maintenance Guide</i> with the exception of those items listed under "Special Operating Conditions." Additional services will vary depending on the vehicle.

13) What are the labor times for the Toyota Care and Scion Service Boost complimentary maintenance plans (continued)?

c) For Toyota Care & Scion Service Boost vehicles with a retail date [on or after 1/1/11](#) (continued):

Exception Synthetic Oil Vehicles (5,000 Mile/6 Month Oil Change Interval)					
The following vehicles use synthetic oil but require an oil change every 5,000 miles/6 months:					
<ul style="list-style-type: none"> • 2010 4 cylinder 4Runner (with the 2TR-FE engine only) • 2011 and 2012 4 cylinder Tacoma (with the 2TR-FE engine only) • 2012 Sequoia Flex Fuel and 2012 Tundra Flex Fuel (both with the 3UR-FBE engine only) 					
Maintenance Interval:	5,000 Mile/6 Month Interval	10,000 Mile/6 Month Interval	15,000 Mile/6 Month Interval	20,000 Mile/6 Month Interval	25,000 Mile/6 Month Interval
Opcode:	05KSYN	10KSYN	15KSYN	20KSYN	25KSYN
Labor Time:	0.5	0.5	0.7	0.5	0.5
Claim Type:	Svc Pgm - Toyota Care/Scion Service Boost				
Includes the following:	<p>Engine Oil & Filter Change</p> <p>Tire Rotation</p> <p>Complete Multi-Point Inspection</p> <p>All other recommended services in the vehicle's <i>Maintenance Guide</i> with the exception of those items listed under "Special Operating Conditions." Additional services will vary depending on the vehicle.</p>				

Conventional Oil Vehicles					
Maintenance Interval:	5,000 Mile/6 Month Interval	10,000 Mile/6 Month Interval	15,000 Mile/6 Month Interval	20,000 Mile/6 Month Interval	25,000 Mile/6 Month Interval
Opcode:	05KCON	10KCON	15KCON	20KCON	25KCON
Labor Time:	0.5	0.5	0.7	0.5	0.5
Claim Type:	Svc Pgm - Toyota Care/Scion Service Boost				
Includes the following:	<p>Engine Oil & Filter Change</p> <p>Tire Rotation</p> <p>Complete Multi-Point Inspection</p> <p>All other recommended services in the vehicle's <i>Maintenance Guide</i> with the exception of those items listed under "Special Operating Conditions." Additional services will vary depending on the vehicle.</p>				

13) What are the labor times for the Toyota Care and Scion Service Boost complimentary maintenance plans (continued)?

c) For Toyota Care & Scion Service Boost vehicles with a retail date on or after 1/1/11 (continued):

Scion FR-S			
Maintenance Interval:	7,500 Mile/ 7.5 Month Interval	15,000 Mile/ 7.5 Month Interval	22,500 Mile/ 7.5 Month Interval
Opcodes:	07KFRS	15KFRS	22KFRS
Labor Time:	0.5	0.7	0.5
Claim Type:	Svc Pgm – Toyota Care/Scion Service Boost		
Includes the following:	Engine Oil & Filter Change Tire Rotation Complete Multi-Point Inspection All other recommended services in the vehicle's <i>Maintenance Guide</i> with the exception of those items listed under "Severe Operating Conditions."	Engine Oil & Filter Change Tire Rotation Cabin Air Filter Replacement Complete Multi-Point Inspection All other recommended services in the vehicle's <i>Maintenance Guide</i> with the exception of those items listed under "Severe Operating Conditions."	Engine Oil & Filter Change Tire Rotation Complete Multi-Point Inspection All other recommended services in the vehicle's <i>Maintenance Guide</i> with the exception of those items listed under "Severe Operating Conditions."

14) Where can I locate the Toyota Care or Scion Service Boost claim submission procedures and opcodes?

The Toyota Care and Scion Service Boost claim submission procedures and opcodes are available in Complimentary Maintenance Program Bulletin CMP11-01. This bulletin is posted on the Claims Processing & Resource Center website.

15) Will there be specific operation codes for each maintenance interval?

Yes, there will be specific operation codes for each maintenance interval. Opcodes must correspond to the appropriate maintenance interval and be used in sequence.

16) What happens if opcodes are submitted out of sequence?

If an opcode is submitted out of sequence, dealers will not be able to submit claims for any "missed" opcodes.

17) What happens if a customer skips a maintenance interval?

As mentioned above, opcodes must correspond to the appropriate maintenance interval being performed. If the customer skips a maintenance interval, then the dealer should not submit a claim for that particular interval.

18) What is the difference between a status description of “Completed” and “Closed” in NSH?

“Completed” means a claim has been submitted and paid for that particular maintenance interval.

“Closed” means that particular maintenance interval is no longer available and a claim should not be submitted. This will occur if opcodes are used out of sequence or if a customer skips a maintenance interval.

TOYOTA CARE / SCION SERVICE BOOST Help				
Eligible Vin:	Oil Type:	Effective Dt:	Expiration Dt:	Expiration Mileage:
Yes	SYNTHETIC	03/19/2012	03/19/2014	25,000
Service Interval/Description	Status		Serviced	Mileage
5,000 miles - Toyota Care / Scion Service Boost 05K Normal Factory Maintenance	CLOSED			
10,000 miles - Toyota Care / Scion Service Boost 10K Normal Factory Maintenance	COMPLETED			
15,000 miles - Toyota Care / Scion Service Boost 15K Normal Factory Maintenance				
20,000 miles - Toyota Care / Scion Service Boost 20K Normal Factory Maintenance				
25,000 miles - Toyota Care / Scion Service Boost 25K Normal Factory Maintenance				

19) What parts will be allowed on the Toyota Care or Scion Service Boost complimentary maintenance plan claims?

Applicable parts will depend on the services recommended in the vehicle’s *Maintenance Guide*. Only Genuine Toyota Motor Oil & Parts will be reimbursed.

20) What does the Toyota Care or Scion Service Boost Roadside Assistance include?

The 24-Hour Roadside Assistance includes Battery Jump Start, Tire Service, Fuel Delivery (up to 3 gallons), Lockout Protection, Towing (to the nearest Toyota dealer) and Winching for 2 years from retail date.

21) Will I need to submit any Roadside Assistance claims?

Dealers will not be billed for Roadside incidents, so no claims will be permitted.

22) What if an eligible Toyota Care or Scion Service Boost complimentary maintenance plan customer contacts the dealership directly for towing?

Please provide the customer with the 24-Roadside Assistance phone number: 1-800-444-4195.

23) If a Toyota Care or Scion Service Boost vehicle is towed into the dealer for a warranty repair, should the towing cost be included on the warranty claim?

No. Since dealers will not be billed for Roadside incidents, no towing should be included on warranty claims for an eligible Toyota Care or Scion Service Boost complimentary maintenance plan vehicle.

24) Where will paid Toyota Care or Scion Service Boost claims be reflected?

Paid Toyota Care or Scion Service Boost claims will be reflected in the Settled Claims Report (SCR) under a new section titled “Toyota Care/Scion Service Boost Payments/Adjustments.”

25) What if I have questions regarding the Toyota Care or Scion Service Boost claim submission process?

Dealers may email questions regarding Toyota Care or Scion Service Boost to: complimentarymaintenance@toyota.com.