

ELIGIBILITY QUESTIONS

1. How should a dealer select the appropriate Service Drive plan?
 - A. Vehicle Eligibility
 - TSC can be sold after ToyotaCare has expired.
 - TCP SD can be sold while vehicle is within 31k and 37 months from DOFU.
 - B. Desired Level of Coverage
 - TSC includes engine oil & filter changes, tire rotations, and MPI.
 - TCP SD follows the normal factory-recommended services listed in the Warranty and Maintenance Guide.
 - C. Vehicle's recommended oil change schedule or customer's driving & servicing habits.

Neither can be sold if a customer already has an existing active PPM.
2. Can a customer repeat purchase TCP SD or TSC?
 - No, TCP SD cannot be repurchased.
 - Yes, TSC can be repurchased.

COVERAGE QUESTIONS

3. Are TCP SD and TSC plans oil type (synth. or convent.) specific?
 - TCP SD plans are oil type specific and should follow factory-recommended oil type.
 - TSC plans are not oil type specific. However, vehicles should be serviced based on factory-recommended oil type.
4. Does engine type matter?
 - For TCP SD, SPP will only show plans available for the vehicle's engine type.
 - For TSC, SPP does not select a plan based on engine type. You may choose to sell a plan that matches the vehicle's recommended oil change schedule. Or you may choose to sell a plan that pairs with a customer's driving & servicing habits.

CUSTOMER REMINDERS

5. How will the customer be reminded to come in for their next service?
 - The customer will receive a Reminder in the mail. For TCP SD, timing is based off plan term selection, while TSC is timed at approximately 5,000 mile intervals. Auto-Care.org also has reports available to track whether or not customers are coming back for service.
6. How do I set up the dealership coupons I can send with service reminders?
 - Through the web application Auto-Care.org, users with access are able to create and update coupon offerings. Different coupons can be set up for TCP SD and TSC.



Service Drive

Prepaid Maintenance Programs

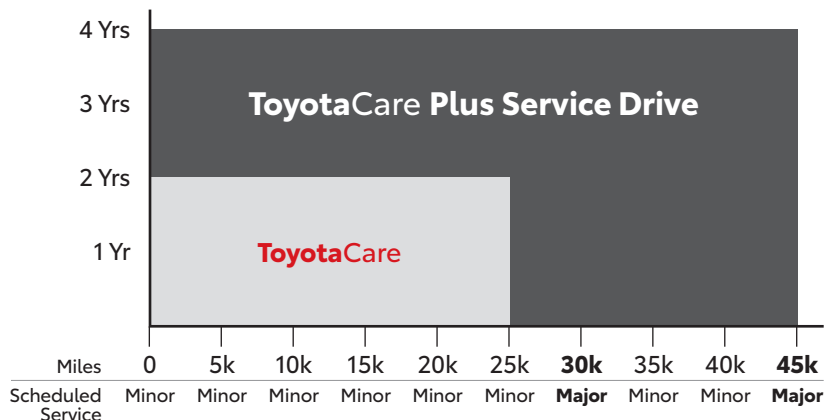
	ToyotaCare Plus Service Drive (TCP SD)	Toyota Service Care (TSC)
COVERAGE	Premium - Follows the normal factory-recommended services listed in the Warranty and Maintenance Guide	Classic
EFFECTIVE DATE	Coverage starts once ToyotaCare expires. First service is at 30,000 miles.	Once purchased, coverage starts immediately
ELIGIBLE VEHICLES	Toyota Vehicle • <31k mileage and 37 months from DOFU • Vehicle was eligible for ToyotaCare	Toyota Vehicle • No age or mileage maximum • ToyotaCare must be expired
TERM LENGTH	1 Option: • 2 Years + 4 Services¹ Covers: • 30,000 (Major Service) • 35,000 • 40,000 • 45,000 (Major Service)	3 Options: • 2 Years + 3 Services • 2 Years + 5 Services (5k) • 2 Years + 5 Services (10k)
PLAN INCLUDES	<ul style="list-style-type: none"> • Engine oil and oil filter change² • Rotate tires • Multi-point inspection (incl. inspect and adjust fluid levels) • Cabin air filter³ • Engine air filter³ 	<ul style="list-style-type: none"> • Engine oil and oil filter change² • Rotate tires • Multi-point inspection (incl. inspect and adjust fluid levels)

¹ Number of services is based on vehicle's recommended maintenance schedule.
² The use of a synthetic grade engine oil may be indicated for certain vehicles. Synthetic oil and filter changes may be required less often. Consult the vehicle's scheduled maintenance guide for factory-recommended oil grade and service intervals.
³ Consult the vehicle's scheduled maintenance guide for factory-recommended service and intervals. Requirements and intervals vary by model.

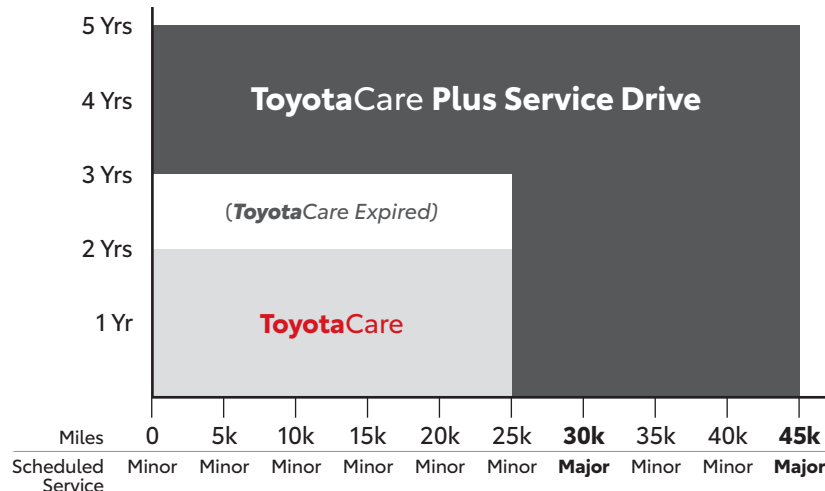


ToyotaCare Plus Service Drive

Purchased While ToyotaCare is ACTIVE



Purchased Once ToyotaCare is EXPIRED



Toyota Service Care

PLAN DESCRIPTION	EXAMPLES OF POTENTIAL CUSTOMERS*	COVERAGE BY SERVICE & OPERATION CODE				
		1	2	3	4	5
2 Years 3 Services	<ul style="list-style-type: none"> Oil change needed every 7.5k Low mileage drivers 	CA1B01	CA1B02	CA1B03		
2 Years 5 Services (5k)	<ul style="list-style-type: none"> Oil change needed every 5k Want oil change every visit 	CA1B01	CA1B02	CA1B03	CA1B04	CA1B05
2 Years 5 Services (10k)	<ul style="list-style-type: none"> Oil change needed every 10k Aligns with most Toyota's oil change intervals 	CA1A01	CA1A02	CA1A03	CA1A04	CA1A05

