

# TOYOTA FLEET GUIDE 2011

## Dear Fleet Customers

Thank-you to all of our new, returning, and prospective Toyota Fleet clients for taking the time to review the 2011 edition of the Toyota Fleet Guide. As the Canadian economy continues to evolve, we at Toyota are working to evolve with it. That means building the right blend of fuel economy, safety, quality, value, durability, comfort, and convenience into every Toyota car, truck and hybrid on the road today. The 2011 model year features our strongest offerings yet, so look no further than Toyota for your next Fleet vehicle purchase.



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Highlander	
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### hybrid

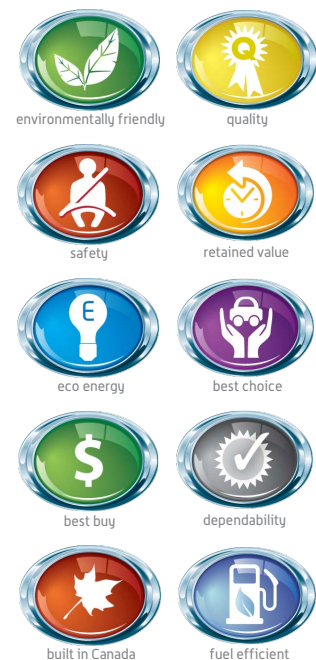
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[www.toyota.ca](http://www.toyota.ca)

dealer services



**FUEL EFFICIENCY** Natural  
Toyota is committed to manufacturing vehicles and products that exceed customer expectations for quality, reliability and safety. As part of our ongoing efforts, all 2011 Toyota models come standard with the Star Safety System™. This integration of active safety features is designed to protect occupants by helping drivers avoid accidents in the first place. The Star Safety System™ includes Vehicle Stability Control (VSC)<sup>1</sup>, Traction Control (TRAC), Anti-lock Brake System (ABS), Electronic Brake-force Distribution (EBD), Brake Assist (BA)<sup>2</sup> and Smart Stop Technology (SST)<sup>3</sup>.



## Why choose Toyota for your Fleet?

### Life cycle costs, resale and residual value

While extremely important in the decision process, the cost to acquire a vehicle for your fleet is only one factor you should consider. The overall life cycle costs associated with vehicle ownership should carry heightened importance as you make the decision on the right vehicle for you. As the old adage goes, "time is money" and very few automakers can match the reliability and durability of a Toyota vehicle. The prospect of less downtime means you can take comfort in the knowledge that your fleet will perform optimally and you can focus on doing what you do. And, when it comes time for you and your vehicle to part ways, the residual dollar value of your Toyota will make you appreciate the purchase decision that you made... and then you can start the process all over again with a new Toyota!



### Toyota Quality

Quality is built right into the production process from the selection of raw materials, right down to the vehicle's final inspection. And it is the responsibility of everyone to ensure the highest quality possible on each and every vehicle. It's through Toyota's philosophy of 'Kaizen' that we are always looking for ways to continually improve. That's how we make things better.



## Investment in the Canadian economy

Did you know that more than half of the vehicles that Toyota sells in Canada are built right here by Canadians?





## The Toyota production process

is one that is constantly evolving. With our “Just-In-Time” practice, the goal is to make certain that during the manufacturing process, only what is needed gets produced. The result is twofold: because there’s no excess supply, any issues are exposed and promptly resolved to ensure that everything off of the Toyota assembly line is of exceptional quality.

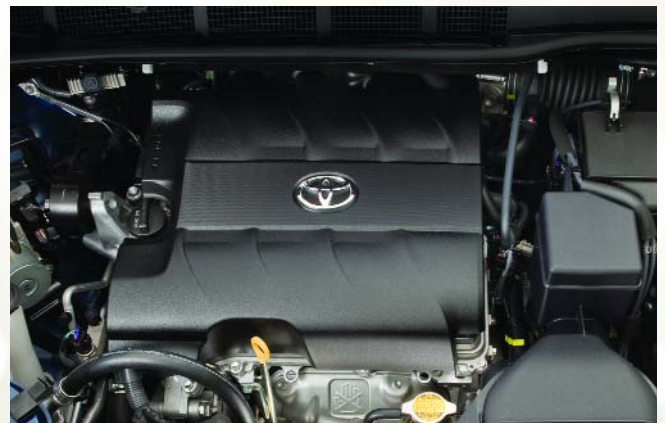


## The human touch

As impressive as the machinery is, the achievement of perfect fit and finish is also the result of continuous human touch for every step of the way.

## Sound proofing technology

Our Toyota team seeks out every source of noise within the vehicle and works to ensure that they are no longer an issue. This is achieved by using a network of complex sound-absorbing and vibration-damping materials to isolate our interiors from the outside.



## Toyota Canada Cold Research Centre

Located in Timmins, Ontario, our teams test Toyota vehicles in actual Canadian winter conditions at our cold weather testing track to ensure that they remain dependable throughout the long winter months.



# TOYOTA Fleet Guide 2011

## New vehicle warranty summary

No Deductibles –  
No Transfer Fees

### Comprehensive Coverage – 3 years or 60,000 km

This warranty includes 24 hour Roadside Assistance and other benefits, as well as coverage of repairs on any part of the vehicle that is defective in material or workmanship under normal use and maintenance. Different warranties apply to original tires.

### Powertrain Components – 5 years or 100,000 km

This warranty covers repairs to powertrain components that are defective in material or workmanship under normal use and maintenance.

### Major Emission Control Components – 8 years or 130,000 km

This warranty covers repairs to specified major emission components that are defective in material or workmanship under normal use and maintenance.

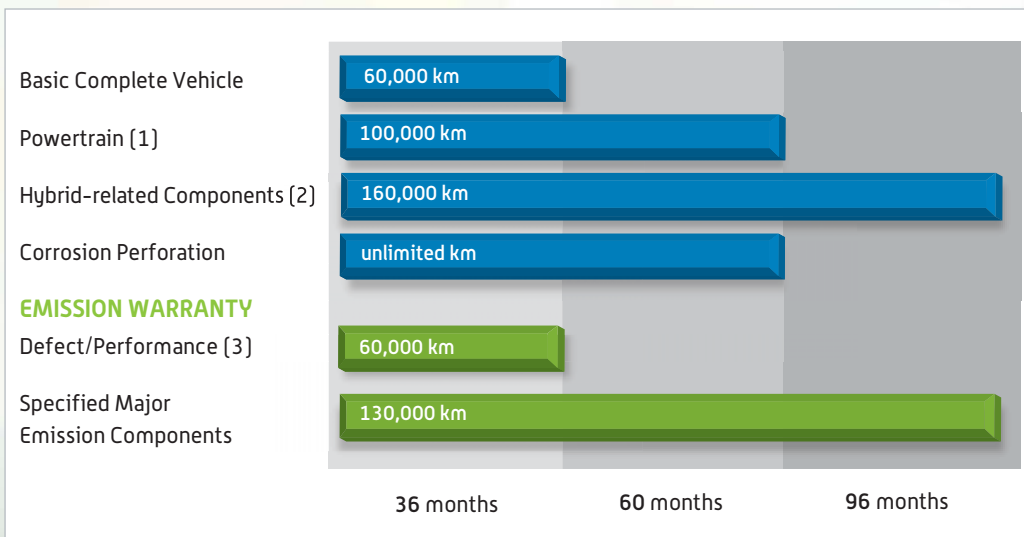
### Corrosion Perforation – 5 years unlimited distance

Any sheet metal found, under normal use, to have developed a perforation from corrosion due to defects in material or workmanship.

### Hybrid-Related Components\*\* – 8 years or 160,000 km

This warranty covers repairs to hybrid-related components that are defective in material or workmanship under normal use and maintenance.

\*\* Includes: HV Battery, Battery Control Module, Hybrid Control Module and Inverter with Converter.



[1] Hybrid Transaxle (with motor) is covered by Powertrain warranty.

[2] Includes: HV Battery, Battery Control Module, Hybrid Control Module, Inverter with Converter.

[3] Performance warranty (related parts) coverage is for 24 months or 40,000 km, whichever comes first.

- 1 **Vehicle Stability Control (VSC)** is an electronic system designed to help the driver maintain vehicle control under adverse conditions. It is not a substitute for safe driving practices. Factors including speed, road conditions and driver steering input can all affect whether VSC will be effective in preventing a loss of control.
- 2 **Brake Assist** is designed to help the driver take full advantage of the benefits of ABS. It is not a substitute for safe driving practices. Braking effectiveness also depends on proper brake-system maintenance and tire and road conditions.
- 3 **Smart Stop Technology** operates only in the event of certain simultaneous brake and gas pedal applications. When engaged, the system will reduce engine power to help the brakes bring the vehicle to a stop. Factors including speed, road conditions and driver input can all impact stopping distance. Smart Stop Technology is not a substitute for safe and attentive driving and does not guarantee instant stopping.