

Driver's Guide

Your Fleet Mobility Partner



**TOYOTA FLEET
MANAGEMENT**

toyotafleetmanagement.com.au



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1. 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.

Please note, that not all the services in this guide will be available to you. If you have any questions regarding your vehicle or what services are included in your contract please contact your company fleet administrator or call us on **1300 888 870**.

We hope you enjoy your motoring experience.

Drivers 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	1300 888 870
TFM roadside assist	1800 817 683
Accident management	1800 817 683
Windscreens / glass	131 616
Maintenance authorisations	1300 888 871
Tyre authorisations	1300 888 871
Tyre outlets	
Bob Jane T-Marts	132 625
Beaurepairs	132 381
Bridgestone	131 229
MyCar	1300 772 579

2. Vehicle Servicing and Mechanical Repairs

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

Our approved repairers are as follows:

- Your motor vehicle manufacturer's approved dealerships.
- 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**.

2.1 Booking your vehicle in for a service

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

A repair authorisation sticker is included in your driver's kit. You should place this sticker on the front of your service book to remind repairers they need to contact TFM prior to commencing any work on your vehicle. Should you require a replacement sticker, please call us on **1300 888 870**.

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 your vehicle is managed by TFM. 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 concierge service. 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 condition and pressure.
- Vehicle fluids and oils.

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 recommend that you keep your vehicle clean but avoid automatic car washes. All accident damage should be immediately attended to. If you have any concerns about your vehicle in between services, please call our Repair Authorisation Centre on **1300 888 871**.

3. 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 listed. 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.

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

The tyre outlets we recommend:



Bob Jane T-Marts call 132 625

Who you turn to for tyres.

Beaurepaires 

The logo for Beaurepaires includes a stylized blue line-art illustration of a hand holding a tyre.

Beaurepaires call 132 381

BRIDGESTONE

Bridgestone call 131 229

mycar

MyCar 1300 772 579

4. 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 **1800 817 683**, or call our Repair Authorisation Centre on **1300 888 871** for advice on your options.

5. TFM Roadside Assist

If your TFM contract includes TFM roadside assist, this service is available 24 hours a day, 365 days a year and can be contacted via the toll free number **1800 817 683**. If your company has selected roadside assistance from a state-based provider and you require assistance, please contact them directly.

In the event of a vehicle breakdown

If your vehicle breaks down, it may be useful to have the following information on hand for your roadside assist operator:

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

6. Fuel and Oil

If your TFM contract includes a fuel card, TFM 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 Fringe Benefit Tax (FBT) reporting.

In particular, if you have a Novated Lease Vehicle Package, TFM 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**.

7. E-Tag and Video Tolling

If a TFM E-Tag and Video Tolling has been included in your TFM contract, you will receive the E-Tag within 5 working days of your vehicle being delivered.

Please follow the instructions provided with the tag to install the device on your windscreen so vision is not obstructed. The tag must be appropriately displayed at all times, to ensure it works correctly. If it doesn't beep as you pass through a toll boom or if you suspect that it's not working correctly, please contact your company's fleet administrator to order a replacement tag.

Lost/stolen tags

If your tag is lost or stolen, please notify your company's fleet administrator immediately.

Video Tolling

When you travel on a toll road, a photograph of your licence plate number is taken, and vehicle matching fees are charged for matching your licence plate number. Vehicle matching fees may differ depending on the toll road.

End of contract

If your vehicle is being returned to TFM or a Dealer at the end of your contract, please ensure the tag is removed and returned to your company's fleet administrator to avoid additional costs.

8. Accident Management

As part of your TFM contract, your company may have selected our Toyota Fleet Accident Management Service. If so, this service is available 24 hours a day, 365 days a year and can be contacted via the toll-free number **1800 817 683**.

In the event of an accident, you should take the following steps:

- Call an ambulance if there are any injured persons.
- Call the police if required by state law. Normally this is required if a person is injured or either vehicle requires towing.
- If it is not necessary for the police to attend the accident scene, you may be required by state law(s) to visit your nearest police station to report the accident, refer to the relevant states crash responsibilities to determine if this is required.
- For insurance reasons, do not admit liability.
- If your vehicle cannot be driven, arrange for its towing to a safe place pending finalisation of the repair arrangements.
- Notify your company's fleet administrator and Toyota Fleet Management 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.



9. Vehicle Registration

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.

Selected states require Hybrid stickers to be displayed on vehicles. Registration Labels are not required on Light commercial and Passenger vehicles, only for Heavy Vehicles. Please contact your company fleet administrator or contact us direct during business hours on **1300 888 870** if you have any queries regarding labels.

As the authorised custodian 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.



10. Fleet 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, you should not drive your vehicle and contact your company's fleet administrator immediately.

11. Novated Comprehensive Motor Vehicle Insurance

If you have a Novated Lease Vehicle Package and have included Comprehensive Insurance, you should promptly forward your insurance renewal to novated@toyota.com.au for payment.

Renewals need to be received a minimum of 14 days prior to expiry. It is your responsibility to insure your vehicle at all times. If you have any questions, please contact fleetinsurance@tfal.com.au or if it is urgent, contact 1300 888 870.

12. Broken or Damaged Windscreens or Glass Panels

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.

TFM has a national supplier relationship with O'Brien Glass for the replacement and repair of all vehicle glass. Following approval from TFM, we recommend that you contact O'Brien Glass directly on **131 616** to arrange glass replacement.

13. 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, we recommend that you 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.

14. Maintenance/Serviceing and Tyre Inclusions

Your TFM contract may include either scheduled servicing, full maintenance or recharge fleet management. Below is a summary of the items covered under each scenario.

Scheduled Servicing (excluding interim servicing)

TFM 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

Under full maintenance, TFM will pay for all scheduled services (excluding interim servicing) in accordance with the manufacturer's handbook, together with corrective mechanical 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.

Additional costs like balancing wheels and accidental damage will generally not be covered in your lease.

Recharge fleet management

If this option is included in your vehicle lease, TFM will authorise each repair.

If your company has requested that tyres are included, TFM will authorise tyre costs. Upon receipt of the invoice, the costs will be verified against the work authorised, 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.

15. Vehicle Return

If 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 TFM's permission) remain on the vehicle.
4. The E-Tag has been removed and returned to your company's fleet administrator if required.
5. The vehicle is clean, both inside and out.

15.1 Final inspection

A final inspection will be carried out on your vehicle once it is returned to us. It will be assessed against the pre-agreed TFM Fair Wear and Tear guidelines.

16. Fair Wear and Tear Guidelines

TFM's Fair Wear and Tear guidelines are published on our website www.toyotafleetmanagement.com.au/fleet-management-services/downloads. 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**.

Contact Your Fleet Mobility Partner
toyotafleetmanagement.com.au 1300 888 870

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