

Toyota Motor Corporation is one of the largest vehicle manufacturers in the world, selling vehicles in many different countries. To ensure that each vehicle sold is appropriate for the country where it will be driven, the specification is matched to the driving conditions and legal, safety and environmental requirements in each country.

This means that specific models sold in countries like Japan are different in many significant ways to the identically named model sold in the UK or the European Union.

For example, because the roads in Japan can be very congested and vehicles travel at lower speeds than in the UK, the brakes on Toyota vehicles sold in Japan are quite often smaller than those on the same model sold in the UK or EU. Similarly, the suspension has a softer set-up to provide comfort at lower speeds. In addition, the catalytic converter on a car sold in Japan is designed for the type of petrol used in Japan, which differs from that sold in the UK and Europe.

Another example is with respect to the fitment of tow-bars. All Toyota vehicles officially imported and sold in the UK and EU are designed to have approved tow-bars fitted. This is not the case for vehicles manufactured for other markets where, in many instances, they do not have the appropriate body strengthening and in those circumstances the fitment and use of tow-bars is highly dangerous and can cause significant damage.

In the UK, Toyota sells a very broad range of vehicles - saloon, sports, people carriers or MPV's, 4-wheel drive and commercial. All in all, there are currently 14 models, with many different

derivatives, sold through the Toyota UK dealer network. Toyota (GB) Ltd, the official distributor for the UK, ensures that all these vehicles are manufactured to meet all UK and EU legal and safety requirements and to provide the optimum performance and comfort for drivers and their passengers in the UK.

Additionally, to ensure that Toyota owners receive the highest possible level of after sales service, Toyota (GB) Ltd carries around 100,000 different part numbers in stock and conducts extensive after sales training for dealership staff. The parts stock and training relates primarily to the vehicles officially designed and imported for sale in the UK. However, whilst Toyota (GB) Ltd officially imports and sells a wide range of Toyota vehicles, it is only a small selection of the exceptionally wide range of vehicles manufactured by **Toyota** throughout the world.

In recent months, there has been an increase in imports of used Toyota vehicles designed and manufactured for sale in markets other than the UK and Europe. As referred to earlier, many of these vehicles are either not officially sold in the UK or have a different specification to normal UK market vehicles. As a consequence, some service and replacement parts for these vehicles may not be stocked in the UK.

# WHAT AFTER SALES SUPPORT DO TOYOTA PROVIDE?

*Toyota (GB) Ltd will provide every possible assistance to franchised Toyota dealers in the UK to:*

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- a) identify the correct part number to complete a service or repair. Whilst Toyota (GB) Ltd holds a large library of vehicle specifications/part numbers for vehicles not normally imported to the UK, it is by no means complete.

Accordingly, whilst Toyota (GB) Ltd will respond as quickly as possible to dealer enquiries, there may be a delay of some days to identify a correct part number.

- b) source any necessary parts from Japan to satisfy a dealer or customer demand. Parts ordered from Japan normally take an average of 60 days to arrive by sea freight. However, if parts are urgently required, they can be air-freighted.

This service takes an average of ten days from order placement and will attract a 20% premium over the normal price to cover the additional transport costs.

- c) provide appropriate technical assistance to dealership workshop staff to complete a service repair where the dealer has not been trained on specific components, not normally found on officially imported Toyota vehicles or where the dealer does not have available English language repair manuals. In such circumstances, Toyota dealers will probably charge a premium in their normal hourly labour rate, to reflect the additional time involved in completing the work.

As Toyota Motor Corporation design and build specific vehicles for specific markets, the official manufacturer's warranty is only valid in the country/market where the vehicle was originally sold as new.

Accordingly, used Toyota vehicles imported from outside the European Economic Area (the European Union together with certain other European countries) are not covered by any manufacturer's warranty, regardless of the age of the vehicle.