



Borneo Motors

TOYOTA ASSURE WARRANTY

(12 months / 20,000 km Engine and Transmission Warranty)

Terms and Conditions

General Provisions

1. **Toyota Assure Warranty** is a warranty program offered by Borneo Motors (Singapore) Pte Ltd (“BMS”) for eligible passenger vehicles that meet the following criteria (“the Vehicle”):
 - The Vehicle is equal to or less than 9 years old (calculated as of the date of first registration).
 - The Vehicle is registered with Borneo Motors (Singapore) Pte Ltd.
2. Toyota Assure Warranty is available to customers who have completed two consecutive services with Borneo Motors (Singapore) Pte Ltd within a year, beginning with a service on or after November 5, 2024. At least one of these services must be a major/comprehensive service*. The second service must be performed within six months or 10,000 kilometers of the first service, whichever occurs earlier.

Toyota Assure Warranty is non-transferable and cannot be redeemed for cash.

3. Toyota Assure Warranty does not cover wear and tear of parts, including noise and vibration due to worn parts.
4. Toyota Assure Warranty applies only to repairs carried out by BMS.
5. BMS reserves the right to amend any Toyota Assure Warranty terms and conditions without prior notice.

*Gearbox oil must be replaced during the major service if no prior record exists in BMS.

Effective Date

6. Toyota Assure Warranty is effective from the date the second service is completed, unless advised otherwise by BMS.
7. Toyota Assure Warranty expires twelve (12) months from the date of the second service or when the vehicle reaches the Covered Expiry Mileage of 20,000 km, whichever is earlier.

Eligibility

8. Toyota Assure Warranty is available only for passenger vehicles purchased directly from BMS and that comply with the criteria set out in Clause 1 above.

9. Exclusions on Eligibility

- Vehicles exceeding 3,500 kg Gross Vehicle Weight (G.V.W.)
- Rare, custom, or limited-production models
- Grey market or water-damaged vehicles
- Vehicles with alterations or modifications. All vehicles must have standard Borneo Motors or Factory Installed Equipment.



Borneo Motors

- Electronic engine management sensors.
- Damage due to engine overheating or caused by owner's negligence
- Vehicles used for competitive driving, racing, off-road use, hire, delivery, rental, commercial* purposes, pool cars, or emergency services
- Any other vehicles that BMS deems ineligible at its sole discretion

*A commercial vehicle is defined as any vehicle used in business or trade where it is used for delivery, emergency, or other business purposes. Examples include government vehicles, police cars, private hire, taxis, tow trucks, or vehicles titled to a business with multiple drivers.

Coverage Term

Vehicle Maintenance

Your vehicle must be serviced by Borneo Motors (Singapore) Pte Ltd according to the manufacturer's recommendations at intervals of every 6 months or 10,000 km, whichever comes first (allowing a maximum of 1,000 km or 45 days grace). Borneo Motors (Singapore) Pte Ltd is not responsible for damages resulting from maintenance, repairs, or part replacements performed by third-party workshops.

Toyota Assure Warranty will become void if:

- Maintenance guidelines are not followed.
- Alterations or modifications are made that are not in accordance with the manufacturer's recommendations.
- The vehicle is used for competitive driving, racing, off-road use, public hire, delivery, rental, commercial purposes, pool cars, or emergency services.
- The vehicle incurs water damage.

WHAT IS COVERED

ENGINE

Internally lubricated parts contained within the cylinder block and head (s)

- Balance shafts and balance shaft bearings
- Camshaft, bearings and followers
- Camshaft Timing sprockets
- Variable Valve Timing mechanism
- Connecting rods and bearings
- Crankshaft and main bearings
- Cylinder block
- Cylinder heads and Head Gasket
- Oil pan (Only as a result of damage caused by a mechanical failure)
- Oil pump
- Pistons, piston rings and pins
- Push rods
- Rocker arms, shafts, bushings
- Seals and gaskets (Alone not covered)



Borneo Motors

- Timing gears, guides and tensioners
- Timing Chain vibration damper
- Timing chain cover (Only as a result of damage caused by a mechanical failure)
- Valve covers (Only as a result of damage caused by a mechanical failure)
- Valves, valve guides, lifters, springs and seats

Exterior of engine block

- Flywheel / Flex plate (breakage)
- Flywheel ring gear
- Manifold, intake
- Front Crank shaft drive pulley
- *Timing chain/belt (breakage)

**Timing Belt covered provided that the last due change of the belt has taken place as specified by the manufacturer's schedule (proof required)*

TRANSMISSION (AUTOMATIC, MANUAL, or CVT)

Internally lubricated parts contained within the transmission and transfer case as listed below:

- Shafts, Gears, selectors, bearings, pumps
- Gear shift cable
- Governor assembly
- Release hubs and bearings
- Seals and gaskets (Alone not covered)
- Torque converter
- Housings / cases and oil pan (Only as a result of damage caused by a mechanical failure)
- Differential Gear assembly
- Shift Solenoid valves
- Automatic transmission Fluid Temperature sensor
- Vehicle Speed sensor
- Park/Neutral position switch
- Gear Range position sensor

Exterior of transfer casing

- Vacuum modules
- Automatic Transmission Fluid cooling unit

Toyota Assure does not cover any other Engine and Transmission components on the vehicle or any other vehicle components other than what is listed here. Engine and Transmission components that are replaced by us under Toyota Assure become our property.



Borneo Motors

WHAT IS NOT COVERED

Any items not listed under “What is covered”.

Incidental or consequential damages or loss caused by breakdown of components (or otherwise) including property damage, personal injury, inconvenience, loss of vehicle use, damage to a covered part by a non-covered part and damage to a non-covered part by a covered part.

Toyota Assure Warranty does not cover Noise and Vibration due to parts worn out.

Breakdown due to inherent design and Manufacturing defects

Manufacturer’s Emission Warranty on the covered vehicle (whether or not transferred with the vehicle), manufacturer’s recall or factory bulletins, breakdowns of components caused by a defect the manufacturer has publicly announced it would correct, but which you failed to have corrected.

Commercial use is excluded and will void coverage under this extended service agreement.

Repairs required because of collision, abuse, overheating or operation without proper lubrication or coolant, road conditions, abuse, negligence, alterations, racing, accidents, fires, floods, riots, acts of God, vandalism, upset, theft, lack of reasonable and proper maintenance, abuse through towing or improper load capacity, abuse through continued operation of an impaired vehicle, or any other losses normally covered by casualty insurance.

Repairs beyond those required to correct the covered failure. Repairs of components which have been modified or added to the vehicle after purchase, any repairs on vehicles whose mileage have been altered or whose odometer has been tampered with.

The total benefits payable under Toyota Assure Agreement shall not exceed the retail price paid for the vehicle (excluding Taxes and Certificate of Entitlement). Repairs done other than by Borneo Motors (Singapore) Pte Ltd are excluded from cover under the Toyota Assure Agreement unless you obtain a written waiver to this condition from BMS.

Any Roadside Assistance services obtained are excluded. Towing services associated with accidents or vandalism is excluded.

Other expenses associated with travel arrangements, food, lodging and miscellaneous expenses are excluded.

Any manufacturer’s required maintenance and wear and tear items are excluded. Maintenance service such as Engine tune-up is not covered.



Borneo Motors

TOYOTA ASSURE PARTS OFFER

Terms and Conditions

General Provisions

1. The Toyota Assure Parts Offer is a discount program offered by Borneo Motors (Singapore) Pte Ltd (“BMS”) for eligible passenger vehicles that meet the following criteria (“the Vehicle”):
 - The Vehicle is **6 years old and above** (calculated as of the date of first registration).
 - The Vehicle must be registered with Borneo Motors (Singapore) Pte Ltd, including Parallel Imported (PI) vehicles.
 - The Vehicle must have completed **1 maintenance servicing**.
2. The discount is structured as follows:
 - **35% off** Toyota Genuine Mechanical Parts for vehicles **6 to 7 years old**.
 - **50% off** Toyota Genuine Mechanical Parts for vehicles **8 years old and above**.
3. The Toyota Assure Parts Offer is non-transferable and cannot be redeemed for cash.

Exclusions

- This discount is not applicable to labor costs, taxes, other fees. It does not apply to clearance items or part purchased in conjunction with other promotions or discount
- Parts and Materials which are replaced as maintenance service are Bulbs, Fuses, Air filter, fuel filter, battery, transmitter battery, fuel, wiper rubber, wiper blade.
- Non – factory fitted, or Borneo fitted items (such as radios, tape players, compact disc players, graphic equalizers, speakers, accessories and merchandize)
- It does not apply to any bundle packages such as wear and tear and repair packages (example; Tyre, Battery, Brake, Shock Absorber, Engine Mounting, value buy, VRD, TRD, Fuel, etc.)
- Unless otherwise stated, this promotion is not valid with other offers, discounts, rebates, vouchers, privileges, or promotions.
- Borneo Motors (Singapore) Pte Ltd reserves the right to amend any terms and conditions without prior notice.