

FULL-SERVICE LEASE

Driver's Guide



CONTENTS

1	Introduction	3
2	Vehicle servicing and repairs	4
2.1	Booking your vehicle in for a service	4
2.2	Vehicle care between services	5
3	Tyres	5
4	Batteries	5
5	Fuel and oil	6
6	Vehicle registration	6
7	Comprehensive Motor Vehicle Insurance	6
8	Traffic fines and infringements	6
9	Maintenance/servicing and tyre inclusions	6
10	Vehicle returns	7
10.1	Final inspection	7
11	Fair Wear & Tear guidelines	7

1. INTRODUCTION

Welcome to Lexus Financial Services

At Lexus Financial Services, 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 services included in your Full-Service Lease.

Please note:

- Not all services in the guide may apply to your Full-Service Lease. If you have any questions regarding your vehicle or what services are included in your contract please contact us on 1800 725 722.
- Lexus Financial Services and Toyota Fleet Management are divisions of Toyota Finance Australia Limited.

We hope you enjoy your motoring experience.

Driver's quick reference table

Please refer to your contract information for information on what items are covered in your Full-Service Lease.

Lexus Financial Services Customer Service	1800 725 722
Lexus Insurance Claims	1300 622 302
Maintenance authorisations	1300 888 871
Tyre authorisations	1300 888 871

Tyre outlets

Your local Lexus Dealership	www.lexus.com.au/contact/find-a-dealer
Bob Jane T-Marts	132 625
Beaurepairs	132 381
Goodyear	132 343
Bridgestone	131 229
mycar Tyre & Auto	1300 772 579



2. VEHICLE SERVICING AND MECHANICAL REPAIRS

Lexus Financial Services 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 any Lexus dealer across Australia.

2.1 Booking your vehicle in for a service

If servicing and maintenance are included in your Full-Service Lease, you will need to advise the Lexus dealer service centre that your vehicle is managed by Lexus Financial Services. You must do this prior to the commencement of any work.

We recommend you call the Lexus dealer service centre two weeks prior to your vehicle service to make a booking at a convenient time.

Advise them that your vehicle is managed by Lexus Financial Services. The Lexus dealer service centre will then contact our Repair Authorisation Centre to obtain approval to work on your vehicle.

Your Lexus dealer service centre 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 for the term of your lease, we recommend regularly checking the following:

- Tyre pressures.
- Vehicle fluids and oils.

We recommend that you keep your vehicle clean but avoid automatic car washes as they tend to scratch the paintwork. All accident damage should be immediately attended to in order to avoid rust development.

3. TYRES

If your Full-Service Lease includes 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 originally fitted by Lexus.

The tyre outlets we recommend:



[https://www.lexus.com.au/
contact/find-a-dealer](https://www.lexus.com.au/contact/find-a-dealer)

call 132 229



call 132 625

call 132 343



call 132 381

call 1300 772 579

4. BATTERIES

Most batteries are covered by the manufacturer's warranty for the first 12 months.

5. FUEL AND OIL

If your Full-Service Lease contract includes a fuel card, Lexus Financial Services will send your fuel card within 5 working days of your vehicle being collected.

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 reporting.

If your fuel card is lost or stolen, please contact us directly during business hours on 1800 725 722.

6. VEHICLE REGISTRATION

Should you receive the registration renewal notice, it is important that you promptly forward this to Lexus Financial Services for payment. Please send to Locked Bag 980, Milsons Point NSW, 1565.

Selected states require hybrid and electric vehicle stickers to be displayed on vehicles.

As the authorised custodian of the vehicle, it is your responsibility to ensure the vehicle is registered at all times. Note - LFS will make payments for registration throughout the term of your FSL.

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. Please refer to your lease agreement for any applicable insurance exclusions.

7. COMPREHENSIVE MOTOR VEHICLE INSURANCE

Your vehicle will be insured for the life of your Full-Service Lease. If you have any questions regarding your coverage or if you wish to make a claim, please contact Lexus Insurance Claims on 1300 622 302.

Please refer to the Insurance Guide for full details on insurance inclusions.

8. TRAFFIC FINES AND INFRINGEMENTS

You are responsible for all traffic toll notices, 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 Lexus Financial Services will be forwarded to you for payment.

9. MAINTENANCE/SERVICING AND TYRE INCLUSIONS

Your Full-Service Lease includes servicing and maintenance. Lexus Financial Services 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.

Tyres may also be included as part of your Full-Service Lease.

Additional repairs, replacements, or adjustments due to damage or misuse are not covered in your lease.

10. VEHICLE RETURN

When your vehicle is due for return, please ensure the following:

- The vehicle is returned to a Lexus dealership (please contact Lexus Financial Services for alternative options if this is not possible).
- You return all sets of keys/security pads with your vehicle.
- The vehicle service book and logbooks are left in the glove box of the vehicle.
- Any accessories that are part of your Full-Service Lease and have been fitted to the vehicle.
- Your E-Tag has been removed.
- The vehicle is clean, both inside and out.

10.1 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 Lexus Financial Services Fair Wear and Tear guidelines.

11. FAIR WEAR AND TEAR GUIDELINES

Lexus Financial Services' Fair Wear and Tear guidelines are published on our website at lexus.com.au/finance/personal-and-business/full-service-lease/fair-wear-and-tear

These guidelines outline what is acceptable fair wear and tear regarding the use of your vehicle 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 1800 725 722.



Lexus Financial Services

National Customer Solutions Centre

Locked Bag 900, Milsons Point NSW 1565

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lexus.com.au/finance/personal-and-business/full-service-lease

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