



# Simplifying Your Toyota Lease-End Experience.

A Step-by-Step Guide

2nd Edition



## ► What's in Here?

- > Your Lease-End Options
- > Wear and Use Guidelines
- > Lease-Return Checklist

## Lease-End Option #1

### Choose a New Toyota

Perhaps you're eyeing a new Toyota vehicle, or maybe you want a brand-new edition of what you're driving now. Regardless, be confident that you have choices.

#### 1. **Begin your vehicle search**

Visit your originating dealer, or [toyota.com](http://toyota.com), to view the complete Toyota lineup. You can also find local specials and estimate monthly payments.

#### 2. **Go for a test drive**

Once you've selected your perfect model, take it for a test drive at your Toyota dealer.

After you select a new vehicle, refer to Lease-End Option #3 (Turn in Your Toyota) for steps on how to handle your current lease vehicle.



## Lease-End Option #2

### Buy Your Current Toyota

**It's reliable, still boasts peak performance and has been with you through thick and thin.**

If you're ready to make your leased Toyota your very own, then you're not subject to a wear and use evaluation or any extra mileage charges. In other words, you don't have to stop driving your current Toyota – just follow the steps below:

#### 1. Determine your payoff amount

Visit [toyotafinancial.com](http://toyotafinancial.com) and log into your account to view your payoff information online, or give our Lease-End Specialists a call at (800) 286-0652.

#### 2. Estimate your monthly payments

Use the Lease-to-Purchase Payment Estimator within your online account to estimate what your monthly payments may be if you finance the amount through your Toyota dealer and Toyota Financial Services (TFS).

#### 3. Contact your originating dealer

The Lease-End Coordinator at your dealership will review the details of your lease agreement with you and provide any required documentation.

#### 4. Choose your purchase method

One option is to arrange financing at your Toyota dealer through TFS.<sup>1</sup> Be sure to ask about Toyota Extra Care Vehicle Service Agreements for extended protection beyond your vehicle warranty.<sup>2</sup> For an outright purchase of your vehicle, contact TFS to obtain the necessary sale documents at (800) 286-0652.

<sup>1</sup> On approved credit. <sup>2</sup> Time and mileage limits apply to Toyota Extra Care. <sup>3</sup> All charges may be subject to sales tax. <sup>4</sup> Applicable on lease contracts signed after January 3, 2011. Offer to waive the disposition fee for qualifying customers in good standing with TFS who purchase/lease a new or certified used Toyota or Scion vehicle or a new or certified pre-owned Lexus vehicle within 30 days of lease return. See participating Toyota dealer for details.

You can terminate your lease at anytime. However, early termination can result in a substantial cost.

## Lease-End Option #3

### Turn in Your Toyota

**We've made returning your current vehicle straightforward. Just follow the steps below:**

#### 1. Give us a call

Contact us before your lease ends at (800) 286-0652. Our Lease-End Specialists will review the details of your lease agreement with you. If we do not hear from you, then we will contact you.

#### 2. Assess your vehicle's condition

Use the Wear and Use Guidelines in this brochure to evaluate any damages. Unrepaired damages may result in charges at the end of your lease. Review your mileage allowance to assess any excess mileage charges at lease end.<sup>3</sup>

#### 3. Make any necessary repairs

Your local Toyota dealer can often help with cost-effective repairs if needed. Be certain to keep all of your receipts for repairs made, and see your insurance policy for coverage.

#### 4. Schedule a turn-in appointment

Contact your originating dealer to return your Toyota vehicle.

#### 5. Return your Toyota

Take your vehicle to your Toyota dealer by the lease-end date. Bring your Odometer Statement, keys, Owner's Manuals and all original equipment to the appointment. An independent inspection company will perform a final inspection after you turn in the vehicle.

#### 6. Make any outstanding payments

Remember to pay outstanding balances and cancel electronic payments.

Once your independent inspection is complete, charges may be due if your vehicle exceeds normal wear and use or mileage limits. TFS will send a final statement after the leased vehicle is returned.

*As set forth in your lease agreement, these charges, along with other charges such as any remaining liability for unpaid citations, taxes, etc., are payable to Toyota Financial Services.<sup>3</sup>*

If you elect to finance or lease your next vehicle with TFS, the disposition fee<sup>4</sup> will be waived on your current lease. Our Encore Program also rewards your loyalty with exclusive benefits.

# Wear and Use Guidelines

## INTERIOR

### Excessive Wear and Use Examples



Normal wear and tear to a vehicle is to be expected. We can all relate to the occasional scratch and scuff. However, damages exceeding normal wear and use and mileage in excess of that specified on your lease agreement may be chargeable to you upon lease end.<sup>1</sup> To help avoid any surprises and charges, review our general Wear and Use Guidelines on the following pages for examples of what is considered excessive.<sup>2</sup>

### Wear and Use Measuring Tool

Use a credit card as a guide  
to check for excess wear  
and use damage

A credit card is 3  $\frac{5}{8}$ " in length

<sup>1</sup> All charges may be subject to sales tax.

<sup>2</sup> This is intended as general guidance only. State law and the terms of your lease may vary your rights and obligations regarding excess wear and use and mileage. Please refer to your lease agreement for a description of your rights and obligations upon termination of your lease. Toyota Financial Services may change its wear and use standards consistent with the terms of your lease agreement.

*Cut Seat*



*Missing Accessory*



*Burned Fabric*



*Broken Equipment*



### Seat and Trim

- Cuts, tears or an accumulation of burns or stains larger than the size of a credit card

### Equipment, Parts and Accessories

- Missing keys/remotes
- Missing parts or accessories (shifter knob, headrests, tonneau/cargo cover, etc.)
- Inoperative, malfunctioning or broken parts or equipment
- Any modifications not on the vehicle at lease inception



# EXTERIOR

## Excessive Wear and Use Examples



*Exposed Tire Cord*



*Damaged Windshield*



*Scratched Panel*



*Poor Repair*



*Damaged Alloy Wheel*



*Broken Mirror*



*Dented Bumper*



*Scratched Bumper*



### Tires, Wheels and Wheel Covers

- Tires with exposed cords
- Tires or wheels that do not match or meet manufacturer's guidelines for safe operation
- Missing or damaged wheel covers
- Wheel gouges greater than 1"

### Glass and Lights

- Windshield cracks, stars or bullseyes
- Windshield scratches greater than the size of a credit card
- Damaged or broken glass
- Bent, broken or missing lights, turn signals, mirrors or lamps

### Paint and Body

- Scratches greater than the size of a credit card that penetrate the paint
- Dents greater than the size of a credit card
- Accumulation of damage covering a majority of a panel requiring repair or replacement of entire panel
- Previous repairs performed poorly or unrepaired collision damage

### Miscellaneous

- Damage to frame structure that affects the integrity of the vehicle
- Damage from flood, water, hail or sand
- Damage resulting from improper vehicle maintenance

# Lease-Return Checklist

Use the following checklist to ensure your lease turn-in process is fast and simple.

- ☐ Use a credit card to examine possible excessive wear and use on your vehicle.
- ☐ Schedule a turn-in appointment with your Toyota dealer.
- ☐ Please bring the Odometer Statement included in your final billing statement (also available on [toyotafinancial.com](http://toyotafinancial.com)), and have the dealer record the mileage. Please remember to sign the statement and ask for a copy.
- ☐ Check with your DMV to determine if your state requires license plate return at lease end. Your dealer can advise you about specific requirements in your state.
- ☐ Cancel any electronic payments.
- ☐ Please bring the following materials with you to your lease-return appointment:
  - ☐ All sets of keys (masters/remotes/valet)\*
  - ☐ Owner's Manuals
  - ☐ Tool kit and spare tire\*
  - ☐ Any original equipment on your vehicle at lease inception (radio, headrests, 3rd row seat, tonneau/cargo cover, etc.)

\* If applicable

## For more information and to view Frequently Asked Questions

 Visit [toyotafinancial.com/lease-endinfo](http://toyotafinancial.com/lease-endinfo)

 Call (800) 286-0652

(Mon. - Thurs. 9 am - 7 pm; Fri. 9 am - 5 pm)



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