

HOW TO SELL TOYOTA CONNECTED SERVICES TO YOUR CUSTOMERS

Toyota Connected Services is a suite of convenience features available with select Toyota vehicles with an active Entune™ subscription. These services complement and enhance the driving experience by allowing the driver to remain connected while behind the wheel. To help you better explain these services to your customers, let's explore how they work – and go over some examples of how they can add value, convenience and peace of mind.

SAFETY CONNECT®



What It Does

Safety Connect®¹ is your lifeline in case of an emergency. Cloud connectivity enables the vehicle to provide an Automatic Collision Notification (ACN) to dispatch emergency services under certain conditions. It also provides roadside assistance² and stolen vehicle locator services, delivering peace of mind in a wide range of situations.

How It Can Help

Had an accident? If an airbag³ deploys, an agent will call the driver and can send emergency support to the vehicle.

See a car pulled over that needs help? Push the SOS button and let the operator know where the stranded motorist is.

Need a tow? Vehicles with an active Safety Connect®¹ subscription receive an extra year of Roadside Assistance² (on top of the two years they get from ToyotaCare¹⁵) for a total of three years.

SERVICE CONNECT



What It Does

Service Connect⁴ keeps the lines of communications open between you, your vehicle and your dealer. If a Malfunction Indicator Lamp (MIL) or Maintenance Required light turns on, customers can contact a dealer via the multimedia display through a paired Bluetooth®⁵ phone. The vehicle alert data will also be sent to the preferred servicing dealer. Customers will have an additional record of the alert by viewing the Vehicle Health Report.

How It Can Help

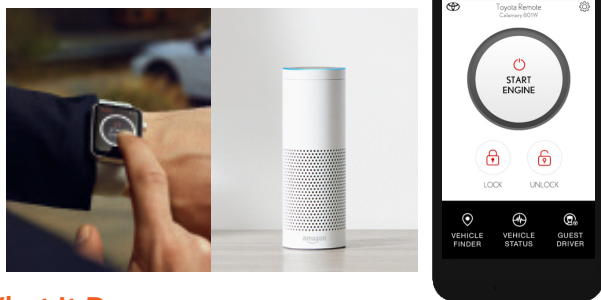
Getting good gas mileage? Find out average fuel consumption and more with the Vehicle Health Report.

Time for an oil change? Dealers can stay on top of regular maintenance and schedule appointments with the driver.

Check Engine Light? The dealer can contact the driver to make an appointment **if the driver has opted in to be contacted by the dealer.**

NOTE: Service Connect is available on select 2018 and later Toyota vehicles. Visit Toyota.com for more details.

REMOTE CONNECT



What It Does

Remote Connect⁶ helps you keep an eye on your vehicle when you're away. It provides customers the ability to start/stop the engine⁷, unlock/lock doors, locate the vehicle and provide vehicle status alerts. And when the Guest Driver feature is activated, owners can even receive alerts when another driver is going at an excessive speed and/or is outside a set radius.

How It Can Help

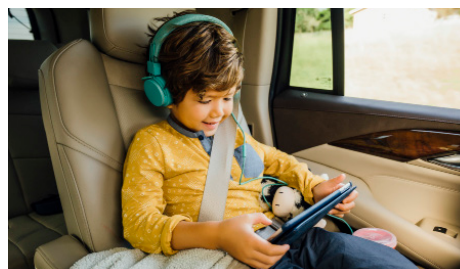
Forget to lock the doors? Check vehicle status alerts and much more using the Remote Connect App on your compatible phone.

Hot or cold outside? Using your phone, start the engine and set the cabin temperature to the last climate setting.

Can't remember where the car is parked? Parked Vehicle Finder pinpoints the vehicle's last known parked location.

NOTE: Remote Connect is available on select 2018 and later Toyota vehicles. Visit Toyota.com for more details.

WI-FI CONNECT



What It Does

Wi-Fi Connect⁸ powered by Verizon brings the internet inside your Toyota. This in-vehicle Wi-Fi[®] hotspot allows the vehicle to join an existing Verizon data plan. Up to five devices can connect simultaneously using the vehicle's Wi-Fi[®] hotspot.

How It Can Help

Planning a road trip with the kids? Keep them occupied using Wi-Fi Connect to stream their favorite shows.

Heading into a big work meeting? Once you're parked, get your documents together by transferring files at 4G LTE speeds!

At the pump? Browse the web or video chat with friends and family while refueling.

DESTINATION ASSIST CONNECT



What It Does

Destination Assist Connect⁹ helps get you to where you need to be. It provides customers with 24-hour access to a live agent who can help locate a destination. The live agent can send the destination coordinates directly to the vehicle's navigation system.

How It Can Help

Lost but can't pull the car over to use the navigation? Call Destination Assist to get back on the right path.

In a hurry to get on the road? Agents can provide an address directly to the vehicle's navigation system.

Want to grab a bite to eat? Agents can help recommend the perfect place and send directions to your navigation system.

DYNAMIC NAVIGATION



What It Does

Dynamic Navigation¹⁰ sends real-time traffic and route information straight to the vehicle. This provides customers the most up-to-date map data, routes and locations on their embedded navigation system through real-time updates downloaded from the cloud.

How It Can Help

Construction affecting the morning commute? Dynamic Navigation¹⁰ updates on its own with the latest routes.

Where's that new restaurant that just opened up? Dynamic Navigation¹⁰ includes up-to-date Points of Interest (POI).

Road closed? No problem! There are alternate ways to get there with Dynamic Navigation¹⁰.

APPLE CARPLAY®



What It Does

Apple CarPlay®¹¹ provides a smarter, safer way to use your iPhone®¹² in the car: It takes many of the experiences you already enjoy on the iPhone® itself and puts them right on your car's built-in display instead.

How It Can Help

Want to answer a text? Use Siri®¹³ to verbally respond to the message. Siri® will send your reply on your behalf.

Tired of listening to the radio? Play or stream your own tunes straight from your iPhone® with popular music apps.

Ready for the commute? Apple CarPlay®¹¹ offers Apple Maps in addition to other third-party navigation apps.

NOTE: Apple CarPlay is available on select 2019 and later Toyota vehicles. Visit Toyota.com for more details.

TOYOTA+ALEXA



What It Does

Amazon Alexa¹⁴ in-car integration brings Amazon's virtual assistant to the car. Connect the vehicle and smart home devices or components with Alexa. This can allow customers to change smart home settings from their vehicle.

How It Can Help

Forgot to turn off the bedroom lights? Control your connected home lights straight from the vehicle.

Have an Amazon account? Just ask Alexa¹⁴ to play music, read the news, tell a joke, and more.

Too hot outdoors? Control your smart home thermostat on your drive home.

NOTE: Toyota+Alexa is available on select 2019 and later Toyota vehicles. Visit Toyota.com for more details. Currently, Toyota+Alexa is only available for Android smartphones. iPhone availability coming 2019.

DISCLOSURES

1. Toyota Safety Connect is dependent upon an operative telematics device, a cellular connection and other factors outside of Toyota's control, which can limit the ability to reach the response center or receive emergency support or otherwise limit the functionality or availability of the system. Terms and conditions of subscription service agreement apply. To learn about Toyota's data collection, use, sharing and retention, please visit Toyota Link: www.toyota.com/privacyvts. Stolen vehicle police report required to use Stolen Vehicle Locator. **2.** Roadside Assistance coverage is 2 years unlimited mileage. Does not include parts and fluids, except emergency fuel delivery. See Toyota Dealer for details and exclusions. Valid only in the continental U.S. and Alaska. **3.** All the airbag systems are Supplemental Restraint Systems. All airbags (if installed) are designed to inflate only under certain conditions and in certain types of severe collisions. To decrease the risk of injury from an inflating airbag, always wear seatbelts and sit upright in the middle of the seat as far back as possible. Do not put objects in front of an airbag or around the seatback. Do not use a rearward-facing child seat in any front passenger seat. See Owner's Manual for additional limitations and details. **4.** Information provided is based on the last time data was collected from the vehicle and may not be up to date. System functionality depends on vehicle connectivity. **5.** The Bluetooth word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Toyota is under license. A compatible Bluetooth enabled phone must first be paired. Phone performance depends on software, coverage and carrier. **6.** Use only if aware of circumstances surrounding vehicle and it is legal and safe to do so (e.g., do not remotely start engine if vehicle is in an enclosed space or vehicle is occupied by a child). Remote Connect is dependent upon an operative telematics device, a cellular connection, navigation map data and GPS satellite signal reception, and other factors outside of Toyota's control, which can limit the ability or functionality of the system. Registration and app download are required. See usage precautions and service limitations in Owner's Manual. To learn about Toyota Entune 3.0's data collection, use, sharing and retention, please visit www.toyota.com/privacyvts/. The Remote Connect trial period is at no extra cost and begins on the original date of purchase or lease of a new vehicle. After the trial period expires, enrollment in a paid subscription is required to access the service. Terms and conditions apply. **7.** Remote Start/Stop not available on Manual Transmission equipped vehicles. **8.** Wi-Fi Connect is available on select 2018 and newer Toyota vehicles. Visit Toyota.com for vehicle availability. Verizon Wireless is the network provider for Wi-Fi Connect, which uses Verizon's 4G LTE network to transmit data. Data usage applies. Coverage not available everywhere; see vzw.com. See verizonwireless.com/bestnetwork for details. LTE is a trademark of ETSI. Other terms apply. Up to 5 devices can be supported using in-vehicle connectivity. Verizon Wireless data subscription required upon end of 6-month trial period or use of 2-GB data (whichever comes first). Use of Wi-Fi Connect subject to Verizon Wireless' Customer Agreement (verizon.com/about/privacy/privacy-policy-summary), and data use policies (verizonwireless.com/support/vz-email-legal/). **9.** Destination Assist is dependent upon an operative telematics device, a cellular connection, navigation map data and GPS satellite signal reception, and other factors outside of Toyota's control, which can limit the ability or functionality of the system. Use common sense when relying on this information. To learn about Toyota Entune 3.0's data collection, use, sharing and retention, please visit www.toyota.com/privacyvts/. See Owner's Manual for additional details. The Destination Assist trial period is at no extra cost and begins on the original date of purchase or lease of a new vehicle. After the trial period expires, enrollment in a paid subscription is required to access the service. Terms and conditions of subscription service agreement apply. **10.** Dynamic Navigation is dependent upon an operative telematics device, a cellular connection, navigation map data and GPS satellite signal reception, and other factors outside of Toyota's control, which can limit the ability or functionality of the system. To learn about Toyota Entune 3.0's data collection, use, sharing and retention, please visit www.toyota.com/privacyvts/. Use common sense when relying on information provided. Services and programming subject to change. Services not available in every city or roadway. Subscription required upon end of trial service period. See Navigation System Owner's Manual for additional details. The Dynamic Navigation three year trial begins the earlier of when the vehicle hits 100 miles or a year after the multimedia system manufacture date, regardless of when you purchase or lease the vehicle. Terms and conditions of subscription service agreement apply. **11.** Apps and services are subject to change at any time without notice. Apple CarPlay is a registered trademark of Apple Inc. **12.** iPhone® is registered trademark of Apple Inc. All rights reserved. **13.** Always drive safely, obey traffic laws and focus on the road while driving. Siri is available on select iPhone/iPad models and requires Internet access. Siri is not available in all languages or all areas and features vary by area. Some Siri functionality and commands are not accessible in the vehicle. Data charges may apply. See Apple.com and phone carrier for details. Siri is a registered trademark of Apple Inc. **14.** Amazon, Alexa, and all related logos are trademarks of Amazon.com, Inc. or its affiliates. Not all Amazon Alexa skills are available for in vehicle use. The Toyota+Alexa app requires an Android™ smartphone using version 5.0 and above (Apple® iOS available early 2019). **15.** ToyotaCare plan covers normal factory scheduled service for 2 years or 25K miles, whichever comes first. See Toyota dealer for details and exclusions. Valid only in the continental U.S. and Alaska.