

**FREQUENTLY ASKED QUESTIONS****1. *What is the name of this service?***

- TOYOTAView **Electronic Fiche**
- LEXUSView **Electronic Fiche**

**2. *How is this new service different from the old microfiche program?***

You will still have access to the same information. However, it will be:

- Portable
- Easy to use
- No special equipment required – your computer and an Internet connection will do it all!
- Pull down menus for year, model and component selection
- Weekly updates instead of monthly after the fact (delayed data)
- Information available 24/7
- Time Saver.....no more catalog storage and handling
- Print capability at the touch of a button
- Cost efficient....less than 80 cents per day

**3. *What is the cost of this new service?***

The annual subscription is \$275 plus any applicable taxes.

**4. *What is the subscription process?***

**You may contact the Material Distribution Center (MDC) 1-800-622-2033 Monday through Friday from 7:00 AM to 5:00PM PST.**

**DEALER SUBSCRIPTIONS** – Fax your completed Subscription Request to MDC at (310) 631-8901. You will receive an email with your User ID and password within 24 hours.

**RETAIL SUBSCRIPTIONS** – Fax your completed Subscription Request to MDC at (310) 631-8901. Then, send a check (payable to "TMS") to MDC Customer Service - 450 W. Apra Street, Compton, CA 90220.

Once your payment transaction has been approved, you will receive an email within 24 hours with your User ID and password.

**5. *What is the subscription period?***

Twelve months from the date you receive email confirmation from us of your order.

**6. *What is the method of payment?***

Dealer orders will be invoiced through your monthly parts statement.  
Retail orders can be accepted by check only, payable to "TMS".

**7. *What is the renewal process?***

The process will be the same as your initial subscription request. We will send you a subscription renewal package prior to your expiration date. After you complete the subscription request form, fax it to our Material Distribution Center (MDC). Retail customers will then need to send a check (see #4 above for details).

**8. What is your cancellation policy?**

*NOTE: You may cancel at any time, however, given the nature of this service and the security involved, we are unable to provide refunds as we require a one-year subscription.*

**9. How far back will the information be available?**

Toyota and Lexus **Electronic Fiche** information will contain vehicles back to 1969 model year.

**10. Is this new service VIN driven?**

No, this service is not VIN driven. It was not designed, nor will it replace, a dealer's electronic parts catalog. This was developed specifically for consumers that do not have access to an EPC.

For questions, contact [ToyotaView\\_LexusView\\_efiche@Toyota.com](mailto:ToyotaView_LexusView_efiche@Toyota.com).