



# Toyota Mobility Assistance Program

## GUIDELINES

Toyota Canada Inc. will provide a reimbursement of up to \$1,000 to each eligible, original retail customer, towards the purchase and installation of qualifying adaptive driving or passenger equipment for transporting people with physical disabilities. \* **Leased vehicles require advance written lesser approval of adaptive equipment installations.**

- Only new vehicles or vehicles ordered by participating mobility dealers authorized by Toyota Canada Inc. sold or leased and delivered to a retail customer by an authorized Toyota Canada Inc. Dealers are eligible of reimbursement under this program.
- The adaptive equipment must be installed within 12 months of vehicle purchase or lease. A Mobility Program Allowance Form must be submitted to Toyota Canada Inc. within 90 days of complete installation of adaptive equipment.
- Qualifying adaptive equipment or conversion is defined as any aftermarket alteration or equipment installation in an eligible Toyota vehicle that provides to the disabled user convenient access and/or ability to drive the vehicle. Toyota factory options and Toyota Accessories are NOT eligible for reimbursement.
- A prescription or note from a licensed medical doctor on physician's letterhead is required for reimbursement, except as noted below. For a limited number of adaptations, such as hand controls and wheelchair or scooter hoists or ramps, no medical note or prescription is required. Running boards, trailer hitches, and pedal extenders are **not reimbursable** if they are available to order as a factory option or dealer-installed accessory. For pedal extender reimbursement, the customer must be medically diagnosed with a dwarfism condition. Questions about other adaptations should be directed to the Toyota Interaction Centre at 1-888-TOYOTA8.
- To obtain reimbursement, the Mobility Program Allowance Form must be completed in its entirety and signed by the customer and the selling dealership. It should be sent along with a copy of the vehicle sales or lease agreement, the adaptive equipment company's paid invoice showing payment by the vehicle owner,\* a lesser Letter of Authorization (for leased vehicles), and a prescription or note from a licensed medical on physician's letterhead (when required) to the following **email address or mailing address**:

**MOBILITY@TOYOTA.CA**

**1 Toyota PL, Scarborough, ON CANADA M1H 1H9 – ATTN: Fleet Department**

Payment to the individual Customer Assistance Program customer will be mailed within 3-4 weeks after receipt of an approved reimbursement application form and all required documentation.

Please call the Toyota Interaction Centre with any questions: 1-888-TOYOTA-8

**\*Reimbursement will not be made in cases where the equipment and/or installation are being paid for by another source.**



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## Eligible Mobility Adaptations for Drivers/Passengers

Toyota factory options and Toyota Accessories are not eligible for reimbursement under the Toyota Mobility Program.

The following adaptations would be considered obvious mobility adaptations and, as such do not require a doctor's note, or completion of the LICENSED MEDICAL DOCTOR VALIDATION section of the Mobility Allowance Application Form, or other documentation to qualify for reimbursement.

### Vehicle Entry and Exit

Automatic Door Opener  
Automatic Door and Lift Opener  
Assist Handles  
Hoist or Lifter-type products to store scooters,  
Manual wheelchairs and power wheelchairs into  
The rear trunk, hatch, or side-door opening.  
Examples: Scooter Lift™, Curb-Sider.™  
Vinyl Seat Covers (front seating area only)  
Transfer Seat  
Turning Automotive Seating™  
- Swivel seats for cars  
- Swivel power-out-and-down seating for minivans,  
SUVs, and pickup trucks

### Driver Positions

Driving Consoles for Relocation of Secondary Controls  
Elbow Switches  
Gear Selector Lever for Left Hand  
Power Channels/Power Pan  
Parking Brake - Electric  
Rear Wheel Tie-Down  
Turn Signal lever for Right Hand  
Wheelchair Tie-Down and/or Lockdown System  
Seat Base, Detachable <sup>(1) (2)</sup>  
(1) Toyota Mobility **WILL NOT REIMBURSE FOR SEAT RELOCATION.**  
(2) Reimbursement are available for extended travel seats certified to meet CMVSS.

### Steering System

Adaptive Steering Devices  
Amputee Ring  
Flat Spinner

### Steering System (cont'd)

Quad-Grip with Pin  
Spinner Knob  
Tri-Pin  
U-Grip  
Foot Control Steering  
Horizontal Steering  
Steering Column Extension  
Steering System-Emergency Back-Up  
Steering System-Reduced and Zero

### Brake/Accelerator Systems

Brakes – Reduced Effort  
Floor-Mounted Push/Pull Control  
Emergency Back-up Brake System  
Left Foot Accelerator  
Hand Controls  
Parking Brake – Extension Lever  
Servo-Assisted Controls  
Foot Pedal Extension <sup>(1)</sup>  
1) A doctor's note documenting a (dwarfism condition is required in order to obtain reimbursement.

### Brake/Accelerator/Steering Systems

Joystick Driving System

### Other Vehicle Modifications

Companion or Mobility Seat™  
Inverter Installation  
Wheelchair Carrier on Top of Vehicle  
Quad Key Holder/Turner



# **Toyota Mobility Assistance Program**

***Supports the mobility needs of Toyota owners and/or family members with physical disabilities.***

## **Program elements include:**

- **Toyota Mobility Assistance**  
Provides cash reimbursement of up to \$1,000 of the cost for aftermarket adaptive equipment to the vehicle owner, for drivers and/or passengers, when installed on any eligible purchased or leased\* new 2001 or later Toyota vehicle. Refer to attached guidelines and reimbursement application form for detailed requirements.

## **A proven process for gaining freedom on the road**

1. Determine you provinces driver's license requirements
2. Evaluate your needs. Select the right vehicle  
Consult with your physical therapist, an adaptive equipment installer, and your local Toyota dealer to determine the best Toyota model to meet your needs.
3. Choose a qualified mobility equipment installer  
Shop around and ask about qualifications, capabilities, experience, warranty coverage, and service. Confirm they are members of the National Mobility Equipment Dealers Association (NMEDA) or another organization that has established vehicle conversion standards.
4. Obtain training on the use of the new equipment  
When this process is complete, follow the guidelines and complete and submit the attached application for assistance to recover up to \$1,000 of the cost of your adaptive equipment and/or conversion.