

Toyota Certified Used Vehicles Program Policies and Procedures Manual

This Policies and Procedures Manual (the “**Manual**”) for the Toyota Certified Used Vehicles Program (the “**TCUV Program**”) sets forth the rules, requirements, benefits, and obligations of Toyota dealers participating in the TCUV Program. In doing so, this Manual may reference from time to time the Toyota Certified Used Vehicle Inspection Standards Manual, which provides greater detail on many of the items described herein (the “**Inspection Standards Manual**”) and the Toyota Certified Used Vehicles Dealer Participation Agreement, which incorporates the terms of this Manual (the “**Dealer Participation Agreement**”). This Manual and the terms contained herein may be revised by Toyota Motor Sales, U.S.A., Inc. (“**TMS**”) from time to time in its sole discretion. By executing the Dealer Participation Agreement, the Dealer agrees to, and thereby becomes bound by, the terms of this Manual as revised from time to time.

1. Dealer Eligibility

1.1. Eligibility

All Toyota dealers are eligible to participate in the TCUV Program. To participate, a dealer must sign and complete the Dealer Participation Agreement, thereby agreeing to the terms contained in the Dealer Participation Agreement and the other referenced policies, guides, and manuals, including this Manual.

1.2. Exclusive Benefits

All Toyota dealers that sign and complete the Dealer Participation Agreement and that are in compliance with the terms and conditions thereof are entitled to exclusive benefits established by TMS and/or Fidelity Warranty Services, Inc. and/or any of its affiliates comprising the JM&A Group (“**JM&A**”) from time to time. The current exclusive benefits of the TCUV Program are set forth below but are subject to change by TMS and/or JM&A from time to time:

- New vehicle finance and lease standard rates and terms for Dealer’s Toyota Certified Used Vehicles
- Certain recommended point of sale materials provided by TMS
- Optional TCUV Program sales event with in-dealership point of sale materials provided by TMS
- Display of Dealer’s Toyota Certified Used Vehicles on TMS’s website featuring Toyota Certified Used Vehicles

- Display of Dealer's Toyota Certified Used Vehicles on third party websites that TMS selects to feature Toyota Certified Used Vehicles, which may change from time to time as determined by TMS
- Advertising and lead generation in support of Dealer's participation in the TCUV Program
- CARFAX Vehicle History Reports for all used Toyota vehicles that Dealer intends to certify
- Daily monitoring and screening of Toyota Certified Used Vehicles inventory until sold provided by CARFAX
- Eligibility to participate in Region and National incentive programs offered from time to time exclusively to TCUV Program dealers
- Eligibility to participate in Region and National meetings and/or training offered from time to time exclusively to TCUV Program dealers

2. Vehicle Eligibility

Dealer shall be responsible for determining whether a used Toyota vehicle is eligible and qualified for potential certification as a Toyota Certified Used Vehicle. Dealer shall use all commercially reasonable efforts to make such determination, including searching Dealer Daily, the Toyota National Service History, and CARFAX, and shall follow the procedures set forth in the Inspection Standards Manual.

Dealers must check Dealer Daily to see if a used Toyota vehicle is eligible for potential certification before beginning the certification process. The certification eligibility check includes conditions that might not be identified in the Vehicle History Report or National Service History, which Dealer is responsible for identifying, including but not limited to:

- Internal buy-backs
- Title issues
- Odometer roll back and mileage discrepancies
- Disqualifying conditions identified at onsite inspection or audit

Vehicles sourced from Dealer's new vehicle inventory without transfer of ownership and possession are not eligible to be Toyota Certified Used Vehicles.

2.1. Source/Model Year/Mileage

- In order to be eligible for potential certification, the vehicle must have previously been sold or leased by TMS through its authorized distributors or dealers in the continental United States and Alaska. Vehicles originally sold or leased

outside of the continental United States or Alaska (including in Hawaii or Canada) are not eligible.

- Dealer is responsible for checking the VIN and original dealer code to confirm original sale or lease by an authorized Toyota dealer in the continental United States and Alaska.
 - Dealer codes beginning with 01xxx-50xxx are acceptable.
 - No other Toyota dealer codes (including Hawaii dealer codes 51xxx or Canadian dealer codes 52xxx) are eligible for certification.
- Trades, off-lease, Rent-a-Toyota, and purchases from private individuals, other Toyota authorized dealers, wholesalers, and auctions are eligible sources for certification.
- Eligibility for Gold Certified Used Vehicles includes the following:
 - Any Toyota model, current model year or within prior 6 model years (i.e., for calendar year beginning January 1, 2025, this would include model years 2019-2025)
 - 85,000 or fewer miles on the odometer
 - Date of First Use (“**DOFU**”) is within the prior 7 years
- Eligibility for Silver Certified Used Vehicles includes the following:
 - Any Toyota model, current model year or within prior 10 model years (i.e., for calendar year beginning January 1, 2025, this would include model years 2015-2025)
 - Between 60,000-125,000 miles on odometer
 - DOFU is within the prior 10 years
- Alternative fuel vehicles may be eligible for certification by Dealers when specified by the Dealer’s Region.

2.2. Vehicle History; Ineligible Vehicles

2.2.1. CARFAX Vehicle History Report

- A Vehicle History Report (“**VHR**”) may disclose if a vehicle has major structural damage, has been previously declared a total loss, or has title or odometer discrepancies. VHRs are available to auto auctions, dealers, and the general public.
- Toyota requires that Dealer run a current CARFAX VHR on each vehicle **before** it can be certified, and **before** the inspection process is commenced.
- CARFAX is the sole supplier of VHRs for the TCUV Program.

- To be eligible for certification, the CARFAX search performed must have **NO** ineligible results, including any of the following disqualifiers:
 - Branded records
 - Odometer rollback
 - Total loss
 - Frame event
 - Airbag deployment
 - Major/severe damage
 - Auction odometer
 - Non-branded buyback
 - Non-branded fire records
- A final copy of the CARFAX VHR must be obtained and printed on the date of retail sale and signed by the purchasing customer. A copy of the signed report must be provided to the customer at the time of purchase and a copy must be kept in the deal jacket of the sold Toyota Certified Used Vehicle.

2.2.2. Toyota National Service History Report

- In addition to the CARFAX VHR, Dealer is required to run a Toyota National Service History report prior to certifying a vehicle.
- In **NO** event may Dealer certify a vehicle that is subject to an outstanding Special Service Campaign (“**SSC**”), Safety Recall, or Limited Service Campaign (“**LSC**”). No impacted vehicle may be advertised, sold, or delivered as a Toyota Certified Used Vehicle until each such campaign or recall has been completed on that vehicle.
 - Dealer Daily screens all Toyota Certified Used Vehicle VINs nightly for any open campaigns and recalls and will block the impacted VIN from certification until the day after the subject campaign has been closed (paid) by the Toyota Warranty system.
 - Vehicles with open LSCs, SSCs, or Safety Recall may **NOT** be sold as TCUVs with a representation or offer by Dealer to complete the campaign at a later date.

2.2.3. Other Ineligible Vehicles

- A vehicle that possesses a branded title, including any of the following designations, is ineligible for certification:
 - Buy backs/Lemon Law vehicles (factory repurchase vehicles)
 - Salvage
 - Rebuilt

- Dismantled
- Junk
- Reconstructed
- Mileage unknown
- Open Safety Recall, SSC, or LSC
- Significant damage (see Inspection Standards Manual)
- Total Loss
- Vehicles known to have been significantly damaged by natural disasters (e.g., earthquake, tornado, etc.), even if repaired (may or may not possess a branded title), are ineligible for certification. Refer to Inspection Standards Manual.
- Frame/unibody or structural damage
- Excessive repaired or unrepaired body damage (any evidence that 3 or more outer body panels have been repaired and/or repainted)
 - Dealers shall measure the paint thickness on at least 2 points on each panel; variances may indicate prior repairs.
- Rust or corrosion
- Evidence of abuse (e.g., oil gelling, etc.)

2.3. Inspection and Correction

- In order to be certified, an eligible vehicle must pass the **Toyota Certified Used Vehicle Quality Assurance Inspection** performed by a Dealer technician who has completed all required TCUV service training, and the vehicle must meet all requirements outlined in the **Inspection Standards Manual**.
- Dealer shall correct all deficiencies identified through the Toyota Certified Used Vehicle Quality Assurance Inspection and document all such deficiencies repaired, adjusted, or replaced on the applicable repair order. Dealer shall exclusively use Toyota Genuine Parts and accessories for all repairs and reconditioning of Toyota Certified Used Vehicles.

2.4. Modification Disqualifications

- In order to be certified, an eligible vehicle shall not have undergone any modifications that affect the safety, emissions, or structural integrity of the vehicle or the new vehicle warranty or TCUV Warranty (defined below) or that cause the modified vehicle to be non-compliant with any applicable laws or regulations. TRD modifications are permitted. Tires and wheels must be the same size and load rating as OEM.

- Vehicles modified with an Auto Access Seat and other wheelchair accessible vehicles that are converted by Toyota-approved partners and that are otherwise eligible for certification may be certified by Dealer in accordance with the TCUV Program and warranted under the same terms and conditions as the Toyota Certified Used Vehicle Limited Warranty (the “**TCUV Warranty**”); however, certain modifications made to the vehicle during conversion may not be covered under the TCUV Warranty. These modifications and related parts are warranted separately by the installers as noted in the Warranty Policies and Procedures Manual. Dealer should contact its Regional TCUV Manager with any questions.
- In order to be certified, a vehicle shall not have non-Toyota branded or installed aftermarket accessories, or aftermarket accessories not designed or intended by Toyota for the model of vehicle.

2.5. No Post-Sale Certification

- **A Toyota Certified Used Vehicle may only be sold as a complete package with the TCUV Warranty. The TCUV Warranty must be included in the purchase price of the vehicle.**
- **Under no circumstances can certification of a used Toyota vehicle or any of the benefits of a Toyota Certified Used Vehicle, including the TCUV Warranty, the roadside assistance package, or the new vehicle finance or lease standard rates and terms, be sold or provided to a customer as a separate product or an after-sale item.**
- **The Certification of a used Toyota may not be sold as a condition of purchase or as a negotiation of purchase or solely for the purpose of securing a lower interest rate. Neither certification nor any of the benefits of certification are upsell products or services.**
- Once a customer has agreed to purchase a non-certified used Toyota vehicle, certification of such vehicle cannot be added.
- Because the TCUV Warranty is, in fact, a warranty and not a vehicle service agreement, it is not approved by applicable state agencies to be sold as a vehicle service agreement. Selling a manufacturer warranty is deemed unlawful in all states.
- If a customer returns a used Toyota vehicle to Dealer, or a lessee returns a used Toyota vehicle to Dealer during or at the end of its lease term, Dealer may not certify such vehicle as a Toyota Certified Used Vehicle unless and until each of the following conditions are met:

- The vehicle is repurchased by Dealer and returned to Dealer's inventory;
- The vehicle is eligible for certification and not disqualified from certification;
- The vehicle is reconditioned per TCUV standards; and
- The vehicle passes the Quality Assurance Inspection.
- TMS expects Dealer to proactively evaluate and certify used Toyota vehicles as Toyota Certified Used Vehicles in accordance with the TCUV Program in order to create and maintain an attractive inventory of Toyota Certified Used Vehicles to market, advertise, display, sell, and lease to customers. Same-day certification and sale or lease of a Toyota Certified Used Vehicle is heavily discouraged. Dealers must be able to show extraordinary circumstances for same-day certification and sale or lease of a Toyota Certified Used Vehicle.

2.6. No Certification of Ineligible Vehicle

- Dealer shall not certify, market, advertise, display, or sell or lease as a Toyota Certified Used Vehicle, any vehicle that is ineligible for certification pursuant to Section 2 or that is disqualified from certification pursuant to Section 2.
- A vehicle must have received a certification number **prior to** being marketed, advertised, displayed, or sold or leased as a Toyota Certified Used Vehicle.
- In order to be certified, the vehicle must meet the intent and spirit of the TCUV Program. If Dealer is unsure whether or not a vehicle should be certified, Dealer should not certify without seeking guidance from the Region.

3. Eligible Purchasers

The "Eligible Purchaser" of a Toyota Certified Used Vehicle is limited to the ultimate retail purchaser who is purchasing or leasing for use and not for resale or subsequent re-lease. Dealer shall be responsible for determining whether a prospective purchaser is an Eligible Purchaser. Dealer shall use all commercially reasonable efforts to make such determination, including inquiring of the prospective purchaser and performing reasonable online searches regarding the prospective purchaser. The sale or lease of a Toyota Certified Used Vehicle to anyone other than Eligible Purchaser will immediately invalidate the TCUV Program certification of such vehicle and all elements of the TCUV Warranty. **All resulting liability will be borne by the selling Dealer.**

In addition to the definition above, "Eligible Purchaser" specifically **excludes**:

- Commercial accounts (e.g., livery rental, taxis, shuttle, commuter, municipal, professional, medical, emergency or police vehicles, etc.)
- Brokers or wholesalers who will resell the vehicle
- Exporters or those who will transport or resell the vehicle for use outside the U.S.
- Dealers of any kind who will resell the vehicle (other than participating TCUV dealers)
- Auctions
- Purchasing customers who plan to operate the vehicle outside the continental U.S. or Alaska.
- Purchasing customers who plan to operate the vehicle for plowing snow, competitive driving or racing, or towing a trailer the weight of which exceeds the manufacturer's recommendation for the vehicle.

4. TCUV Warranty

4.1. Overview

- The TCUV Warranty is secondary to any remaining factory new car warranty. The factory warranty is always the primary warranty for warrantable repairs.
- The TCUV Warranty is honored in the continental United States, Alaska, and Canada.
- The TCUV Warranty consists of the TCUV Limited Comprehensive Warranty and the TCUV Limited Powertrain Warranty.
- A Toyota Certified Used Vehicle may only be sold as a complete package with the TCUV Warranty and related benefits, and the advertised base sales or lease price established by Dealer for a Toyota Certified Used Vehicle shall include the cost of such TCUV Warranty and related benefits.
- The TCUV Warranty for Gold Certified and the TCUV Warranty for Silver Certified offer different coverages. For more information, refer to **Toyota Certified Used Vehicle Warranty Supplement**.

4.2 Activation, Unwind, and Transferability of TCUV Warranty

4.2.1 Activation

- The TCUV Warranty and Roadside Assistance is not activated until the sale of the Toyota Certified Used Vehicle is transmitted (RDR'd) to TMS.
- To avoid customer satisfaction issues, Dealer must report (i.e., RDR) sales of Toyota Certified Used Vehicle to TMS immediately after the sale of a Toyota Certified Used Vehicle and, in any event within 15 days of sale. JM&A will send the purchasing customer a TCUV Warranty Welcome Letter and Warranty Information/Roadside Assistance Cards. **Customer will not receive these items or coverages until the Toyota Certified Vehicle is sold and reported to TMS as sold (i.e., RDR is complete).**

4.2.2 Unwind

- If Dealer needs to unwind a Toyota Certified Used Vehicle sale after transmission of an RDR to TMS, Dealer must contact the Regional TCUV Manager.
- If the request occurs within 100 days after the Toyota Certified Used Vehicle retail sale, and no claims under the TCUV Warranty have been paid, Dealer will be refunded the Certification Fee, less a \$25 processing charge (subject to change); provided, however, no refunds will be given if the certification is being unwound due to any violation of the TCUV Program.
- No refunds will be given after 100 days after the Toyota Certified Used Vehicle retail sale regardless of the reason.

4.2.3 Transferability

- The TCUV Warranty is transferable to the subsequent owner of the applicable Toyota Certified Used Vehicle at no charge until warranty expiration. When a customer sells a Toyota Certified Used Vehicle to another person, the new owners must complete the Owners Information Change Form found in the back of the **Toyota Certified Used Vehicle Warranty Supplement**. This will update the new ownership information for the vehicle in the TMS/JM&A customer warranty files. This will also ensure that the new owner receives proper notification in case of a recall or campaign, etc.
- In the event a previously retailed Toyota Certified Used Vehicle is acquired by a Dealer prior to expiration of the TCUV Warranty, the Dealer has two choices:
 - Dealer can sell the vehicle with the remaining TCUV Warranty attached; however, the vehicle must be sold as a **non-certified used vehicle**. To advertise or imply the used Toyota vehicle as a Toyota Certified Used Vehicle is a policy violation and is a misrepresentation of the vehicle. Because the vehicle is a non-certified unit, it is not eligible for a Toyota Certified Vehicle Service Agreement. However, depending on the time and mileage on the vehicle at the time of vehicle purchase, it may be eligible for a Toyota Vehicle Service Agreement for used Toyota vehicles.
 - If the vehicle still meets the eligibility parameters for certification and is not otherwise disqualified from certification, the Dealer can recondition the vehicle per TCUV standards. If the vehicle then passes the Quality Assurance Inspection, Dealer can re-certify the vehicle and sell it as a Toyota Certified Used Vehicle. The Dealer must request a new certification number from TMS and, once sold, report the RDR in Dealer Daily (which will trigger the normal Certification fee and other steps to activate the TCUV Warranty for the new purchaser).

5. Certifying and Reporting

5.1. Certification

- Participation in the TCUV Program requires Dealers to communicate Toyota Certified Used Vehicle information to TMS via Dealer Daily.
- Dealer shall input all certification information into Dealer Daily for each eligible vehicle that Dealer is certifying as a Toyota Certified Used Vehicle in accordance with the TCUV Program.

- All Toyota Certified Used Vehicles must receive a certification number **prior** to representing the vehicle for sale as a Toyota Certified Used Vehicle.

5.2. Reporting

- Dealer must submit an RDR for each sold or leased Toyota Certified Used Vehicle within 15 days following such sale or lease.
- Following Dealer's report of a sale of a Toyota Certified Used Vehicle (i.e., RDR) in Dealer Daily, Dealer will be charged the certification fee for such vehicle and the TCUV Warranty for the customer will be initiated.

5.3. De-Certification

- Gold Certified Used Vehicles must be de-certified and removed from Dealer's TCUV inventory in the event a Toyota Certified Used Vehicle has not been sold by Dealer within 7 years of the vehicle's DOFU. Dealer may not sell a vehicle as a Gold Certified Used Vehicle if the vehicle's DOFU is more than 7 years prior to the RDR date despite such vehicle having been eligible for certification and certified previously.
- Silver Certified Used Vehicles must be de-certified and removed from Dealer's TCUV inventory in the event a Toyota Certified Used Vehicle has not been sold by Dealer within 10 years of the vehicle's DOFU. Dealer may not sell a vehicle as a Silver Certified Used Vehicle if the vehicle's DOFU is more than 10 years prior to the RDR date despite such vehicle having been eligible for certification and certified previously.

6. Training

Dealer shall ensure that all employees working with Toyota Certified Used Vehicles, including technicians, sales and service associates, and sales and service managers, timely complete all training courses required from time to time by TMS. Dealer shall maintain copies of training logs for at least five years following the creation or completion of the same (or longer if such records or matters relating to such records are subject to a claim or litigation) and provide copies of the same to TMS upon request. Training will be available to Dealers in a variety of formats when possible, including in-person, online, webinar, live stream, etc. Please contact your Region if assistance is needed.

7. Recalls

When a new Safety Recall, SSC, or LSC is announced, Dealer is responsible for checking its Toyota Certified Used Vehicle inventory for any vehicles included in such recall or campaign and ensuring that no vehicles that are subject to a recall or campaign are sold or represented as a Toyota Certified Used Vehicle. As applicable, any Toyota Certified Used Vehicles that are included in the recall or

campaign shall be decertified immediately by Dealer Daily until (a) the recall or campaign repair is completed (within the applicable time limit in the case of an LSC), (b) the warranty claim process is finalized, and (c) the claim repair is paid to the Dealer. Dealer must remove all vehicles impacted by an LSC, SSC, or Safety Recall from Dealer's TCUV inventory and remove all TCUV Program signage and stickers from such vehicles until the subject LSC, SSC, or Safety Recall is remedied per the Toyota Warranty system.

Any such vehicle shall not be re-certified, or represented, advertised, marketed, sold, or leased as a Toyota Certified Used Vehicle, until the recall or campaign work has been completed and Dealer Daily shows the recall or campaign as having been cleared. As part of the decertification process, Dealer must remove all Toyota Certified point of sale materials and stickers from the decertified vehicle and relist the vehicle as a standard pre-owned vehicle in Dealer's inventory, website, and advertising materials.

8. Merchandising

8.1. Distinction of Toyota Certified Used Vehicles

Dealer shall establish a clear distinction on Dealer's dealership premises and Dealer's website between Toyota Certified Used Vehicles and other used or pre-owned vehicles through the use of point of sale materials provided or approved by TMS.

8.2. Window Decals and Signage

Dealer shall display the following on each Toyota Certified Used Vehicle:

- FTC Used Vehicle Buyers Guide and any other label required by federal, state, or local law
- TCUV Window Label with up-to-date TCUV logos and program benefits, vehicle price, and vehicle features

9. Recordkeeping

9.1. Pre-Sale Documentation

Dealer shall input the Toyota Certified Used Vehicle Quality Assurance Inspection and applicable repair orders into Dealer Daily prior to certification. Dealer shall retain the certification number, warranty expiration date, and mechanical inspection form in the vehicle file/deal jacket for the sale.

9.2. Post-Sale Documentation

Dealer shall retain all documents required by local, state, or federal law. In addition, Dealer shall retain the following documents for at least seven years following the Toyota Certified Used Vehicle's retail delivery date (or longer if such documents or matters relating to such documents are subject to a claim or litigation) and provide copies of the same to TMS upon request:

- The completed TCUV Quality Assurance Inspection Form, signed and dated by the Service Technician completing the inspection and repairs, the Used Car Sales Manager, the Service Manager, and the customer;
- Vehicle service file and all repair orders/documentation involving preparation or reconditioning work performed on the vehicle, signed and dated by the Service Technician

- completing the inspection and repairs, the Service Manager, and the customer;
- CARFAX VHR generated at time of delivery, signed and dated by a manager-level Dealer employee and customer; and
- The appropriate and accurate FTC Buyer's Guide, signed and dated by the customer.

In no event shall any of the Dealer personnel identified above delegate his or her responsibilities or signing authority for these documents to anyone else.

9.3. Access to Documentation

Upon request by TMS, Dealer shall promptly and, in any event, within 7 days, provide copies (or originals, if requested by TMS) of all requested records relating to Dealer's Toyota Certified Used Vehicle sales/leases and Dealer's participation in the TCUV Program.

10. Inspections and Audits

TMS reserves the right to conduct periodic inspections of Dealer's TCUV Program operations (including Dealer's Toyota Certified Used Vehicle inventory and all documents and information relating thereto, including training records of Dealer's employees) during Dealer's normal business hours, without notice to Dealer. TMS may retain a qualified third party to conduct such inspections. Dealer agrees to permit such inspections and to make available to TMS or such designated third party all requested information, documents, inventory, and Dealer personnel. It is anticipated that such inspections shall occur quarterly or more frequently. Dealer shall be responsible for ensuring that any such inspections or audits are limited to Dealer's inventory, documents, and information relating to Toyota Certified Used Vehicles, and not vehicles that are ineligible or not yet certified. Notwithstanding reviews and inspections by TMS or its third-party contractors, Dealer shall, at all times, be responsible for its and its employees' actions, omissions, determinations, and decisions in the reconditioning, repair, certification, preparation, marketing, and sale or lease of Toyota Certified Used Vehicles.

11. Violations

In the event of any violation by Dealer of this Manual, the Inspection Standards Manual, the TCUV Dealer Participation Agreement, or any other applicable TMS policies, guides, manuals, or requirements of the TCUV Program, TMS shall have full and unfettered discretion to pursue the remedy or remedies it deems appropriate in connection with such violation, based on relevant factors as determined by TMS, including risks to customers, severity and frequency of violations, Dealer's intentional acts or omissions, Dealer's disregard for the TCUV Program requirements, harm to the Toyota brand, customer or other third party claims related to violations, Dealer's self-reporting of violations, etc. Without limiting or excluding any rights or remedies available to TMS, whether at law, by contract, in equity, or otherwise, the following is a non-exclusive list of remedies TMS may seek, in its sole discretion:

- Issuance of a written and/or verbal warning to Dealer
- Providing notice of the violation to Dealer and requiring corrective actions to be taken by

Dealer within a stated time period

- Requiring submission of and compliance with a written corrective action plan to correct violations and prevent future violations
- Debiting Dealer's open account for amounts paid in warranty claims and other costs/expenses incurred by TMS or JM&A for TCUV Warranty claims made by Dealer for any vehicle that was ineligible for certification or otherwise not covered or intended to be covered by the TCUV Warranty
- Debiting Dealer's open account for costs and expenses incurred by TMS or JM&A in enforcing any terms or provisions contained in this Manual, the Inspection Standards Manual, the Dealer Participation Agreement, or any other TCUV Program requirement
- Retaining any certification fee paid by Dealer with respect to a vehicle that was ineligible for certification or that involved other violations of the TCUV Program by Dealer
- Suspension/Pause from the TCUV Program (for such period of time as TMS may determine in its discretion, or indefinitely)
- Termination of Dealer from the TCUV Program