

FALL GAS FILL UP!

Fall Gas Fill Up Promotion FREQUENTLY ASKED QUESTIONS

General Promotion Questions:

Q: WHAT ARE THE PROMOTION DATES?

A: From October 1, 2007 through November 30, 2007. All tire purchases must be made during the promotion period.

Q: WHAT IS THE MINIMUM TIRE PURCHASE REQUIREMENT TO QUALIFY FOR THE GAS CARD?

A: Qualifying tire purchases must include 4 new tires that total \$150 (pre-tax) or more.

Q: WHERE SHOULD I SEND MY MAIL-IN FORM?

A: Send your completed Mail-In Form with Original Service Invoice to:

Toyota Tire Fall Gas Fill Up Promotion
P.O. Box 306
Artesia, CA 90702-0306

Be sure to print clearly!

Q: WHAT IS THE POSTMARK DEADLINE?

A: All submissions must be postmarked by 12/7/2007 and received by 12/14/2007.

Any submissions postmarked or received after these dates will not qualify.

Q: HOW LONG WILL IT TAKE TO RECEIVE MY GAS CARD?

A: Cards will be shipped within 8-10 weeks of promotion end date.

Q: HOW DO I FIND OUT IF MY LOCAL DEALERSHIP IS A PARTICIPATING TOYOTA TIRE CENTER DEALERSHIP?

A: Visit www.ToyotaOwnersOnline.com/tirepromo07 and enter your zip code to find the nearest participating dealer. Dealerships in AL, FL, GA, HI, NC, and SC are not participating in this promotion.

Fill It Up® Gas Card Questions:

Q: WHAT SHOULD I DO IF I HAVE NOT RECEIVED MY FILL IT UP® GAS CARD?

A: You can call American Express® Fill It Up® Customer Service at (800) 575-7365.

The gas cards are personalized for each customer, so dealers are unable to call on your behalf.

Q: WHERE CAN I USE MY FILL IT UP® GAS CARD?

A: Fill It Up® Gas Cards can be used at virtually every fuel establishment that welcomes the American Express® Card.

Here are some helpful Fill It Up® Gas Card user tips:

- You must pre-pay inside when using the card at a participating gasoline merchant
- Tell the attendant the exact amount applied to the card and select credit (not debit)
- Do not attempt a transaction greater than the available balance on the card

Q: WHAT HAPPENS IF MY CARD HAS BEEN LOST OR STOLEN?

A: You must contact Customer Service immediately at (800) 575-7365. It is advised that you record your card number upon receipt in order for Customer Service to cancel the original card and issue a replacement card.

Q: MY CARD IS APPROACHING EXPIRATION OR ALREADY HAS EXPIRED. CAN I REQUEST AN EXTENSION?

A: You must use your Fill It Up® Gas Card before the expiration date printed on the card. All unused points will be forfeited after the last day of the month of the valid thru date.

