



Certified

Used Cars



Warranty Booklet

Warranty Information as of October 2011

Honda Certified Warranty

Customer Name: _____

Model/Year: _____

VIN: _____

Purchase Date: _____

Honda Care Service Contract Yes No

Honda Care Service Contract Plan Code: _____

Dealership Name: _____

Dealer Address: _____

Salesperson/Phone No: _____

Sales Manager/Phone No: _____

Service Manager/Phone No: _____

Frequently Called Honda Phone Numbers

Honda Automobile Customer Service: 1-800-999-1009

Honda Care/Customer Service: 1-800-999-5901

Warrantor

American Honda Motor Co., Inc. ("AHM"), gives this warranty on behalf of AHM, 1919 Torrance Boulevard, Torrance, California, 90501-2746, a California Corporation.



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It's a Honda

Congratulations on purchasing a quality Honda Certified Used Car.

Your Honda dealer is the best place to buy a quality Honda used car. Your car has been inspected and certified and is backed by a 7-year/100,000-mile Honda Certified Used Car Limited Warranty on the Powertrain and a 12-month/12,000-mile Non-Powertrain Component Limited Warranty.

This booklet will help you understand the terms and limitations of your warranty. Most important, we hope you get years of enjoyment from your Certified Honda, which our engineers have designed to exceed your expectations in comfort, dependability and stylish transportation.

Isn't that the best part of owning a Honda!



Period of Coverages

Your Honda Certified Used Car is covered by the following Honda Certified Used Cars Limited Warranty:

- Eligible vehicles: Current model-year and up to 5-previous-model-years with 80,000 miles or fewer at time of certification.
- Powertrain Coverage: 7 years or 100,000 miles (whichever comes first) from the new car original warranty registration date.
- Non-Powertrain Component Coverage: Effective during the first 12 months or 12,000 miles (whichever comes first) after the new car warranty expires.
- Start of Certified Limited Warranty Coverage: At expiration of the Honda New Car Limited Warranty, or from the date of sale of the Honda Certified vehicle if factory warranty has already expired.

This Limited Warranty Is Given in Addition to Any Other Applicable Honda Limited Warranties.

The Honda Certified Used Cars Limited Warranty is offered in addition to and separate from all other Honda limited warranties offered by Honda for any



other Honda product, including but not limited to Honda new vehicles, and commences only when the existing New Vehicle Limited Warranties have expired, except for the Emission Limited Warranty (State or Federal), the Rust Perforation Limited Warranty and the Seat Belt Limited Lifetime Warranty which may continue concurrently with the Honda Certified Used Car coverage until such supplementary coverage ends. Please refer to the applicable Honda New Vehicle Limited Warranties manual (in effect at the time of your vehicle's delivery to the original retail purchaser) and for other warranties which may apply to your vehicle. This Honda Certified Used Cars Limited Warranty does not extend the length of any existing new Honda vehicle or other Honda product limited warranties or provide any additional rights to you under federal, state or local laws or regulations governing new vehicle or other product warranties or sales.

A Quick Reference to Warranty Coverages

This is a brief summary of the warranties covering your Honda. Please refer to the individual warranty booklets for a full

description of each warranty's coverage and limitations.

Coverage on Your Vehicle

Powertrain Coverage	7 years*/100,000 mi.†
New Car Limited Warranty	Certified Used Car Limited Warranty
5 years/60,000 mi.	

The Honda Certified Used Car Limited Warranty extends the powertrain coverage to 7 years*/100,000 miles.†

Non-Powertrain Coverage— Within New Car Warranty	4 years*/ 48,000 mi.†
New Car Limited Warranty	Certified Used Car Limited Warranty
3 years/36,000 mi.	

The Honda Certified Used Car Limited Warranty extends the non-powertrain coverage by 1 year/12,000 miles to 4 years*/48,000 miles.†

Non-Powertrain Coverage— For Car Purchased After New Car Warranty Has Expired	1 year/ 12,000 mi.
New Car Limited Warranty	Certified Used Car Limited Warranty
3 years/36,000 mi.	Date of Used Car Purchase

The Honda Certified Used Car Limited Warranty provides non-powertrain coverage for 1 year/12,000 miles from the date of certified used car purchase.

* From original in-service date.
† Based on odometer miles.

Limited Warranty Coverage

Transfer

Upon the sale of the vehicle (private party-to private party), this warranty is transferred and coverage is afforded to the new owner for the **balance** of the 12 months or 12,000 miles (7 years/100,000 miles on the powertrain). **The American Honda Warranty Department should be notified of any change in ownership.** A warranty transfer card (attached to this Honda Certified Warranty Booklet) must be completed and sent to American Honda Motor to affect the warranty transfer.

Honda will repair or replace any part covered by this warranty that is defective in material(s) or workmanship under normal use (see proper operation) for 12 months or 12,000 miles (whichever occurs first), after the new car warranty expires, and 7 years or 100,000 miles (whichever occurs first) on the powertrain. (See "What Is Covered" on page 10.) The 7-year/100,000-mile powertrain coverage originates on the original new car registration date.



Parts Coverage

Parts replaced under this warranty become the property of American Honda. American Honda will make the final decision whether to repair any existing part of assembly or replace it.

American Honda may use factory-remanufactured parts, or parts of like kind quality rather than new parts, for some warranty repairs.

Proper Operation

With proper use and regular maintenance, a Honda Certified Used Car can reward the owner with years of reliable service and low operating costs.

Proper operation means using the vehicle as it was intended. Honda passenger vehicles are designed to transport people and luggage on reasonable roads within the legal speed limit:

- Four-wheel drive vehicles may be used off-road, but the driver must always use good judgment when determining appropriate speeds for the terrain and conditions.
- Honda vehicles require unleaded gasoline of the proper octane number (Anti-Knock Index).
- Exceeding the vehicle's load limit (too much weight, either carried or towed) puts excess strain on the engine, brakes and other components and should be avoided.

See the Owner's Manual for gasoline recommendations and where to find the load-limit label on each vehicle.

Always use an unleaded gasoline of the proper Octane Number (Anti-Knock Index). See your Owner's Manual for more information.

Maintenance

You should check the engine oil and radiator coolant levels each time you fill the gas tank. This protects the vital systems of your Honda, and may help you discover potential problems.

Always maintain your Honda according to the Maintenance Schedule in your Owner's Manual. The time and mileage intervals given in this schedule for inspections and replacements should

never be exceeded. They are essential to proper operation. Parts that fail because they did not get proper, timely maintenance (as indicated on the maintenance minder system) are not covered by the Honda Certified Used Cars Limited Warranty.

The people at your authorized Honda dealer are fully trained and equipped to efficiently perform scheduled

Maintenance (cont.)

maintenance on your Honda. However, service at the dealer is not mandatory for continued warranty coverage.

If you regularly take your vehicle to the Honda dealer for scheduled maintenance, the dealership will know its history if you need to make a warranty claim. If someone else has been performing the maintenance, the dealer may ask for evidence that you have properly maintained the vehicle. This evidence may consist of one or more of the following:

A Maintenance Record (such as the one in this manual) showing the odometer mileage and date for each service. Each entry in this record

should be signed by a person who is qualified to service motor vehicles.

Copies of repair orders or other receipts that include the odometer mileage and date that the vehicle was serviced. Each receipt should be signed by a qualified automotive service technician.

A statement that you completed the maintenance yourself, showing the odometer mileage and date you did the work. Receipts for the replacement parts (fluids, filters, etc.) should accompany this statement.

- NOTE: As an aid for the next owner, keep all maintenance receipts with the vehicle if it is sold.

How to Get Honda Certified Used Cars Warranty Service & Towing

Warranty Service

For warranty service, you should take the vehicle (along with the Certified Warranty Card) to an authorized Honda dealer during normal business hours.

Towing

If the vehicle cannot be driven, you should contact the nearest Honda dealership to discuss towing options. Towing is covered if the breakdown is caused by a failure of a covered part. (See *What's Covered*.)

Emergency or Component Repairs

Normally, you must take your vehicle for warranty repairs to your Honda dealer.

In case of an emergency, if that is not practical, you must obtain prior authorization by calling toll-free 1-800-999-5901 before **incurring repair costs**.

Honda recognizes that your vehicle could develop a serious problem needing immediate repair at a facility other than an authorized Honda dealer. Please contact 1-800-999-5901 for specific instructions and authorization. Honda will reimburse you for the repair if the repair would normally be covered by the limited warranty in this booklet. You must give authorization to the repair facility for tear-down to diagnose a problem. If the mechanical breakdown is determined to be covered by this limited warranty, American Honda will pay the reasonable cost of tear-down as a part of the covered mechanical breakdown, as determined by American Honda.

If you are ever dissatisfied with a warranty service or decision from an authorized Honda dealer, please refer to "Customer Satisfaction" in this manual.

Any authorized Honda dealer can handle reimbursement for **covered** emergency repairs. Customers must show a copy

of paid receipt(s) and failed parts(s) to your servicing Honda dealer Service Department. Your dealer will submit your claim for reimbursement to American Honda. Upon approval by American Honda, the dealer will reimburse the customer for the part(s) at the current manufacturer's suggested retail price. The customer will be reimbursed for the labor at a geographically appropriate labor rate at American Honda's manufacturer's flat rate time.

If the vehicle develops a serious problem requiring immediate repair at a facility other than a Honda dealer, American Honda will reimburse for that repair if all of the following conditions are met:

- The repair would normally be covered by this warranty.
- There were no authorized Honda dealers within 50 miles of the breakdown or local dealerships were closed at the time.
- The vehicle was immobile, or attempting to drive would cause further damage or be unsafe.
- Prior authorization is required before any repairs are performed.
- Parts will be reimbursed at Honda suggested retail prices.
- Labor hours will be reimbursed at Honda factory warranty flat rate-times.

Traveling or Relocating/ Warranty Coverage (Outside the United States)

Vehicles purchased from an authorized Honda dealer in the U.S. are designed to meet U.S. government safety and emissions specifications. Other countries may have different standards.

Getting a U.S. vehicle serviced in another country may be difficult, even if taken to a Honda dealer. These dealers may not have the parts suitable for a U.S. vehicle. The owner should keep in mind the following guidelines if he or she plans to relocate or travel outside the United States:

Prior to departure, Honda's Automobile Customer Service is a key resource that can:

- Provide information on Honda distributors in the area that the owner plans on traveling to.
- Check the vehicle's history and inform the owner of any campaign or recall repairs that need to be completed.
- Provide a Certification letter stating that the vehicle currently meets all U.S. emission standards.



If the owner is planning to take the Honda vehicle outside the U.S. or Canada, they can:

- Contact the tourist bureaus in the areas the owner will be traveling to find out about the availability of unleaded gasoline with proper octane rating for the vehicle.
- If the owner plans to export and register their Honda in another country, they should contact the vehicle import agency in that country to determine requirements, as Honda does not have that information.
- If unleaded gasoline is not available, the owner should be aware that using leaded gasoline in the Honda vehicle will affect performance and fuel mileage, and damage its emissions controls. It will no longer comply with U.S. and Canadian emissions regulations, and will be illegal to operate in North America.
- To bring the car back into U.S. emission compliance requires the replacement of several components, such as the oxygen sensors and three-way catalytic converter. These replacements are **not** covered under this warranty.

What Is Covered

The Honda Certified Used Cars Limited Warranty consists of two types of coverage:

1. 7-Year/100,000-Mile *powertrain* limited warranty

- Coverage begins from the original date of the new-car sale.
- Covers engine, transmission and drive system.



2. 12-Month/12,000-Mile limited warranty

- Coverage starts with the expiration of the Honda New Car Limited Warranty or, if that has already expired, the date sold as Certified vehicle.
- Covers most mechanical systems.

7-Year/100,000-Mile Powertrain Warranty

Covers engine, drive system and transmission for 7 years or 100,000 miles from the original in-service date, as follows:

Engine

Cylinder block and cylinder head(s) and all internal lubricated parts; flywheel; manifolds; oil pan and oil pump; timing belt (**for failure only**), cover and tensioner; valve train; water pump; and engine mounts; seals and gaskets.

Transmission

Transmission/transaxle/transfer/differential case and all internal parts; seals and gaskets; torque converter transmission mounts, clutch master cylinder; slave cylinder; shift cable, seals and gaskets.

Drive System

Axle shafts; propeller shafts; gears and internal parts; driveshaft, wheel bearings; retainers; universal and CV joints, and rear axle hub and bearings, seals and gaskets.

12-Month/12,000-Mile Non-Powertrain Coverage

12-months or 12,000 miles from the Honda Certified Used Car registration date or following the expiration of the factory warranty. Covered components and systems include:

Safety Restraint System

Airbags (with the exception of airbags deployed due to collision), control units, sensors and the cable reel.

Fuel System

Fuel tank, pump, and lines; fuel gauge, fuel sending unit, fuel control devices; fuel-injection computer, oxygen sensor, throttle sensor, injectors, and throttle body, seals and gaskets.

Suspension & Steering

All suspension arms; stabilizer bar; shafts and bushings; knuckles and ball joints; manual and power steering gear housing and all internal parts; power steering pump; steering shaft; tie rods, and rack-and-pinion, shock absorbers, including MacPherson™ struts and strut assemblies, dampners, seals and gaskets.

Brakes

All lines/hoses and fittings; backing plates; brake booster and check valve; calipers and wheel cylinders; clips and retainers; proportioning valves; master

cylinder; parking brake linkage and cables; self-adjusters; springs; and the following anti-lock braking system (ABS) parts: wheel sensors, modulator, modulator solenoids, electronic control unit, accumulator, pressure switch, and power unit (pump), seals and gaskets.

Electrical & Sensors

Alternator; voltage regulator; solenoids; relays; ignition system (excluding cap, rotor, high-tension wires and spark plugs); meters; displays; instrument cluster bulbs (does not include clock and dash bulbs, gauge light bulbs, air conditioning panel, radio display or manually operated switch bulbs); engine and cabin wiring harnesses; horns; electronic auto-dimming rearview mirror; resistors; all electronic control units, including,



12-Month/12,000-Mile Non-Powertrain Coverage (Cont.)

but not limited to, engine management, transmission, fuel delivery, ABS, SRS, power windows, rear defroster and factory-installed security systems. All electric motor(s) such as washer pump motor (front & rear), cooling fan motor(s) starter motor, wiper motors (front & rear), headlight retractor motors, power seat motors, power mirror motors, power window motors, sunroof motor, power antenna motor (excluding mast), heater/ventilation motor and heater control motors; oil pressure sender unit, thermostat, coolant temperature sensor; engine control sensors, actuators.

Doors & Switches

Window regulators, door; hood; and trunk hinges, ignition key lock; door and trunk key cylinders and all manually operated switches, door handles, window run channels, window sashes.

Heating, Cooling & Air Conditioning

Heater core; radiator; thermostat housing and gasket; vent control servos and air distribution unit, thermostat; air-conditioning system compressor, coil, stator, evaporator, expansion valve,

schrader valve, pressure switch, condenser, condenser fan, blower motor, receiver/dryer, A/C discharge and suction hoses, metal lines, seals and gaskets.

Audio/Video & Navigational Devices

Genuine American Honda authorized electronic/audio accessories, and Honda factory installed navigation systems including cassette player, CD player; changer, and speakers; Honda Satellite-Linked Navigation System,[™] cellular telephones, American Honda DVD systems that are factory installed or dealer installed **according to American Honda factory specifications.**

Fluids/Oils

Engine antifreeze, power steering, air conditioning R134, transmission and differential fluids and oils (only covered when required as the result of the failure of another covered part).

Tear Down Time

Reasonable tear down time that is requested by your dealer to diagnose a covered component.

What Is NOT Covered

Parts **not covered** by this limited warranty fall into two basic categories:

1. Standard maintenance items –

This limited warranty does **not cover** the replacement of standard maintenance parts that should be replaced while performing routine automotive scheduled maintenance, (such as but not limited to wiper blades, spark plugs, spark plug wires). These components include, but are not limited to, the following:

Engine & Transmission

Tune-ups, adjustments, calibrations, tightening; spark plugs, rotor and wire replacement/adjustment, distributor cap; filters, fluid and lubricant replacement/replenishment (unless required as the result of the failure of a covered part); belts and hoses **with the exception of the timing belt (for failure only)**; clamps and fasteners; clutch disc, pressure plate and throw-out bearing; pilot bearing, and external shift linkages.

Wheels, Brakes & Suspension

Wheel rotation, wheel balancing and wheel alignment (unless required as part of a warranty repair); brakes drums/rotors, shoes/pads, tires, including spare tire and wheel, spare tire, jack and tool kit: tire puncture repair kit.

Electrical

Battery and cables; High Intensity Discharge (H.I.D.) headlamps, bulbs (except for instrument cluster bulbs), fuses and sealed beams.

Other

Exhaust system replacement/repair of component(s), including catalytic converter, heat shields, hangers, fuel tank straps, fuel hoses, air-conditioner refrigerant charge, unless required as part of a warranty repair; wiper blades; cleaning and polishing.



What Is NOT Covered (Cont.)

**2. Body, Chassis, and Interior/
Exterior components** – These components include, but are not limited to, the following:

Body, Chassis & Exterior Parts

Body structure and other panels; plastic liners, protectors; body kits; bright metal, grille, sheet metal, paint, bumpers, moldings; body seals and weather strips; outside ornamentation; emblems, lenses, bezels, wheel covers/ornaments, rims, wheel studs and lug nuts; wheel locks; valve stems, fastening and securing hardware; squeaks and rattles; rust; all glass; side view mirror housing.

Interior

Upholstery, floor mats, arm rests, door panels; console and lids, interior plastic trim, moldings, carpet, carpet pad, dash pad; manual rearview mirror (except for electronic failure of the auto-dimming mirror); door and window handles; knobs, buttons; seat belts; aftermarket gauges, controllers and shifter knobs.



Additional Limitations

Honda will repair or replace any covered part that is **defective** in material or workmanship under normal use.

The Limited Warranty excludes coverage for the following circumstances:

- Repairs needed on vehicles equipped with parts **other than approved Genuine Honda Parts or Accessories** if the non-genuine part or accessory cause, or contributed to, the mechanical breakdown.
- Repairs needed as a result in whole or in part of the circumstances listed below:
- Repairs completed by a non-Honda facility without requesting prior approval from American Honda.
- Failure to perform maintenance or customary lubrication services, or the use of fuels, oils and/or lubricants other than those required by the Honda New Car Owner's Manual or as otherwise specified by American Honda.
- Expenses for any required or recommended maintenance services specified in your Owner's Manual; fuels; fluids, lubricants, alignments unless required as part of a covered mechanical breakdown; or improper repairs, adjustments or installation of parts (e.g., spark plugs or timing belt) that result in vehicle damage, or servicing by any repair facility, individual or you.
- Failure to stop driving and/or protect your vehicle from further damage after a mechanical breakdown occurs (e.g., continuing to operate your vehicle after the oil pressure warning light/gauge or temperature warning light/gauge indicates a problem). In the event a warning light/gauge indicates a problem, safely pull your vehicle to the side of the road and contact roadside assistance.



Additional Limitations (Cont.)

- Failure to maintain proper fluid levels that result in a run low or lack of lube failures.
- Engine over-revving with or without engine freeze data verification from Honda dealer technician.
- Negligence, misuse or abuse (e.g., overloading, racing, or other types of competitive driving activities, or moving snow), from modification, alteration, tampering, disconnection, improper towing, or any improper adjustments or servicing, or using the vehicle in any manner not recommended by American Honda.
- Engine Hydrolock as a result of water intrusion, nitrus gas, carburetor cleaner or any other contaminant (e.g., lower suspension, over-sized brake after market clutch assembly, pilar gauges over-sized wheels and tires over Honda's recommended sizes, or other performance parts).
- Any modifications to your vehicle; to improve performance or any part or accessory that caused, or contributed to, the mechanical breakdown (e.g., **including, but not limited to:** after-market performance parts, cold air or short ram intakes, strut tower braces, exhaust headers, adjustable fuel rails).
- Aftermarket audio/stereo equipment, cellular telephones, navigation DVD, rear entertainment systems, radios; satellite radio/stereo systems, CD players; MP3 players; changers, amplifiers, or security systems.
- Environmental causes, such as rust/corrosion, water leaks, acid rain, fall-out (e.g., chemicals, tree sap, etc.), salt, hail, flood, lightening, cyclone, fire, windstorm, earthquake or other acts of God.
- Engine Sludge.
- Accidental loss, or external causes such as contaminated fuel, engine oil, revolution, war, riot, vandalism, or any other event or cause beyond the reasonable control of the parties.
- Any repairs due to or related to collision, comprehensive or vehicle theft.
- Any condition that existed prior to sale.



Additional Limitations (Cont.)

- Any work performed for the purpose of improving compression or reducing oil or fuel consumption, or any other work performed when a mechanical breakdown has not occurred.
 - Any repair needed as a result of stripped drain plug threads (e.g., engine and transmission panel or diffuser) and fastening hardware.
 - Repairs performed outside the United States or Canada.
 - Repairs for mechanical breakdown covered under Honda's New Vehicle emissions system limited warranty, Seat Belt or Corrosion Warranties, any Honda dealer's, or other service establishment's, guarantee, or any other form of warranty or insurance coverage. (These warranties may provide coverage for parts not covered by this limited warranty. Refer to Honda's New Vehicle Warranty book for details or visit the nearest Honda dealer.)
 - Repairs prohibited by statute, governmental regulation, or any other law.
- Service needed to diagnose a complaint, if no covered mechanical breakdown is found to have occurred.
 - Any consequential or incidental damages incurred or suffered, directly or indirectly, including, but not limited to, mechanical breakdown or failure of a covered part damaged by a non-covered part; loss of use of the vehicle; loss of time; inconvenience; lost profits; lost business revenue; failure to realize expected savings; or any other economic loss of any kind whatsoever, even if American Honda has been advised of the possibility thereof. (Note: Some states do not allow the exclusion of limitation of incidental or consequential damages, so the above limitation exclusion may not apply to you.)
 - Re-charge of air-conditioning system; repair, modification, alteration or conversion of air-conditioning system necessitated or caused by the unavailability of R12 refrigerant.





Additional Limitations (Cont.)

This Limited Warranty does not cover repair costs:

- Once the aggregate of paid repair costs exceeds the price paid for the vehicle or for a specific claim that is greater than the applicable replacement cost of the vehicle as determined by American Honda.
- If the customer fails to produce all maintenance records pertaining to covered parts that require routine maintenance, and which sustain a mechanical breakdown.
- If the odometer of the vehicle has been altered or disconnected or is otherwise inoperable so that actual distance traveled cannot be accurately determined.
- If at any time American Honda determines that the vehicle is being used for commercial purposes, including but not limited to: deliveries, taxi service, service calls, hauling, plowing, rental, carrying passengers for hire, law enforcement, fire, ambulance or emergency services, whether or not the vehicle is licensed for commercial purposes or registered to a corporation.
- If, for any reason, the vehicle's factory warranty has been voided

by American Honda (for example, a vehicle with a salvage title).

American Honda disclaims any responsibility for loss of time or use of the parts or the vehicle in which the parts are installed, transportation or any other incidental or consequential damage. Any implied warranties, including the implied warranty of merchantability and fitness for a particular purpose, are limited to the duration of this written limited warranty. These limitations may not apply to the vehicle because some states do not allow limitations on how long an implied warranty lasts, or they may not allow exclusions or limitations of incidental or consequential damages.

American Honda will make the final decision whether to repair or replace any existing part or assembly. Honda may use factory-remanufactured parts, or parts of like kind and quality, rather than new parts, for some warranty repairs. The replaced or repaired parts are covered only until this Honda Certified Used Cars Limited Warranty expires. Parts replaced under this warranty become the property of Honda.

This Limited Warranty gives customers specific legal rights. Customers may also have other rights, which vary from state to state.

Customer Satisfaction

Your complete satisfaction with your Honda Certified Used Car is our main goal. Personnel at authorized Honda dealerships are thoroughly trained to provide the best service for your vehicle. If you are not satisfied with any maintenance or repair work done by the dealership, your first recourse is to discuss your concerns with the dealer's Service Manager or General Manager. In most cases, you will be able to find a satisfactory solution within the dealership.

If you are not satisfied with your Honda dealer's decision, call 1-800-999-1009 or write to:

American Honda Motor Co., Inc.
Automobile Customer Service
1919 Torrance Boulevard
Mail Stop 500-2N-7D
Torrance, California 90501-2746

Please provide the following information:

Owner's name, model, model year and Vehicle Identification Number (VIN) of your vehicle, and its current mileage.

The name of the dealer who sold you the vehicle.

The name of the dealer who services your vehicle.

Date, mileage and reason for each visit to an authorized Honda dealership.

Any non-Honda dealership repair service for the problem(s).

Your daytime and evening telephone numbers.



Customer Satisfaction (Cont.)

The staff of Honda Customer Service is interested in working with you and the dealership to find a satisfactory solution.

If you disagree with the decision reached by the staff of the Honda Customer Service Department, you may request to have your case reviewed in an independent forum run by the Council of Better Business Bureaus (BBB). This program is called "BBB AUTO LINE." You may file a claim at any time by calling the Better Business Bureau,

toll-free, at 1-800-955-5100. Their business hours are Monday through Friday from 8 a.m. to 4 p.m. (PST). Your call will be automatically directed to the BBB in your area. You may also write to:

BBB AUTO LINE
Council of Better Business Bureaus
4200 Wilson Blvd., Suite 800
Arlington, VA 22203-1804



Customer Satisfaction (Cont.)

Some repairs may be covered beyond the Honda Certified Used Cars Limited Warranty:

If your vehicle develops a problem you feel should be repaired by Honda at no cost, discuss it with your dealer.

If you are not satisfied with your Honda dealer's decision, call or write the Honda Automobile Customer Service at the aforementioned address (see page 19). Please provide this information

about your vehicle: year, model, Vehicle Identification Number (VIN), mileage, maintenance history, a detailed explanation of the problem, and why you think Honda should be responsible for the repair. Your request will be investigated, and you will be informed of Honda's decision.



Required Maintenance Record

Have your servicing dealer record all required maintenance below. Keep receipts for all work done on your car.

24,000 km 15,000 mi. (or 12 mos.)	(Sign or Stamp)	Actual km (mi.)
		Date
36,000 km 22,500 mi. (or 18 mos.)	(Sign or Stamp)	Actual km (mi.)
		Date
48,000 km 30,000 mi. (or 24 mos.)	(Sign or Stamp)	Actual km (mi.)
		Date
60,000 km 37,500 mi. (or 30 mos.)	(Sign or Stamp)	Actual km (mi.)
		Date
72,000 km 45,000 mi. (or 36 mos.)	(Sign or Stamp)	Actual km (mi.)
		Date
84,000 km 52,500 mi. (or 42 mos.)	(Sign or Stamp)	Actual km (mi.)
		Date
96,000 km 60,000 mi. (or 48 mos.)	(Sign or Stamp)	Actual km (mi.)
		Date
108,000 km 67,500 mi. (or 54 mos.)	(Sign or Stamp)	Actual km (mi.)
		Date
120,000 km 75,000 mi. (or 60 mos.)	(Sign or Stamp)	Actual km (mi.)
		Date
132,000 km 82,500 mi. (or 66 mos.)	(Sign or Stamp)	Actual km (mi.)
		Date
144,000 km 90,000 mi. (or 72 mos.)	(Sign or Stamp)	Actual km (mi.)
		Date
156,000 km 97,500 mi. (or 78 mos.)	(Sign or Stamp)	Actual km (mi.)
		Date

Note to Dealer: Please record all previous service history on this document.

Non-Scheduled Maintenance Record

Additional maintenance may be required if you operate your vehicle under severe driving conditions.
See your original owners manual for the maintenance schedule for severe conditions.

Maintenance Performed	(Signature or Stamp)	km (mi.)
		Date
Maintenance Performed	(Signature or Stamp)	km (mi.)
		Date
Maintenance Performed	(Signature or Stamp)	km (mi.)
		Date
Maintenance Performed	(Signature or Stamp)	km (mi.)
		Date
Maintenance Performed	(Signature or Stamp)	km (mi.)
		Date
Maintenance Performed	(Signature or Stamp)	km (mi.)
		Date
Maintenance Performed	(Signature or Stamp)	km (mi.)
		Date
Maintenance Performed	(Signature or Stamp)	km (mi.)
		Date
Maintenance Performed	(Signature or Stamp)	km (mi.)
		Date
Maintenance Performed	(Signature or Stamp)	km (mi.)
		Date
Maintenance Performed	(Signature or Stamp)	km (mi.)
		Date
Maintenance Performed	(Signature or Stamp)	km (mi.)
		Date
Maintenance Performed	(Signature or Stamp)	km (mi.)
		Date



Change of Owner Information

PLEASE PRINT

NAME _____
FIRST INITIAL LAST

ADDRESS _____
STREET APT. NO.

CITY, STATE _____
ZIP CODE

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VEHICLE IDENTIFICATION NUMBER (VIN)

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