



HONDA

WARRANTY BOOK

Welcome to Honda New Zealand Limited and Honda Agents Nationwide.

Honda New Zealand Limited congratulates you on your choice of one of our cars, and wishes you many years of happy and enjoyable motoring.

We are well aware that our reputation and success depends on your complete satisfaction with the reliability and safety of the Honda you have purchased, and therefore would urge you to read and follow the recommendations made in this booklet.

This booklet contains details of Honda products and services to maintain full warranty coverage and monthly 'Peace of Mind' checks to ensure your Honda gives maximum pleasure throughout its life. We recommend that you take advantage of the service facilities available at all Honda Agents throughout New Zealand.

All Honda Agents have access to Honda service information, service tools and electronic diagnostic equipment. Honda technicians are specifically trained to service your Honda vehicle efficiently and economically. Nobody else is better equipped to take care of your new Honda. Should you have any queries on the operation of your Honda, please contact your nearest Honda Agent, who will be happy to assist you.

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HONDA ASSISTANCE

As the owner of a Honda you are entitled to the benefits of Honda Assistance. Honda Assistance provides a 7 day, 24 hour helpline for free advice and information. Also provided free (except as noted) during the warranty period (**5 years unlimited kilometres**) is Breakdown Assistance anywhere in New Zealand.

To access Honda Assistance please call **0800 2 HONDA (0800 246 632)** toll free anywhere in New Zealand.

Benefits of Honda Assistance include:

- Mechanical breakdown (including flat battery)
- Emergency lockout and key assistance
- Emergency petrol delivery (at owner's cost)
- Tow to the nearest Honda approved service provider
- Emergency windscreen assistance

Even after the expiry of your warranty period, Honda Assistance works for you. If there is an emergency situation or breakdown, Honda Assistance will help you. The difference is that you will pay for the services used.

NEW VEHICLE GENERAL WARRANTY

The following warranty is available to the first and subsequent owners of each vehicle during a period commencing on the date of vehicle delivery to the first purchaser, and terminating 60 calendar months after that date, at any authorised Honda Automotive Agent, provided the vehicle is maintained in the warranty period as per the Honda New Zealand recommendations.

The new vehicle general warranty is designed to protect customers from defective material or workmanship. Repair or replacement is at the discretion of Honda New Zealand. The defective material or workmanship shall be completed free of charge, including parts and labour, but excluding normal service wear and tear items. Any part of the vehicle repaired or replaced free of charge under the warranty will continue to have the benefit of such warranty during the balance of the warranty period. A second or subsequent purchaser of the vehicle will also be entitled to the warranty during the balance of such period.

The following terms apply wherever the Consumer Guarantees Act 1993 does not apply to this warranty, or where the following terms are inconsistent with the Consumer Guarantees Act 1993:

- The warranty does not extend to consequential loss or damage to either persons or property, or expenses such as (but not limited to) recovery or towing charges, hire or loss of use charges, travelling expenses or re-delivery charges.
- In order to obtain the benefits of the warranty any defect must be reported to a Honda Agent immediately after discovery, (but within the warranty period) and your vehicle delivered to the Agent's place of business as soon as possible.

NEW VEHICLE GENERAL WARRANTY - CONTINUED

Honda NZ Limited and its Principals advise that the vehicle is not designed to withstand certain use or conditions other than private or commercial use of the purchaser on public roads. Furthermore the warranty offered over and above the Consumer Guarantees Act 1993 will not apply where:

- The vehicle has been used for any form of competition, racing, record attempts or off-road use.
- The vehicle has been abused in any way or damaged by neglect, accident, or improper use, or corrosion, such as that caused by, but not confined to sand, salt, chemicals, hail or stones.
- The repair or replacement is necessary as a result of normal wear and tear.
- Any repair as a consequence of lack of maintenance in accordance with the manufacturer's minimum recommendations.
- The vehicle has been altered by changing the manufacturer's specifications or by removal or change of the manufacturer's identification number or marks.
- Towing in excess of the manufacturer's recommendations.
- The odometer installed in the vehicle has been modified, adjusted or replaced except as a warranty repair.

WARRANTY EXCLUSIONS

The following items are not covered under the terms of the warranty:

- **Damage:** Resulting from/or from use of:
 - a. Parts not approved by the manufacturer; or
 - b. Fuel, lubricant and fluid not recommended by the manufacturers or
 - c. Unavoidable natural disasters, fire, collision, theft etc.
- **Normal phenomena:** Such as noise, vibration or oil seepage which do not affect the quality, function or performance of the vehicle.
- **Repair/adjustment:** Performed by a non-franchised Agent or damage resulting from this. However, in a case of unavoidable emergency the Agent concerned can submit a claim for the work involved which will be considered on its merits.
- **Items:** Of proprietary equipment nature will be subject to the respective manufacturer's own warranty conditions.
- **Engine:** Cleaning or adjustment of spark plugs, valve clearances, drive belts, fuel systems. Normal replacement of spark plugs. Decarbonisation except where due to defective parts.
- **Electrical:** Adjustment of head lamps, bulb replacement, fuses, cleaning/charging of battery and/or terminals and leads.
- **Brakes:** Adjustment of brakes or pedals, replacement of lining/pads, brakes bleeding or flushing except where required due to defective parts.
- **Steering:** Wheel balance, steering geometry or steering wheel adjustment.
- **Tyres:** Puncture or abnormal wear except where warranted by the manufacturer concerned.
- **Materials:** Oil, lubricant, fuel, cleaning materials, oil, fuel and air filter elements.
- **Additional Equipment:** The removal and refitment of additional equipment (accessories etc).

HOW TO EXTEND YOUR WARRANTY

Honda New Zealand Limited offers two options to extend your 'New Car Warranty'

Elite Cover	For most Honda vehicles up to 8 years old and under 175,000 kms
Exceed Cover	For most Honda vehicles up to 225,000 kms

The Honda used car mechanical warranty provides peace of mind motoring well beyond the expiry of the new car warranty period.

Find out more about the range of mechanical warranties and the pricing structure by contacting the HondaCare Centre on **0800 2 HONDA (0800 246 632)** or by contacting your local Honda Agent.

HOW TO BOOK IN YOUR HONDA

There are many convenient options for booking your Honda into any of our Service Agents.

HondaCare Centre

The HondaCare Centre can be contacted on **0800 2 HONDA (0800 246 632)** where they can book your vehicle into any Honda Approved Service Agent throughout the country.

Website

Honda New Zealand has a website where you can view our products and services and book in your Honda online. **Contact us on www.honda.co.nz.**

Telephone

Simply telephone your local approved Honda Service Agent.

Inquire about our 'While You Wait Service Checks'

(By appointment)

ROUTINE MAINTENANCE

Having your car serviced by Honda will help to ensure your Honda remains in excellent running condition. This is recommended throughout the vehicle's life and is particularly important during the warranty period.

Regular maintenance together with the exclusive use of Honda approved parts and fluids is the key to safety and reliability for your Honda.

Honda Agents stock genuine approved parts and fluids. Their technicians are trained and equipped to undertake all the maintenance needs required to achieve the maximum possible service life from your Honda vehicle. These items are considered vital to the ongoing reliability and safety of your vehicle. If you travel more than 15,000 kilometres in less than one year, we recommend that you service your vehicle every 15,000 kilometres as advised by your local Honda Agent.*

When ordering a Honda service, you give authority to the Honda Agent to carry out the agreed operations. Should additional service work or parts replacement be found necessary, these will only be carried out with your prior approval.

*With the exception of the 2014 Honda Accord V6 requires servicing every 10,000 kilometres.

‘PEACE OF MIND CHECK’

As the owner or operator of a Honda vehicle you should ensure the following items are regularly checked, preferably monthly and before any long journey. If you do not feel confident carrying out these checks personally, any Honda Agent will be able to assist you by performing:

‘Peace of Mind Check’ - While you wait inspection

Check oil level and top up if required	Check coolant level and top up if required
Check brake reservoir fluid level and top up if required	Top up windscreen washer reservoir – add suds
Check clutch reservoir fluid level and top up if required	Clean windscreen and inspect wiper rubbers
Check tyre pressures – including spare	Check all external drive belts
Check lights front and rear	Check battery terminal connections
Check WOF / Registration validity	

An appointment is necessary. Please phone 0800 246 632 or contact your local Honda Agent

This inspection can be used at any time for a **‘Peace of Mind Check’** of your vehicle’s fluid levels. It is particularly useful when a full service is not required, but you would like to ensure that your fluid levels are correct.

We are the experts for Honda Paint and Panel Repairs

Our team of specialists operate the latest, technologically advanced equipment available, to repair your vehicle correctly. Having your vehicle repaired to specification by manufacturer approved repairers is essential to maintain the structural integrity of your vehicle, your safety and to maintain your vehicle's resale value.

Your one stop Honda Vehicle body specialist services include:

- Free, no obligation written quotations
- Insurance repairs
- Chassis measuring systems on site
- Honda approved paint systems
- High tech spray booth
- Full 3 year guarantee on all repairs
- Your vehicle will be returned clean at the completion of any repair

Honda owners who live outside the Auckland and Wellington areas can contact their local Honda Agent who can advise of 'Honda Approved' paint and panel service providers.

OPERATION OF WARRANTY

If your Honda requires attention under the warranty you should:

Notify the nearest Honda Agent immediately when a defect becomes apparent. Please provide the Agent with full information about the nature of any difficulty as accurately as possible. Where a defect is of a minor nature and your Honda may be operated safely and without risk of further damage, an appointment should be arranged for the repair to be undertaken at a date convenient to both you and the Agent concerned.

Where the defect is considered severe please arrange to have your vehicle delivered to the Agent immediately.

Warranty work, of any nature, can be carried out by any of the nationwide Honda Agents.

YOUR RESPONSIBILITIES

To retain full warranty please ensure that:

- Your vehicle is serviced regularly in accordance with Honda New Zealand's recommendations.
- Honda genuine parts are used for any repair or service of your vehicle.
- If a failure does occur, all reasonable effort is made to protect your vehicle from further damage. Vigilance in monitoring your vehicle's warning systems is requested.