



**Honda**  
**Warranty Plus**

# Honda Warranty Plus

Peace of mind motoring with 5 years Honda Premium  
Roadside Assist and 5 years or 140,000 km warranty cover

**Please staple your  
confirmation letter here**

**Honda Warranty Plus  
documents you will receive**

- ✓ **Honda Warranty Plus  
Terms & Conditions Book**
- ✓ **Policy Confirmation Letter**
- ✓ **Honda Premium Roadside Assist Card**

**You'll find more information at: [honda.com.au/warranty](http://honda.com.au/warranty)**

**Honda Australia Pty Ltd**

ACN 004 759 611 ABN 66 004 759 611

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Tullamarine, Victoria, 3043

**Freecall 1800 804 954**

Please note: The specifications listed herein are  
accurate as at date of production (April 2011).



**HONDA**

# Introducing Honda Warranty Plus

## Honda Warranty Plus is designed to give you Peace of Mind.

Honda Warranty Plus is provided by Honda\*.

Together with your Honda New Vehicle Warranty, Honda Warranty Plus provides you the confidence of knowing that your Honda is protected with no claim limits and no cost for labour and parts (except for tyres and batteries) for 5 years or 140,000 kilometres (whichever occurs first) from its original retail sale date<sup>^</sup>.

In addition, when you purchase Honda Warranty Plus, you also obtain Honda Premium Roadside Assist, which means that we are there for you 24 hours a day, from the date of purchase of Honda Warranty Plus, for 5 years.

Honda Warranty Plus is fully backed by Honda and can only be accessed through Authorised Honda Dealerst in Australia.

The benefits conferred by the warranties are in addition to all other rights and remedies in respect of the product (or service) which

the consumer has under the Competition and Consumer Act 2010. To the extent that these laws allow for limitation of liability, Honda Australia's liability is limited, at the option of Honda Australia, by the repair or replacement of faulty goods or payment for such repairs or replacement and to the re-supply of services or payment for such re-supply.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

Note: Original equipment Batteries are only covered under the Honda New Vehicle Warranty on a pro-rata basis.

\*Honda is Honda Australia Pty. Ltd., ACN 004 759 611 ABN 66 004 759 611, 95 Sharps Road, Tullamarine, Victoria, 3043: and Honda Motor Co. Ltd. Tokyo, Japan.

†Authorised Honda Dealer is a dealer who holds a current Franchise Agreement pertaining to the Honda passenger vehicle model specified in the First Owner Details section of the Owner's Warranty & Service Manual.

<sup>^</sup>Original retail sale date is the date on which your Honda dealer initially registers the vehicle in Honda Australia's database. If you purchase a demonstrator vehicle, the original retail sale date is the date on which the dealer registers the vehicle as a demonstrator vehicle.

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# Warranty Information

## 1. Coverage of Honda Warranty Plus

Honda warrants that any Honda vehicle covered by this Honda Warranty Plus policy will be free of defects and faulty workmanship under normal use and service until 5 years or 140,000 kilometres (whichever occurs first) from your vehicle's original retail sale date, in accordance with the terms set out in this document.

Specifically:

- Your Honda New Vehicle Warranty applies to your Honda for 3 years or 100,000 kilometres (whichever occurs first) from your Honda's original retail sale date, in accordance with the terms of that warranty.
- This Honda Warranty Plus extends the application of your Honda New Vehicle Warranty until 5 years or 140,000 kilometres (whichever occurs first) from your Honda's original retail sale date, subject to the terms set out in this document.

Accordingly, when you purchase Honda Warranty Plus, all of the terms and conditions of the New Vehicle Warranty apply until 5 years or 140,000 kilometres (whichever occurs first) from your Honda's original retail sale date, subject to the further terms in this Honda Warranty Plus.

Honda Premium Roadside Assist confers benefits that are additional to those under the New Vehicle Warranty, as extended by this Honda Warranty Plus.

## 2. When to Purchase

Honda Warranty Plus may be purchased during the prescribed purchase period as determined by Honda Australia. For details please check with your Honda Dealer.

## 3. How to claim under Honda Warranty Plus

Repairs within the limits of the New Vehicle Warranty, as extended by this Honda Warranty Plus, will be carried out free of charge by any Authorised Honda Dealer upon confirmation of your Honda Warranty Plus policy and in accordance with warranty conditions set out in the New Vehicle Warranty section of your Owner's Warranty & Service Manual.

Under Honda Warranty Plus, transportation costs of the vehicle either to or from the Authorised Honda Dealer are the responsibility of the vehicle owner, unless those costs are covered under Honda Premium Roadside Assist. Please refer to the section of this document titled '24 hour Australia-wide Honda Premium Roadside Assist' (beginning on page 8) for towing information.

# Warranty Information

## 4. Refund of Honda Warranty Plus

Honda will not refund a purchaser of Honda Warranty Plus unless required to do so by law.

## 5. Cancellation of Honda Warranty Plus

Honda Australia may cancel this Honda Warranty Plus at any time with immediate effect, if –

- Your vehicle is deemed a statutory write-off; or
- The odometer has been stopped, altered or does not reflect the actual distance travelled by the vehicle.

## 6. Transfer of Honda Warranty Plus

Subsequent owners may obtain the benefit of any unexpired portion of this Honda Warranty Plus by completing the transfer of ownership form (inside this book) and submitting it to Honda Australia Pty. Ltd. or an Authorised Honda Dealer within 10 days following the date of purchase of the vehicle.

The subsequent owner will be subject to all of the provisions, limitations and exclusions of this Warranty.

## 7. Owner's Responsibility

To ensure this Honda Warranty Plus will apply to your vehicle, it is your responsibility to satisfy the Honda Warranty Conditions under your New Vehicle Warranty, as extended by this Honda Warranty Plus.

In order to make a claim under this Honda Warranty Plus, you must deliver the vehicle to an Authorised Honda Dealer in accordance with clauses of the Honda Warranty Conditions contained in your New Vehicle Warranty. A list of the addresses of current Authorised Honda Dealers is available at [honda.com.au](http://honda.com.au) or by contacting Honda Australia Customer Relations on toll-free **1800 804 954**.

Please retain Proof of Purchase of this Honda Warranty Plus policy for future reference.



# 24 Hour Australia-wide Honda Premium Roadside Assist

Honda Australia Pty. Ltd. has engaged the services of the country's State and Territory Motoring Organisations, giving you access to their vast national resources and recognised expertise, 24 hours a day, 365 days a year. Honda Premium Roadside Assist comprises the supply of:

- Emergency Roadside Service (described in part 1 below); and
- Personal Incident Management Service for incidents that occur more than 100km from home (described in part 2 below),

subject to the conditions outlined in part 3 below.

Honda Premium Roadside Assist is yours from the time of purchase of Honda Warranty Plus, for 5 years.

## **1. Emergency Roadside Service 1800 810 852**

### **1.1 Accessing Emergency Roadside Service**

Honda Premium Roadside Assist may be accessed quickly and easily by calling 1800 810 852 from anywhere in Australia for services listed within this section.

To make sure that you're back on the road as soon as possible, please have the following information available when calling:

- Your membership number (your vehicle's vehicle identification number, or VIN)
- Your name and location
- A description of the problem
- If possible, contact telephone number

Roadside Assist personnel will be dispatched to you promptly to assess and attempt to rectify the problem. All care will be taken to get you back on the road, however, if this is not possible or if the personnel consider that there is a chance that any mechanical action may void part of the vehicle's New Vehicle Warranty or Honda Warranty Plus, we'll provide towing.

### **1.2. Mechanical Assistance**

On arrival, skilled Roadside Assist personnel will attempt to rectify any mechanical problems that have disabled the vehicle and made it unsafe or unable to be driven.



## 1.3. Non-Mechanical Assistance

### 1.3.1 Wheels and tyres

We provide wheel changing services for a damaged tyre or wheel with the vehicle's serviceable spare. If the spare also happens to be damaged or unroadworthy, we'll tow your vehicle to the nearest facility where it can be repaired or replaced at the owner's expense.

### 1.3.2 Lockout

If you lock your keys in your vehicle, Roadside Assist personnel will attempt to open your vehicle. If Roadside Assist personnel are unable to open the vehicle and a locksmith is required, this will be at the customer's expense, subject to satisfactory proof of ownership of your vehicle, to ensure we open the car for the right person.

### 1.3.3 Out of fuel

Roadside Assist personnel will seek to provide you with sufficient fuel to get to a petrol station.

If this is not possible or practical, then a tow will be provided.

### 1.3.4 Flat battery

A 'battery-boost' and any other practical roadside assistance will be provided to get you back on the road, or a tow will be provided to the nearest facility. If we arrange a replacement battery, the vehicle owner will bear the cost of that replacement, subject to any rights available to the consumer.

## 1.4. Towing

Towing is provided as part of Honda Premium Roadside Assist when the vehicle cannot be made mobile. When this happens, your Honda will be towed to:

### 1.4.1 Metropolitan

- The closest Authorised Honda Dealer free of charge, or
- Your preferred Authorised Honda Dealer with a maximum towing distance of 20km free of charge. Additional towing distance above the 20km limit will be at the owner's expense.

### 1.4.2 Country

Either the closest Authorised Honda Dealer or the local motoring organisation's service facility free of charge, depending on the location and circumstances of the breakdown.

Where your vehicle has been towed to a service organisation's service facility and the vehicle cannot be made mobile, we'll transport your vehicle to the closest Authorised Honda Dealer.

If you instead choose to tow the vehicle to your preferred Authorised Honda Dealer, the full cost of towing under Honda Premium Roadside Assist will be borne by the owner.

If the vehicle cannot be delivered due to the lateness of the hour, we'll provide the appropriate vehicle storage and make arrangements to have it delivered as soon as possible.

# 24 Hour Australia-wide Honda Premium Roadside Assist

## **2. More Than 100 Kilometres From Home – Personal Incident Management Service 1800 810 852**

Where you require Roadside Assist more than 100 kilometres from home, we have added benefits to assist you. These benefits can only be accessed by calling 1800 810 852 and arranged by the Personal Incident Manager on your behalf.

### **2.1 Mechanical Related Incidents**

The following Personal Incident Management services will be provided if your vehicle is disabled due to mechanical failure (non collision related) or due to an automotive related driver fault (non mechanical) and if your vehicle will be disabled for over 24 hours, as determined by the Personal Incident Manager.

#### **2.1.1 Accommodation**

Accommodation will be provided for up to three nights to a maximum value of \$120 per night when the vehicle can be locally repaired within a mutually agreed time frame. Where circumstances don't allow the provision of accommodation and where access to alternative services is unavailable due to the lateness of the hour, emergency overnight accommodation may be provided so that access to alternative services can take place as soon as possible.

#### **2.1.2 Car Rental**

Car rental will be provided for up to three days to a maximum value of \$100 per day, in conjunction with accommodation;

or

Car rental to continue the journey will be provided for up to five days to a maximum value of \$100 per day, when the vehicle cannot be repaired locally or repaired within a mutually acceptable time frame;

or

Where the vehicle cannot be repaired locally or repaired within mutually acceptable time frame, and car rental is not available, alternative Ground Transportation will be provided to the registered owner/driver's home address or intended destination.

In this situation:

- where required, return transportation will be provided for one driver to retrieve the vehicle; otherwise,
- vehicle recovery will be provided to an Authorised Honda Dealer, the owner's home address or intended destination anywhere in Australia.

Car rental costs covered by Honda Premium Roadside Assist exclude all fuel costs, stamp duty charges and any rental vehicle relocation fees.

## **2.2 Medical Repatriation Services**

Should you or any of your passengers become unexpectedly ill or injured while motoring and require hospitalisation for three days or more, we'll arrange for medical repatriation to a medical facility closer to the patient's home address where they can receive ongoing treatment. Naturally, this will only occur at the request of the patient and with the consent of the treating doctor.

## **2.3 Accident Or Theft Related Incidents**

In the event that your vehicle is disabled due to a collision, or stolen and reported to the police, we can help you with what you need at this time: expert assistance. The Personal Incident Manager can assist you to alter or make onward arrangements for accommodation and/or car rental. You also have access to the national message relay facility. All bookings and arrangements will be made on your behalf and at your expense.

## **3. Conditions**

### **3.1 Remote Areas**

Where Emergency Roadside Service is sought in a remote or sparsely populated area, the Emergency Roadside Service will be provided, but you should be aware that assistance can be affected by the vehicle's location, the availability of services and accessibility of the location. We will endeavour to provide you with assistance as soon as possible.

### **3.2 Trafficable Roads**

Honda Premium Roadside Assist is only provided to vehicles disabled on constructed roads or driveways that are legally trafficable and can be reached by conventional two-wheel drive vehicles and, where required, by the towing vehicle.

### **3.3 Bugged Vehicle Recovery**

Should special equipment be required to provide assistance, such as power winches or extended cables, or should the attending Roadside Assist personnel have to return to the service facility, the additional cost will be charged to the vehicle owner.

# 24 Hour Australia-wide Honda Premium Roadside Assist

## **3.4 Natural Disasters**

We reserve the right to alter or offer alternative assistance where a natural disaster places extraordinary demands on the provision of services under Honda Premium Roadside Assist. Where a disabled vehicle cannot be reached due to flood, bushfire or other natural disaster, we will attempt to provide whatever alternative assistance is practical under the circumstances.

## **3.5 Collision/Accident**

Towing services will not be available as part of the Emergency Roadside Service for vehicles damaged due to a collision or impact with any object (whether caused by a mechanical failure or due to any other reason) or any incident generally covered by motor vehicle insurance. However, towing assistance can be arranged at the driver's expense.

## **3.6 Home Service**

Emergency Roadside Service will be provided at your home address in the same way as at the roadside. However, during times of peak demand, roadside calls will be given priority.

## **3.7 Unattended Vehicles**

Unattended vehicles will not be serviced under any circumstances. The owner or the owner's authorised representative must wait with the vehicle until Roadside Assist personnel arrives. Where the owner has elected an authorised representative, this representative must hold a current motor vehicle driver's licence in case the vehicle has to be moved. If the vehicle is found to be unattended and should other calls demand the Roadside Assist personnel's attention, the service call will be cancelled. Any further calls and services for the same incident will be at the owner's expense.

## **3.8 Caravan and Trailer**

Emergency Roadside Service will not be provided for caravans or any form of trailer body being towed by the nominated vehicle. However, should the vehicle towing a caravan or trailer experience a roadside breakdown and need to be towed as part of the Emergency Roadside Service, the caravan or other trailer body will be moved to a safe location to avoid any potential traffic hazard.

## **3.9 Replacement of Membership Card**

Your Honda Premium Roadside Assist entitles you to a membership card which identifies you as a valid member. Any replacement card can be organised via an Authorised Honda Dealer at the expense of the owner.

#### **4. Bridge Option 1800 999 909**

On behalf of our Honda Premium Roadside Assist customers, Honda Australia has negotiated with Territory and State Auto Clubs a special program known as the 'Bridge Option'. This option provides owners who have been members of their local Auto Club with continued access to the benefits enjoyed by Auto Club members.

Note: The Bridge Option is not available in South Australia

For an annual fee paid directly to the local Auto Club, the Bridge Option will provide access to the following benefits:

- Insurance products
- Financial services
- Membership maps and publications
- Touring services
- Travel services

Other key features of the Bridge Option include:

- Accrual of years of service when Auto Club membership is resumed at the conclusion of the Honda Premium Roadside Assist program (including the years covered by Honda Premium Roadside Assist).
- No entry fee when membership is again renewed at the completion of Honda Premium Roadside Assist.
- Issue of a full complement of Auto Club magazines during the Honda Premium Roadside Assist program.

Honda Premium Roadside Assist program customers who have not been members of their local Auto Club before acquiring Honda Premium Roadside Assist, can also enjoy these benefits and other key features whilst covered by the Honda Premium Roadside Assist program. Should they become an Auto Club member at the conclusion of the Honda Premium Roadside Assist program, they will be credited with the years of service earned as a Honda Premium Roadside Assist program participant.

#### **4.1 Exclusion**

Although the Bridge Option provides access to Auto Club benefits, it is not the same as full Auto Club membership. In particular, member rights (including voting and public float rights) are not available whilst participating in the Bridge Option. As noted above, the Bridge Option is not available in South Australia.



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