



VEHICLE SERVICE CONTRACT

ALL VSC PLANS

WASHINGTON

Vehicle Service Contract Identification Page

FOR WASHINGTON

Honda Care® for Honda Vehicles is administered by
American Honda Finance Corporation
P.O. Box 2225, Torrance, CA 90509-2225, (800) 999-5901



For Roadside Assistance, call (800) 594-7400

First

Last

Print VSC Salesperson's Name (Please print or type)

Issuing Dealer		Dealer Number	VSC Plan Type:	
VSC Customer Retail Price \$ <input type="text"/>		Dealer Phone (<input type="text"/>)	<input type="checkbox"/> New	<input type="checkbox"/> Near New
Sales Tax Amount \$ <input type="text"/>		Deductible	<input type="checkbox"/> Pre-Owned	<input type="checkbox"/> Powertrain
Tax Percentage <input type="text"/> %		<input type="text"/>	<input type="checkbox"/> Sentinel Services	<input type="checkbox"/> Sentinel Plus
Total Purchase Price \$ <input type="text"/>		<input type="text"/>	<input type="checkbox"/> Certified	
Plan Code		Years	For New Honda Plans:	
		Miles	<input type="checkbox"/> Commercial Use (Surcharge Applies)	

Vehicle Information

Vehicle Retail Price \$ Stock #

V.I.N.

Make Model Year

Current Odometer Mileage VSC Purchase Date Vehicle Purchase Date

Customer Information

Name (First) (M.I.) (Last)

Co-Owner Name (First) (M.I.) (Last)

Address

City State ZIP Phone

Lienholder/Lessor (Complete only if contract is financed or leased)

Lienholder Name Term (Mo.) Type (C=Cash, F=Finance, L=Lease)

Address

City State ZIP Phone

Contract Expiration Date Contract Expiration Mileage Original In-Service Date

CUSTOMER ACKNOWLEDGEMENT:

By your signature and initials below, I confirm my understanding that the contract discloses:

☐ Any material conditions that the service contract holder must meet to maintain coverage under the contract including, but not limited to, any maintenance schedule to which the service contract holder must adhere, any requirement placed on the service contract holder for documenting repair or maintenance work, any duty to protect against any further damage, and any procedure to which the service contract holder must adhere for filing claims;

☐ The work and parts covered by the contract;

☐ Any time or mileage limitations;

☐ That the implied warranty of merchantability on the motor vehicle is not waived if the contract has been purchased within ninety days of the purchase date of the motor vehicle covered by the contract;

☐ Any exclusions of coverage;

☐ The contract holder's right to return the contract for a refund.

Purchase of this contract is not a requirement to purchase your vehicle or obtain financing. This contract DESCRIBES ALL OF the various coverages available, starting October 1, 2019 (VSC Purchase Date). Any information you provide will be handled in accordance with AHFC's Privacy Policy. You expressly consent to our using prerecorded/artificial voice messages, text messages and/or automatic dialing equipment while servicing your account, as allowed by law. You agree that calls to or from us may be monitored and/or recorded, as allowed by law.

Customer's Signature

Date

Dealer's Signature

DEALER - white LIENHOLDER - yellow CUSTOMER - pink

HONDA VEHICLES WASHINGTON

As an additional benefit, and at no additional cost to YOU, YOU will be enrolled as a motor club member with Honda Care's motor club partner. Pursuant to YOUR membership, YOU are entitled to the following membership benefits, among others: (i) towing to the nearest HONDA DEALER or repair facility as a result of a MECHANICAL BREAKDOWN or VEHICLE accident/collision; (ii) flat tire change (with YOUR good spare); (iii) battery boost (jump start); and (iv) lockout assistance. To learn more about the benefits available through this motor club membership, please refer to the motor club guidelines that will be mailed to YOU for further details.

INTRODUCTION

THIS VEHICLE SERVICE CONTRACT IS NOT A MECHANICAL BREAKDOWN INSURANCE CONTRACT, AN AUTOMOBILE LIABILITY OR PHYSICAL DAMAGE INSURANCE CONTRACT, NOR AN EXPRESS, IMPLIED, GENERAL OR EXTENSION OF A WARRANTY. IT IS NOT A CONDITION OF SALE OF THE VEHICLE.

- This CONTRACT provides for the repair or replacement of many mechanical and electrical non-maintenance parts that may experience a MECHANICAL BREAKDOWN under normal, non-commercial use, as the result of a defect in materials or workmanship. The coverage provided under this CONTRACT may duplicate some warranty coverage. Please see section “**IV. WHAT IS NOT COVERED**”, page “5” for clarification.
- During the FACTORY WARRANTY period, this CONTRACT provides rental car benefits for repairs covered under the FACTORY WARRANTY. MECHANICAL and ELECTRICAL BREAKDOWN coverage under this CONTRACT begins when the FACTORY WARRANTY has expired by either time or mileage, whichever occurs first.
- This CONTRACT defines the coverage for YOUR VEHICLE. No other coverage is expressed, implied, nor can anyone change the terms of coverage stated herein. Coverage under this CONTRACT is not subject to any error, omission, or misrepresentation whether written or verbal, on the part of any seller, vendor or individual. Please see section “**II. COVERAGE**”, page “3” for clarification.
- **TERM OF COVERAGE:** Coverage provided under this CONTRACT begins on the date YOU purchased YOUR CONTRACT. Please see section “**I. KEY TERMS**” for assistance with definitions.
- **EXPIRATION OF COVERAGE:** The coverage for YOUR VEHICLE expires on the CONTRACT EXPIRATION DATE or when the VEHICLE'S odometer reaches the CONTRACT EXPIRATION MILEAGE, whichever occurs first. Both the EXPIRATION DATE and EXPIRATION MILEAGE are identified on the CONTRACT IDENTIFICATION PAGE of this contract. Please see section “**I. KEY TERMS**” for assistance with definitions.
- **REPAIR AUTHORIZATION:** Repairs claimed for coverage under this CONTRACT must be pre-approved by the ADMINISTRATOR before work can be performed. Any expense(s) incurred without first receiving PRIOR AUTHORIZATION when PRIOR AUTHORIZATION is required will not be covered. Please see section “**III. YOUR OBLIGATIONS**”, subsection “**B. IN THE EVENT OF A BREAKDOWN**”, page “5” for clarification.

I. KEY TERMS

- **ADMINISTRATOR:** means American Honda Finance Corporation for all purposes other than Road Hazard Tire Protection benefits in which case the term refers to Cross Country Motor Club, Inc., Medford, MA 02155, except in Wisconsin, and Wyoming where services are provided through Cross Country Motor Club of California, Inc., Medford, MA 02155, (800) 594-7400.
- **AMERICAN HONDA:** means American Honda Motor Co., Inc.
- **BRANDED or SALVAGE TITLE:** mean any vehicle that has been deemed a total loss as the result of, but not limited to the following reasons: collision, fire, flood, that has been junked, salvaged, rebuilt, or reconstructed, if the odometer has been rolled back or tampered with, or has been subject to a manufacturer's buyback under any state lemon law.
- **COMMERCIAL USE and COMMERCIAL PURPOSE(S):** mean any use of YOUR VEHICLE for trade or business to generate income, whether full or part time, including but not limited to: deliveries, service calls, hauling, plowing, rental, carrying passengers for hire, law enforcement, fire, ambulance or emergency services.
- **COMMERCIAL USE OPTION:** applies if YOU have chosen to purchase the commercial coverage and its use is not excluded within section “**IV.**”, subsection “**D**”.
- **CONTRACT:** means this Vehicle Service Contract.
- **DEALER:** means an authorized Honda dealership.
- **EFFECTIVE DATE and MILEAGE:** mean the date and mileage that YOUR CONTRACT coverage begins. The following defines when YOUR coverage begins by plan type:
 - o **New, Near New, Sentinel, Sentinel Plus, and Certified Additional Coverage:** Coverage begins from the date YOU purchased YOUR CONTRACT.
 - o **Pre-Owned and Powertrain:** Coverage begins on the date that YOU purchased YOUR CONTRACT and at the miles on the odometer on that date.
- **EXPIRATION DATE and MILEAGE:** mean the date and/or mileage when YOUR CONTRACT is no longer active. The following defines when YOUR coverage expires by plan type:
 - o **New, Sentinel, Sentinel Plus and Certified:** YOUR CONTRACT expires when the number of months for the plan term, calculated from the IN-SERVICE DATE is reached or if the stated maximum plan term mileage is reached, whichever occurs first.
 - o **Near New:** YOUR CONTRACT expires when the number of months for the plan term, calculated from the purchase date is reached or if the maximum plan term mileage is reached, whichever occurs first.
 - o **Pre-Owned and Powertrain:** YOUR CONTRACT expires when the number of months for the plan term, calculated from the purchase date is reached or if the added plan term mileage is reached, whichever occurs first.
- **FACTORY WARRANTY:** means the American Honda New Car Limited Warranty furnished to YOU at the time YOU purchased YOUR VEHICLE.
- **FACTORY WARRANTY REPAIR SERVICE:** means a repair by YOUR DEALER of YOUR VEHICLE under the FACTORY WARRANTY.
- **IDENTIFICATION PAGE:** means the VEHICLE SERVICE CONTRACT IDENTIFICATION PAGE of this CONTRACT.
- **IN-SERVICE DATE:** means the date YOUR VEHICLE'S American Honda New Car Limited Warranty was activated and first put into service or sold to the original retail purchaser or the date that the VEHICLE was first placed in service as a demonstrator, not the date YOU purchased YOUR VEHICLE.

- **MECHANICAL and ELECTRICAL BREAKDOWN:** mean the inability of a properly maintained part, covered under this CONTRACT to perform the function for which it was designed, due solely to a defect in materials or workmanship. MECHANICAL or ELECTRICAL BREAKDOWN does not mean the gradual reduction in operating performance due to wear and tear.
- **PRIOR AUTHORIZATION:** means the approval of the covered repair, and the approval number issued by the ADMINISTRATOR. In the event of a MECHANICAL or ELECTRICAL BREAKDOWN when emergency repairs must be performed by a facility other than YOUR HONDA DEALER, **YOU must notify the ADMINISTRATOR and obtain PRIOR AUTHORIZATION before any repairs are performed on YOUR VEHICLE. Any expense(s) incurred without first receiving PRIOR AUTHORIZATION when PRIOR AUTHORIZATION is required will not be covered.**
- **REPAIR COST:** means the part and labor expense (and taxes, if applicable) necessary to repair or replace a covered part due to a MECHANICAL or ELECTRICAL BREAKDOWN, and to repair or replace any component damaged as a direct result of a MECHANICAL or ELECTRICAL BREAKDOWN of a covered part. REPAIR COST is determined by YOUR DEALER'S regular retail parts prices up to Manufacturer's Suggested Retail Price (MSRP) and labor times as listed in the current Honda Warranty Flat Rate Manual.
- **UNITED STATES:** means the 50 UNITED STATES and the District of Columbia, and does not include Puerto Rico, Guam or other territories and possessions of the United States of America.
- **VEHICLE and YOUR VEHICLE:** mean the VEHICLE identified on the IDENTIFICATION PAGE of this CONTRACT.
- **WE, US and OUR:** mean the service contract provider, American Honda Protection Products Corporation, a wholly owned subsidiary of AMERICAN HONDA, P.O. Box 2225, Torrance, California 90509-2225, (800) 999-5901 (California License #0G22789) and its affiliates, parents, and subsidiaries. In Florida, **WE, US, and OUR mean American Honda Service Contract Corporation (Florida License #60083)** and its affiliates, parents, and subsidiaries.
- **YOU and YOUR:** mean the CONTRACT holder named on the IDENTIFICATION PAGE, as the person(s) entitled to coverage and benefits under this CONTRACT.
- **YOUR DEALER:** means the HONDA DEALER where this CONTRACT was purchased.

II. COVERAGE

WE will arrange for the repair or replacement of covered parts, and any component damaged by a covered part, as provided below, or pay the REPAIR COST for repair or replacement due to a MECHANICAL or ELECTRICAL BREAKDOWN during the CONTRACT period.

- The ADMINISTRATOR will make the final decision whether to repair or replace any existing part or assembly. All parts replaced under this CONTRACT become the property of AMERICAN HONDA.
- OUR agreement is subject to the satisfaction of all terms and conditions of this CONTRACT. The aggregate limit of liability for this CONTRACT shall not exceed the following: no single claim can exceed the current retail value of YOUR VEHICLE (as determined by nationally recognized used vehicle price guides), and the total of all claims cannot exceed the amount YOU paid for YOUR VEHICLE (exclusive of tax, license, other fees, or add on accessories).
- **HONDA CARE SENTINEL® SERVICES:** YOU will be provided coverage for Road Hazard Tire Protection and Oil Changes during the CONTRACT period. **Sentinel Services coverage is not a maintenance contract and does not provide coverage for the required maintenance services specified in YOUR VEHICLE Owner's Manual or as otherwise specified by AMERICAN HONDA.** Sentinel Services provides you with coverage for labor and fluid for **only** oil changes at the intervals indicated by the Maintenance Minder™.
- **HONDA CARE SENTINEL PLUS™:** Provides YOU with both the Sentinel Services and the Honda Care Vehicle Service Contract protection, including replacement of covered parts in the event of MECHANICAL or ELECTRICAL BREAKDOWN during the CONTRACT period.

A. **PARTS:**

1. **NEW, NEAR NEW, PRE-OWNED, CERTIFIED ADDITIONAL COVERAGE and SENTINEL PLUS:**

All Honda Genuine Mechanical and Electrical parts are covered by this CONTRACT, subject to the terms and conditions herein and **EXCEPT AS EXCLUDED BY SECTION "IV."** Repairs and replacements will be made with new or remanufactured genuine Honda or AMERICAN HONDA authorized parts of like kind and quality.

Examples of Systems covered:

- | | |
|---|--|
| • ENGINE: including the Timing Belt, if due to MECHANICAL BREAKDOWN; | • FUEL SYSTEM; |
| • TRANSMISSION: Including the Shift Cable; | • FLUIDS/OILS: as required for the repair of a covered part; |
| • FRONT, REAR AND 4 WD AXLES; | • HONDA GENUINE FACTORY INSTALLED NAVIGATION DEVICES; |
| • COMPUTERS/ELECTRONICS: including Switches, Sensors, SRS Control Unit and Cable Reel; | • AMERICAN HONDA AUTHORIZED ELECTRONIC/AUDIO ACCESSORIES: Including cellular telephones, security systems. Rear entertainment and DVD systems that are factory installed, or DEALER installed according to AMERICAN HONDA factory specifications. |
| • AIR CONDITIONING/HEATING/COOLING; | |
| • CHASSIS: Suspension, Steering and Brake System; | |

2. **POWERTRAIN COVERAGE:**

This CONTRACT covers the following parts, subject to the terms and conditions herein and EXCEPT AS EXCLUDED BY SECTION "IV." Repairs and replacements will be made with new or remanufactured genuine Honda or AMERICAN HONDA authorized parts of like kind and quality.

- | | |
|--|--|
| • ENGINE: Cylinder block and cylinder head(s) and all internal parts; intake and exhaust manifolds; oil pan and oil pump; seals and gaskets; thermostat housing and gasket; timing chain/belt (for failure only); cover, gears and pulleys; tensioner and guides; water pump, fuel pump, and engine mounts; factory installed turbocharger housing and all internal parts; valve covers, valve train, engine/powertrain control module. | • DRIVE AXLE (FRONT AND REAR): Drive axle housing and all internal parts; axle shafts; propeller shafts; drive shafts; wheel bearings; center support bearings; front and rear hub and bearing assemblies; seals and gaskets; retainers; universal joints; constant velocity joints, and boots. |
| | • TRANSMISSION: Transmission/transaxle/transfer/differential case and all internal parts; transmission/powertrain control module; torque converter, flywheel/flex plate/ring gear, clutch master cylinder and clutch slave cylinder, transmission mounts, seals and gaskets. |

B. RENTAL VEHICLE REIMBURSEMENT:

ALL NEW, NEAR NEW, PRE-OWNED, POWERTRAIN, CERTIFIED ADDITIONAL COVERAGE and SENTINEL PLUS CONTRACTS include the following benefit.

If YOU require alternate transportation due to a covered MECHANICAL or ELECTRICAL BREAKDOWN or FACTORY WARRANTY REPAIR SERVICE, this CONTRACT provides reimbursement for the expense of a rental vehicle up to \$35 per day to a maximum of six (6) days and \$210 per repair visit.

- This CONTRACT provides for the reimbursement for rental expenses in the event YOUR VEHICLE is inoperable or unsafe to drive, and YOUR VEHICLE is at the dealership awaiting the delivery of parts for a covered MECHANICAL or ELECTRICAL BREAKDOWN or FACTORY WARRANTY REPAIR SERVICE.
- This CONTRACT does not provide rental benefits for repairs/services performed under, but not limited to, product recalls, vehicle inspection, service bulletins, product updates, dealer or repair facility guarantees, other service contracts, or any type of insurance coverage or accident related repairs.
- Rental reimbursement for repair and parts waiting time cannot exceed the maximum number of days allowable under this CONTRACT. The substitute vehicle must be rented from a licensed rental agency, a HONDA DEALER or an authorized repair facility. Reimbursement is based on the Honda Warranty Flat Rate Time required to repair YOUR VEHICLE according to the following table:

Repair Time Required	Number of Days Allowed	Maximum Reimbursement
0.1 – 8.0 Hours	2	\$70
8.1 – 16.0 Hours	3	\$105
16.1 – 24.0 Hours	4	\$140
24.1 – 32.0 Hours	5	\$175
Over 32.0 Hours	6	\$210

Rental Vehicle Reimbursement is valid only for expenses actually incurred from the date of the MECHANICAL or ELECTRICAL BREAKDOWN or FACTORY WARRANTY REPAIR SERVICE until the date repairs are completed, and is subject to the benefit allowances as specified above. **COVERAGE EXCLUDES ANY EXPENSE FOR ITEMS SUCH AS MILEAGE, GASOLINE, MAINTENANCE, INSURANCE, OR COLLISION DAMAGE WAIVER CHARGES, OR OIL CHANGES.**

AMERICAN HONDA IS NOT RESPONSIBLE FOR DELAYS ARISING FROM SITUATIONS BEYOND OUR CONTROL SUCH AS DEALER SCHEDULING OR YOUR INABILITY TO OBTAIN A RENTAL VEHICLE DUE TO RENTAL AGENCY REQUIREMENTS OR OTHER RESTRICTIONS.

C. HONDA CARE SENTINEL ROAD HAZARD TIRE PROTECTION:

The following applies to SENTINEL SERVICES and SENTINEL PLUS CONTRACTS only.

1. Tire Repair or Replacement Service:

Honda Care Sentinel Road Hazard Tire Protection provides YOU with tire protection against damage caused by roadway debris such as potholes, nails, glass, or other materials that cause damage to the tire(s), **but DOES NOT INCLUDE protection against either:**

- MANUFACTURER DEFECTS which may be covered by the tire manufacturer's warranty, or
- INTENTIONAL damage to the tire(s).

Honda Care Sentinel Road Hazard Tire Protection covers THE FOUR ORIGINAL TIRES EQUIPPED ON THE VEHICLE AT THE TIME OF SALE (NOT INCLUDING SPARE) and provides for reimbursement of the cost of repair or replacement of a covered tire for the lesser of:

- The CONTRACT period, or
- When the original tires' tread depth wears below 2/32 inch for cars or 4/32 inch for sport utility vehicles.

- Honda Care Sentinel Road Hazard Tire Protection **DOES NOT INCLUDE protection against tire damage caused by collisions with other vehicles or other objects not considered to be a road hazard, and Tire Protection DOES NOT INCLUDE protection against tire damage covered by the collision or comprehensive section of YOUR automobile insurance policy, or tire damage resulting from intentional VEHICLE off-road use (off-road use is defined as driving a VEHICLE on unmarked roads).**
- Honda Care Sentinel Road Hazard Tire Protection also does not include protection against theft of tires or tire damage caused by vandalism or fire.
- In the event that a tire on YOUR VEHICLE develops a repairable leak or puncture due to a road hazard condition:
 - This CONTRACT will cover 100% of the cost to repair the tire, up to a maximum of \$35.00 per repair.
 - If tire replacement becomes necessary due to damage caused by a road hazard condition, this CONTRACT will cover the prorated cost of tire replacement, up to \$150.00 per tire (EXCLUDING THE SPARE TIRE), based on the tire tread depth remaining, in accordance with the following schedule:

	TIRE TREAD DEPTH	REPLACEMENT COVERAGE
Cars and Minivans	8/32" or greater	100%
	6/32" to 7/32"	75%
	4/32" to 5/32"	50%
	2/32" to 3/32"	25%
	Less than 2/32"	No Replacement

	TIRE TREAD DEPTH	REPLACEMENT COVERAGE
Sport Utility Vehicles	10/32" or greater	100%
	8/32" to 9/32"	75%
	6/32" to 7/32"	50%
	4/32" to 5/32"	25%
	Less than 4/32"	No Replacement

2. Customer Procedure:

Upon experiencing damage to a covered tire, YOU may return to YOUR nearest HONDA DEALER, or YOU may contact the Road Hazard Tire Protection ADMINISTRATOR via the following 24 HOUR TOLL-FREE ASSISTANCE NUMBER: (800) 594-7400.

- a) The HONDA DEALER will determine the eligibility of the tire condition, identify the remaining tread depth, prepare a statement of costs for the repair or replacement of the tire, and contact the Road Hazard Tire Protection ADMINISTRATOR for authorization.
- b) In the case of an emergency or in the event the HONDA DEALER does not offer tire services YOU may take YOUR VEHICLE to a local tire dealer for service. Should YOU obtain tire service by other than a HONDA DEALER, **YOU must submit YOUR request to the Road Hazard Tire Protection ADMINISTRATOR at CROSS COUNTRY MOTOR CLUB, INC., ATTENTION: HONDA CARE ROAD HAZARD TIRE PROTECTION, P.O. Box 9145, Medford, MA 02155 for reimbursement.**
 - o Requests for reimbursement MUST include a copy of a valid repair or replacement invoice, include the year, make and model of the VEHICLE and a statement indicating the cause of the failure, remaining tread depth of the failed tire(s), and the cost of tire repair or replacement.
- c) Eligible tires that can be repaired safely will be covered in full for the cost of repair NOT TO EXCEED \$35.00.
- d) Eligible tires that require replacement will be covered up to \$150.00 per tire (EXCLUDING THE SPARE TIRE), INCLUDING THE COST OF MOUNTING AND BALANCING THE REPLACEMENT TIRE(S). YOU must replace YOUR tires with tires of the same type, size, load range, and speed rating.

3. **Customer Obligations during the CONTRACT period: YOU must maintain YOUR VEHICLE in accordance with the requirements of YOUR VEHICLE Owner's Manual. This includes but is not limited to wheel balancing, tire rotation, and alignment at scheduled intervals in accordance with YOUR VEHICLE Owner's Manual. The Road Hazard Tire Protection ADMINISTRATOR and HONDA DEALER each reserve the right to inspect damaged tires in order to determine the cause of damage.**

D. OIL CHANGES (SENTINEL and SENTINEL PLUS CONTRACTS only):

This CONTRACT provides YOU with oil and filter changes for YOUR VEHICLE for the term of this CONTRACT at the intervals indicated in YOUR VEHICLE Owner's Manual and by YOUR VEHICLE'S "Maintenance Minder". The "Maintenance Minder" monitoring system in YOUR VEHICLE is designed to alert YOU when the remaining engine oil life reaches 15%. Oil and filter service should be performed prior to the engine oil life reaching 5% or less.

- Service is limited to oil and filter changes performed at authorized Honda dealerships for a value of up to \$30 per service for non-zero weight oil, and \$45 per service for zero weight oil.
- Reimbursement is based on the required oil viscosity indicated in YOUR VEHICLE Owner's Manual. YOU ARE RESPONSIBLE FOR ANY CHARGES EXCEEDING THE ABOVE LIMITS IN CONNECTION WITH OIL/FILTER CHANGES UNDER THIS CONTRACT.

III. YOUR OBLIGATIONS

A. MAINTENANCE:

YOU must perform maintenance services, at the proper intervals, according to the requirements of YOUR VEHICLE Owner's Manual or as otherwise specified by AMERICAN HONDA. YOU must retain all maintenance records (the original receipts or invoices confirming all maintenance has been performed during the period YOU have owned or leased YOUR VEHICLE) as they may be requested from YOU in order to validate eligibility for coverage. Failure to perform any maintenance service(s) may result in the denial of coverage if the MECHANICAL or ELECTRICAL BREAKDOWN could have been caused by YOUR failure to properly maintain YOUR VEHICLE.

B. IN THE EVENT OF A BREAKDOWN:

The following applies to ALL NEW, NEAR NEW, PRE-OWNED, POWERTRAIN, CERTIFIED ADDITIONAL COVERAGE and SENTINEL PLUS CONTRACTS.

- Take YOUR VEHICLE to YOUR DEALER (meaning the HONDA DEALER where this CONTRACT was purchased). Give YOUR CONTRACT information to YOUR DEALER. They will contact the ADMINISTRATOR for approval on YOUR behalf.
- If it is not practical to take YOUR VEHICLE to YOUR DEALER, take YOUR VEHICLE to the nearest HONDA DEALER in the UNITED STATES or Canada. Give YOUR CONTRACT information to the DEALER. They will contact the ADMINISTRATOR for approval on YOUR behalf.
- In the event of an emergency, and both of the foregoing are not possible, have YOUR VEHICLE taken to the nearest licensed repair facility. YOU must obtain PRIOR AUTHORIZATION from the ADMINISTRATOR by calling TOLL FREE 1-800-999-5901 BEFORE INCURRING ANY REPAIR COSTS. Any expense(s) incurred without first receiving PRIOR AUTHORIZATION when PRIOR AUTHORIZATION is required will not be covered.
- YOU must give authorization to the HONDA DEALER or repair facility for diagnosis/tear-down as necessary in order to diagnose a problem. If the MECHANICAL or ELECTRICAL BREAKDOWN is covered by this CONTRACT, WE will pay the reasonable cost of diagnosis/tear-down as a part of the covered MECHANICAL or ELECTRICAL BREAKDOWN. This CONTRACT does not cover the cost of diagnosis/tear-down if the MECHANICAL or ELECTRICAL BREAKDOWN is the result of a non-covered part or condition.
- WE reserve the right to inspect YOUR VEHICLE to gather necessary information regarding any claim presented for coverage under this CONTRACT.
- YOU must pay any applicable deductible to the HONDA DEALER or authorized repair facility. The deductible is the amount of the REPAIR COST YOU must pay per visit, for the repair of one or more MECHANICAL or ELECTRICAL BREAKDOWNS covered by this CONTRACT. YOUR deductible is specified on the IDENTIFICATION PAGE of this CONTRACT.
- Should an emergency occur which requires a repair of a MECHANICAL or ELECTRICAL BREAKDOWN to be made at the time when the ADMINISTRATOR'S office is closed, follow the claim procedures outlined above without PRIOR AUTHORIZATION, and WE will make reimbursement to YOU or to the DEALER in accordance with the CONTRACT if the MECHANICAL or ELECTRICAL BREAKDOWN is covered. YOU must call the ADMINISTRATOR as soon as office hours are available to determine if such repair will be covered by this CONTRACT.

IV. WHAT IS NOT COVERED

The following applies to ALL NEW, NEAR NEW, PRE-OWNED, CERTIFIED ADDITIONAL COVERAGE and SENTINEL PLUS CONTRACTS.

A. NON-COVERED PARTS, MAINTENANCE ITEMS, AND SERVICES:

YOUR VEHICLE is comprised of thousands of parts, many of which are mechanical in nature, and, therefore, eligible for coverage. The following is a listing of non-mechanical and non-electrical parts and common maintenance items, which are specifically excluded from coverage. Any part(s) not excluded below are eligible for coverage in the event they experience a covered MECHANICAL or ELECTRICAL BREAKDOWN as defined under section "I. KEY TERMS".

1. Any parts or accessories other than genuine Honda or AMERICAN HONDA authorized parts.
2. Any communication, navigational or audio/video entertainment systems that become unusable or unable to function as intended due to changes in content, technology or wireless service. Damage from improper repair or update to covered components.

3. Frame, body mount bushings, sub frame(s), sub frame mounting bushings, primary body structure/welded assemblies, body sub seals, weather strip, or any seal preventing water intrusion, core support, header panel, grille, hood, fenders, inner fenders, doors, rear hatch, trunk lid, tailgate, spoilers, fascia, air dams, composite panels, bumpers, bumper covers, soft or hard convertible tops, all window glass, sun roof/moon roof glass, all mirror glass (except for electronic failure of the auto-dimming mirror), all rear or side view mirror housings/frames (except for heated mirror glass failure), and brackets, outside ornamentation, emblems, garnish, moldings, roof ditch moldings, bright metal, chrome trim, stainless trim, paint (except for covered hinges painted to match the original vehicle color), headlamp housings, taillight housings, side marker lamp housings, lenses, bezels, non-LED lighting assemblies, and cosmetic failure on vehicle body or structural damage.
4. Steering wheel, dash panel, dash pad, glove box door, floor or overhead consoles (except dome light failure), door and other interior panels, armrests, seat upholstery, seat padding, headliner, cargo covers/sun shades (except for failure of the retractor mechanism), sun visors (except for the sun visor support and vanity mirror), carpet, floor mats, any sound deadener, underlayment, insulation or water shields, in-vehicle vacuum system filters, canister bags, hoses, and attachments/accessories, door handles, window handles, buttons, knobs, boots, cup holders, gas, brake, and clutch pedal pads.
5. Exhaust system head pipes, mufflers, resonators, tailpipes, hangers, heat shields, gaskets (except for exhaust manifold to cylinder head gasket), and related fastening hardware.
6. All fuel, lubricants, coolants or other fluids, or air conditioning refrigerant unless required as part of a covered MECHANICAL or ELECTRICAL BREAKDOWN or if YOU purchased Sentinel or Sentinel Plus coverage and provided as part of a covered oil change.
7. Fuses, wiper blades, fuel hoses, radiator hoses, heater hoses, vacuum hoses (except for hoses with crimped fittings), spark plugs, spark plug wires, PCV valve, belts, timing belt when replaced as routine maintenance, all filters, including but not limited to oil filters (not excluded if YOU purchased Sentinel or Sentinel Plus coverage and provided as part of a covered benefit under Honda Care Sentinel Road Hazard Tire Protection), air filters, cabin filters, fuel filters, batteries (except for nickel/metal hydride, lithium ion, and polymer lithium ion batteries used in hybrid vehicles), battery cables, clutch disc, pressure plate, throw out bearing, pilot bushing/bearing, disc brake pads, disc brake rotors, brake drums, brake and parking brake shoes.
8. All fastening/securing hardware for non-covered parts/ components – e.g., straps, nuts, bolts, studs, screws, clips, clamps, pins etc. stripped or cross threaded fasteners, and any stripped or cross threaded drain plugs.
9. Airbags deployed for any reason, seat belts except for the seat belt latch sensor (if YOU believe there is a defect in any of these parts, please contact YOUR HONDA DEALER immediately).
10. Tires (not excluded if YOU purchased Sentinel or Sentinel Plus coverage and provided as part of a covered tire repair or replacement service), wheels, valve stems, except for electronically failed TPMS sensors, wheel covers, trim rings, center caps, wheel studs, lug nuts, wheel locks.
11. Alignments of any kind, wheel balancing, valve adjustments or any other adjustments, calibrations, tightening, updates, or reprogramming of any kind, unless required as part of a covered MECHANICAL or ELECTRICAL BREAKDOWN.
12. POWERTRAIN COVERAGE ONLY: Parts not listed in section “II”, subsection “A.2.” of this CONTRACT, including but not limited to parts other than genuine Honda or AMERICAN HONDA authorized parts.
13. SENTINEL SERVICES and SENTINEL PLUS CONTRACTS ONLY:
 - Parts, except as provided in section “II”, subsection “C” and “D” of this CONTRACT.
 - Expenses for any maintenance service, other than oil and filter changes at the intervals specified in YOUR VEHICLE Owner’s Manual and by YOUR VEHICLE’S Maintenance Minder.

B. NEW, NEAR NEW, PRE-OWNED, POWERTRAIN, CERTIFIED ADDITIONAL COVERAGE and SENTINEL PLUS:

Expenses for any maintenance service specified in YOUR VEHICLE Owner’s Manual (other than oil/filter changes in section “II”, subsection “D”, if you purchased Sentinel Plus); fuels, fluids, lubricants, alignments or adjustments, including but not limited to wheel alignments and valve adjustments unless required as part of a covered MECHANICAL or ELECTRICAL BREAKDOWN; or improper repairs, adjustments, or servicing by any repair facility, individual or YOU.

C. EVENTS AND CIRCUMSTANCES:

The following is a listing of events and circumstances that are beyond OUR control, and therefore are not eligible for coverage under this CONTRACT.

1. Any expense(s) incurred without first receiving PRIOR AUTHORIZATION, when PRIOR AUTHORIZATION is required will not be covered.
2. Covered parts damaged as the result of the failure of a non-covered part are not eligible for coverage.
3. Continued use of YOUR VEHICLE after a MECHANICAL or ELECTRICAL BREAKDOWN has occurred, when such use leads to consequential damage that could have been prevented by YOU.
4. Failure to stop driving or protect YOUR VEHICLE from further damage after the oil pressure warning light/gauge or temperature warning light/gauge indicates a problem. YOU are responsible for making sure that the oil warning light/gauge and temperature warning light/gauge are functioning before driving YOUR VEHICLE. In the event a warning light/gauge indicates a problem, safely pull YOUR VEHICLE to the side of the road and contact Roadside Assistance to have YOUR VEHICLE taken to the nearest HONDA DEALER.
5. Any repairs(s) where the VEHICLE’S odometer has been inoperative or altered, so that it is impossible to determine the VEHICLE’S actual and true mileage.
6. Any MECHANICAL or ELECTRICAL BREAKDOWN resulting from engine over rev, overheating, hydro lock, contaminated fluids or lubricants, improper or inadequate maintenance, lack of lubrication, run low fluid or oil condition, varnish, sludge, carbon buildup or deposits, improper programming, improper adjustments, consequential damage resulting from negligence, error, omission, improper installation/repairs, or servicing on the part of any servicing dealer, repair facility, an individual, or YOU.
7. Improper towing, overloading, snow plowing, wheel spin, misuse, abuse, or using the VEHICLE in any manner not recommended by AMERICAN HONDA.
8. Racing, competitive driving activities, drifting, modification, alteration, tampering, disconnection, or the installation of aftermarket performance parts including but not limited to: cold air intakes; strut tower braces; headers; exhaust systems; adjustable fuel rails; nitrous oxide (NOS); and/or performance/racing clutches.
9. Any other aftermarket part or accessory that caused or contributed to a MECHANICAL or ELECTRICAL BREAKDOWN or any structural modification that may have contributed to or caused damage to covered components.
10. All required or recommended maintenance services/procedures that apply to YOUR VEHICLE unless YOU purchased Sentinel or Sentinel Plus that includes oil changes as part of the coverage. Failure to maintain proper fluid levels or perform maintenance services at the proper intervals, according to the requirements of YOUR VEHICLE Owner’s Manual or as otherwise specified by AMERICAN HONDA.

11. Failure to provide verifiable maintenance receipts/records, showing the date and VEHICLE mileage at the time of service. Receipts/records pertaining to covered parts requiring routine maintenance, and which sustain a MECHANICAL or ELECTRICAL BREAKDOWN, may be requested in order to determine eligibility for coverage.
12. Damage resulting from low fluid levels, or the use of any fuels, fluids or lubricants other than those specified by AMERICAN HONDA.
13. Any MECHANICAL or ELECTRICAL BREAKDOWN or accidental damage resulting from environmental or external causes such as: collision; fire (regardless of the cause); theft; vandalism; war; riot; explosion; volcanic eruptions; earthquakes; storms; floods; lightning; windstorm; firestorm; hail; sand; ice; freezing; hurricanes; tornados; tsunamis; seiche waves or other acts of nature; rust; corrosion; water intrusion; water leaks; acid rain; fallout; salt; tree sap; exposure to the elements; or any other cause beyond the reasonable control of the parties.
14. Damage caused by vermin (e.g. mice, rats, squirrels) or any other animal, reptiles (e.g. lizards, snakes), insects, arachnids, arthropods, and fowl.
15. Rattles, odors, water leaks, air leaks, wind noise, vibration, deterioration, discoloration, distortion, deformation and/or fading.
16. Any service that is recommended pursuant to recall announcements by AMERICAN HONDA that applies to YOUR VEHICLE. MECHANICAL or ELECTRICAL BREAKDOWN of an otherwise covered part if YOU fail to have the VEHICLE repaired pursuant to a notice of recall, and such repair would have prevented the MECHANICAL or ELECTRICAL BREAKDOWN.
17. Any consequential, incidental, or financial damages, including but not limited to: loss of use of the VEHICLE; loss of time; inconvenience; lost revenue; failure to realize expected savings; or any other economic loss of any kind.
18. Cleaning, polishing, normal wear or deterioration of any part. Any item that concerns YOUR VEHICLE'S general appearance, or repairs to correct cosmetic flaws of any kind.
19. Any repair, replacement or reimbursement covered by any warranty, limited warranty, dealer or repair facility guarantee, other service contract, or any insurance coverage.
20. **Any condition or MECHANICAL or ELECTRICAL BREAKDOWN that existed prior to the purchase of this CONTRACT.**
21. **Any VEHICLE that has ever been declared a total loss or sold for salvage by a financial institution or insurer, or that has been issued a "SALVAGE" or "BRANDED TITLE" under any state's law.**
22. If the VEHICLE'S FACTORY WARRANTY has been voided.
23. Any repairs performed outside the UNITED STATES or Canada.
24. Repairs prohibited by law or governmental authority.

D. COMMERCIAL USE:

1. Any repair(s) if YOUR VEHICLE has been used, as determined by the ADMINISTRATOR, for COMMERCIAL PURPOSE(S) whether or not YOUR VEHICLE is licensed for COMMERCIAL PURPOSE(S) or registered to a business or corporation is prohibited, UNLESS YOU have purchased the COMMERCIAL USE OPTION (surcharge may apply).
 - This exclusion does not apply if YOU have purchased the COMMERCIAL USE OPTION and the intended use is not specifically prohibited below:
 - Vehicles used for the following purposes are not eligible for coverage under any Honda Care Contract: Snow plowing; rental vehicles; school bus; taxi service; limousine service; shuttle service; towing; law enforcement or security services of any kind; fire prevention/fighting; park ranger; rescue services; emergency services; ambulance service.
2. Installation of any non-standard equipment to specifically facilitate COMMERCIAL USE.
 - This exclusion does not apply to vehicles registered to a licensed, accredited or otherwise state approved driver's training school, and is limited to the installation of instructor required dual steering, braking or accelerator controls. Please note: any non-standard equipment installed to facilitate use as a driver's training vehicle is not covered under this CONTRACT. Any damage that may result from the installation of such parts is not eligible for coverage under this CONTRACT, or any Honda Care Vehicle Service Contract.

V. CANCELLATION OF CONTRACT

- A. On or before sixty (60) days following the commencement of the CONTRACT period:
 - YOU may cancel this CONTRACT and receive a full purchase price refund, if no services have been rendered to or on behalf of YOU.
 - If services have already been rendered to or on behalf of YOU, the refund will be the lesser amount calculated as:
 - A time pro-rata based upon the time expired; or
 - A mileage pro-rata based upon the number of miles driven.
- B. After sixty (60) days following the commencement of the CONTRACT period, YOU may cancel this CONTRACT, whether or not services have been rendered to or on behalf of YOU, the refund will be the lesser amount calculated as:
 - A time pro-rata based upon the time expired; or
 - A mileage pro-rata based upon the number of miles driven.

ALL CANCELLATION REFUNDS AFTER SIXTY (60) DAYS ARE SUBJECT TO A \$25 PROCESSING FEE.

- C. For cancellation, return this CONTRACT to YOUR DEALER, and complete a Cancellation Request Form.
 - The ADMINISTRATOR will issue a refund, if any, to YOU. However, if YOU financed this CONTRACT, the refund may be payable to the lender or finance company (if any) that financed the purchase of this CONTRACT **unless YOU provide the ADMINISTRATOR with written verification from the lender or finance company that the amount financed has been repaid in full.** If YOU cancel this CONTRACT, a penalty of ten percent (10%) shall be added to a refund that is not paid or credited within thirty (30) days after return of YOUR CONTRACT to US.
 - If YOU financed the purchase of this CONTRACT, YOU may be required to send a written cancellation notice to the lender under a retail installment contract or loan (the "FINANCE AGREEMENT"). This may not be the same contract, lease or purchase plan signed by YOU to purchase or lease YOUR VEHICLE. Payment according to the FINANCE AGREEMENT constitutes payment to YOU, and YOU agree that YOU have no claim against the ADMINISTRATOR, US, or the HONDA DEALER based upon such payment.



- Please refer to the cancellation section of the FINANCE AGREEMENT for instructions. In the event of repossession or total loss, the lender may cancel this CONTRACT. The provisions of section "V." apply to all cancellation requests. No other rights or benefits under this CONTRACT transfer to the lender.
- **A REFUND SHALL TERMINATE THIS CONTRACT. IF CANCELED, COVERAGE CANNOT BE REINSTATED.**

VI. ARBITRATION

Any controversy or claim arising out of or relating to this CONTRACT, or a breach hereof, may, if you elect be settled by binding arbitration conducted at a location nearest to YOUR permanent residence according to the Commercial Arbitration Rules of the American Arbitration Association. Judgment upon the Arbitrator's award may be entered in any court having jurisdiction thereof. YOU must notify the ADMINISTRATOR in writing of YOUR intent to seek arbitration at the following address:

American Honda Finance Corporation
P.O. Box 2225
Torrance, CA 90509-2225
Attn: Honda Care Contract Services

VII. TRANSFER OF CONTRACT

The original retail CONTRACT purchaser may transfer this CONTRACT to a purchaser of the VEHICLE (private party to private party) for the remainder of the original CONTRACT period.

A. TRANSFER PROCEDURES:

Return to YOUR DEALER, complete the Transfer of Contract form provided by YOUR DEALER, and present the following items:

- a. This CONTRACT;
- b. A \$50.00 transfer fee payable to YOUR DEALER; and
- c. Documentation evidencing private party sale, change of ownership and odometer reading (the actual miles traveled, measured by an operative, unaltered odometer) on the date of transfer.

B. TRANSFER CONDITIONS:

- a. THIS CONTRACT CAN ONLY BE TRANSFERRED TO A PRIVATE OWNER, WITHIN 20 DAYS OF CHANGE OF VEHICLE OWNERSHIP. ADDITIONALLY, ALL REMAINING UNDERLYING WARRANTIES MUST BE TRANSFERRED TO THE NEW OWNER.
- b. THIS CONTRACT CANNOT BE TRANSFERRED TO ANOTHER VEHICLE, TO A VEHICLE DEALER OR TO THE CUSTOMER OF A VEHICLE DEALER, OR TO A LENDER.
- c. A transferee may not transfer this CONTRACT to a subsequent purchaser of the VEHICLE. Upon transfer of the VEHICLE by a transferee to a subsequent purchaser, this coverage is no longer in force.

VIII. NOTICE

The contents of this CONTRACT should be interpreted and understood within the meaning of a "Service Contract" as referred to in Public Law #93-637.

BY ENTERING INTO THIS CONTRACT, YOU DO NOT WAIVE ANY WARRANTIES THAT MAY BE IMPLIED BY LAW. Further, YOU are advised that there are state and federal laws that protect YOUR interests as a consumer. If a problem cannot be resolved with the ADMINISTRATOR, YOU may have other rights and remedies available to YOU.

The state of Washington is the jurisdiction for any civil action in connection with a motor vehicle service contract.

In Washington obligations and the performance to YOU under this CONTRACT are guaranteed and insured by a policy issued by American Bankers Insurance Company of Florida (a California approved Insurance Company), 11222 Quail Roost Drive, Miami, FL 33157, (866) 306-6694 (Policy Number SFN-300-WA-3 in Washington). If a covered claim or refund is not paid within sixty (60) days after proof of loss has been filed, YOU may file a claim directly with the Insurance Company by contacting the Insurance Company at the number provided above.

**IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT AMERICAN HONDA FINANCE CORPORATION AT
HONDA CARE CONTRACT SERVICES, P.O. BOX 2225, TORRANCE, CA 90509-2225, OR CALL (800) 999-5901.
FOR ROADSIDE ASSISTANCE, PLEASE CALL (800) 594-7400.**