



CERTIFIED
PRE-OWNED VEHICLES



WARRANTY BOOKLET | Warranty Information as of August 2019



Client Name _____

Acura Model _____ Year _____

VIN# _____

Warranty expires on _____ or at _____
(Date) (Miles)

Extended Vehicle Service Contract Yes No

Plan Code _____

Dealership _____

Address _____

City _____ State _____ ZIP Code _____

Phone _____

Sales Representative _____ ext. _____

Sales Manager _____ ext. _____

Service Manager _____ ext. _____

Frequently Called Phone Numbers

Acura Care Client Services

1-888-68-Acura (1-888-682-2872)

Acura Care is a registered trademark of Honda Motor Co., Ltd.

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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Enjoy Your Acura Certified Pre-Owned Vehicle

Thank you for choosing an Acura Certified Pre-Owned Vehicle. We hope you will be as pleased with our service as you are with our product. This booklet will help you become familiar with your limited-warranty coverage along with the many other services afforded to you as an Acura owner.

Acura Care Client Services, at **1-888-68-Acura (1-888-682-2872)**, will be happy to answer any questions you may have about the warranty information in this booklet.



Acura Certified Pre-Owned Vehicles Limited Warranty

WARRANTOR This limited warranty is provided by the Acura Automobile Division (Acura) on behalf of American Honda Motor Co., Inc. (AHM), a California corporation.

ELIGIBLE VEHICLES Acura vehicles 6 years old and newer with 80,000 miles or fewer at time of delivery.

POWERTRAIN COVERAGE

The Acura Certified Pre-Owned Vehicle Limited Warranty provides powertrain coverage for 7 years*/100,000 miles† (whichever occurs first).

7 years*/100,000 miles



NON-POWERTRAIN COVERAGE

The Acura Certified Pre-Owned Vehicle Limited Warranty provides non-powertrain coverage for 2 years**/100,000 miles† (whichever occurs first)

2 years**/100,000 miles†
Date of Certified Pre-Owned Vehicle Purchase



Pre-Owned, Limited Warranty Covered vehicles must be purchased from a participating Acura dealer in the United States and reported as a Certified Pre-Owned Vehicle by that dealer to AHM. Vehicles must originally have been distributed by AHM through the Acura Division and registered in the United States.

*From original in-service date.

†Based on odometer miles.

**Non-Powertrain Limited Warranty begins on (1) the expiration of the original New Vehicle Limited Warranty, or (2) the date of sale if the vehicle was purchased after the expiration of the New Vehicle Limited Warranty

WARRANTY COVERAGE

Acura will repair or replace any original equipment manufacturer (OEM) part covered by this limited warranty that is defective in material(s) or workmanship under normal use (see Proper Operation and Maintenance, page 17).

The Powertrain Limited Warranty begins on the date of the original new car registration and expires upon the earlier of 7 years or 100,000 total odometer miles. The Non-Powertrain Limited Warranty begins on (1) the expiration of the original New Vehicle Limited Warranty, or (2) the date of sale if the vehicle was purchased after the expiration of the New Vehicle Limited Warranty, and it expires upon the earlier of 2 years or 100,000 total odometer miles. (See What Is Covered on page 8.)

Repairs covered by this program are limited to manufacturer's suggested retail price (MSRP) on OEM parts and Acura factory flat rate labor time.

Upon the sale of the vehicle, private party to private party, this warranty is transferable. The new owner shall be afforded the balance of the Non-Powertrain Limited Warranty coverage plus the remaining portion of the Powertrain Limited Warranty. To transfer the balance of coverage, please contact Acura Care Client Services at 1-888-68-Acura (1-888-682-2872).

EXISTING WARRANTIES

The coverage is offered in addition to and separate from all other Acura limited warranties and commences only when the existing New Vehicle Limited Warranty or Original Powertrain Warranty has expired (except the Rust Perforation Limited Warranty and Seat Belt Limited Warranty, which may continue concurrently with Acura Certified Vehicle coverage).

Please refer to the New Vehicle Limited Warranty Manual (in effect at the time the vehicle was delivered to the original retail purchaser) for other warranties that may apply. This limited warranty is separate from and does not extend the length of any existing warranties or provide any additional rights to the consumer under federal, state or local regulations.

HOW TO GET WARRANTY SERVICE

For warranty service, take your vehicle to an authorized Acura dealer during normal business hours. A warranty identification card will be issued by Acura and sent to you within 30 days after delivery of the vehicle. Your Acura dealer may request your automobile VIN to confirm that your vehicle is an Acura Certified Pre-Owned Vehicle. If you do not receive your card, please contact Acura Care Client Services at 1-888-68-Acura (1-888-682-2872).

If your warranty claim is for a replacement part or an accessory that was originally installed by an authorized Acura dealer, you will need to show proof of vehicle mileage at the time of installation.

Emergency Repairs

Acura recognizes that your vehicle could develop a serious problem and require immediate repair at a facility other than an authorized Acura dealer. Acura will reimburse you for repair(s) if all of the following conditions are met:

- The repair would normally be covered by this warranty
- There were no authorized Acura dealers within 50 miles of the breakdown, or if local dealerships were closed at the time. (Concierge Service at 1-888-68-Acura (1-888-682-2872) can provide you with the location of the nearest Acura dealer anywhere in the United States or Canada – See Additional Benefits, page 26)
- The vehicle was immobile, or if attempting to drive would cause further damage or be unsafe
- Contact Acura Care® prior to the repair for repair approval at 1-888-68-Acura (1-888-682-2872)

IF YOUR VEHICLE CANNOT BE DRIVEN, CONTACT EMERGENCY ROADSIDE ASSISTANCE AT **1-888-68-Acura (1-888-682-2872)**.

For reimbursement assistance, go to any authorized Acura dealer. You must show a legible copy of the paid receipt and the replacement part(s). The dealer will reimburse you for the parts at the current manufacturer's suggested retail price. You will be reimbursed for the labor at a geographically appropriate labor rate for Acura's recommended time allowance.

Rental Vehicle Reimbursement*

If you experience a mechanical breakdown of a covered component and require alternate transportation, this limited warranty will provide reimbursement for the actual expense of a rental vehicle (up to \$45 per day to a maximum of 4 days and \$180 per breakdown). The substitute vehicle must be rented from a licensed rental agency or the repair facility. Reimbursement is based on the Acura Flat Rate time required to repair your vehicle, according to the following table:

| REPAIR TIME REQUIRED | NUMBER OF DAYS ALLOWED | MAXIMUM REIMBURSEMENT |
|-------------------------|---------------------------|--------------------------|
| 2.0-8.0 Hours | 2 | \$90 |
| 8.1-16.0 Hours | 3 | \$135 |
| In excess of 16.0 Hours | 4 | \$180 |

Rental Vehicle Reimbursement applies for expenses actually incurred from the date of the mechanical breakdown until the date repairs are completed, subject to the limitations noted above, and excludes any expense for mileage, gasoline, maintenance, insurance or collision damage waiver charges.

*Available during the Non-Powertrain Limited Warranty period.

What Is Covered

Proudly presented to you by the Acura Automobile Division (Acura), on behalf of American Honda Motor Co., Inc., this limited warranty provides exceptional coverage for your Acura Certified Pre-Owned Vehicle.

REPLACEMENT PARTS. Parts replaced under this Limited Warranty become the property of Acura. Acura will make the final decision whether to repair or replace any existing part or assembly. Acura may use factory-remanufactured parts, or parts of like kind and quality, rather than new parts, for some warranty repairs.

POWERTRAIN LIMITED WARRANTY COVERAGE

Components and systems included in the 7 years/100,000 total odometer miles* Powertrain Limited Warranty coverage.

ENGINE Cylinder block and head and all internal parts; timing gears and gaskets; timing chain/belt and cover; flywheel; valve covers; oil pan; oil pump; intake and exhaust manifolds; engine mounts; turbocharger housing and all internal parts; engine/powertrain control module; water pump; seals and gaskets.

TRANSMISSION/TRANSFER CASE Case and all internal parts; torque converter; transfer case and all internal parts; transmission/powertrain control module; seals and gaskets.

FRONT-WHEEL-DRIVE SYSTEM Final drive housing and all internal parts; driveshafts; constant-velocity joints; front hubs and bearings; seals and gaskets.

REAR-WHEEL-DRIVE SYSTEM Differential housing and all internal parts, propeller shafts; universal joints; driveshafts; constant-velocity joints; rear hubs and bearings; seals and gaskets.

*Whichever occurs first, from original in-service date.

What Is Covered (cont.)

NON-POWERTRAIN LIMITED WARRANTY COVERAGE

Components and systems included in the Non-Powertrain Limited Warranty Coverage:

FUEL SYSTEM Fuel pump; fuel control units; fuel pressure regulator; fuel injectors; fuel sensors; fuel injection resistors; fuel rails; metal fuel delivery lines; throttle body and fuel tank.

SUSPENSION Upper and lower control arms; control arm shafts and bushings; upper and lower ball joints; spindles; coil springs; rear axle beam; stabilizer bar, links and bushings; McPherson strut inserts; strut bearings; strut mounts; strut plate and shock absorbers.

STEERING Rack-and-pinion steering assembly; steering gearbox; power-steering pump and high-pressure hoses; steering knuckles; rods, stabilizer bar, shaft, bushings and steering column.

BRAKES ABS electronic control unit; wheel sensors; pump and motor; modulator; modulator solenoids; pressure switch; actuator assembly; master cylinder; brake booster and check valve; disc brake calipers; wheel cylinders; proportioning valve; all brake lines/hoses and fittings; parking-brake assembly and cables.

BATTERIES & BULBS High Voltage Batteries used only in hybrid vehicles (nickel-metal hydride, lithium-ion and polymer lithium-ion batteries).

HEATING, COOLING & AIR CONDITIONING Air-conditioning system compressor; compressor clutch and coil; evaporator core; condenser; expansion valve; receiver drier; blower motor; blower motor resistor; hard lines; high-pressure hoses; vent control servos; radiator and heater core.

What Is Covered (cont.)

NON-POWERTRAIN LIMITED WARRANTY COVERAGE (CONT.)

ELECTRICAL & SENSORS Alternator; voltage regulator; ignition system (spark plugs); solenoids; relays; resistors; all electronic control modules/units; rear defroster; factory-installed security systems; all electric motors, including, but not limited to, power seat, power window, power mirror, sunroof, heater/ventilation blower and control motors; windshield-wiper motor; washer pump; cooling fan; starter; speedometer; gauges; speedometer/instrument cluster light bulbs (does not include clock, air-conditioning panel or radio display); manually operated switches; oil-pressure sending unit; thermostats; coolant temperature sensor and all wiring harnesses.

AUDIO & NAVIGATIONAL DEVICES Factory-installed radio; DVD player; CD player; speakers and Acura Satellite-Linked Navigation System™.

OTHER Hood hinges; trunk-lid hinges; door hinges; manual and power window regulators.

SAFETY RESTRAINT SYSTEM Airbags (with the exception of airbags deployed due to collision); SRS control units; SRS sensors; cable reel and associated wiring harnesses.

FLUIDS & LUBRICANTS The following are covered only when required as part of a covered repair: engine oil; transmission fluid; differential fluid; coolant; power-steering fluid; air-conditioning refrigerant and compressor oil.

DIAGNOSTIC TIME Reasonable teardown time that is requested by your dealer to diagnose a covered component.

This limited warranty gives you specific legal rights. You may also have other rights that vary from state to state.

What Is Not Covered

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

- Standard Maintenance Items & Procedures
- Emission System
- Body Parts, Interior, Trim & Glass

Additional limitations include, but are not limited to, circumstances such as misuse, abuse, non-compliance with warranty policies, lack of proper maintenance and acts of nature.

STANDARD MAINTENANCE/WEAR ITEMS

This limited warranty does not cover the replacement of expendable or common wear items that require periodic replacement as part of routine automotive maintenance. These items include, but are not limited to, the following:

EXPENDABLE PARTS Distributor cap; rotor; spark plug wires; spark plugs; PCV valves; filters; fluids; lubricants; refrigerants (unless required as part of a covered repair); belts, with the exception of the timing belt (for failure only); wiper blades; clamps and fasteners.

MAINTENANCE PROCEDURES Tune-ups; adjustments; reprogramming; updates; calibrations; tightening; tire rotation; wheel balancing and wheel alignment (unless required as part of a covered repair).

CLUTCH, BRAKES & TIRES Clutch disc; pressure plate; throw-out bearing; pilot bearing/bushing; disc brake pads; disc brake rotors; brake drums; brake shoes; parking brake shoes; brake hardware; tire valve stems, except for failed TPMS sensors.

BATTERIES & BULBS Batteries (except for nickel-metal hydride, lithium-ion, and polymer lithium-ion batteries used in hybrid vehicles); battery cables; high-intensity discharge (HID) headlight assembly; sealed beams; bulbs (with the exception of the instrument cluster bulbs); LED (light-emitting diode) equipped lighting assemblies and fuses.

What Is Not Covered (cont.)

EMISSION SYSTEM

This limited warranty does not cover any emission-related repairs, including but not limited to, the following: Head pipes; catalytic converters; mufflers; resonators; tailpipes; hangers; heat shields; gaskets and related fastening hardware.

BODY, INTERIOR & GLASS

This limited warranty does not cover any item concerning the vehicle's general appearance, including cleaning, polishing, normal wear and deterioration of any part. This vehicle was inspected prior to delivery and, at that time, met the standards required of Acura Certified Pre-Owned Vehicles. Items include, but are not limited to, the following: body and exterior/interior parts.

BODY PARTS & TRIM Frame; body mount bushings; subframe(s); subframe mounting bushings; primary body structure/welded assemblies; core support; header panel; grille; hood; fenders; inner fenders; doors; rear hatch; trunk lid; tailgate; spoilers; fascia; air dams; composite panels; bumpers; bumper covers; outside ornamentation; emblems; garnish; moldings; roof ditch moldings; bright metal; chrome trim; stainless trim; paint; headlamp housings; taillight housings; side marker lamp housings; lenses and bezels.

What Is Not Covered (cont.)

INTERIOR PARTS, UPHOLSTERY & TRIM Steering wheel; dash panel; dash pad; glove compartment door; floor or overhead consoles; door and other interior panels; armrests; seat upholstery; seat padding; headliner; cargo covers/sunshades (except for failure of the retractor mechanism); sun visors (except for the sun visor support); carpet; floor mats; door handles; window handles; buttons; knobs; boots; beverage holders; gas, brake-pedal and clutch-pedal pads.

GLASS & MIRRORS All window glass, sun-/moonroof glass, all mirror glass (except for electronic failure of the auto-dimming mirror), all rear or sideview mirror housings/frames and brackets.

WHEELS Wheels; wheel covers; trim rings; center caps; wheel studs; lug nuts and wheel locks.

OTHER 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. Airbags deployed due to collision; seat belts, except for the seat-belt latch sensor. (If you believe there is a defect in any of these parts, please contact your authorized Acura dealer immediately.)

ADDITIONAL LIMITATIONS

This limited warranty does not cover repairs needed on vehicles equipped with parts other than approved Acura Genuine Parts or Accessories if the non-genuine part or accessory caused or contributed to the mechanical breakdown.

The following repairs are not covered, if needed as a result in whole or in part because of:

- Covered parts damaged as the result of the failure of a non-covered part.
- Continued operation of your vehicle after a mechanical breakdown has occurred, when such use leads to consequential damage.

What Is Not Covered (cont.)

- Any mechanical breakdown resulting from engine over-revving; overheating; hydro-lock; contaminated fluids or lubricants; 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 or individual.
- Improper towing; overloading; snow plowing; wheelspin; misuse; abuse or using the vehicle in any manner not recommended by Acura.
- Any work performed to improve compression or reduce oil or fuel consumption, or any other work when a mechanical breakdown has not occurred.
- 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), performance/racing clutches or any other aftermarket part or accessory that caused or contributed to a mechanical breakdown.
- Failure to perform maintenance or customary lubrication services, or the use of fuels, oils and/or lubricants other than those required by the Acura Owner's Manual or as otherwise specified by Acura.
- 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 breakdown, may be requested in order to determine eligibility for coverage.
- Damage resulting from improper fluid levels, or the use of any fuels, fluids or lubricants other than those specified by Acura.
- Environmental or external causes such as: collision; fire; 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 or exposure to the elements or any other cause beyond the reasonable control of the parties.

What Is Not Covered (cont.)

- Damage caused by vermin (e.g., mice, rats, squirrels, etc.); reptiles (e.g., lizards, snakes, etc.); insects; arachnids; arthropods; fowl or any other animal.
- Rattles; odors; water leaks; air leaks; wind noise; vibration; deterioration; discoloration; distortion; deformation and/or fading.
- Any consequential, incidental or pecuniary 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.
- Repairs for mechanical breakdowns covered under Acura's New Vehicle Limited Warranty; emissions, seat belt or corrosion warranties; any authorized Acura dealer's or other service establishment's guarantee; or any other form of warranty or insurance coverage.

THIS LIMITED WARRANTY DOES NOT COVER:

- The cost of diagnosis/teardown if the mechanical breakdown is the result of a non-covered part or condition.
- Repairs performed outside the United States.
- Repairs prohibited by law or governmental authority.

THIS LIMITED WARRANTY DOES NOT COVER REPAIR COSTS:

- Once the aggregate of paid repair costs exceeds the price you paid for the vehicle, or for a specific claim that is greater than the applicable replacement cost of the vehicle as determined by Acura.
- If you fail to provide verifiable maintenance records pertaining to covered parts that require routine maintenance and which sustain a mechanical breakdown.
- If the vehicle's odometer has been altered, disconnected or made otherwise inoperable so that it is impossible to determine the vehicle's actual and true mileage.
- If at any time Acura determines that the vehicle is being used for commercial purposes, including, but not limited to, deliveries, service calls, hauling, plowing, rental, carrying passengers for hire, law enforcement and 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 Acura.

What Is Not Covered (cont.)

ADDITIONAL LIMITATIONS (cont.)

Acura 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 your 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.



Proper Operation and Maintenance

With proper use and regular maintenance, your Acura Certified Pre-Owned Vehicle can reward you with years of reliable service and low operating costs.

PROPER OPERATION This means using the vehicle as it was intended. Acura passenger vehicles are designed to transport people and cargo 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 terrain and conditions, as well as appropriate speeds for such terrain and conditions.

Your Acura requires 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 your Acura Owner's Manual for gasoline recommendations and where to find the load-limit label on your vehicle.

Proper Operation and Maintenance (cont.)

MAINTENANCE Check the engine oil and radiator coolant levels every time you fill the gas tank. These fluids protect your vehicle's vital systems, and checking them regularly could help detect potential problems.

Always maintain your Acura as suggested by the Maintenance Minder™ system (refer to your Owner's Manual). The services and mileage intervals suggested by the Maintenance Minder should never be exceeded; they are essential to trouble-free operation. Parts that fail due to improper maintenance are not covered by this Limited Warranty.

Additional maintenance may be required if you operate your vehicle under severe driving conditions. See your original Owner's Manual for the maintenance schedule for severe conditions.

The personnel at your authorized Acura dealer are fully trained and equipped to perform proper and efficient maintenance on your Acura. Service at the dealer is not mandatory for continued warranty coverage but is recommended. You may perform your scheduled maintenance yourself or have it done by someone other than an authorized Acura dealer.

Proper Operation and Maintenance (cont.)

Another benefit of taking your vehicle to an authorized Acura dealer for regularly scheduled maintenance is that should you need to make a warranty claim, the dealer will be able to document the vehicle's service history. Maintenance histories may also be documented by one of the following:

- A maintenance record (like the one in the back of this booklet) showing the date, odometer reading and the signature of a person qualified to service motor vehicles.
- Copies of repair orders or other receipts with date, odometer reading and signature.
- A statement that you completed the maintenance yourself, showing the odometer mileage and date you did the work. Receipts for the replacement parts (e.g., fluids, filters, etc.) should accompany this statement.

As a courtesy to the next owner, receipts should be kept with the vehicle when sold.

Traveling or Relocating Outside the United States

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

PRIOR TO DEPARTURE Acura Client Relations can provide information on Acura distributors in the area that you plan on traveling to, check your vehicle's history and inform you of any campaign or recall repairs that need to be completed. In addition, Acura Client Relations will provide a certification letter stating that your vehicle was originally manufactured to meet all U.S. emissions standards.

IF YOU ARE PLANNING TO TAKE YOUR Acura OUTSIDE THE U.S., contact the tourist bureaus in the areas you will be traveling in to find out about the availability of unleaded gasoline with the proper octane rating for your Acura.

Traveling or Relocating Outside the United States

IF YOU PLAN TO EXPORT AND REGISTER YOUR Acura IN ANOTHER COUNTRY, we recommend you contact the vehicle import agency in that country to determine requirements. Acura does not have that information.

IF UNLEADED GASOLINE IS NOT AVAILABLE, be aware that using leaded gasoline in your Acura will affect performance and fuel mileage, and damage its emissions controls. If the emissions control components are damaged and you return to the United States, your vehicle will not comply with applicable emissions regulations. The repair of any damaged emissions control components, such as the oxygen sensors and three-way catalytic converter, to return your vehicle to a compliant status will not be covered under the Non-Powertrain or Powertrain Limited Warranty.



Warranty Coverage Outside the U.S.

Acura VEHICLES REGISTERED IN THE U.S. AND REGULARLY DRIVEN IN OTHER COUNTRIES ARE NOT COVERED BY THIS LIMITED WARRANTY.

Acura dealers outside the United States will not honor this warranty. If you are traveling and have your Acura Certified Pre-Owned Vehicle repaired at an Acura dealer in another country, contact Acura Care® at 1-888-68-Acura (1-888-682-2872) for information on reimbursement for covered repairs.



Client Satisfaction and Problem Resolution

As an Acura owner, your complete satisfaction is our highest priority. Personnel at your authorized Acura dealership have the training and experience to provide the proper 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 Acura dealer's decision, call Acura Client Relations at **1-800-382-2238**, or write to:

Acura Client Relations
1919 Torrance Boulevard
Mail Stop 500-2N-7E
Torrance, CA 90501

Please provide the following information:

- Owner's name and the vehicle's model, year and Vehicle Identification Number (VIN) 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 Acura dealership.
- Name of any non-Acura dealership repair service for the problem(s).
- Your daytime and evening telephone numbers.

(See inside cover for model information)

Client Satisfaction and Problem Resolution (cont.)

Tell us the name of the dealer who is servicing your vehicle and if repairs relating to this problem were made by anyone other than an authorized Acura dealer. Include a detailed explanation of the problem and why you think Acura should be responsible for the repair.

Your correspondence will be investigated, and you will receive a reply from Acura. Acura Client Relations is committed to working with you and the dealership to find a satisfactory solution to your concerns.

If you disagree with the decision reached by the staff of Acura Client Relations, you may request to have your case reviewed in an independent forum run by the National Center for Dispute Settlement (NCDS). You may file a claim at any time by calling NCDS toll-free at **1-877-545-0055**, ext. 120.

You may also write to:
National Center for Dispute Settlement
P.O. Box 1108
Mt. Clemens, MI 48046

The purpose of NCDS is to resolve disputes between vehicle manufacturers and their customers. NCDS's decision makers are impartial third parties who will listen to both the customer and the manufacturer and decide what can be done to resolve the disagreement.

NCDS's decision is not binding on you unless you agree to accept it. If you accept the decision, Acura will abide by it. Generally, disputes submitted to NCDS are resolved within 40 days (47 days if you have not first contacted Acura about your complaint). Acura offers you the opportunity to mediate and arbitrate a disagreement through NCDS because we want you to feel that you have been treated fairly.

Client Satisfaction and Problem Resolution (cont.)

Eligibility is limited by your vehicle's age, mileage and other factors. In order to file a claim, you need to provide your name and address, the Vehicle Identification Number (VIN) of your vehicle and a brief statement outlining the disagreement. Initially, NCDS may try to resolve the disagreement through mediation. If this is not successful, your complaint will be reviewed by an impartial arbitrator. You may present the facts of your case to the arbitrator at an informal meeting.

We encourage you to use this program before, or instead of, going to court. It is informal, free of charge to you and generally resolves problems much faster than the court system. Lawyers are usually not involved in the resolution of claims through NCDS, although you may obtain one at your own expense, if you choose.

If you want to go to court, Acura does not require you to first file a claim with NCDS. Please note that laws in some states may require that you file a claim with NCDS before you can proceed to a state-operated dispute resolution process or the court system. If you do not accept the decision of NCDS, you can still go to court.

Additional Benefits

During the Non-Powertrain Limited Warranty period, at no additional cost, you will be eligible for services provided by Acura Care's current motor club partner.* To obtain services 24 hours a day, 365 days a year, please call Acura Care® at 1-888-68-Acura (1-888-682-2872). This toll-free phone number is featured on the program identification card you will receive.

Following is an overview of your benefits:

- Emergency Roadside Assistance and Towing
 - Emergency towing to the nearest authorized Acura dealership or repair facility required as a result of a mechanical breakdown or vehicle accident/collision†
 - Flat-tire change (with spare)
 - Battery boost (jump-start)
 - Emergency fuel delivery (up to 3 gallons)
 - Lockout assistance
 - Winch service (within 10 feet of paved road)
- Trip-interruption expense reimbursement
- Concierge service
- Computerized trip routing, touring, map services and National Hotel Privileges Directory**
- 24-hour Acura dealer locator

Acura Total Luxury Care® (TLC) Roadside Assistance is provided at no additional cost during the term of the New Vehicle Limited Warranty period. To obtain emergency roadside services, contact Roadside Assistance at 1-800-594-8500. Non-covered services require a separate payment at the time of service. For additional warranty coverages, please consult your specific program details.

*Currently, services are provided by and/or through Cross Country Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin and Wyoming, where services are currently provided by and/or through Cross Country Motor Club of California, Inc., Thousand Oaks, CA 91360.

†Emergency towing will also be provided if a component covered under the 7-year/100,000-total-odometer-mile Powertrain coverage fails during the warranty period.

**Hotel Directory is not automatically provided. Client must request the Hotel Directory by calling Cross Country Motor Club through the Acura Care toll-free phone number.

Additional Benefits (cont.)

EMERGENCY ROADSIDE ASSISTANCE

1-888-68-Acura (1-888-682-2872)

(24-hour, toll-free, valid anywhere in the United States and Canada.) When calling for Emergency Roadside Assistance, please have the following information handy (see the inside front cover for model information):

- Your name and address
- Vehicle model and identification number (VIN)
- Exact vehicle location
- Your location and a phone number where you can be reached

Trip-Interruption Expense Reimbursement*

If a mechanical breakdown disables your vehicle overnight more than 100 miles from your residence, you will be reimbursed for receipted expenses incurred for alternate transportation, food and accommodations for the first three consecutive days while the vehicle is being repaired. Reimbursement is limited to \$300 per day for a maximum of 3 days, for a total of \$900.

**YOU MUST CONTACT EMERGENCY ROADSIDE ASSISTANCE
AT 1-888-68-Acura (1-888-682-2872) IN ADVANCE FOR PREAUTHORIZATION
OF CLAIMED EXPENSES.**

This line is available 24 hours a day, 365 days a year. Once authorization has been given, your Roadside Assistance representative will assist you in making the necessary arrangements. Insurance deductibles, expenses and claims paid by your insurance company or other provider are not eligible for reimbursement.



*Available during the Non-Powertrain Limited Warranty period.

Concierge Service*

Concierge Service provides a package of benefits for your security and convenience.

- Urgent message relay
- Emergency cash advance through Western Union (subject to personal credit-card authorization)
- Emergency airline reservations and ticketing assistance
- 24-hour weather information
- Insurance assistance to help contact your agent after an accident
- Auto-glass-replacement referral (for your vehicle repair)
- Arrangement for the emergency shipment of personal items (medications, eyeglasses, documents, etc.)

Acura Care's Motor Club Partner† is solely responsible for the listed benefits.

*Available during the Non-Powertrain Limited Warranty period.

†Currently, Cross Country Motor Club.

First Scheduled Maintenance*

Beginning on the date of vehicle delivery and for 12 months or 12,000 miles (whichever occurs first), at no additional cost, you will be eligible for one maintenance visit as indicated by your vehicle's Maintenance Minder™ system. Services are available at participating Acura Dealerships only, and you are responsible for scheduling service with a Participating Dealer. Please contact Acura Care Client Services at **1-888-68-Acura (1-888-682-2872)** for the nearest Participating Acura Dealer.

Maintenance will be performed as indicated by your vehicle's Maintenance Minder System and as described in the Acura Owner's Manual. Maintenance may include one or more of the following services (as indicated in the Acura's Owner's Manual):

- Oil and filter: Oil and oil-filter changes will be performed using the recommended-weight oil for your vehicle, as determined by American Honda
- Tire rotation
- Air intake filter service is limited to air intake filter inspection and servicing
- Cabin air filter
- Rear differential fluid
- Brake fluid

*First Scheduled Maintenance excludes NSX.

AcuraLink®*

AcuraLink is a subscription-based service that gives you access to interactive features and digital services, some of which may be provided by third parties, that are intended to enhance your user experience.

Acura Certified Pre-Owned Vehicles with an authorized AcuraLink system are eligible for one or more 3-month trial subscription packages†

To activate your AcuraLink trial subscription package** or for information about the available subscription services for your Vehicle, please visit your local Acura dealership or www.AcuraLink.Acura.com.

*Excludes NSX.

†Not all Subscription Services are available for all vehicles. To receive Subscription Services after the expiration of any trial period, you must purchase and maintain an active subscription in one or more Subscription Packages in order to receive the Subscription Services associated with such Subscription Package(s).

**Activation must occur within 90 days of the vehicle delivery date.

PLACE
STAMP
HERE

American Honda Motor Co., Inc.

ATTN: Automobile Warranty

1919 Torrance Boulevard

Mail Stop 500-2C-5A

Torrance, CA 90501-2746

