

Warranty

The Honda Certified Pre-Owned Vehicle Limited Warranty consists of two types of coverage:

1. 12-Month/12,000-Mile limited warranty
 - Coverage starts with the expiration of the Honda New Vehicle Limited Warranty or, if that has already expired, the date sold as Certified.
 - Covers most mechanical systems.
2. 7-Year/100,000-Mile *powertrain* limited warranty
 - Coverage begins from the original date of the new-vehicle sale.
 - Covers engine, transmission and drive system.

Please remember that the Honda new vehicle warranty must expire before Honda Certified coverage begins.

Coverage Existing Warranties Vehicle Operation Maintenance Outside the U.S. Transfer Activation and Costs Service and Repairs Reimbursement

Note: The information contained below (and elsewhere in this site) is periodically updated, and therefore may differ from the printed Warranty Booklet. This updated information, including the "exclusions and additional limitations" supercedes the printed version. Please contact your Zone or AHFC if you have any questions.

What's Covered

The covered items for each warranty are detailed below. All covered repairs or replacements made under this Limited Warranty are free of charge to the customer, with **no deductible**. The [Warranty Booklet](#) can also help answer specific questions. Honda will repair or replace any covered part that is defective in material or workmanship under normal use. Components listed in this section may differ from those listed in the warranty booklet due to coverage enhancements.

1. **12-Month/12,000-Mile limited warranty** — Covered components and systems include:

Safety Restraint System

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

Fuel System

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

Suspension & Steering

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

Brakes

All lines/hoses and fittings; backing plates; brake booster and check valve; calipers and wheel cylinders; clips and retainers; proportioning valves; master cylinder; parking brake linkage and cables; self-adjusters; springs; and the following anti-lock braking system (ABS) parts: wheel sensors, modulator, modulator solenoids, electronic control unit, accumulator, pressure switch, and power unit (pump), seals and gaskets

Electrical & Sensors

Alternator; voltage regulator; solenoids; relays; ignition system (excluding cap, rotor, high-tension wires and spark plugs); meters; displays; instrument cluster bulbs (does not include clock and dash bulbs); engine and cabin wiring harnesses; horns; electronic auto-dimming rearview mirror; resistors; all electronic control units, including, but not limited to, engine management, transmission, fuel delivery, ABS, SRS, power windows, rear defroster and factory-installed security systems. All electric motor(s) such as washer pump motor (front & rear), cooling fan motor(s), starter motor, wiper motors (front & rear), headlight retractor motors, power seat motors, power mirror motors, power window motors, sunroof motor, power antenna motor (excluding mast), heater/ventilation motor and heater control motors; oil pressure sender unit, thermostatic switch, coolant temperature sensor; engine control sensors, actuators

Doors & Switches

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

Heating, Cooling & Air-Conditioning

Heater core; radiator; thermostat housing and gasket; vent control servos and air distribution unit, thermostat; air-conditioning system compressor, coil, stator, evaporator, expansion valve, schrader valve, pressure switch, condenser, condenser fan, blower motor, receiver/dryer, A/C discharge and suction hoses, metal lines, seals and gaskets

Audio/Visual & Navigational Devices

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

Fluids/Oils

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

2. **7-Year/100,000-Mile powertrain warranty** — Covered components and systems include:

Engine

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

Transmission

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

Drive System

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

What's *Not* Covered

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

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

Engine & Transmission

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

Wheels, Brakes & Suspension

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

Electrical

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

Other

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

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

Body, Chassis & Exterior Parts

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

Interior

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

Additional Limitations

Honda will repair or replace any covered part that is **defective** in material or workmanship under normal use. Click here to see the list of **exclusions and additional limitations** for the Limited Warranty.

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

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

The coverage is offered in addition to and separate from all other Honda limited warranties and commences only when the existing New Vehicle Limited Warranties have expired (except the Rust Perforation Limited Warranty and Seat Belt Limited Warranty, which may continue concurrently with Honda Certified Vehicle coverage). Please refer to the New Vehicle Limited Warranty Manual (available from **Helm Publishing**) in effect at the time the vehicle was delivered to the original retail purchaser for other warranties that may apply.

This Limited Warranty does not extend the length of any existing warranties or provide any additional rights to the consumer under federal, state or local regulations.

With proper use and regular maintenance, a Honda Certified Pre-Owned Vehicle can reward the owner with years of reliable service and low operating costs.

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

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

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

It is very important for your customers to follow the maintenance schedule provided in the Owner's Manual (available from **Helm Publishing**):

- Time and mileage intervals should not be exceeded.
- Owners should check the engine oil and radiator coolant levels each time they fill the gas tank. These fluids protect the vehicle's vital systems and checking them regularly could help detect potential problems.

The Limited Warranty does not cover parts that fail due to improper maintenance.

While routine scheduled maintenance service at the Dealer is not mandatory for continued warranty coverage, it is recommended. Owners may perform scheduled maintenance themselves or have it done by someone other than a Honda Dealer. A benefit of having the regularly scheduled maintenance performed by a Honda Dealer is that the Dealer will be able to document the vehicle's service history if a warranty claim is needed for the vehicle.

Maintenance histories may also be documented using one of the following methods:

- The Honda Service History Booklet.
- A maintenance record showing the date, odometer reading and the signature of a person qualified to service motor vehicles, accompanied by corresponding service documents.

- Copies of repair orders or other receipts with the facility's business name, address, date, odometer reading and signature.
- If required maintenance was performed by the owner, proof must include:
 - A maintenance log that shows the date and mileage that the service was performed.
 - Receipts for parts, fluids and filters.
 - A statement from the owner verifying that he has completed the maintenance (with dates and odometer readings).

As a courtesy to the next owner, the maintenance record and any pertinent receipts should be kept with the vehicle when sold.

Vehicles purchased from an authorized Honda Dealer in the U.S. are designed to meet U.S. government safety and emissions specifications. Other countries may have different standards. Getting a U.S. vehicle serviced in another country may be difficult, even if taken to a Honda Dealer. These Dealers may not have the parts suitable for a U.S. vehicle. The owner should keep in mind the following guidelines if he plans to relocate or travel outside the United States:

- Prior to departure, Honda's Automobile Customer Service is a key resource that can:
 - Provide information on Honda distributors in the area that the owner plans on traveling to.
 - Check the vehicle's history and inform the owner of any campaign or recall repairs that need to be completed.
 - Provide a Certification letter stating that the vehicle currently meets all U.S. emission standards.
- If the owner is planning to take the Honda vehicle outside the U.S. or Canada, they can contact the tourist bureaus in the areas they will be traveling in to find out about the availability of unleaded gasoline with proper octane rating for the vehicle.
- If the owner plans to export and register their Honda in another country, they should contact the vehicle import agency in that country to determine requirements, as Honda does not have that information.
- If unleaded gasoline is not available, the owner should be aware that using leaded gasoline in the Honda vehicle will affect performance and fuel mileage, and damage its emissions controls. It will no longer comply with U.S. and Canadian emissions regulations, and will be illegal to operate in North America.
- To bring the car back into U.S. emission compliance requires the replacement of several components, such as the oxygen sensors and three-way catalytic converter. These replacements are **not** covered under this warranty.

This Limited Warranty does not cover Honda vehicles registered in the United States and regularly driven in other countries. Honda Dealers outside the United States may not honor this Limited Warranty. If the owner is traveling and has the Honda Certified Pre-Owned Vehicle repaired at a Honda Dealer in another country, he should contact Honda Automobile Customer Service for information on reimbursement for covered repairs.

Upon the sale of the vehicle (**private party-to private party**), this warranty is transferred and coverage is afforded to the new owner for the **balance** of the 12 months or 12,000 miles (7 years/100,000 miles on the powertrain). **The American Honda Warranty Department should be notified of any change in ownership.** A warranty transfer card (attached to the Customer Certified Warranty Booklet) **must** be completed and sent to American Honda Motor to effect the warranty transfer. Upon trade or sale of a Honda Certified Pre-Owned Vehicle to a Honda Dealership, Certification along with the 12-month/12,000-mile warranty and powertrain warranty ends.

The Limited Warranty is activated when you send a Certified Pre-Owned Vehicle Retail Delivery Registration (RDR) to American Honda via the Interactive Network. The warranty activation fee is charged to the Dealer **at this time** (the Dealer is **not** charged when vehicle is initially certified).

The Dealer's fee for basic Certified Limited Warranty activation varies by model. [Click to see details](#) .

For all Honda Certified Pre-Owned Vehicles reported sold via the iN, you will receive a charge for the basic Limited Warranty on your Balance Forward Account Statement. The invoice number is identified by the prefix "PPA" and the invoice description is "Certified Warranty". Please note that:

- The Limited Warranty cost is **included in the cost of the Honda Certified Pre-Owned Vehicle sale.** *(It is added to the **vehicle acquisition cost**, not to the **reconditioning cost**.)*
- This **Limited Warranty is not to be "sold" or charged for separately.**
- It is to be provided at **no additional charge** to the client with the purchase of the vehicle.

Covered repairs to Certified vehicles under the Honda Certified warranty are billed through the iN system just as with the new vehicle warranty. There is **no deductible** on warranted repairs.

This Limited Warranty is provided by the Automobile Division (Honda) on behalf of American Honda Motor Co., Inc. (AHM), a California corporation. Questions should be directed to the VSC Department at 1-800-999-5901.

For warranty service, the customer should take the vehicle along with the Certified Warranty Card to an authorized Honda Dealer during normal business hours. If the vehicle cannot be driven, the customer should contact the nearest Honda dealership to discuss towing options. Towing is covered if the breakdown is caused by a failure of a covered part (see [What's Covered](#)).

If the warranty claim is for a replacement part of an accessory that was originally installed by an authorized Honda Dealer, the customer will need to show proof of vehicle mileage at the time of installation.

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

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

For Dealers:

Customer satisfaction is Honda's highest priority. All Honda Dealers must honor the Honda Certified Pre-Owned Vehicles Limited Warranty regardless of whether they are a participating HCPV Dealer. All Dealers will be reimbursed for eligible repairs by filing a claim via the iN. The claim process is as follows:

1. Determine the applicable warranty coverage by checking the vehicle status on the .

Check Vehicle Status

1. Select **F&I/AHFC**
 2. Select **Vehicle Service Contract**
 3. Select **Eligibility Inquiry**
 4. Enter VIN Mileage & Repair Order Date
2. Determine what type of claim you have to process (New Vehicle Warranty vs. HCPV Limited Warranty).
- *If the vehicle is still within the original new vehicle warranty, file a New Vehicle Warranty claim under the Service menu Warranty screen of the iN.*
 - *If the vehicle's original new vehicle warranty has expired, file a Honda Certified Pre-Owned Vehicles Limited Warranty claim under warranty/VSC claim.*

For covered repairs, Honda Dealers will receive warranty labor rate, warranty time and up to MSRP for Genuine Honda parts. Only Genuine Honda parts may be used for warranty or reconditioning repairs. Authorization is required if the claim is for \$500 or more.

Please note that if the HCPV vehicle needs to be repaired prior to its retail sale, this is a reconditioning expense, not covered under the HCPV Limited Warranty. However, some repairs may be covered by other Honda warranties (i.e., rust). Check for these warranties as you would with any other vehicle.

If you have questions regarding Honda Certified warranty coverage, contact your Dealer Relations Manager.

For Customers:

Any authorized Honda Dealer can handle reimbursement for covered emergency repairs. Customers must show a copy of the paid receipt and replacement part(s). The Dealer will reimburse the customer for the part(s) at the current manufacturer's suggested retail price. The customer will be reimbursed for the labor at a geographically appropriate labor rate at Honda's manufacturers flat rate times.

If a customer is not satisfied with any maintenance or repair work done by the Dealership, the first recourse is to discuss these concerns with the Dealer's Service Manager or General Manager. In most cases, customers will be able to find a satisfactory solution within the Dealership.

If the customer is not satisfied with the Honda Dealer's decision, they should write or call Honda Automobile Customer Service at 1-800-999-1009. They will need to provide the following information:

- Their name and phone number(s).
- Honda model and year.
- Vehicle identification number (VIN).
- Name of the Dealer who sold them the vehicle.
- Mileage and maintenance history.

(This information should be available on the inside front cover of the Warranty booklet.)

They should also provide the name of the Dealer who is servicing the vehicle and state if repairs relating to this problem were made by anyone other than an authorized Honda Dealer. They should include a detailed explanation of the problem and why they think Honda should be responsible for the repair.

Each correspondence will be investigated and customers will receive a reply from Honda Customer Service. The Honda Automobile Customer Service staff is committed to working with customers and Dealerships to find a

satisfactory solution. If the customer disagrees with the decision from Honda Automobile Customer Service, they may ask to have the case reviewed in an independent forum run by the Council of Better Business Bureaus (BBB). The program is called "BBB Auto Line". They may file a claim at any time by calling toll-free 1-800-955-5100. Their call will be automatically directed to the BBB in their area.

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For help, call iN Support Center (800) 245-4343