



HONDA WARRANTY INFORMATION

**3
+
2** **5** YEAR
WARRANTY

0800 246 632
www.honda.co.nz

VEHICLE IDENTIFICATION

Attach Vehicle Sticker Here:

Agent Stamp:

Date of Purchase:

Warranty Expiry Date:

Key Number:

PURCHASER INFORMATION

First Owner:

Second Owner:

Address:

Address:

Phone:

Mobile:

Phone:

Mobile:

Email:

Email:

HONDA NEW ZEALAND

WELCOME TO THE JOY OF HONDA OWNERSHIP

Congratulations on choosing a new Honda. You have many years of safe, reliable, and enjoyable driving ahead. To help you get the best out of your car and your warranty, this booklet covers what we recommend – and what's required.

You can trust us to:

- Correctly service and maintain your car, for safe and enjoyable driving.
- Give you effective, prompt and hassle-free help 24/7 from our HondaCare team and after-hours Honda Assist team.
- Help you reduce your overall cost of ownership.
- Offer you the best possible resale value for your Honda vehicle.

At any Authorised Honda outlet you'll find technicians specially trained to service your vehicle efficiently and economically. Honda-trained technicians use Honda service information, tools and electronic diagnostic equipment. They'll also be able to answer any questions about how to operate your Honda.

CONTENTS

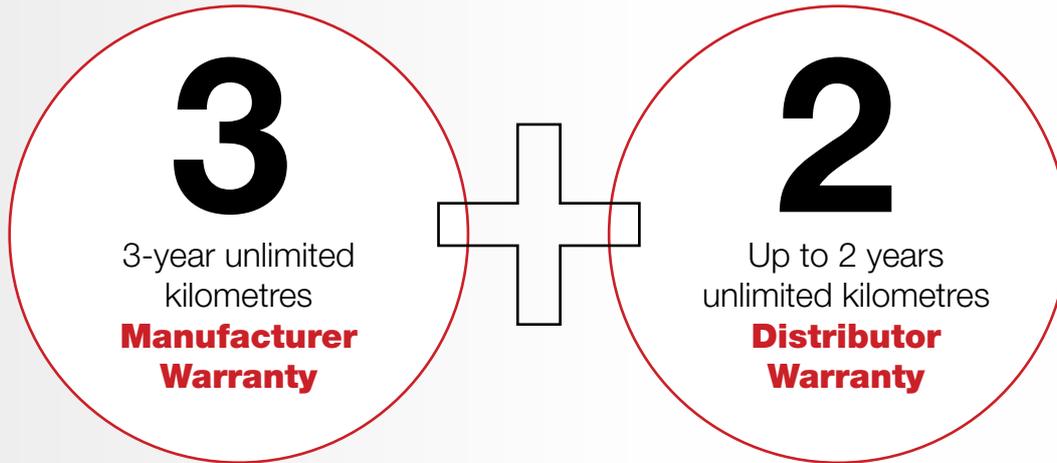
New Vehicle 3+2 Manufacturer and Distributor Warranty	6
About Your Warranty	8
Your Responsibilities and Warranty Exclusions – What is Not Covered?	10
Honda Assistance	13
Servicing Your Honda and Booking Your Service	14
Honda Tailored Service Packages	16
Honda Three and Five-Year Service Plans	18
Taking Good Care of Your Honda	20
Peace of Mind Check	24
Customer Notes	26

Outlets refers to Honda Stores / Honda Service Stores / Honda Authorised Service Centres.



3 + 2 = 5 YEAR WARRANTY

GET UP TO 5 YEARS' WARRANTY ON YOUR NEW HONDA



Eligibility for the two-year Distributor Warranty

The two-year Distributor Warranty only applies if the vehicle is serviced at an Authorised Honda outlet from the first registered date, for the whole of the Manufacturer and Distributor Warranty Period. It must be serviced according to the Servicing Schedule*. This booklet provides additional details regarding the terms and conditions of the Warranty.

Transfer your warranty if you sell

If you sell your new Honda before the three-year Manufacturer Warranty has expired, you can transfer it to the new owner, as long as the vehicle has been serviced according to the Servicing Schedule*. The same goes for the Distributor Warranty extension, as long as the vehicle is serviced at an Authorised Honda outlet for the whole of the Manufacturer and Distributor Warranty Period.

**The Servicing Schedule is specific to your vehicle and is in the back of this booklet.*

Battery Warranty Coverage

- **12V Car Battery:** is only covered for three years from the first registration date. There is no Distributor Warranty extension.
- **e:HEV Hybrid Battery:** is covered for the full five years or 100,000 kilometres (whichever comes first) from the first registered date.

ABOUT YOUR WARRANTY

HONDA NEW VEHICLE WARRANTY*

The New Vehicle Warranty is designed to replace defective parts or materials and fix faulty workmanship. Whether something is repaired or replaced is decided by Honda NZ Ltd. Defects are repaired for free, including parts and labour, but normal wear and tear is not.

Any part of the vehicle repaired or replaced free under the warranty stays under warranty for the balance of the warranty period. Even if you sell the vehicle to someone else, the balance of the warranty applies.*

The following applies outside the Consumer Guarantees Act 1993, or where it disagrees with the Act:

- The warranty covers loss or damage to the vehicle only. Injuries, damage to property, towing charges, travel and delivery or other expenses are not covered by the warranty.
- Any defect must be reported immediately to an Authorised Honda outlet within the warranty period. Take your vehicle to the Authorised Honda outlet as soon as possible.

**The Distributor Warranty only applies if the vehicle is serviced by an Authorised Honda outlet from the first registered date, for the whole of the warranty period. The Servicing Schedule is at the back of this booklet.*

OPERATION OF WARRANTY

Here's what to do if your Honda has a problem or needs repairs while it's under warranty:

- Contact the nearest Authorised Honda outlet as soon as you notice a defect and explain the issue as accurately as possible.
- Make a booking and, if it's safe, drive your vehicle in. Otherwise, you'll need to have it delivered to the outlet.

YOUR RESPONSIBILITIES

To retain the full Manufacturer and Distributor Warranty, you must:

- Have your vehicle serviced with an Authorised Honda outlet according to the Servicing Schedule at the back of this Warranty Booklet.
- Use only genuine Honda parts.
- Carefully monitor and respond to your vehicle's warning systems.

Please read the requirements for the extended Distributor Warranty thoroughly.

WARRANTY EXCLUSIONS

WHAT'S NOT COVERED?

Honda's New Vehicle Warranty conditions are generous, but there are some situations where they won't apply. None of these exclusions conflict with your rights under the Consumer Guarantees Act 1993.

Honda advises that the vehicle is designed only for private or commercial use on public roads.

The warranty won't apply when the vehicle has been:

- Used in a competition or off road.
- Damaged by normal wear and tear, neglect, accident, improper use, or corrosion caused by sand, salt, chemicals, hail, stones or similar.
- Altered by changing the manufacturer's specifications, identification number or marks.
- Repaired by an outlet not registered as an Authorised Honda outlet.
- Used for towing loads over the manufacturer's recommended weight.
- Altered by modifying, adjusting, or replacing the odometer, except as a warranty repair.

YOUR WARRANTY DOESN'T COVER:

- Damage from using parts, accessories, or electronic devices not approved by the manufacturer.
- Damage from using fuel, lubricant and fluid not recommended by the manufacturer, or negligence, including ignoring warning indicators.
- Damage from fire, collision or theft, or as the result of a natural disaster or adverse weather event.
- Noise, vibration or oil seepage that does not affect the quality, function or performance of the vehicle.
- Work not performed by an Authorised Honda outlet, or damage resulting from it. However, if work must be completed by an unauthorised agent in an emergency, the agent can submit a claim for the work, which will be considered on its merits.
- Proprietary equipment or items, as these are subject to the respective manufacturer's own warranty conditions.
- Cleaning or adjusting spark plugs, valve clearances, drive belts and fuel systems, normal replacement of spark plugs, and decarbonisation, except when due to defective parts.
- Adjusting any electrical parts.
- Electronic devices not approved by the manufacturer.
- Adjusting or replacing brake parts, except when required due to defects.
- Adjusting steering parts.
- Tyre punctures or abnormal wear to tyres, except when warranted by the manufacturer.

WARRANTY EXCLUSIONS

Your warranty doesn't cover:

- Oil, lubricant, fuel and cleaning materials, and oil, fuel and air filter elements.
- Removing and re-fitting of additional equipment (accessories etc).

Please also note:

- 12V Car Battery: is only covered for three years from first registration. No Distributor Warranty extension is available.
- e:HEV Hybrid Battery: is covered for five years or 100,000 kilometres (whichever comes first) from the first registration.

HONDA ASSISTANCE

As the owner of a new Honda, you'll get Honda Assist for as long as your car is under warranty – up to five years. That means you get help and information 24/7, plus free Roadside Assistance anywhere in New Zealand.

This can be used if:

- Your vehicle breaks down, has a flat battery, or flat tyre.
- You're locked out of your vehicle.
- You run out of petrol.
- Your vehicle needs to be towed to the nearest approved Honda service provider.
- Damage to the windscreen makes your car unsafe to drive.

You can still call Honda Assist even after your vehicle is out of warranty – you'll just need to pay for services. **Call 0800 246 632** or use your **Honda Assist app** (available in your app store).

SERVICING

SERVICES WITH HONDA

Regular servicing at an Authorised Honda outlet is essential. It doesn't just keep your Honda in excellent condition, it's also part of the criteria for our extended Distributor Warranty.

Your Servicing Schedule is specific to your vehicle*, but you'll generally need to get a service each year, or when you reach certain distance milestones (whichever comes first).

Why choose Honda for servicing?

- ✓ No-one knows Honda like we do.
- ✓ We only use genuine Honda parts, fluids and oils.
- ✓ We keep vehicle maintenance records and remind you when key items are due to be replaced or serviced.
- ✓ We have great service packages tailored to your needs and your Honda.
- ✓ We employ highly trained and qualified Honda technicians.
- ✓ We have exclusive access to all the latest Honda information, software, and computer diagnostic equipment.

Take your Honda for a service at an Authorised Honda outlet and there are no surprises – if your car needs any extra work or parts, the outlet will explain the situation and get your approval first.

**See the back of this booklet for your Servicing Schedule.*

BOOKING YOUR SERVICE

It's easy to book your Honda in for a service with any of our Authorised Honda outlets:

- Call HondaCare on **0800 246 632** or email Hondacare at hondacare@honda.co.nz
- Send a booking request online at www.honda.co.nz
- Contact your nearest Authorised Honda outlet directly by phone or email. See honda.co.nz for details.

SERVICE PACKAGES

TAILORED SERVICE PACKAGES

When you book a service with Honda, you can choose the service package that's right for you and your car:

UltraCare – a premium 60-point safety and operational check for vehicles under warranty.

TotalCare – a comprehensive 55-point safety and operational check for vehicles under warranty.

StartCare – a basic 45-point safety and operational check, designed for vehicles no longer under warranty.

The image displays three vertical cards representing different service packages. Each card has a header 'HONDA TAILORED SERVICING' and a large number at the bottom indicating the number of points in the package. The UltraCare card is red, TotalCare is black, and StartCare is grey.

Service Package	Points	Target Audience
UltraCare	60	Vehicles under warranty
TotalCare	55	Vehicles under warranty
StartCare	45	Vehicles outside of warranty

HONDA TAILORED SERVICING

ULTRACARE

OUR PREMIUM 60-POINT SERVICE, SAFETY & OPERATIONAL CHECK PACKAGE.

DESIGNED FOR HONDA NEW & CERTIFIED USED VEHICLES.

60

HONDA TAILORED SERVICING

TOTALCARE

OUR COMPREHENSIVE 55-POINT SERVICE, SAFETY & OPERATIONAL CHECK PACKAGE.

DESIGNED FOR HONDA NEW & CERTIFIED USED VEHICLES STILL IN WARRANTY.

55

HONDA TAILORED SERVICING

STARTCARE

OUR STANDARD 45-POINT SERVICE, SAFETY & OPERATIONAL CHECK PACKAGE.

DESIGNED FOR HONDA VEHICLES OUTSIDE OF WARRANTY.

45

Contact your Authorised Honda outlet or HondaCare to find out more about our tailored Service Packages



HONDA


HONDA

Zero 20

PRE-PAID SERVICE PLANS

VEHICLE SERVICE PLANS FOR PEACE OF MIND

Choose a 3-year or 5-year Service Plan

With a Vehicle Service Plan from an Authorised Honda outlet, you can pre-pay for three or five years of vehicle servicing at a set price (based on the vehicle being serviced once a year). This means you know how much you'll be paying to keep your Honda in optimum condition.

You'll also:

- Have your vehicle serviced by Honda-trained technicians.
- Get only genuine Honda parts, oils, and fluids.
- Pay set fees, even if prices go up.
- Enhance your vehicle's value by keeping it in top condition.
- Be able to transfer the Service Plan if you sell your vehicle.
- Have parts and labour included in the Scheduled Standard Service (excluding wear and tear).

ELIGIBILITY

You can buy a Honda Vehicle Service Plan before your first vehicle service or within 12 months of its first registered date (whichever is first). Please ask at your nearest Authorised Honda outlet.

TERMS OF 3-YEAR AND 5-YEAR VEHICLE SERVICE PLANS:

- **3-year Service Plan** – applies for a maximum of three services, or up to 30,000 kilometres*, or for three years after the first registered date, whichever comes first.
- **5-year Service Plan** – applies for a maximum of five services, or up to 50,000 kilometres*, or for five years after the first registered date, whichever comes first.

**The kilometres are vehicle-specific and may differ for some models. Your Authorised Honda outlet can provide details, and the kilometres will be specified in your Service Plan agreement.*

TAKING CARE OF YOUR HONDA

BASIC MAINTENANCE

To keep your Honda running well, it's important to do some basic checks between services. Your Authorised Honda outlet will check these as part of your scheduled servicing programme, too.

For more detailed instructions, see your Owner's Manual.

Check engine oil levels. Your vehicle uses oil under normal driving conditions, so check levels regularly.

1. Make sure your vehicle is on a flat surface.
2. Turn off the engine and wait at least three minutes.
3. Remove the dipstick, wipe it, re-insert it all the way and remove it again.
4. Inspect the indicator to see the oil level.
5. If the oil level is below the indicator mark, add more engine oil.

Check your Owner's Manual for the right grade of oil for your vehicle, or talk to your Authorised Honda outlet for help.

Check coolant level. The Coolant level can be checked by viewing the semi-transparent reservoir tank. The level of fluid in the tank should be somewhere between the ‘cold’ and ‘hot’ marks. If you need to top it up regularly, the cooling system may have a leak, so have it checked straight away.

(Warning: do not open the radiator cap when the engine is hot!)

Top up brake and clutch fluid. You may need to top up this fluid as the brake pads wear down. Use only Honda-recommended brake fluid from a freshly opened or tightly sealed bottle – brake fluid can spoil when exposed to air and moisture.

Check windscreen washer liquid. Windscreen washer liquids help prevent smears. You should also occasionally clean the windscreen and wipe the wiper blades with a damp cloth.

Watch for oil and fluid stains. Take note of any oil or fluid stains on the ground where you park your vehicle and contact your Authorised Honda outlet if you’re worried. It’s normal for water to appear underneath the vehicle when you use the air conditioning.

Maintain tyre pressure, including in the spare. We recommend checking tyre pressure once a month. You’ll find a label with tyre pressure levels on the driver’s door pillar.

Keep WOF and registration current. Book in with your Authorised Honda outlet to get your WOF and registration renewed before they expire.

TAKING CARE OF YOUR HONDA

PAINT AND BODYWORK

Take care of your vehicle's bodywork to protect it against rust and preserve the paint. We recommend:

Wash your vehicle frequently. Hose to loosen dirt and film before washing with soapy water[^] and a soft cotton mitt or sponge. Remember to hose the inside of the wheel arches to remove mud. If you live near the sea or often drive near the coast, hose the underfloor area frequently.

Check the paintwork. If you find any stone chips or scratches, get them repaired straight away.

Polish your car. After washing, polish to create a wax 'film' on the paintwork. This will mean water forms droplets on the paint rather than spreading over the whole surface.

Inspect for rust. If you find any rust spots, contact an Authorised Honda outlet as soon as possible.

Check the interior. Water spills and dirt can accumulate under the floor and boot mats, which can cause corrosion. Be particularly careful if you carry chemicals or fertilisers, and clean up any spills immediately.

Keep your garage well ventilated. This will make it easier for a wet car to dry out, reducing dampness and rust.

Drive regularly. If you won't be using your vehicle for more than a month, contact your Authorised Honda outlet for advice on ways to keep it in good condition while it's stored.

Protect against paint damage. If you regularly use your vehicle on unsealed roads, protect the paint from stone damage. We offer a range of Honda Accessories, including bonnet protectors, headlight protectors and mud flaps.

Contact your Authorised Honda outlet or visit honda.co.nz to find out more.

^Specialised car wash detergents are best.

PEACE OF MIND CHECK

Your Authorised Honda outlet can do a 'Peace of Mind' check while you wait (bookings required). This can be done at any time (for example, before you head away on a long road trip) and is helpful between services when you'd like to know the vehicle's fluid levels and tyre pressure are correct.

The check includes:

- Topping up oil, coolant, clutch and brake fluid, and windscreen washer reservoir if needed.
- Cleaning the windscreen and inspecting wiper rubbers.
- Checking tyre pressure – including spare.
- Checking all external drive belts.
- Inspecting lights.
- Checking battery-terminal connections.
- Checking WOF and registration validity.

Please phone 0800 246 632, go to honda.co.nz, or contact your Authorised Honda outlet to book a Peace of Mind check. Note that a cost may apply.



YOUR SERVICING SCHEDULE

VEHICLE SERVICING AND MAINTENANCE SCHEDULE SHEET TO BE ATTACHED



0800 246 632
www.honda.co.nz

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