

## Customer Relations Information

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Honda dealership personnel are trained professionals. They should be able to answer all your questions. If you encounter a problem that your dealership does not solve to your satisfaction, please discuss it with the dealership's management. The Service Manager or General Manager can help. Almost all problems are solved in this way.

If you are dissatisfied with the decision made by the dealership's management, contact your Honda Customer Relations Office.

### U.S. Owners:

American Honda Motor Co.  
Honda Automobile Customer Service  
Mail Stop 500-2N-7D  
1919 Torrance Boulevard  
Torrance, California 90501-2746

Tel: (800) 999-1009

### Canadian Owners: **CUSTOMER RELATIONS RELATIONS AVEC LA CLIENTÈLE**

Honda Canada Inc.  
715 Milner Avenue  
Toronto, ON  
M1B 2K8

Tel: 1-888-9-HONDA-9  
Fax: Toll-free 1-877-939-0909  
Toronto (416) 287-4776

### In Puerto Rico and the U.S. Virgin Islands:

Bella International  
P.O. Box 190816  
San Juan, Puerto Rico 00919-0816

Tel: (787) 250-4318

When you call or write, please give us this information:

- Vehicle Identification Number (see page [286](#))
- Name and address of the dealer who services your car
- Date of purchase
- Mileage on your car
- Your name, address, and telephone number
- A detailed description of the problem
- Name of the dealer who sold the car to you

### **U.S. Owners**

Your new Honda is covered by these warranties:

***New Vehicle Limited Warranty*** — covers your new vehicle, except for the battery, emissions control systems and accessories, against defects in materials and workmanship.

***Emissions Control Systems Defects Warranty and Emissions Performance Warranty*** — these two warranties cover your vehicle's emissions control systems. Time, mileage, and coverage are conditional. Please read the warranty manual for exact information.

***Original Equipment Battery Limited Warranty*** — this warranty gives up to 100 percent credit toward a replacement battery.

***Seat Belt Limited Warranty*** — a seat belt that fails to function properly is covered for the useful life of the vehicle.

***Rust Perforation Limited Warranty*** — all exterior body panels are covered for rust-through from the inside for the specified time period with no mileage limit.

***Accessory Limited Warranty*** — Genuine Honda Accessories are covered under this warranty. Time and mileage limits depend on the type of accessory and other factors. Please read your warranty manual for details.

***Replacement Parts Limited Warranty*** — covers all genuine Honda replacement parts against defects in materials and workmanship.

***Replacement Battery Limited Warranty*** — provides prorated coverage for a replacement battery purchased from a Honda dealer.

***Replacement Muffler Lifetime Limited Warranty*** — provides coverage for as long as the purchaser of the muffler owns the car.

Restrictions and exclusions apply to all these warranties. Please read the 2003 Honda Warranty Information booklet that came with your car for precise information on warranty coverages. Your Honda's original tires are covered by their manufacturer. Tire warranty information is in a separate booklet.

### **Canadian Owners**

Please refer to the 2003 Warranty Manual that came with your car.

## Reporting Safety Defects (U.S. Vehicles)

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If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying American Honda Motor Co., Inc.

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or American Honda Motor Co., Inc.

To contact NHTSA, you may either call the Auto Safety Hotline toll-free at 1-800-424-9393 (or 366-0123 in Washington D.C. area) or write to: NHTSA, U.S. Department of Transportation, Washington, D.C. 20590. You can also obtain other information about motor vehicle safety from the Hotline.