

Customer Satisfaction

Your complete satisfaction with your Honda automobile is our main goal. All personnel at Honda automobile dealerships are thoroughly trained to provide the best service for your car. If you are not satisfied with any maintenance or repair work done by the dealership, follow these three steps:

Step 1 - Talk over your concerns with the dealership's management, such as the Service Manager or General Manager. In most cases, a satisfactory solution is found at this step.

Step 2 - We recognize that, on some occasions, a customer will not be totally satisfied with a dealer's decision or actions in Step 1. If this is the case, you should call or write the Honda Customer Relations Zone Office. The address and telephone number are on the inside front

cover. Please provide the following information:

- Year, model, and Vehicle Identification Number of your car, and its current mileage.
- The name of the dealer who sold you the car.
- The name of the dealer who services your car.
- Date, mileage, and reason for each visit to a Honda dealership.
- Any non-Honda dealership repair service for the problem(s).
- Your daytime and evening telephone numbers.

The staff of the Customer Relations Zone Office is interested in working with you and the dealership to find a satisfactory solution.

Step 3 - If you disagree with the decision reached by the staff of the Honda Customer Relations Zone Office, you may request to have your case reviewed in an independent forum run by the Council of Better Business Bureaus (*BBB*). This program is called "BBB AUTO LINE." You may file a claim at any time by calling the Better Business Bureau, toll-free, at 1-800-955-5100. Your call will be automatically directed to the BBB in your area.

You may also write to:

BBB AUTO LINE
Council of Better Business
Bureaus
4200 Wilson Blvd., Suite 800
Arlington, VA 22203-1804

BBB AUTO LINE's purpose is to resolve disputes between vehicle manufacturers and their customers. BBB AUTO LINE'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.

The BBB AUTO LINE'S decision is not binding on you unless you agree to accept it. If you accept the decision, Honda will abide by it. Generally, disputes submitted to BBB AUTO LINE are resolved within 40 days (47 days if you have not first contacted Honda about your complaint).

Honda offers you the opportunity to mediate and arbitrate a disagreement through BBB AUTO LINE because we want you to feel that you have been treated fairly.

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 of your car, and a brief statement outlining the disagreement. Initially, BBB may try to resolve the disagreement through mediation. If this is not successful, your complaint will be reviewed by an impartial, volunteer 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 the BBB, although you may obtain one at your own expense if you choose.

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

Customer Satisfaction

Lemon Laws

Many states have enacted what are commonly referred to as "Lemon Laws." Although the details of these laws vary from state to state, their main purpose is to assure you certain rights if you have problems with your new car. In general terms, these laws usually say that if your car has a problem that cannot be repaired in several attempts, or has a series of problems that keep it out of service for an extended period, you may qualify for relief under the lemon law in your state.

Some states require you to notify the manufacturer about the problem(s), and some states give the manufacturer, or its representative, a chance to correct the problem(s). A state may require you to submit your complaint to a dispute resolution program, such as BBB AUTO LINE, before proceeding to other forums.

Lemon Laws have many provisions. If you feel your new Honda qualifies for consideration under the lemon law in your area, we suggest you check the laws in your state.

We want you to be satisfied with your Honda automobile. If you have any questions, please contact your Honda dealer or the Customer Relations Zone Office.

Some Repairs May Be Covered Beyond the Limited Warranty

Honda may cover, under a special adjustment program, some or all of the cost to repair a problem that is not covered by your car's limited warranties.

If your car develops a problem you feel should be repaired by Honda at no cost, discuss it with your dealer.

If you are not satisfied with your Honda dealer's decision, call or write the Honda Customer Relations Zone Office (the address and telephone number are on the inside front cover). Please provide this information about your car: year, model, Vehicle Identification Number (VIN), mileage, maintenance history, a detailed explanation of the problem, and why you think Honda should be responsible for the repair. Your request will be investigated, and you will be informed of Honda's decision.

A Quick Reference to Warranty Coverages

This is a brief summary of the warranties covering your 1995 Honda. Please refer to the listed page for a full description of each warranty's coverage and limitations.

Coverage On Your New Car

WARRANTY COVERAGE				
	1 yr./ 12,000 mi.	2 yrs./ 24,000 mi.	3 yrs./ 36,000 mi.	3 yrs./ 50,000 mi.
New Car Limited Warranty				
Federal Emissions Warranties				
• Component defect				
• Performance				
California Emissions Warranties				
• Component defect				
• Performance				
Battery			■ ■ ■ ■ ■ ■ ■ ■	
Accessories				

A Quick Reference to Warranty Coverages

New Car Limited Warranty	13
Every new Honda is covered, except for tires, for 3 years or 36,000 miles. The tires are warranted separately.	
Federal Emissions Warranties	14
The Emissions-related Defects and Performance Warranties cover the components that make up your Honda's emissions control systems for a minimum of 3 years or 36,000 miles.	
California Emissions Warranties	21
The Emissions Control Systems Defects and Performance Warranties cover the emissions components of California-registered Hondas for a minimum of 3 years or 50,000 miles.	
Original Equipment Battery Limited Warranty	30
The original battery in your new Honda is fully covered for the first 2 years. For the next year you receive a credit toward the purchase of a new battery.	
Tires	31
The original tires are warranted by their manufacturer. Your Honda dealer will be glad to assist you in contacting a local representative of the tire's manufacturer, if needed.	
Seat Belt Limited Warranty	32
Seat belts that fail to function properly are covered for the useful life of the car.	
Rust Perforation Limited Warranty	33
Honda will repair or replace any body panel on your car that rusts from the inside out. This coverage extends for 5 years with no mileage limit.	

A Quick Reference to Warranty Coverages

Coverage of Accessories and Replacement Items

Accessory Limited Warranty 34

All accessories are covered up to 3 years or 36,000 miles, depending on time of installation.

Replacement Parts Limited Warranty 36

Genuine Honda parts, when installed by your Honda dealer, are covered for 1 year or 12,000 miles. Parts purchased from, but not installed by, a Honda dealer are covered for 1 year.

Replacement Battery Limited Warranty 37

A replacement battery purchased from your Honda dealer is fully covered for the first year, with the coverage prorated for the remaining 2 years.

Replacement Muffler Lifetime Limited Warranty 38

A replacement muffler purchased from your Honda dealer is covered for as long as you own the car. Installation is included if the covered muffler was originally installed by your Honda dealer.