

## **Warranty Service**

### **Owner Satisfaction**

Your satisfaction and goodwill are important to your dealer and to us. All Honda warranty details are explained in the Distributor's Limited Warranty. Normally, any problems with the product will be handled by your dealer's service department. Sometimes, in spite of the best intentions of all concerned, misunderstandings can occur. If your problem has not been handled to your satisfaction, we suggest you take the following action:

- Discuss your problem with a member of dealership management. Often complaints can be quickly resolved at that level. If the problem has already been reviewed with the Service Manager, contact the owner of the dealership or the General Manager.
- If your problem still has not been resolved to your satisfaction, contact the Customer Relations Department at the regional office of American Honda Motor Co., Inc. in your area. Regional office locations are shown on the following page. We will need the following information in order to assist you:
  - Your name, address, and telephone number
  - Product model and serial number
  - Date of purchase
  - Dealer name and address
  - Nature of the problem

After reviewing all the facts involved, you will be advised of what action can be taken. Please bear in mind that your problem will likely be resolved at the dealership, using the dealer's facilities, equipment, and personnel, so it is very important that your initial contact be with the dealer.

Your purchase of a Honda product is greatly appreciated by both the dealer and American Honda Motor Co., Inc. We want to assist you in every way possible to assure your complete satisfaction with your purchase.