

**ACURA**  
**CERTIFIED**  
Pre-Owned Vehicles



**WARRANTY BOOKLET**

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Warranty Information as of December 2014

Customer Name \_\_\_\_\_

Acura Model \_\_\_\_\_ Year \_\_\_\_\_

VIN# \_\_\_\_\_

Warranty expires on \_\_\_\_\_ or at \_\_\_\_\_  
(Date) (Miles)

Extended Vehicle Service Contract  Yes  No

Plan Code \_\_\_\_\_

Dealership \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Sales Representative \_\_\_\_\_ ext. \_\_\_\_\_

Sales Manager \_\_\_\_\_ ext. \_\_\_\_\_

Service Manager \_\_\_\_\_ ext. \_\_\_\_\_

## FREQUENTLY CALLED PHONE NUMBERS

Emergency Roadside Assistance 24-hour toll-free	1-800-594-8500
Concierge Service 24-hour toll-free	1-800-594-8500
Acura Care Client Services	1-888-68-Acura (1-888-68-22872)

Acura Care is a trademark of Honda Motor Co., Ltd.

### Warrantor

American Honda Motor Co., Inc. ("AHM"), gives this warranty on behalf of AHM, 1919 Torrance Boulevard, Torrance, California, 90501-2746, a California corporation.

# Capture the Acura Certified Pre-Owned Vehicle Experience

Thank you for choosing an Acura Certified Pre-Owned Vehicle. We hope you will be as pleased with our service as you are with our product. This booklet will help you become familiar with your limited-warranty coverage along with the many other services afforded to you as an Acura owner.

Acura Care Client Services, at **1-888-68-Acura (1-888-68-22872)**, will be happy to answer any questions you may have about the warranty information in this booklet.



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# Acura Certified Pre-Owned Vehicles Limited Warranty

**WARRANTOR** This limited warranty is provided by the Acura Automobile Division (Acura) on behalf of American Honda Motor Co., Inc. (AHM), a California corporation.

**ELIGIBLE VEHICLES** Acura vehicles 6 years old and newer with 80,000 miles or fewer at time of delivery.

## POWERTRAIN COVERAGE

The Acura Certified Pre-Owned Vehicle Limited Warranty provides powertrain coverage for 7 years\*/100,000 total odometer miles (whichever occurs first).

7 years\*/100,000 total odometer miles

Certified Pre-Owned Vehicle Limited Warranty

New Vehicle Limited Warranty

6 years/70,000 mi.

## NON-POWERTRAIN COVERAGE

For Vehicle Purchased Within New Vehicle Limited Warranty Period

The Acura Certified Pre-Owned Vehicle Limited Warranty provides non-powertrain coverage for 1 year/12,000 miles to 5 years\*/62,000 miles† (whichever occurs first).

5 years\*/62,000 mi.‡

Certified Pre-Owned Vehicle Limited Warranty

New Vehicle Limited Warranty

4 years/50,000 mi.

## NON-POWERTRAIN COVERAGE

For Vehicle Purchased After New Vehicle Limited Warranty Has Expired

The Acura Certified Pre-Owned Vehicle Limited Warranty provides non-powertrain coverage for 1 year\*\*/12,000 miles† (whichever occurs first) starting from the date of Certified Pre-Owned Vehicle delivery to the buyer.

1 year\*\*/12,000 mi.‡  
Date of Certified Pre-Owned Vehicle Purchase

New Vehicle Limited Warranty

Certified Pre-Owned Vehicle Limited Warranty

4 years/50,000 mi.

Covered vehicles must be purchased from a participating Acura dealer in the United States and reported as a Certified Pre-Owned Vehicle by that dealer to AHM. Vehicles must originally have been distributed by AHM through the Acura Division and registered in the United States.

\* From original in-service date.

† Based on odometer miles.

‡ Starting from date of Certified Pre-Owned Vehicle delivery to the buyer.

**COVERAGE** Acura will repair or replace any part covered by this warranty that is defective in material(s) or workmanship under normal use (see Proper Operation and Maintenance, page 19) for 12 months or 12,000 miles (whichever occurs first) after the original New Vehicle Limited Warranty expires, and will repair or replace any powertrain part covered by this warranty that is defective in material(s) or workmanship under normal use for 7 years or 100,000 total odometer miles (whichever occurs first) from the date of original new car registration. (See What IS Covered on page 9.)

This limited warranty starts with the expiration of the Acura New Vehicle Limited Warranty, or from the date of sale of the Acura Certified Pre-Owned Vehicle if the New Vehicle Limited Warranty or Original Powertrain Limited Warranty already has expired.

All repairs or replacements made under this warranty are free of charge.

Upon the sale of the vehicle, private party to private party, this warranty is transferable. The new owner shall be afforded the balance of the 12-month/12,000-mile\* coverage plus the remaining portion of the 7-year/100,000-total-odometer-miles\* Powertrain Limited Warranty.

**EXISTING WARRANTIES** The coverage is offered in addition to and separate from all other Acura limited warranties and commences only when the existing New Vehicle Limited Warranty or Original Powertrain Warranty has expired (except the Rust Perforation Limited Warranty and Seat Belt Limited Warranty, which may continue concurrently with Acura Certified Vehicle coverage).

Please refer to the New Vehicle Limited Warranty Manual (in effect at the time the vehicle was delivered to the original retail purchaser) for other warranties that may apply. This limited warranty is separate from and does not extend the length of any existing warranties or provide any additional rights to the consumer under federal, state or local regulations.

\* Whichever occurs first.

## How to Get Warranty Service

For warranty service, take your vehicle to an authorized Acura dealer during normal business hours. A warranty identification card will be issued by Acura and sent to you two to three weeks after delivery of the vehicle. If this card has not arrived, or if it is lost and the dealer is not familiar with your vehicle, you will need the proof of purchase date (such as a properly completed inside front cover page of this booklet). Your Acura dealer may request your automobile VIN to confirm that your vehicle is an Acura Certified Pre-Owned Vehicle.

If your warranty claim is for a replacement part or an accessory that was originally installed by an authorized Acura dealer, you will need to show proof of vehicle mileage at the time of installation.



# Emergency Repairs

Acura recognizes that your vehicle could develop a serious problem and require immediate repair at a facility other than an authorized Acura dealer. Acura will reimburse you for that repair if all of the following conditions are met:

- The repair would normally be covered by this warranty
- There were no authorized Acura dealers within 50 miles of the breakdown, or if local dealerships were closed at the time (Concierge Service at **1-800-594-8500** can provide you with the location of the nearest Acura dealer anywhere in the United States or Canada – See Additional Benefits, page 27)
- The vehicle was immobile, or if attempting to drive would cause further damage or be unsafe
- Prior approval is received from Acura Care®. Please call **1-888-68-Acura (22872)**

**IF YOUR VEHICLE CANNOT BE DRIVEN,  
CONTACT EMERGENCY ROADSIDE ASSISTANCE  
AT 1-800-594-8500.**

For reimbursement, go to any authorized Acura dealer. You must show a copy of the paid receipt and the replacement part(s). The dealer will reimburse you for the parts at the current manufacturer's suggested retail price. You will be reimbursed for the labor at a geographically appropriate labor rate for Acura's recommended time allowance.

# Rental Vehicle Reimbursement\*

If you experience a mechanical breakdown of a covered component and require alternate transportation, this warranty will provide reimbursement for the actual expense of a rental vehicle (up to \$45 per day to a maximum of 4 days and \$180 per breakdown). The substitute vehicle must be rented from a licensed rental agency or the repair facility. Reimbursement is based on the Acura Flat Rate Time required to repair your vehicle, according to the following table:

Repair Time Required	Number of Days Allowed	Maximum Reimbursement
2.0–8.0 Hours	2	\$90
8.1–16.0 Hours	3	\$135
In excess of 16.0 Hours	4	\$180

Rental Vehicle Reimbursement is valid only for expenses actually incurred from the date of the mechanical breakdown until the date repairs are completed and EXCLUDES ANY EXPENSE FOR MILEAGE, GASOLINE, MAINTENANCE, INSURANCE OR COLLISION DAMAGE WAIVER CHARGES.

\* Available during the 12-month/12,000-mile (whichever occurs first) Limited Warranty period.

# What IS Covered

Proudly presented to you by the Acura Automobile Division (Acura), on behalf of American Honda Motor Co., Inc., this limited warranty provides exceptional coverage for your Acura Certified Pre-Owned Vehicle.

**REPLACEMENT PARTS** Parts replaced under this Limited Warranty become the property of Acura. Acura will make the final decision whether to repair or replace any existing part or assembly. Acura may use factory-remanufactured parts, or parts of like kind and quality, rather than new parts, for some warranty repairs.

## POWERTRAIN LIMITED WARRANTY COVERAGE

Components and systems included in the 7-year/100,000-total-odometer-miles\* Powertrain Limited Warranty coverage.

**ENGINE** Cylinder block and head and all internal parts; timing gears and gaskets; timing chain/belt and cover; flywheel; valve covers; oil pan; oil pump; intake and exhaust manifolds; engine mounts; turbocharger housing and all internal parts; engine/powertrain control module; water pump; fuel pump; seals and gaskets.

**TRANSMISSION/TRANSFER CASE** Case and all internal parts; torque converter; transfer case and all internal parts; transmission/powertrain control module; seals and gaskets.

**FRONT-WHEEL-DRIVE SYSTEM** Final drive housing and all internal parts; driveshafts; constant-velocity joints; front hubs and bearings; seals and gaskets.

**REAR-WHEEL-DRIVE SYSTEM** Differential housing and all internal parts, propeller shafts; universal joints; driveshafts; constant-velocity joints; rear hubs and bearings; seals and gaskets.

\* Whichever occurs first, from original in-service date.

# What IS Covered (cont.)

## NON-POWERTRAIN LIMITED WARRANTY COVERAGE

Components and systems included in the 12-month/12,000-mile\* Non-Powertrain Limited Warranty Coverage:

**FUEL SYSTEM** Fuel pump; fuel control units; fuel pressure regulator; fuel injectors; fuel sensors; fuel injection resistors; fuel rails; metal fuel delivery lines; throttle body and fuel tank.

**SUSPENSION** Upper and lower control arms; control arm shafts and bushings; upper and lower ball joints; spindles; coil springs; rear axle beam; stabilizer bar, links and bushings; McPherson strut inserts; strut bearings; strut mounts; strut plate and shock absorbers.

**STEERING** Rack-and-pinion steering assembly; steering gear box; power-steering pump and high-pressure hoses; steering knuckles; rods, stabilizer bar, shaft, bushings and steering column.

**BRAKES** ABS electronic control unit; wheel sensors; pump and motor; modulator; modulator solenoids; pressure switch; actuator assembly; master cylinder; brake booster and check valve; disc brake calipers; wheel cylinders; proportioning valve; all brake lines/hoses and fittings; parking-brake assembly and cables.

**BATTERIES & BULBS** Batteries used only in hybrid vehicles (nickel-metal hydride, lithium-ion and polymer lithium-ion batteries).

**HEATING, COOLING & AIR CONDITIONING** Air-conditioning system compressor; compressor clutch and coil; evaporator core; condenser; expansion valve; receiver drier; blower motor; blower motor resistor; hard lines; high-pressure hoses; vent control servos; radiator and heater core.

\* Whichever occurs first.

## NON-POWERTRAIN LIMITED WARRANTY COVERAGE (CONT)

**ELECTRICAL & SENSORS** Alternator; voltage regulator; ignition system (spark plugs); solenoids; relays; resistors; all electronic control modules/units; rear defroster; factory-installed security systems; all electric motors, including, but not limited to, power seat, power window, power mirror, sunroof, heater/ventilation blower, and control motors; windshield-wiper motor; washer pump; cooling fan; starter; speedometer; gauges; speedometer/instrument cluster light bulbs (does not include clock, air-conditioning panel or radio display); manually operated switches; oil-pressure sending unit; thermoswitch; coolant temperature sensor and all wiring harnesses.

**AUDIO & NAVIGATIONAL DEVICES** Factory-installed radio; DVD player; CD player; cassette player; speakers and Acura Satellite-Linked Navigation System™.

**OTHER** Hood hinges; trunk-lid hinges; door hinges; manual and power window regulators.

**SAFETY RESTRAINT SYSTEM** Airbags (with the exception of airbags deployed due to collision); SRS control units; SRS sensors; cable reel and associated wiring harnesses.

**FLUIDS & LUBRICANTS** The following are covered only when required as part of a covered repair: engine oil; transmission fluid; differential fluid; coolant; power-steering fluid; air-conditioning refrigerant and compressor oil.

**DIAGNOSTIC TIME** Reasonable tear-down time that is requested by your dealer to diagnose a covered component.

**This limited warranty gives you specific legal rights.  
You may also have other rights that vary from state to state.**

# What IS NOT Covered

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

- Standard maintenance items and procedures
- Body parts, interior, trim and glass

Additional limitations include, but are not limited to, circumstances such as misuse, abuse, non-compliance with warranty policies, lack of proper maintenance and acts of Nature.

## STANDARD MAINTENANCE/WEAR ITEMS

This limited warranty does not cover the replacement of expendable or common wear items that require periodic replacement as part of routine automotive maintenance. These items include, but are not limited to, the following:

**EXPENDABLE PARTS** Distributor cap; rotor; spark plug wires; spark plugs; PCV valves; filters; fluids; lubricants; refrigerants (unless required as part of a covered repair); belts with the exception of the timing belt (for failure only); wiper blades; clamps and fasteners.

**MAINTENANCE PROCEDURES** Tune-ups; adjustments; reprogramming; updates; calibrations; tightening; tire rotation; wheel balancing and wheel alignment (unless required as part of a covered repair).

**CLUTCH, BRAKES & TIRES** Clutch disc; pressure plate; throw-out bearing; pilot bearing/bushing; disc brake pads; disc brake rotors; brake drums; brake shoes; parking brake shoes; brake hardware; tires; valve stems, except for failed TPMS sensors.

**BATTERIES & BULBS** Batteries (except for nickel-metal hydride, lithium-ion, and polymer lithium-ion batteries used in hybrid vehicles); battery cables; high-intensity discharge (HID) headlight assembly; sealed beams; bulbs (with the exception of the instrument cluster bulbs); LEDs (light-emitting diodes) and fuses.

**EXHAUST SYSTEM** Head pipes; catalytic convertors; mufflers; resonators; tailpipes; hangers; heat shields; gaskets and related fastening hardware.

**GENERAL APPEARANCE** Cleaning; polishing; normal wear or deterioration of any part.

## BODY, INTERIOR AND GLASS

This limited warranty does not cover any item concerning the vehicle's general appearance. This vehicle was inspected prior to delivery and, at that time, met the standards required of Acura Certified Pre-Owned Vehicles. Items include, but are not limited to, the following: body and exterior/interior parts.

**BODY PARTS & TRIM** Frame; body mount bushings; subframe(s); subframe mounting bushings; primary body structure/welded assemblies; core support; header panel; grille; hood; fenders; inner fenders; doors; rear hatch; trunk lid; tailgate; spoilers; fascia; air dams; composite panels; bumpers; bumper covers; outside ornamentation; emblems; garnish; moldings; roof ditch moldings; bright metal; chrome trim; stainless trim; paint; headlamp housings; tail-light housings; side marker lamp housings; lenses and bezels.

# What IS NOT Covered (cont.)

**INTERIOR PARTS, UPHOLSTERY & TRIM** Steering wheel; dash panel; dash pad; glove compartment door; floor or overhead consoles; door and other interior panels; armrests; seat upholstery; seat padding; headliner; cargo covers/sunshades (except for failure of the retractor mechanism); sun visors (except for the sun visor support); carpet; floor mats; door handles; window handles; buttons; knobs; boots; beverage holders; gas, brake-pedal pads and clutch-pedal pads.

**GLASS & MIRRORS** All window glass, sun-/moonroof glass, all mirror glass (except for electronic failure of the auto-dimming mirror), all rear or sideview mirror housings/frames and brackets.

**WHEELS** Wheels; wheel covers; trim rings; center caps; wheel studs; lug nuts and wheel locks.

**OTHER** All fastening/securing hardware for non-covered parts/components, e.g., straps, nuts, bolts, studs, screws, clips, clamps, pins, etc.; stripped or cross-threaded fasteners, and any stripped or cross-threaded drain plugs. Airbags deployed due to collision; seat belts, except for the seat-belt latch sensor. (If you believe there is a defect in any of these parts, please contact your authorized Acura dealer immediately.)

## ADDITIONAL LIMITATIONS

This limited warranty does not cover repairs needed on vehicles equipped with parts other than approved Acura Genuine Parts or Accessories if the non-genuine part or accessory caused or contributed to the mechanical breakdown.

The following repairs are not covered, if needed as a result in whole or in part because of:

- Covered parts damaged as the result of the failure of a non-covered part.
- Continued operation of your vehicle after a mechanical breakdown has occurred, when such use leads to consequential damage.
- Any mechanical breakdown resulting from engine over-revving; overheating; hydro-lock; contaminated fluids or lubricants; varnish; sludge; carbon buildup or deposits; improper programming; improper adjustments; consequential damage resulting from negligence, error, omission, improper installation/repairs, or servicing on the part of any servicing dealer, repair facility, or individual.
- Improper towing; overloading; snow plowing; wheelspin; misuse; abuse; or using the vehicle in any manner not recommended by Acura.
- Any work performed to improve compression or reduce oil or fuel consumption, or any other work when a mechanical breakdown has not occurred.
- Racing; competitive driving activities; drifting; modification; alteration; tampering; disconnection; or the installation of aftermarket performance parts, including, but not limited to, cold air intakes, strut tower braces, headers, exhaust systems, adjustable fuel rails, nitrous oxide (NOS), performance/racing clutches, or any other aftermarket part or accessory that caused or contributed to a mechanical breakdown.
- Failure to perform maintenance or customary lubrication services, or the use of fuels, oils and/or lubricants other than those required by the Acura Owner's Manual or as otherwise specified by Acura.
- Failure to provide verifiable maintenance receipts/records showing the date and vehicle mileage at the time of service. Receipts/records pertaining to covered parts requiring routine maintenance, and which sustain a mechanical breakdown, may be requested in order to determine eligibility for coverage.

# What IS NOT Covered (cont.)

## ADDITIONAL LIMITATIONS (CONT)

- Damage resulting from improper fluid levels, or the use of any fuels, fluids or lubricants other than those specified by Acura.
- Environmental or external causes such as: collision; fire; theft; vandalism; war; riot; explosion; volcanic eruptions; earthquakes; storms; floods; lightning; windstorm; firestorm; hail; sand; ice; freezing; hurricanes; tornados; tsunamis; seiche waves or other acts of Nature; rust; corrosion; water intrusion; water leaks; acid rain; fallout; salt; tree sap; or exposure to the elements or any other cause beyond the reasonable control of the parties.
- Damage caused by vermin (e.g., mice, rats, squirrels), reptiles (e.g., lizards, snakes), insects, arachnids, arthropods, fowl or any other animal.
- Rattles; odors; water leaks; air leaks; wind noise; vibration; deterioration; discoloration; distortion; deformation and/or fading.
- Any consequential, incidental or pecuniary damages, including, but not limited to, loss of use of the vehicle, loss of time, inconvenience, lost revenue, failure to realize expected savings, or any other economic loss of any kind.



- Repairs for mechanical breakdowns covered under Acura's New Vehicle Limited Warranty, emissions, seat belt or corrosion warranties, any authorized Acura dealer's or other service establishment's guarantee, or any other form of warranty or insurance coverage.

This Limited Warranty does not cover:

- The cost of diagnosis/tear-down if the mechanical breakdown is the result of a non-covered part or condition.
- Repairs performed outside the United States.
- Repairs prohibited by law or governmental authority.

#### THIS LIMITED WARRANTY DOES NOT COVER REPAIR COSTS:

- Once the aggregate of paid repair costs exceeds the price you paid for the vehicle, or for a specific claim that is greater than the applicable replacement cost of the vehicle as determined by Acura.
- If you fail to provide verifiable maintenance records pertaining to covered parts that require routine maintenance, and which sustain a mechanical breakdown.
- If the vehicle's odometer has been altered, disconnected or made otherwise inoperable so that it is impossible to determine the vehicle's actual and true mileage.
- If at any time Acura determines that the vehicle is being used for commercial purposes, including, but not limited to, deliveries, service calls, hauling, plowing, rental, carrying passengers for hire, law enforcement, fire, ambulance or emergency services, whether or not the vehicle is licensed for commercial purposes or registered to a corporation.
- If for any reason the vehicle's factory warranty has been voided by Acura.

## What IS NOT Covered (cont.)



### ADDITIONAL LIMITATIONS (CONT.)

Acura disclaims any responsibility for loss of time or use of the parts, or the vehicle in which the parts are installed, transportation or any other incidental or consequential damage. Any implied warranties, including the implied warranty of merchantability and fitness for a particular purpose, are limited to the duration of this written limited warranty. These limitations may not apply to your vehicle because some states do not allow limitations on how long an implied warranty lasts, or they may not allow exclusions or limitations of incidental or consequential damages.

# Proper Operation and Maintenance

With proper use and regular maintenance, your Acura Certified Pre-Owned Vehicle can reward you with years of reliable service and low operating costs.

**PROPER OPERATION** This means using the vehicle as it was intended. Acura 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 terrain and conditions, as well as appropriate speeds for such terrain and conditions.

Your Acura requires 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 your Owner's Manual for gasoline recommendations and where to find the load-limit label on your vehicle.

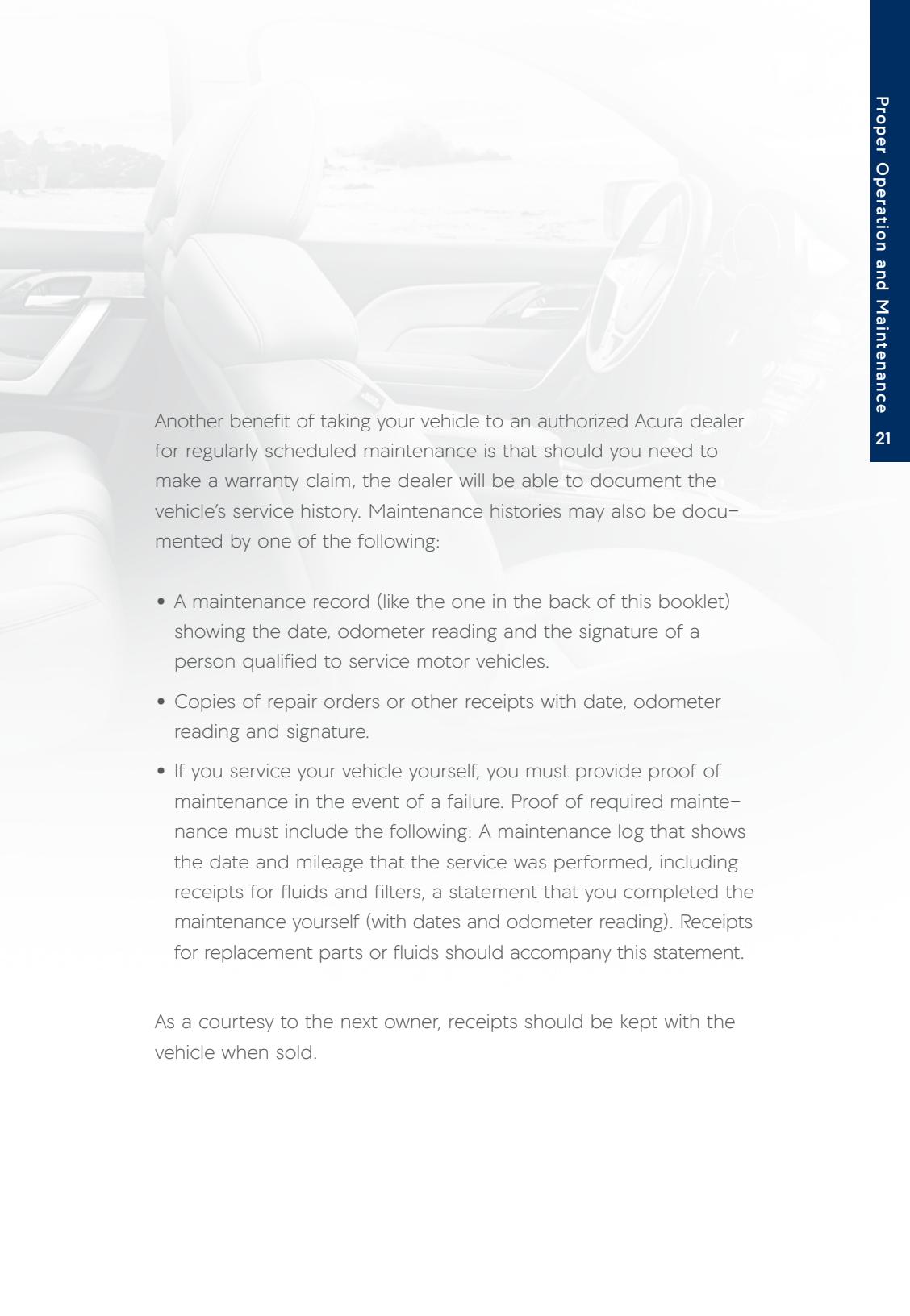
## Proper Operation and Maintenance (cont.)

**MAINTENANCE** Check the engine oil and radiator coolant levels every time you fill the gas tank. These fluids protect your vehicle's vital systems and checking them regularly could help detect potential problems.

Always maintain your Acura as suggested by the Maintenance Minder™ system (refer to your Owner's Manual). The services and mileage intervals suggested by the Maintenance Minder™ should never be exceeded; they are essential to trouble-free operation. Parts that fail due to improper maintenance are not covered by this Limited Warranty.

Additional maintenance may be required if you operate your vehicle under severe driving conditions. See your original Owner's Manual for the maintenance schedule for severe conditions.

The personnel at your authorized Acura dealer are fully trained and equipped to perform proper and efficient maintenance on your Acura. Service at the dealer is not mandatory for continued warranty coverage, but is recommended. You may perform your scheduled maintenance yourself, or have it done by someone other than an authorized Acura dealer.



Another benefit of taking your vehicle to an authorized Acura dealer for regularly scheduled maintenance is that should you need to make a warranty claim, the dealer will be able to document the vehicle's service history. Maintenance histories may also be documented by one of the following:

- A maintenance record (like the one in the back of this booklet) showing the date, odometer reading and the signature of a person qualified to service motor vehicles.
- Copies of repair orders or other receipts with date, odometer reading and signature.
- If you service your vehicle yourself, you must provide proof of maintenance in the event of a failure. Proof of required maintenance must include the following: A maintenance log that shows the date and mileage that the service was performed, including receipts for fluids and filters, a statement that you completed the maintenance yourself (with dates and odometer reading). Receipts for replacement parts or fluids should accompany this statement.

As a courtesy to the next owner, receipts should be kept with the vehicle when sold.

## Traveling or Relocating Outside the United States



Vehicles purchased from an authorized Acura dealer in the U.S. are designed to meet U.S. federal and state government safety and emissions specifications. Other countries may have different standards.



**PRIOR TO DEPARTURE** Acura Client Relations can provide information on Acura distributors in the area that you plan on traveling to, and check your vehicle's history and inform you of any campaign or recall repairs that need to be completed. In addition, Acura Client Relations will provide a certification letter stating that your vehicle was originally manufactured to meet all U.S. emissions standards.

**If you are planning to take your Acura outside the U.S.**, contact the tourist bureaus in the areas you will be traveling in to find out about the availability of unleaded gasoline with the proper octane rating for your Acura.

**If you plan to export and register your Acura in another country**, we recommend you contact the vehicle import agency in that country to determine requirements. Acura does not have that information.

**If unleaded gasoline is not available**, be aware that using leaded gasoline in your Acura will affect performance and fuel mileage, and damage its emissions controls. It will no longer comply with U.S. emissions regulations, and will be illegal to operate in the United States. To bring your car back into U.S. emissions 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.

## Warranty Coverage Outside the United States

**Acura vehicles registered in the U.S. and regularly driven in other countries are not covered by this Limited Warranty.**

Acura dealers outside the United States will not honor this warranty. If you are traveling and have your Acura Certified Pre-Owned Vehicle repaired at an Acura dealer in another country, contact Acura Client Relations for information on reimbursement for covered repairs.



# Client Satisfaction and Problem Resolution

As an Acura owner, your complete satisfaction is our highest priority. Personnel at your authorized Acura dealership have the training and experience to provide the proper service for your vehicle.

If you are not satisfied with any maintenance or repair work done by the dealership, your first recourse is to discuss your concerns with the dealer's Service Manager or General Manager. In most cases, you will be able to find a satisfactory solution within the dealership.

If you are not satisfied with your Acura dealer's decision, call Acura Client Relations at **1-800-382-2238**, or write to:

Acura Client Relations  
1919 Torrance Boulevard  
Mail Stop 500-2N-7E  
Torrance, CA 90501

Please provide the following information:

- Your name and phone number(s)
- Acura model and year
- Vehicle Identification Number (VIN)
- Name of the dealer who sold you the vehicle
- Mileage and maintenance history

(See inside cover for model information)

## Client Satisfaction and Problem Resolution (cont.)

Tell us the name of the dealer who is servicing your vehicle and if repairs relating to this problem were made by anyone other than an authorized Acura dealer. Include a detailed explanation of the problem and why you think Acura should be responsible for the repair.

Your correspondence will be investigated, and you will receive a reply from Acura. Acura Client Relations is committed to working with you and the dealership to find a satisfactory solution to your concerns.

If you disagree with the decision reached by Acura Client Relations, you may request to have your case reviewed in an independent dispute resolution forum. For model year vehicles 2012 and older, the program is administered by the Better Business Bureau (BBB). This program is called "BBB Auto Line." You may file a claim by calling the BBB toll free at **1-800-955-5100**. You may also write to: BBB Auto Line, Council of Better Business Bureaus, 3033 Wilson Blvd., Suite 600, Arlington, VA 22201. For model year vehicles 2013 and newer, the program is administered by the National Center for Dispute Settlement (NCDS). You may contact NCDS toll free at **1-877-545-0055**, via fax at **1-586-226-2559**, or by mail to: National Center for Dispute Settlement, P.O. Box 1108, Mt. Clemens, MI 48046. Please note that eligibility is limited by your vehicle's age, mileage and other factors.

# Additional Benefits

During the 12-month/12,000-mile Limited Warranty period (whichever occurs first), and at no additional cost, you will be eligible for services provided by the Cross Country Motor Club (CCMC)\*. To obtain services 24 hours a day, 365 days a year, please call **1-800-594-8500**. This toll-free phone number is featured on the program identification card you will receive.

Following is an overview of your benefits:

- Emergency Roadside Assistance and Towing
  - Emergency towing to the nearest authorized Acura dealership or repair facility required as a result of a mechanical breakdown or vehicle accident/collision†
  - Flat-tire change (with spare)
  - Battery boost (jump-start)
  - Emergency fuel delivery (up to 3 gallons)
  - Lockout assistance
  - Winch service (within 10 feet of paved road)
- Trip-Interruption Expense Reimbursement
- Concierge Service
- Computerized trip routing touring, map services, and National Hotel Privileges Directory\*\*
- 24-hour Acura Dealer Locator

\* Services are provided by and/or through Cross Country Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin and Wyoming where services are provided by and/or through Cross Country Motor Club of California, Inc., Thousand Oaks, CA 91360.

† Emergency towing will also be provided if a component covered under the 7-year/100,000-mile Powertrain coverage fails during the warranty period.

\*\* Hotel Directory is not automatically provided. Client must request the Hotel Directory by calling Cross Country Motor Club.

## Additional Benefits (cont.)

### EMERGENCY ROADSIDE ASSISTANCE **1-800-594-8500**

(24-hour, toll-free, valid anywhere in the United States and Canada.) When calling for Emergency Roadside Assistance, please have the following information handy (see the inside front cover for model information).

- Your name and address
- Vehicle model and identification number (VIN)
- Exact vehicle location
- Your location and a phone number where you can be reached

In most instances, service will be provided on a “sign and drive” basis at no cost to you (up to \$100). Please see your CCMC guidelines for full details.

# Trip-Interruption Expense Reimbursement\*†

If a mechanical breakdown disables your vehicle overnight more than 100 miles from your residence, CCMC will reimburse you for receipted expenses incurred for alternate transportation, food and accommodations for the first three consecutive days while the vehicle is being repaired. Reimbursement is limited to \$300 per day for a maximum of 3 days, for a total of \$900.

**YOU MUST CONTACT EMERGENCY ROADSIDE ASSISTANCE AT **1-800-594-8500** IN ADVANCE FOR PRE-AUTHORIZATION OF CLAIMED EXPENSES.** This line is available 24 hours a day, 365 days a year.

Once authorization has been given, your Roadside Assistance representative will assist you in making the necessary arrangements. Insurance deductibles, expenses and claims paid by your insurance company or other provider are not eligible for reimbursement.



\* Available during the 12-month/12,000-mile Limited Warranty period.

† Acura TLC Roadside Assistance is provided at no additional cost during the term of the New Vehicle Limited Warranty period and during the term of the Certified Pre-Owned warranty. Beyond those limits, AcuraLink can still be used to obtain emergency roadside services by simply contacting Acura Roadside Assistance (**1-800-594-8500**). Non-covered services require a separate payment at the time of service. For additional warranty coverages, please consult your specific program details.

## Concierge Service\*

Concierge Service provides a package of benefits for your security and convenience.

- Urgent message relay
- Emergency cash advance through Western Union  
(Subject to personal credit-card authorization)
- Emergency airline reservations and ticketing assistance
- 24-hour weather information
- Insurance assistance to help contact your agent after an accident
- Auto-glass-replacement referral (for your vehicle repair)
- Arrangement for the emergency shipment of personal items  
(medications, eyeglasses, documents, etc.)

Cross Country Motor Club is solely responsible for the listed benefits.



\* Available during the 12-month/12,000-mile (whichever occurs first) Limited Warranty period.

## Required Maintenance Record

Have your servicing dealer record all required maintenance below.  
Keep receipts for all work done on your vehicle.

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## Non-Scheduled Maintenance Record

Additional maintenance may be required if you operate your vehicle under severe driving conditions. See your original Owner's Manual for the maintenance schedule for severe conditions.

