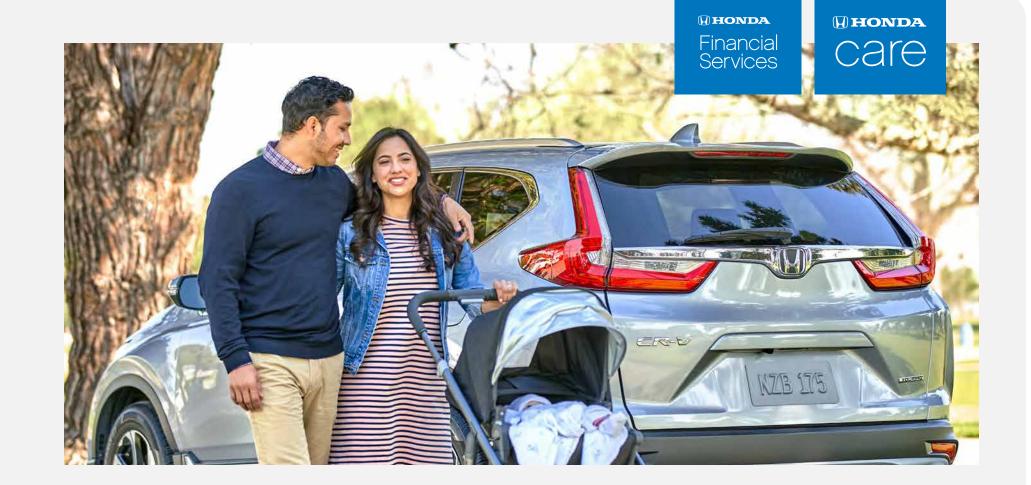
### Honda Care

# Vehicle Service Contracts

Roadside assistance and travel protection benefits overview for Honda vehicles.



#### Rental-Car Reimbursement

Honda Care® may reimburse you up to \$35 a day for up to 6 days, should your Honda require any covered repairs. For details, see the Rental Vehicle Reimbursement section of your Vehicle Service Contract (VSC).

Honda Care Family Plan<sup>3</sup> (for New, Sentinel Services, and Sentinel Plus Plans

only): Roadside assistance family plan benefits cover up to 5 Honda or Acura

passenger vehicles or Honda motorcycles registered to the same household

#### Roadside Assistance<sup>1</sup>

- 24-Hour Roadside Assistance
- Towing Services<sup>1</sup>
- Lockout Assistance

#### Concierge Services<sup>1</sup>

- Emergency Cash Advance: Concierge can arrange for the delivery of up to \$1,000 to any of 10,000 Western Union offices nationwide (subject to the customer's personal credit-card-line authorization).
- Insurance Claim Assistance: Concierge can contact an insurance claims adjuster to aid in expediting claims.
- Emergency Airline Tickets: If a customer's Honda vehicle is disabled, Concierge can assist in determining available flights and ticketing and can arrange for the delivery of airline tickets.
- Auto-glass-replacement referral
- Shipment of personal replacement items

### Trip-Interruption Benefit<sup>1</sup>

- Provides coverage for meals and lodging up to \$100 a day for up to 3 days
- Must be more than 100 miles from home
- Must be a covered repair or factory warranty repair service
- Must be due to mechanical breakdown

Commercial Coverage is Available for New Honda Care Plans

Payment Plan Available

Transferable Coverage

Honda Care Roadside Assistance Customer Perspective

• Battery Jump-Start

• Tire Change

Fuel Delivery<sup>2</sup>



In the U.S. or Canada.

CALL

800-594-7400

"Hello, Honda Care Roadside Assistance. How may I help you?"



- Location
- Customer Information

**INFORMATION** 

- Vehicle Information
- Type of Service Required
- Locate Nearest Authorized Honda Dealer and Vendor Facility (17,000 Nationwide)



#### **CCAS National Networks**

- Towing
- Lockout Service
- Roadside Assistance<sup>1</sup>



Confirmation call to customer 7-10 minutes after service is secured.





**END GOAL:** 

SATISFIED CUSTOMER

- Direct call to customer
- Customer satisfaction surveys conducted

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This document is intended to provide an overview of coverage and benefits. Actual coverage, limitations, and exclusions may vary. Ask your Honda dealer or see the actual terms and conditions. For complete details, see your service contract and motor club membership benefits guidelines. Please visit our website at: hondafinancialservices.com/vsc-contracts

- <sup>1</sup> Benefit provided by motor club. When you buy Honda Care, motor club enrollment is provided at no additional charge.
- <sup>3</sup> Honda Care Family Plan benefits cover up to 5 Honda or Acura passenger vehicles or Honda motorcycles registered to the same household address.

# Keeping Your Vehicle Covered

Honda Care VSCs can cover repairs for many components\* of your vehicle after the original factory warranty has expired. From the drivetrain to the stereo system, Honda Care can potentially save you thousands of dollars in repairs.

### Service You Can Depend On

All repairs are performed by factory-trained Honda technicians using Honda Genuine parts.<sup>1</sup>

ABS/ VSA<sup>®</sup> Modulator:

\$770<sup>\*</sup>

Air-Conditioning System:

\$3,000 - \$4,000<sup>\*</sup>

**Auto Transmission:** 

\$4,000 - \$5,000<sup>\*</sup>

Backup Camera:

\$230\*

Bluetooth® HandsFreeLink®:

\$1,413<sup>\*</sup>

**Engine:** 

\$8,000 - \$10,000\*

Navigation Display:

773\*

Navigation System: \$1,713\*

Power Steering Rack:

\$1,901<sup>\*</sup>



2019 Honda CR-V EX

## Honda Care Extensive Component Coverage\*

#### Accessories

Honda Genuine Electronic/Audio Accessories • Factory-Installed Navigational and Security Systems • Communication Devices and Accessories

#### Adaptive Technologies

Lane Departure Warning • Lane Keeping Assist System • Forward Collision Warning • Adaptive Cruise Control • Road Departure Mitigation System • Forward Collision Warning • Collision Mitigation Braking System

#### Air Conditioning/Heating

Compressor • Expansion Valve • Orifice Tube • High-Pressure Hoses • Compressor • Clutch & Pulley • Field Coil • Condenser • Condenser Fan • Evaporator Core • Receiver Drier • Accumulator • Metal Refrigerant Lines • O-Ring Seals • Idler Pulley Bearing • Temperature Control Unit • Heater Control Cables • A/C Blower Motor • Blower Motor Resistor • Heater Core

#### **Automatic Transmission**

Transmission Control Module • Lockup Control Solenoid • Shift Control Solenoid • Shift Interlock System • Shift Cable • Throttle Pressure Control Cables • Vacuum Modulator • Transmission Case and all internally lubricated parts • Torque Converter • Flexplate • Transmission Mount(s) • Oil Pan • Seals/Gaskets for above-stated

#### **Brakes**

ABS Electronic Control Unit • ABS Pump • ABS Switch • ABS Wheel Sensors • Master Cylinder • Vacuum Assist Booster • Check Valve • Disc Brake Calipers • Wheel Cylinders • Compensating Valve • Hydraulic Brake Hard Lines and Fittings • Parking Brake Lever Assembly • Parking Brake Linkage and Cables • Self Adjusters • Springs • ABS Modulator • Brake Accumulator • Dust Shields • Backing Plates

#### **Cooling System**

Radiator • Thermostat and Housing • Coolant Temperature Switch • Radiator Cooling Fan Motor • Cooling Fan Blade • Cooling Fan Shroud • Cooling Fan Switch • Cooling Fan Relay • Cooling Fan Timer • Cooling Fan Clutch • Coolant Recovery Tank • Seals/Gaskets for above-stated parts

#### Drive Axle System (front and rear)

Drive Lines • Constant Velocity Joints and Boots • Hub Bearings • Axle Bearings • Axle-Shafts • Seals/Gaskets for above-stated parts

#### Electrical

Starter • Alternator • Voltage Regulator • Nickel-Metal Hydride Battery for Hybrid Vehicles • Front or Rear Windshield Wiper Motor • Front or Rear Windshield Wiper Washer Unit • Power Window Motor and Regulator • Starter Solenoid • Mileage Computer • Wiring Harnesses • Manually Operated Switches • Electrically Operated Switches • Oil Pressure Switch • Distributor • Igniter • Ignition Coil • Electronic Combination Entry System • Computerized Timing Control Unit and Sensors • Sunroof Motor • Power Seat Motor(s) • Antenna Motor and Mast • Power Door Lock Actuators • Rear Window Defogger • Factory-Installed Anti-Theft System • Horns • Digital or Analog Instrument Cluster • Electrical Motors and Control Units

#### Engine

Cylinder Block • Crankshaft • Main Caps • Main Bearings • Pistons and Pins • Piston Rings • Connecting Rods and Caps • Rod Bearings • Cam Shaft(s) • Cam Bearings • Timing/Balance Shaft Belts (failures only) • Timing Gears • Timing Belt (failures only) Tensioners and Bearings • Timing Belt Cover • Water Pump and Pulley • Oil Pump • Oil Pan • Cylinder Head(s) • Valve Cover(s) • Rocker Arms and Adjusting Screws • Rocker Shafts • Rocker Bushings • Intake and Exhaust Valves • Valve Springs • Valve Retainers • Valve Guides and Seals • Pushrods • Lifters • Followers • Engine Mounts • Intake Manifold • Exhaust Manifolds • Serpentine Belt Tensioner • Seals/ Gaskets for above-stated parts

#### Fuel Delivery

Throttle Body • Throttle Cable • Fuel Delivery Pump • Relay • Fuel Injectors • Fuel Distributor • Fuel-Injection Pump • Anti-Detonation Sensors • Computerized Mixture Control Unit and Sensors • Fuel Tank and Sending Unit • Metal Fuel Delivery Lines • Seals/Gaskets for the above-stated parts

#### **Manual Transmission**

Shift Linkage/Cables • Transmission Case and all internally lubricated parts • Flywheel • Clutch Master and Slave Cylinders • Transmission Mount(s) • Seals/Gaskets for above-stated parts

#### **Manual Components**

Window Regulators • Window Run Channels • Seat Tracks • Door Latch Assembly • Lock Cylinders

#### Rear Differential

Differential Housing and all internally lubricated parts • Axle Bearings • Seals/Gaskets for above-stated parts

#### **SRS System**

SRS Control Unit • SRS Cable Reel • Airbags • Airbag Sensors

#### Steering

Steering Column • Steering Gear Box • Rack & Pinion Housing and all internally lubricated parts • Power Steering Pump & Pulley • Inner and Outer Tie Rod Ends • Tie Rod Adjusting Sleeves • Seals/Gaskets for above-stated parts

#### Suspension System (front and rear)

Upper and Lower Control Arms • Control Arm Shafts and Bushings • Upper and Lower Ball Joints • Stabilizer Bar, Links and Bushings • Coil Springs • Spindles • MacPherson Strut Cartridge, Strut Bearing, Spring, Spring Seat and Spring Mount • Shock Absorbers

#### Enhanced Coverage<sup>2</sup>

Catalytic Converters • Headlamps, Tail Lamps, Turn Signal, all Light Bulbs, LEDs, LCDs (except for breakage) • Cargo/Sunshade Cover Retractor Mechanisms

#### **Exclusions**

Exclusions include, but are not limited to, body parts, tires, maintenance items, glass, trim, carpeting and ornamentation. Claims cannot exceed the cash value of the vehicle.

This document is intended to provide an overview of coverage and benefits. Actual coverage, limitations, and exclusions may vary. Ask your Honda dealer or see the actual terms and conditions. For complete details, see your service contract and motor club membership benefits guidelines. Please visit our website at: hondafinancialservices.com/vsc-contracts

\* Prices listed are based on average dealer parts costs of most Honda models. Prices do not include labor or sales tax; dealers set their own prices. Actual coverage, limitations and exclusions may vary. Refer your clients to their Honda Care VSC booklet for contract and coverage terms. Components listed are covered when vehicle is driven under normal conditions.

<sup>1</sup> If no Honda dealership is available within towing distance, repairs may be made at a Honda

<sup>2</sup> For contracts purchased on or after October 1, 2019.