

Formula Honda Premium Vehicle Care



Premium Warranty Program & National Roadside Rescue Assistance

754 North East Road
Modbury, SA 5092

Ph: (08) 8265 9555
Fax (08) 8263 2880

formulahonda.com.au



Welcome & thank you for purchasing your vehicle from Formula Honda.

Our aim is to create an experience that will exceed your expectations and make your purchase a truly memorable experience.

We have provided you with our Premium Vehicle Care that gives you additional protection for you and your vehicle.

The additional coverage we have provided is our way of ensuring that you and your vehicle obtain the highest standard of support and service.

We will endeavour to deliver the highest standard of support and service for all of your motoring needs for the years ahead.

Regards,

Dealer Principal



What do we protect you against?

The warranty plan

Formula Honda agrees to repair or replace any components that are defective in material and/or workmanship for the vehicle described in the owners schedule when such repair or replacement is necessitated by the failure of any components during the period of cover, **provided that repair or replacement is first authorised by Formula Honda or its administrator.**

When does this contract begin and end?

Period of cover

Cover under this contract begins at the expiration of any statutory or manufacturer's warranty. It ends when any of the following happens:

- The period stated in the application ends or the km's nominated are reached
- The vehicle is repossessed by any financier who has a security interest in it
- The vehicle is damaged beyond economic repair

How will this plan benefit you?

- This plan will ensure your vehicle is kept in the best possible condition.
- Regular servicing and maintenance will result in lower fuel costs and emissions output.
- Keeping your vehicle in top condition will also ensure greater resale value and the highest level of operating safety standards will be maintained.
- No excess on repairs
- Australia Wide Coverage

General conditions

- The contract is between Formula Honda (the company) and the purchaser
- In the event of any breach of this agreement by the purchaser, the company reserves the right to cancel the contract
- This contract is transferable only if you have serviced your vehicle with us for the full period of the contract.

Transferring this warranty

We will provide a free road worthy inspection and provided you rectify any defects that are not covered by this contract and that are required for a road worthy certificate to be issued.

We will then require the new owners details and we will transfer the warranty with the administrator.



Your duty in relation to servicing?

What do I need to do

From the date of purchase of the vehicle, you must service the vehicle as per manufacturer's specifications at the recommended intervals.

To obtain the additional warranty provided by the company, it is recommended that the vehicle be returned to Formula Honda for service and repairs.

Please Note:

If your vehicle has not travelled the distance in km's indicated for your next service it is also a requirement that your vehicle is serviced according to the time intervals nominated by the manufacturer.

Repair procedure

In the event of a failure likely to give rise to a claim under this contract of warranty, the customer must return the vehicle to the dealership. If failure occurs outside a 100km radius of the dealership, take your vehicle to the nearest Honda Dealer and advise them of this warranty plan. **Prior to any repair, an authorisation must be obtained from our dealership or its administrator.**

The service advisor will contact the warranty administrators for notification of warranty and cover. You should present this book to the dealer service representative at the time of notification of a potential claim.

Owner's responsibilities

The things you are responsible for in maintaining and servicing the vehicle include each of the following:

- Brake and clutch adjustment and relining
- Engine tuning and adjustment
- Wheel alignment and balancing
- Steering adjustment
- Cleaning of components, including the radiator
- Gassing of the air conditioner, including replacement of the receiver dryer
- Replacement of oils, filters, globes, belts and batteries
- Any other maintenance items specified by the vehicle manufacturer in its service handbook

Limits of liability

The limit of liability under this contract is up to the purchase price of the vehicle for the full term of this contract.

Exclusions

- Squeaks, Rattles & Trim items

Note: Any faults/defects occurring during the statutory warranty or manufacturer's warranty period **MUST** be reported / rectified during the applicable warranty period.



Additional Benefits

Towing

- The Company will reimburse to the owner reasonable towing charges actually paid and necessarily incurred consequent upon a failure covered by this Contract. The total liability of the Company in respect of towing charges shall not exceed \$100 for any single claim.

Car Hire

- If, consequent upon a failure covered by this Contract, the vehicle is immobilised for more than three consecutive days after the date of authorisation of repairs by the Company, the Company will thereafter contribute up to \$60 per day for a maximum of 1 week towards the cost actually incurred by the owner in hiring a rental car. The Company shall not be liable to contribute if delay in the carrying out of repairs is due to the action or inaction of the owner after authorisation of repairs by the Company.

Accommodation

- If consequent upon a failure covered by this Contract, beyond 100 kilometres from your usual residence, the vehicle is immobilised for more than one day, the Company will contribute up to \$100 towards the cost of meals and accommodation reasonably incurred as a result.

National Roadside Rescue Assistance

Roadside Rescue Assistance is a available anywhere, anytime throughout Australia and no waiting or qualification period is required.

Roadside Rescue Assistance is available for all types or ages of vehicle from passenger to heavy Commercial provided that the vehicles are in a roadworthy condition.

Where a call is made requesting service under the Roadside Rescue Assistance, additional costs may be charged * see additional services fee charged overleaf.

Once a call for help is received, a mobile service is immediately dispatched to the scene to rectify on the spot, the following roadside difficulties:

Flat Battery: If your battery is flat we will jump-start your battery.

Flat Tyre: Flat or damaged Tyre? We will come to you and change over the flat or damaged Tyre with your spare wheel & jack

Out of Fuel: we will come to you and provide enough fuel to get to you going and back on the road again (max 5 litres—excludes LPG)

Locked/Lost Keys: where possible we will access your car or we can arrange to seek spare keys to get into your car and going again.

Breakdown Towing: If we cannot get your vehicle back on the road, we will arrange for a specialist

to tow your vehicle to the nearest service centre for repairs.

Eligible Vehicles: subject to the terms and conditions stated, Roadside Rescue Assistance is provided for all vehicles that are in a roadworthy condition.

General Conditions: this contract is only applicable to the person and vehicle that this agreement was issued to. This contract is not transferrable to any vehicle or owner in the event that the vehicle is sold.

Verification of Eligibility or identity: in all cases it is within our technicians absolute discretion to determine what means are acceptable to it in relation to a customers identity. A customer maybe asked to present valid photo ID prior to the service being carried out.

General Limitations: the method of delivery of Services will be at the sole discretion of the technicians without limitation, regarding the type, method or provider of transportation and/or service provision provided or paid for. We accept no liability for any advice we provide and may amend, vary or withdraw any aspect of the service at any time.

Additional Service charges: where a call is made requesting service under the Roadside Rescue service, additional fees may apply, but not limited to the following:

- Where the nominated driver is not at the vehicle when the service technician arrives or when a

technician arrives the vehicle is not at the place where the person requesting service said it would be.

- Replacement parts are not covered under the entitlements of this program, however replacement parts, including batteries, new lock barrels, glass and any other parts needed to repair the nominated vehicle are at the cost of the driver.

- Where service is required in large car parks, the driver will be required to meet the roadside technician at a pre-determined meeting point. All cost associated with entry and exiting car-parks will be charged to the driver.

- Where the service quoted requires an additional technician or the vehicle/incident reports varies significantly from that quoted by the customer at the time of booking.

Additional service fees may apply for Towing if:

- the vehicle is not towable by a standard towing vehicle
- the vehicle is damaged as a result of fire outside the engine bay Bugged on private property or on a public highway not trafficable to normal two-wheel drive vehicles
- For vehicles requiring specialist towing requirements
- For vehicles which cannot be opened or started because keys have been lost or locked inside the vehicle



Components not included

- Maintenance items
- Adjustments
- Body panels & body hardware
- Paintwork
- Trim
- Glass
- Friction materials (including clutch components)
- Radiators
- Tyres
- Batteries
- Hoses
- Belts
- Mufflers/Exhaust/Particulate Filter
- Catalytic converters
- Lubricants & all other expendable items

What is not covered?

This contract does not cover repair or replacement of any component:

1. Required by way of normal maintenance and servicing.
2. Damaged as a result of failure to carry out proper servicing and maintenance.
3. Damaged as a result of misuse or abuse of the Vehicle.

4. Damaged as a result of the operation of the Vehicle after it is known to be defective.
5. Modified from the manufacturer's original specifications.
6. Which has not itself broken unless necessary as part of the repair or replacement of any component covered under the Contract.
7. Any after market component/accessories fitted to the vehicle.
8. Necessary due to gradual reduction in operating performance caused by normal wear and tear having regard to the age of the Vehicle and total kilometres which it has travelled.
9. Covered by manufacturers', repairers or statutory warranty or for which the manufacturer is otherwise liable or accepts responsibility.
10. Necessary as a result of fire, accident, flood, hail, corrosion or deliberate act.
11. Damage by racing, rallying, speed trials, like activities or by overloading of the Vehicle.
12. Damage as a result caused by LPG (unless factory fitted).

For more than 20 years the friendly staff at Formula Honda have been selling and servicing new and used vehicles in and around Adelaide. During this time we have won many awards, but most recently Formula Honda was announced as recipient of the 2012 Honda Dealer Excellence award which recognises many facets of the business including sales and service customer satisfaction.

This plan and any related documentation may not be copied or imitated in whole or in part without written consent from Automotive Dealer Services Pty. Ltd. ABN 22 131 303 645.

ADS

**Warranty Administrators
Automotive Dealer Services Pty. Ltd.
ABN 22 131 303 645**

Claims phone: 1300 798 796

Formula Honda

754 North East Road
Modbury, SA 5092

Ph: (08) 8265 9555

service@formulahonda.com.au

Opening Hours

**Monday to Friday
8.00am to 5.00pm**

**Warranty Claims
Ph: 1300 798 796**

**Marshalls Roadside Assistance
Ph: 1300 627 742**



HONDA