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## INTRODUCTION

**THIS PREPAID MAINTENANCE AGREEMENT IS NOT AN INSURANCE CONTRACT OR A WARRANTY. PURCHASE OF THE CONTRACT IS OPTIONAL AND IS NOT REQUIRED AS A CONDITION TO FINANCE, LEASE OR PURCHASE THE VEHICLE.**

### A. IMPORTANT INFORMATION:

- This CONTRACT booklet defines the prepaid maintenance services available for YOUR VEHICLE. Please see section “II. COVERAGE”, page “3” for more details.

### B. TERM OF COVERAGE:

The prepaid maintenance services provided under the Honda Care Sentinel Services plans begins on the EFFECTIVE DATE. The coverage for YOUR VEHICLE expires on the CONTRACT EXPIRATION DATE or when the VEHICLE’s odometer reaches the CONTRACT EXPIRATION MILEAGE, whichever occurs first. Please see section “I. KEY TERMS”, page “2” for assistance with definitions.

### C. CONSENT TO CONTACT YOU:

- YOU expressly consent to OUR using prerecorded/artificial voice messages, text messages and/or automatic dialing equipment while servicing your account, as allowed by law. YOU agree that calls to or from US may be monitored or recorded, as allowed by law.

## I. KEY TERMS

- **AHM:** means American Honda Motor Co., Inc. PO Box 2225 Torrance, CA 90509-2225 (800) 999-1009.
- **COMPLIMENTARY MAINTENANCE PERIOD:** if provided by the manufacturer for YOUR VEHICLE, means the period during which maintenance benefits are provided under a manufacturer’s complimentary maintenance program. **During the COMPLIMENTARY MAINTENANCE PERIOD (if applicable) oil changes and tire rotations are not provided under this CONTRACT.**
- **CONTRACT:** means this Honda Care Sentinel® Prepaid Maintenance Agreement.
- **DEALER:** means an authorized Honda dealership.
- **EFFECTIVE DATE and MILEAGE:** means the date and mileage that YOUR CONTRACT coverage begins. Coverage begins from the date YOU purchased YOUR CONTRACT and at the miles on the odometer on the date, as shown on YOUR IDENTIFICATION PAGE

- **EXPIRATION DATE and MILEAGE:** means the date and/or mileage when YOUR CONTRACT is no longer active. YOUR CONTRACT expires when the number of months for the plan term, calculated from the EFFECTIVE DATE is reached, or if the added plan term mileage is reached, whichever occurs first.
- **IDENTIFICATION PAGE:** means the page on the inside front cover of this CONTRACT.
- **PARTICIPATING DEALERS:** means a DEALER that has elected to participate in the sale of and provision of services under this CONTRACT.
- **PRICE:** means the total price that YOU paid for this CONTACT as shown on the IDENTIFICATION PAGE.
- **SELLING DEALER** means the DEALER where this CONTRACT was purchased named on the IDENTIFICATION PAGE.
- **UNITED STATES:** means the 50 United States and the District of Columbia, and does not include Puerto Rico, Guam or other territories and possessions of the United States of America.
- **VEHICLE and YOUR VEHICLE:** means the VEHICLE identified on the IDENTIFICATION PAGE of this CONTRACT.
- **WE, US, OUR and OBLIGOR:** means the service contract provider, American Honda Protection Products Corporation, a wholly owned subsidiary of AHM, P.O. Box 2225, Torrance, California 90509-2225, (800) 999-5901.
- **YOU and YOUR:** means the CONTRACT holder named on the IDENTIFICATION PAGE, as the person(s) entitled to coverage and benefits under this CONTRACT and any valid transferee.

## II. COVERAGE

WE will arrange for the services described herein during the CONTRACT period. **The CONTRACT period begins on the EFFECTIVE DATE and MILEAGE and ends on the EXPIRATION DATE and MILEAGE, whichever occurs first.**

- **OUR obligations under this CONTRACT are subject to the satisfaction of all terms and within. The limit of liability for this CONTRACT shall not exceed the following: no single claim can exceed the current retail value of YOUR VEHICLE (as determined by nationally recognized used vehicle price guides), and the aggregate total of all claims cannot exceed the amount YOU paid for YOUR VEHICLE (exclusive of tax, license, other fees, or add on accessories).**
- **Sentinel Services coverage is not a maintenance contract and does not provide coverage for the required maintenance services specified in YOUR VEHICLE's Owner's Manual or as otherwise specified by US. Sentinel Services provides you with coverage for labor, parts and fluid for only oil changes and tire rotations at the intervals indicated by the**

**Maintenance Minder™. AHM will make available YOUR VEHICLE'S manual, which will detail maintenance requirements. If You did not receive a copy of YOUR VEHICLE'S manual, when You purchased YOUR VEHICLE, please contact AHM or the SELLING DEALER that sold You YOUR VEHICLE to receive a copy.**

**A. OIL CHANGES:**

This CONTRACT provides YOU with oil and filter changes for YOUR VEHICLE for the term of this CONTRACT at the intervals indicated in YOUR VEHICLE'S Owner's Manual and by YOUR VEHICLE's "Maintenance Minder". The "Maintenance Minder" monitoring system in YOUR VEHICLE is designed to alert YOU when the remaining engine oil life reaches 15%. Oil and filter service should be performed prior to the engine oil life reaching 5% or less. **Note: No oil and oil filter changes are provided under this CONTRACT during the COMPLIMENTARY MAINTENANCE PERIOD, if applicable to YOUR VEHICLE.**

- Service is limited to oil and filter changes performed at PARTICIPATING DEALERS for a value of up to \$45 per service for zero weight oil.
- Reimbursement is based on the required oil viscosity indicated in YOUR VEHICLE'S Owner's Manual. YOU ARE RESPONSIBLE FOR ANY CHARGES EXCEEDING THE ABOVE LIMITS IN CONNECTION WITH OIL/FILTER CHANGES UNDER THIS CONTRACT.

**B. TIRE ROTATIONS (Model Year 2023 and newer):**

This CONTRACT provides coverage for tire rotations at the intervals indicated by YOUR VEHICLE'S Maintenance Minder system, and as described in YOUR VEHICLE'S Owner's Manual. **This service is limited to tire rotation performed at PARTICIPATING DEALERS. Note: No tire rotations are provided under this CONTRACT during the COMPLIMENTARY MAINTENANCE PERIOD, if applicable to YOUR VEHICLE.**

**III. WHAT IS NOT COVERED (Non-covered Parts, Maintenance, and Services)**

- A. Expenses for any maintenance service, other than oil and filter changes and tire rotations at the intervals specified in YOUR VEHICLE'S Owner's Manual and by YOUR VEHICLE'S Maintenance Minder.**
- B. Parts or services not listed in section "II.", subsections "A." and "B." of this CONTRACT.**
- C. Repairs.**
- D. Any consequential or incidental pecuniary damages, including but not limited to failure of a covered part damaged by a non-covered part; loss of use the VEHICLE; loss of time; inconvenience; lost revenue;**

**failure to realize expected savings; or any other economic loss of any kind.**

- E. Any service that is recommended pursuant to recall announcements by AHM that applies to YOUR VEHICLE.**
- F. In-home service and transportation costs.**

#### **IV. CANCELLATION OF CONTRACT**

YOU have the right to cancel this CONTRACT at any time for any reason subject to the terms below

- A. If YOU cancel this CONTRACT during the initial sixty (60) days following YOUR receipt of this CONTRACT, you will receive a full PURCHASE PRICE refund, if no services have been rendered to or on behalf of YOU.**
  - If services have already been rendered to or on behalf of YOU, the refund will be the lesser amount calculated as:
    - A time pro-ration based upon the time expired; or
    - A mileage pro-ration based upon the number of miles driven.
- B. After sixty (60) days following YOUR receipt of this CONTRACT, YOU may cancel this CONTRACT and receive a pro-rata refund based on the time expired or miles driven, whichever results in the lesser amount, less the cost of any claims paid.:**
  - A time pro-ration based upon the time expired; or
  - A mileage pro-ration based upon the number of miles driven.

**ALL CANCELLATION REFUNDS AFTER SIXTY (60) DAYS FOLLOWING YOUR RECEIPT OF THIS CONTRACT ARE SUBJECT TO A PROCESSING FEE OF \$25.**

- C. To cancel this contract, contact YOUR DEALER or US to obtain or complete a Cancellation Request Form.**
  - We will issue a refund, if any, to YOU. However, if YOU financed this CONTRACT, the refund may be payable to the lender or finance company (if any) that financed the purchase of this CONTRACT **unless YOU provide US with written verification from the lender or finance company that the amount financed has been repaid in full.**
  - If YOU financed the purchase of this CONTRACT, payment of the refund according to the Finance Agreement constitutes payment to YOU, and YOU agree that YOU have no claim against US, or the DEALER based upon such payment.
  - **We do not expressly reserve the right to cancel.**

**IF CANCELED, COVERAGE CANNOT BE REINSTATED.**

**D. Notwithstanding the foregoing, if YOUR VEHICLE came with COMPLIMENTARY MAINTENANCE PERIOD from the manufacturer, the period during which YOU may cancel this CONTRACT and receive a full PURCHASE PRICE refund, if no services has been rendered to or on behalf of you, begins on the date you purchased YOUR CONTRACT and ends 60 days following the expiration of the COMPLIMENTARY MAINTENANCE PERIOD. If services were rendered during this period to or on behalf of YOU under this CONTRACT, YOU may cancel this CONTRACT and receive a pro rata refund based upon based on the time expired or miles driven, whichever results in the lesser amount. If YOU cancel this CONTRACT after 60 days following the expiration of the COMPLIMENTARY MAINTENANCE PERIOD, YOU may cancel this CONTRACT and receive a receive a pro rata refund based upon based on the time expired or miles driven, whichever results in the lesser amount. ALL CANCELLATION REFUNDS AFTER SIXTY (60) DAYS FOLLOWING expiration of the COMPLIMENTARY MAINTENANCE PERIOD ARE SUBJECT TO A PROCESSING FEE OF \$25.**

## **V. TRANSFER OF CONTRACT**

The original retail CONTRACT purchaser may transfer this CONTRACT and all rights and obligations herein to a purchaser of the VEHICLE (private party to private party) for the remainder of the original CONTRACT period.

### **A. TRANSFER PROCEDURES:**

Provide US or the DEALER

- a. Completed TRANSFER OF CONTRACT form (see page 8)
- b. This CONTRACT.
- c. A \$50.00 transfer fee payable to the DEALER; and
- d. Documentation evidencing private party sale, change of ownership and odometer reading (the actual miles traveled, measured by an operative, unaltered odometer) on the date of transfer.

### **B. TRANSFER CONDITIONS:**

- a. THIS CONTRACT CAN ONLY BE TRANSFERRED TO A PRIVATE OWNER, WITHIN 20 DAYS OF CHANGE OF VEHICLE OWNERSHIP.
- b. THIS CONTRACT CANNOT BE TRANSFERRED TO ANOTHER VEHICLE, TO A VEHICLE DEALER OR TO THE CUSTOMER OF A VEHICLE DEALER, OR TO A LENDER.

## VI. ARBITRATION

This **CONTRACT** contains a binding arbitration provision, which requires all disputes related to the **CONTRACT** to be resolved by arbitration and not in a court of law. The results of any arbitration proceeding are generally final and binding on both **YOU** and **US**. Please read the following carefully as it may affect your legal rights, including the right to file a lawsuit in court.

Any controversy or claim arising out of or relating to this **CONTRACT**, or a breach hereof, shall be settled by arbitration according to the Commercial Arbitration Rules of the American Arbitration Association. Judgment upon the Arbitrator's award may be entered in any court having jurisdiction thereof. **YOU** must notify **US** in writing of **YOUR** intent to seek arbitration at the following address:

Honda Care Contract Services  
P.O. Box 2225  
Torrance, CA 90509-2225

## VII. WHEN YOUR VEHICLE REQUIRES SERVICE

- **Contact YOUR DEALER to make an appointment to have YOUR VEHICLE serviced.**
- **In the event that this is not possible, please contact US for the location of the nearest PARTICIPATING DEALER by calling TOLL FREE (800) 999-5901.**
- **In the event YOU have any questions concerning the servicing of YOUR VEHICLE, please contact US.**

## VIII. NOTICE

BY ENTERING INTO THIS **CONTRACT**, **YOU DO NOT WAIVE ANY WARRANTIES THAT MAY BE IMPLIED BY LAW**. Further, **YOU** are advised that there are state and federal laws that protect **YOUR** interests as a consumer. If a problem cannot be resolved with **US**, **YOU** may have other rights and remedies available to **YOU**.

**If YOU have any questions regarding this CONTRACT, please contact Honda Care Contract Services at 1-800-999-5901.**

### **For residents of all states:**

Unless expressly stated otherwise herein, the obligations of the provider under this **CONTRACT** are backed by the full faith and credit of the provider:

American Honda Protection Products Corporation  
P.O. Box 2225  
Torrance, CA 90509-2225  
Attn: Honda Care Contract Service

## TRANSFER OF CONTRACT

To initiate this CONTRACT transfer, YOU must transfer, in writing, this CONTRACT within 20 days following the sale by YOU of the covered VEHICLE.

A \$50.00 transfer fee must be included with YOUR written notice and made payable to the DEALER.

The DEALER will provide documentation and notice to US. On or about 30 days after receipt of the written transfer notice and \$50.00 transfer fee, a new CONTRACT, will be issued to the new owner of the VEHICLE.

## Current Owner Information

Name (Please Print) \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Code \_\_\_\_\_  
Phone Number ( ) \_\_\_\_\_

## New Owner Information

Name (Please Print) \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Phone Number ( ) \_\_\_\_\_  
**Vehicle Identification Number** \_\_\_\_\_  
**Contract #** \_\_\_\_\_  
**Transfer Mileage** \_\_\_\_\_ **Transfer Date** \_\_\_\_\_  
**Authorized Seller's Signature** \_\_\_\_\_  
**Date** \_\_\_\_\_

## Dealer Information

**Original Selling Dealer Name** \_\_\_\_\_  
**Dealer Number** \_\_\_\_\_  
**Authorized Signature** \_\_\_\_\_