

HONDA

The Power of Dreams



Motorcycle Extended Warranty Booklet

Get protection under our wing.



Customer contact details

For all enquiries, please contact:

1300 760 658

Honda MPE Extended Warranty

PO BOX 14459

Melbourne Vic 8001

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Honda MPE Extended Warranty Booklet

Preparation date: 1 May 2007
Honda Australia Motorcycle and
Power Equipment Pty. Ltd.
ABN 96 006 662 862 (trading as Honda MPE)

Dear customer

This booklet sets out the terms, conditions and limitations that apply to the Honda MPE warranty. Before completing the Warranty application, please read this booklet carefully in order to gain an understanding of what is covered. Please keep this booklet in a safe place.

Servicing Requirements

A requirement of the warranty is that the Motorcycle has been and will continue to be regularly serviced. It is therefore important that you fully understand and comply with the servicing requirements contained in the owner literature applicable to the Motorcycle.

If for any reason you need replacement owner literature, please contact your authorised Honda MPE franchisee.

If you need to claim

Immediately notify your authorised Honda MPE franchisee. If it becomes necessary to make a claim under this warranty, such repairs can be performed by any Authorised Honda MPE franchisee. Their service departments have factory-trained technicians and the modern equipment necessary to provide expert service for the Motorcycle.

Privacy statement

Why Honda MPE needs to collect your personal information

Honda MPE collects and uses your personal information primarily for the purpose of providing services associated with your Honda Motorcycle (including warranty, recall and roadside assistance) to you as the owner/rider of a motorcycle that we have imported and distributed.

We may also use your personal information for customer service requirements, direct marketing (including email), market research, and product development purposes. By signing the Warranty application you consent to us using your personal information for such use.

You can choose not to provide your personal information, but Honda MPE may not be able to process your Warranty application without it.

At any time you may opt out of receiving any communications from us (other than as required for our primary purpose or by law) by notifying us in writing by contacting the Privacy Officer on the details as provided in this booklet.

What personal information about owners and drivers does Honda MPE collect?

Honda MPE may hold the following information about you:

- Name, address, telephone number(s).
- Motorcycle purchase date.
- Motorcycle details.
- Name of selling Motorcycle franchisee.
- Any additional information you provide during contact with us, such as when you contact our Customer Relations Department, log in to our web site, or call us for roadside assistance.
- Any information you may provide to us through customer surveys.

Who will Honda MPE disclose your personal information to?

Honda MPE may disclose your personal information on a confidential basis to:

- the advisers, consultants and contractors it ordinarily engages for the purposes described previously;
- the administrators of the warranty (in particular Swann Insurance (Aust) Pty Ltd of GPO Box 9916, Melbourne, Vic, 3001).
- Honda MPE's related companies; and
- one or more Honda MPE franchisees for use only in connection with their activities as a Honda MPE franchisee.

Accessing and updating your personal information

If you wish to:

- submit changes or corrections to your personal information;
- request access to the personal information we hold about you;
- request a copy of the Honda MPE privacy policy; or
- exercise your right to be excluded from direct mail campaigns and market surveys,

you may notify us by writing to the following address:

Privacy officer – Honda MPE
1954 – 1956 Hume Highway
Campbellfield VIC 3061
Fax (03) 9357 9895

You may also contact the Privacy Officer by phone on (03) 9270 1111 during normal business hours to discuss any concern you may have in relation to your personal information, or the Honda MPE privacy policy.

The full text of the Honda MPE privacy policy is available on our web site

www.hondampe.com.au

Your authority

By signing the Warranty application, you consent and authorise Honda MPE to collect, maintain, use and disclose your personal information in the manner set out in the privacy statement above.

If at any time you provide the personal information of another person to us, then you must first ensure that the person (or their parent or guardian if they are under 18) has read and understood this statement and separately consented to that personal information being used and disclosed for the above purposes.

Our agreement with you

Provided we have accepted your Warranty application and the Warranty price has been paid, we agree to repair or replace any covered part of the Motorcycle that suffers a Mechanical defect during the Warranty period, subject to the terms and conditions of this warranty.

If we do not accept your Warranty application, you will be sent a notice in writing and a refund of the Warranty price paid.

Your contract

This warranty is a contract between you and us.

Your warranty is made up of:

1. The Warranty application; and
2. This warranty booklet;

Together, these documents set out the terms and conditions of your Honda MPE extended warranty.

It is your responsibility to make sure that the details contained in the Warranty application are correct.

Warranty period

This Honda MPE extended warranty will commence on the latest of:

1. The date you sign the Warranty application; or
2. The date the Honda limited warranty expires.
3. The date the Statutory warranty expires.

This warranty will cease according to the type of warranty selected, as stated in the Warranty application.

All warranties cease upon the expiration of the selected plan term, calculated from the commencement date.

Definitions

These words appearing in this warranty have the following meaning:

Authorised Honda MPE franchisee

Means a franchisee appointed by us to sell new and/or used motorcycles of a kind marketed from time to time by us in Australia, and/or to perform services on such motorcycles.

Covered part

Means a component of the Motorcycle that was covered by the Honda limited warranty, but excludes any component described in this warranty booklet under the sub-heading 'What is not covered'.

Mechanical defect

Means a defect in material or workmanship of a covered part. This does not include Normal wear.

Honda limited warranty

Means the original warranty provided by us covering the mechanical components of the Motorcycle.

Normal wear

Means the gradual reduction in operating performance of a Covered part, having regard to the age of the Motorcycle, the use in which the Motorcycle has been put and the total distance the Motorcycle has travelled. This includes corrosion and rust.

Owner literature

Means the Owner's Warranty and Service Policy Manual applicable to the Motorcycle, or any other literature which is approved by us, and is provided by us or an Authorised Honda MPE franchisee to you, in relation to the Motorcycle.

Selling motorcycle franchisee

Means the Authorised Honda MPE franchisee from whom you purchased the Motorcycle.

Motorcycle

Means the motorcycle described in the Warranty application.

Warranty application

Means the application you have completed to take out this cover which contains details specific to you, the Motorcycle and this warranty.

Warranty period

Means the warranty period as described on page 5 under the sub-heading 'Warranty Period'.

Warranty price

Means the amount paid for this warranty as stated on the Warranty application, inclusive of government charges, including without limitation any GST.

We, us and our

Means Honda Australia Motorcycle and Power Equipment Pty. Ltd. ABN 96 006 662 862 (trading as Honda MPE)

You, your

Means the person(s) named in the Warranty application.

What is covered

The benefits conferred under the Honda MPE extended warranty are in addition to all other rights and remedies which you have in relation to the sale or supply of the Motorcycle, including any rights or remedies you may have under the Trade Practices Act 1974 or other statutory provisions in force in any state or territory of Australia.

We agree to repair or replace (at our election) any Covered part of the Motorcycle that suffers a Mechanical defect during the Warranty period, subject to the terms and conditions of this warranty.

The most we will pay in relation to any one claim is limited to the market value of the Motorcycle at the date at which the Motorcycle suffers the Mechanical defect.

The market value is determined by us, based on the age and condition of the Motorcycle and the kilometres it has travelled.

What is not covered

A. This warranty does not cover:

1. any Mechanical defect or costs covered by the Honda limited warranty;
2. deterioration of any item due to Normal wear, unless due to a Mechanical defect;
3. any Mechanical defect attributable to improper storage or high-pressure cleaners and steam cleaners;
4. any Mechanical defect attributable to your failure to comply with the Motorcycle servicing requirements, detailed on page 11 of this booklet under the heading 'Motorcycle servicing';
5. any repairs required as a result of continued operation of the Motorcycle after a defect or fault has occurred (including loss of lubricants or coolant);
6. any claims where we have not been contacted prior to the commencement of repairs or repairs where we have not issued a work authorisation number;
7. damage attributable to any impact or road traffic or other accident;
8. any consequential loss, damage or liability incurred as a result of a Mechanical defect (including personal liability, transportation costs, etc);
9. any damage to a Covered part that was caused by a defect in or malfunction of a non-covered part;
10. any Mechanical defect that has been caused by abuse/misuse of the Motorcycle;
11. any items that require periodic replacement as a part of normal Motorcycle maintenance. These items include, but are not limited to, the cleaning of any component, any adjustable bearings, head stem bearings, wheel balancing, alignment, engine tune-up, intake and exhaust valves, headlight aiming, replacement of light bulbs, spark plugs, distributor points, drive belts, worn clutch, worn brake shoes and pads, filters, lubricants, coolant, tyres and batteries;
12. any maintenance or adjustments required to any Covered part;
13. any repairs or replacements required as a result of any work or adjustment performed by persons other than an Authorised Honda MPE franchisee or the use of other than genuine new or reconditioned Honda replacement parts; or

14. any Motorcycle for which the original Honda limited warranty has been voided.
- B.** This warranty will cease to operate and no claims will be accepted if the Motorcycle:
1. has been modified from our original specifications, including the fitment of a sports kit, even if Honda MPE supplies the kit, and the modifications related to the cause of this fault;
 2. has been fitted with a sidecar, tow-bar, trailer or any other form of attachment;
 3. is being or has been used or tested in preparation for, or participation in any form of motor sport or competition including racing or record attempts;
 4. is being used for the purpose of driver instruction or tuition for reward or the conveyance of passengers for hire or reward (this includes motorcycle rental);
 5. is being used as a police or other emergency motorcycle;
 6. is being used outside Australia;
 7. is being used for a purpose for which it is not designed;
 8. has not been serviced in accordance with the service requirements detailed under 'Motorcycle servicing' on page 11 of this booklet;
 9. odometer reading cannot be determined accurately by the authorised Honda MPE franchisee by virtue of it having been inoperative, tampered with or removed from the Motorcycle;
 10. is being used for commercial or courier purposes.

Motorcycle servicing

It is a condition of this warranty that the Motorcycle has been and will continue to be properly, regularly and punctually serviced, and that you operate the Motorcycle in accordance with the owner literature appropriate to the Motorcycle.

If you do not comply with these servicing and operating requirements, we may refuse a claim or cancel this warranty.

We recommend that all servicing be carried out by an Authorised Honda MPE franchisee. These workshops are equipped with factory-trained technicians and the modern equipment necessary to ensure quality service for the Motorcycle.

When you present the Motorcycle for service, please pass the appropriate owner literature to one of the staff. Once the service is complete, please ensure that the service coupons have been completed and stamped. This information will be needed in the event of a claim.

Transferring this warranty

Only you are entitled to make a claim or receive a benefit from this warranty. At our sole discretion, we may permit transfer to a new owner if you sell the Motorcycle privately.

To request transfer of the warranty you will need to write a letter to us and attach a copy of a current roadworthy/motorcycle inspection report and a copy of the service records for the Motorcycle. The address is set out on the inside front cover of this booklet.

Transfer will not be accepted if the Motorcycle is sold to or through a motorcycle franchisee or trader, unless otherwise approved by us.

Cancelling this warranty

You may cancel this warranty at any time by returning this Honda MPE warranty booklet and the Warranty application to us (at the address on the inside cover of this booklet), with a letter requesting cancellation.

We may also cancel this warranty if you have not fully complied with the conditions of this warranty.

The Warranty price is not refundable.

What you must pay in the event of a claim

You may be asked to contribute toward the repair costs if the type of repair being performed will restore the Motorcycle to a better condition than it was in prior to the Mechanical defect.

What you must do

To maintain cover under this warranty, you must:

1. properly use, maintain and care for the Motorcycle as outlined under the heading 'Motorcycle servicing' on page 11 of this booklet; and
2. retain the Motorcycle's maintenance service and inspection records.

Making a claim

To make a claim on this warranty, you must:

1. return the Motorcycle to an Authorised Honda MPE franchisee;
2. provide details of this warranty when delivering the Motorcycle to the Authorised Honda MPE franchisee and ask the service personnel to lodge a claim on your behalf; and
3. provide other documentation such as proof of servicing, invoices, etc., if required. We will ask for this documentation if needed.

Important note:

There will be some instances where repairs cannot be authorised until the Motorcycle has been dismantled.

In this case, we will need your authority to dismantle the Motorcycle for proper diagnosis prior to commencing any repairs.

Provided that the problem is covered by this warranty, repairs will be authorised. In instances where the problem is not covered by this warranty, you will be responsible for all costs associated with dismantling the motorcycle.

Parts used by an Authorised Honda MPE franchisee in repairing your Motorcycle will be either genuine new or guaranteed reconditioned.

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