

# 4 Replacement Parts Warranty Policy



"Honda\* warrants all Genuine Honda\* Replacement Parts, which are purchased from Dealer(s)\* to be free from defect in workmanship or material for a period of 12 months from the date of initial purchase, provided that the part is fitted only to the motor vehicle for which it was intended by Honda Motor Company\*\*".

In the event of a Genuine Honda\* Replacement Part being fitted to a vehicle which, has not been distributed by Honda\*, eg. Rover Quintet, Rover 416I and Japanese local market vehicles which were privately imported into Australia, then it is the responsibility of the person making the claim, to produce evidence that the failed part was in fact intended (by Honda Motor Co\*) for the vehicle to which it was fitted.

Any Genuine Replacement Part which is fitted to a motor vehicle, while that vehicle is within its stipulated warranty term, will be warranted for the unexpired period of that vehicle's warranty term or 12 months, whichever is the greater. Should the replacement part fail while the vehicle is still within its original stipulated warranty term, then a "normal" type warranty claim should be submitted.

If the replacement part fails outside the original vehicle warranty term, but within 12 months of being fitted, then a replacement "parts" warranty claim should be submitted for reimbursement.

The warranty system should not be used in cases where a part is found to be faulty prior to fitment to the vehicle, is transit damaged, incorrectly packaged or not suitable for a vehicle. Please refer to "Parts & Policy Procedure Manual".

Marketing Department has yet to devise a Warranty policy for promotional merchandise and will advise when it happens.

## 4.1 Types Of Parts.

### 4.1.1 Over The Counter Sales

Genuine Honda\* Replacement Parts which are sold over the counter (i.e. the Dealer\* has not fitted or charged the customer for the fitting of the part).

If a part in this category fails due to faulty material or workmanship within 12 months of purchase from a Dealer\*, then Honda\* is responsible to replace that part only, i.e. Honda\* is not responsible for any labour involved in replacing the failed part.

### 4.1.2 Supplied And Fitted

Genuine Honda\* Replacement Parts which are supplied and fitted by Dealer(s)\* (i.e. the customer has been charged both the price of the part and the labour to fit the part).

If a part in this category fails due to faulty material or workmanship within 12 months of purchase from a Dealer\*, then Honda\* will accept warranty claims for both the cost of the replacement part and the labour (at FRT) to replace that part. If the part fails due to incorrect fitting, then Honda\* would not be responsible for any part of the claim.

To ensure correct payments are made for replacement parts warranty claims, a copy of the invoice which shows the retail sale details of the failed part must be attached to all replacement parts warranty claim repair orders.

## 4.2 Genuine Accessories Warranty

All Genuine Honda\* Accessories installed at retail sale of a new motor vehicle are covered by Honda(s)\* 3 Year /100,000 kilometres Warranty. If installed after retail sale, they are covered for the unexpired term of the new vehicle warranty, or a minimum of 12 months whichever is the greater, provided that the accessory is fitted to only the vehicle for which it was intended by Honda Motor Co\*.

## 4.3 Sublet Repairs

If a repair is beyond the normal scope of the Dealer\* personnel concerned, Honda\* will allow sublet repairs to be carried out.

Before presenting any unit for sublet repair any stripping necessary for this repair should be carried out by the Dealer\* personnel, i.e. if a seat trim requires fitting or stitching, then the seat should be removed by the Dealer(s)\* staff, not the sublet agent. Likewise electrical faults, i.e. radio or alternator repairs. Only the faulty unit, not the complete car should be presented for repair.

Some units fitted to Honda\* products are warranted by the manufacturers themselves and as such, repair should be carried out by their duly appointed agents. The most common units so affected are tyres, radios and stereos.

If an item requires sublet repairs, it should:

- Be removed from the Honda\* product.
- Have a Warranty Claim Tag affixed.
- Be delivered to the manufacturer's agent for warranty repair.
- On receipt of the repaired unit refitted to the Honda\* product and tested.
- A Warranty Claim for the removal and replacement of this unit should be made to Honda\* in the normal manner. Please remember to insert the main causal part number.

If in doubt as to whether or not a Sublet Repair is warranted, the Dealer\* Service Manager should contact the State Office prior to repairing the unit. The State personnel will assess the problem and advise the best course of action.

## 4.4 Warranty Claims Denied Due To Misrepresentation

With each Parts Warranty Claims, the Dealer\* must provide the previous repair order number, previous repair order date and previous mileage. If purchased over-the-counter, then the previous invoice number and date is required.

A Parts Warranty Claim represents the failure of a part purchased on a previous repair order or invoice. Part warranty claims for parts never replaced on the previous repair order, or replaced in addition to the legitimate failed part, are not considered to be a warranty Claim.

If the claim was altered to qualify a parts warranty situation or the part in question was never replaced previously, the claim will be charged back to the Dealer\*.

If any parts warranty misrepresentation is detected, mark an "X" in the column "Parts Warranty Discrepancy."

## 4.5 Common Conditions As Applicable to New Vehicles

• Warranty Claims Parts Collection	Section	1.11
• Warranty Reimbursement Rates	Section	1.12
• Sublet repairs	Section	1.13
• Warranty Claim Payment – Adjustment Notice	Section	1.14
• Warranty Payments	Section	1.15
• Prior Work Approval	Section	1.16
• Warranty Repairs – Replacement Parts, Fluids and Lubricants	Section	1.17

## 4.6 Return Of Parts To Honda\* Australia At Request.

Replacement parts remain the property of Honda\* and at times a Dealer\* may be requested to return warranty parts back to our Warranty Department. It is requested that these parts are properly packaged. (please refer to procedures) and all boxes are clearly marked on the outside (preferably with Honda\* Warranty tag) showing:

Dealer\* Number  
Warranty claim or PWA number  
RO number

Please ensure that you use the current Parcel carrier for the Warranty Department.

Refer to Returning Of Parts & Tools Sections in the procedure section of this manual