

# Lease Care Guide



 **HONDA**

Financial  
Services

Lease Care Guide



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# Contact Information

## How to reach us:

### **Honda Canada - Customer Relations**

Tel: 1-800-897-3380

e-mail: [honda\\_cr@ch.honda.com](mailto:honda_cr@ch.honda.com)

Assists with vehicle inquiries, warranty issues, vehicle recalls, etc.

### **Honda Financial Services - Customer Service**

Tel: 1-800-387-5399

e-mail: [hcfi\\_natl\\_cs@ch.honda.com](mailto:hcfi_natl_cs@ch.honda.com)

Assists with Moving inquiries, payment questions, vehicle payout quotes, assumptions, Honda Lease-Guard questions, Insurance information, etc.

### **Honda Financial Services - Renewal & Maturity Centre**

Tel: 1-800-387-5399, Option 3

e-mail: [CRC@ch.honda.com](mailto:CRC@ch.honda.com)

Assists with End of Term questions, loyalty offerings, etc.

### **Honda Plus Roadside Assistance**

Toll Free: 1-800-465-PLUS (1-800-465-7587)

Hours: 24 hours/day, 7 days/week

## Moving? Changing your Phone Number?

To update your address and phone number, please contact Customer Service or use our self service website at [myhonda.ca/myfinance](http://myhonda.ca/myfinance)

# Watch for the wrench.



**Book your  
next service  
appointment online!**

**24 hours a day,  
7 days a week**

Visit your local Honda Dealer's website  
or check with your Service Advisor  
for more details.



Maintenance Main Items	Maintenance Minder Descriptions
A	Replace engine oil.*
B	Replace engine oil* and filter. Brake system inspection and service. Inspect suspension, steering, driveline, exhaust and fuel systems. Check all fluid levels, condition of fluids and check for leaks. Check expiration date for Tire Repair Kit bottle (if equipped).
0	Replace engine oil* and filter.

Maintenance Sub-Items	Maintenance Minder Descriptions
1	Rotate tires**, inspect for wear and adjust pressure.
2	Replace air cleaner element and dust & pollen filter. Inspect and adjust the drive belt.
3	Replace transmission fluid and transfer fluid (if equipped).
4	Replace spark plugs and inspect valve clearance. Replace timing belt and inspect water pump (V6 engines only).
5	Replace engine coolant.
6	Replace rear differential fluid (if equipped).
7	Replace brake fluid.
9	Brake system inspection and service. Inspect suspension, steering, driveline, exhaust and fuel systems. Check all fluid levels, condition of fluids and check for leaks. Check expiration date for Tire Repair Kit bottle (if equipped).

\*It is recommended that only Genuine Honda 0W-20 Synthetic Engine Oil be used.

\*\*Tires may require more frequent rotation depending on driving conditions, alignment and driving habits.

Service requirements may vary between model and model year. Additional maintenance may be required. Please check your Owner's Manual for details.



**LOWEST PRICE  
GUARANTEE  
ON TIRES\***



**LOWEST PRICE  
GUARANTEE ON 0W-20  
OIL CHANGES\*\***



**HONDA**  
**GENUINE PARTS &  
SERVICE**

\*Some restrictions apply. For full details on the Lowest Price Guarantee on Tires, please see your Honda dealer or visit [www.honda.ca/parts-service/parts/tiresbrakes](http://www.honda.ca/parts-service/parts/tiresbrakes). \*\*Some restrictions apply. For full details on the Lowest Price Guarantee on 0W-20 Oil Changes, please see your Honda dealer or visit [www.honda.ca/parts-service/parts/oil-and-fluids](http://www.honda.ca/parts-service/parts/oil-and-fluids)

# Customer Website - MyHonda.ca

Register Now

## IT'S FAST, EASY, AND FREE

### MyHonda

Log on to [www.myhonda.ca](http://www.myhonda.ca) today and click on "Register Now" to:

- View your service history
- Connect with your dealer, Honda Canada, or Honda Financial Services via the Message Centre
- Read through your vehicle specifications and owners' publications
- View the latest Honda news
- View Special Offers
- And more...!



### MyFinance

Next, click on the "MyFinance" tab to begin managing your financial account online:

- Make online payments to your account
- View your transaction history
- Obtain a payoff quote
- Update your mailing or billing address
- Modify your Easy Pay banking information
- Manage multiple Honda Financial Services accounts
- View FAQs
- And more...!

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Enhance your ownership experience!

# Vehicle Insurance Requirements

As part of your Lease Agreement with Honda Financial Services (HFS), you are required to keep your vehicle adequately insured for the duration of your lease. Coverage includes the following minimum insurance requirements:

- Third party liability coverage minimum of \$1,000,000.00
- Collision coverage deductible maximum of \$1,000.00
- Comprehensive coverage deductible maximum of \$1,000.00
- Honda Canada Finance Inc. must be listed as the lessor on the policy with supporting 5A endorsement for Permission to Rent or Lease
- The name(s) insured on the policy must be the name(s) listed on the vehicle lease agreement.

Insurance must be confirmed to us annually or anytime your policy changes. To avoid being in default under your lease contract with HFS, please ensure your insurance information is updated annually.

Please note, insurance coverage removal for storage reasons is only permitted in the provinces of Manitoba, British Columbia and Quebec.

You are not permitted to export the vehicle for a period exceeding 30 days outside the province or territory in which this lease was entered into without the prior written consent of HFS.

If you have any questions about the insurance requirements for your vehicle, please contact the HFS Insurance Tracking Department at **1-800-387-5399, Option 4**.

# What to do in the Event of a Collision

## **Involved in a Collision?**

Should you be involved in a collision, please call Honda Financial Services (HFS) at 1-800-387-5399, Option 4 after you have reported the details of the accident to the police and your insurance company.

An HFS Total Loss Representative will settle the claim with your insurance adjuster. If a waiver of depreciation does not apply, we will settle your account based on the fair market value and any insurance overpayment will be refunded to the lessee.

## **GAP Protection**

Every HFS automobile lease contract carries automatic GAP protection. In the event of a total loss insurance claim (where a waiver of depreciation does not apply), there may be a difference between your contractual obligation and the amount of the insurance settlement. GAP protection will cover the deficiency in such a situation. GAP will not cover insurance deductibles, late payments, fines, excess kilometre charges or negative equity.

# Lease Maturity Options

## Don't like surprises? Neither do we!

Our goal at Honda Financial Services (HFS) is to make your lease maturity as pleasant as it began. HFS is continuously developing exclusive offers for our loyal Honda customers. Please contact our Renewal & Maturity Centre at 1-800-387-5399, Option 3, and speak to one of our helpful representatives to discuss your eligibility for any available loyalty offers.

Your local Honda dealer will also be able to provide you with great information on available HFS and Honda loyalty offerings and information on exciting new Honda models.

## What are my choices?

### Option 1

#### Ready for your Next Honda?

1. Visit Honda.ca to build your next Honda.
2. Contact your local dealer for available loyalty offer information and to book a test drive.
3. Have your vehicle inspected by our third party inspection company.
4. Make an appointment with your dealer to return your vehicle.
5. Pick up your new Honda.

### Option 2

#### Love your Honda too much to let it go?

1. Contact your local Honda dealer for lease-end purchase and refinancing options  
\*No Inspection is required if you decide to keep your current Honda

### Option 3

#### Time to review all your available options?

Contact your local Honda dealer for purchase options, loyalty offers and for details on our exciting new models, or contact the Renewal & Maturity Centre at 1-80-387-5399, option 3.

# Vehicle Inspection Process

We know you love your Honda...

The number of photos taken are a standard procedure and do not necessarily reflect chargeable damage.



At Honda Financial Services (HFS) we understand that a certain amount of wear and tear on your vehicle is normal during the term of your lease. We recommend that you carefully review the wear & tear section in order to better understand the extent of any excess wear and tear on the vehicle.

## What Does the Inspection Cover?

- Vehicle working condition (i.e., is the vehicle in good working order?)
- Interior & exterior condition of the vehicle
- Adhere to regular maintenance schedule, as recommended in the vehicle Owner's Manual

## How do I schedule the inspection?

- Our third party inspection company will call you to schedule an inspection 30-45 days before your lease maturity date. The inspector will not provide any quotes or estimates on chargeable damage repairs.

## What do I need to have with me at the time of the inspection?

- 2 keys (and valet key if applicable)
- Owner's manual(s)

## Where does the inspection take place?

The inspector can meet you at the location of your choice. Inspections are conducted from Monday to Friday between 9am-5pm.

## How long will the inspection take?

Approximately 30-40 minutes.

## How soon will I be able to see the inspection report?

Results will be available within 2 days of the vehicle inspection. The inspector will provide you with a card explaining how to access the report online.

## I have damages or chargeable wear and tear listed in my inspection report, what are my options?

- If you purchased Lease-Guard at lease inception, the charges may be covered based on Lease-Guard parameters.
- If you did not purchase Lease-Guard, you may choose to have the repairs completed by your local Honda dealer. Once the repairs are completed, your dealer will update the Renewal & Maturity Centre and your inspection charges will be adjusted.
- If you choose not to have the vehicle repaired, an invoice will be sent to you for payment.

# Confirmation of Vehicle Return

The dealer will provide a copy of one of the two systematically generated documents shown below when your vehicle is returned (Vehicle Return Receipt (VRR) or the Release of Obligations letter). Until you receive one of these documents HFS considers your account still active and you will remain responsible for the vehicle. Please ensure that you keep a copy of the document for your records.

**HONDA**  
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**VEHICLE RETURN RECEIPT**  
Account Number: \_\_\_\_\_

Description of Vehicle			
Year	Model	Make	Vehicle Identification Number

Vehicle Return at Maturity       Vehicle Return more than 30 days before Lease Maturity

Lease#: \_\_\_\_\_      Obligor: \_\_\_\_\_      Return Date: \_\_\_\_\_  
Maturity Date: \_\_\_\_\_      Months Remaining: \_\_\_\_\_      Amount of Charge: \_\_\_\_\_

Was the vehicle being inspected by HFS/CFR in the last 30 days?       Yes       No

UPDATE: An inspection was conducted and you agree that the vehicle returned above the "VRR" has been returned in the agreed-upon condition. There can be no return for Lease Maturity Date and no further payment from you, until and complete end of the term for purposes of financing for which lease agreement was established (including any payment or conditions from the "VRR").

You further acknowledge and agree that you will remain liable for any and all obligations under any agreement with the Lessor including, without limitation, underlying security agreement, until this vehicle is properly disposed or otherwise released by the Lessor or its assignee.

The underlying Lease acknowledges and agrees that the Vehicle has been returned to the Dealer and to the Lessor at this location.

The underlying Lease contains all rights to the vehicle and all obligations and duties for HFS/CFR/Dealer of the Vehicle at this location.

The underlying Lease acknowledges receipt of this document signed by both parties in this date.

Lessee Name: \_\_\_\_\_      Lessee Signature: \_\_\_\_\_  
Date: \_\_\_\_\_      Time: \_\_\_\_\_

**Dealer Section:**

Have there been repairs made to the vehicle since the inspection?       Yes       No  
Did you collect a copy of the repair receipts?       Yes       No  
Is the warranty in the glove box?       Yes       No  
Was any paid tag left with vehicle?       Yes       No  
Is the Dealer's Manual in the vehicle?       Yes       No  
Was the Navigation System Disc accompany the vehicle?       Yes       No

WARRANTY: In signing below, you certify that you have received the vehicle and that the information provided in the Vehicle Return Receipt is true, correct, and complete. You agree to hold the Lessor harmless for all claims, damages, and expenses, including reasonable attorney's fees, that may be asserted against the Lessor, its agents, or assignees, arising out of or from the use of the vehicle, including but not limited to, the use of the vehicle for purposes other than those for which it was designed and intended. You will hold the Lessor harmless for all claims, damages, and expenses, including reasonable attorney's fees, that may be asserted against the Lessor, its agents, or assignees, arising out of or from the use of the vehicle, including but not limited to, the use of the vehicle for purposes other than those for which it was designed and intended.

Dealer Name: \_\_\_\_\_      Dealer Code: \_\_\_\_\_  
Dealer Representative: \_\_\_\_\_      Authorized Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Head Office Mailing Address: 160 Honda Boulevard, Suite 200, Markham, Ontario, L3C 0H3, Tel: 1-800-367-5339  
Customer Mailing Address: 1705 rue St-Jacques, Québec, Québec, J6L 1Y1, Tel: 1-800-367-5339

**HONDA**  
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DATE \_\_\_\_\_  
NAME \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
POSTAL \_\_\_\_\_

**RELEASE OF OBLIGATIONS**

Lease Account Number: \_\_\_\_\_  
Vehicle: \_\_\_\_\_

Dear CUSTOMER NAME,

This letter confirms that you have returned the above noted vehicle to DEALER NAME on DATE and that you no longer have any obligation to Honda Finance Canada Inc. ("HFS") for this account. This release is contingent upon previous payments made by you to HFS being honored by your financial institution.

We would like to take this opportunity to express our appreciation for your business and for choosing HFS as your preferred financial provider. We look forward to servicing your financial needs in the near future.

Sincerely,

Honda Canada Finance Inc.  
via Honda Financial Services

Head Office Mailing Address: 160 Honda Blvd, Suite 200, Markham, Ontario, L3C 0H3, Tel: 800-367-5339  
Customer Mailing Address: 1705 rue St-Jacques, Québec, Québec, J6L 1Y1, Tel: 800-367-5339

# Wear and Tear Overview

You can find your Wear and Tear Transparency Card in your Lease Care Package folder. The card is designed to assist you in the assessment of possible damages and chargeable wear and tear. Use the card to measure any damage you find on your vehicle to better understand which items might be considered excess wear and tear.

## **1 EXTERIOR:**

Dents and scratches are considered allowable if less than 5 cm. If they do not exceed the limits shown on the Wear and Tear Card they will generally be considered non-chargeable. More than 3 dents on a single panel are considered excess wear and tear.

## **2 WINDSHIELD AND GLASS:**

Most glass damage is chargeable. The Wear and Tear Card will help you to determine the costs that may be assessed for damaged glass on your vehicle.

## **3 INTERIOR:**

The Wear and Tear Card will help you determine if any scuffs, cracks, stains and tears are larger than 1.5 cm.

## **4 WHEELS AND TIRES:**

The Wear and Tear Card can be used to measure the tread depth on your tires. Insert the card into the tread, the red line represents the minimum acceptable tread depth for your tires.

**For your convenience, the following pages outline some chargeable and non-chargeable damages.**

# Wear and Tear - Exterior

## Non-Chargeable Wear and Tear

- Stone chips
  - Up to 24 chips on front bumper
  - Up to 15 chips per panel on hood and other body panels
  - NOTE: Each chip must not exceed the maximum allowable size
- Minor dings or dents to body panels that do not break the paint and fit within the measurement on the Wear and Tear Card (max. 3 per panel)
- Scuffs or light scratches with no paint damage
- Cleanable road tar

## Chargeable Wear and Tear

- Broken exterior parts that are not replaced or repaired to manufacturer's specifications
- 4 or more dings or minor dents per body panel
- Dents that do not fit within the measurement on the Wear and Tear Card
- Previous repairs that have not been completed to manufacturer's specifications
  - Includes items such as misaligned parts, mismatched paint, overspray, wavy or distorted body panels.
- Any missing emblems or accessories
- Any holes, scratches or damage resulting from the addition of accessories to the vehicle and where repair and refinishing is required.

# Wear and Tear - Windshield and Glass

## Non-Chargeable Wear and Tear

- Scratches or etching smaller than the Wear and Tear Card (approximately 10 cm x 7.5 cm) (max. 2)
- Small chips < 3.2 mm (max. 3)

## Chargeable Glass Damage

- More than 2 scratches or etching smaller than the Wear and Tear Card (approximately 10 cm x 7.5 cm)
- Scratches or etching larger than the Wear and Tear Card (approximately 10 cm x 7.5 cm)
- Chips greater than 1 cm, regardless of location
- Cracks and star breaks
- More than 3 acceptable chips
- All damage between 3.2 mm and 1 cm in the driver's field of vision\*\*

If any of the above damage exists, the full replacement cost of the windshield will be invoiced.

In many cases windshield damage will be covered by your insurance policy. We encourage you to contact your insurance company and have any damaged glass repaired or replaced prior to the end of your lease.

### NOTE:

- **\*\*Driver's field of vision is defined as any damage that is on the driver's half of the windshield and more than 7.5 cm (width of the Wear and Tear Card) from the edge.**
- **If your inspection report calls for a replacement of the windshield, repairs to the existing windshield will not be accepted.**
- **Windshield plugs (repairs) that are within the driver's field of vision are not acceptable. Plugs in this area will require full replacement of the windshield.**

# Wear and Tear - Interior

## Non-Chargeable Wear and Tear

- Minor scuffs, cracks and tears or singes (burn marks) that are 1.5 cm or less to seats and soft trim (includes cloth, vinyl, leather, plastic, wood, carpets, headliners and weather-stripping)
- Dirty floor mats that can be cleaned
- Light scratches or scuffs in leather surfaces
- Burn holes that are less than 3.2 mm

## Chargeable Wear and Tear

- Replacement or removal of any aftermarket accessories added to the vehicle
- Any holes caused by removing an accessory
- Cracks, tears, singes (burn marks) or heavy stains greater than 1.5 cm
- Burn holes greater than 3.2 mm or multiple smaller burn holes
- Any missing equipment
- Missing Owner's Manual
- Missing Keys

# Wear and Tear - Wheels and Tires

## Non-Chargeable Wear and Tear

- Tires that have at least 3.3 mm of tread depth remaining at the shallowest point
- Minor scuffs to tires that do not affect the safety of the tire
- Replacement tires that match the original equipment in size

## Chargeable Wear and Tear

- Tires with less than 3.3 mm of tread depth remaining at the shallowest point
- Tires that do not meet the vehicle specifications for size
- Recapped or retreaded tires
- Tire sidewall repair plugs
- Any mismatched tire brands. All 4 tires must be the same brand.
- Any tire damage affecting the safe operation of the vehicle

## Wheels / Rims (Steel, Chrome, Alloy, Wheel Covers)

### Non-Chargeable:

- Minor scuffs or gouges to wheels, rims or wheel covers (max. 7.5 cm)
- Scratches and small dents and dings that can be buffed out
- Replacement wheels, rims or wheel covers that meet or exceed the original equipment provided with the vehicle (ex. steel wheels replaced with alloy wheels)

### Chargeable:

- Scratched or gouged wheels/rims greater than 7.5cm
- Corroded or rusted wheels/rims greater than 25%
- Mismatched, bent, cracked or broken wheels, rims or wheel covers
- Wheels/rims that do not meet or exceed the original equipment provided with the vehicle.

# Frequently Asked Questions

## **Can I lease a new Honda before my present lease is scheduled to end?**

Absolutely. Contact your local dealership to get more information on early lease-end options and for details of available loyalty offers on the purchase or lease of a new vehicle.

## **What are my options to withdraw from my lease contract early?**

Contact your local Honda Dealer for your present lease details, purchase options, loyalty offers and our exciting new models.

Or contact our Renewal & Maturity Centre at 1-800-387-5399, Option 3

## **Can my Honda dealer perform the inspection on my vehicle?**

In order to best ensure a fair evaluation of your leased vehicle, Honda Financial Services has contracted with a third party service provider to perform lease-end vehicle inspections. Only authorized agents from this provider can perform the vehicle inspection.

## **I have made repairs to the vehicle. How do I ensure I will not be invoiced by Honda Financial Services?**

When repairs have been completed, it is important that you contact your local Honda dealer. Your dealer will update the Renewal & Maturity Centre and your inspection charges will be adjusted if the repairs have been completed to manufacturer's specifications. Please note that Honda Financial Services reserves the right to reinspect the vehicle before removing charges from your final End of Term Invoice.

**If you have any other questions, please contact our Renewal & Maturity Centre at 1-800-387-5399, Option 3, and one of our Representatives will be happy to assist you.**

# Frequently Asked Questions

## **What if something happens to my vehicle between the time it is inspected and the date that I return it?**

If the vehicle sustains damage after it has been inspected (example: it is in an accident) it is still your responsibility to have it repaired or pay for the estimated cost of repairs. We request that you contact our Renewal & Maturity Centre at 1-800-387-5399, Option 3, if this situation arises so one of our representatives can guide you through your options and help you determine the best course of action.

## **How long will my inspection results remain valid?**

The results of your inspection report will remain valid for 60 days. If you return your vehicle more than 60 days after the original inspection is completed, a re-inspection may be required. If you would like to confirm whether your vehicle will need to be re-inspected, please contact our Renewal & Maturity Centre.

## **What do I do with my licence plates?**

The plates can be removed at the dealership at the time you return your vehicle and they are yours to keep.\*

\*Some exceptions may apply. Please consult your local provincial/territorial transportation authority for more details.

**If you have any other questions, please contact our Renewal & Maturity Centre at 1-800-387-5399, Option 3, and one of our Representatives will be happy to assist you.**







**HONDA**

## Celebrating over 40 years together.

At Honda, we're proud of our long-time commitment to Canada. Learn about our many initiatives in the manufacturing, environmental, and charitable sectors.

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