

## Customer Relations Information

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Honda dealership personnel are trained professionals. They should be able to answer all your questions. If you encounter a problem that your dealership does not solve to your satisfaction, please discuss it with the dealership's management. The Service Manager or General Manager can help. Almost all problems are solved in this way.

If you are dissatisfied with the decision made by the dealership's management, contact your Honda Customer Relations Office.

U.S. Owners:  
American Honda Motor Co.  
Honda Consumer Affairs Department  
Mail Stop 500-2N-7D  
1919 Torrance Boulevard  
Torrance, California 90501-2746

Tel: (800) 999-1009

Canadian Owners:  
**CUSTOMER RELATIONS  
RELATIONS AVEC LA CLIENTÉLE**

Honda Canada Inc.  
715 Milner Avenue  
Toronto, ON  
M1B 2K8

Tel: 1-888-9-HONDA-9  
Fax: Toll-free 1-877-939-0909  
Toronto (416) 287-4776

In Puerto Rico and the U.S. Virgin Islands:

Bella International  
P.O. Box 190816  
San Juan, Puerto Rico 00919-0816

(787) 250-4318

When you call or write, please give us this information:

- Vehicle Identification Number (see page [360](#))
- Name and address of the dealer who services your vehicle
- Date of purchase
- Mileage on your vehicle
- Your name, address, and telephone number
- A detailed description of the problem
- Name of the dealer who sold the vehicle to you

### **U.S. Owners**

Your new Honda is covered by these warranties:

***New Car Limited Warranty*** — covers your new vehicle, except for the battery, emissions control systems, and accessories, against defects in materials and workmanship.

### ***Emissions Control Systems Defects Warranty and Emissions***

***Performance Warranty*** — these two warranties cover your vehicle's emissions control systems. Time, mileage, and coverage are conditional. Please read the warranty manual for exact information.

***Original Equipment Battery Limited Warranty*** — this warranty gives up to 100 percent credit toward a replacement battery.

***Seat Belt Limited Warranty*** — a seat belt that fails to function properly is covered for the useful life of the vehicle.

***Rust Perforation Limited Warranty*** — all exterior body panels are covered for rust-through from the inside for the specified time period with no mileage limit.

***Accessory Limited Warranty*** — Honda Accessories are covered under this warranty. Time and mileage limits depend on the type of accessory and other factors. Please read your warranty manual for details.

***Replacement Parts Limited Warranty*** — covers all genuine Honda replacement parts against defects in materials and workmanship.

***Replacement Battery Limited Warranty*** — provides prorated coverage for a replacement battery purchased from a Honda dealer.

***Replacement Muffler Lifetime Limited Warranty*** — provides coverage for as long as the purchaser of the muffler owns the vehicle.

Restrictions and exclusions apply to all these warranties. Please read the 2003 Honda Warranty Information booklet that came with your vehicle for precise information on warranty coverages. Your Honda's original tires are covered by their manufacturer. Tire warranty information is in a separate booklet.

### **Canadian Owners**

Please refer to the 2003 Warranty Manual that came with your vehicle.

## Reporting Safety Defects (U.S. Vehicles)

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If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying American Honda Motor Co., Inc.

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or American Honda Motor Co., Inc.

To contact NHTSA, you may either call the Auto Safety Hotline toll-free at 1-800-424-9393 (or 366-0123 in Washington D.C. area) or write to: NHTSA, U.S. Department of Transportation, Washington, D.C. 20590. You can also obtain other information about motor vehicle safety from the Hotline.

## Purchasing Factory Authorized Manuals (U.S. only)

The publications shown below can be purchased from Helm Incorporated. You can order in any of three ways:

- Detach and mail the order form on the right half of this page
- Call Helm Inc. at 1-800-782-4356 (credit card orders only)
- Go online at [www.helminc.com](http://www.helminc.com)

If you are interested in other years or models, contact Helm Inc. at 1-800-782-4356

Publication Form Number	Form Description	Price Each*
61S9V00	2003 Honda Pilot Service Manual	\$70.00
61S9V00EL	2003 Honda Pilot Electrical Troubleshooting Manual	\$50.00
61S9V30	2003 Honda Pilot Body Repair Manual	\$44.00
31S9V600	2003 Honda Pilot Owner's Manual	\$34.00
31S9V700	2003 Honda Pilot Navigation System Owner's Manual	\$29.00
31S9VQ00	2003 Honda Pilot Quick Start Guide	\$10.00
HON-R	Order Form for Previous Years- Indicate Year and Model Desired	FREE

\* Prices are subject to change without notice and without incurring obligation.

*Valid only for sales within the U.S. Canadian owners should contact their authorized Honda dealer.*

**ORDER TOLL FREE: 1-800-782-4356**

**(NOTE: For Credit Card Holder Orders Only)**

Monday-Friday 8:00 A.M. — 6:00 P.M. EST

**MINIMUM CREDIT CARD PURCHASE \$10.00**

**OR**

By completing this form you can order the materials desired. You can pay by check or money order, or charge to your credit card. Mail to Helm Incorporated at the address shown on the back of the order form.

2003 HON	PUBLICATION NUMBER	VEHICLE MODEL		Qty	Price Each*	Total Price
		Name	Year			
* Prices are subject to change without notice and without incurring obligation.  Orders are mailed within 10 days. Please allow adequate time for delivery.					TOTAL MATERIAL	
					Mich. Purchases Add 6% Sales Tax	
					HANDLING CHARGE	\$6.00
					GRAND TOTAL	

