

## WARRANTY SERVICE

Your satisfaction and goodwill are important to your Honda dealer. All Honda warranty details are explained in the *Distributor's Limited Warranty*.

Normally, any problems with the product will be handled by your dealer's service department. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If your problem has not been handled to your satisfaction, we suggest you take the following action:

- \* Discuss your problem with a member of the dealership management. Often, complaints can be quickly resolved at that level. If the problem has already been reviewed with the Service Manager, contact the owner of the dealership or the General Manager.
- \* If your problem still has not been resolved to your satisfaction, contact the Motorcycle Customer Service Department of American Honda Motor Co., Inc. The address is P. O. Box 2220, Torrance, CA 90509 – 2220. Telephone: (310) 532 – 9811. [Canadian Vehicles: Refer to the warranty booklet that was supplied with your vehicle.] We will need the following information in order to assist you:
  1. Your name, address, and telephone number.
  2. The product model, year, and frame/VIN serial number.
  3. Date of purchase.
  4. Dealer's name and address.
  5. The nature of your problem.

After reviewing all the facts, we will advise you of what action can be taken. Please bear in mind that your problem will likely be resolved at the dealership level, using the dealer's facilities, equipment and personnel. So it is very important that your initial contact be with the dealer.

We appreciate your purchase of a Honda FOURTRAX. We want to assist you in every way possible to assure your complete satisfaction.