

# LEASE END GUIDE



 **ACURA**  
PRECISION CRAFTED PERFORMANCE

# ON TO THE NEXT THRILL



We often talk about Acura's Precision Performance, but driving one – that's the only true way to experience the thrill of an Acura. You now know that, and we hope you enjoyed your lease. But the time has come to figure out what's next. You could take this chance to test drive the latest, greatest Acura, or keep a good thing going with your current ride.

First, explore the Lease Maturity Options and decide how you'd like to move forward. If you choose to exchange or return your Acura, you should get familiar with the Confirmation of Vehicle Return document, as well as the Wear and Tear policy. Knowing how it all works will help ensure the process goes as smoothly as possible.

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OUR WEBSITE:  
[MY-GARAGE.CA](http://MY-GARAGE.CA)

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If you have any other questions, please contact our Customer Retention Centre at 1-800-387-5399.  
One of our Representatives will be happy to assist you.



# YOU'RE READY FOR YOUR NEXT ACURA

## 01

### LEASE MATURITY OPTION

1. Visit [Acura.ca](https://www.acura.ca) to build your next Acura.
2. Contact your local dealer for available loyalty offers, and to book a test drive.
3. Make an appointment with your dealer to return your vehicle.
4. Pick up your new Acura.

We want to help ensure your end-of-lease process is seamless and enjoyable. That's why we often develop new and exclusive offers for our loyal Acura customers. Contact your dealer to discuss eligibility for available loyalty offers.

# YOU LOVE YOUR ACURA TOO MUCH TO LET IT GO



# 02

## LEASE MATURITY OPTION

Contact your local Acura Dealer for lease-end purchase and refinancing options.

Please note, a Ministry inspection may be required if you decide to keep your current Acura.\*

\*Depending on the province in which you reside, an inspection may or may not be required. Please check with your local Ministry of Transportation for more information.

# YOU'D LIKE TO CONSIDER ALL OF YOUR OPTIONS



# 03

## LEASE MATURITY OPTION

Contact your local Acura Dealer for purchase options, available loyalty offers and details on exciting new models, or contact the Customer Retention Centre at 1-800-387-5399, Option 2.

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If you have any other questions, please contact our Customer Retention Centre at 1-800-387-5399.  
One of our Representatives will be happy to assist you.

# CONFIRMATION OF VEHICLE RETURN



When your vehicle is returned, the dealer will provide a copy of one of two documents: the Vehicle Return Receipt (VRR) or the Release of Obligations letter.

Until you receive one of these documents, your account will remain active and you will still be responsible for the vehicle as outlined in your lease agreement. Please ensure that you keep a copy of the document for your records.

# LEASE MATURITY INSPECTIONS

We understand that a certain amount of wear and tear on your vehicle may be normal during your lease. If there is any excess wear and tear on your vehicle, you will receive an estimated cost for repair shortly after your vehicle inspection. To ensure that the repairs are acceptable, we recommend having them completed at an authorized Acura Dealer. Your dealer can help you understand your invoice and the process of completing the repairs before the expiration of your lease. If you choose to return your vehicle without repairs, you can pay for the outstanding charges at the dealership.

## WHAT DOES THE INSPECTION COVER?

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

## WHAT DO I NEED TO HAVE WITH ME AT THE TIME OF THE INSPECTION?

- Two keys (and valet key if applicable)

## TIME TO INSPECT YOUR VEHICLE

- You've enjoyed the performance of your Acura, but now it's time to return it. Please contact your dealer and they will help facilitate scheduling an inspection. Please note, the inspector will not provide any quotes or estimates on chargeable damage repairs.



If you have any other questions, please contact our Customer Retention Centre at 1-800-387-5399. One of our Representatives will be happy to assist you.



# CONTACT INFORMATION

## ACURA AUTO – CLIENT SERVICES

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

☎ 1-888-9-ACURA-9 (1-888-922-8729)

✉ [acura\\_cr@acura.ca](mailto:acura_cr@acura.ca)

🕒 8:00 am to 8:00 pm (EST), Mon. to Fri.

## ACURA FINANCIAL SERVICES – ACURA CONCIERGE SERVICES

Assistance with moving inquiries, payment questions, vehicle payout quotes, assumptions, insurance information, etc.

☎ 1-866-899-4440, Option 1

✉ [concierge@acura.ca](mailto:concierge@acura.ca)

🕒 8:00 am to 8:00 pm (EST), Mon. to Fri.

## ACURA FINANCIAL SERVICES – CUSTOMER RETENTION CENTRE

Assistance with payment questions, vehicle payout quotes, assumptions, Acura Lease Guide questions, insurance information, end-of-term questions, loyalty offerings, etc.

☎ 1-866-899-4440, Option 2

✉ [concierge@acura.ca](mailto:concierge@acura.ca)

🕒 9:00 am to 6:00 pm (EST), Mon. to Fri.



### KEEPING INFORMATION UP TO DATE

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

# MY-GARAGE.CA

Log on to my-garage.ca and click "Create Account" to:

- Read through your vehicle specifications and owners' publications
- View the latest Acura news
- View special offers
- And more...

## ACURA FINANCIAL SERVICES

Next, click on the Acura Financial Services link 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 Acura Financial Services accounts
- View FAQs
- And more...

