# LEASE CARE GUIDE



Financial Services





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### CONTACT INFORMATION

#### **HOW TO REACH US**

Acura Auto - Customer Relations

Toll-free: 1-888-9-ACURA-9 (1-888-922-8729) Hours: 8:00 am to 7:30 pm (EST), Mon. to Fri.

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

Acura Financial Services - Acura Concierge Services

Toll-free: 1-866-899-4440

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

Acura Concierge Email Address

concierge@acura.ca

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

Acura Plus Roadside Assistance

Toll-free: 1-800-565-PLUS (1-800-565-7587)

Hours: 24 hours/day, 7 days/week

#### **KEEPING YOUR CONTACT INFORMATION UP TO DATE**

To update your address and phone number, please contact Customer Service or use our self-service website at MyAcura.ca/MyFinance.

## Watch for the wrench.



24 hours a day, 7 days a week

Visit your local Acura Dealer's website or check with your Servce Advisor for more details.



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

<sup>\*</sup>It is recommended that only Genuine Acura OW-20 Synthetic Engine Oil be used.

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

| Maintenance<br>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).   |



PARTS & SERVICE













**TOYO TIRES** 

Ontinental &

GENERALTIRE 🕥



GOODEVEAD

Firestone

'Should you find a lower advertised price within thirty (30) days before or after the purchase of qualifying tires from a participating Acura dealer, present the Acura dealer where you purchased or intend to purchase qualifying tires with proof of the advertised price and the will match the lower price. Offer does not apply to quotes or advertised price may be from outside Canada, online acution sites, wholesalers, online retailers that have no physical stores in Canada, close outfliquidation/clearnace sales, advertising errors or misprints or restricted offers. Subject to stock availability, Qualifying tires must be purchased and installed at a participating Acura dealer in Canada. Advertised item must: on in-stock brand, excluding Bringsetone, be of the same brand, size, model, sidewall, speed and load rating; (ii) be softly an authorized retailer located in Canada; and (iii) be in Canadian dollars. Best Price Guarantee does not apply to costs associated with labour, valve stems, mounting/balancing, disposal fees and taxes. Some restrictions apply. Offer subject to change or cancellation without notice. Ask your Acura Dealer for details.

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

# CUSTOMER WEBSITE – MYACURA.CA

## REGISTER NOW. IT'S QUICK, SIMPLE, AND FREE.

#### **MYACURA**

Log on to MyAcura.ca today and click on "Register Now" to:

- · View your service history
- Connect with your dealer, Acura Canada, or Acura Financial Services (AFS)
   via the Message Centre
- Read through your vehicle specifications and owner's publications
- · View the latest Acura news
- · View Special Offers
- · And much 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 AFS accounts
- View FAOs
- · And much more

ENHANCE YOUR OWNERSHIP EXPERIENCE



## VEHICLE INSURANCE REQUIREMENTS

As part of your lease agreement with Acura Financial Services (AFS), 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
- Collision coverage deductible: maximum of \$1,000
- Comprehensive coverage deductible: maximum of \$1,000
- Honda Canada Finance Inc. must be listed as the lessor on the policy with supporting 5A "Permission to Rent or Lease Endorsement"
- 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 AFS, 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 AFS.

If you have any questions about the insurance requirements for your vehicle, please contact the AFS Insurance Tracking Department at 1-866-899-4440 (ext. 2500).

# WHAT TO DO IN THE EVENT OF A COLLISION

#### INVOLVED IN A COLLISION?

Should you be involved in a collision, please call Acura Concierge at 1-866-899-4440 after you have reported the details of the accident to the police and your insurance company.

An AFS 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.

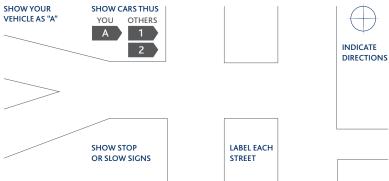
#### **GUARANTEED AUTO PROTECTION**

Every AFS 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.

#### **INCIDENT REPORT**

#### Insurance Company Registered Owner Claim # Insurance Policy # Expiry Date Driver Name DL# Age Address Phone # (work) (home) Vehicle Information Year Make Model Plate # Province VIN Mileage (km) Describe Damage Where is the vehicle now? Time and Place Date of Incident Time AM/PM Province Location City Road Conditions Damage to property of others Owner Address Province City Driver Address City Province Phone # Automobile Information Year Make Province Model Plate # Insurance Co. Insurance Policy # Describe Damage \_\_\_\_\_ Persons Name(s) Address City Province Age Name(s) Address City Province Age

## DESCRIPTION OF ACCIDENT



#### POLICE OR PROVINCIAL COLLISION REPORT

| Contacted Yes ( ) No ( )     | Name of Officer |          |  |
|------------------------------|-----------------|----------|--|
|                              | Badge #         | Station  |  |
| Independent Witness          |                 |          |  |
| Names                        | Addresses       | Phone #s |  |
|                              |                 |          |  |
| Signatory                    |                 |          |  |
| Driver's Name (please print) |                 | Date     |  |
| Driver's Signature           |                 |          |  |
| Y                            |                 |          |  |

# LEASE MATURITY OPTIONS

Our goal at Acura Financial Services (AFS) is to ensure that your end-of-lease process is as seamless and enjoyable as the experience of driving your vehicle. As such, AFS is continuously developing exclusive offers for our loyal Acura customers. Please contact Acura Concierge at 1-866-899-4440 and speak to one of our helpful Acura Client Advisors to discuss your eligibility for any available loyalty offers.

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

#### WHAT ARE MY OPTIONS?

#### Option 1

#### READY FOR YOUR NEXT ACURA?

- Visit Acura.ca to build your next Acura.
- Contact your local dealer for available loyalty offer information and to book a test drive.
- 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 Acura.

#### Option 2

#### LOVE YOUR ACURATOO MUCHTO LET IT GO?

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

#### Option 3

## TIME TO REVIEW ALL YOUR AVAILABLE OPTIONS?

Contact your local Acura dealer for purchase options, loyalty offers and for details on our exciting new models, or contact Acura Concierge at 1-866-899-4440.

# VEHICLE INSPECTION PROCESS

#### A STANDARD PROCEDURE

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

At Acura Financial Services (AFS) 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 Acura dealer. Once the repairs are completed, your dealer will update Acura Concierge 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.





### 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.

#### NOTE

This card is intended for estimating purposes only. Exact measurements are not guaranteed. All determinations of what constitutes excess wear and tear will be determined by AFS (or an AFS designated representative) in their sole discretion.

#### 1. VEHICLE 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. VEHICLE 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 blue 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 – VEHICLE 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 GLASS DAMAGE**

- 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 (< 3.2mm)</li>
- 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 – VEHICLE 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
- · Winter 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 ACURA BEFORE MY PRESENT LEASE IS SCHEDULED TO END?

Absolutely. Please contact your local dealership to get more information on loyalty offers available to you on a new vehicle. The dealership will can also provide details on your current lease and the process to move into a new vehicle.

#### WHAT ARE MY OPTIONS TO WITHDRAW FROM MY LEASE CONTRACT EARLY?

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

#### CAN MY ACURA DEALER PERFORM THE INSPECTION ON MY VEHICLE?

In order to best ensure a fair evaluation of your leased vehicle, Acura 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 ACURA FINANCIAL SERVICES?

When repairs have been completed, it is important that you contact your local Acura 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 Acura Financial Services reserves the right to reinspect the vehicle before removing charges from your final End of Term Invoice.

## 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 Acura Concierge at 1-866-899-4440 if this situation arises so one of our Acura Client Advisors 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 Acura Concierge at 1-866-899-4440, and one of our Acura Client Advisors will be happy to assist you.

## **NOTES**

## NOTES







twitter.com/acuracanada



youtube.com/acuracanada



instagram.com/acuracanada

Acura brochures are produced with the planet's future in mind. That's why we've printed this brochure on Supreme paper that is manufactured carbon neutral and without the use of chlorine gas. Supreme has 30% post consumer waste recycled content and has been certified as having ensured responsible use of forest resources during its manufacturing process.

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