



BULLETIN #: WB-03-13

TO: ALL DEALERS

DATE: November 13, 2013

ATTN: SERVICE MANAGER & WARRANTY ADMINISTRATORS

RE: Warranty Procedure for Honda Engines

Honda offers global warranty coverage for Honda engines as stand-alone or as a component on a Non-Honda product. Due to the global warranty, there are engines in Canada that originate from other markets. This in conjunction with Honda's own Power Equipment products is causing confusion with the claiming process when a warranty repair is required.

The Warranty Department has put together the following steps to allow Dealers the ability to determine warranty eligibility for both Canadian & Non-Canadian stand-alone engines, as well as for those used as a component on a Non-Honda product.

Warranty Eligibility

Canadian & Non-Canadian Honda Engines

- Note the VIN Prefix and Frame Number of the engine and verify if it is recognized by completing an **Owner Information Inquiry** under the Service section on eBiz.



OWNER INFORMATION INQUIRY

OWNER INFORMATION CHANGE

OWNER TRANSFER

QUICK CLAIM

LONG CLAIM

CAMPAIGN CLAIM

CLAIM STATUS INQUIRY

OWNER INFORMATION INQUIRY

Dealer Number: 1245 - Power Equipment MCPE HOUSE - CZ
[Lookup Dealer Number](#)

VIN/HIN Prefix:
Frame Number:

Include Warranty History: ☐ Yes ☐ No
☐ Print NVIS Report
☐ Print Warranty

GO

- From here if it is a Non-Canadian Engine, you will see a **"No Record Found for Input Selection"** error message. **PROCEED TO NON-CANADIAN ENGINE**

OWNER INFORMATION INQUIRY

OWNER INFORMATION CHANGE

OWNER TRANSFER

QUICK CLAIM

LONG CLAIM

CAMPAIGN CLAIM

CLAIM STATUS INQUIRY

TRANSIT DAMAGE CLAIM

OWNER INFORMATION INQUIRY

Dealer Number: 1245 - Power Equipment MCPE HOUSE - CZ
[Lookup Dealer Number](#)

VIN/HIN Prefix: GCBGK
Frame Number: 1012879

Include Warranty History: ☐ Yes ☐ No
☐ Print NVIS Report
☐ Print Warranty

NEW SEARCH

The following errors occurred:

- No record found for input selection

- If it is a Canadian Engine that has been registered you will be able to see the **Warranty Registration Date** and the **Warranty End Date**. The VIN Prefix, Frame Number and the Model Number will also appear.

OWNER INFORMATION INQUIRY

OWNER INFORMATION CHANGE

OWNER TRANSFER

QUICK CLAIM

LONG CLAIM

CAMPAIGN CLAIM

CLAIM STATUS INQUIRY

TRANSIT DAMAGE CLAIM

PARTS CALL IN MANAGEMENT

OWNER INFORMATION INQUIRY

Dealer Number: 1245 - Power Equipment MCPE HOUSE - CZ
[Lookup Dealer Number](#)

VIN/HIN Prefix: GCAHA
Frame Number: 3946248

Include Warranty History: ☐ Yes ☐ No
☐ Print NVIS Report
☐ Print Warranty

NEW SEARCH

VIN/HIN Prefix: GCAHA
Frame Number: 3946248
HIN:
Year:
Model Number: GC160LAQHC (GC160LAQHC)
Colour Code + Desc:
Unit Status: RETAILED
Usage Type: 1
Owner Status: OWNED

Warranty Registration Date: 2011-09-23
Warranty End Date: 2013-09-21
Wholesale Dealer: N 1351
Last Claim Date: 2013-01-31
Last Paid Claim Date: 2013-01-31
Last Paid Claim Km/Hours:
Last Claim Km/Hours: 000000
Allows Marketing Contact: YES

- If the Canadian engine is not yet registered, you will see "*** VIN NOT REGISTERED" shown under "Owner Last Name". The VIN Prefix, Frame Number and the Model Number will also appear.

OWNER INFORMATION INQUIRY	
OWNER INFORMATION INQUIRY OWNER INFORMATION CHANGE OWNER TRANSFER QUICK CLAIM LONG CLAIM CAMPAIGN CLAIM CLAIM STATUS INQUIRY TRANSIT DAMAGE CLAIM PARTS CALL IN MANAGEMENT	<div> OWNER INFORMATION INQUIRY </div> <div> Dealer Number: 1245 - Power Equipment MCPE HOUSE - CZ Lookup Dealer Number </div> <div> VIN/HIN Prefix: GCAPK Frame Number: 1008898 </div> <div> Include Warranty History: <input type="radio"/> Yes <input type="radio"/> No <input type="checkbox"/> Print NVIS Report <input type="checkbox"/> Print Warranty </div> <div> NEW SEARCH </div> <div> Print Report Bottom </div> <div> <div> Owner First Name: Owner Last Name: Lessee First Name: Lessee Last Name: </div> <div> *** VIN NOT REGISTERED *** </div> <div> Co-Owner First Name: Co-Owner Last Name: </div> </div> <div> Apartment #: Address: City, Province: Postal Code: </div> <div> Home Phone: X: Work Phone: X: Email: </div>
	<div> VIN/HIN Prefix: GCAPK Frame Number: 1008898 HIN: Year: Model Number: (GX610U1QZE6) </div> <div> Colour Code + Desc: Unit Status: Usage Type: Owner Status: </div> <div> Warranty Registration Date: Warranty End Date: Wholesale Dealer: N Last Claim Date: Last Paid Claim Date: Last Paid Claim Km/Hours: Last Claim Km/Hours: Allows Marketing Contact: </div>

Register the unit:

- Select the **Warranty Registration** link under the Sales heading on eBiz. Please contact Techline at 1 (800) 465-4406, Warranty at 1 (800) 897-3380 or Honda Engine Sales via email at honda_engines@ch.honda.com (provide VIN Prefix and Frame Number) to obtain the **original dealer number** and enter it in the Original Dealer Number field.
- Complete the **“General Information, Customer Information and Unit Information”** sections.
- Note: The customer will be required to provide a copy of the bill of sale to determine the warranty start date. Enter this date in the Retail Sales Date field.
 - The bill-of-sale's date will be considered as the in-service date which will establish if the repair is within the warranty coverage period.
- Click on **Submit**.

The screenshot shows the Honda eBiz Warranty Registration form. The sidebar on the left contains links: RSO INQUIRY, RDO INQUIRY, RDO MAINTENANCE, CDO INQUIRY, ORDER STATUS INQUIRY, ORDER DETAIL INQUIRY, INVENTORY INQUIRY, STOCK TRANSFER, UNIT LOCATOR, **WARRANTY REGISTRATION** (highlighted with a yellow arrow), SALES REPORTS, and UNIT RESERVATION. The main form area is titled 'WARRANTY REGISTRATION' and includes sections for GENERAL INFORMATION, CUSTOMER INFORMATION, and UNIT INFORMATION. The GENERAL INFORMATION section includes fields for Dealer Number, Retail Sales Date (with a red box and arrow pointing to it labeled 'Date of "Bill-of-Sale"'), PDI Date, Student, Sales Type, Usage Type, and Leasing. The CUSTOMER INFORMATION section includes fields for Title, First Name, Last Name, Address, Apartment #, City, Province, Postal Code, Language Preference, Residential Phone, Business Phone, and Email. The UNIT INFORMATION section is a table with columns: SELECT, VIN/HIN PREFIX, FRAME NUMBER, OEM BOAT, ORIGINAL DLR. #, ADDITIONAL INFORMATION, and MODEL COLOUR CODE. A yellow arrow points to the 'SUBMIT' button at the bottom of the form.

WARRANTY REGISTRATION

[Print Report](#) | [Bottom](#)

* Fields preceded by an asterisk are required.

GENERAL INFORMATION

Dealer Number: 1245 - Power Equipment

Lookup Dealer Number: (mm/dd/yy)

Retail Sales Date: (mm/dd/yy)

PDI Date: (mm/dd/yy)

* Student: [Select One]

* Sales Type: [Select One]

* Usage Type: Commercial ☐ Individual ☐

* Leasing: ☐ Yes ☒ No

CUSTOMER INFORMATION

* Title: Mr.

* First Name: [Text Field]

* Last Name: [Text Field]

* Address: [Text Field]

* Apartment #: [Text Field]

* City: [Text Field]

* Province: [Select One]

* Postal Code: [Text Field]

* Language Preference: ☐ English ☐ French

* Residential Phone: [Text Field]

* Business Phone: [Text Field] Ext.: [Text Field]

* Email: noemail@nothankyou.com

UNIT INFORMATION

SELECT	VIN/HIN PREFIX	FRAME NUMBER	OEM BOAT	ORIGINAL DLR. #	ADDITIONAL INFORMATION	MODEL COLOUR CODE
<input type="checkbox"/>			<input type="checkbox"/>			
<input type="checkbox"/>			<input type="checkbox"/>			
<input type="checkbox"/>			<input type="checkbox"/>			
<input type="checkbox"/>			<input type="checkbox"/>			

[Details](#) | [Add Row](#) | [Print Report](#) | [Top](#)

SUBMIT

NOTE: If the Warranty Registration section is unavailable via your eBiz profile, please advise your dealer administrator or contact another dealer staff member who has access.

CLAIMING FOR A NON-CANADIAN ENGINE

A **long claim** must be prepared indicating the **Non-Canadian** status by checking the appropriate box.

Enter the bill-of-sale's date as the delivery date for the claim.

Note: The **Engine Number** will be the same as the **Frame Number** and needs to be entered manually.

The screenshot shows the Honda Warranty Claim System interface. A large yellow arrow on the left points to the 'LONG CLAIM' option in the left-hand menu. Another yellow arrow on the right points down to the 'Non-Canadian' checkbox. A third yellow arrow at the top points down to the 'CLAIM INFO' section. The interface includes a top bar with 'Claim Number' (W012340) and a 'Lookup Dealer Number' link. Below this are buttons for 'SAVE' and 'CALCULATE TOTAL'. The 'CLAIM INFO' section contains fields for VIN/HIN Prefix, Frame Number, Engine Number, Odometer Reading km/Hours, and Delivery Date. There are also fields for Repair Order Number, Repair Order Date, Work Completed Date, Service Advisor, Usage Type, and P/E Attachment Code. On the right, there are checkboxes for 'Non-Canadian' and 'Part Claim', a 'Select claim type' dropdown, and fields for Previous Repair Number, Previous Repair Date, Previous Odometer km/Hours, and Previous Counter Ticket #.

Section	Field	Value/Options
CLAIM INFO	VIN/HIN Prefix	
	Frame Number	
	Engine Number	
	Odometer Reading km/Hours	
	Delivery Date	(mm/dd/yyyy)
	Repair Order Number	
	Repair Order Date	(mm/dd/yyyy)
	Work Completed Date	(mm/dd/yyyy)
	Service Advisor	
	Usage Type	Select Code
P/E Attachment Code	P/E Attachment Code	Select Code
Part Claim	Non-Canadian	<input type="checkbox"/>
	Part Claim	<input type="checkbox"/>
	Select claim type	▼
	Previous Repair Number	
	Previous Repair Date	(mm/dd/yyyy)
	Previous Odometer km/Hours	
Previous Counter Ticket #		

Following these steps will expedite payment for warranty work performed on covered components within the warranty terms outlined in the Distributor's Warranty guide. Should you have any questions please contact Honda Warranty at 1 (800) 897-3380.