

## VANTAGE MOBILITY LIMITED WARRANTY

**The Vantage Mobility Limited Warranty modifies the standard Honda Limited Warranty on this vehicle. Modifications to the vehicle made by Vantage Mobility , components installed by Vantage Mobility , and Honda components and systems affected by Vantage Mobility modifications and components are NOT covered by the Honda Limited Warranty.**

Vantage Mobility offers one of the most extensive conversion service warranties in the mobility industry. Our warranty, outlined herein, warrants the structural metal fabrication on or of the Vantage Mobility frame and components from rust-through corrosion or otherwise fail due to structural perforation for a period of 7 years (unlimited vehicle odometer miles). Surface corrosion on weld joints are excluded. Corrosion that resulted from damage to the conversion are excluded. **Prior to filing a claim for rust-through corrosion, the owner must provide verification of timely maintenance inspection for corrosion outlined in the Maintenance Schedule of this manual.**

**NOTE:** *Applies to 2021 model year chassis and newer with new conversions.*

The time periods will commence upon first delivery of the vehicle from Vantage Mobility or a Vantage Mobility dealer to the initial retail purchaser of the vehicle or the date that the vehicle was first placed into service, whichever comes first.

Note that the Vantage Mobility Limited Warranty, which covers the Vantage Mobility conversion, is separate from the Honda Limited Warranty, which covers components of the Honda vehicle not affected by the conversion process.

To determine warranty coverage, the following shall apply:

- Vehicles shall be defined as either “Vantage Mobility Supplied” or “Customer Supplied.”
- Based on its designation, the warranty start date and coverage limits shall differ.

### **Vantage Mobility Supplied Vehicles**

For the purposes of determining warranty coverage, “Vantage Mobility

SUPPLIED” vehicles shall be defined as vehicles that were purchased new from Honda (by Vantage Mobility ) with the express purpose of installing a mobility conversion and are sold to consumers as a USED vehicle. The original date of purchase should be stated in your sales contract.

Since the Honda Limited Warranty commences the date Vantage Mobility purchases the vehicle, Honda has added 9 months to the warranty. Please note that all Honda vehicles sold here are sold with a used title. The vehicles were purchased new from Honda with the express purpose of installing a mobility conversion and are sold to consumers with a warranty that runs until the first to occur of:

- a. 45 months from the date of purchase of the vehicle by Vantage Mobility, LLC (Vantage Mobility ) from Honda’s authorized dealer; or,
- b. 36 months from the date of purchase by the consumer from Vantage Mobility or Vantage Mobility ’s dealer; or,
- c. 36,000 miles

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If you have any questions about the original purchase date of your vehicle by Vantage Mobility from an authorized Honda dealer please contact your local mobility equipment dealer.

### **Customer Supplied Vehicles**

For the purposes of determining warranty coverage, "CUSTOMER SUPPLIED" vehicles shall be defined as, vehicles that were purchased NEW from an authorized Honda dealer, by a private consumer, and subsequently shipped to Vantage Mobility for conversion.

The Vantage Mobility Limited Warranty will commence on the date the converted vehicle is delivered to the end-user. The Vantage Mobility warranty will be 36 months or 36,000 miles from the Odometer reading at the time of conversion. The 36 month, 36,000 mile Honda Limited Warranty commences when the vehicle was originally sold to the first retail purchaser. Subject to the terms of the Vantage Mobility Limited Warranty, Vantage Mobility will repair or replace any Vantage Mobility factory installed part that is found to be defective within the above stated warranty period.

Vantage Mobility will reimburse Vantage Mobility factory authorized repair facilities for labor costs associated in the repair or replacement of defective parts or workmanship. The reimbursement may be based on a Vantage Mobility "Flat Rate Schedule." Warranty work that is performed at a facility that is NOT an authorized Vantage Mobility Service Facility will only be reimbursed to the amount determined by the flat rate schedule or a labor rate as determined by Vantage Mobility. Vantage Mobility reserves the right to designate where warranty work is to be performed and reserves the right to inspect any claim of defective workmanship or parts prior to authorization of repairs. Vantage Mobility makes no guarantee or representation as to the location of the nearest Vantage Mobility dealer or as to the convenience of having work done at such location. The Vantage Mobility Limited Warranty does not apply to parts or workmanship that becomes defective due to misuse, neglect, abuse, normal wear and tear, or accident by the operator of the vehicle or by unauthorized repair work.

For your approved Vantage Mobility factory authorized repair facility, you can go to our website at **VantageMobility.com** or contact us by mail or telephone:

**Vantage Mobility  
Customer Advocate Center  
5202 S. 28th Place  
Phoenix, AZ 85040  
855-864-VANS (864-8267)**

### **Transfer of Warranty**

If the vehicle is sold, the remainder of the Vantage Mobility Limited Warranty may be transferred to the second owner within 90 days of the purchase. To transfer the warranty, the new owner must send a written request to Vantage Mobility, including full name, address, phone number, and the Vantage Mobility ID number located on the inside driver door jamb.

### **Design Changes**

Vantage Mobility reserves the right to make design or process changes to improve its current product without any obligation to update or retrofit previously converted vehicles.

**Shipments of parts under the Vantage Mobility Limited Warranty will be sent by ground UPS only. If you request overnight or second-day shipment, that shipment will be sent freight collect.**

### **What Is Not Covered by This Limited Warranty**

The above stated warranty is the entire warranty made by Vantage Mobility to the purchaser. Specifically, Vantage Mobility does not warrant any other part or portion of the vehicle other than that manufactured by Vantage Mobility. Without limitation, this warranty is not intended to cover the vehicle's frame, engine, transmission, transaxle, front and rear wheel drive components, restraint systems (including airbags and seat belts), brakes, battery, heating system, air conditioning system, tires, ignition system, emission system, electronic and computer systems, or any other part of the vehicle, except for those fabricated, modified or altered by Vantage Mobility and then only to the extent of such fabrication, modification or alteration. This warranty is not intended to replace or substitute any other warranties

issued by the original manufacturer of the vehicle or other supplier of parts or components thereto. Warranty claims regarding problems with any part of your vehicle not fabricated by Vantage Mobility will be referred to the original manufacturer of your vehicle. Consult the original manufacturer owner's manual for information regarding those warranties.

This warranty shall not cover any defect or problem existing in the vehicle at the time it arrives from the original vehicle manufacturer for subsequent modification by Vantage Mobility. Warranty claims regarding such pre-existing problems must be brought against the original manufacturer of the vehicle. Consult the original manufacturer owner manual for information regarding those warranties.

The Vantage Mobility Limited Warranty will not apply if the Vantage Mobility parts or Vantage Mobility modifications become defective due to use other than what is stated in the Vantage Mobility Owner's Manual.

The Vantage Mobility Limited Warranty does not cover towing, rental or loaner

vehicles, lodging, travel expenses, lost wages, or any other incidental expenses associated with warranty repair.

The Vantage Mobility Limited Warranty is void if the vehicle is declared to be a total loss by an insurance company, the vehicle is rebuilt after being declared to be a total loss by an insurance company or the vehicle is issued a certificate of title indicating that it is designated as "salvage," "junk," "rebuilt," or "scrap" or some similar word.

Vantage Mobility will deny warranty coverage without notice if it learns that a vehicle is ineligible for coverage for any of these reasons.

This Warranty does not cover maintenance of the Vantage Mobility conversion. Maintenance shall be performed at owner's expense.

Vantage Mobility neither assumes, nor authorizes, any person to assume for it, any obligation or warranty other than herein stated.

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### Exclusion of Other Warranties

This warranty is exclusive and in lieu of any warranty of merchantability, fitness for a particular purpose, or other warranty of quality, whether express or implied, and of all other liabilities and obligations on the part of Vantage Mobility .

### Warranty Registration Requirement

The warranty registration card must be completed by the Vantage Mobility dealer and returned to Vantage Mobility within 10 days of vehicle delivery to customer along with the Vantage Mobility Pre Delivery Inspection checklist to validate any of the above stated warranties.

### Your Rights Under State Law

This warranty gives you specific legal rights, and you may have other rights that vary from state to state.

### Summary of Warranty Coverage

#### Structural (Rust / Corrosion)\*:

Warranted for 7 Years (unlimited miles) from rust-through corrosion (perforation) of the structural metal fabrication on or of the Vantage Mobility frame and components on new conversions from vehicle delivery date. Surface corrosion on weld joints are excluded. Corrosion that resulted from damage to the conversion are excluded.

**NOTE:** Applies to 2021 model year chassis and newer with new conversions.

#### Electrical\*:

3 Years / 36,000 Miles\*\* Parts and Labor

#### Electro-Mechanical Kneeling System\*:

3 Years / 36,000 Miles\*\* Parts and Labor

#### Modified Seat Bases\*:

3 Years / 36,000 Miles\*\* Parts and Labor

#### Power Door Operators\*:

3 Years / 36,000 Miles\*\* Parts and Labor

#### Ramp System\*:

3 Years / 36,000 Miles\*\* Parts and Labor

#### Vantage Mobility Fabricated & Installed Equipment\*:

3 Years / 36,000 Miles\*\* Parts and Labor

#### Vantage Mobility Mechanical & Structural Conversion\*:

3 Years / 36,000 Miles\*\* Parts and Labor

\* Must follow the required maintenance schedule as outlined on page 33.

\*\* Whichever occurs first

### How to Obtain Warranty Service

If you encounter any difficulties with your minivan, you should first contact the Vantage Mobility Mobility Equipment Dealer ("MED") from whom you purchased the minivan or, if you are outside that MED's local area, the

nearest Vantage Mobility MED. A list of Vantage Mobility MEDs can be obtained by dialing 855-864-VANS (864-8267).

If the Vantage Mobility MED believes that your problem would more effectively be dealt with by an authorized Honda dealership (for example, if the problem pertains to automotive parts covered by the Honda LIMITED WARRANTY), you will be referred to a local Honda dealership for warranty service. If the minivan cannot be operated safely, transportation of your minivan to and from the Honda dealership will be arranged by the MED and you will be advised by the MED where and when to pick up your vehicle. If the vehicle can be safely operated, it may be more efficient for you to drive the vehicle to the designated Honda dealership for warranty service, in which case you should make certain that the MED fills out the Service Information Form, and you should bring it to the designated Honda dealership.

If you are unable to bring the vehicle to a MED and need to bring it to a Honda dealer (for example, if you experience a problem where there is no MED nearby), please present the Service Information Card (pg 43) to the Service Manager of the Honda Dealer. If you require help with this warranty or have any questions or comments, please contact Vantage Mobility at:

**Vantage Mobility Customer Advocate Center**  
**5202 S. 28th Place**  
**Phoenix, AZ 85040**  
**855-864-VANS (864-8267)**

## RETAIL CUSTOMER DISCLAIMERS AND WARRANTIES

### Notice:

PLEASE NOTE THAT ALL HONDA VEHICLES ADVERTISED AND/OR SOLD HERE ARE SOLD WITH A USED TITLE. THE VEHICLES WERE PURCHASED NEW FROM HONDA WITH THE EXPRESS PURPOSE OF INSTALLING A MOBILITY CONVERSION AND ARE SOLD TO CONSUMERS WITH A WARRANTY THAT RUNS FOR 42 MONTHS FROM THE DATE OF PURCHASE OF THE VEHICLE BY VANTAGE MOBILITY, LLC (VANTAGE MOBILITY ) FROM HONDA'S AUTHORIZED DEALER OR 36,000 MILES, WHICHEVER OCCURS FIRST. THE DATE OF PURCHASE IS STATED IN YOUR CONTRACT.

VANTAGE MOBILITY IS SOLELY RESPONSIBLE FOR THE MOBILITY CONVERSION PERFORMED ON THIS VEHICLE. FOR PURPOSES OF STATE

AND FEDERAL LAW, THIS CONVERTED VEHICLE IS A "USED VEHICLE." VANTAGE MOBILITY IS NEITHER AFFILIATED WITH NOR SPONSORED BY AMERICAN HONDA MOTOR CO., INC. (HONDA) OR ITS PARENT, SUBSIDIARIES, AFFILIATES OR DEALERS (COLLECTIVELY, THE HONDA COMPANIES.) THE HONDA COMPANIES SPECIFICALLY DISCLAIM ANY AND ALL WARRANTIES PERTAINING TO THE CONVERSION OF THE ORIGINAL HONDA VEHICLE.

THE CONSUMER SHOULD BE AWARE THAT:

I. CHANGES MADE BY VANTAGE MOBILITY TO THE HONDA VEHICLE MAY VOID THE HONDA WARRANTY TO THE EXTENT THAT SUCH CHANGES ADVERSELY AFFECT THE UNCONVERTED VEHICLE OR ITS PERFORMANCE OR CAUSE THE FAILURE OR DEGRADED PERFORMANCE OF A COMPONENT SUPPLIED BY ANY OF THE HONDA

COMPANIES. FOR EXAMPLE, STRUCTURAL CHANGES MADE TO THE BODY OF THE VEHICLE COULD AFFECT THE VEHICLE'S STRUCTURAL INTEGRITY, WHICH WOULD VOID THE HONDA LIMITED WARRANTY ON THE AFFECTED PARTS.

- II. CHANGES MADE BY VANTAGE MOBILITY TO THE HONDA VEHICLE MAY AFFECT THE SAFETY PERFORMANCE OF THE VEHICLE AND THEREFORE THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S SAFETY RATINGS OF THE UNCONVERTED VEHICLE MAY NOT APPLY TO THE CONVERTED VEHICLE. FOR EXAMPLE, WEIGHT DISTRIBUTION CHANGES MADE BY VANTAGE MOBILITY COULD AFFECT CRASH TEST AND ROLLOVER TEST RESULTS.
- III. CHANGES MADE BY VANTAGE MOBILITY TO THE HONDA VEHICLE MAY AFFECT THE ENVIRONMENTAL AND FUEL ECONOMY PERFORMANCE OF

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THE VEHICLE AND THEREFORE THE U.S. ENVIRONMENTAL AGENCY'S RATINGS OF THE UNCONVERTED VEHICLE MAY NOT APPLY TO THE CONVERTED VEHICLE. FOR EXAMPLE, WEIGHT INCREASES TO THE VEHICLE COULD ALTER THE VEHICLE'S GREENHOUSE GAS SCORE, AIR POLLUTION SCORE, AND FUEL ECONOMY RATINGS.

- IV. ALL SUCH CHANGES ARE THE EXCLUSIVE RESPONSIBILITY OF VANTAGE MOBILITY AND, WHERE APPLICABLE, ARE COVERED SOLELY BY VANTAGE MOBILITY'S LIMITED WARRANTY. THE HONDA COMPANIES NEITHER HAVE TESTED NOR APPROVED ANY ASPECT OF VANTAGE MOBILITY'S CONVERSION.