

Brief About Road Side Assistance (RSA)

Service Provided

Assistance shall be arranged for the covered vehicle within 50km radius of HMSI dealership in your city, through suitable means as per details given below:

- Minor Mechanical or electrical breakdowns – In case your vehicle suffers a mechanical or electrical breakdown causing sudden stoppage, suitable support shall be provided on the spot to mobilize the vehicle. This service covers minor adjustments and repairs which do not need change of any spare parts.
- In case vehicle needs replacement of spares cost of such spares has to be paid in cash by you, on the spot.
- Major breakdown or accident – In the unfortunate event of a major breakdown or accident where the vehicle cannot be mobilized on the spot, we shall arrange to transfer or tow the vehicle to nearest authorized HMSI workshop.
- Puncture / Flat tyre – In case of a punctured or flat tyre the service shall enable you to get the puncture repaired at the nearest puncture repair shop. In such a case you shall have to directly bear the expenses of such repairs.
- Running out of fuel – In case the vehicle runs out of fuel you shall be provided with one litre of fuel enabling you to reach the nearest petrol station. Fuel charges will be applicable as actual.

Terms & Conditions

1) **Covered Vehicles and period of cover** Any Honda 2-wheeler can be enrolled in this program by paying the fees to the authorized dealership and obtaining the program certificate. Each vehicle shall then be covered for a period of one year from the date of enrolment into the program.

2) Non-covered Events

Honda 2 Wheeler Roadside Assistance is specially designed to help in events that lead to immobilization of the vehicle while it is being driven on the road. As a result, this program will not cover any of the following events that you may encounter while driving your vehicle:

- Non-functional horn. If the horn is activated incessantly, the Services will be provided
- Faulty gauges and meters
- Vehicle headlights not functional.
- Illumination warning lamps of any non-safety related lights/service warnings lights which do not render the vehicle immobilized.
- Broken rear-view mirror.
- Electronic Vehicle security systems, if fitted as a standard equipment, are faulty but do not render it immobilized
- Damaged or faulty fuel caps
- Other faults in the vehicle which do not render it immobilized but need repairs at the authorized workshop.

3) **General Exclusions** The covered vehicle shall not be entitled to the benefits of the program under any of the following situations:

- Vehicle is not maintained or operated as per recommendations of the owner manual
- Vehicle is involved in motor racing, rallies, speed or duration tests, practice runs, or Operated in off-road activities.
- Any event when the rider of the vehicle is found to be in any of the situations that are indicated below:
 - a) The state of intoxication or under the influence of alcohol, drugs, toxins or narcotics not medically prescribed
 - b) Lack of permission or corresponding license for the Covered Vehicle
- Any event where breakdown is caused by deliberately inflicted damage, vandalism or participation in a criminal act or offence
- Any customer history where customer has twice on prior occasions misused or abused the services.
- Those accidents resulting from the illegitimate removal of the Covered Vehicle.
- Those accidents or breakdowns that are produced when the Customer or the authorized rider have infringed upon the regulatory ordinances as far as the requisites and number of persons transported, weight and means of things that can be transported or the form of handling them as long as the infraction has been the determining cause of the accident or the causal event of the incident.
- Any vehicle involved in or liable to be involved in legal case prior to or post immobilization.
- Breakdowns happening while the vehicle lacks documentation or requisites legally necessary to ply on public roads.
- Breakdowns caused by fuels, mineral essences, and other inflammable, explosive or toxic materials transported in the Covered Vehicle.
- Assistance required during wars, riots, uprising, mass political demonstrations, strikes, acts of terrorism, earthquake, floods etc.