

What is SMARTChoice®?

The HWP Group has developed Bermuda's ONLY comprehensive vehicle maintenance and repair package to ensure you receive the best possible service. If you participate in the SMARTChoice® Program, you will have the satisfaction of knowing that your vehicle will be serviced by HWP highly trained technicians using the latest technical diagnostic equipment, and that we will only use O.E.M specification factory replacement parts.

With the SMARTChoice® Program, the costs for all routine maintenance recommended by the manufacturer and detailed in the owner's handbook are covered. This includes all necessary labour, parts, oils, and lubricants. It will also include TCD inspections (but not the cost of licensing your vehicle). As well as the service coverage described below, the vehicle is also covered for all 'wear and tear' items and repairs such as brake pads, tires, bulbs, air conditioning, and all other items that require repair or replacement due to mechanical failure during the term of the program.

The HWP SMARTChoice® Program covers all of your vehicles' 1,500 components. This includes all internal and external engine components, transmission, the brake system, suspension, steering, air conditioning, the differential, drive axle, bearings, audio system, electrical system, battery, electric motors and actuators, plus the other 1500 components which make up your vehicle.

The SMARTChoice® maintenance and repair package is designed to give you peace of mind and worry-free driving with your new HWP vehicle.

What is Covered?

With the SMARTChoice® we will adhere to the manufacturers recommended service intervals as specified in the Owner's Manual. HWP will follow the time and mileage guide lines that have been set out by the manufacturer which include the cleaning, lubricating, adjusting, machining and or replacement of the following. (Please review your Owner's Manual or manufacturers handbook for complete details.)

SMARTChoice® Maintenance Inspection

- Drain and refill engine oil and replace engine oil filter
- Clean, inspect and / or replace Air filter

- Clean, inspect and / or replace Cabin filter*
- Inspect Fuel filter and fuel lines
- Clean, inspect and / or replace PCV valve*
- Clean, inspect and / or replace Spark plugs*
- Clean, inspect and / or replace Transmission fluid and filter
- Inspect, top up or replace Differential fluids*
- Inspect, top up or replace Transfer case fluid as required*
- Inspect, top up or replace Engine coolant/radiator fluid
- Inspect, top up or replace Brake fluid
- Inspect, top up or replace Power steering fluid
- Clean and adjust throttle body
- Adjust cylinder head valves*
- Check and adjust front and rear lighting, turn signals, warning light system and interior lighting system
- Check operation of horn and warning lamps
- Check operation, condition and adjustment of windscreen wiper washer system
- Inspect, service and adjust clutch*
- Rotate tires/adjust tire pressure
- Inspect, clean and adjust front and rear brakes
- Check brake pad thickness front and rear
- Replace necessary brake pads
- Replace necessary brake shoes
- Machine/replace brake rotors and/or discs as required
- Machine brake drums as required
- Service and adjust parking brake system
- Clean service and or lubricate all necessary door locks
- Inspect and top up Gearbox, final drive fluids
- Inspect CV boots for leaks or damage and repair as required
- Inspect Steering knuckle ball joint sealing boots inspected for leaks or damage
- Inspect Track rod ends for play, looseness and sealing boots for leaks
- Inspect tread depth, condition and wear pattern of tires
- Lubricate all door, hood /bonnet, and trunk hinges
- Inspect and or lubricate all rubber moldings and seal as required by the manufacturer
- Scan vehicle for diagnostic fault codes, software updates, and reset service maintenance interval meter/ dash-light*
- Inspect and top up battery water level if required
- Top up windshield wash front and rear reservoirs.
- Visual inspection of engine and components in engine compartment for leaks or damage.
- Inspect condition and tension of V belt and adjust if necessary

- Road Test vehicle for engine, transmission, steering and braking system operation.
- Annual TCD inspection including travel to and from TCD
- Perform front alignment check if required

* If your vehicle is equipped with these features.

What is Not Covered?

- Problems caused by damage, neglect or abuse
- Lost or damaged keys.
- Lost or damaged key remotes.
- CD players (if improperly used or damaged due to improper loading of CDs).
- Car battery if the Electrical system is modified (e.g. stereo systems)
- Scratched, grooved, chipped or broken glass.
- Normal wear and tear or deterioration of plated or painted parts (e.g. scratches, dents, rust, etc).
- Interior and exterior moldings that are faded, missing or damaged or discolored due to waxes or cleaning agents or any other non-approved / foreign liquids or materials.
- Damage to the truck or van cargo area due to loading and unloading and regular use of cargo areas.
- Wheels and Tyres.

Situations leading to non-coverage

- Owner's neglect or abuse of vehicle and operation of the vehicle in any manner other than what it was designed for.
- If the vehicle is NOT provided to HWP in a timely manner for its regularly scheduled service as specified by the automaker.
- Any vehicle maintenance and / or repairs performed at any non-HWP facility will not be reimbursed to the customer unless first authorized by HWP.
- Any modification of the vehicle by a non-HWP facility - all modifications must be done by a HWP facility or an approved factory authorized sub-contractor.
- All vehicles sold for commercial use e.g. taxi, construction trucks or delivery vans or any vehicle licensed as an L, LP, IN, HA, HC,TT, etc.
- Any damage due to external influences such as acts of God, weather, water damage, flooding, hurricanes, hail, fire, smoke damage, stones, salt, acid rain, bird droppings, any other chemical pollutants and any other natural disaster.
- Any damaged as a result of attempted theft, theft, vandalism or traffic accident damage.

- Any damage caused by maintenance / repairs performed by non-HWP licensed factory trained technicians, and using non-factory original parts.
- Any damage caused by a towing company during a tow in a situation where vehicle cannot be driven.
- Any damage caused by towing or carrying cargo that exceeds the manufacturers towing /cargo capacity or specification.

Frequently Asked Questions

How long is my vehicle covered?

Coverage begins on the contract purchase date as contained in this document and will expire in two years from the purchase date or at 40,000 km which ever comes first.

Is Towing included in this coverage?

Towing is covered with our 24 hour road coverage plan. Regular hours 292-5222 or After hours 336-9123.

What are the advantages?

There are many advantages for the SMARTChoice®.

- Worry Free Driving
- TCD Inspections Covered
- 24 Hour Road Coverage
- 1 Stop Shop with HWP's new Premier Transportation Centre
- Factory Trained Technicians
- Genuine Factory Replacement Parts

Are appointments easy to make?

All service maintenance appointments are just a phone call away. Call 295-5000 to book your appointment. Your car will need to be taken to HWP Premier Transportation Centre. You can then use the free shuttle, which will take you to and from City Hall Parking Lot.

Does the maintenance service take more than a day?

The regular maintenance package will take one day. Other services/repairs will depend on the work that needs to be completed to how long the job will take. Technicians will be able to advise time lines for you upon inspection.



Definitions

(Failed part/component) Definition of a failed part is: A part is deemed to have failed when it is not performing as designed by the manufacturers guidelines and outside manufactured specification or tolerances. All parts must be inspected and / or tested by a licensed HWP technician at a HWP facility. All failed parts must be inspected and stored at a HWP facility for warranty auditing purpose and quality assurances. Regularly scheduled maintenance. Definition of regular scheduled maintenance means to perform the required service and / or maintenance at the specified time or mileage interval which is required by the automobile manufacture and is listed in the owners manual / maintenance handbook.

Maintenance schedule

The regular scheduled maintenance intervals are listed in each of the automakers owners' hand book/owners manual. If any there is any discrepancy or confusion with the regularly scheduled maintenance due to any other suggested or recommended maintenance schedule, the manufacturers owners book will be the only official binding and legal maintenance schedule that will be followed /administered by HWP.

Territory

This service maintenance contract applies to new vehicles sold with the appropriate contract in Bermuda by HWP. This contract will be null and void to all export vehicles or to any vehicles that may be shipped off the island of Bermuda.

Transfer of your contract.

This contract is NOT TRANSFERABLE to another vehicle. If your vehicle is sold the remainder of the vehicle maintenance and repair contract will remain with the specified original vehicles chassis number. The remaining coverage will be honored by HWP to the full two years or 40,000 km which ever comes first. The HWP maintenance and repair contract falls under the manufacturers limitations for the non-covered and covered components section of each of the manufacturers owner's manuals. (Please refer to the manufacturers owner's booklet for exact details).

All manufacturers regularly scheduled maintenance service and repairs must be performed at a HWP facility.

This service maintenance package does not have any refund or credit cash value.

This policy is null and void if odometer is damaged, modified, disconnected or tampered with.

HWP GROUP

Premier Transportation Centre

- Chrysler
- Daihatsu
- Honda
- Hyundai
- Mazda
- Mitsubishi
- Nissan
- Opel
- Skoda
- Subaru
- Suzuki
- Volkswagen

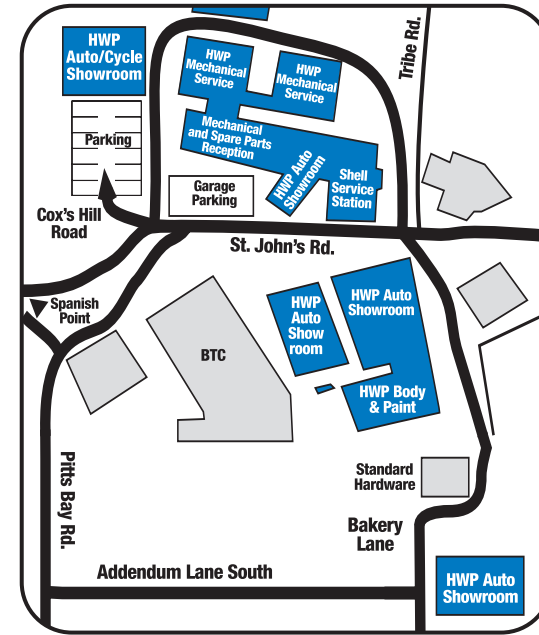


The Complete Car Maintenance & Repair Program

Quality products with exceptional service.

HWP GROUP

Premier Transportation Centre



The Complete Car Maintenance & Repair Program

Showroom Locations:

St. John's Road & Bakery Lane, Pembroke

Service Location:

St. John's Road, Pembroke

HWP Group:
295-5000

Hours of Operation:

Mon. - Fri. - 8.30am - 5.30pm
Sales/Service/Parts/Bodyshop
Sat. - 9.00am - 1.00pm
Sales

Website: www.hwp.bm
E-mail: sales@hwp.bm



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Butterfield Bank