

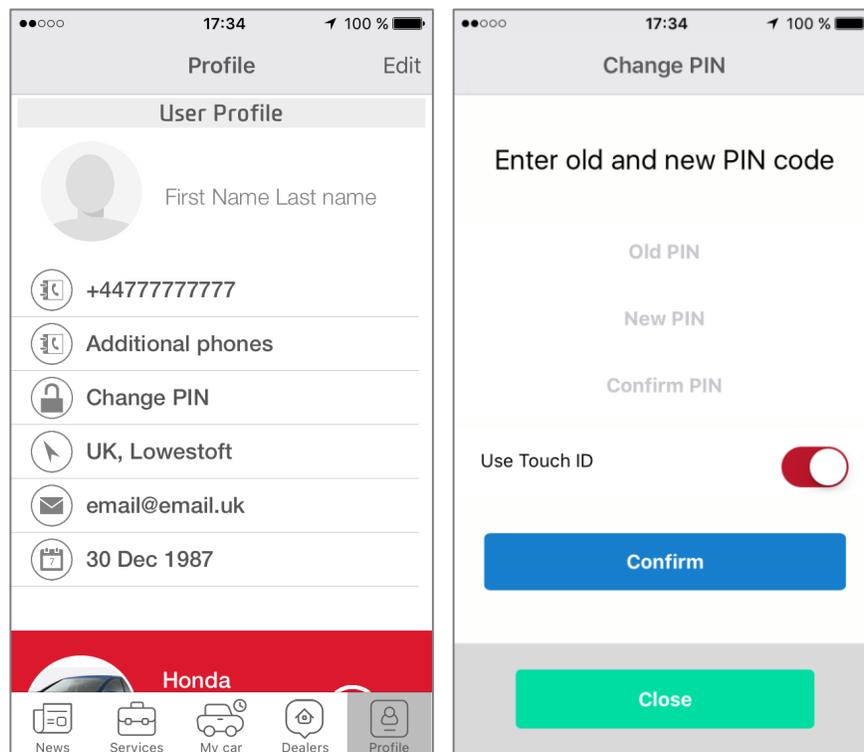
My Honda

FAQs

May 2018

How can I change my PIN?

You will be sent an automatically-generated PIN when you register for My Honda, it's not a problem though to change this to something you can remember more easily. Simply press Change Pin in your user profile and follow the instructions. If your smartphone is an iPhone 5S or later, you can also activate Touch ID for even faster access to the app.



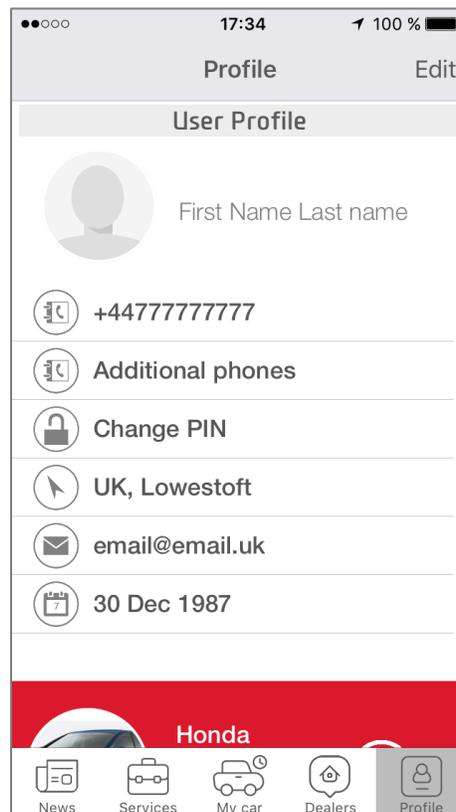
Can I add other Honda cars to my app?

Yes, you can add other non-connected cars manually in your Profile so that you can request a service appointment via your My Honda app.

How can I add other drivers to My Honda?

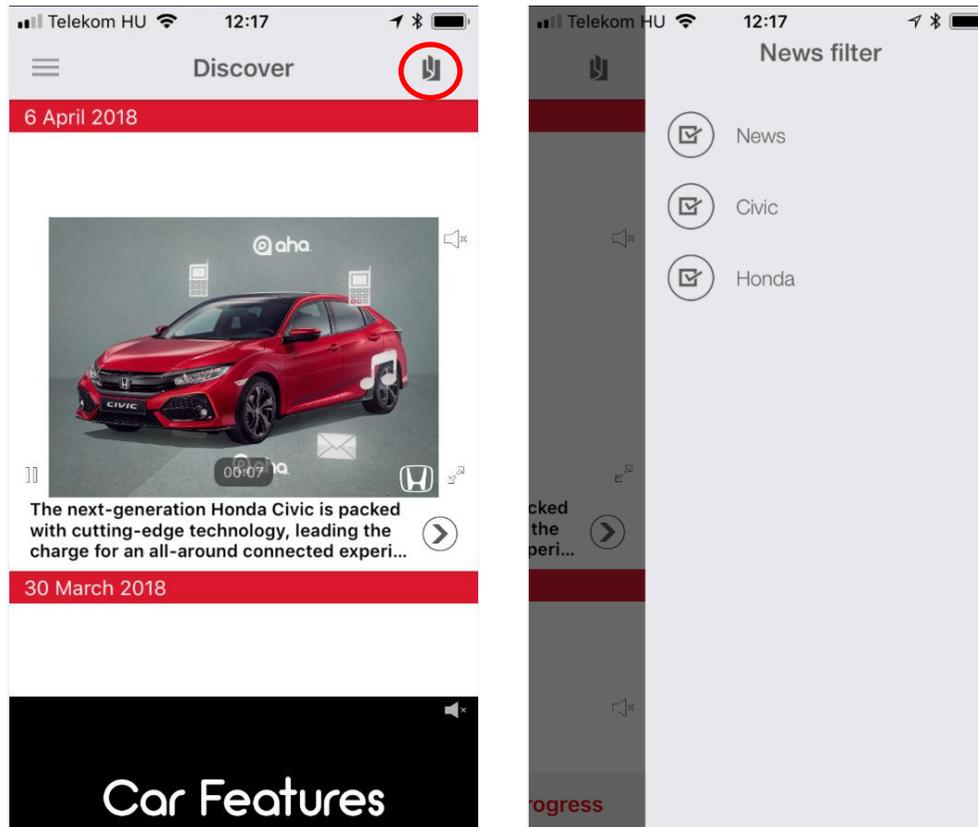
You can add friends and family members to your connected car, meaning they can also benefit from the My Honda convenience and safety features.

- In your user profile, click on the additional phones section and add any additional telephone numbers here - please make sure you include the country code and drop the leading zero e.g +44 7777 777777 for UK
- Family members can then download the My Honda app onto their smartphone and register by entering their mobile number and your 17-digit VIN into the user profile section
- They will then receive an SMS code and PIN by text, which they will need to enter in their profile to complete their registration to your connected car



Can I select the Honda news I'm interested in?

There is a filter icon in the Discover section that allows you to choose the news categories that will appear in your My Honda News feed.



Can I share news items with my friends and family?

All news items include a share icon that allows you to send a news item to friends or family via social networks or email etc.

What happens if I press the Roadside Assistance icon in the My Honda app ?

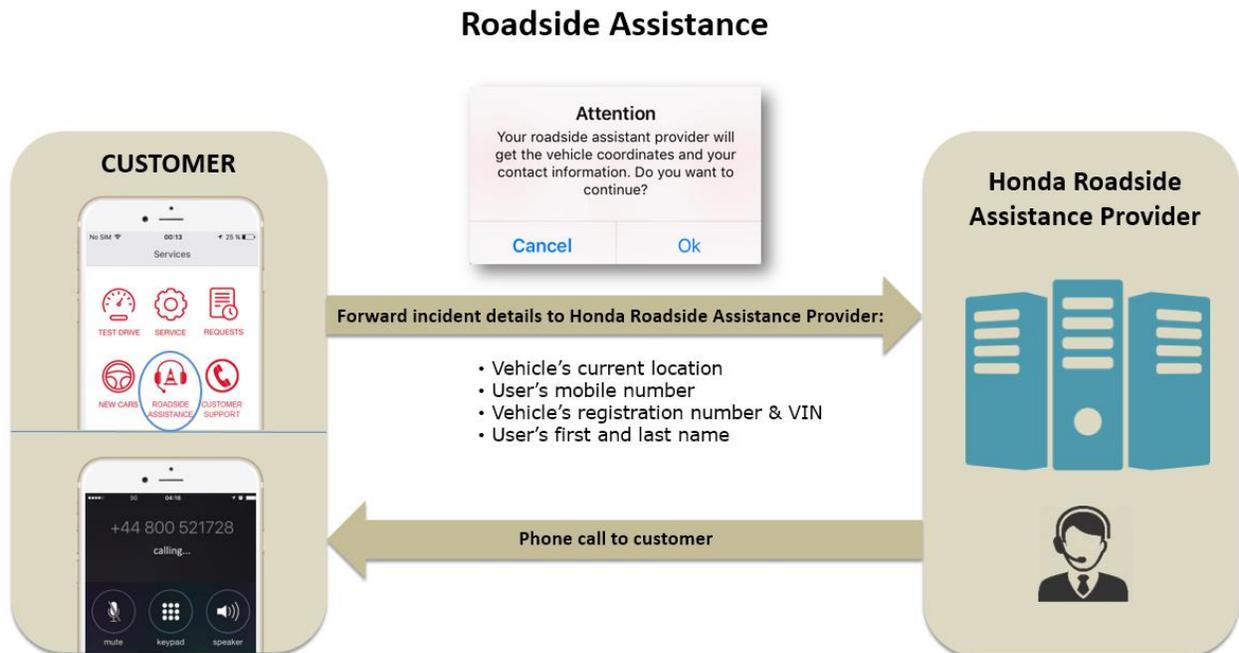
If you get into trouble on the road and need assistance, you can use My Honda to send your GPS location to Honda's Roadside Assistance provider. A trained operator will call you to give you the right assistance*. This service is also valid in other European countries if you travel in the following locations:

Andorra, Austria, Belgium, Bosnia, Bulgaria, Croatia, Cyprus (excluding Northern Cyprus), Czech Republic, Denmark, Finland, France (& Corsica), Germany, Gibraltar, Greece, Hungary, Ireland, Italy (& Sicily,

Sardinia & San Marino), Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland (& Liechtenstein) and UK.

We reserve the right to amend the geographical limits to cover in the event of war, civil disturbance, riot or radioactive contamination.

** Please note that recovery will only be provided free-of-charge if you hold valid cover via Honda.*



How is my driving style score calculated?

You can use your score to help you track your daily driving style. You will start the day with 100 points and you lose points throughout the day for sudden accelerations and decelerations, and speeds in excess of 130 km/hour. Try to end the day with as many points as possible!

The algorithm is based on your driving efficiency and the daily 100 point score decreases based on three main parameters:

- a) Sudden accelerations (SA) – number of accelerations of more than 20km/h during a 3 second time interval
- b) Sudden braking (SB) – number of decelerations of more than 20km/h during a 3 second time interval
- c) High speed (HS) – number of seconds driving at more than 130 km/h (average fuel consumption indicator strongly increases after 130 km/h, the app detects it as inefficient driving style indicator).

Calculation formula:

$100 \text{ (starting points)} - SA \text{ (number of times)} - SB \text{ (number of times)} - HS \text{ (number of minutes)}$

Your score will not drop below 30.

Can I see my driving style score for an individual journey?

Yes! You can see scores by journey, by day and by week. Click on a route and press the bar graph icon in the map – the app will show your score and average speeds for that journey. You can also see this information for a day by clicking on each day in the weekly graph. By running your finger over any of the graphs, you can see your average speeds for each time interval.

Why might I see an engine error in my Vehicle Health Report but not on my car dashboard?

Your vehicle is equipped with On Board Diagnostics which are constantly measuring and monitoring the various vehicle systems. If an abnormality is detected it is recorded in the system as trouble codes. In some instances it is required to make the driver aware of a malfunction, in such a case the malfunction indicator light on your dashboard will be displayed. The My Honda device is able to read all the trouble codes detected by your vehicle including those that do not trigger the malfunction indicator light.

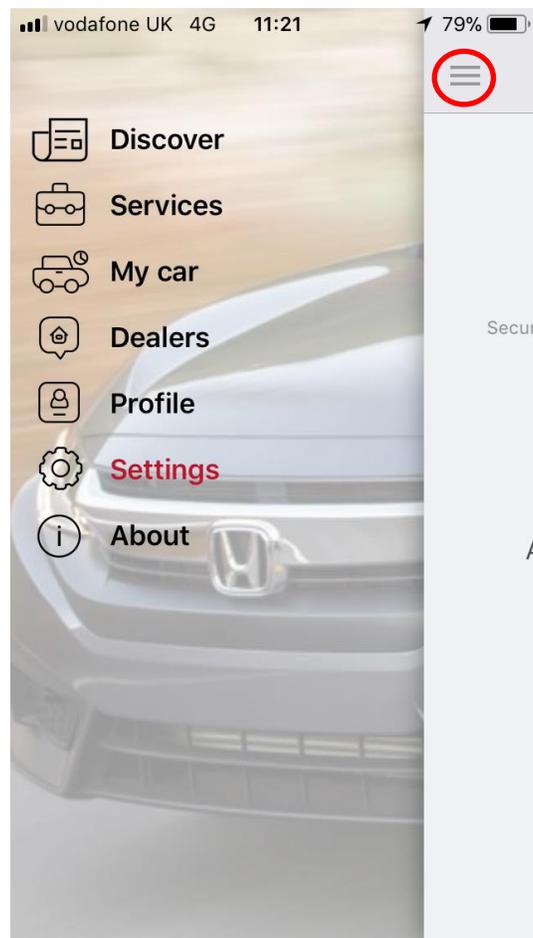
How can I activate my security settings and what are these?

You will need to activate your security settings on your My Honda app in order to receive the corresponding alerts, they are not pre-programmed. You can do this by clicking on the Settings option in the left hand side menu:

Towing Alert notifies you if your car has been moved without the engine running.

Over Speeding Alert warns you if your car exceeds a pre-set speed limit and continues to exceed it

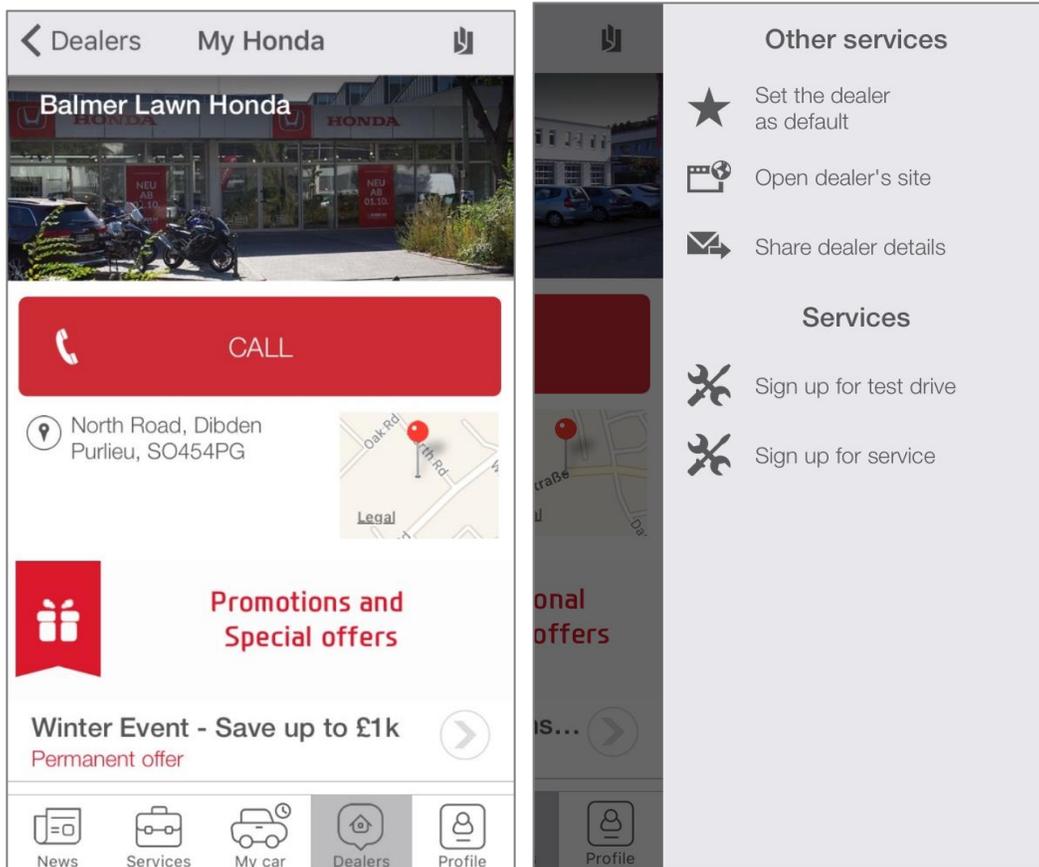
Zone Control sends you an alert if your car leaves a designated area, drawn by yourself within the app



How can I change my preferred dealer in My Honda?

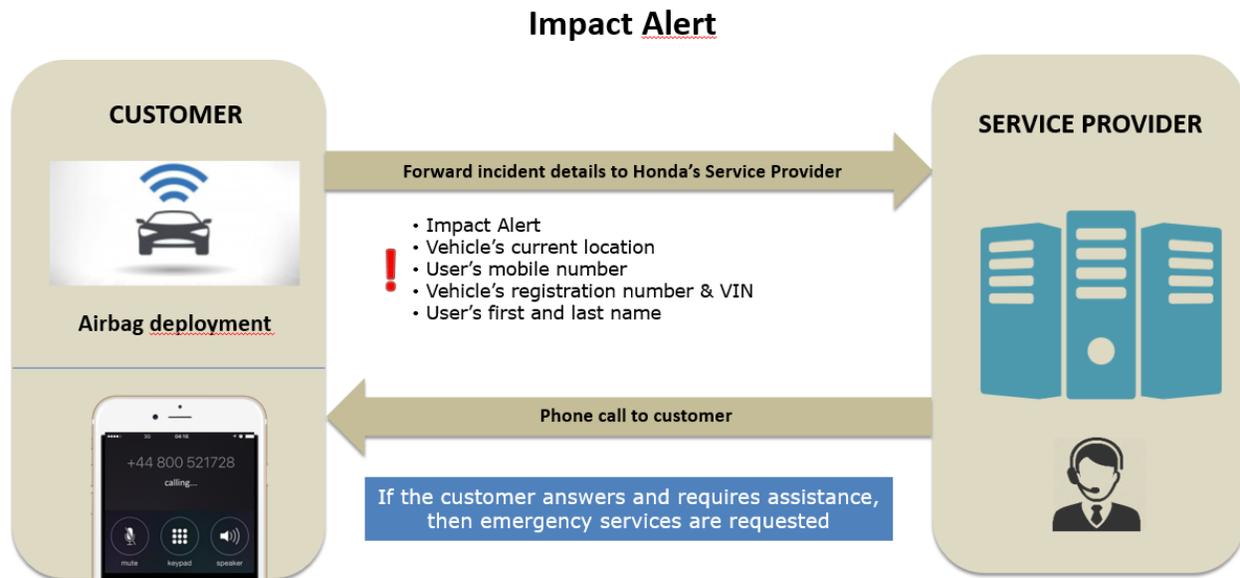
The app will default to the Honda dealer where you purchased the My Honda package – it will always appear in the top of the dealer search list. When you request a test drive or service booking in My Honda, this preferred dealer will automatically be selected.

If you want to change your preferred dealer, choose a new Honda dealer and swipe from the right. Click on the button to 'set the dealer as default' and this will now appear at the top of your dealer list.



Impact Alert is a feature of My Honda for my connected car - how does it work ?

In the unfortunate event that your car is involved in an incident and the airbags are deployed, My Honda will automatically trigger an alert to a service provider call centre through your connected car. A trained operator will then call you on your smartphone as the registered owner of My Honda app to establish if you require the emergency services.



What happens if I buy a new Honda car and want to move my dongle?

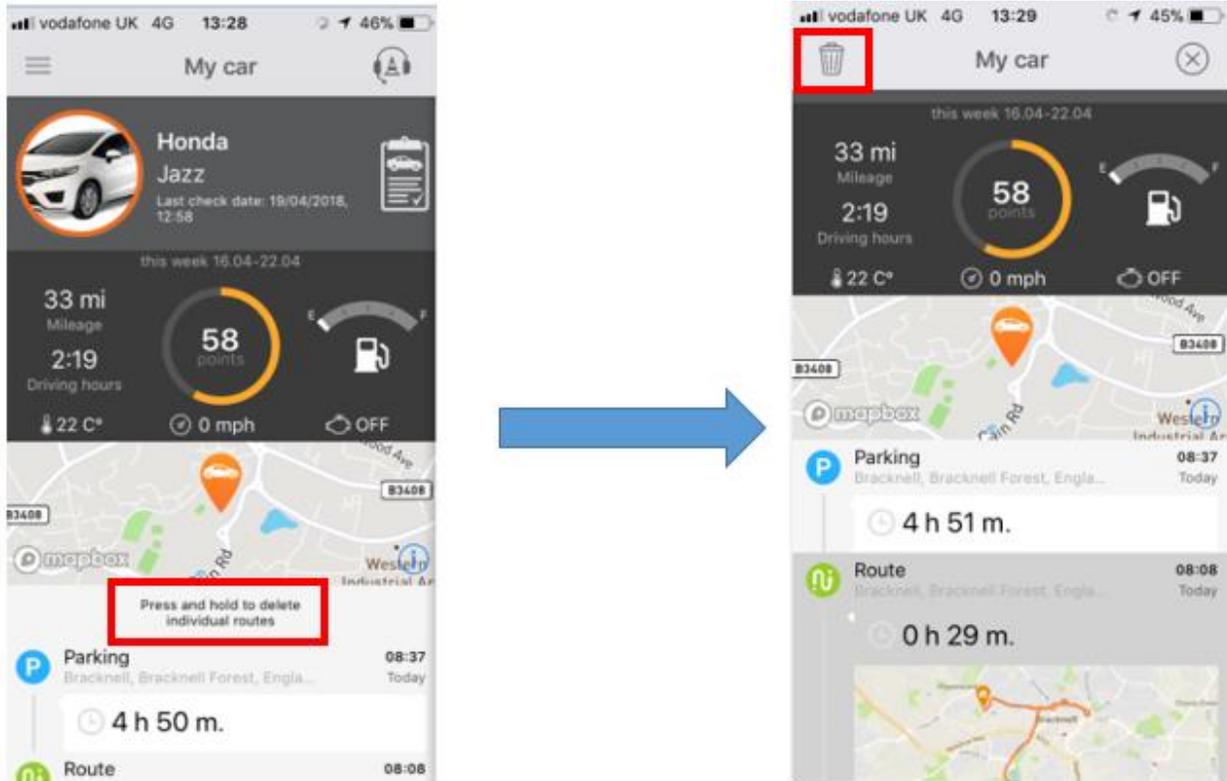
If you want to move your dongle from one Honda vehicle to another, the removal and reinstallation of the device must be done by your local Honda dealer. The dealership will send a request to the Honda Contact Centre to reset your data and ensure that your My Honda app picks up the data from your new vehicle. If you did not purchase the car or the My Honda package from this dealer, you will need to provide proof of ownership of your car and evidence of an active My Honda subscription.

What happens if I change my mobile telephone number?

If you change your mobile telephone number, you need to update My Honda. To do so, you can make your request directly to the Honda Contact Centre and therefore do not need to visit your local Honda dealership. Simply call the Honda Contact Centre on 0845 200 8000 and they will confirm how to proceed.

How do I delete my car journey?

If you want to delete a journey, you can now do this by pressing a specific journey and clicking on the 'bin' icon. Please see below images:



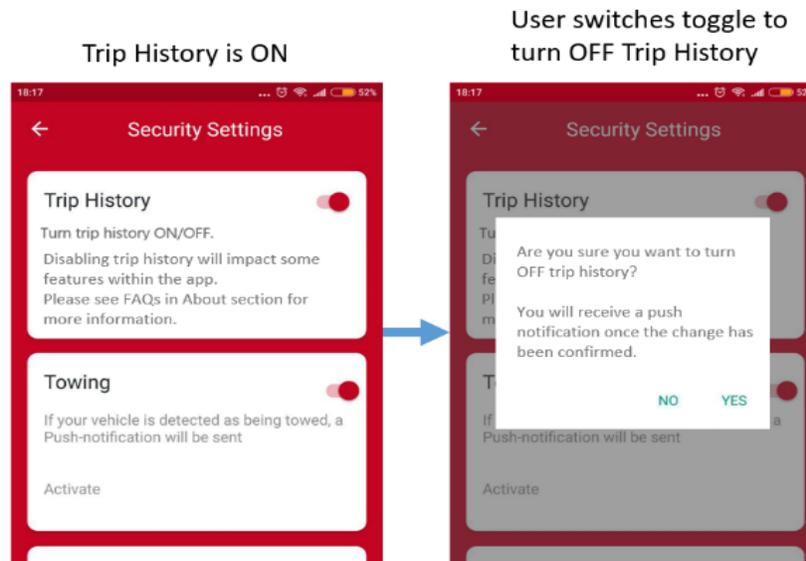
How do I turn Trip History OFF?

You can now turn Trip History OFF, should you wish for your GPS data not to be transmitted and your journeys not logged by 'My Honda.' By turning Trip History OFF, the following features will be unavailable:

- Security alerts – over-speeding, towing, zone control
- Driving analysis and scores
- Route and parking information
- Speed and RPM will always be 0
- Roadside Assistance will be disabled

*Please note turning Trip History off will not affect Impact Alert in case of an incident.

To turn Trip History OFF, please select Settings on the left hand-side menu and go into 'Security Settings.'
You will then be required to swipe the button to the right:



*This option is only available to the registered owner and a friend or family member cannot complete this action. They will also be unable to use the Roadside Assistance service.

Why do I need to accept or decline new Terms and Conditions for My Honda?

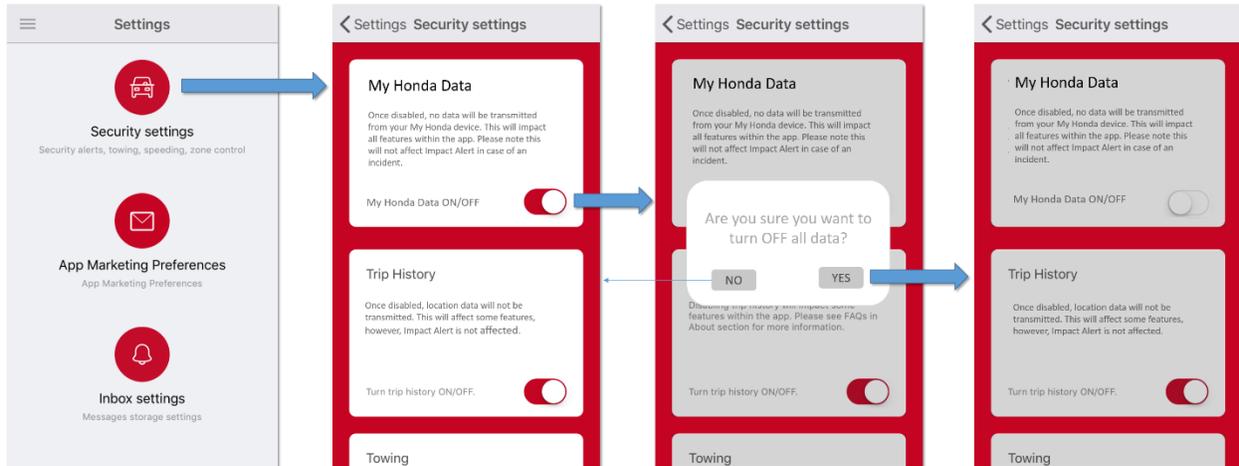
My Honda Terms and Conditions have been updated in line with new data protection laws. Therefore, your acceptance of these new T&C's is required within 30 days, to allow you to continue using the services within the app.

What happens if I decline the new Terms and conditions within 30 days or take no action?

You will have 30 days from the release of the new T&C's to accept or decline. If you decline the new T&C's or no action is taken, My Honda will continue to record your data until 22nd June 2018, after which your subscription to My Honda will be suspended and your data will no longer be recorded. To access and use the application again, you will simply need to accept the T&C's.

How do I turn off data that is transmitted from My Honda?

My Honda Data relates to all data (inc. Trip History, Diagnostics, values and driving score) being turned off, so that the data is no longer transmitted. This can be completed within your security settings as shown below:



Please note, turning off 'My Honda Data' will affect all features within the app, but will **NOT** affect Impact Alert in case of an incident.

How do I STOP My Honda account?

If you have a Dongle installed within your vehicle and no longer wish to use your My Honda, please follow the below steps:

1. Remove your 'My Honda' dongle from underneath your steering wheel
2. Next, call Honda Contact Centre or your Honda Dealer, who will be able support you with deleting your account and data.
3. After completing this step, delete the application from your mobile device.
4. Dispose your My Honda Dongle responsibly at your local recycling centre. Please note: There is a small amount of data held on the device after it is removed (last 15 minutes of usage is stored).

If you do NOT have a dongle installed within your vehicle, but have downloaded the My Honda app and wish to delete this app from your mobile device, then there is no need to call Honda Contact Centre or your dealer and the app can simply be deleted.

Why have I received a notification to confirm ownership of my vehicle?

Honda continues to manage personal data collected by My Honda, in accordance with the applicable regulations. To ensure that we continue to manage it correctly, you are requested to confirm ownership of your vehicle. This process requires the following:

- Your Vehicle must be in a location where there is a good network coverage and can connect to the internet. For example, this process will not work if your car is located in an underground car park.
- Your engine must be turned off and must be off for at least 3 minutes. For example, if you have just turned off your engine, you must wait at least 3 minutes before starting the process.
- Follow the on-screen instructions and place your phone to one side before the process begins

This confirmation can take up to 10 minutes to complete and you will not be able to access the services within the app during this time. Once successful, a confirmation message will be shown within your application.

You will receive a notification to complete this confirmation every 6 months, to ensure that you are still the registered owner of the vehicle. If you are no longer the registered owner of the vehicle, then please call the Honda Contact Centre.