

# My Honda

## FAQs

March 2019

My Honda is moving to a new platform, which provides all customers with a modern design and improved features that allow for a better driving experience. To ensure your move to the new platform is as smooth as possible, we have provided some helpful information below for your reference.

### **How do I upgrade to the new platform?**

Once the new platform of My Honda has launched, the current version of the app will notify you to update the app using the button provided. Next, you will simply need to re-download the My Honda app on your smartphone and follow the on-screen instructions.

You will be requested to re-register your phone number and create a 4-digit pin code; this code will replace your previous My Honda 6-digit pin code. Next, you will be required to confirm your first name and last name and select your marketing preferences.

### **As an existing My Honda user, why do I need to create a new 4-digit pin code?**

With My Honda moving to a new platform, you are required to download the latest version of the app, re-register your phone number and create a secure 4-digit pin code as this cannot be done automatically. This change is also based on customer feedback to improve the registration process and make it easier for customers to remember their pin code.

### **As an existing user, will my data be migrated to the new platform?**

Yes, data from the current version of your app including routes history, account details and Honda News from the past two months, will be migrated to the new platform. Please note, that the Push notifications within your inbox will not be migrated.

## I cannot see all of my route history or status of my vehicle health check. Is there a reason for this?

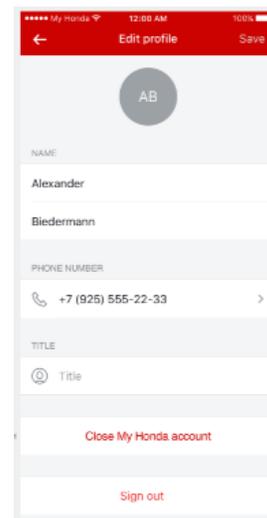
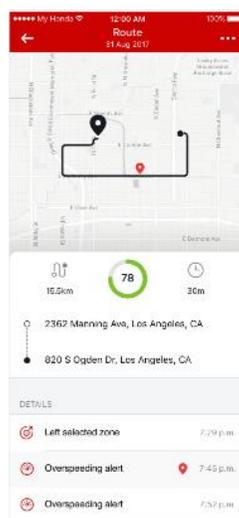
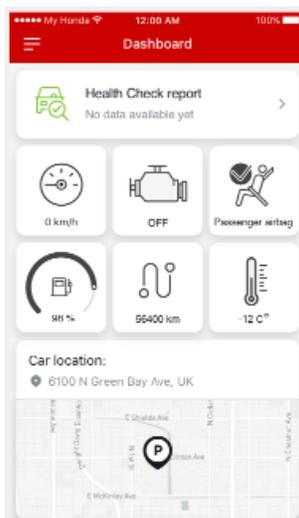
Whilst we migrate all data from your current app to the new platform, this migration may affect your ability to view all your routes history and status of your vehicle health check. During this transition period, a message will appear within the app to notify you of the status and once the update is complete, access to all app features will be restored and available for use without any disruption. Please note this process could take up to one week to complete. We apologise for the inconvenience this will cause.

## What is New?

### Where is the 'My Car' section?

As part of the new My Honda platform, the 'My Car' section has been split into different sections and updated with a modern design. You will now see the following:

- **Dashboard:** Similar to 'My Car,' this section shows your vehicle health check report, car location and driving style in one central place. The maintenance items have also been moved onto the main page for quick access and convenience
- **Route History:** This service is located in the main menu as a separate section, with the added functionality to filter routes by individual journey, date or by week and view further details of alerts.
- **Profile:** You can now find your profile in the top left hand corner of the main menu. Click on the image of your Honda vehicle and this will open your profile details.



### **How is my driving style score calculated?**

In the new platform, we have improved the driving style algorithm based on customer feedback. This algorithm is based on the below three parameters, with Sudden Acceleration and Harsh Braking weighted heavier than High speed, as these parameters have more impact on safer driving and fuel economy.

Ultimately, the fewer the instances recorded for Sudden Acceleration, Harsh braking and High Speed, the higher your score.

a) Sudden accelerations (SA) – number of accelerations of more than 20km/h during a 3 second time interval

b) Harsh braking (HB) – 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).

Try to end the day with as many points as possible!

### **“Great driving, well done!” What are these comments?**

In the new platform, we have also added recommendations in the form of positive tips and comments to help you enhance your driving style. Whether you are looking to achieve a maximum score of 100 or simply enhance your driving style, these recommendations are based on the number of instances recorded for the following three parameters:

a) Sudden accelerations

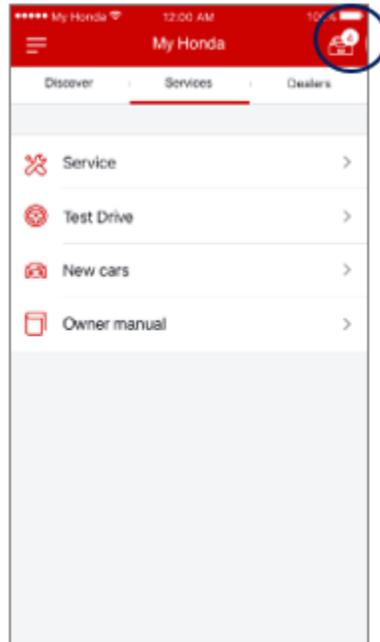
b) Sudden braking

c) High speed

The fewer the instances recorded for Sudden Acceleration, Harsh braking and High Speed, the higher your score.

### Where can I find my service requests?

If you have previously requested a service request, you will be able to locate these requests within your requests folder. This icon can be found in the top right-hand corner of the 'Services' section.



### There is a status of 'Closed' or 'Cancelled' next to my Service Request, but I have not cancelled or closed my service requests. Is there a reason for this?

If you have made a service request and a dealer has not responded to that request after 30 days via the app (they might for instance have contacted you by phone instead), the request is automatically 'cancelled.' If you have made a service request and a dealer confirms this request, it is automatically 'closed' 30 days after the creation of that request.

### What do the colours represent on my vehicle health check report?

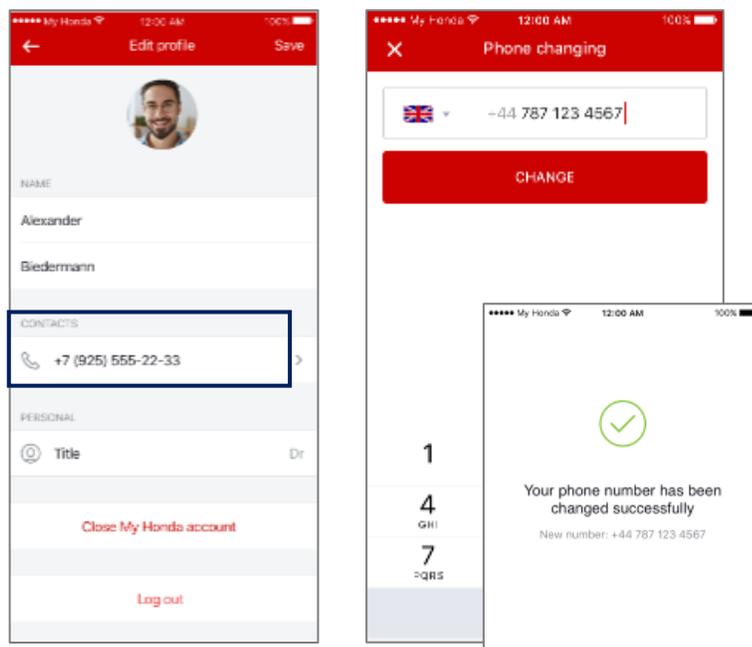
Your vehicle is equipped with On Board Diagnostics, which are constantly measuring and monitoring the various vehicle systems. If an abnormality is detected, it is recorded in the system as trouble codes and My Honda has the ability to highlight these within your vehicle health check report. In the new platform, the vehicle health check report has been updated with a modern design and colours that are more user-friendly:

- Green: No abnormalities have been detected
- Amber: An abnormality has been detected\*

\*If an abnormality is detected, the status bar will change to Amber with a header 'Something went wrong' and this will then enable you to book a service request or make contact with your Honda dealer.

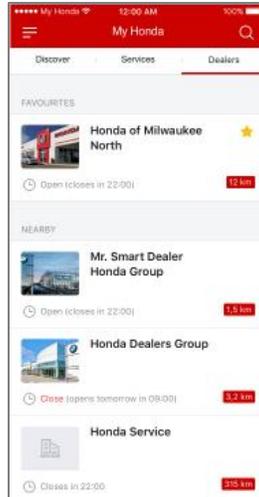
### How do I change my Phone number?

In the new platform of My Honda, you will be able to change your phone number within the app, instead of having to call the Honda Contact Centre to do so. Simply click on your user profile in settings and edit the contact number with the new phone number. You will receive a notification to confirm that the phone number changed successfully:



### I have noticed Discover, Services and Dealers are in one place. How do I use this functionality?

In the new platform for My Honda, we have made it easier for you to access the Discover page, Dealer search and Services page via a scrolling tab at the top of the screen. This functionality is available once you have opened either the Discover, Dealer Search or Services pages and accessed simply by swiping left or right:



We hope you enjoy the new platform for My Honda!

For further information regarding My Honda, please visit the My Honda FAQ's on the following website:

<https://www.honda.co.uk/cars/owners/my-honda/my-honda.html>