

# My Honda

## VANILLA

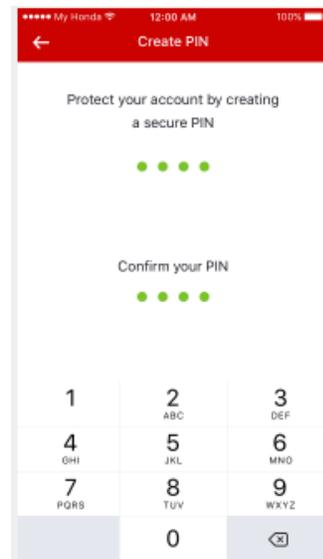
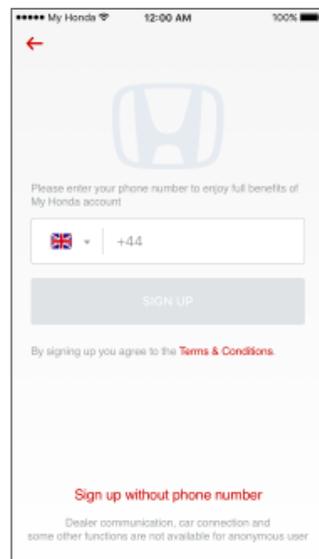
### FAQs

March 2019

#### How do I register for My Honda?

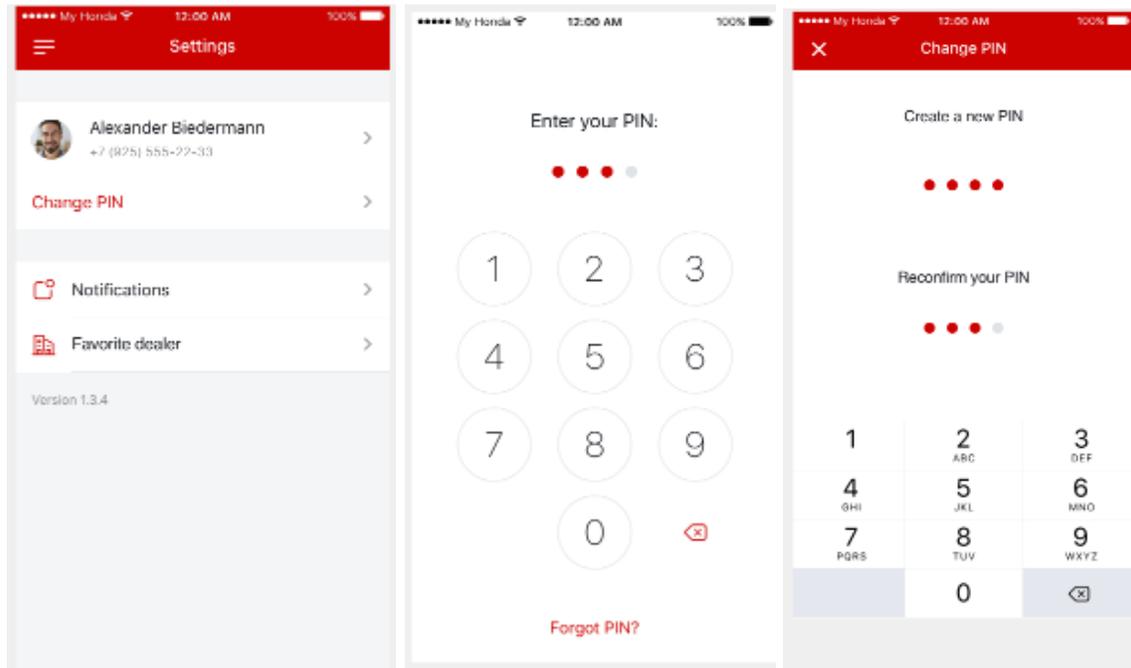
In order to register your fitted device, you will first need to download the My Honda app from the App store (IOS) or Google Play Store (Android). You will then be requested to enter your phone number and by doing so, accept the Terms and Conditions. Next, to validate your phone number you will receive a 6-digit code via SMS and after entering the 6-digit code, the app will request you to create a 4-digit security pin code. If your smartphone is an iPhone 5S or later, you can also activate Touch ID at this step, for even faster access to the app. Finally, you will need to enter your first and last name; select your notification preferences and you are all set to use My Honda.

Please note, to access the full features available in My Honda, you will need an on-board device (also known as a dongle), fitted to your vehicle by a Honda Dealership.



## How can I change my PIN?

Upon registration for My Honda, you will have the opportunity to create your 4-digit PIN code. However, this code can be changed at any time; simply press Change Pin in your Settings and follow the on-screen instructions.



## Can I add other Honda cars to my app?

Yes, you can add other non-connected cars manually from your main menu so that you can request a service appointment via your My Honda app. Simply click on the 'House' icon in the top right hand corner on the main menu and follow the on screen instructions.

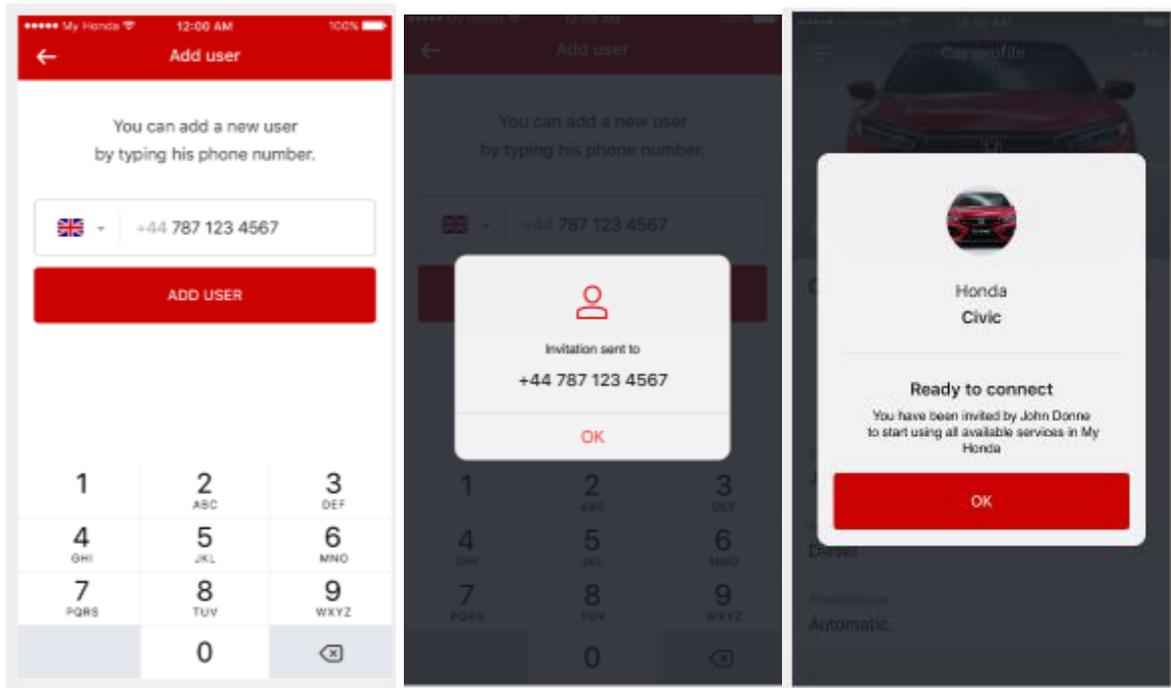
## How can I add other drivers to My Honda?

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 main menu, click on the icon of the Honda vehicle to access your 'Car profile' and then click on manage car users. Using the plus icon in top right hand corner, add any additional

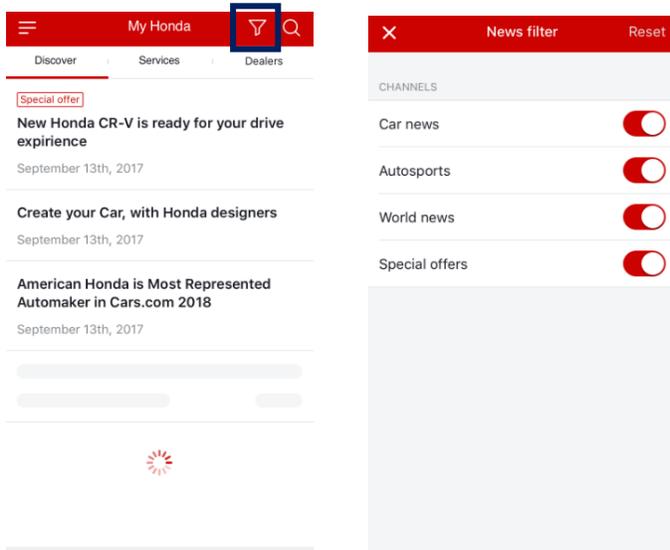
telephone numbers here - please make sure you include the country code and drop the leading zero e.g +44 7777 777777 for UK

- Friends and Family members will then receive a:
    - **Push notification** (If they have already downloaded the My Honda app)
- OR**
- **SMS message** with a link to the app/google play store (If they have not downloaded the My Honda app)
  - If a Friend or family member have already downloaded the app, they will connect automatically to your My Honda profile. Alternatively, if they have not yet downloaded the app, they will need to download the app and follow the on-screen instructions.



## Can I select the Honda news I am interested in?

Yes, click on the filter icon in the Discover section, which allows you to choose the news categories that 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.

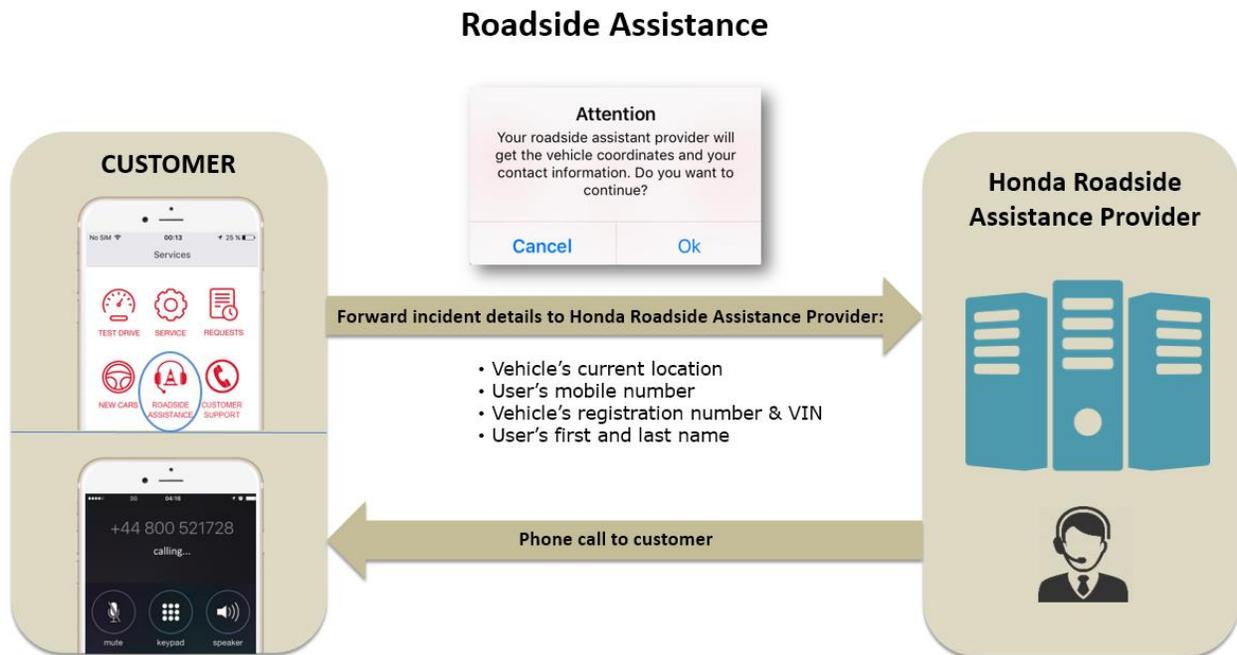
## What happens if I press the Roadside Assistance icon in the My Honda app ?

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. This score 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?**

We have 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

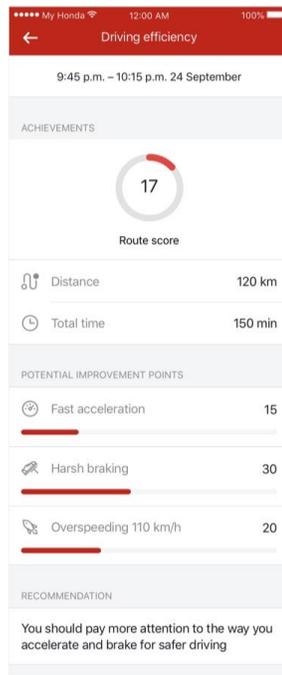
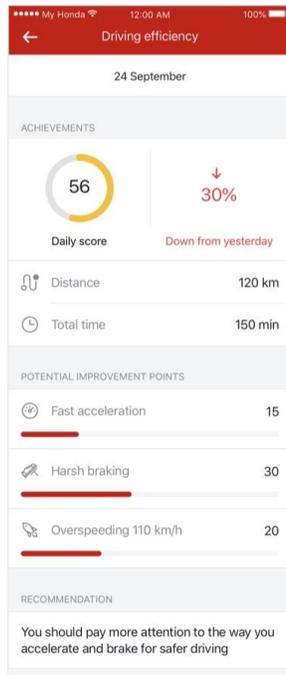
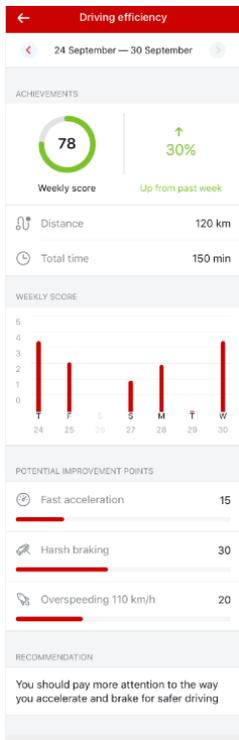
b) Sudden braking

c) High speed

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

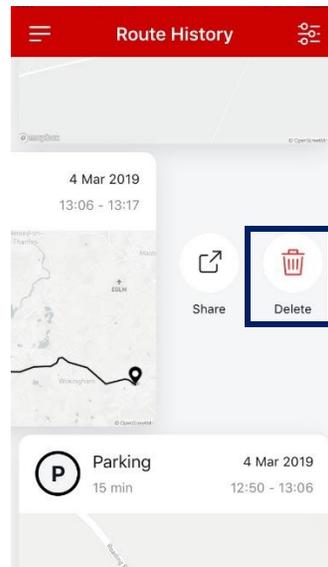
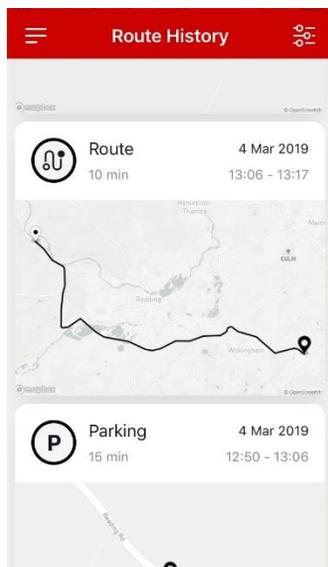
**Can I see my driving style score for an individual journey?**

Yes! You can see your driving style score by week, by day and for an individual route. From the dashboard, click on driving style and you will be able to view your weekly score. To view your score by day, simply click on the bar graph to view the breakdown and average speeds for a specific day. Finally, if you wish to view your score by individual route, you will need to click on ‘Route History’ within the main menu and select a specific route, which will then show a breakdown of the score for that particular route:



### How do I delete my car journey?

If you want to delete a specific journey, you can do this by pressing the journey and swiping this to the left hand side, which will enable a 'bin' icon to appear. Next, click on the bin icon to delete the journey:



### **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.

### **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 can I activate my security settings and what are these?**

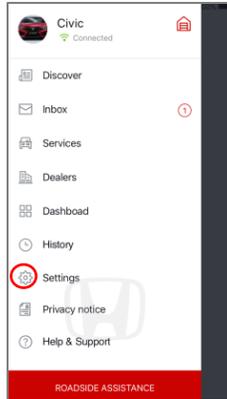
You will need to activate your security settings on your My Honda app in order to receive the corresponding alerts, they are not pre-programmed. You can do this by clicking on the Settings option in the left hand side menu:

**Route History:** Enables you to switch off your location data

**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

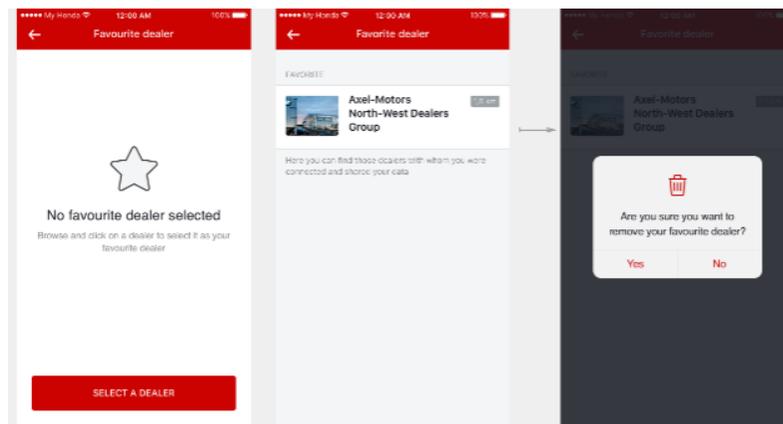


## How can I change my preferred dealer in My Honda?

The app will default to the Honda dealer based on your GPS location. If you want to change your preferred dealer:

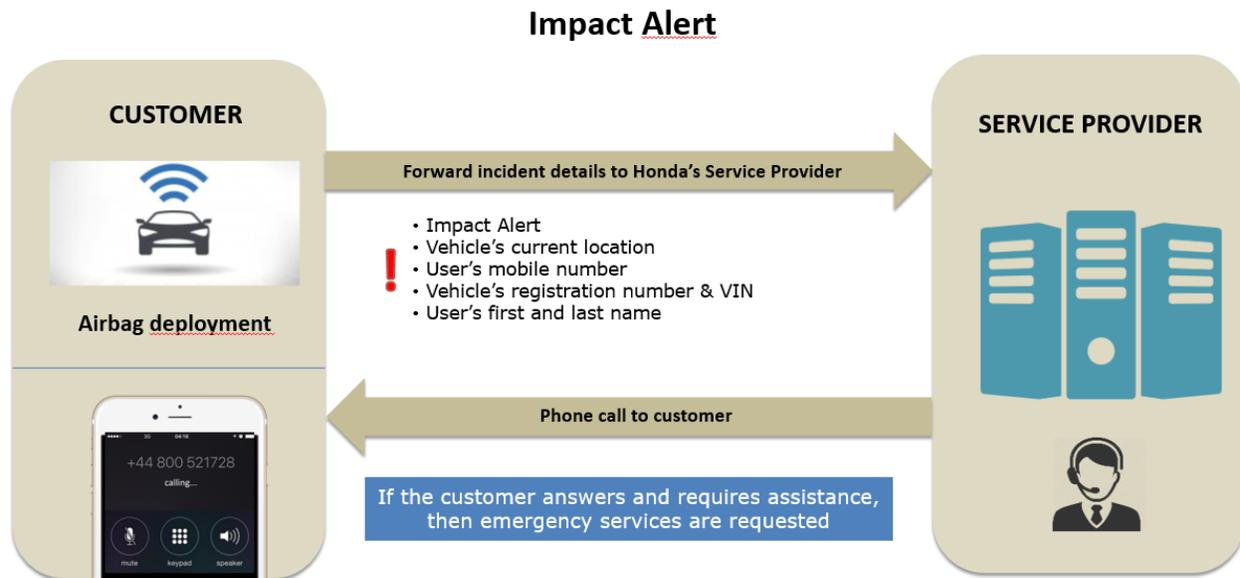
- Click on your settings within the main menu
- Click favourite dealer
- Search and select a new Honda dealer
- Confirm preference of Dealer

This Dealer will now appear at the top of your list as your favourite dealer.



## 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.



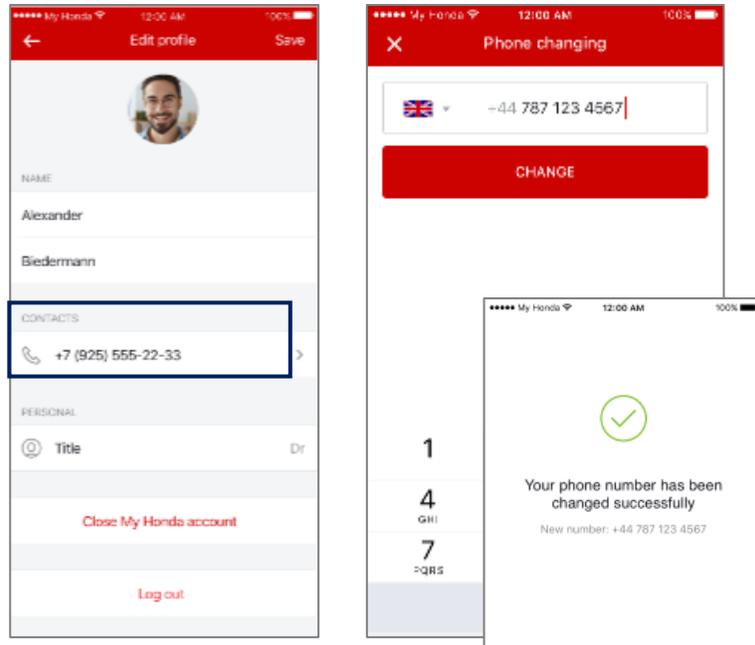
**Please note:** If your vehicle is fitted with an eCALL unit, then this system will supersede the Impact Alert feature within My Honda. eCall is a service designed to provide a quick emergency response in case of an incident, within the EU, from the 31<sup>st</sup> March 2018. Based on the operator's assessment of the situation or their conversation with the occupants, emergency services may be deployed if required.

## 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.

## How do I change my mobile telephone number?

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:



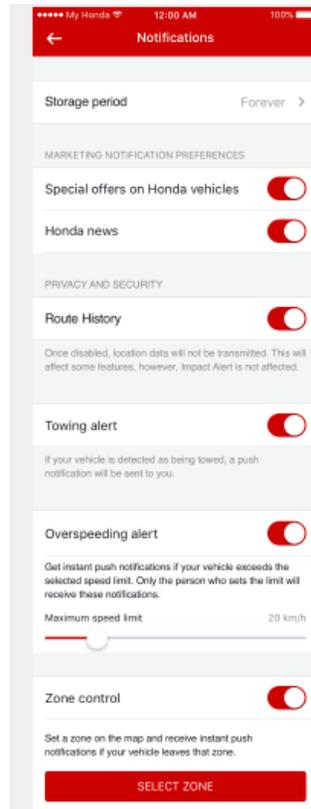
## How do I turn Trip History OFF?

You can 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.

### 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. Go to your profile and click 'Close My Honda account' and follow the on-screen instructions
2. Remove your 'My Honda' dongle from underneath your steering wheel
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 you simply need to delete this from the mobile device.

### **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:

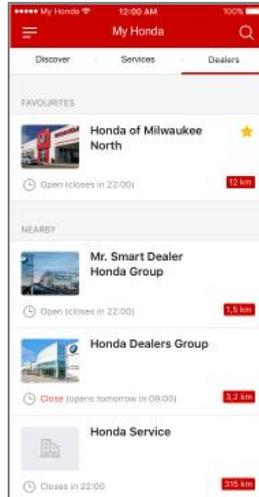
- Your Vehicle must be in a location where there is a good network coverage and can connect to the internet. For example, this process will not work if your car is located in an underground car park.
- Your engine must be turned off and must be off for at least 3 minutes. For example, if you have just 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.

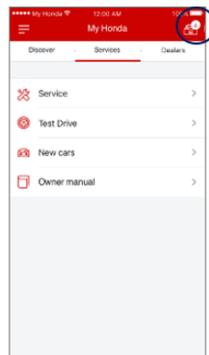
### **I have noticed Discover, Services and Dealers are in one place. How do I use this functionality?**

In the new platform for My Honda, we have made it easier for you to access the Discover page, Dealer search and Services 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:



### Where can I find my service requests?

If you have previously requested a service request, you will be able 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.