

HONDA SERVICE ACTIVATED WARRANTY

TERMS FOR NEW CARS

These terms were last updated on: June 2026

1. ABOUT US

- 1.1 **Who we are.** We are Honda Motor Europe Limited (referred to in these terms as “**Honda**”. “**we**”, or “**us**”) a limited company registered in England and Wales, and our registered address is Cain Road, Bracknell, Berkshire, England RG12 1HL. Our company number is 00857969 and our VAT number is GB 711019584.
- 1.2 **Who regulates us.** Honda is authorised and regulated by the Financial Conduct Authority (firm reference number is 996942). You can verify Honda’s status on the Financial Services Register by visiting the Financial Conduct Authority’s website at www.fca.org.uk.
- 1.3 **Our code of conduct.** We comply with applicable industry codes of conduct and regulatory standards in the countries in which this Extended Warranty is offered. In the United Kingdom, this includes the Motor Industry Vehicle Warranty Products Code of Practice, which is administered by the Motor Ombudsman and available at www.TheMotorOmbudsman.org. (Please note, if you purchased your car outside the United Kingdom, the Motor Ombudsman will not be able to provide its services to you e.g., consider or resolve any issues or disputes arising from these terms).

2. DEFINITIONS

- 2.1 Some words in these terms have special meanings, which are explained below. Whenever the words in this section are used throughout these terms with a capital letter, they have the special meaning given, otherwise they have their ordinary every day meaning.
- 2.1.1 **Authorised Honda Dealer:** means a third-party car retailer approved by Honda. A list of authorised Honda dealers is available via our [dealer locator](#);
- 2.1.2 **Authorised Honda Service Centre:** means a third-party car service centre providing servicing for Honda cars. A list of authorised Honda service centres is available via our [service centre locator](#);
- 2.1.3 **Extended Warranty:** means, upon the expiration of the Standard Warranty Period, the extension of the Standard Warranty by 12 month increments, provided the conditions in these terms are met;
- 2.1.4 **Extended Warranty Period:** has the meaning given at Section 4.2;
- 2.1.5 **Honda, we, our, us:** means Honda Motor Europe Limited;
- 2.1.6 **Maintenance Plan:** means the service schedule set out in your Owner’s Manual;
- 2.1.7 **Car:** means your Honda motor vehicle as detailed in the Warranty Certificate;
- 2.1.8 **Owners Manual:** means the manual, provided by Honda with the Car, that sets out the Maintenance Plan for your Car;
- 2.1.9 **Service or Servicing:** means the servicing of the Car in accordance with the Maintenance Plan;

- 2.1.10 **Standard Warranty:** means the standard 3 year warranty we provide with the Car (the details of which are set out in the Standard Warranty Terms);
- 2.1.11 **Standard Warranty Period:** means the period during which the Standard Warranty applies, being 36 months from the date of registration of the Car;
- 2.1.12 **Standard Warranty Terms:** means the Standard Warranty terms and conditions provided to you together with these terms; and
- 2.1.13 **Warranty Certificate:** means the warranty certificate for the Car provided with the Standard Warranty Terms when you purchased it from the Authorised Honda Dealer.
- 2.1.14 **Digital Service Record:** means the Honda system that is used to record the maintenance visits conducted on the vehicle.

3. THESE TERMS AND OUR CONTRACT WITH YOU

- 3.1 **When do these terms apply?** These terms apply to the Extended Warranty that may be made available to you by Honda in connection with your Car.
- 3.2 **Your legal rights.** You have legal rights if there is a problem with your Car under your purchase contract with your Honda Dealer. For example, if your Car is not of satisfactory quality, not fit for purpose, or not as described, you may maybe be entitled to a repair, replacement or refund from your Honda Dealer. These legal rights always apply and are not affected by this Extended Warranty. This Extended Warranty simply gives you extra protection alongside your legal rights with your Honda Dealer. For more detailed information on your legal rights, you can contact your local consumer protection authority or consumer advice organisation in your country. If you are in the United Kingdom, this includes Citizens Advice, which provides guidance at www.citizensadvice.org.uk or by telephone on 03454 04 05 06.
- 3.3 **Read these terms carefully.** Please read these terms carefully and keep a copy for future reference. By using the Extended Warranty, you confirm that you have read and agree to these terms. If you do not agree to them, you must not use the Extended Warranty.
- 3.4 **There are other terms that will apply to you.** There are additional terms and policies that will apply to you. These include, for example, our Standard Warranty Terms and our [Privacy Policy](#).
- 3.5 **Our contract with you.** The contract for the provision of the Extended Warranty will be between you and Honda. If you have complied with the eligibility requirements for the Extended Warranty, set out below, upon expiry of the Standard Warranty Period, a legally binding contract for the Extended Warranty will have been formed between us.
- 3.6 **Changes to the terms.** We may vary or update the terms from time to time. We will notify you of any significant changes (except for any minor changes that reflect changes in relevant laws and regulatory requirements, which will apply automatically).

4. EXTENDED WARRANTY DURATION AND ELIGIBILITY

- 4.1 Your Car will already be covered by the Standard Warranty for the Standard Warranty Period, as long as you comply with the Standard Warranty Terms.
- 4.2 If you have complied with the Standard Warranty Terms throughout the Standard Warranty Period, you may extend your Car's warranty after the Standard Warranty Period ends in successive 12-month periods, up to a maximum of 60 consecutive months or until your Car reaches 100,000 miles

or 160,000 kilometres (as applicable in the country of registration or purchase) whichever occurs first ("**Extended Warranty Period**"), provided you continue to comply with these terms.

4.3 This means your Car may benefit from Honda warranty cover for up to 96 months in total from its registration date (36 initial months (i.e., the Standard Warranty Period) plus up to five further 12 month extensions (i.e., the Extended Warranty Period). The total period of cover will end earlier if the mileage limit in Section 4.2 is reached.

4.4 You must ensure that from the third annual Service onwards (under your Standard Warranty) and for the duration of the Extended Warranty Period, all Servicing is completed by an Authorised Honda Dealer or Authorised Honda Service Centre where our expert technicians use genuine Honda parts or parts of equivalent standard industry specification and the latest diagnostic tools to provide the highest level of care. To remain eligible for the Extended Warranty, throughout the Extended Warranty Period, you must continue to comply with these terms and in particular, you must ensure that for the duration of the Extended Warranty Period:

4.4.1 all Services are performed in accordance with your Maintenance Plan (adhering to the specified distance and/or time intervals (whichever occurs first));

4.4.2 all rectification work identified during a Service is carried out as advised;

4.4.3 all Servicing (and rectification work) is completed by a Honda Authorised Dealer or Authorised Honda Service Centre using genuine Honda parts and oil, or those of equivalent standard industry specification; and

4.4.4 you keep evidence (including receipts or invoices) that verify compliance with Sections 4.4.1 and 4.4.12 (i.e. that your Car has been Serviced in accordance with the Maintenance Plan and by a Authorised Honda Dealer or Authorised Honda Service Centre) detailing the Services performed and spare parts replaced. The record of these Services will also be stored in the Honda digital service record database by the Authorised Honda Dealer or Authorised Honda Service Centre that conducted the Servicing. This ensures that all Servicing is documented in the Digital Service Record for the Car, allowing verification of compliance with the prescribed periodic Maintenance Plan needed to renew the Extended Warranty.

5. EXTENDED WARRANTY CONDITIONS AND EXCLUSIONS

General Exclusions

5.1 The Extended Warranty does not cover any claims caused by, arising from or in connection with the following:

5.1.1 Cars that have not fully complied with the Maintenance Plan either during the Standard Warranty Period or during the Extended Warranty Period.

5.1.2 Items typically replaced during routine servicing, including but not limited to spark plugs and plug leads, air/oil/fuel filters and brake pads. Failures of timing belts or timing chains are excluded where those components were not replaced or adjusted in accordance with the Car manufacturer's specifications.

5.1.3 Vehicles used for commercial or business purposes, including but not limited to rental operations, transportation services, taxis, or any similar activity. (Vehicles that are

privately leased or used exclusively for private, non-commercial purposes remain eligible for warranty coverage.)

- 5.1.4 Any damage resulting from a repair or maintenance performed using methods not specified by Honda.
- 5.1.5 Defects due to the use of abrasive or aggressive cleaning materials on the Car.
- 5.1.6 Any damage resulting from the use of the Car in a race, rally, or other competitive event, or during training for such events.
- 5.1.7 Defects due to abnormal use, mistreatment, neglect, use by unqualified or inexperienced drivers.
- 5.1.8 Any damage resulting from operation methods other than those stipulated in the Owner's Manual or use beyond the limitations or specifications of Honda (e.g. maximum load, passenger capacity etc.).
- 5.1.9 Any damage resulting from the use of non-genuine Honda parts, lubricants or fluids other than as recommended by Honda, or accessories other than those approved by Honda.
- 5.1.10 Any damage to accessories even if original and/or fitted after the purchase of the Car or installed as standard.
- 5.1.11 Any damage resulting from modifications not approved by Honda, including but not restricted to engine performance modification, body modification, suspension modification, electrical illumination device modification.
- 5.1.12 Any damage resulting from fuel contamination, degradation, or improper fuelling.
- 5.1.13 Any damage or deterioration due to the passage of time (natural fading of painted or plated surfaces, sheet peeling, stone chips, and other natural deterioration).
- 5.1.14 Any damage or deterioration due to cracks, breaks, or damage resulting from frost, oxidation, or corrosion.
- 5.1.15 Any damage resulting from improper storage or transport.
- 5.1.16 Any damage that does not inhibit use of a component as it is intended.
- 5.1.17 Any defects directly or indirectly attributable to work done by unauthorised third parties, and any costs for work to correct improper or faulty repair work performed.
- 5.1.18 Any damage resulting from unavoidable events such as natural disasters, fire, collision or theft, including any secondary damage resulting from these incidents. This also includes damage or deterioration caused by environmental exposure, such as soot or smoke, chemical agents, bird droppings, seawater, sea breeze, salt and other similar environmental conditions.

- 5.1.19 Any Car that has had its identification number altered, tampered with or removed.
- 5.1.20 Any Car that has been (not limited to) written off by virtue of an insurance total loss claim (any category), dismantled, rebuilt, salvaged, damaged by fire or water, exceeded mechanical limits, or where the odometer does not reflect the actual mileage.
- 5.1.21 Any components already covered by an extended factory warranty or recall campaign.
- 5.1.22 Mechanical breakdown or electrical failure caused by incorrect adjustment, improper installation, abuse, or misuse.
- 5.1.23 Damage caused by frost, inadequate anti-freeze, impact, accident, or negligence.
- 5.1.24 Damage resulting from an accident, road hazards, misuse, neglect, overloading, or abnormal use.
- 5.1.25 "Drive on" damage, i.e., damage caused by continued operation of the Car after you became aware of a fault and did not arrange for its repair.
- 5.1.26 Loss, damage, or failure occurring while the Car is outside the Geographical Limits detailed in these terms.
- 5.1.27 Losses covered under any accidental damage or road risk insurance policy.
- 5.2 Please note that costs, liabilities, or claims asserted by third parties are excluded.

Excluded Components

- 5.3 The following components are not covered by this Extended Warranty:
 - 5.3.1 Any broken, chipped or scratched window glass.
 - 5.3.2 Body and cosmetic components, including bodywork, panels, paintwork, door handles, glass, interior and exterior trim, and upholstery.
 - 5.3.3 Clearing or cleaning of the fuel system (including fuel lines, filters, throttle bodies, and fuel pumps), as is any damage to covered components resulting from the use of incorrect or contaminated fuel.
 - 5.3.4 Engine valve condition (including burnt, sticking, or pitted valves) where attributable to wear and tear, lack of maintenance, or misuse.
 - 5.3.5 Consumables and routine service items, including airbags, 12V batteries, bulbs, LED lamps, wiper blades, wheel balancing and alignment, tyres, and wiring/wiring looms.
 - 5.3.6 Catalytic converters and gasoline particulate filters (GPF).
 - 5.3.7 In-car entertainment, infotainment systems, traffic management/navigation systems, telephones, TVs, and associated equipment (factory-fitted or aftermarket).
 - 5.3.8 Door strikers, hinges, and normal maintenance adjustments (including the replacement of items required as part of routine maintenance).
 - 5.3.9 Weather strips and body seals.

- 5.3.10 Damage and repairs resulting from water ingress (e.g., through damaged or ineffective door, window, or roof seals; doors or sunroofs left open; or driving through flood water).
- 5.3.11 Air-conditioning system recharging, unless performed as part of a valid claim for a covered Repair.
- 5.3.12 Steering & suspension: front/rear knuckles, tie-rod ends, wheel bearings.
- 5.3.13 Braking & hydraulics: brake lines and pipes, gaskets, clamps.
- 5.3.14 Driveline: CV joint boots, half-shaft bearings.
- 5.3.15 Body hardware: seat frames and ancillaries; door locks and cables; tailgate locks and latch switches; hood latches and hood-open cables; petrol filler flap release; HV charge flap release.
- 5.3.16 Fuel & exhaust: fuel pipes (including high-pressure pipes); catalytic converters and GPF; oxygen sensors.
- 5.3.17 Cooling & fluids: thermostat, coolant hoses, ATF pipes.
- 5.3.18 Electrical & electronics: key fobs; parking sensors; wiring/wiring looms; audio units and centre displays.
- 5.3.19 Wipers & washers: wiper arms and washer pipework/jets.
- 5.3.20 Air-conditioning: condenser and pipes.

Geographic Limits

- 5.4 The Extended Warranty is valid, and can be claimed against, in the following markets regardless of which of the following markets the Car was originally purchased in. If Servicing is performed by an Authorised Honda Dealer or Authorised Honda Service Centre in the following markets your Car will continue to be eligible for the Extended Warranty.
 - 5.4.1 United Kingdom
 - 5.4.2 Germany
 - 5.4.3 France
 - 5.4.4 Italy
 - 5.4.5 Spain
 - 5.4.6 Belgium
 - 5.4.7 Luxembourg
 - 5.4.8 Poland
 - 5.4.9 Czech Republic
 - 5.4.10 Hungary
 - 5.4.11 Netherlands

5.4.12 Slovakia

5.4.13 Switzerland

5.4.14 Austria

5.4.15 Norway

5.4.16 Denmark

5.4.17 Sweden

5.5 In order to rely on the Extended Warranty in the European countries listed above please follow the below recommendations:

5.5.1 Ensure that your Car is checked at your Honda Authorised Dealer or Authorised Honda Service Centre prior to your trip.

5.5.2 Pay particular attention to periodic checks, as you may cover many miles at high speed with a heavier than normal load.

5.5.3 It is strongly advised that adequate travel insurance is obtained to cover unforeseen circumstances. Please consult your insurers or any motoring organisation.

5.5.4 Some European countries have legal requirements regarding certain “touring accessories”. Please check this with your Honda Authorised Dealer or Authorised Honda Service Centre before making your journey. Honda provides a range of accessories available from your Honda Authorised Dealer or Authorised Honda Service Centre.

5.5.5 It is important that you take these terms with you. You will need to provide evidence that your Car is covered by warranty and that Services have been carried out.

5.5.6 We recommend that whilst travelling abroad only warranty repairs of an emergency or safety related nature are dealt with and others are referred to your Honda Authorised Dealer or Authorised Honda Service Centre on return.

Expenses

5.6 Expenses incidental to an Extended Warranty claim are not covered. Examples include:

5.6.1 Expenses incurred for towing, communications, accommodation, meals, and other items due to breakdown.

5.6.2 Any expense related to personal injury or accidental property damage.

5.6.3 Compensation for loss of time, commercial losses, or rental cost for a substitute Car during the period of repair.

6. EXTENDED WARRANTY REPAIR

6.1 Under the Extended Warranty, Honda reserves the right to decide the extent and method of the remedial repair.

6.2 All parts removed during an Extended Warranty repair become the property of Honda.

6.3 All parts replaced under Extended Warranty are covered for the remainder of the Extended Warranty Period.

7. HOW TO MAKE AN EXTENDED WARRANTY CLAIM

7.1 In order to make an Extended Warranty Claim you will need to:

- 7.1.1 Let your Authorised Honda Dealer or Honda Service Centre know as soon as you notice a problem that might lead to a warranty claim, and book an appointment for them to inspect the Car.
- 7.1.2 Bring your Warranty Certificate with you when you visit your Authorised Honda Dealer or Honda Service Centre. If you are not in possession of the Car's Warranty Certificate any Authorised Honda Dealer in the countries listed in Section 5.4 will be able to provide you with a replacement copy.

8. THE AUTHORISED HONDA DEALER OR HONDA SERVICE CENTRE'S RESPONSIBILITIES

8.1 The Authorised Honda Dealer or Authorised Honda Service Centre's shall:

- 8.1.1 record the Services as a digital service record to activate the Extended Warranty and inform you that it has been activated;
- 8.1.2 when performing an eligible Extended Warranty repair ("**Repair**"), restore the Car to a proper working condition. If there is more than one reasonable way to carry out the Repair, the Authorised Honda Dealer or Authorised Honda Service Centre's may select the repair method that is technically appropriate and cost-effective, provided it does not compromise safety, reliability, or performance;
- 8.1.3 use genuine Honda parts and oil in all Repairs carried out under warranty;
- 8.1.4 ensure that any Servicing or Repairs they perform, are completed to the standards specified by Honda; and
- 8.1.5 undertake any Repairs at no cost to you.

9. CANCELLING YOUR EXTENDED WARRANTY

9.1 You do not need to notify us if you wish to cancel your Extended Warranty, you can simply choose not to use it.

10. TRANSFERRING YOUR RIGHTS TO SOMEONE ELSE

10.1 Subject to a new owner complying with these terms, this Extended Warranty shall transfer to a person who has acquired your Car. We may require the person to whom the Extended Warranty is transferred to provide reasonable evidence that they are now the owner of your Car.

11. OUR RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED BY YOU

11.1 **We are responsible for losses you suffer caused by us breaking this contract** (including if this is caused by the Authorised Honda Dealer or Authorised Honda Service Centre when performing the services under the Extended Warranty) unless the loss is:

- 11.1.1 **Unexpected.** If we fail to comply with the terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract, or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at

the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the order process.

11.1.2 **Avoidable.** Something you could have avoided by taking reasonable action.

11.1.3 **A business loss.** We only provide this Extended Warranty for domestic and private customers. If you are using this Extended Warranty for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

11.2 **We do not exclude or limit in any way our liability to you where it would be unlawful to do so.** This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents (including our Authorised Honda Dealers or Authorised Honda Service Centres) or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to performing services under the Extended Warranty.

12. HOW WE WILL USE YOUR PERSONAL INFORMATION

12.1 **Our Privacy Policy.** Please see our [Privacy Policy](#) for information regarding our use and retention of your personal information and your data protection rights.

13. GENERAL

13.1 **Nobody else has any rights under this contract.** This contract is between you and us (other than someone you sold the Car to, as explained in Section 10). Nobody else can enforce it and neither of us will need to ask anybody else to sign-off on ending or changing it.

13.2 **We may transfer this agreement to someone else.** We may transfer our rights and obligations under these terms to another organisation, but this will not affect your rights or our obligations under these terms.

13.3 **If a court finds part of this contract illegal, the rest will still apply.** Each part of these terms operates separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining sections of these terms will continue to apply.

13.4 **Even if we delay in enforcing this contract, we can still enforce it later.** We might not immediately chase you for not doing something or for doing something you're not allowed to, but that doesn't mean we can't do it later.

13.5 **Which laws apply to this contract.** These terms are governed by English law. You will also benefit from any mandatory provisions of the law of the country in which you are resident. Nothing in these terms, including this section affects your rights as a consumer to rely on such mandatory provisions of local law.

13.6 You can go to court.

13.6.1 If you are in England, Wales, Scotland, or Northern Ireland, you may bring claims against us in the courts of your home jurisdiction, in addition to the English courts.

13.6.2 If you live outside the United Kingdom, you may bring claims against us in the courts of the country where you live.

13.6.3 Likewise, we may bring claims against you in the courts of the country where you live, or in the English courts.

14. COMPLAINTS

14.1 For complaints relating to the Extended Warranty please contact your Authorised Honda Service Centre or Honda Dealer (whichever applicable) in the first instance.

14.2 If your Authorised Honda Service Centre or Honda Dealer is unable to resolve your concern, you can contact Honda Customer Support:

Customer Support,
Honda Motor Europe Limited trading as Honda (UK),
Cain Road,
Bracknell,
Berkshire RG12 1HL

Telephone: 0345 200 8000
8:00 AM - 6:00 PM Monday to Friday
9:00 AM - 5:00 PM Saturdays (outside these hours a limited service still operates)

Email: customer.serviceuk@honda-eu.com

14.3 Should you remain dissatisfied, you can contact:

The Customer Relations Manager
Honda Motor Europe Limited trading as Honda (UK),
Customer Relations Department,
Cain Road,
Bracknell,
Berkshire RG12 1HL

Telephone: 0345 200 8000 (Monday - Friday, 9:00am - 5:00pm)

Email: customer.serviceuk@honda-eu.com

14.4 If you are dissatisfied with the outcome of a complaint to Honda, the options available to you depend on the country in which you are based:

14.4.1 Customers who purchased their Car in the United Kingdom:

14.4.1.1 Refer your complaint to Motor Codes Ltd, a CTSI certified Alternative Dispute Resolution (**ADR**) provider that we are prepared to engage with through the ADR procedure. Further details can be found at www.motorcodes.co.uk; or

14.4.1.2 Contact the Motor Ombudsman, which provides free impartial information. Further details are available at www.themotorombudsman.org or calling 0345 241 3008. Calls to 03 numbers are charged at the same rates as calls to 01 and 02 numbers and are usually included in inclusive call packages.

14.4.2 Customers who purchased their Car outside the United Kingdom:

14.4.2.1 If you are based outside the United Kingdom, you may contact your local consumer protection authority or Alternative Dispute Resolution body for information about the complaint and dispute resolution options available in your country.