

Warranty System Guide



Click here



Warranty System Guide

Introduction:

We have put together an interactive guide to help you navigate our Honda Warranty System.



How to use this guide:



Use the menu on the right hand side to navigate your way through this guide.



You can start again at any time by clicking on the home icon in the top corner.

Let's get started



The warranty system can be accessed via your dedicated product areas on the Extranet.



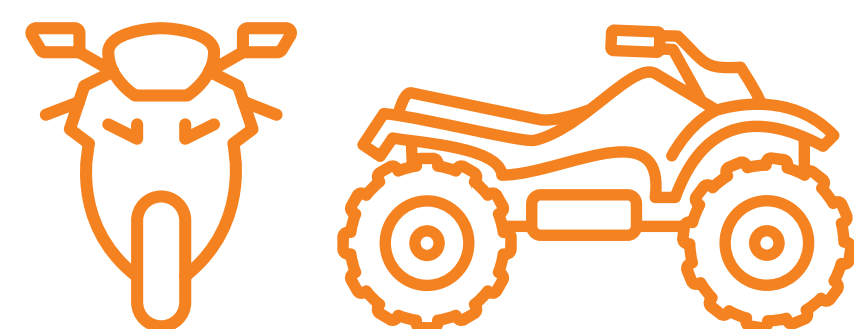
Aftersales Technical > Warranty > Warranty Claims



Nex

1 Where to find the warranty system?

The warranty system can be accessed via your dedicated product areas on the Extranet.



Motorcycle / ATV:
Aftersales > Warranty

HONDA 006 - HUK - EGB05866 | 0 | en-GB 25-May-2021 12:00 (GMT+1) cars | motorcycles | powerequipment | general | intranet

https://www.ecom.honda-eu.com/portal/extranet5i/home.ashx partners - mc | motorcycles

eVHC | Download Area | General | Motorcycle Technical | Honda DNA | Accounts | Honda Institute | Honda Dream Factory | UKOS | Dealer Principal | HSM | Sales | Supply | Marketing | Access | **Aftersales** | Reports | Honda Finance | Feedback | Hondaca

HUK Motorcycle Motorcycles
Please select the Announcements you wish to view:

Announcements

20 May 2021	Services & Parts Operations	Honda Genuine Oil - Drum Promotion	Following our communication regarding the introduction of HGO sticker applicati...
20 May 2021	Service & Parts Operations	Honda Genuine Oil - Sticker Kits	To support and increase the awareness of Honda Genuine oil, we are pleased to...
20 May 2021	Service & Parts Operations	Iconic RC30 - Genuine Replacement Parts Supply	Following the success within Japan, Honda are pleased to announce that we will...
May 2021	HME-UK Motorcycles	New e-Learning Honda Smartphone Voice Control System	We are delighted to announce a new e learning module, Honda Smartphone Voi...
May 2021	Service and Parts Operations	Parts Backorder - Customer Critical Order Process	Due to the current pandemic conditions resulting in an impact to transportation li...
18 May 2021	HME-UK Motorcycles	Stock Update Part 3	Following on from last Mondays stock update we wanted to share with you the lat...
17 May 2021	HME-UK Motorcycles	Honda Dream Factory Update for Managers	We are pleased to advise that following an update to the Honda Dream Factory sy...
14 May 2021	UKPCC HME-UK	HME-UK PARTS DELIVERY DELAY INFORMATION	Please be advised that due to a system problem Thursday evening the bulk of ord...
11 May 2021	HME-UK Motorcycles	CB1000R Price and Arrival	We are pleased to be able to confirm the price and scheduled arrival date for the...
10 May 2021	HME-UK Motorcycles	Stock Update - Monday 10th May	Following on from Fridays mornings stock update, we received notification late on...
7 May 2021	HME-UK Technical	New Service Bulletin - Sending Large Files To TESS	Please be advised we have issued a new service bulletin concerning the loading...
7 May 2021	HME-UK Motorcycles	MC Stock Update	Following on from recent events and reports in the press about delays and shorta...
4 May 2021	Honda Finance Europe	System Issues - Clearing Temporary Internet Files	

Aftersales

- ▶ HGO
- ▶ Dlr Category Definition
- ▶ Customer Relations
- ▶ Customer Records
- ▶ Parts
- ▶ Remanufactured parts
- ▶ **Warranty**
- ▶ ECHO
- ▶ WebEPC
- ▶ Accessory
- ▶ Installation Instructions
- ▶ TESS
- ▶ Tool Loan Programme v2
- ▶ Workshop Systems
- ▶ Quick Reference Guides
- ▶ COSHH
- ▶ Master Scheme (Datatag)
- ▶ Borderline Write-off
- ▶ Avoidance (BWA) Programme
- ▶ Motorcycles KPI-DOC
- ▶ User Guide
- ▶ Archive

< Where to find the warranty system?

Cars

< Motorcycle / ATV

Power Products for Lawn & Garden / Marine

The Warranty Process

Entering a New Claim

Entering Claim Details

Labour Operations Details

Replacement Parts Entry

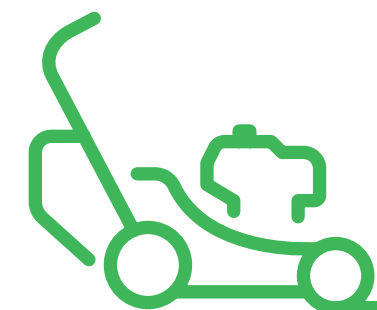
Claim Confirmation

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1 Where to find the warranty system?

The warranty system can be accessed via your dedicated product areas on the Extranet.



Power Products for Lawn & Garden / Marine / Industrial:
Power Equipment > Aftersales > Warranty

Screenshot of the Honda Pan-European Extranet showing the navigation path to the Warranty system.

The breadcrumb trail is: **Power Equipment** > **Aftersales** > **Warranty**.

The **Warranty** section in the left sidebar is highlighted with a green box.

The main content area displays a list of announcements related to warranty and parts delivery.

Date	From	Subject	Details
19 May 2021	Service and Parts Operations	Parts Backorder - Customer Critical Order Process	Due to the current pandemic conditions resulting in an impact to transport...
14 May 2021	UKPCC HME-UK	HME-UK PARTS DELIVERY DELAY INFORMATION	Please be advised that due to a system problem Thursday evening the bulk...
29 Apr 2021	Michelle Linturn	Power Products Aftersales Support (Parts & Acc	Please see attached.
29 Apr 2021	Michelle Linturn	Mimo Dealer Status	Please see attached.
29 Apr 2021	Michelle Linturn	HRG Supply Update	Please see attached.
21 Apr 2021	HME-UK Parts Contact Centre	HME-UK Revised Parts Delivery Schedule	Please select the attachment to view the revised HME-UK Parts Delivery S...
13 May 2021	HME-HUK Warranty	Request for Information for preparation of War	As part of our preparation for the review of the Warranty labour for 2022 for P...

< Where to find the warranty system?

- ☐ Cars
- ☐ Motorcycle / ATV
- ☒ Power Products for Lawn & Garden / Marine

☐ The Warranty Process

☐ Entering a New Claim

☐ Entering Claim Details

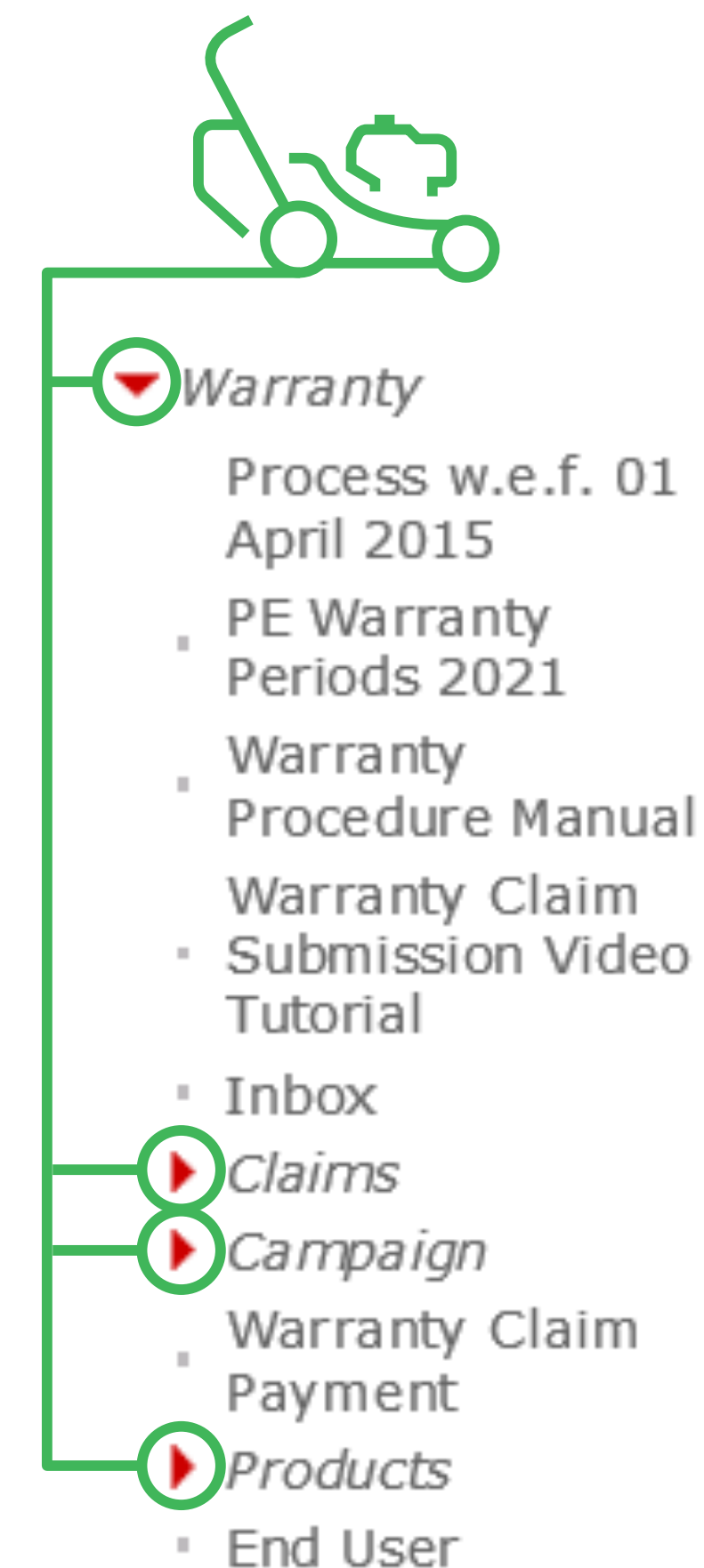
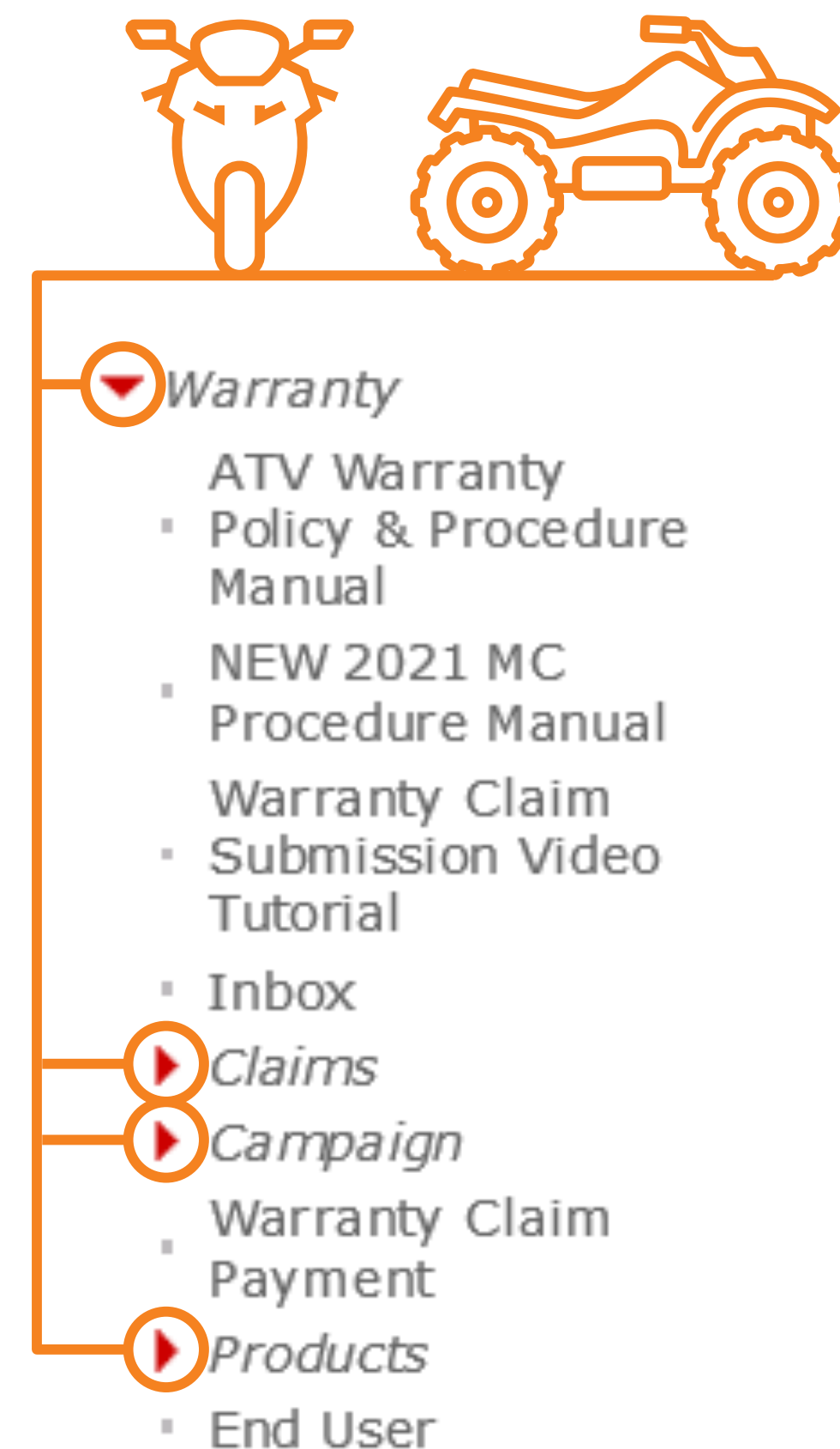
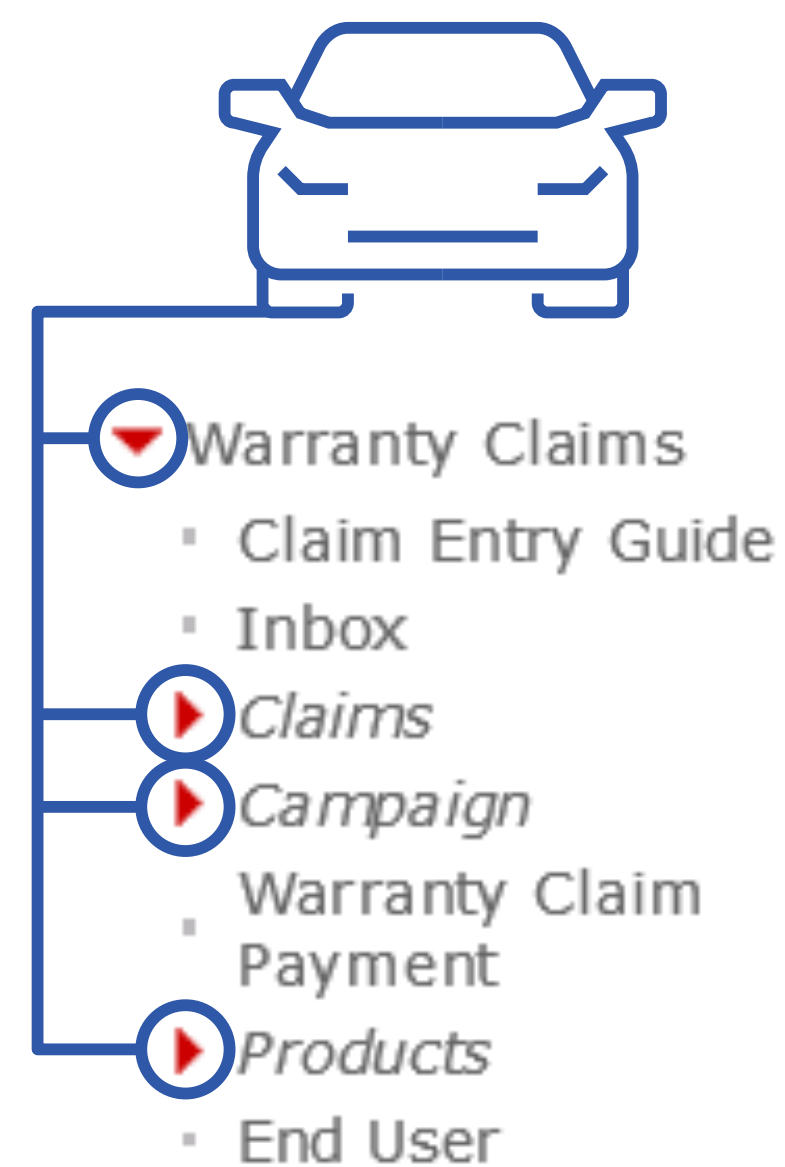
☐ Labour Operations Details

☐ Replacement Parts Entry

☐ Claim Confirmation

2 The Warranty Process

Clicking on the arrows will show all the options available.
These will vary depending on your selected product area.



☐ Where to find the warranty system?

☒ The Warranty Process

☐ Entering a New Claim

☐ Entering Claim Details

☐ Labour Operations Details

☐ Replacement Parts Entry

☐ Claim Confirmation

The warranty process is the same for all products from this point onwards.

3 Entering a New Claim



HONDA

A) Select Claim Entry.

▼ Claims

▪ Claim Entry

▪ Warranty Claim List

▪ Outstanding Parts To Be Returned

► Campaign

▪ Warranty Claim Payment

► Products

▪ End User

B) Insert full VIN or PIN.

Please enter a VIN / PIN:

OR

Enter VIN / PIN Suffix:

Engine Number:

Model Code:

Claim Type:

Please Select -->
STANDARD WARRANTY
PARTS WARRANTY
ACCESSORY WARRANTY

New Claim

C) Select the relevant Claim Type, followed by New Claim.



Where to find the warranty system?



The Warranty Process



Entering a New Claim



Entering Claim Details



Labour Operations Details



Replacement Parts Entry



Claim Confirmation



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4 Entering Claim Details 1/3



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Complete all boxes marked with an asterix (*). These are highlighted in red.
Other boxes may also be completed.

Claim Number: -	Claim Type: STANDARD WARRANTY	Claim Status: CLAIM CREATION
Dealer Number: 202/BLA084 0 HERITAGE HONDA (GLOUCESTER)	Dealer Ref. No 	Originating Dealer: 202/HEN104 0 HENDY LENNOX (EXETER) LTD
Vin/Pin: SHSRD97605U020375		
M.T.O.C: RD9765J KE 5U NH-674P		
Engine: N22A21020719		
Model Description:		
End User: Mike Adams	End User Type: UNKNOWN (CONV) ▼	Last Service Date: 16
		Last Service Miles/KM/Hours: MILES ▼
Standard Warranty		Extended Warranty
Start Date: 30.09.2005		End Date:
End Date: 30.09.2008		End Miles/KM/Hours:
End Miles/KM/Hours: 60,000 MILES		



Where to find the warranty system?



The Warranty Process



Entering a New Claim



Entering Claim Details



Entering Claim Details 1/3



Entering Claim Details 2/3



Entering Claim Details 3/3



Labour Operations Details



Replacement Parts Entry



Claim Confirmation



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Entering Claim Details 2/3



HONDA

Complete all areas marked with an asterix (*).

Malfunction Indicator Lamp: ☐		
Symptom Description Index: Please Select -->		
Symptom Description Item: Please Select -->		
Symptom Code:	04201	ABNORMAL SOUND
Defect Description Item: ABNORMAL SOUND		
Defect Code: ABNORMAL SOUND (EXCLUDING AUDIO SYSTEM)		
Defect Code: ABNORMAL SOUND AT CONSTANT SPEED		
Defect Code: ABNORMAL SOUND DURING BRAKE APPLICATION (EXCLUDING BRAKE SQU		
Defect Code: ABNORMAL SOUND ON ACCELERATION/DECELERATION		
Defect Code: ABNORMAL SOUND WHEN STARTING		
Defect Code: ABNORMAL SOUND WHEN STOPPED		
Defect Code: ABNORMAL VIBRATION		
Defect Code: ABNORMAL VIBRATION WHEN STOPPED		
Defect Code: ABNORMAL VIBRATION WHILE DRIVING		
Defect Code: ABNORMAL WEAR (BRAKE PAD/SHOE)		
Defect Code: ABNORMAL WEAR (TIRE)		
Defect Code: ACCELERATION ABNORMALITY		
Defect Code: ACID RAIN DAMAGE		
Defect Code: AFFECTED BY NOISE		
End User Contention Description:		
Date Fault Reported:	16	Odometer:
	16	MILES
DTC Codes:		
Battery Tester Code:		
Causal Part Number:		Causal Part Description:
System PRT:	0.0	Requested PRT:
0.0	0.0	0.0
Treatment:		
Please Select -->		
REPLACEMENT		
REPAIR		
CHECK		
☒ Labour Operation?	☒ Replacement Parts?	☐ Sublet/Extra Costs?
☐ Special Permission?	☐ Technical Report?	☐ Attachments?
Completion Date:		
Completion Miles/KM/Hours:		
MILES		
Airbag Serial NR:		
Proceed	Claim Confirmation	Cancel Claim

See following page
for more details

- ☐ Where to find the warranty system?
 - ☐ The Warranty Process
 - ☐ Entering a New Claim
 - ☒ **Entering Claim Details**
 - ☐ Entering Claim Details 1/3
 - ☒ **Entering Claim Details 2/3**
 - ☐ Entering Claim Details 3/3
 - ☐ Labour Operations Details
 - ☐ Replacement Parts Entry
 - ☐ Claim Confirmation

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Select the required boxes highlighted in blue and proceed.

☐

Labour Operation?

☐

Special Permission?

Car only, Select this box if labour is required. For all other products, the system will automatically navigate you through the pages when a claim is being submitted.

Only select this box if you are uncertain whether the repair fits the terms of the Warranty Terms and Conditions. The system will guide you to this page if the claim details match the Warranty Service Centre SP Criteria.

☐

Replacement Parts?

☐

Technical Report?

You will be taken to the parts addition screen where you can add parts required for the repair to the claim.

This box must always be selected. Provide a full detailed report including cause, repair method required and any additional information to support the claim.

☐

Sublet/Extra Costs?

☐

Attachments?

Select this box if the following applies:

- You have used any sundries e.g. oil and coolant for the warranty repair.
- You have sublet the repair to a third party repairer. You must attach the sublet invoice to the claim.

You may only claim the correct proportion of extra cost relative to the materials used. The cost claimed must exclude VAT.

Select this box to attach images, copies of sublet invoices or any other information relevant to the claim.

Images are required for paint and visual defect claims.

☐

Where to find the warranty system?

☐

The Warranty Process

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Entering a New Claim

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Entering Claim Details

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Entering Claim Details 1/3

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Entering Claim Details 2/3

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Entering Claim Details 3/3

☐

Labour Operations Details

☐

Replacement Parts Entry

☐

Claim Confirmation

5 Labour Operations Details



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Cars ONLY: Select the circle next to the LON, then Add To Claim. The LON Code and Labour Time will be shown below in Summary. Select Proceed.

News

Labour Operation Details

Claim Number: **12345678** Claim Type: STANDARD WARRANTY Claim Status: CLAIM CREATION

Causal Part LON's:

LON: Description:

☐ 211U6 PUMP, HIGH PRESSURE

Notes

Add To Claim

Create LON

SUMMARY:

Total Time:	System:	Requested:	Approved:
	0.8	0.8	0.0

LON's ON CLAIM:

LON: Description:

LON:	Description:	System Time:	Requested Time:	Approved Time:
1211U6	PUMP, HIGH PRESSURE	0.8	0.8	0.0

Notes

Proceed

MCs/ATV/PP: Please input the Requested FRT. This will normally be the same value as the System FRT that is automatically populated.

Date Fault Reported:

16

Odometer:

KILOMETERS

DTC Codes:

Causal Part Number:

Causal Part Description:

Treatment:

Please Select -->

System FRT:

0.0

Requested FRT:

0.0

Approved FRT:

0.0

☐ Labour Operation?

☐ Replacement Parts?

☐ Sublet/Extra Costs?

☐ Special Permission?

☐ Technical Report?

☐ Attachments?

Completion Date:

Completion Miles/KM/Hours:

Airbag Serial NR:

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Where to find the warranty system?



The Warranty Process



Entering a New Claim



Entering Claim Details



Labour Operations Details



Replacement Parts Entry



Claim Confirmation

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6 Replacement Parts Entry

The part number will automatically populate from the causal part number entered on the claim details page. If this is the only part required, select Validate and add to claim.

To add more parts, select Insert Line and add the parts you require, and the quantity needed.

When finished, select Validate and add to claim, then Proceed.

News
Replacement Parts Entry

Claim Number: 12345678 Claim Type: STANDARD WARRANTY Claim Status: CLAIM CREATION

Parts Cost Summary:	Requested:	Approved:
Parts Costs:	£ 743.82	£ 0.00
Dealer Part Allowance (DPA):	£ 0.00	£ 0.00
Total Parts Claim:	£ 743.82	£ 0.00

Causal Part: XXXXXXXX PUMP ASSY., HIGH PRESSURE
Symptom: 04201 ABNORMAL SOUND

Validate and add to claim Select EPC Parts Paste from clipboard

Part Number	Qty	Order	Description	Price (unit)	Appr. Qty	Remove
Order Number	Order Processed	BO Qty	ETA			
		☐				
16790RBDE02	1	☐	PUMP ASSY., HIGH PRESSURE	743.82		
		☐		0		

Proceed

Any part entered can be deleted by clicking the Bin icon.

- ☐ Where to find the warranty system?
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7 Claim confirmation 1/2



HONDA

Once you are happy with the claim details, document your claim number and select Transmit Claim. In most instances, parts will then be ordered automatically.

Check your Inbox to see the claim status. Please see the next page for descriptions on the different claim statuses.

News

Claim Confirmation

Your request for Special Permission on claim 00018882565 has been acknowledged. This request will be processed by your warr.serv.centre. The status of this claim will be changed in the warranty claim list when processing is completed.

Press Transmit Claim to proceed

Transmit Claim



Where to find the warranty system?



The Warranty Process



Entering a New Claim



Entering Claim Details



Labour Operations Details



Replacement Parts Entry



Claim Confirmation



Claim Confirmation 1/2



Claim Confirmation 2/2



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1. Claims in Creation

A claim in creation means that the claim has been started, the claim details page has been completed, the system has created a claim number and is waiting for you to take the next step in the claim process.

Claims in status Order Created will also show here. This means that parts have been ordered and are waiting to be dispatched. Once the parts have been dispatched, the claim will automatically move into Awaiting Completion.

2. Awaiting Action:

Returned by Warranty Service Centre:

Claims returned need to be resubmitted with any additional information or changes that have been requested. The claim will appear in the inbox marked as Returned by WSC or SP Processed.

Select the claim to make any changes requested, proceed to update the claim and retransmit the claim.

SP (Special Permission) Processed:

SP Claims Processed means that the claims are awaiting your action. If the claim is approved by Warranty, accept the claim to order parts.

Awaiting Completion:

Claims Awaiting Completion mean that a completion date has not been entered to confirm that the repair has been completed.

When the repair has been completed, the mileage and completion date can then be added to the claim. Once updated, select Confirmation.

Ageing claims:

Claims can stay open for up to 150 days before the system closes them (all claims should be completed as soon as possible according to procedures manual). Claims approaching this time will generate a reminder to action these claims.

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- ▶ Products
 - End User

News

Inbox

Claims

Claims In Creation

Awaiting Action:

Returned by Warranty Service Centre

SP Processed

Awaiting Completion

Ageing claims



Where to find the warranty system?



The Warranty Process



Entering a New Claim



Entering Claim Details



Labour Operations Details



Replacement Parts Entry



Claim Confirmation



Claim Confirmation 1/2



Claim Confirmation 2/2



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You have completed the **Warranty System Guide**

For a full detailed guide on all areas of warranty, please refer to the Claim Entry Guide also found on the Extranet.

