

POWER PRODUCTS SERVICE BULLETIN

Service Information Bulletins are now only published on the Honda Power Equipment Dealer Extranet

Warranty Claim Submission, SP Criteria Guidance and Goodwill Consideration

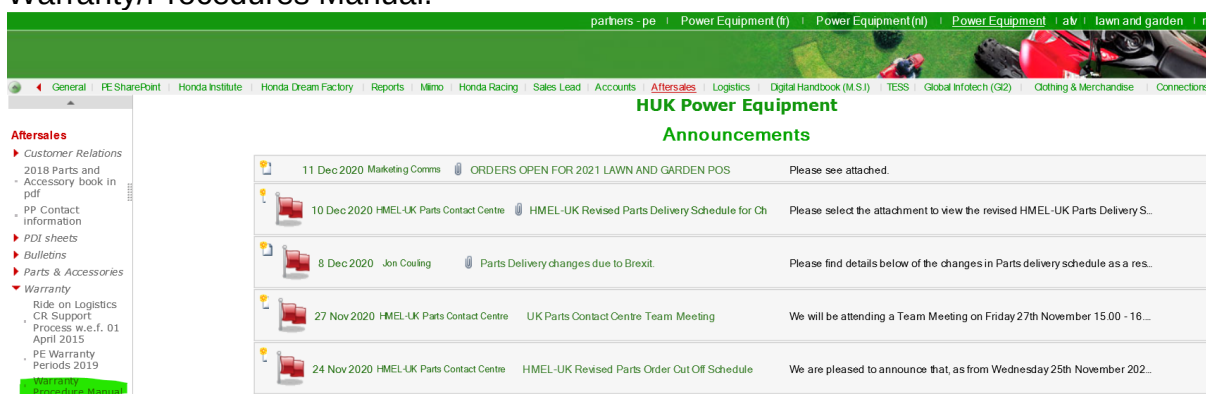
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Date 04.01.2021

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Warranty Information

When creating a Warranty Claim and clarification is required on the eligibility of a claim or how to correctly submit, a full copy of the Power Products Warranty Procedures Manual is available on our Extranet Home Page under aftersales Warranty/Procedures Manual.



Note: Claims submitted under Special Permission (SP) **by Dealer** which do not meet SP Criteria. All SP claims must be manually processed so if it is possible to submit as a normal claim it will be processed, and parts ordered faster by using this claim type.

SP claims can also be automatically determined by the Warranty System, following set criteria for example, Corrosion, Paintwork Defects, High Value Claims, FRT claimed over the indicated system time. If you are genuinely unsure if a claim is valid a faster processing time may be obtained by contacting DTS by raising a TESS.

Remember you our dealer partners are the first point of contact with our Customers when a potential Warranty situation arises. You, as an Official Honda Dealer are empowered to make the initial decision regarding submitting a claim in accordance with the Warranty Procedures Manual, your experience and DTS, as required.

For your reassurance, last year only 0.1 % of auto-processed (non-SP) Warranty claims were rejected by the relevant production factories.

Important consideration: Certain components fitted to Honda Power Products are classed as consumable parts and as such are not covered by Warranty, these include but not limited to; Filters, Cables, Friction Materials, Bulbs, Fuses, Tyres, Spark Plugs, Fluids, Clutch Components, unless required as part of a warranty repair on another component. A detailed list is available in the Procedures Manual or Owner's Service Book, again if you are unsure contact DTS for confirmation.

This information is provided by
Dealer Technical Service, HME-UK - Power Equipment, Cain Road, Bracknell, Berkshire
RG12 1HL

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Once you have validated your warranty claim, please ensure **all sections** of the claim are completed in **full, including attachment of photographs or video where required (all corrosion and visual defect claims)** and **where a photograph will add additional value** in confirming a Manufacturing or Material defect.

When submitting a claim, please do not solely reference TESS in any section as the TESS and Warranty Systems are not connected in respect of the factory who built the machine in question. Every claim (with the exception of Recall) requires a detailed technical report with an explanation of the issue, cause and remedial work required to fix. Do not claim more than the system FRT time or the claim will be returned. Confirm the mileage is correct, if this is lower than a previous claim it will cause the claim to be returned for correction. The system highlights any anomalies with your claim, please do not ignore these.

If you are submitting a Recall claim, please ensure you use the correct method, click on the link (examples below) displayed from either the Warranty Claim Creation page or Global Infotech when using the VIN or PIN to identify the Power Product. Check the Campaign code is displayed.

The screenshot shows the 'model selection' web interface. On the left, there are two radio button options: 'Enter PIN/HIN' (selected) and 'Enter Engine Number'. Below 'Enter PIN/HIN' is an example PIN/HIN: 'BAFJ-1200001 , EB3-1209825 ...' and 'EAMT-1004910'. Below 'Enter Engine Number' is an example Engine Number: 'GXV120-2563253'. On the right, there is a 'Select PIN Nickname...' dropdown menu with fields for 'PIN Nickname' and 'Description'. Below this are 'reset' and 'search' buttons. A message box is displayed in the center, stating: 'Message from webpage: Recall/PUD information :1 campaign(s) exist for the VIN you have entered. If you want to see the campaign information, click on 'OK', otherwise, click on 'Cancel'.' At the bottom right, there are 'proceed' and 'cancel' buttons.

The screenshot shows the 'News' section titled 'Outstanding Campaigns For VIN/PIN'. It features a search bar for 'Outstanding Campaigns For VIN/PIN:' with the value 'EAMT1004910'. Below the search bar is a table with two columns: 'Code' and 'Description'. The table contains one row with the code '7EV' and the description 'INVERTER OVERHEATING'. Below the table are two buttons: 'Get Details' and 'Claim Details'.

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Goodwill Consideration

All Honda Power Products Equipment are covered by a comprehensive Manufacturer's Warranty. The duration of this cover is determined by whether the product was purchased for Private Domestic or Commercial use. Occasionally an issue may occur once this warranty has expired. HME-UK may offer a contribution towards the cost of the **Parts Only** (labour NOT Covered) subject to the below criteria.

- Any GW offered is totally at the discretion of HME-UK. We have no obligation to provide GW, including situations where all our criteria has been met, HME-UK hold full and final decision on all GW requests
- Product has a full HONDA service history
- Product was purchased for personal domestic use (Commercial use NOT eligible for GW)
- Any GW support offered should be considered as FULL contribution from ALL HME-UK Departments, NO additional support will be offered from Customer Relations
- Products still covered by Manufactures Warranty are not eligible for GW
- Labour costs are not covered under GW
- Product must be Less than 6 months outside of its Manufactures Warranty
- Product items which have been covered by a Warranty Extension are not eligible for GW
- Items which are excluded from the Standard Warranty are not eligible for GW
- Corrosion and appearance items are not eligible for GW
- Transportation costs are not eligible for GW



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