

SERVICE-ACTIVATED WARRANTY

TERMS & CONDITIONS

1. INTRODUCTION

- 1.1. These Terms & Conditions govern the Extended Warranty program known as "Service-Activated Warranty", provided by Honda Malaysia Sdn. Bhd. ("Honda Malaysia") for eligible Honda vehicles.
- 1.2. The Service-Activated Warranty is provided at no additional charge as an extension of the Standard Warranty and shall apply solely to the parts and components set out in Annexure A. For the avoidance of doubt, all parts and components listed in Annexure B are excluded from the coverage under the Service-Activated Warranty.
- 1.3. The terms and conditions, coverage and benefits under the Service-Activated Warranty will take effect automatically upon expiry of the Standard Warranty Period, provided that the Customer has fulfilled the eligibility criteria and requirements set out in these Terms & Conditions.
- 1.4. Honda Malaysia reserves the right to update these terms & conditions from time to time with prior notice to Customers via HondaTouch application.

2. DEFINITIONS

- 2.1. **"Honda Malaysia, we"** means Honda Malaysia Sdn Bhd.
- 2.2. **"Customer, you, your"** means owner of Honda Vehicle that is eligible to participate in Service-Activated Warranty.
- 2.3. **"Service-Activated Warranty"** means the Extended Warranty described in these Terms & Conditions.
- 2.4. **"Honda Vehicle"** means an eligible Honda motor vehicle manufactured and/or imported by Honda Malaysia in Malaysia market.
- 2.5. **"Honda Malaysia Authorized Dealer"** means any dealer authorized by Honda Malaysia to service, maintain and/or repair Honda Vehicle in Malaysia.
- 2.6. **"Honda Malaysia Website"** means the official website of Honda Malaysia which can be accessed via <https://www.honda.com.my/>.
- 2.7. **"Standard Warranty"** means the standard 5-year warranty we provide with the Vehicle (the details of which are set out in the Warranty & Service e-Booklet that can be accessed via Honda Malaysia Website).
- 2.8. **"Standard Warranty Period"** means the period during which the Standard Warranty applies, being 60 months from the date of registration of the vehicle.

- 2.9. **"Standard Warranty Terms"** means the standard warranty terms and conditions set forth in the Warranty & Service e-Booklet provided or made available to you when you purchased your vehicle from the Honda Authorized Dealer which can be accessed via Honda Malaysia Website.
- 2.10. **"Extended Warranty"** means the extension of warranty coverage provided under the Service-Activated Warranty after the expiry of the Standard Warranty Period, which shall apply solely to the parts and components set out in Annexure A. For the avoidance of doubt, all parts and components listed in Annexure B are excluded from the coverage under Service-Activated Warranty.
- 2.11. **"Extended Warranty Period"** means the period of thirty-six (36) months commencing upon expiry of the Standard Warranty Period.
- 2.12. **"Maintenance Schedule:"** means the Maintenance Schedule for the Honda Vehicle that can be accessed and referred in Honda Malaysia Website.
- 2.13. **"Owner's Manual"** means the manual for the Honda Vehicle that can be accessed and referred in Honda Malaysia Website.
- 2.14. **"Warranty & Service e-Booklet"** means the warranty and service e-Booklet that can be accessed by the Customer via Honda Website that describes the terms of warranty coverage as well as general owner responsibilities.

3. ELIGIBILITY CRITERIA

- 3.1 In order to be eligible for the Service-Activated Warranty, the Customer shall:
- Comply strictly with the Standard Warranty Terms during the Standard Warranty Period.
 - The Customer must continue to service the Honda Vehicle in accordance with the Maintenance Schedule at any Honda Malaysia Authorized Dealer throughout the Extended Warranty Period to maintain the Service-Activated Warranty coverage.
- 3.2 The coverage of Service-Activated Warranty may vary by Honda Vehicle model and is subject to updates or changes by Honda Malaysia.
- 3.3 Specific Model Exclusions: All fully Electric Vehicles (EVs / BEVs) and vehicles used for commercial purposes (such as e-hailing, taxis, rental cars, driving schools and vehicles used for patrol or enforcement purposes) are strictly excluded from the Service-Activated Warranty program.

4. EXTENDED WARRANTY DURATION

- 4.1 Upon expiry of the Standard Warranty Period, you will automatically receive an additional thirty-six (36) months of Service-Activated Warranty coverage, provided that you;
- a. At all times comply with the Standard Warranty Terms during the Standard Warranty Period; and
 - b. To comply with Service-Activated Warranty Terms and Conditions.

5. SCOPE OF COVERAGE

- 5.1. For parts and components that are covered under Service-Activated Warranty, please refer to Annexure A.
- 5.2. Under Service-Activated Warranty, Honda Malaysia may determine the appropriate remedy whether to repair or replace, after considering technical requirements, safety and reliability.
- 5.3. Upon inspection and verification if the parts and components listed in Annexure A are found to be defective in workmanship or material, the parts and components will either be repaired or replaced free of charge.
- 5.4. The warranty coverage period of the parts and components as listed in Annexure A and replaced under this Service Activated Warranty package, will only be applicable during the term under the Service-Activated Warranty, which will not be extended unless approved by Honda Malaysia.

6. GENERAL WARRANTY EXCLUSION

- 6.1. Service-Activated Warranty does not cover any loss, damage, defect or failure caused by or arising from:
- 6.1.1. Failure to comply with Maintenance Schedule.
 - 6.1.2. Failure to carry out required rectification or repair identified by Honda Malaysia Authorized Dealer for the parts and components listed in Annexure A.
 - 6.1.3. Normal wear and tears, deterioration or routine maintenance parts.
 - 6.1.4. Misuse, abuse, neglect, abnormal use, overloading or use contrary to the Owner's Manual.
 - 6.1.5. Accident, collision, fire, flood, water ingress, theft, vandalism, natural disaster or other external causes.
 - 6.1.6. Modifications, alterations, tuning or accessories not approved by Honda Malaysia, including any damage resulting from any such modification, alteration, tuning or accessory which may influence the function and/or performance of the Honda Vehicle.

- 6.1.7. Repair, maintenance, adjustment or installation performed by an unauthorized party which is not approved by Honda Malaysia.
 - 6.1.8. Any damage to the vehicle arising from the lack of maintenance or the use of wrong fuel, oil or lubricants (engine oil) or transmission fluid, clutch fluid & coolant).
 - 6.1.9. Any damage which from use of non-genuine parts or use of fuel, lubricant or fluid, oil, lubricant, transmission fluid, clutch fluid or coolant not recommended in the Owner's Manual in respect of the Honda Vehicle.
 - 6.1.10. Any damage arising from non-observance of the Honda Malaysia recommended preventive maintenance service requirements contained in the Owner's Manual.
 - 6.1.11. Any damage caused by Customer negligence or abnormal and abusive usage or external force or Honda Vehicle involved in an accident.
 - 6.1.12. Any item expressly excluded under Annexure B.
- 6.2. Service-Activated Warranty does not cover incidental or consequential expenses, including loss of use, loss of income or business, vehicle rental, transportation, accommodation or towing, except where such exclusion is not permitted by applicable law.

ANNEXURE A – ITEMS COVERED

Service-Activated Warranty coverage is strictly limited to the Engine and Transmission components expressly listed below. Components not expressly listed are not covered.

Engine	Cylinder Block including: Pistons, piston rings, connecting rods, bearings, crankshaft, crankshaft main bearing, piston pins, thrust washer. Cylinder Head including: Camshaft, timing gears, timing chains, chain guides, rocker assembly, rocker arm, cylinder head valves, valves lifters, valve springs, valve seals, valve seats, valve guides, head gasket(s), oil pump (including oil pump housing), inlet manifolds, exhaust manifolds.
Transmission	Automatic Transmission: Torque converter, drive plate, gears, shafts, transmission oil pump, solenoids, parking assembly, gear linkages, gaskets, valve body, selector lever mechanism, transmission sensors, shift lever lock, all gears and bearings, oil cooler, transmission housing, final gears and differential. Manual Transmission: Internal gears, flywheel, shafts, baulk rings, bearings, synchro hubs, selector fork, reverse light switch, sensors, solenoids, odometer drive gears, gaskets, gear shift lever, transmission housing, internal shift rods, main shaft, all internal bearings, and all synchronizers.

ANNEXURE B – ITEMS NOT COVERED

The following components are specifically excluded from Service-Activated Warranty coverage:

Engine	Spark plug, oil seals, all belts, all hoses, pipes comp, clamps, clips, core plugs, breathers, filters, auto tensioner, engine mountings and fuel injector.
Transmission	Burnt or worn-out clutches, all pipes, oil seals, hoses, transmission mounting, clutch plate, pressure plate and release bearing and filters.
All remaining parts and components covered under the Standard Warranty Terms that are not listed in Annexure A.	

Warranty coverage shall not apply to any secondary, consequential, or resulting damage to the engine, transmission, or any other vehicle component arising from the failure, malfunction, or defect of a part or component that is excluded from warranty coverage.

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