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Sent on	01	04	2016	Expires on	01	18	2016
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From	Parts and Service Division
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Subject	Civic New Model Newsletter - Parts Request
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To: All Honda Sales, Parts & Service Managers
From: American Honda Parts & Service Division – Civic Model Team
RE: 2016 Civic Sedan – New Model Newsletter

Print this *iN* message, and provide a copy to the Sales Manager, Shop Foreman, Warranty Administrators and all PDI Technicians.

The all-new 2016 Civic Sedan went on sale **November 12, 2015**. As claims and repairs are processed we need your help collecting any replaced parts on repaired vehicles. Whether the part is sent to WPI or a special request made through Techline to forward to American Honda, the importance to quickly return failed parts is greater than ever.

During the One Pack process, we treat each and every claim with huge importance. Since the factory cannot open a quality investigation or resolve issues without the failed part in hand, you can understand the impact of not quickly forwarding replaced parts.

Thank you for your immediate action regarding this issue and taking an active role in ensuring the 2016 Civic performs at its highest level.