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Sent on	09	19	2017	Expires on	10	19	2017
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From	Parts and Service Division
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Subject	2006-2011 Honda Civic Engine Block Warranty Claim Submission and Ordering
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PRIORITY NOTIFICATION

To: All Honda Service and Parts Managers and Personnel
From: American Honda Parts and Service Division
RE: 2006-2011 Honda Civic Engine Block Warranty Claim Submission and Engine Block Ordering

This message is solely directed to Honda dealership personnel; please handle accordingly.

Beginning September 26, 2017, the 2006-2011 Civic Engine Block (part number 10002-RNA-A50 and 10002-RNE-A01) warranty claim submission will enforce proper engine ordering through iN. Warranty or Goodwill claims will NOT be accepted through our iN or Warranty system if CP – Customer pay was chosen as a method of ordering the Civic Engine Block.

Without proper engine block ordering through iN, warranty or goodwill claims will NOT be accepted.

The new application has been added under Reman Parts/Specials Orders, (previously Remanufactured Parts), on the Parts and Services pages. The menu will launch the Engine Block Order form. To begin the VIN and mileage to ensure this vehicle fits the details outlined in Service Bulletin 10-048. If the engine block is ordered under the 2006-2009 Warranty Extension or goodwill, a minimum of four and maximum of five photos will be required for validation at the time of ordering.

Mandatory photo requirements, outlined in Service Bulletin 10-048 will be essential for engine block ordering. Photo 1 should be the door jamb label that shows the VIN. Photo 2-4 should be the crack in the engine block with a post-it note that lists the VIN, the length of the crack and the crack location, for example, between cylinders three and four. If photos do not meet the mandatory photo requirements, engine blocks will not be ordered.

Please make sure everyone is aware of this process to avoid any processing delays. Thank you in advance for your support with this new process.

Thank you