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Sent on	10	18	2023	Expires on	10	24	2023
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From	Parts Division
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Subject	Part Return Request - 22-24 Civic STRG G/Box Assy 53640-T21-305 & 53640-T21-3
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Date: 10/9/23

From: Parts Operations, Campaign Group

Subject: Part Return Request – 22-24 Civic STRG G/Box Assy 53640-T21-305 & 53640-T21-306

American Honda is requesting parts for a Quality Investigation on certain **STRG G/Box Assy for 22-24MY Civic**.

All dealers that have inventory of the below parts are required to stop installing and complete the part inspection below immediately.

Part Inspection Matrix:

Parts Inspection Matrix

Return Request for PN**53640-T21-305 & 53640-T21-306 STRG G/Box Assy**

After inspection, if you have a “NG” part, DO NOT INSTALL THIS PART. Return the NG parts American Honda immediately. **IT IS IMPERATIVE THAT RETURNS ARE MADE IMMEDIATELY.**

53640-T21-305 & 53640-T21-306 Return Request Process:

Please return all “NG” 22-24MY Civic STRG G/Box Assy (P/N **53640-T21-305 & 53640-T21-306**) in your inventory.

These returns will not be charged against your SRA credit.

Return iN OAR Procedure:

If Invoice is **within 28** business days, please use the following instructions.

1. Complete the iN-OAR procedures.
2. Use Reason Code “Q” with your original shipper number.
3. Select “Label Doesn’t Match Contents” for Type of Manufacturing Defect.
5. Enter “Gearbox” in the Remarks Section.
6. When approved, “Authorization Return Document” will be available via iN.
7. Return P/N **53640-T21-305 & 53640-T21-306** back to American Honda.

If Invoice is **past 28** business days, please use the following instructions.

1. Fill out a manual OAR for Q code and include the original invoice number.
2. Email the form to your Facing Parts Center OAR mailbox.
3. When approved, “Authorization Return Document” will be available via iN.

Order adjustment requests (OARs) must be submitted by 10/23/23.

If your dealership incurs freight costs for parts return, please include a copy of the freight bill with your return.

Thank you,

American Honda Motor Co., Inc.

Parts Operations

