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Sent on	11	08	2017	Expires on	02	05	2018
From	Remanufactured Parts Operations						
Subject	2017 Civic 1.5 L CVT Driveshaft Assembly, R Added to Recycling Program						

Effective November 8, 2017, American Honda will collect and recycle **Driveshaft Assy., R.**, for part number **44305-TBC-A51** for the 2017 Civic 1.5 L CVT model replaced under any new vehicle warranty or goodwill repair. The guidelines below explain how to return these parts for recycling.

See Service Bulletin 17-091, **Safety Recall: Right Side (Passenger) Driveshaft** for additional information regarding this part number.

Return Guidelines

1. File a Warranty Claim (via *IN*)

- a. When submitting a warranty claim for these parts, be sure to include the part number and the appropriate flat rate labor time.
- b) After filing a parts replacement warranty claim, your dealership will receive shipping instructions on your Warranty Parts Return Document.

2. Complete the Warranty ID Tag

- a. Ensure that the entire Warranty Parts ID Tag is completed and attach this tag to the part.
- b. When you receive the Warranty Parts Return Document, fold and staple it to the Warranty Parts ID Tag. ***Reference Parts Information Bulletin A08-0005 for more information.***

3. Prepare the Label

Daily Delivery dealers: Complete the Backtrack Bill of Lading

Non-Daily Delivery dealers: Please return parts via FedEx Ground, using the E-Mail Return Label System. Be sure to record the tracking number.

Return to:

Resource One
6043 Interstate Circle
Cincinnati, OH 45242

1. Record the Claim for Your Records

On the customer repair order, write the warranty claim number, backtrack reference number and date from the

Backtrack Bill of Lading.

1. **Return the Part**

- Package the part, preferably in the box that the replacement came in.
- Return the faulty part according to the instructions on the Warranty Parts Return Document.

Reasons for rejection include, but are not limited to, missing Warranty Parts ID Tag and missing Warranty Parts Return Document. Please see Service Operations Manual Section 8.18, "Criteria for Rejected Parts," for more details.

6) Additional Information:

Claim Processing

Dealers must return the faulty driveshaft assy., R. replaced under warranty to receive full credit on the warranty claim. Freight for any rejected parts will be charged to the dealership's balance forward account.

Questions

If you have any questions regarding the Recycling Program, please call RPO help desk at 1-888-997-7278, Option 1.

JB/dc