

***HPD F4 & FRA Customer Guidelines***



# HPD F4 and FRA Engines

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## **CUSTOMER SERVICE:**

To provide a the most comprehensive service possible, we have written some basic customer guidelines to help you contact the correct person at Honda Performance Development for solving your needs in the following areas:

- *Spare part orders*
- *Invoicing and shipping*
- *Logistics and support*
- *Technical questions*

In the case of an issue, and to improve quality and reliability with proper trouble-shooting, we would like to receive a technical report after each event detailing:

- *Report of event*
- *Data from the weekend*
- *Problems with components*

PR Material:

- *Event photos*
- *Event video*
- *Newsletters and press releases*



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## SPARE PARTS

All spare-part orders must be sent by email [grmsadmin@hra.com](mailto:grmsadmin@hra.com) using the correct “Order Form” which can be obtained from HPD.

Regular response time is 24 hours.

Orders received via text, voice, or sent as pictures with circles or marks CANNOT BE ACCEPTED for risks of component misidentification.

To ensure delivery of the correct parts, we kindly ask you to check and download the latest version of the parts catalogue available on series websites.

We try to keep common spare parts in stock for delivery, but due to high demand, some parts can, on occasion, be on order. We always try to ensure a quick delivery so that your car can compete when you need it.

Spare parts can be ordered for shipment at retail price by order form.

HPD carries spare parts on the series truck at all official events to support you. However, we cannot guarantee complete and total spare parts delivery for all cars on weekends of particularly high demand. ***The support truck does NOT generally carry hardware except in rare cases.*** Therefore, we request that all teams carry their normal stock of spare parts in their trucks and use the HPD customer support trailer for emergencies and parts not normally carried by teams. All parts sold at the track will have a 25% mark up from retail pricing due to the expense of logistics and resupplying the truck.

## INVOICING AND SHIPPING

Once our customer service team has received the order form with correct team name, requested delivery date and address and/or alternative information, we will reply within 24 hours with a proforma with pricing, parts status and estimated delivery date/time. Your order is NOT confirmed until you receive written confirmation by email.

Payment is made at the time of order confirmation under the normal agreement established between the team and Honda Performance Development.

You must inform [grmsadmin@hra.com](mailto:grmsadmin@hra.com) of your shipping requirements. Shipping organised by HPD will be managed by HPD until delivery. You will be provided with a tracking number and shipping details. Under certain circumstances, you may organise your own shipping, and HPD will prepare the parcel for collection by you or your nominated agent.



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## PARTS RETURNS

In general, only new, unused parts may be considered for return to HPD. Any returns must be made within 30 days of purchase. Prior to returning parts to HPD or an HPD representative, you **MUST** have a Sales Return Order # from HPD Customer Service: [grmsadmin@hra.com](mailto:grmsadmin@hra.com)

If you feel your part may have manufacturing errors, please contact HPD Customer Service for a Sales Return Order. The 30 day return limit does not apply in the case of confirmed parts problems. You must have a Sales Return Order before shipping or handing parts to an HPD representative.

In general, used parts **MAY NOT** be returned unless HPD determines a technical issue exists that warrants a replacement. If a part is used for several events and there is no history of technical issues, it is not likely to be replaced. All inquiries must to be sent to Andrew Salzano: [asalzano@hra.com](mailto:asalzano@hra.com) with GRMS Admin [grmsadmin@hra.com](mailto:grmsadmin@hra.com) in copy.

## TECHNICAL SUPPORT

To give the best possible service and answers on technical questions, we request all enquiries to be sent to Andrew Salzano ([asalzano@hra.com](mailto:asalzano@hra.com)), who will work to find a quick solution.

## REPORT OF THE EVENT

While not mandatory, we kindly ask you to send a brief report from race event – especially in the event of a technical issue. This information is used internally and will be kept confidential.

Please send the information to Andrew Salzano ([asalzano@hra.com](mailto:asalzano@hra.com))

A report template can be supplied upon request.



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## DATA

To help you, it is appreciated if HPD could receive the car/engine data for monitoring. The data is used internally and will be kept confidential.

Please contact Andrew Salzano ([asalzano@hra.com](mailto:asalzano@hra.com))

## PROBLEM AND FAILURES

In case of a problem with your engine or its components, we need to receive all background information to handle the possible failure. Please send the information to Andrew Salzano

([asalzano@hra.com](mailto:asalzano@hra.com)) detailing:

- Event location *and what has failed*
- *photos of broken part(s)*
- *Mileage of engine or part(s)*

## PRESS MATERIAL

We would like to share news of your successes on our website, social media channels and newsletters, so please feel free to share the following information from your media teams during race weekends and afterwards. Please email the following to Janeen Farias: [jfarias@hra.com](mailto:jfarias@hra.com)

- *Event photos*
- *Event videos*
- *Newsletters*

## ENGINE SERVICING

Engines may be returned for inspection, rebuild or service at our technical partner Mountune located in Carson, CA. The engine must be accompanied by the correct service request documents and in the required state. Engines not matching this can be rejected and/or you may be responsible for purchasing parts required to provide full service. Before returning the engine to Mountune, please email [grmsadmin@hra.com](mailto:grmsadmin@hra.com) or Andrew Salzano ([asalzano@hra.com](mailto:asalzano@hra.com)) to request the correct forms. HPD will confirm the arrival and an estimated return date. Urgent requests may be subject to expedite fees.

We aim to respond within one working day to all email enquiries. If your enquiry is urgent, please call Honda Performance Development (661) 702-7777 and you will be connected to the correct person.





Honda Performance Development, Inc.



Photo by Gavin Baker

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