

July 25, 2024

Version 2

Noncompliance Recall: 2024 CR-V Hankook Tire InspectionSupersedes 24-093, dated July 3, 2024, to revise the information highlighted in **yellow**.**AFFECTED VEHICLES**

Year	Model	Trim Level	VIN Range
2024	CR-V (2WD models only)	EX, EX-L	Check the iN VIN status for eligibility
2024	CR-V Hybrid (2WD models only)	Sport, Sport-L	Check the iN VIN status for eligibility

REVISION SUMMARY**Under WARRANTY CLAIM INFORMATION, a description was updated.****BACKGROUND**

On June 7, 2024, Hankook Tire America Corp. filed a Part 573 Noncompliance Recall Report (ID# 24T-007) with NHTSA related to certain tires missing the 4-digit week and year code mark in the tire identification number (TIN). As such, these tires fail to comply with the requirements of Federal Motor Vehicle Safety Standard No. 139. The missing TIN date code may make it difficult for owners to properly identify a tire involved in a recall and therefore owners may continue to drive on recalled tires, increasing the risk of a crash.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign. Do an iN VIN status inquiry to make sure the vehicle is shown as eligible. Some vehicles affected by this campaign may be in your new or used vehicle inventory.

Failure to repair a vehicle subject to a recall or campaign may subject your dealership to claims or lawsuits from the customer or anyone else harmed as a result of such failure. To see if a vehicle in inventory is affected by this recall, do a VIN status inquiry before selling it.

CORRECTIVE ACTION

Inspect the TIN date code number on all 4 tires. If a tire is found with a missing TIN date code, replace all four tires.

PARTS INFORMATION

NOTE: New tires must be purchased through Tire Rack® when doing this campaign.

Part Name	Part Number	Quantity
Tire (235/60 R18)	42751-HNK-004	4

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

WARRANTY CLAIM INFORMATION

NOTE:

- Required photos must be included when submitting the claim, or the claim may be subject to a debit. The photos must be clear; retake any unclear photos before submitting.
- New tires **must be purchased** through Tire Rack when replacing a tire doing this campaign.
- To submit a warranty claim for dealer-installed tire replacement, **select the T3 sublet code** in the Sublet Information field and enter the total sublet amount.
- For tire handling reimbursement, **select the T4 sublet code** in a different Sublet Information field. Then, multiply the number of replaced tires by \$10.00. Add the total handling amount in the second sublet field.

Sublet Information				
Sublet Code	Work Description	Invoice No.	Rental Days	Sublet Amount
T3	SUBLET TIRE PURCHASE	12345		50.00
T4	TIRE PURCHASE HANDLING	12345		10.00

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Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
4215B3	Inspect the TIN date code numbers of all four tires (Includes photos).	0.2 hr	6HV00	BIS00	A24093A	42751-HNK-004
4215B7	Mount and balance four new tires (Includes inspection and photos)	1.4 hr	6HV00	BIS00	A24093B	42751-HNK-004

Skill Level: Repair Technician

INSPECTION PROCEDURE

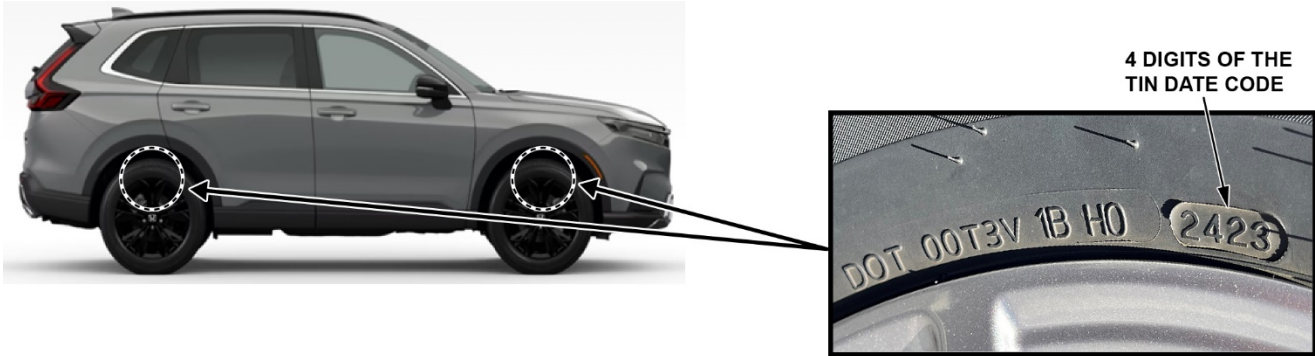
1. Locate and inspect the four digits of the TIN date code numbers located on the sidewall on all four tires.

Are any of the four tires missing the TIN number?

YES –

- Put a note with the location of the tire on the rim below the tire with the missing TIN date code and take a photo. For example, Left-Front: LF, Left-Rear: LR, Right-Front: RF, Right-Rear: RR.
- Go to **REPAIR PROCEDURE** and replace all four tires.

NO – The inspection procedure is complete; no further action is required.



NO GOOD ❌



NOTE
Indicate which
tire the photo
refers to.

GOOD ✅



REPAIR PROCEDURE

1. Replace all four tires.
2. Send back the replaced tires (4) along with a copy of the repair order to AHM WPI at this address:

American Honda – WPI
Building 500, Rollup Door #4
1919 Torrance Blvd.
Torrance, CA 90501

Please refer to the Operations Manual Section 8.13.1, *Freight Service and Oversize Packages (Engines, Transmissions, Windshields, etc.)* on how to return the tires.