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Sent on 02 12 2014 **Expires on** 02 26 2014
From Parts and Service Division
Subject Request for Parts: 2013 CR-V Front Wheel Bearing Noise

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Parts: 2013 CR-V Front Wheel Bearing Noise

This message is solely directed to Honda dealership personnel; please handle accordingly.
Print this iN message and provide a copy to the Shop Foreman and all Service Advisors.

Background

American Honda (AHM) is investigating certain 2013 CR-Vs with a complaint of a noise coming from the front wheel bearing while driving. The noise can be described as humming, moaning, or droning. To fully understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to you attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

1. 2WD & 4WD are accepted.
2. No previous repairs for this issue.
3. Noise can be from either front wheel bearing.

Action Required

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.

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