

## Customer Reports a Vibration or Shudder

### AFFECTED VEHICLES

2015 CR-V

Do you have a vehicle that, according to your customer, vibrates or shudders under any of these conditions?

- At idle
- Under light acceleration
- At low speeds
- Between 1,100 and 1,500 rpm
- Between 1,600 and 2,200 rpm

We're aware of customer reports of this concern and we're actively reviewing it by analyzing available data and customer comments and doing actual vehicle testing. Our review is still in progress, so there's no product improvement available at this time.

Keep in mind that some vibration is normal and just a result of the engine and transmission technology. It presents no operational or safety concern.

To save you time, there's no need to call Tech Line about this concern; they don't have any more information than what's included in this article. Just so you know, we've created a video that we encourage you to watch and have the service advisor share with your customer. Click [here](#) to watch.

Once we finalize our review, we'll update this communication and share information about any planned product improvements and their availability.

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