November 18, 2015

Vibration While Driving at Highway Speeds

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2012–14	CR-V	ALL	ALL with AWD

SYMPTOM

There is a vibration while driving at highway speeds.

POSSIBLE CAUSES

The propeller shaft and the dampening support system are not adequately absorbing the vehicle vibration.

CORRECTIVE ACTION

Replace the propeller shaft and the rear differential mounts.

PARTS INFORMATION

Part Name	Part Number	Quantity
Propeller Shaft Assembly Kit Contains (propeller shaft assembly, 13 flange bolts, rear differential mount)	06400-T0A-305	1
Flange Bolt (12 mm x 65 mm)	90173-SWA-010	2
Flange Bolt (8 mm x 14 mm)	95701-08014-08	4
Yoke Nut (10 mm)	90371-S9A-000	1
Plain Washer (10 mm)	94101-10800	1

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
2191Y2	Replace the rear differential mounts and the propeller shaft.	1.0 hr	03217	04504	15-076A	40100-T0A-A02

Skill Level: Repair Technician

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.

DIAGNOSIS

1. Test-drive the vehicle, paying close attention to the speed ranges when the vibration occurs and where it occurs.

NOTE: Make notes of where the vibrations are felt, (floor, seat, pedal, steering wheel, etc.) when the vibrations are felt relative to road/vehicle conditions (uphill, downhill, flat, etc.).

- 2. Raise the vehicle on a lift and remove the propeller shaft.
- 3. Remove the bolts and the clips securing the front floor undercover, then remove the front floor undercover.



4. Remove the bolts and clips, then remove the middle floor undercover.



5. Remove the No. 1 propeller shaft protector.



6. Remove the No. 2 propeller shaft protector.



7. Make a reference mark across the No. 1 propeller shaft and the transfer companion flange.



- 8. Remove the No. 1 propeller shaft flange bolts.
- 9. Make reference mark across the No. 2 propeller shaft and the rear differential companion flange.



- 10. Remove the No. 2 propeller shaft flange bolts.
- 11. Remove the center support bearing mounting bolts, then remove the propeller shaft assembly.



- 12. Drive the vehicle under the same conditions that caused the vibration to occur.
 - If the vibration still occurs, this bulletin does not apply. Continue with normal troubleshooting.
 - If the vibration is gone, go to REPAIR PROCEDURE.

REPAIR PROCEDURE

- 1. With the propeller shaft already removed, place a transmission jack under the rear differential assembly.
- 2. Remove the left and right rear differential mount brackets.



3. Remove the mounting bolts and the plates.



4. Remove the rear differential mount rubber.



5. Slightly lower the rear differential on the transmission jack.

NOTE: Make sure you do not over-extend the wire harness and the breather hose.

6. Remove the rear differential mount assembly A stopper, then remove the rear differential mount assembly.



7. Install the differential mount assembly A stopper.

8. Install the rear differential mount assembly and torque the bolts to **59 N·m (44 lb-ft)**.



- 9. Raise the rear differential to the mounting level.
- 10. Install the rear differential mount rubber and torque the bolts to 31 N·m (23 lb-ft).



11. Align the tabs of the rubber mount with the holes of the plates.



12. Install the rear differential mounting bolts and torque them to 44 N·m (32 lb-ft).

13. Install the left and right rear differential mount brackets using new nuts as shown.



- 14. Tighten the new rear differential mount brackets mounting bolts to 59 N·m (44 lb-ft).
- 15. Loosely install the new rear differential mount bracket mounting bolt.
- 16. Lower the transmission jack.
- 17. Tighten the rear differential mount bracket mounting bolt to 64 N·m (47 lb-ft).

18. Install the new propeller shaft assembly, then Install new center support bearing mounting bolts and tighten them to 39 N·m (29 lb-ft).



19. Attach the No. 2 propeller shaft to the rear differential companion flange by aligning the reference mark you made during the removal procedure.



20. Install new flange bolts and tighten them to 32 N·m (24 lb-ft).

21. Set the No. 1 propeller shaft to the transfer companion flange by aligning the reference mark you made during the removal procedure. Then install new No. 1 propeller shaft flange bolts and tighten them to 32 N·m (24 lb-ft).



22. Install the No. 2 propeller shaft protector and tighten the bolts to 22 N·m (16 lb-ft).



23. Install the No. 1 propeller shaft protector and tighten the bolts to 22 N·m (16 lb-ft).



24. Install the middle and front floor under covers and tighten the bolts to 9.4 N·m (6.9 lb-ft).

END