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Sent on 06 09 2017 **Expires on** 06 23 2017

From Parts and Service Division

Subject Request for Info: 2017 CR-V Center IP Rattle Noise

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Info: 2017 CR-V Center IP Rattle Noise

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

Background

American Honda Motor Co., Inc. (AHM) is investigating certain 2017 CR-Vs with a customer complaint of a rattle noise coming from the center IP when engine RPM range moves from 700 to 1500. To fully understand the cause of this condition, AHM would like to collect specific information 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. Must be able to confirm rattle noise by pushing on the heater core pipe to stop the noise.
2. No repair has been attempted for this issue.

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.