

September 6, 2018

10027 Version 9

Vibration While Driving and/or Stopped in Gear

Supersedes 15-046, Dated February 22, 2018; to revise the information highlighted in yellow

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2015	CR-V	ALL	ALL

REVISION SUMMARY

Under WARRANTY CLAIM INFORMATION, Repair Procedure Driving Mode 2, the failed part number was changed.

SYMPTOM

Some customers have reported feeling one or more different vibrations felt primarily through the driver's seat. The identified vibrations may occur under these conditions:

- **Driving Mode 1:** While stopped with vehicle in gear.
- **Driving Mode 2:** While between **1,000–1,200 rpm** at takeoff.

NOTE:

- You **must** make sure the service advisor has reviewed the Customer Information Statement for Driving Mode 2 with the customer **before** the software update is performed.
 - Verify that the service advisor has noted on the Customer Information Statement that he or she has reviewed the Customer Information Statement for Driving Mode 2 with the customer.
 - The noted Customer Information Statement must be retained for future records and attached to the Repair Order before doing the software update, as this updated software may have a small impact on fuel economy.
- **Driving Mode 3:** While driving between **1,800–2,200 rpm** around **40–50 mph**.

POSSIBLE CAUSES

Engine and transmission vibrations may be intermittent. The reported vibrations are felt primarily through the driver's seat while driving or stopped in gear.

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.

CORRECTIVE ACTION

Driving Mode 1: Install new radiator lower cushions, transmission mount, and front head restraints.

Driving Mode 2: Update the PCM software and install the tailgate damper kit.

NOTE:

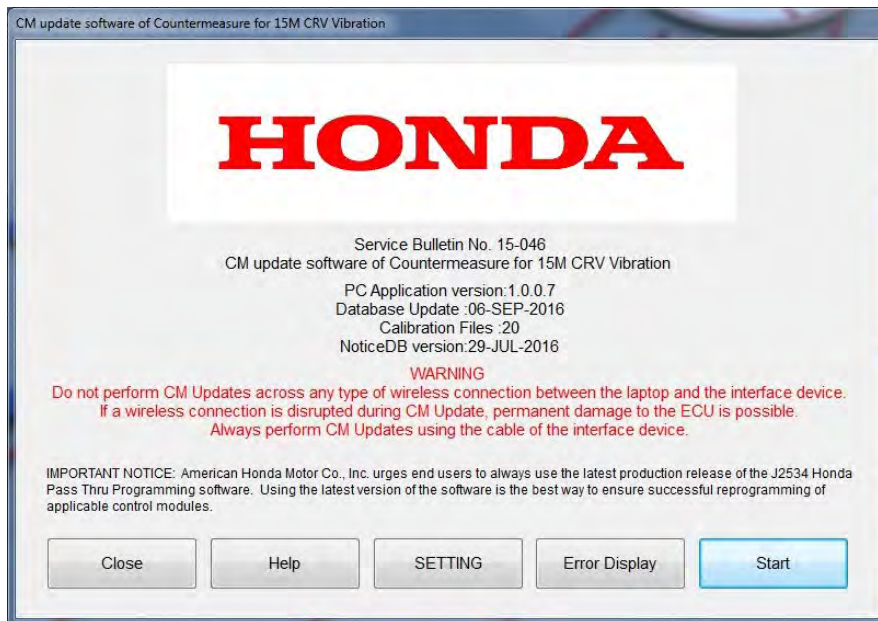
- You **must** make sure the service advisor has reviewed the Customer Information Statement for Driving Mode 2 with the customer **before** the software update is performed.
- Verify that the service advisor has noted on the Customer Information Statement that he or she has reviewed the Customer Information Statement for Driving Mode 2 with the customer.
- The completed Customer Information Statement must be retained for future records and attached to the Repair Order before doing the software update, as this updated software may have a small impact on fuel economy.

Driving Mode 3: Update the PCM software.

BEFORE GETTING STARTED

NOTE:

- For more information on this concern, please refer to the following:
 - [Click here](#) to view an informative video on this concern.
 - Go to page **19** of this bulletin to view the Customer Information Statement.
- Connect a fully charged jumper battery to the vehicle and leave it connected during the entire procedure to maintain steady voltage.
- Never turn the ignition to OFF or ACCESSORY during the update. If there is a problem with the update, leave the ignition turned to ON.
- To prevent PCM control unit damage, do not operate anything electrical (headlights, audio system, brakes, A/C, power windows, door locks, etc.) during the update.
- The control module updates for this bulletin cannot be applied with the MVCI alone. You must use the J2534 Rewrite Special PC application with the DST-I or MVCI.



PARTS INFORMATION

Repair Procedure Mode 1

Required Parts

Part Name	Part Number	Quantity
Radiator Mount Lower Cushion Kit	06740-T1W-305	1
Transmission Mount (CVT)	50850-T1W-A11	1
Flange Bolt (12 X 35 mm)	90164-T0A-A00	1
Flange Bolt,(12 X 40 mm)	90162-T0A-A00	2
Flange Bolt (12 X 40 mm)	90164-S5A-010	1
Flange Nut (12 mm)	90371-SAA-010	2
Front Head Restraints, *NH167L* (Graphite Black)	06810-T0G-A01ZB	1
Front Head Restraints, *YR449L* (Cashmere Ivory)	06810-T0G-A01ZD	1
Front Head Restraints, *NH836L* (Wisteria Light Grey)	06810-T0G-A01ZE	1
Front Head Restraints, *YR449L* (Leather) (Cashmere Ivory)	06810-T0G-V81ZA	1
Front Head Restraints, *NH836L* (Leather) (Wisteria Light Grey)	06810-T0G-V81ZB	1
Front Head Restraints, *NH167L* (Leather) (Graphite Black)	06810-T0G-V81ZC	1

Repair Procedure Mode 2

Required Parts

Part Name	Part Number	Quantity
Tailgate Damper Kit (Non-Power Tailgate) (contains tailgate damper, tailgate struts, nuts and bolts)	06748-T1W-305	1
Tailgate Damper Kit (Power Tailgate) (contains tailgate damper, tailgate struts, nuts and bolts)	06748-T1W-306	1

REQUIRED MATERIALS

Part Name	Part Number	Quantity
Touch Up Paint	(commercially available)	1

TOOL INFORMATION

Part Name	Part Number	Quantity
Rivet Gun Tool	07AAE-STXA100 or (commercially available)	1

SOFTWARE INFORMATION

i-HDS Software Version: 1.001.011 or later

J2534 Software Information:

PC Application Version **1.0.1.15 or later**

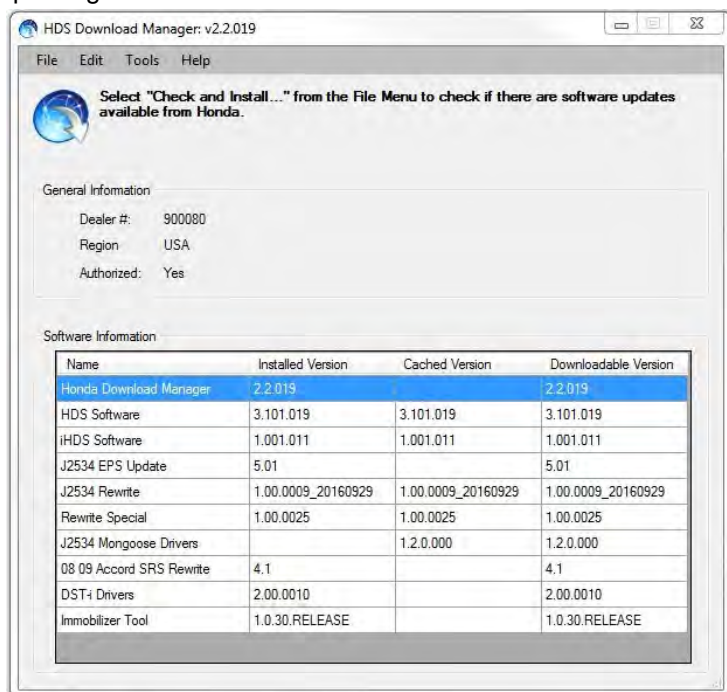
Database update **29-SEP-2016 or later**

Before beginning the repair, make sure that both the i-HDS and J2534 software are updated as listed above.

Do only the update listed in this service bulletin.

You cannot apply the updates with the MVCI as a standalone tool. To update the vehicle you must use the MVCI or the DST-i interface in conjunction with the J2534 Rewrite PC application on the i-HDS.

For more information about updating the HDS, the MVCI, and vehicle systems, refer to Service Bulletin 01-023, Updating Control Units/Modules.



Year/Model	Trim	Program ID (or later)	Program P/N (or later) Mode 2	Program P/N (or later) Mode 3
2015 CR-V	LX (2WD)	LAA450 LA3050	37805-5LA-A45	37805-5LA-305
	LX (AWD)	LAA550 LA3060	37805-5LA-A55	37805-5LA-306
	EX/EX-L (2WD)	LAA650 LA3070	37805-5LA-A65	37805-5LA-307
	EX/EX-L (AWD)	LAA750 LA3080	37805-5LA-A75	37805-5LA-308
	TOURING (2WD)	LAA850 LA3090	37805-5LA-A85	37805-5LA-309
	TOURING (AWD)	LAA950 LA4050	37805-5LA-A95	37805-5LA-405

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Repair Procedure Driving Mode 1

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
1120A2	Repair Procedure Drive Mode 1: (Graphite Black/Non Leather) NH167L	1.9 hrs	03214	03217	A15046B	50850-T1W-A11
1120A2	Repair Procedure Drive Mode 1: (Cashmere Ivory/Non Leather) YR449L	1.9 hrs	03214	03217	A15046C	50850-T1W-A11
1120A2	Repair Procedure Drive Mode 1: (Wisteria Light Grey/Non Leather) NH836L	1.9 hrs	03214	03217	A15046D	50850-T1W-A11

1120A2	Repair Procedure Drive Mode 1: (Graphite Black Leather) NH167L	1.9 hrs	03214	03217	A15046E	50850-T1W-A11
A	Repair Procedure Drive Mode 1: (Graphite Black Leather) NH167L With Radar Aim - Add	1.9 hrs	03214	03217	A15046F	50850-T1W-A11
		0.4 hrs				
1120A2	Repair Procedure Drive Mode 1: (Cashmere Ivory Leather) YR449L	1.9 hrs	03214	03217	A15046G	50850-T1W-A11
A	Repair Procedure Drive Mode 1: (Cashmere Ivory Leather) YR449L With Radar Aim - Add	1.9 hrs	03214	03217	A15046H	50850-T1W-A11
		0.4 hrs				
1120A2	Repair Procedure Drive Mode 1: (Wisteria Light Grey Leather) NH836L	1.9 hrs	03214	03217	A15046I	50850-T1W-A11
A	Repair Procedure Drive Mode 1: (Wisteria Light Grey Leather) NH836L With Radar Aim - Add	1.9 hrs	03214	03217	A15046J	50850-T1W-A11
		0.4 hrs				

Repair Procedure Driving Mode 2

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
1255D2	Repair Procedure Driving Mode 2: Update the PCM software and install tailgate damper kit. (Non-Power Tailgate)	0.9 hr	03214	03217	A15046K	37805-5LA-305
1255D2	Repair Procedure Driving Mode 2: Update the PCM software and install tailgate damper kit. (Power Tailgate)	0.9 hr	03214	03217	A15046L	37805-5LA-305

Repair Procedure Driving Mode 3

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
1255D3	Repair Procedure Driving Mode 3: Update PCM software. NOTE: Do not use this information if a Driving Mode 2 claim is also submitted. Driving Mode 2 already includes FRT for the software update.	0.2 hr	03214	03217	A15046M	37805-5LA-305

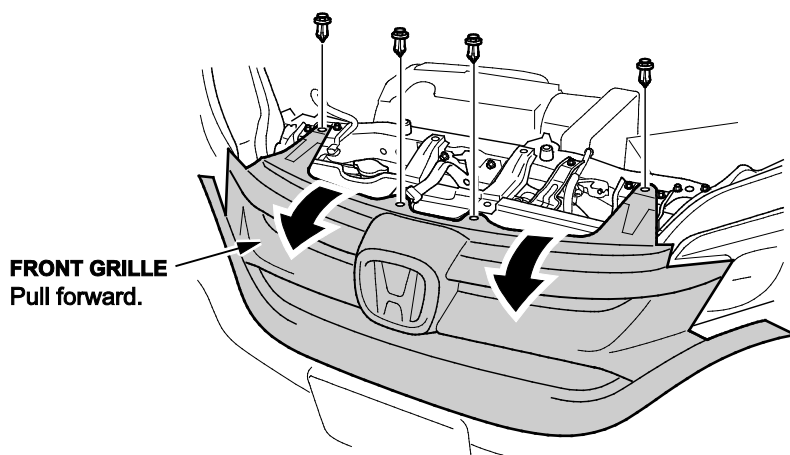
Skill Level: Repair Technician

DIAGNOSIS

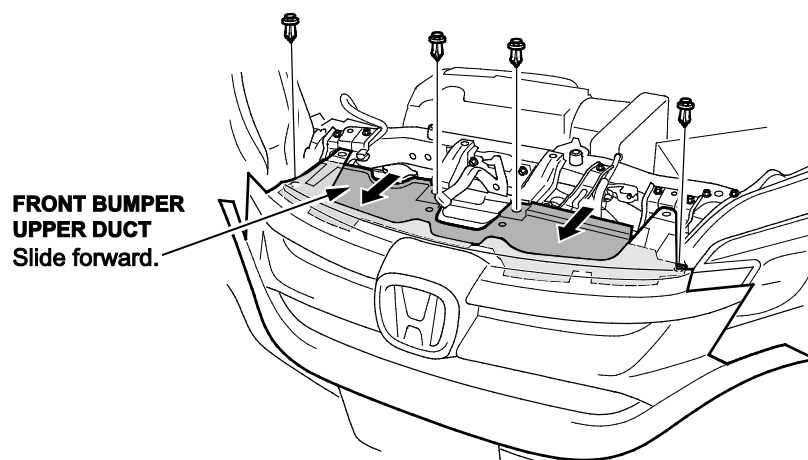
The service advisor must interview the customer to understand when the vibration is felt. You must only perform the repair based on customer concerns. If it is not specifically stated when the vibration is felt, then the service advisor must further interview the customer to better understand the customer complaint.

REPAIR PROCEDURE – DRIVING MODE 1

1. Open the hood and remove the four clips that attach the front grill to the bulkhead.

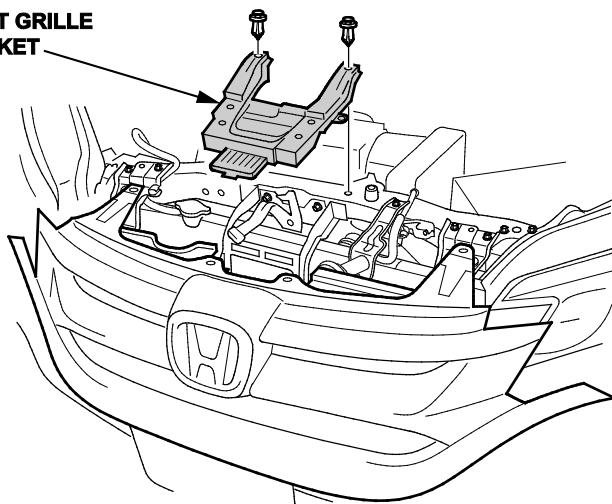


2. Remove the four clips from the front grill and slide the upper duct forward and remove it.



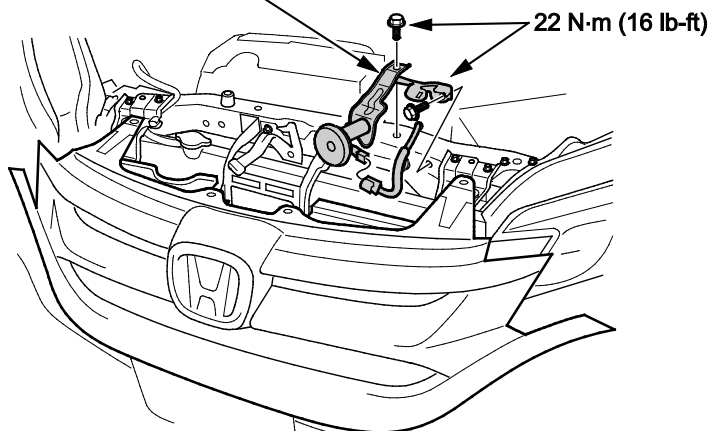
3. Remove the front grill bracket.

**FRONT GRILLE
BRACKET**



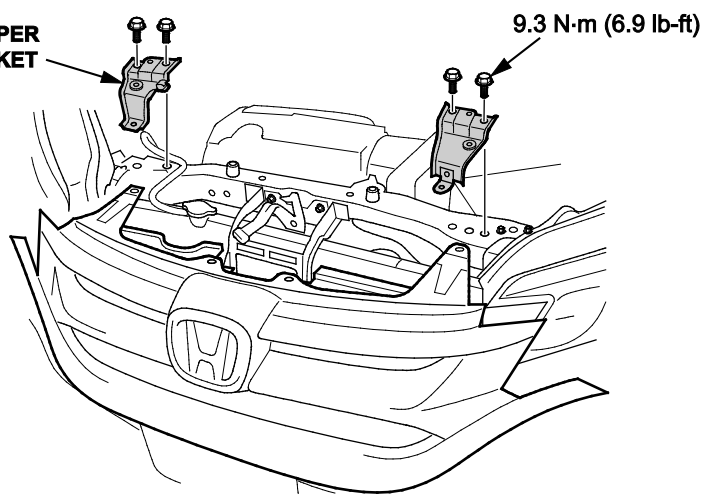
4. Remove the horn bracket assembly.

HORN BRACKET ASSEMBLY

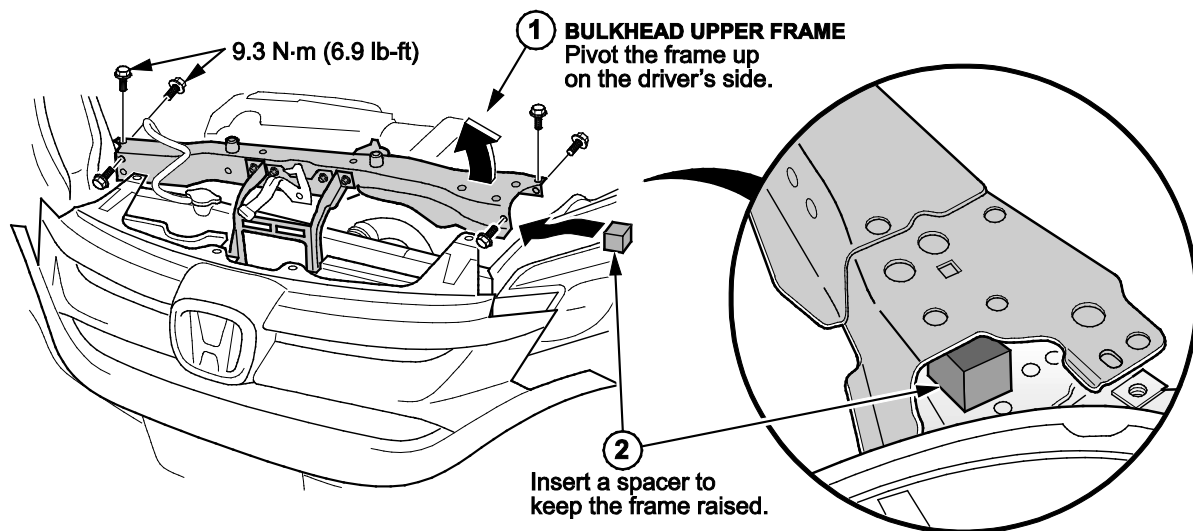


5. Remove radiator upper mount brackets.

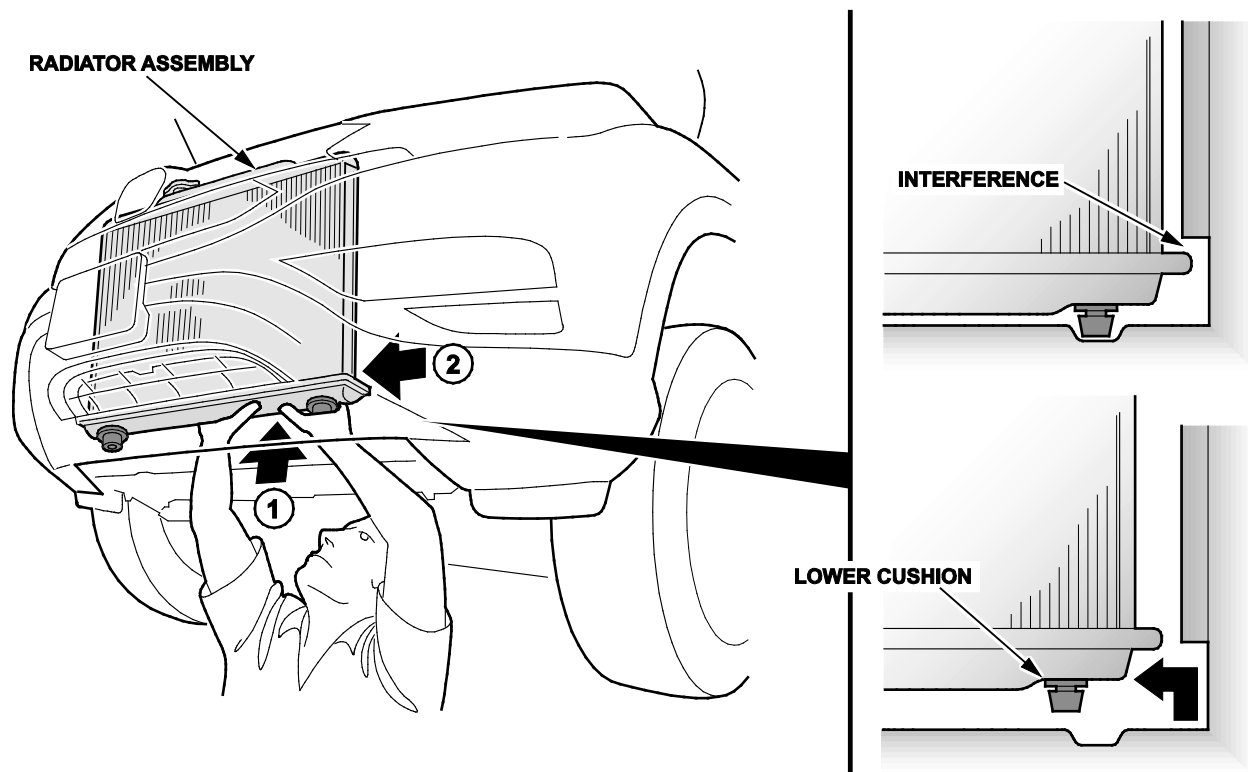
**RADIATOR UPPER
MOUNT BRACKET**



6. Remove the bulkhead upper frame bolts and temporarily insert a spacer on the driver's side of the bulkhead.

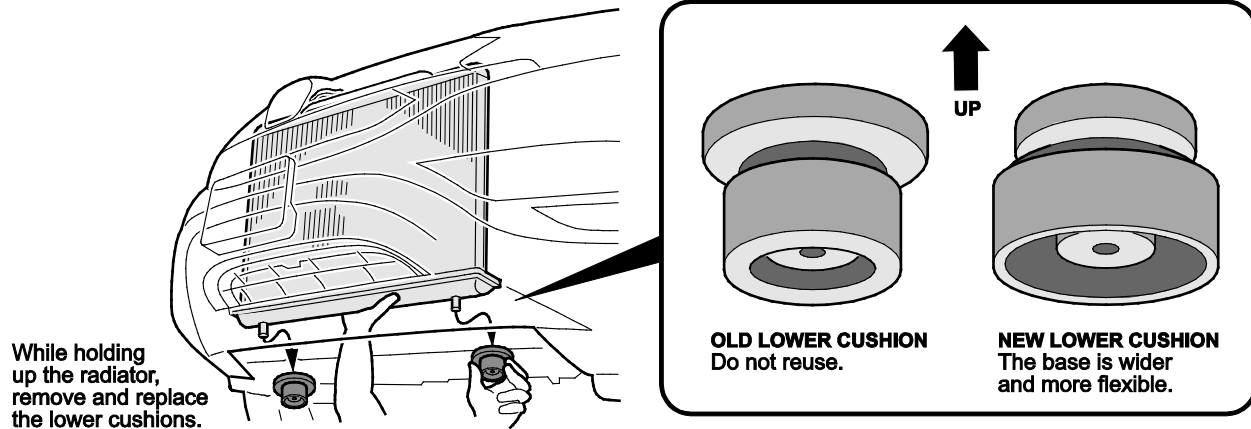


7. Raise the vehicle and remove the lower splash shield. Push the radiator assembly up, then towards the passenger side of the vehicle to gain better access to the lower radiator cushions.



8. Replace both lower mounting cushions.

NOTE: Make sure to install them correctly as shown.



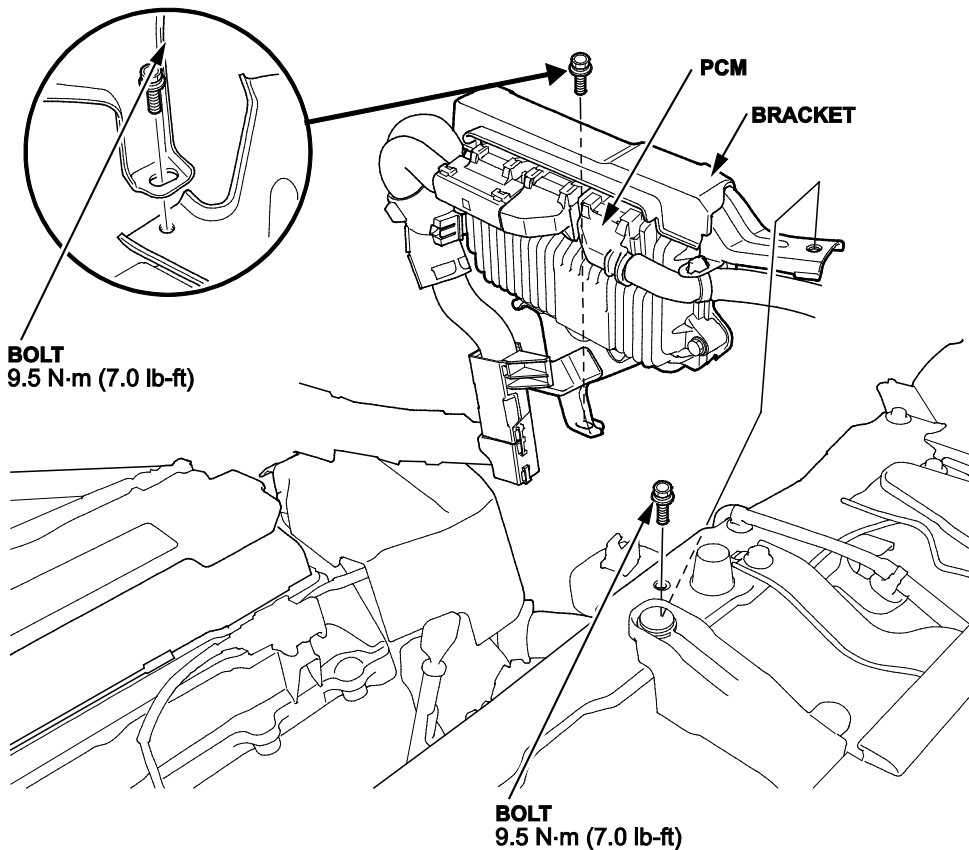
9. Reinstall splash shield and lower the vehicle.

10. Remove the 12-volt battery.

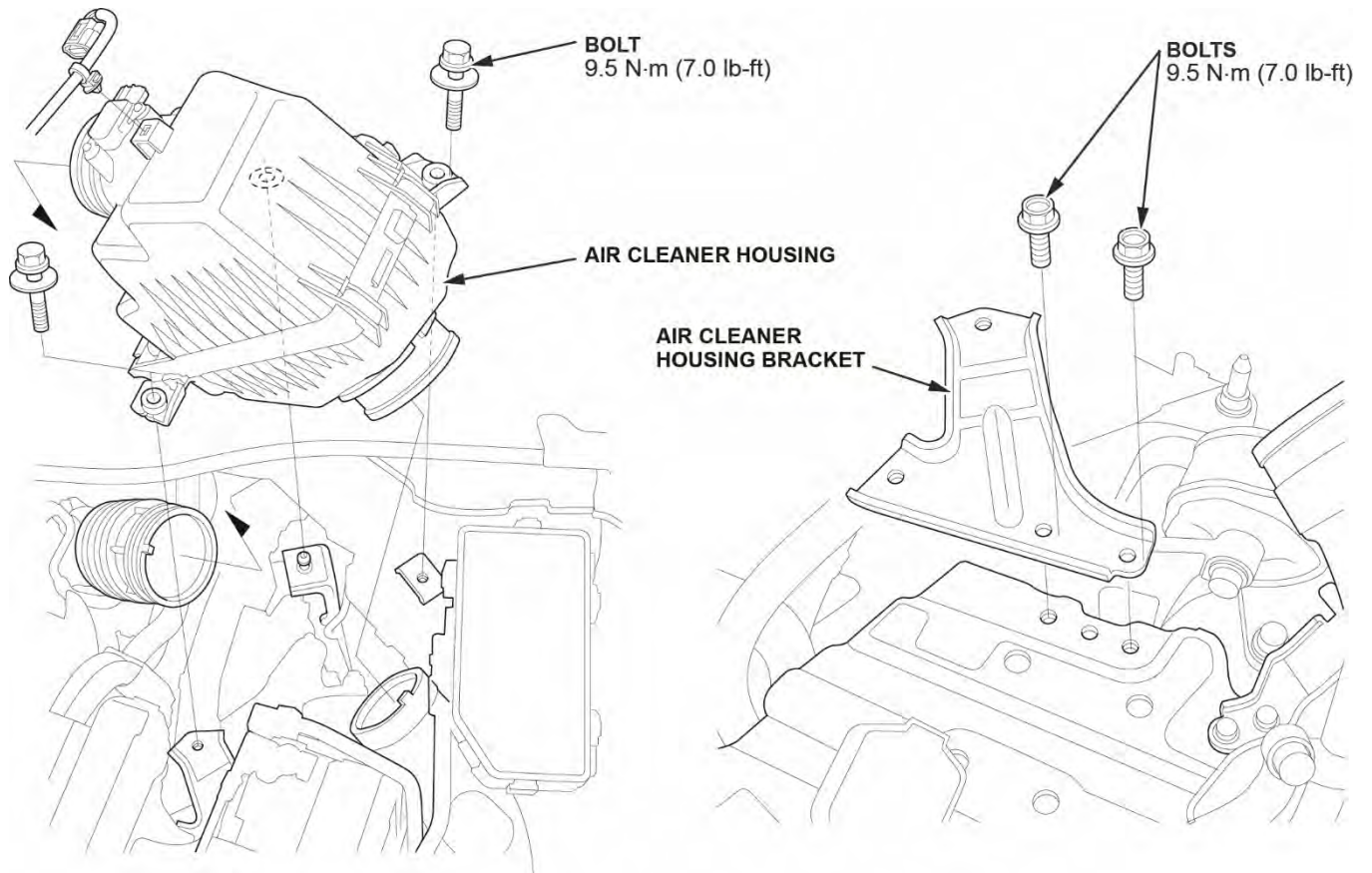
NOTE:

- Make sure the vehicle is turned to the OFF (LOCK) mode.
- Always disconnect the negative side first.
- To protect the 12-volt battery sensor connector from damage, do not hold it when removing the terminal.
- Do not disconnect the 12-volt battery sensor from the cable.
- For more information see the applicable service information.

11. Move the PCM with bracket.



12. Remove the air cleaner housing and the housing bracket.



13. Support the transmission with a jack and a wood block under the transmission.
14. Disconnect the ground cable then remove the transmission mount.

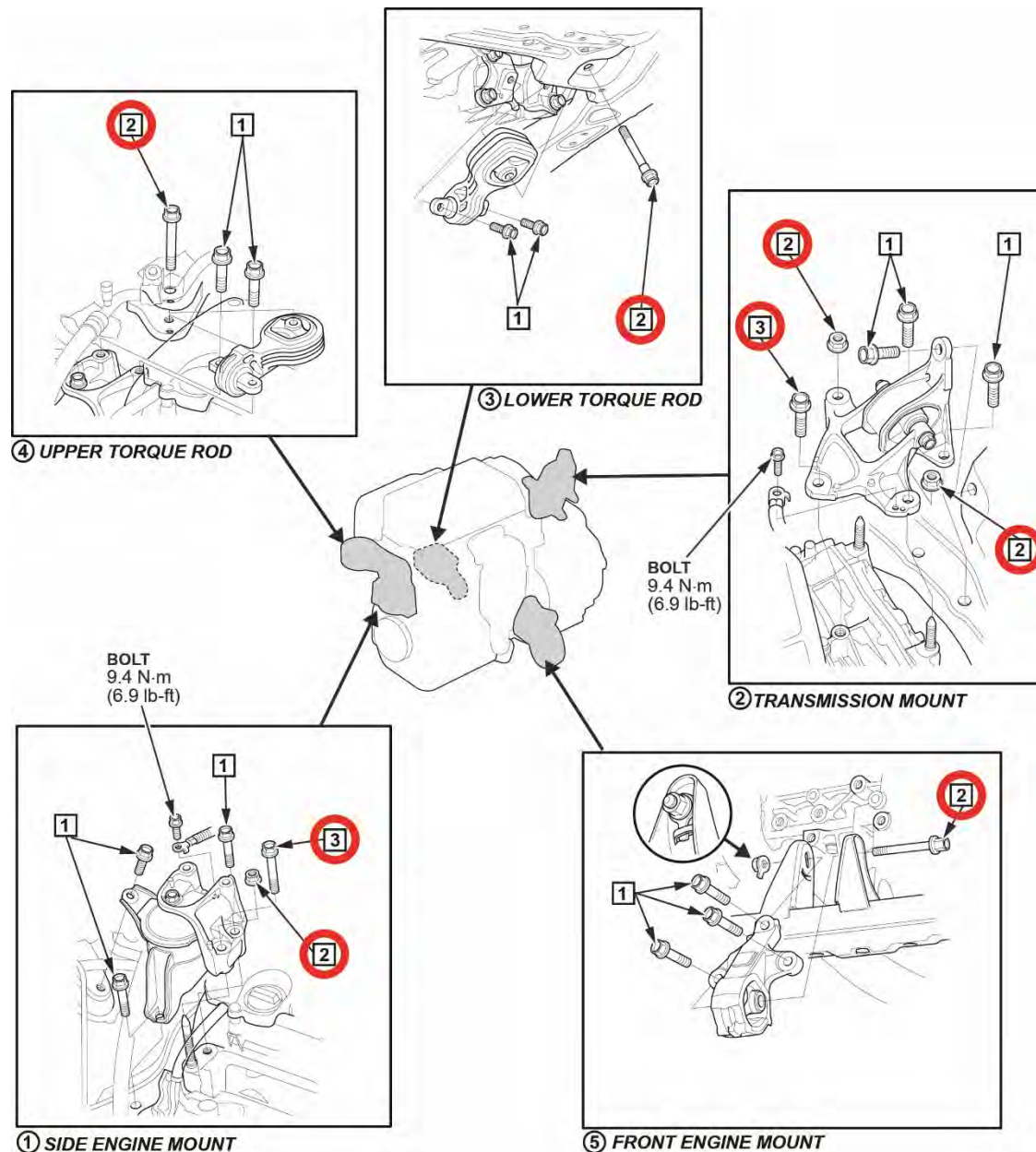
15. Install the new transmission mount in the reverse order of removal.

NOTE:

- Install the transmission mount leaving the highlighted bolts slightly loose.
- Loosen all highlighted bolts on the specific mounts.
- Then tighten all bolts and nuts in the sequence as shown below.

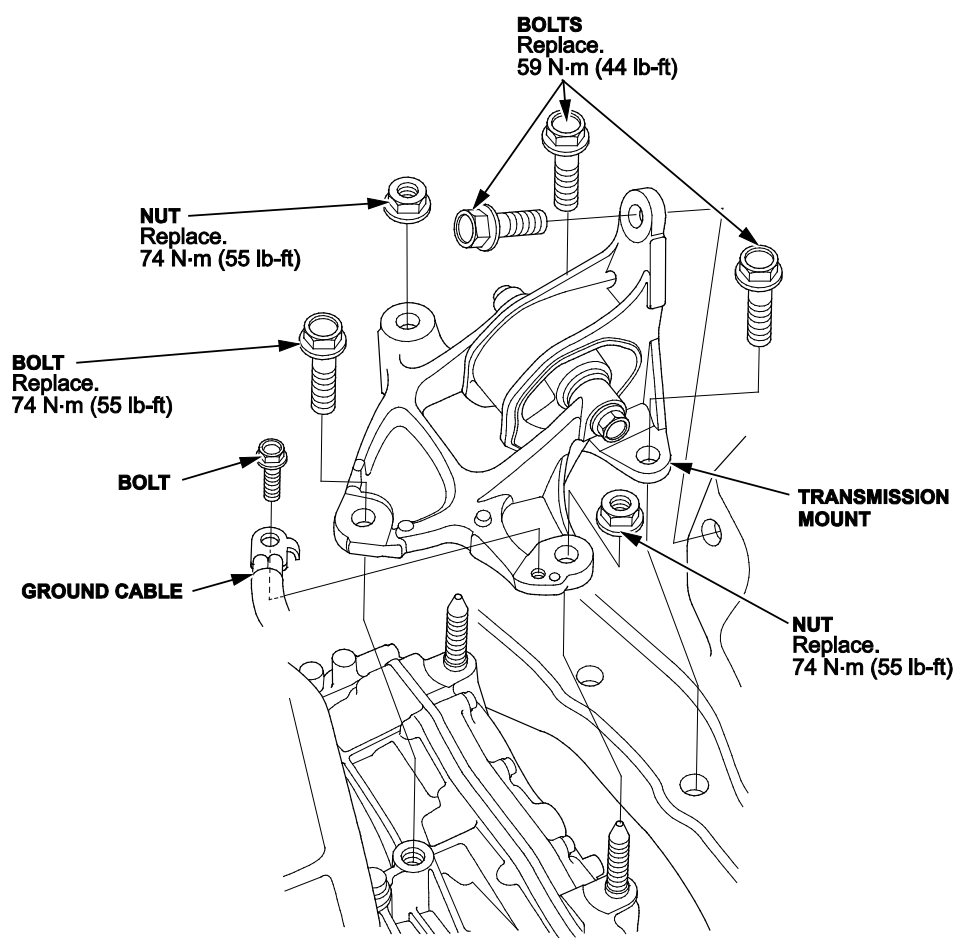
Tightening Sequence

Mount Removed	Mount Tightening Sequence
Side Engine Mount and Transmission	1, 2, 3, 4, and 5
Lower Torque Rod	3
Upper Torque Rod	4
Front Engine Mount	5



Tightening Torque

Mount No.	Mount Name	Mount Bolt/Nut Tightening Sequence		
		1	2	3
1	Side Engine Mount	64 N·m (6.5 kgf·m, 47 lb-ft)	74 N·m (7.5 kgf·m, 55 lb-ft)	74 N·m (7.5 kgf·m, 55 lb-ft)
2	Transmission Mount	59 N·m (6.0 kgf·m, 44 lb-ft) Replace.	74 N·m (7.5 kgf·m, 55 lb-ft) Replace.	74 N·m (7.5 kgf·m, 55 lb-ft) Replace.
3	Lower Torque Rod	88 N·m (9.0 kgf·m, 65 lb-ft)	93 N·m (9.5 kgf·m, 69 lb-ft)	
4	Upper Torque Rod	74 N·m (7.5 kgf·m, 55 lb-ft)	54 N·m (5.5 kgf·m, 40 lb-ft)	
5	Front Engine Mount	74 N·m (7.5 kgf·m, 55 lb-ft)	64 N·m (6.5 kgf·m, 47 lb-ft)	



16. Remove the temporary spacer and reinstall all parts in the reverse order of removal.
17. Install the new front head restraints, then recalibrate the seat weight sensors. Refer to the applicable service information.
18. *Touring model only:* Realign the radar unit. Refer to the applicable service information.

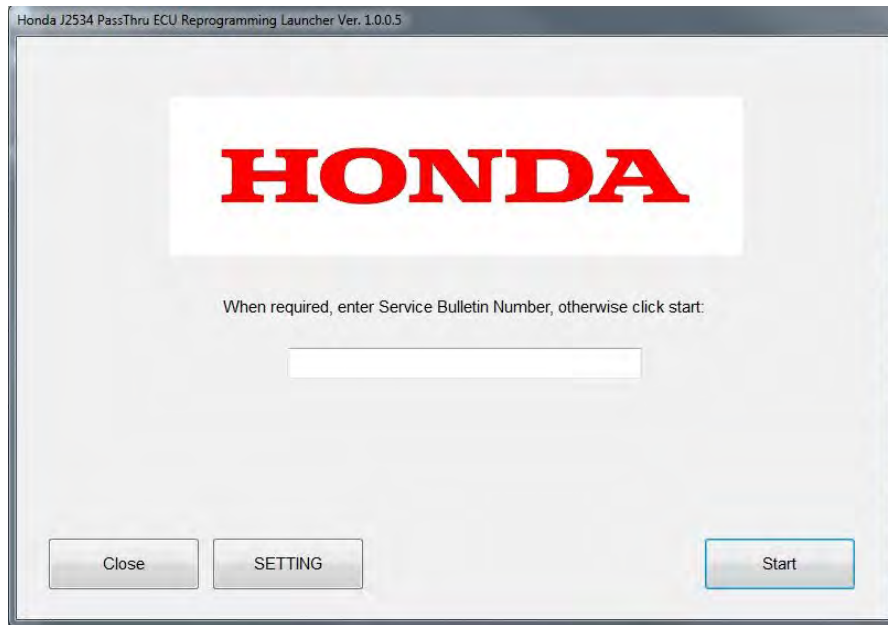
REPAIR PROCEDURE – DRIVING MODE 2

NOTE:

- You **must** make sure the service advisor has reviewed the Customer Information Statement for Driving Mode 2 with the customer **before** the software update is performed.
 - Verify that the service advisor has noted on the Customer Information Statement that he or she has reviewed the Customer Information Statement for Driving Mode 2 with the customer.
 - The completed Customer Information Statement must be retained for future records and attached to the Repair Order before doing the software update, as this software may have a small impact on fuel economy.
1. Update the PCM with the applicable PC application.
 2. Click on the Diagnostic System i-HDS icon and select J2534 Rewrite from the Home Menu screen.

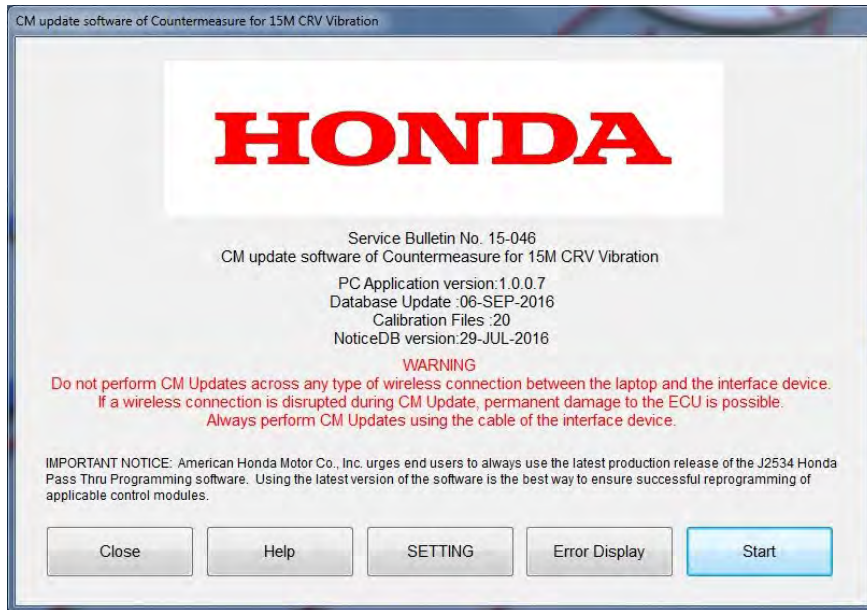


3. Enter the service bulletin number, then select **Start**.



4. Make sure the information on the screen is correct, then click **Start**.

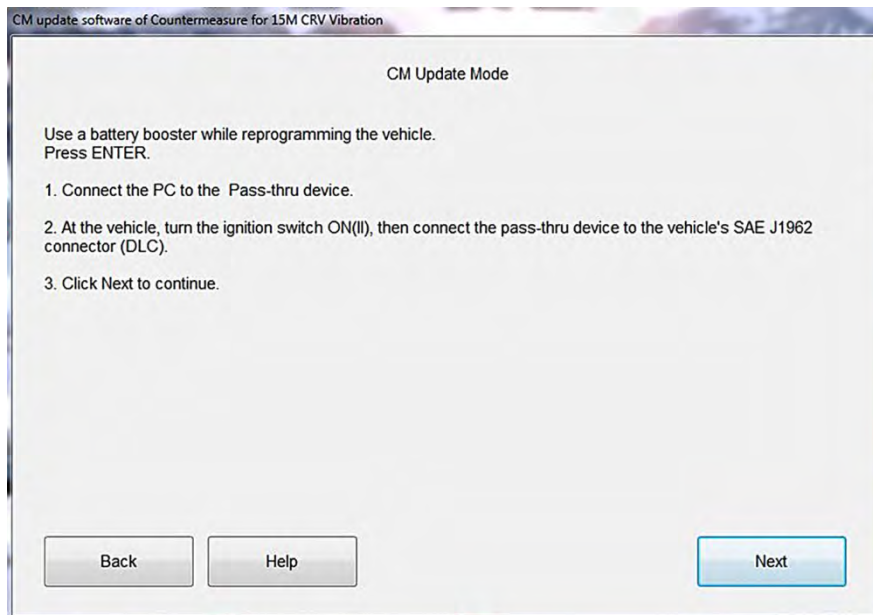
PC application Version 1.0.0.7
Database Update 06-SEP-2016
Calibration Files: 20
NoticeDB version 29-JUL-2016



5. Make sure to follow the instructions on the screen to do the update, then click **Next**.

NOTE:

- Connect the PC to the DST-i or MVCI.
- At the vehicle, turn the ignition to ON, then connect the DST-i or MVCI to the vehicle's DLC.
- Follow the prompts and Click **Next** to continue at this screen.



6. Make sure to answer all of the following questions according to the customer's concern and follow the directions prompted during the software update.

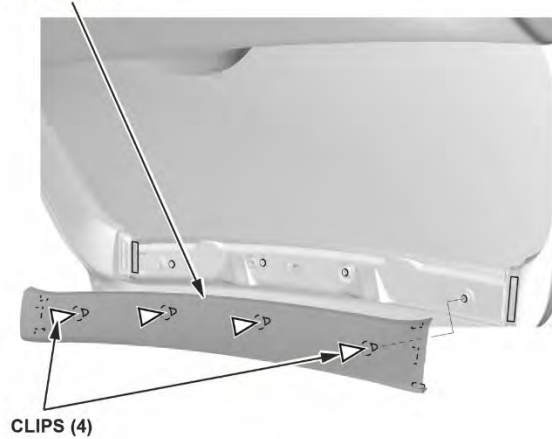
NOTE:

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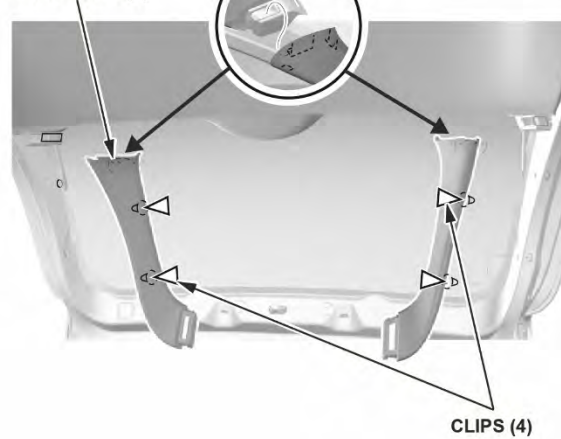
Tailgate Damper installation

1. Remove the tailgate upper and side trim panels.

TAILGATE UPPER
TRIM PANEL



TAILGATE SIDE
TRIM PANEL (2)

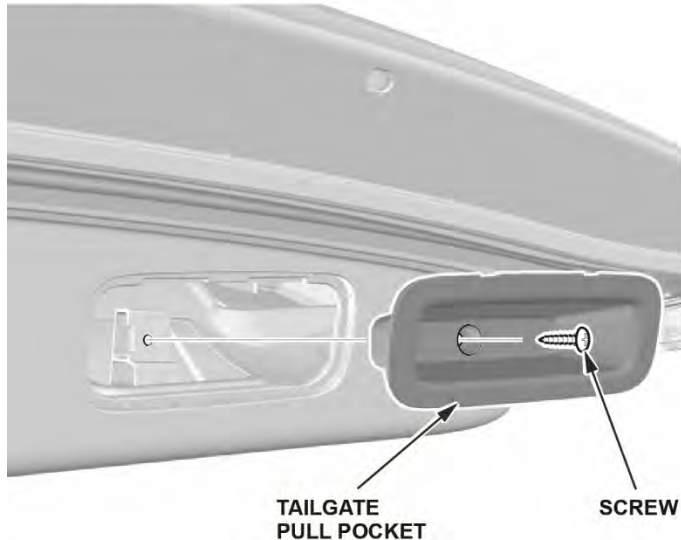


2. Remove the tailgate pull pocket.

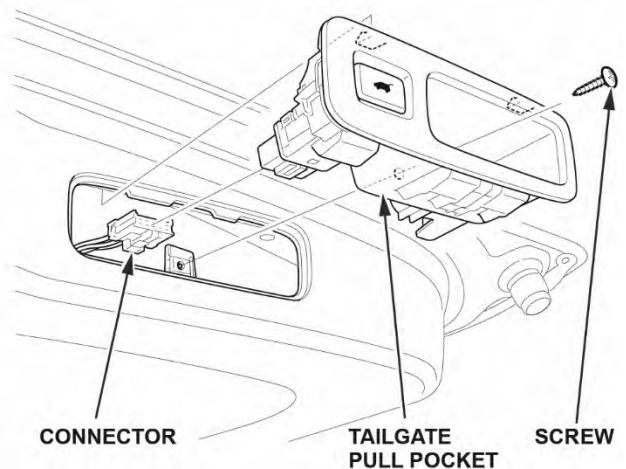
NOTE:

- Make sure to disconnect the connector on power tailgate-equipped vehicles.
- Be sure to use a trim removal tool to avoid damage.

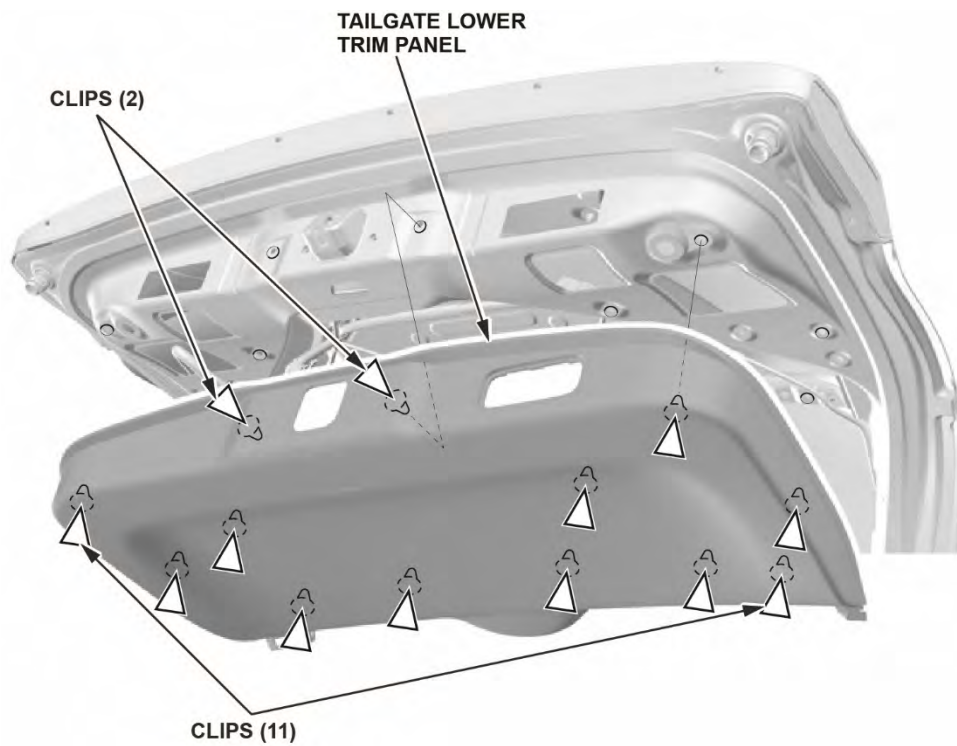
WITHOUT POWER TAILGATE



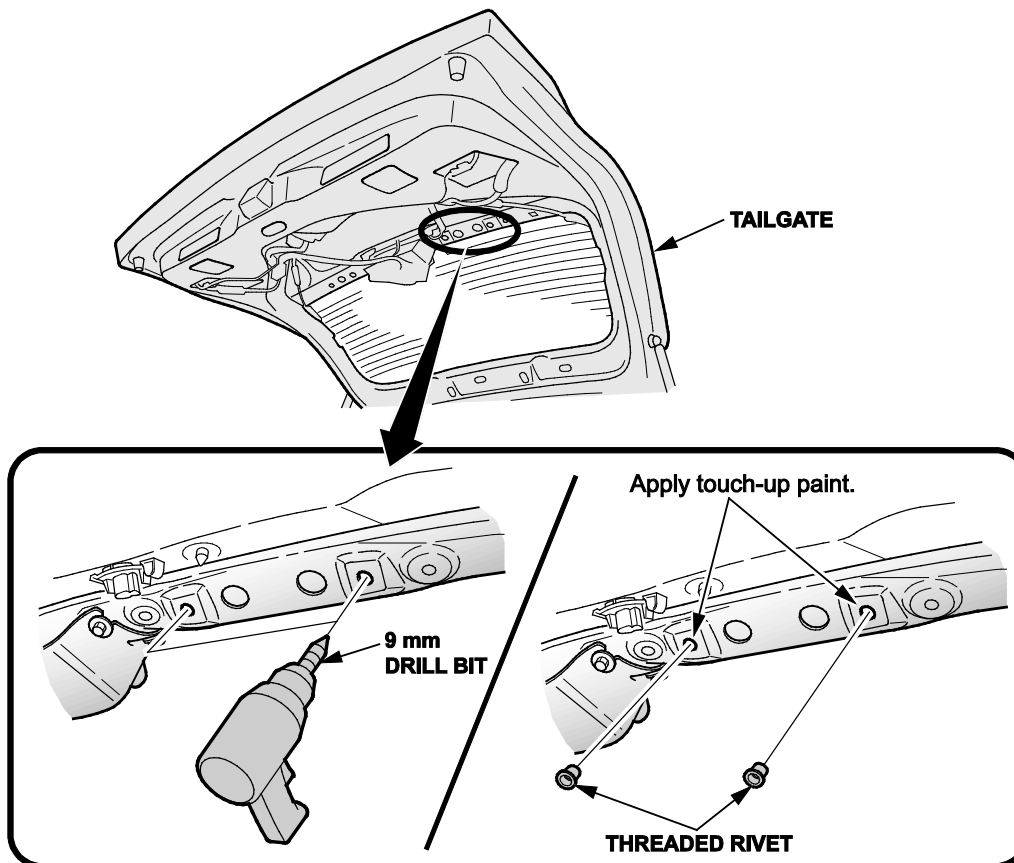
WITH POWER TAILGATE



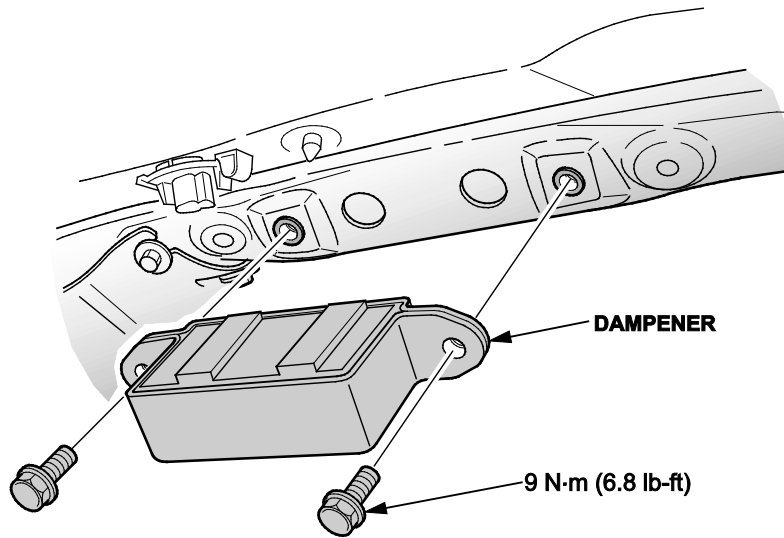
3. Remove the tailgate lower trim panel.



4. Enlarge the two mounting holes for the dynamic damper by drilling the hole from 7 mm to 9 mm. Remove any burrs.



5. Cover any exposed metal with touchup paint and allow it to dry.
6. Install two threaded rivets in the recently drilled holes (using special tool 07AAZ-000A125).
7. Install the damper on the tailgate and torque the bolts to **9 N·m (6.8 lb-ft)**.



8. Reinstall all tailgate trim panels in the reverse order of removal.
9. Replace the tailgate support struts.

NOTE:

- Power tailgate and non-power tailgate struts are different.
- Have an assistant help you when removing and installing the tailgate support strut.

REPAIR PROCEDURE – DRIVING MODE 3

i-HDS Software Version: 1.001.011 or later

J2534 Software Information:

PC Application Version 1.0.1.15 or later

Database update 29-SEP-2016 or later

Before beginning the repair, make sure that both the i-HDS and J2534 software are updated as listed above.

Do only the update listed in this service bulletin.

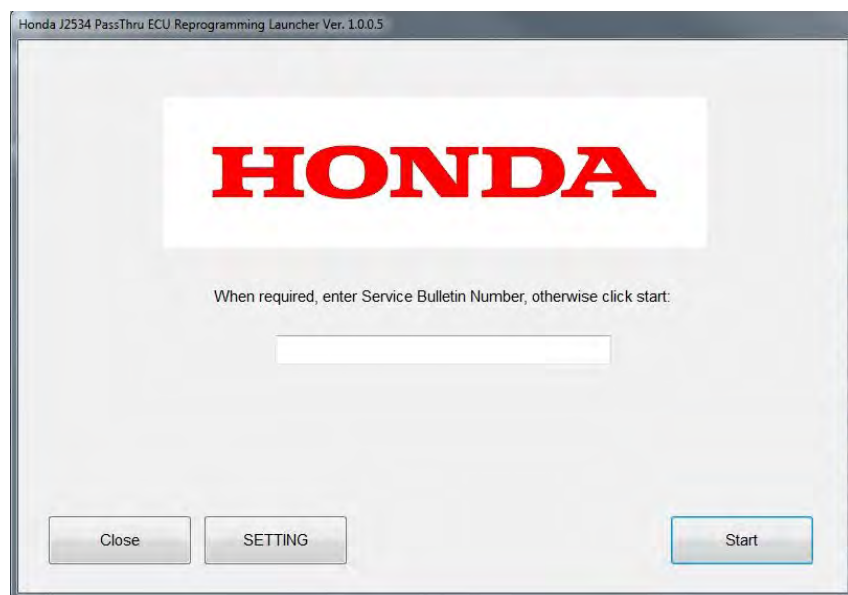
You cannot apply the updates with the MVCI as a standalone tool. To update the vehicle you must use the MVCI or the DST-i interface in conjunction with the J2534 Rewrite PC application on the i-HDS.

For more information about updating the HDS, the MVCI, and vehicle systems, refer to Service Bulletin 01-023, Updating Control Units/Modules.

1. Update PCM software.

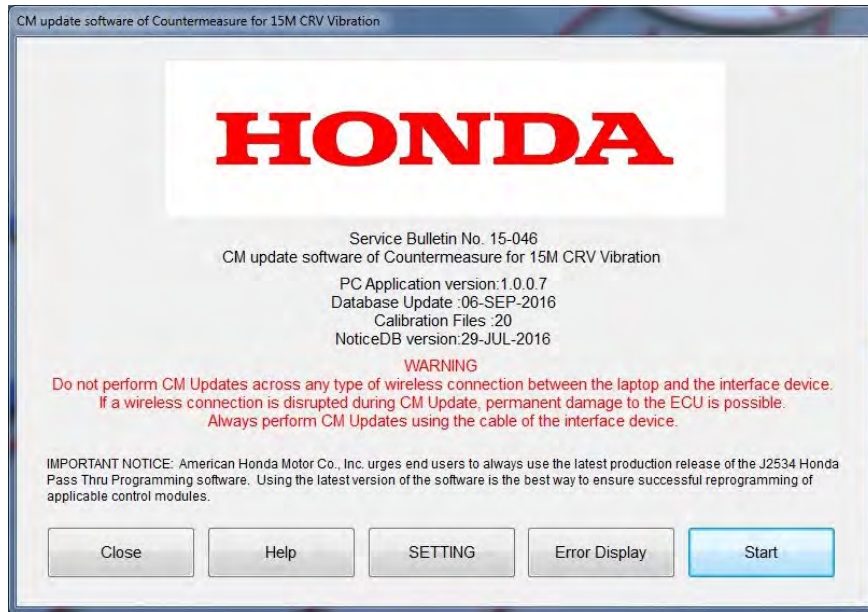
NOTE: Based on customer complaint, answer the questions in order to **ONLY** install Mode 3.

2. Enter the service bulletin number, then select **Start**.



3. Make sure the information on the screen is correct, then click **Start**.

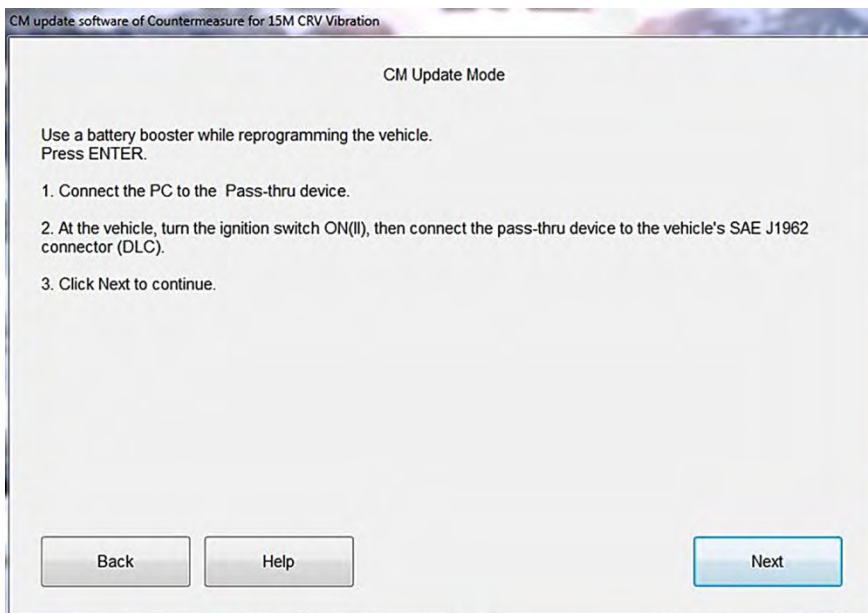
PC application Version 1.0.0.7
Database Update 06-SEP-2016
Calibration Files: 20
NoticeDB version 29-JUL-2016



4. Follow the instructions on the screen to do the update, then click **Next**.

NOTE:

- Connect the PC to the DST-i or MVCI.
- At the vehicle, turn the ignition to ON, then connect the DST-i or MVCI to the vehicle's DLC.
- Click **Next** to continue.



5. Be sure to answer all the following questions according to the customer's concern and follow the directions prompted during the software update.

END



Customer Information Statement

Dear Customer:

Honda is pleased to announce it has released a software update designed to reduce vibration in the 2015 CR-V when the vehicle is driven between 1,000–1,200 rpm (at takeoff) ("Software"). This is an **optional update** that can be installed in your vehicle if you happen to feel an unwanted amount of vibration through the driver's seat when the car is operating in the driving condition described above.

Based on tests modeled after those developed by the EPA to calculate fuel economy ratings for new vehicles, Honda has determined the Software may have a very small impact on the fuel economy you achieve in your vehicle, in the order of approximately 0.70 mpg city/highway combined. We advise you of this potential impact so that you can make an informed decision as to whether to have the Software installed in your vehicle.

Please note that this estimated fuel economy impact is based on standardized tests designed to reflect "typical" driving conditions and driver behavior, but as the EPA has pointed out in connection with the ratings released for new vehicles, a number of factors can and do significantly impact the mpg consumers actually achieve, including:

- 1) How and where you drive, including road and environmental conditions.
- 2) Vehicle condition and maintenance, including vehicle loading and accessories.
- 3) Fuel variations.
- 4) Vehicle variations.
- 5) Engine break-in.

Please see https://www.fueleconomy.gov/feg/why_differ.shtml for further information.

If you have any further questions about the Software update (or anything else having to do with your 2015 CR-V), please feel free to speak with your authorized Honda dealer, or contact Honda Automobile Customer Service directly, Monday through Friday, 6:00 am – 5:00 pm Pacific Time, at our toll-free number 1-800-999-1009, or via twitter at @HondaCustSvc.

Thank You!

Reviewed the Customer Information Statement with the customer and he or she has accepted the Repair Procedure for Driving Mode 2.

X _____

Service Advisor Signature

Date: _____

Reviewed the Customer Information Statement with the customer and he or she has declined the Repair Procedure for Driving Mode 2.

X _____

Service Advisor Signature

Date: _____