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<b>Sent on</b>	04	07	2020	<b>Expires on</b>	04	21	2020
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<b>From</b>	Parts and Service Division
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<b>Subject</b>	Request for Parts: 2018-2020 Accord Front Damper Rattling Noise
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**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
 From: Technical Research & Support Group  
 RE: Request for Parts: 2018-2020 Accord Front Damper Rattling 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 Motor Co., Inc. (AHM) is investigating certain 2018-2020 Accords with a customer complaint of rattling noise coming from the front damper when going over bumps. To better 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. VIN must start with 1HG.
2. Sport & Touring trim only.
3. Vehicle has not been in a collision.
4. No repair has been attempted for this issue.

**Action Required**

If a vehicle matching the description above comes into your dealership, please e-mail Technical Research & Support (TRS) at [trs@ahm.honda.com](mailto:trs@ahm.honda.com). TRS will contact you to record certain vehicle information and provide you with further instructions.

Please be sure to include the following information in your e-mail.

E-mail Title:

1. Model Year (e.g. 2020)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Current Mileage

Thank you.