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Sent on	06	15	2020	Expires on	06	29	2020
From	Parts and Service Division						
Subject	Request for Parts: 2018-2020 Accord Rear Brake Grinding Noise						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Parts: 2018-2020 Accord Rear Brake Grinding 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 a grinding noise coming from the rear brakes. 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. Mileage must be over 5,000 miles.
2. Must be able to duplicate the issue multiple times during one test drive (i.e. noise not going away after 1 or 2 brake applications).
3. The inner & the outer brake pads are worn evenly.
4. Some corrosion present of the inner/outer or both friction surfaces of the rotors.
5. Vehicle has not been in a collision.
6. No repair has been attempted for this issue.

Action Required
If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Research & Support (TRS) at **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. 2019)
2. Model Name (e.g. Accord)
3. Issue (e.g. Rear Brake Noise)
4. VIN

E-Mail Body:
1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Current Mileage

Thank you.