

October 21, 2020

Version 2

Rapid Rear Tire Wear

Supersedes 20-081, dated October 8, 2020; to revise the information highlighted in yellow

AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2017-20	CR-V	ALL	ALL
2020	CR-V Hybrid	ALL	ALL

REVISION SUMMARY

- Under WARRANTY CLAIM INFORMATION, information was updated.
- Under TIRE REPLACEMENT INFORMATION, information was updated.
- Under REPAIR PROCEDURE, step 3 was updated.

SYMPTOM

Rapid rear tire wear may cause customer complaints.

POSSIBLE CAUSE

The vehicle's rear wheel alignment may cause rapid rear tire wear.

CORRECTIVE ACTION

Inspect and replace the necessary tires and perform a four-wheel alignment to adjust the rear toe-in to the new specification listed in the REPAIR PROCEDURE.

TIRE APPLICATION CHART

Part Number, Manufacturer	Tire Size	Trim
42751-BRI-124, Bridgestone	235/65R17	LX
42751-HNK-003, Hankook	235/65R17	LX
42751-BRI-125, Bridgestone	235/60R18	EX, EX-L, Touring
42751-HNK-004, Hankook	235/60R18	EX, EX-L, Touring
42751-CTL-032, Continental	235/55R19	Touring (2020 models only)

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.

TIRE REPLACEMENT INFORMATION

For replacement of tires due to uneven or rapid rear tire wear, American Honda will pay a prorated amount with required proof, based on the tires' wear and mileage (see the chart below).

Miles \ Tread Depth	0/32"	1/32"	2/32"	3/32"	4/32"	5/32"	6/32" or more
0-3,500	100%	100%	100%	75%	50%	50%	0%
3,501-6,500	100%	100%	100%	75%	50%	50%	0%
6,501-9,500	100%	100%	100%	75%	50%	25%	0%
9,501-12,500	75%	75%	75%	50%	50%	0%	0%
12,501-15,500	75%	75%	75%	50%	25%	0%	0%
15,501-18,750	50%	50%	50%	50%	25%	0%	0%
18,751-21,750	25%	25%	25%	0%	0%	0%	0%
21,751-25,000	25%	25%	25%	0%	0%	0%	0%
over 25,000	0%	0%	0%	0%	0%	0%	0%

 Abnormal Wear (% Covered by Honda)
 Normal Wear (No Coverage by Honda)

NOTES

- New tires should be purchased only through TireRack when replacing a tire using this bulletin.
- To submit a warranty claim for dealer installed tire replacement, select the T3 sublet code drop down in the Sublet Information field and enter the total sublet amount.
- For tire handling reimbursement, select the T4 sublet code drop down in a different Sublet Information field. Then multiply the number of replaced tires by \$10.00. Add the total handling amount in the second sublet field.

Sublet Information				
Sublet Code	Work Description	Invoice No.	Rental Days	Sublet Amount
T3	SUBLET TIRE PURCHASE	123456		50.00
T4	TIRE PURCHASE HANDLING	123456		10.00

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CUSTOMERS WITH PREVIOUSLY REPLACED TIRES

For customers that previously replaced tires, they will need to show proof that the tires were replaced before the vehicle reached **25,000 miles**. Based on the tread depth measurement and the mileage on the receipt, you must calculate how much to charge the customer and how much to charge the warranty claim (see the chart above). If there are no tread depth measurements on the receipt use 0/32" as the measurement to make the calculation. Customer receipts used to calculate the mileage must be retained with the repair order.

You must also submit a copy of the customer's receipt to be able to submit a claim. Without any proof of a receipt, your warranty claim may be subject to debit.

WARRANTY CLAIM INFORMATION

NOTE

Required photos (specified under step 5 in the REPAIR PROCEDURE) and the Tire Rack invoice must be included when submitting your claim or the claim will be subject to debit.

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
4211J7	Mount and balance 2 tires.	0.8 hr	00504	03217	A20081D	52510-TLA-A01
4193A0	Do a four-wheel alignment. NOTE This alignment is covered once by American Honda.	0.8 hr				

4211J8	Mount and balance 4 tires.	1.4 hr	00504	03217	A20081E	52510-TLA-A01
4193A0	Do a four-wheel alignment. NOTE This alignment is covered once by American Honda.	0.8 hr				

4193A0	Do a four-wheel alignment. NOTE This alignment is covered once by American Honda.	0.8 hr	00504	03217	A20081F	52510-TLA-A01
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Skill Level: Repair Technician

INSPECTION PROCEDURE

1. Make sure the vehicle's suspension is not modified, and that it has the correct tires and wheels (Honda Genuine Accessory wheels, tires, and suspension are approved). For correct tire sizes, see the Tire Application Chart on pg. 1.
2. Are the tires, wheels, and suspension the correct type?
 - Yes – Go to step 3.
 - No – Disregard this service bulletin and continue with normal troubleshooting.
3. Inspect the tires and check for wear based on the table in TIRE REPLACEMENT INFORMATION.
 - If any tire falls under *Abnormal Wear*, go to REPAIR PROCEDURE.
 - If all tire falls under *Normal Wear*, disregard this service bulletin, and continue with normal troubleshooting.

REPAIR PROCEDURE

1. Measure and record the tread depth of the tires on the RO using a tread depth gauge. Tread depth is measured at one of the grooves closest to the middle of the tire as shown.



TREAD DEPTH GAUGE

TREAD

NOTE

If the inner edge of the tire is heavily flat-spotted or bald, use a value of 2/32" instead of the actual tread depth to determine the prorated amount on the Tire Replacement Information chart on page 2.



EXCESSIVE EVEN WEAR

- If three or four tires have excessive even wear, balance and mount four new tires.
 - If one or two of the rear tires have excessive even wear, balance and mount two new tires onto the rear of the vehicle.
3. Set the tire pressure to the specifications on the driver's doorjamb label **and calibrate the TPMS**.
 4. Do a four-wheel alignment using the new rear toe-in specification: **2.4 +/- 0.9 mm**.

NOTE

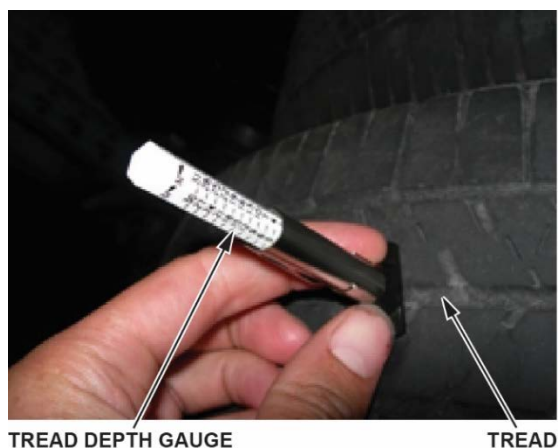
Some alignment equipment may not reflect the new rear toe-in specification at the time you perform the alignment. You will need to download the latest version for updated specifications.

5. Once the tires have been replaced, you must take photos of the old tires. Take photos of the following:

- A photo of the VIN plate.



- Measurements of each worn tire.



- D.O.T. label on the sidewall of each worn tire.

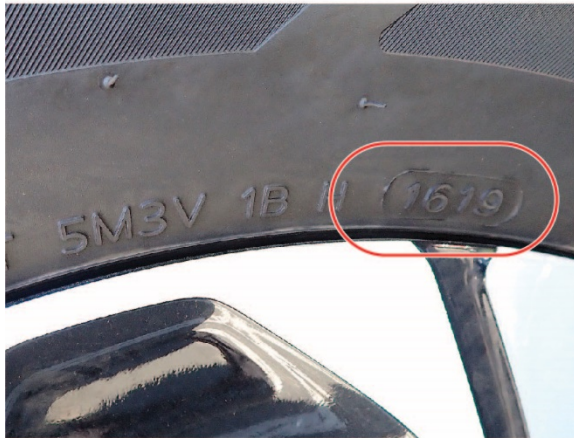
BRIDGESTONE



CONTINENTAL



HANKOOK



- The wear bar for each worn tire.



WEAR BARS

- The tires that were replaced.



NOTE

If only two tires are replaced, a picture of those tires is required.

END