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Sent on	12	05	2020	Expires on	12	18	2020
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From	Parts and Service Division
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Subject	Request for Parts: 2020 Fit Front Brake Judder
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Research & Support Group
 RE: Request for Parts: 2020 Fit Front Brake Judder

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 searching for certain 2020 Fits with a customer complaint of pulsation in the brakes when applying brakes at highway speeds or when coming to a stop. 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 requirement:

1. Must be able to duplicate the issue.
2. Mileage must be less than 1,000 miles.
3. Vehicle must be within 90 days of sale.
4. Brake discs have not been turned previously.
5. 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. 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.