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Sent on	02	15	2021	Expires on	03	01	2021
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From	Parts and Service Division
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Subject	Request for Parts: 2018-2020 Accord Rear Brake Grinding Noise
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group (formerly TRS)
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 searching for 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 Information & Support (TIS - formerly TRS) at tis@ahm.honda.com. TIS 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.