

June 3, 2021

Version 2

**Rattling from the Front of the Vehicle**Supersedes 20-036, dated May 27, 2020, to revise the information highlighted in **yellow****AFFECTED VEHICLES**

| Year    | Model         | Trim | VIN Range |
|---------|---------------|------|-----------|
| 2018-21 | Accord        | ALL  | ALL       |
| 2018-21 | Accord Hybrid | ALL  | ALL       |
| 2016-21 | Civic         | ALL  | ALL       |
| 2017-21 | CR-V          | ALL  | ALL       |
| 2019-21 | Insight       | ALL  | ALL       |

**REVISION SUMMARY****AFFECTED VEHICLES and WARRANTY CLAIM INFORMATION was updated.****SYMPTOM**

There is a rattling coming from the front of the vehicle.

**PROBABLE CAUSE**

The rubber damper cap(s) are faulty.

**CORRECTIVE ACTION**

Replace the rubber damper caps.

**PARTS INFORMATION**

| Part Name                                       | Part Number   | Quantity |
|---|---------------|----------|
| Rubber Damper Cap (Shock Absorber Mounting Cap) | 51608-TJB-A00 | 2        |

**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.

## WARRANTY CLAIM INFORMATION

The normal warranty applies.

| Operation Number | Description  | Flat Rate Time | Defect Code | Symptom Code | Template ID | Failed Part Number |
|------------------|--|----------------|-------------|--------------|-------------|--------------------|
| 4141E7           | 2018-21 Accord and Accord hybrid – Replace the rubber damper caps. | 0.4 hr         | 06201       | 03217        | A20036A     | 51611-TVA-A03      |
|                  | 2016-21 Civic – Replace the rubber damper caps.                    |                |             |              | A20036B     | 51611-TBA-A13      |
|                  | 2017-21 CR-V – Replace the rubber damper caps.                     |                |             |              | A20036C     | 51611-TLA-A51      |
|                  | 2019-21 Insight – Replace the rubber damper caps.                  |                |             |              | A20036D     | 51611-TXM-A03      |

Skill Level: Repair Technician

## INSPECTION PROCEDURE

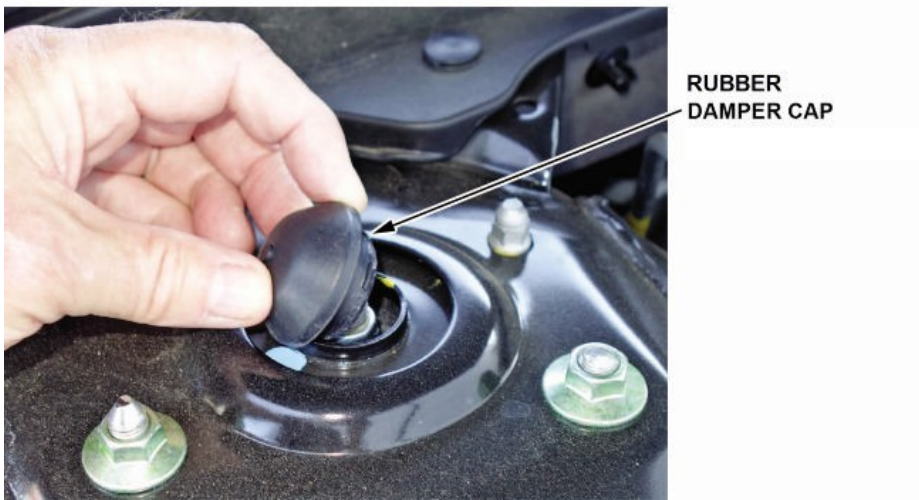
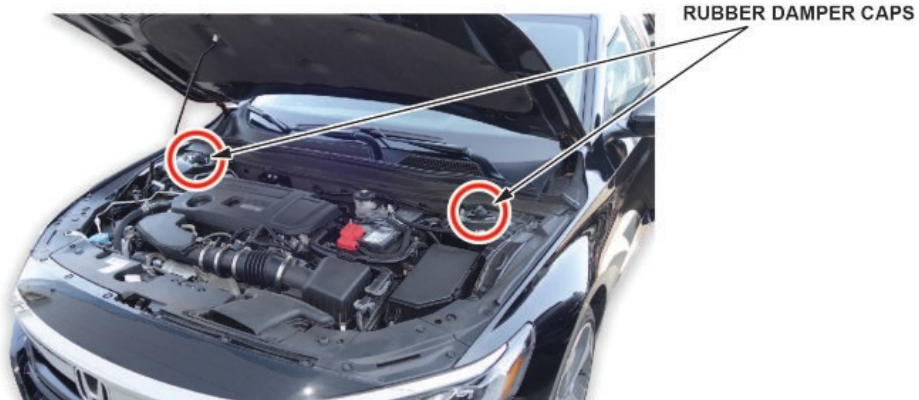
Remove the rubber damper caps, then test-drive the vehicle.



- If you no longer hear a rattling from the front of the vehicle with the caps removed, go to REPAIR PROCEDURE.
- If you still hear a rattling from the front of the vehicle with the caps removed, this bulletin does not apply. Continue with normal system troubleshooting.

## REPAIR PROCEDURE

Install the new rubber damper caps on both sides.



END