

View Message

Sent on	07	22	2021	Expires on	08	06	2021
From	Technical Information & Support Group						
Subject	Request for Parts: 2021 Accord & CR-V Front Suspension Noise						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Consultants
From: Technical Information & Support Group (formerly TRS)
RE: Request for Parts: 2021 Accord & CR-V Front Suspension 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 Consultants.*

Background

American Honda Motor Co., Inc. (AHM) is searching for certain 2021 Accords & CR-V with a customer complaint of a clunk or rattle noise coming from the front suspension. 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. Rattle or clunk from the front suspension
2. 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.