

View Message

Sent on	10	29	2021	Expires on	11	12	2021
From	Technical Information & Support Group						
Subject	Request for Parts: 2018-2020 HR-V Rear Damper Rattling Noise						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group (formerly TRS)
RE: Request for Parts: 2018-2020 HR-V Rear Damper Rattling 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 HR-Vs with a customer complaint of a rattling noise coming from the rear damper when going over bumps. 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. 2018 VINs must be after 3CZRU5...JM708590.
2. All 2019 & 2020 VINs are accepted.
3. Vehicle has not been in a collision.
4. 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 TIS) 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.