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Sent on	10	18	2023	Expires on	11	01	2023
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From	Technical Information & Support Group
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Subject	Request for Parts: 2021-2022 Accord Rear Brake Noise (ACTION REQUIRED)
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**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
 From: Technical Information & Support Group  
 RE: **Request for Parts: 2021-2022 Accord Rear Brake Noise (ACTION REQUIRED)**

This message is solely directed to Honda dealership personnel; please handle it 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 2021-2022 Accords (non-Hybrid) with customer complaint of a rear brake noise while driving in reverse. The noise can be described as humming, moaning similar to a foghorn. To better understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to your attempting a repair of any kind.

**Qualifiers**

AHM is interested ONLY if the vehicle meets the following requirements:

1. VIN must start with 1HG.
2. Non-Hybrid Accords only.
3. Must be able to duplicate the REAR brake noise.
4. Vehicle has not been involved in a collision.
5. No previous replacement of the rear brake pads nor the discs.
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) at [tis@ahm.honda.com](mailto:tis@ahm.honda.com), or call us at 800-880-1072 (Monday-Friday, 7am-5pm PST). TIS will need 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. 2023)
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
5. DPTS#

As a gesture of appreciation to the dealer personnel who identify and report a vehicle that meets the qualifiers, is accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.