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Sent on	09	03	2025	Expires on	09	17	2025
From	Technical Information & Support Group						
Subject	Request for Parts: 2023-2025 CR-V FHEV Front Wheel Bearing Noise (Action Req'd)						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group
RE: **Request for Parts: 2023-2025 CR-V FHEV Front Wheel Bearing 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 2023-2025 CR-V FHEVs with a customer complaint of a roaring noise from the front wheel area that may be more prevalent while turning. Customers may also notice a howling or grinding noise at highway speed. 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. Vehicle mileage must be at minimum of 5000 miles.
2. Using a stethoscope, confirm the noise is coming from the wheel hub bearing.
3. Vehicle must NOT have any abnormal tire wear.
4. No previous replacement of the FR Wheel Bearing (44300), FR hub (44600) or FR knuckle (51211/51216).
5. No repair or disassembly has been attempted for this issue.
6. Vehicle has not been involved in a collision.

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 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. 2025)
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. Confirm that the vehicle meets qualifiers #1-#6 listed above.
6. DPTS#

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

Thank you.