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Sent on	03	13	2026	Expires on	03	27	2026
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From	Parts and Service Division
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Subject	Request for Parts: 2024 Civic Front Wheel Bearing Noise (ACTION REQUIRED)
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Research & Support Group
 RE: **Request for Parts: 2024 Civic 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 2024 Civics 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 speeds. To better understand the cause of this condition, AHM would like to collect specific parts prior to you attempting a repair of any kind.

Qualifiers

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

1. Excludes Type R trim.
2. Must have traced the noise to the Front Wheel Bearing(s).
3. No previous replacement of the FR Wheel bearing (44300), FR hub (44600), FR Splash Guard (45255), or FR knuckle (51211/51216).
4. No repair or disassembly of any parts have been attempted for this issue.
5. 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, 6am-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. 2026)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Name and Number
2. Dealer City and State
3. Your Name
4. Best Phone Number to be Reached
5. Current Mileage
6. Confirm that the vehicle meets qualifiers #1-#5 listed above.
7. DPTS#

As a gesture of appreciation to 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 dealer personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.