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Sent on 04 02 2014 **Expires on** 04 14 2014
From Parts and Service Division
Subject Request for Visit: 2014 CR-V Front Damper Noise (Zone 8)

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2014 CR-V Front Damper Noise (Zone 8)

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 (AHM) is investigating certain 2014 CR-Vs with a complaint of a front damper noise. The noise can be described as clunking, knocking, or rattling when going over bumps or when turning. To fully understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

1. VIN must start with 2HK.
2. Both 2WD & 4WD are accepted.
3. Mileage must be less than 100 miles.
4. Must be able to duplicate the noise.

Action Required

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.

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