

## View Message

<b>Sent on</b>	05	10	2021	<b>Expires on</b>	05	29	2021
<b>From</b>	Parts and Service Division						
<b>Subject</b>	Request for Parts: 2021 Accord Front Suspension Noise						

**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Consultants  
From: Technical Research & Support Group  
RE: Request for Parts: 2021 Accord Front Suspension 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 Consultants.*

**Background**

American Honda Motor Co., Inc. (AHM) is searching for certain 2021 Accords with a customer complaint of the clunk or rattle type noise coming from the front of the vehicle. To better understand the cause of this condition, AHM would like you to confirm the noise and to collect parts by contacting TIS prior to attempting a repair of any kind.

**Qualifiers**

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

1. Rattle or clunk from the front suspension
2. 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 TRS) at [tis@ahm.honda.com](mailto: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
5. Location of Affected Door

E-Mail Body:

1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Current Mileage

Thank you.