

April 1, 2022

Version 3

Rattling from the Front of the Vehicle

Supersedes 20-036, dated June 3, 2021, to revise the information highlighted in yellow

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2018-21	Accord	ALL	ALL
2018-21	Accord Hybrid	ALL	ALL
2016-21	Civic	ALL	ALL
2017-21	CR-V	ALL	ALL
2020-21	CR-V Hybrid	ALL	ALL
2019-21	Insight	ALL	ALL

REVISION SUMMARY

AFFECTED VEHICLES was updated, and WARRANTY CLAIM INFORMATION was updated.

SYMPTOM

There is a rattling coming from the front of the vehicle.

PROBABLE CAUSE

The rubber damper cap(s) are faulty.

CORRECTIVE ACTION

Replace the rubber damper caps.

PARTS INFORMATION

Part Name	Part Number	Quantity
Rubber Damper Cap (Shock Absorber Mounting Cap)	51608-TJB-A00	2

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
4141E7	2018-21 Accord and Accord hybrid – Replace the rubber damper caps.	0.4 hr	06201	03217	A20036A	51611-TVA-A03
	2016-21 Civic – Replace the rubber damper caps.				A20036B	51611-TBA-A13
	2017-21 CR-V and 2020-21 CR-V Hybrid – Replace the rubber damper caps.				A20036C	51611-TLA-A51
	2019-21 Insight – Replace the rubber damper caps.				A20036D	51611-TXM-A03

Skill Level: Repair Technician

INSPECTION PROCEDURE

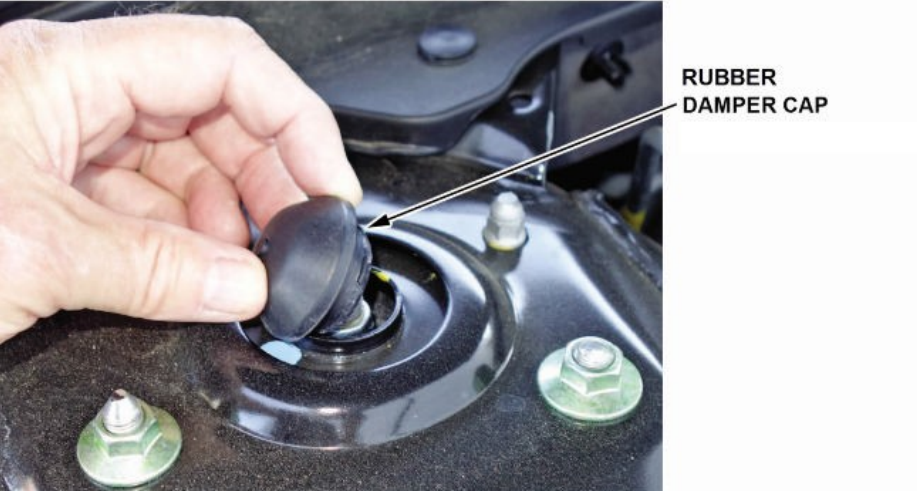
Remove the rubber damper caps, then test-drive the vehicle.



- If you no longer hear a rattling from the front of the vehicle with the caps removed, go to REPAIR PROCEDURE.
- If you still hear a rattling from the front of the vehicle with the caps removed, this bulletin does not apply. Continue with normal system troubleshooting.

REPAIR PROCEDURE

Install the new rubber damper caps on both sides.



END