SAC **Springfield Auto Care** EXAMPLE SHOP
service@springfield-auto-care.example

TECHNICIAN WORKSHEET · 2.4L K24
RA-HONK24-123456-20261027

2014 Honda CR-V · RM4 CR-V EX 2.4 AWD · AWD

5J6RM4H55EL123456

ODOMETER IN: 104,000 | DOOR-JAMB BUILD (MM/YY) | RO # | TECHNICIAN / DATE

A · RECALLS AND CAMPAIGNS TO VERIFY (DEALER PRINTOUT OR NHTSA.GOV)

23V-858 · Fuel system, gasoline · delivery · fuel pump — ☐ Open ☐ Done ☐ N/A

B · INSPECTION POINTS, IN PLAN ORDER

1. Water pump bearing seizes (drive belt shreds)

Check now · Past the range (25,000–100,000 mi, the middle half of 19 owner reports)

Check the pump pulley for play — ☐ OK ☐ Watch ☐ Fix

Inspect the drive belt — ☐ OK ☐ Watch ☐ Fix

Pump bearing: tight / play / noisy

Parts (RM4): Ask your parts supplier for the OE part number for this VIN.

2. Cold-start rattle (VTC actuator)

Watch · Past the range (30,000–90,000 mi, the middle half of 74 owner reports)

Cold-start listen after an overnight sit — ☐ OK ☐ Watch ☐ Fix

Scan for cam timing codes — ☐ OK ☐ Watch ☐ Fix

Cold-start rattle: none / brief / long

Scan for: P0011, P0341

Parts (RM4): Ask your parts supplier for the OE part number for this VIN.

3. Cam chain tensioner knock at cold start

Watch · Past the range (34,000–90,000 mi, the middle half of 43 owner reports)

Cold-start listen at the timing cover — ☐ OK ☐ Watch ☐ Fix

Cold-start knock: none / present

Parts (RM4): Ask your parts supplier for the OE part number for this VIN.

FACTORY MAINTENANCE DUE BY 134,000 MI (ASK FOR RECORDS)

Brake fluid · every 3 years · $129 — ☐ Done (records) ☐ Due ☐ Quoted

C · ALSO REPORTED FOR THE 2.4L K24, QUICK CHECKS

- **Transmission** (2268 complaints): Counts every transmission complaint (2003–2007 automatics, 2013–2017 CVT); not an engine fault. Check recall 11V-395 on 2005–2010 automatics.
- **Stalling / loss of power** (1355 complaints): Mixed causes in the complaint text (ignition switch, sensors, fuel); not one engine fault.

WHAT TO SAY AT THE COUNTER (ADVISOR)

1. Water pump bearing seizes (drive belt shreds)
The water pump bearing can be out of specification. At 104,000 mi your car is past the usual range, so if the original part is still fitted it is worth checking. Our price is $430, before tax and shop supplies.
Ask: have you noticed squeal or grinding from the belt area, or shredded or missing drive belt?

Adjust after the inspection. The report is not a diagnosis or a guarantee, so say what the technician found, not what the report predicts.

NOTES FOR THE ADVISOR

Record findings here (OK / Watch / Fix and measurements); the advisor adjusts the quote before the handout is printed or sent.

Reference only. Follow Honda repair procedures and your shop's judgment.