



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

July 19, 2019

[REDACTED]
Sarasota, FL [REDACTED]

NEF-109 nlm
Ref. No. 11217955

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2013 Honda Accord vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

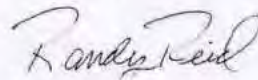
We appreciate the report you provided. Reports from motorists are a very important source of information for us. We are aware of Honda's Warranty Extension No. 5Z2, which addresses a problem with the torque sensor in the electronic power steering (EPS) system in certain MY 2013 and MY 2014 Honda Accord vehicles (enclosed). The warranty of the torque sensor in the EPS has been extended to 13 years from the original in service date, with no mileage limit.

We looked into the Honda Accord steering problem in the past. In November 2014 ODI opened an investigation, Preliminary Evaluation (PE) 14-033 (resume enclosed) to analyze allegations of power steering loss in MY 2013 Honda Accord vehicles. On October 6, 2015, the investigation was closed due to a low failure rate and declining trend indicating that the failures were rare. In April 2017, ODI began to monitor the power steering problem again due to new reports from consumers. ODI discussed the steering problem with Honda and they issued the EPS torque sensor warranty extension in November 2018. ODI suspended its review of this problem based on Honda's warranty extension action.

Please note that Honda's warranty extension is limited to the torque sensor. The power steering gear box problem that your daughter experienced is not covered under the warranty extension. action. We reviewed our database in an effort to identify whether a safety defect trend exists with the power steering box in MY 2013 Honda Accord vehicles. At this time, there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation or initiate a recall. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, an explanation of NHTSA's investigation and recall process, is on our website at www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. We recommend that you contact Honda or your dealer if you require further assistance regarding this matter.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION
NHTSA
Authorizing U.S. Government Information
National Highway Traffic Safety Administration
uses a digital certificate to ensure
the content has not been changed.

Investigation: PE 14-033
Date Opened: 11/04/2014
Investigator: Chris Lash
Approver: Otto Matheke
Subject: Electric Power Steering Failure

Date Closed: 10/06/2015
Reviewer: Jeff Quandt

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Honda (American Honda Motor Co.)
Products: 2013 Honda Accord
Population: 373,949

Problem Description: The electric power steering can suddenly fail while driving, resulting in increased steering effort.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	20	235	247**
Crashes/Fires:	0	2	2
Injury Incidents:	0	0	0
Fatality Incidents:	0	0	0
Other*:	0	71	71

*Description of Other: Warranty claims related to torque sensor failure.

** Total eliminates duplicates received by ODI and manufacturer.

ACTION / SUMMARY INFORMATION

Action: This preliminary evaluation is closed.

Summary:

The Office of Defects Investigation (ODI) opened PE14-033 to investigate 24 complaints alleging loss of power steering while driving in model year (MY) 2013 Honda Accord vehicles equipped with electric power steering (EPS). Analysis of service data for the original 24 complaints and 33 additional complaints received after PE14-033 was opened found that 85 percent of the vehicles with diagnostic trouble codes available to identify the faulty component had a code indicating torque sensor failure (DTC 53). In its response to ODI's information request letter for PE14-033, Honda identified two manufacturing process conditions that may have affected the quality of some early production torque sensors. Analysis of warranty returns and manufacturing processes determined that a relatively small number of torque sensors were potentially affected by the conditions, which were corrected by the supplier (Bourns) relatively early in production. Analysis of warranty data indicates that both conditions were early-life failure concerns and most of the affected sensors have already failed, resulting in a cumulative failure rate of less than 0.2 percent. Of the 20 VOQ's that appear to be related to torque sensor failure, 6 reported failure dates in 2013, 12 in 2014, and just 2 to date in 2015. ODI's analysis identified 2 minor crashes with no injuries that may have been related to torque sensor failure in the subject vehicles.

This investigation is closed because the low failure rate and a declining trend indicate that failures are rare. The closing of this preliminary evaluation does not constitute a determination that no defect exists or that power steering failures do not present an unreasonable risk to safety.

The VOQ's referenced in this resume are: 10515618, 10515696, 10537336, 10542360, 10545177, 10563724, 10588425, 10595068, 10605909, 10627926, 10629629, 10630852, 10644762, 10654768, 10661240, 10664234,

10667364, 10672452, 10676256, and 10695191



AUTOMOBILE DIVISION
American Honda Motor Co., Inc.
1919 Torrance Blvd., - P.O. Box 2215
Torrance, CA 90509-9870

November 2018

Warranty Extension: EPS Torque Sensor (DTC 53-01 or DTC 53-02)

VIN: <VIN>

Dear <First Name/Last Name>:

What is the Warranty Extension Issue?

To ensure confidence in our product, American Honda is extending the warranty on the torque sensor in the EPS system to 13 years from the original date of purchase with no mileage limit. This Warranty Extension only provides coverage for the EPS torque sensor failures that result in Diagnostic Trouble Code DTC53-01 or 53-02 being stored.

This Warranty Extension is valid except for any vehicle that has ever been declared a total loss or sold for salvage by a financial institution or insurer, or has a branded, or similar title under any state's law.

What will Honda do?

If you experience a loss of steering assistance, bring your vehicle to any Honda dealer for an inspection. In cases where DTC 53-01 or 53-02 is set, your Honda dealer will replace the EPS steering gear box **for free**.

Lessor Information

Please forward a copy of this notice to the lessee.

What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a 2013 Accord or 2014 Accord Plug-in Hybrid involved in this Warranty Extension. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records.

If you previously paid to have your vehicle's power steering gearbox assembly replaced because of DTC 53-01 or 53-012, you may be eligible for reimbursement, even if you no longer own the vehicle. Refer to the attached Instructions for Reimbursement form for eligibility requirements and the reimbursement procedure.

If you have questions.

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 1-888-234-2138. You can also locate a dealer online at Hondacars.com. Customers in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this product update and warranty extension may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

Instructions for Reimbursement Honda Warranty Extension 5Z2

Eligibility Requirements

You may be eligible for reimbursement if you meet all the requirements:

- You paid to have the power steering gear box assembly replaced because DTC 53-01 or 53-02 was stored.
- **Repairs were made prior to the notice date; repairs made after the notice date must be performed by a Honda dealer.**
- You owned the vehicle at the time of repair. You are still eligible if you no longer own the vehicle.
- You provide a paid invoice.

Please complete this form and attach the items listed below. Failure to include all requested information will result in delays and possible denial of your request.

Your invoice must include:

1. Vehicle Identification Number (VIN)
2. Name and Address of the repair facility
3. Diagnosis and itemized cost of repair – parts and labor
4. Date the work was completed
5. Proof of Payment – copy of the canceled check, bank statement, or credit card receipt showing that you paid for the repair. Cash payments must be documented on the invoice and a cash payment receipt must be provided. Please submit copies only. These documents will not be returned.

Repairs were performed at (check one): ☐ Authorized Honda Dealer ☐ Independent Repair Facility

Return Your Reimbursement Request Form and Requested Documents

Via Fax: (310) 224-6051

Via Mail: American Honda Motor Co., Inc.
Honda Automobile Customer Service
P.O. Box 2964
Torrance, CA 90509-2964

(Fill-in the information below – Please print)

Your Name:																							
Home Address:																Apt.#:							
City:												State:				ZIP:							
Daytime Phone:												Cell Phone:											
Vehicle Identification Number																							
e-mail Address:																							
Total Amount Requested: \$																							

Repair cost only. Incidental expenses (rental, fuel, loss of wages, etc.) are not covered.

**If you have any questions about this form, please contact
American Honda's Customer Support & Campaign Center at 888-234-2138**