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U.S. Department of Transportation
National Highway Traffic Safety Administration

NHTSA

May 21, 2025

[redacted]
[redacted]
Toledo, OH [redacted]

NEF-109 jb
Ref. No. 11630332

Dear [redacted]

Thank you for the letter about your model year (MY) 2024 Honda CR-V vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. Your MY 2024 Honda CR-V is affected by NHTSA Safety Recall Campaign No. 24V744. The steering gearbox assembly may have been manufactured incorrectly, which can cause excessive internal friction and lead to difficulty steering the vehicle in certain MY 2023 through MY 2025 Honda CR-V vehicles. The repair involves replacing the worm gear spring and redistributing or adding grease as necessary.

We entered your vehicle identification number (VIN) in our VIN Look-Up Tool, and it appears you have since received the repair—there are no open recalls on your vehicle (report enclosed). In any event, we understand your frustration with any delay you may have experienced and appreciate your diligence in this matter. We encourage you to check NHTSA's website at least twice per year for new safety recalls by entering your VIN into our Look-Up Tool.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,

[redacted]

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation

Enclosure

2024
Honda CR-V

VIN: [redacted]

Recall data refreshed on May 15,2025

0 Unrepaired Recalls
associated with this VIN

What if my car isn't recalled now? Could it be recalled later?
Yes. Whether a manufacturer independently conducts a safety recall or NHTSA orders one, the manufacturer must file a public report describing the safety-related defect or noncompliance. Manufacturers are also required to notify owners by mail within 60 days of notifyi NHTSA of a recall decision.
Look for this distinct label to distinguish critical safety recall information from other marketing material.

Where's my VIN?

Every vehicle has a unique **vehicle identification number**often referred to as a VIN. Look on the lower left of your car's windshield for your 17-character VIN. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

What information will display in the search results?

- When searching by license plate or VIN, you'll learn if a specific vehicle needs to be repaired as part of a recall.
- When searching by a vehicle's year, make and model, or for car seats, tires or equipment, you'll get general results for recalls, investigations, complaints and manufacturer communications.

What will the license plate and VIN search show?

- An unrepaired recall for a vehicle from certain manufacturers.
- If the vehicle has no unrepaired recalls, you will see the message: "0 unrepaired recalls associated with this VIN."

What won't the license plate and VIN search show?

- A safety recall that has already been repaired.
- Some recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage).
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications.
- Manufacturer customer service or other non-safety recall campaigns.
- A recall involving an international vehicle.

Why is the license plate search result showing a different vehicle?

License plate information is generated from state department of motor vehicles. If the search result shows a vehicle you previously owned, rather than your new vehicle with the same license plate, contact your state DMV to request your vehicle information be updated. In the meantime, you can search for recalls using your vehicle's VIN.

Other search options, including by NHTSA ID

You can also search for recalls and safety issues information by NHTSA ID and complaints by keyword