

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3351892	CHRISV	11/02/2012	JANETTEH	5

Code P 5600	Original Complaint EPS 32-09	Probable Cause/Solution HARNES?;REPLACE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 869
		Remarks / Requestor:	FE Status:

Dealer #: 207059	TZ: EST	VIN: 1HGCR2F34DA [REDACTED]	Err:
Dir Cont: KEVIN CARROLL	Training %: 84	Year: 2013	Model: ACCORD
Serv Ph: (336) 841-6400	Extn:	Tran: CVT	Trim: LX
Serv Mgr: STEVE BYRD		Doors: 4DR	WD:
Parts Mgr: CAROLYN VETTER		Fact: MARYSVILLE	Country: USA
Dir Name: VANN YORK HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
422 EASTCHESTER DRIVE		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
HIGH POINT NC 27262		Engine #: K24W11000805	Trans #: BC5A6003418
Phone: (336) 841-6400	Fax #: 3368840256	Em Type: KA	
DPSM: DANIEL MAY	Zone/Dist: 06K	RO #: 453699	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

<p>11/2/2012 7:24:18AM CHRISV</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 ISIS SEARCH CRITERIA</p> <p>3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?</p> <p>4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>5 ANY AFTER MARKET ACCESSORIES INSTALLED?</p> <p>6</p> <p>7 CK PIN FIT AT THE C/U</p> <p>11/2/2012 11:03:50AM RAYD</p> <p>8</p> <p>9 LOOK UP BY VIN, THOSE PART NUMBERS USUALLY NEVER WORK,</p> <p>11/5/2012 7:55:16AM SHAWNW</p> <p>10 CHANGED PROB CAUSE LINE</p> <p>11/5/2012 11:52:39AM SHAWNW</p> <p>11 11/5/2012 11:54:08 AM SHAWNW CB TO DEALER</p> <p>12 CAN YOU SEND A PICTURE OF THE BROKEN CONNECTOR</p> <p>11/15/2012 8:21:03AM JANETTEH</p> <p>13 Survey</p>	<p>CODE 32-09 WAS SET FOLLOWED TEST FOUND CONTROL UNIT TO BE FAULTY. REPLACED CONTROL UNIT DROVE VEHICLE CODE RESET ON TEST DRIVE. STEERING WORKS INTERMITTANTLY AND CODE RESETS.</p> <p>[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]</p> <p>[KEYWORD: 32-09]</p> <p>YES</p> <p>EPS C/U</p> <p>NO</p> <p>ITS A INT ISSUE</p> <p>FOUND A BROKEN TAB ON THE CONNECTOR, NEED TO REPLACE THE HARNES, WE PUT THE PART NUMBER IN, AND IT SHOWS TO BE NO GOOD</p> <p>KEVIN</p> <p>SURE</p> <p>Trail Thomasville, NC</p>
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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3370163	SHAWNW	12/12/2012	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) 33-01	EPS C/U?;REPLACE	
	Resln Source:	None	Date:
	Status:	N/A	Mileage: 1,387
	Remarks / Requestor:		FE Status:

Dealer #: 208036	TZ: CST	VIN: 1HGCR2F34DA [REDACTED]	Err:
Dir Cont: JEREMY DROKE	Training %: 82	Year: 2013	Model: ACCORD
Serv Ph: (405) 478-5055	Extn:	Tran: CVT	Trim: LX
Serv Mgr: ERIC WYANT		Doors: 4DR	WD:
Parts Mgr: TERRY ANDERSON		Fact: MARYSVILLE	Country: USA
Dir Name: BOB HOWARD HONDA 13201 N. KELLEY AVE. OKLAHOMA CITY OK 73131		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
Phone: (405) 478-5055	Fax #: (405) 753-8746	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: ERIC PIZZECK	Zone/Dist: 10B	Engine #: K24W11000694	Trans #: BC5A6003537
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 258305	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 12/12/2012 12:56:19PM SHAWNW
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6 CODE?
 - 7 CLEAR?
 - 8
 - 9
 - 10 CYCLE CONNECTIONS AT THE EPS C/U, IF CODE RETURNS REPLACE THE C/U

Information from Dealer

STEERING IS HARD TO STEER WHEN VEH IS COLD, CONCERN GOES AWAY WHEN WARMED UP.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: EPSCOMPONENTS][KEYWORD:]
 Y
 N
 33-01: Lower FET Stuck ON
 YES
 CUSTOMER STATES THAT IT IS WORSE IN THE AM BUT I CAN'T VERIFY AND I HAVE KEEP IT OVER NIGHT
 I CYCLED CONNECTIONS AT THE RACK LAST TIME BUT CAME BACK
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3344201	CHRISV	10/15/2012	CHRISV	1

Code
P 5600

Original Complaint
LOST ASSIST 53-01

Probable Cause/Solution
CONN?; CK

ResIn Source: None
Status: N/A

Date:
Mileage: 340

Remarks / Requestor:

FE Status:

Dealer #: 207561	TZ: CST	VIN: 1HGCR2F80DA [REDACTED]	Err:
Dir Cont: ANDREW TEAGUE	Training %: 93	Year: 2013	Model: ACCORD
Serv Ph: (512) 443-4300	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: JEFFREY DAHL		Doors: 4DR	WD:
Parts Mgr: DAN HEDGER		Fact: MARYSVILLE	Country: USA
Dir Name: HOWDY HONDA		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
5519 E. BEN WHITE BLVD		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
AUSTIN TX 78741		Engine #: K24W11000706	Trans #: BC5A6002322
Phone: (512) 443-4300	Fax #: (512) 443-9051	Em Type: KA	
DPSM: STEVE TULEJA	Zone/Dist: 03B	RO #: 551175	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

10/15/2012 1:05:13PM CHRISV

1 ORIGINAL COMPLAINT

WILE DRIVING STEERING LOST ASSIST. HAPPEND 30MPH, SITTING STILL. CUST SAYS STEERING WHEEL WOULD NOT TURN AT 60MPH, WAS ABLE TO TURN WHEEL ENOUGH TO YEAR OFF ROAD. NOT DUPLICATING COMPLAINT. CODE 53-01STORED. CODE NOT RESETTING. TORQUE SENSOR VALUES 1 .5/3.5V

2 ISIS SEARCH CRITERIA

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 53-01]

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

NO

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

NO

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

NO

6 CAN YOU DUP

NO

7 DOES THE CODE CLEAR

YES

8 HOW LONG OF A TEST DRIVE DID YOU GO ON

8 MILES

9 CK CONN AT EPS UNIT AND MOTOR, REDUP AND TAKE A SNAP SHOT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3615725	SHAWNW	08/26/2014	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01 INT	RACK?;REPLACE IF RECODE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 24,363
		Remarks / Requestor:	FE Status: .

Dealer #: 207311	TZ: EST	VIN: 1HGCR3F85DA [REDACTED]	Err:
Dir Cont: MARK BRINKMAN	Training %: 98	Year: 2013	Model: ACCORD V6
Serv Ph: (317) 299-3551	Extn:	Tran: 6AT	Trim: EXLV6NV
Serv Mgr: JERRY KELLY		Doors: 4DR	WD:
Parts Mgr: DENNIS CLARK		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF FISHERS 13661 BRITTON PARK RD. FISHERS IN 46038		Desc: ACCORD 4DR EX-L V6 NAV 6CYL 278.0 HP	
Phone: (317) 299-3551	Fax #: (317) 298-2745	WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
DPSM: JEANNE ALTMILLER	Zone/Dist: 04E	Engine #: J35Y11001463	Trans #: BB7A6001725
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 444747	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/26/2014 7:13:29AM SHAWNW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 CLEAR?
- 8 CHECK CONNECTIONS AT THE RACK AND THE EPS UNIT
- 9 IF ALL GOOD AND THE CODE RETURNS REPLACE THE RACK

Information from Dealer

POWER STEERING STOPPED WORKING HARD TO TURN LIGHT CAME ON DASH HAS HAPPENED 3 TIMES
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: STEERING]
 Y
 N
 N
 53-01: Torque Sensor (Low/High Check)
 YES FOR NOW
 OK
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3450926	JERRYA	07/06/2013	ROBS	2

Code	Original Complaint	Probable Cause/Solution
P 5600	53-02 (EPS)	RACK?; VERIFY PIN FIT AND CONNECTIONS,OK,RACK
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	6,641
	FE Status:	

Dealer #: 208160	TZ: PST	VIN: 1HGCR3F86DA [REDACTED]	Err:
Dir Cont: KENNETH HENDRIX	Training %: 88	Year: 2013	Model: ACCORD V6
Serv Ph: (925) 825-8000	Extn:	Tran: 6AT	Trim: EXLV6NV
Serv Mgr: CHRIS TASTARD		Doors: 4DR	WD:
Parts Mgr: BILL COOK		Fact: MARYSVILLE	Country: USA
Dir Name: CONCORD HONDA		Desc: ACCORD 4DR EX-L V6 NAV 6CYL 278.0 HP	
1461 CONCORD AVENUE		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
CONCORD CA 94520		Engine #: J35Y11001439	Trans #: BB7A6001565
Phone: (925) 825-8000	Fax #: 9256763745	Em Type: KA	
DPSM: LEE BRADLEY	Zone/Dist: 12C	RO #: 558663	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/6/2013 10:29:40AM JERRYA

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 07/06/13 13:31:16 JERRYA: (CALL FRM DEALER)
- 7 VERIFY CONNECTIONA AND PINFITS IF OK REPLACE RACK

Information from Dealer

STEERING GETS VERY STIFF AND EPS LIGHT ON DASH ILLUMINATES
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS]
 YES
 NO
 NO
 KEN;TECH CYCLE THE KEY. LIGHT OK TILL IT RECODES
 OK

7/29/2013 1:41:29PM ROBS

- 8
- 9 IS THERE STILL EPS DTC 53-02 SET?
- 10 CHK THE TORQUE SENSOR MAIN AND SUB Vs AS PER THE ISIS 53-02 T-SHOOT. CHK THE RACK WIRE HARNESS CONNS; PIN-FIT. IF THEY CHK OH, REPL THE EPS STEERING RACK.
- 11 PLS FDBK, USE IN.

CARLOS RODRIGUEZ, DEALER 206662, TX. DEALER IN CALIF. TOLD OUR CUSTOMER TO HAVE HIS STEERING RACK REPLACED WHEN HE GOT BACK HOME. IS THERE ANYTHING TO CHECK BEFORE REPLACING THE RACK?
 YES.
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3444742	SHAWNW	06/19/2013	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	LOST ASSIST 71-01	CONNECTION?;INSPECT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 3,760
		Remarks / Requestor:	FE Status:

Dealer #: 207076	TZ: EST	VIN: 1HGCR2F89DA [REDACTED]	Err:
Dir Cont: ALVIN GRUBE	Training %: 88	Year: 2013	Model: ACCORD
Serv Ph: (513) 829-6900	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: DAN BEAHR		Doors: 4DR	WD:
Parts Mgr: CLINT CROMER		Fact: MARYSVILLE	Country: USA
Dir Name: PERFORMANCE HONDA		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
5760 DIXIE HIGHWAY		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
FAIRFIELD OH 45014		Engine #: K24W11001919	Trans #: BC5A6000572
Phone: (513) 829-6900	Fax #: (513) 829-5821	Em Type: KA	
DPSM: MIKE DITMER	Zone/Dist: 04H	RO #: 620432	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 6/19/2013 10:01:59AM SHAWNW
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 CODE CLEAR?
 - 8 TRY THAT ANSIF THEY RESET, DO T/S
 - 9 IF NOT CHECK CONNECTIONS AT THE MOTOR AND C/U

Information from Dealer

P/S LOCKED UP
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: STEERING]
 Y
 N
 N
 71-01: Motor Angle Sensor (SIN/COS Signals)
 DIDN'T TRY
 OK
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3333435	TROYS	09/19/2012	RUDYG	9

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS INOP, 71-01, 71-03	CONNECTIONS?; CK WITH .64 PIN FIT TOOL	
		Resin Source: None	Date:
		Status: N/A	Mileage: 21
		Remarks / Requestor:	FE Status: .

Dealer #: 208208	TZ: CST	VIN: 1HGCR2F38DA [REDACTED]	Err:
Dir Cont: STEVEN EILERS	Training %: 89	Year: 2013	Model: ACCORD
Serv Ph: (972) 437-4145	Extn:	Tran: CVT	Trim: LX
Serv Mgr: LAURO MEDINA		Doors: 4DR	WD:
Parts Mgr: STEVEN KREMPP		Fact: MARYSVILLE	Country: USA
Dir Name: LUTE RILEY HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
1331 N. CENTRAL EXPWY.		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
RICHARDSON TX 75080		Engine #: K24W11001931	Trans #: BC5A6000555
Phone: (972) 437-4145	Fax #: 9724379769	Em Type: KA	
DPSM: JOHN KERRICAN	Zone/Dist: 03A	RO #: 975213	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

9/19/2012 11:11:55AM	TROYS	
1 ORIGINAL COMPLAINT		POWER STEERING DOESN'T WORK
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING][KEYWORD:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		YES
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		DOING THE TS IT STARTED TO WORK I CAN ASSUME THERE WAS A SOFT SET CONNECTOR BUT MANGAGEMENT WANTED ME TO CALL AND SEE WHAT OTHER ISSUES YOU HAVE SEEN
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		NO
6 YOU ARE THE ONLY EPS CALL I HAVE MONITOR TRY TO REPRODUCE		
9/19/2012 1:10:30PM	SHAWNW	
7 09/19/2012 01:11:13 PM SHAWNW		STEVEN:
8 DO YOU KNOW WHICH CONNETION CORRECTED THE ISSUES?		THE EPS C/U CONNECTOR B WAS THE ONLY CONNECTOR I W/ CHECKING
9 WAS THERE A CODE?		71-02: Motor Angle Sensor (Neutral Position Learning of SIN/COS)
10 THANK YOU		
9/24/2012 9:53:04AM	GARYS	
11 09/24/2012 09:52:38 AM GARYS OK		REQUESTS PERMISSION TO CALL DEALER.
9/26/2012 4:44:23PM	GARYS	
12		FOLLOWUP CALL: Spoke to Steven (technician). He said that the power steering failed right as it was being unloaded from the transport truck. He read EPS DTC code 71-02 and followed related troubleshooting steps which led him to connector B at the EPS control unit. He did not detect a soft set connection. He then performed continuity checks on connector B and found no problems. He reconnected connector B and all was okay (DTC did not return). The tech stated that there will not be a warra
10/3/2012 6:37:01AM	JOHNB	
13		SOMETIMES EPS LIGHT COMES ON AND STEERING FEELS SLUGGISH;71-01,71-03
14 DO YOU HAVE A DIRECT TEL LINE WE CAN CONTACT YOU ON		YES,MY CELL. [REDACTED]
15 PENDED TO SHAWNW FOR REVIEW AND DIRECTIVE		
10/3/2012 7:12:14AM	RUDYG	
16 10/3/2012 07:13:42 AM RUDYG(CALLED DLR PER SHAWN W REQUEST)		(STEVEN)
17 DTC 71-01: Motor Angle Sensor (SIN/COS Signals) DTC 71-03: Motor Angle Sensor (SIN/COS Signals) CALLING BACK ON ACCORD WITH EPS PROBLEM		RIGHT
18 MILEAGE NOW?		469 MILES.
19 DOES CODE COME BACK IMMEDIATELY		NO, HAPPENED ABOUT 6X OVER THE WEEKEND FOR THE CUSTOMER. I HAVE NOT DRIVEN IT MUCH SINCE IT GOT HERE. I DID PIN FIT CK AT EPS C/U B CONNECTOR THE ONE ON KEY CHAIN
20 WHICH TOOL ARE YOU USING?		07XMJ-001000A
21 I [DON'T] THINK THAT USES .64 PIN FIT TOOL. WHAT WAS P/N ON KEY CHAIN PIN FIT TOOL?		
22 ON PC GO TO ISIS>GENERAL PUBS> TOOL INFO>DRAWER 15>MIDDLE OF PAGE SHOWS 07AGJ-000A2A0, THAT IS .64 PIN FIT TOOL. I AM 90% SURE THIS IS TOOL THAT FITS THAT EPS CONNECTOR B USES. PLEASE RECHECK PIN FITS AT EPS C/U AND EPS MOTOR		OK
23 IF OK WE WILL WANT TO SWAP EPS C/U. DO YOU THINK YOU CAN FIND DONOR CAR?		MAYBE, I WILL HAVE TO CHECK

24 [CHECKED ONE OF OUR TEST VEHICLES AND SMALL PINS ON EPS C/U A AND B CONNECTORS ARE .64MM. WILL WAIT TO SEE WHAT TECH SAYS WHEN HE CALLS BACK]

10/5/2012 7:36:57AM RUDYG

25 10/5/2012 07:37:27 AM RUDYG(CALLED TECH) (STEVEN VOICEMAIL)

26 MSG: STEVEN, CALLING FOR UPDATE ON 2013 ACCORD WITH EPS CODES. PLEASE CALL AND LET ME KNOW STATUS ON REPAIRS.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3449972	SHAWNW	07/03/2013	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC 53-02	RACK?;REPLACE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 3,524
		Remarks / Requestor:	FE Status:

Dealer #: 207479	TZ: EST	VIN: 1HGCT2B86DA	Err:
Dir Cont: JEFFREY BROWN	Training %: 89	Year: 2013	Model: ACCORD V6
Serv Ph: (410) 553-8580	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr:		Doors: 2DR	WD:
Parts Mgr: ROBERT BUTTS		Fact: MARYSVILLE	Country: USA
Dir Name: BROWNS HONDA CITY HONDA & CLARK LEASING		Desc: ACCORD 2DR EX-L V6 6CYL 278.0 HP 3.5 L	
7160 RITCHIE HIGHWAY		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
GLEN BURNIE MD 21061		Engine #: J35Y11014227	Trans #: BB7A6021478
Phone: (410) 553-8580	Fax #: (410) 553-8654	Em Type: KA	
DPSM: BILL WHEATLEY-HECKMA	Zone/Dist: 06E	RO #: 455905	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 7/3/2013 7:31:43AM SHAWNW
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 CLEAR?
 - 8 CONNECTIONS AT THE RACK OR THE EPS UNIT
 - 9 REPLACE THE RACK

Information from Dealer

CUSTOMER STATES NO POWER STEERING
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-02]
 Y
 N
 53-02: Torque Sensor (Average Check)
 COMES BACK
 ALL LOOK GOOD, DID THE T/S AND IT IS LEADING ME TO THE RACK
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3388913	JOHNB	01/25/2013	RUDYG	8

Code	Original Complaint	Probable Cause/Solution		
P 5600	LOOSES EPS, DTC 53-02	ENG HARNESS?; CK PIN FITS WITH .64 TOOL		
		Resin Source:	None	Date:
		Status:	N/A	Mileage: 3,076
		Remarks / Requestor:		FE Status: .

Dealer #: 206635	TZ: CST	VIN: 1HGCR3F87DA [REDACTED]	Err:
Dir Cont: ISIDRO ALANIS	Training %: 74	Year: 2013	Model: ACCORD V6
Serv Ph: (214) 353-3542	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: SHAKIR EWELL		Doors: 4DR	WD:
Parts Mgr: KEN COKER		Fact: MARYSVILLE	Country: USA
Dir Name: JOHN EAGLE HONDA OF DALLAS		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
5311 LEMMON AVENUE		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
DALLAS TX 75209		Engine #: J35Y11003737	Trans #: BB7A6003946
Phone: (214) 353-3542	Fax #: 2143533584	Em Type: KA	
DPSM: JOHN KERRICAN	Zone/Dist: 03A	RO #: 769972	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

1/25/2013 7:49:48AM	JOHNB		
1	ORIGINAL COMPLAINT		CUSTOMER STATES LOOSES POWER STEERING WHILE DRIVING..ITS ONLY DONE IT TWICE TO HIM... AND WHEN IT HAPPENS HE CYCLES THE KEY TURN OFF AND THEN RESTARTS THE CAR AND IT WORKS...SECOND TIME HE HAS BEEN HERE FOR THE SAME COMPLAINT
2	ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		[KEYWORD: NO STEERING]
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?		NO
5	ANY AFTER MARKET ACCESSORIES INSTALLED?		NONE
6			NONE
7	ANY DTC'S		CUSTOMER CLAIMS THE POWER STEERING ASSIST WILL GO AWAY UNTIL THEY CYCLE THE IGN;WE CANNOT PRODUCE
8	DID YOU PERFORM AN ALL DTC CHK		NONE
9	SHOULD BE CODES OR OTHER TYPES OF SYMPTOMS THEN CUSTOMER HAS CURRENTLY MENTIONED;PLEASE QUESTION CUSTOMER MORE;PLEASE PRODUCE COMPLAINT TO VERIFY AND DIAGNOSE;CHK ALL CONNECTIONS,POWER AND GROUNDS		YES,NO CODES IN VEHICLE AT ALL
10	PENDE TO TROYS		
1/25/2013 10:26:54AM	TROYS		
11	GIVEN TO GS		
1/30/2013 8:19:37AM	GARYS		
12	01/30/2013 08:19:51 AM GARYS JB, PLS FU AND SEE WHAT THE DEALER FOUND.		
2/12/2013 1:29:15PM	GARYS		
13	02/12/2013 01:29:04 PM GARYS TROY, PLS FU		
2/18/2013 9:39:57AM	GARYS		
14	02/18/2013 09:39:51 AM GARYS FU CALL TO DLR. STATUS? CLOSED		WE WERE NEVER ABLE TO DUPLICATE THE PROBLEM.
5/2/2013 12:41:00PM	RUDYG		
15	05/2/2013 12:41:08 PM RUDYG		(ISIDRO) CAR LOOSES ELECTRONIC POWER STEERING AT TIMES. CAR CAN BE SHUT OFF AND RESTARTED THEN EVERYTHING WILL WORK FINE. THIS HAS HAPPENED 3 OR 4 TIMES NOW AND THE RACK HAS BEEN REPLACED ONCE ALREADY.
16	CODE		53-02 CODE
17	CLEAR		YES, CAN'T GET IT TO FAIL AGAIN
18	DTC 53-02: Torque Sensor (Average Check). CK CONNECTIONS AND PIN FITS ON RED. BLU. LT BLU PINK AND BLACK WIRES TO TORQUE SENSOR. IF ALL OK, REPL EPS C/U		OK
5/9/2013 2:04:46PM	SHAWNW		
19			REPALCED EPS UNIT AND AND RACK AND N/C
20	HAS TO BE A CONNECTIONS ISSUE		
21	LET ME REVIEW THIS W/ EPS SPECIALIST AND HE OR I WILL GET BACK TO YOU		OK
22	IN THE MEANTIME PAY CLOSE ATTENTION TO CONNECTIONS AT THE TORQUE SENSOR TAND THE EPS C/U		OK
23	CELL?;		JUST CALL THE DEALER
5/10/2013 7:04:03AM	RUDYG		
24	05/10/2013 07:16:02 AM RUDYG		(ISIDRO)
25	CALLING RE ACCORD WITH INTERMITTENT EPS 53-02		RIGHT
26	SO YOU ARE NOT ABLE TO DUPLICATE THIS		NOT REALLY, IT HAS DONE IT FOR US AND ALWAYS SEEMS TO BE DURING COLD START

27 WHEN YOU CHECKED PIN FITS DID YOU USE .64 PIN FIT TOOL	NO
28 NEED TO CK EPS C/U PINS 4,5,6,7 AND TORQUE SENSOR CONNECTIONS WITH THAT TOOL	OK
29 IF OK, CALL BACK. WE WILL POP POWER SUPPLY LINE FUSES TO VERIFY EPS C/U PWR/GRND IS OK	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3615508	CHRISV	08/25/2014	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-02	RACK; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 30,148
		Remarks / Requestor:	FE Status: .

Dealer #: 208278	TZ: CST	VIN: 1HGCT2B80DA [REDACTED]	Err:
Dir Cont: TODD PALMER	Training %: 84	Year: 2013	Model: ACCORD V6
Serv Ph: (865) 938-4222	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: RON FOX		Doors: 2DR	WD:
Parts Mgr: JASON MEREDITH		Fact: MARYSVILLE	Country: USA
Dir Name: RUSTY WALLACE HONDA		Desc: ACCORD 2DR EX-L V6 6CYL 278.0 HP 3.5 L	
109 CALLAHAN DRIVE		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
KNOXVILLE TN 37912		Engine #: J35Y11014465	Trans #: BB7A6020625
Phone: (865) 938-4222	Fax #: (865) 251-1064	Em Type: KA	
DPSM: VANCE CROCKER	Zone/Dist: 07B	RO #: 274445	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/25/2014 12:31:58PM CHRISV

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 REPLACE THE RACK

Information from Dealer

WENT THROUGH FLOW CHART FOR 53-02.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-02]
 YES
 NO
 NO
 NO ASSIST, HARD CODE 53-02. DID THE T-SHOOT LEADS ME TO A RACK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3534015	LINDSEYA	01/21/2014	DALILAS	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 53-01, INTERMITTENT	RACK; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 12,509
		Remarks / Requestor:	FE Status:

Dealer #: 207265	TZ: EST	VIN: 1HGCT1B87DA [REDACTED]	Err:
Dir Cont: STUART WOOSTER	Training %: 99	Year: 2013	Model: ACCORD
Serv Ph: (305) 256-2340	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: DOUGLAS HUGGINS		Doors: 2DR	WD:
Parts Mgr: MIKE FRANCESCHI		Fact: MARYSVILLE	Country: USA
Dir Name: SOUTH MOTORS HONDA 16165 S. DIXIE HWY MIAMI FL 33157		Desc: ACCORD 2DR EX-L 4CYL 185.0 HP 2.4 L	
Phone: (305) 256-2340	Fax #: 7862421131	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	Engine #: K24W11038861	Trans #: BC5A6053808
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 219659	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

1/21/2014 1:43:37PM LINDSEYA

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 WHAT IS IT?
- 8 IT'S A REFERENCE LINE. 5V OR 0 V. 2.5 MEANS IT IS DOING IT'S JOB.
- 9 REPLACE THE RACK.
- 10 LET YOUR DPSM KNOW, SINCE IT'S AN INTERMITTENT CODE.

Information from Dealer

CUST STATES HARD TO STEER CAR
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]
 Y
 N
 N
 IT ASKS YOU TO LOOK AT THE DATALIST. IT ASKS IF VOLTAGE IS 5V. BUT IT'S NOT.
 2.5V.
 OK.
 OK.
 OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3588532	STEVEM	06/12/2014	STEVEM	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB 53-02	HELP WITH S/M TESTING ?;	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 8,409
		Remarks / Requestor:	FE Status:

Dealer #: 208048	TZ: EST	VIN: 1HGCT2B82DA	Err:
Dir Cont: MICHAEL REED	Training %: 96	Year: 2013	Model: ACCORD V6
Serv Ph: (727) 531-0444	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: KEVIN HEADRICK		Doors: 2DR	WD:
Parts Mgr: JOHN LAIRD		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA CLEARWATER 17275 US HWY.19 NORTH CLEARWATER FL 33764		Desc: ACCORD 2DR EX-L V6 6CYL 278.0 HP 3.5 L	
Phone: (727) 531-0444	Fax #: 7275355785	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER,US,	
DPSM: DONALD LOGAN	Zone/Dist: 07K	Engine #: J35Y11015861	Trans #: BB7A6022769
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 744563	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/12/2014 11:05:11AM STEVEM

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7
- 8 STEERING WHEEL AT REST , IF YOU HAD/HAVE 5 VOLTS THEN GO TO STEP 9 OR 11

Information from Dealer

P/S STOPS WORKING AND STEERING LIGHT COMES ON. DTC 53-02; TROUBLESHOOTING FLOWCHART NOT CLEAR AS TODIAGNOSTIC PARAMETERS.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-02]
 Y
 NOT YET
 N
 DTC 53-02: Torque Sensor (Average Check)
 AM I SUPPOSE TO HAVE 5 VOLTS ON STEP 2 OF THE CODE T/S , AM I SUPPOSE TO BE TURNING THE WHEEL WHEN CHECKING FOR MY INPUTS
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3517906	STEVET	12/12/2013	STEVET	4

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB 71-01	RACK?; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 15,927
		Remarks / Requestor:	FE Status:

Dealer #: 240010	TZ: EST	VIN: 1HGCR3F82DA [REDACTED]	Err:
Dir Cont: ROY YOUNG	Training %: 75	Year: 2013	Model: ACCORD V6
Serv Ph: (410) 823-9000	Extn:	Tran: 6AT	Trim: EXLV6NV
Serv Mgr: JOHN DONOVAN		Doors: 4DR	WD:
Parts Mgr: DAN MCCULLOUGH		Fact: MARYSVILLE	Country: USA
Dir Name: HERITAGE HONDA SERVICE CENTER		Desc: ACCORD 4DR EX-L V6 NAV 6CYL 278.0 HP	
725 YORK ROAD		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
TOWSON MD 21204		Engine #: J35Y11004834	Trans #: BB7A6004729
Phone: (410) 823-9000	Fax #: 4103373825	Em Type: KA	
DPSM: ROBERT BORZILLERI	Zone/Dist: 06D	RO #: 120819	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

12/12/2013 9:48:30AM STEVET	
1 ORIGINAL COMPLAINT	NO POWER STEERING DID TROUBLESHOOTING FOR 71-01CHECK WIRES FOR RESISTANCE AND CONTINUITY W IRES CHECK OK REPLACE EPS CONTROL UNIT DID NOT FIX [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: EPSCOMPONENTS][KEYWORD:]
2 ISIS SEARCH CRITERIA	YES
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	EPS C/U
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	YES, COMES RIGHT BACK ON ONCE I TURN THE WHEEL
6 AND YOU PERFORMED THE NEUTRAL POSITION?	OK, THANKS
7 OK, CHECK CONNECTIONS AT TORQUE SENSOR, IF WIRE HARNESS LOOKS OK, REPLACE THE RACK	OK
8 FEEDBACK PLEASE	
12/13/2013 11:39:43AM STEVET	
9	CALL BACK: INSTALLED THE RACK, RECODED AFTER ROAD TEST
10 SO DO YOU KNOW IF THIS CODED WHEN TURNING THE WHEEL?	YES, I WENT IN AND DID THE NEUTRAL POSITION AGAIN, AND WHEN I TURNED THE WHEEL, IT CODED
11 OK, LETS INSPECT THE SAS, SHOULD READ 0 STRAIGHT AHEAD, THEN EQUAL POS AND NEG WHEN TURNED	OK,
12 IF THATS OK, INSPECT THE SUB HARNESS TO THE TORQUE SENSOR AND MOTOR	OK
13 PLEASE CALL US BACK	OK, WILL LET YOU KNOW

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3468700	TROYS	08/20/2013	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) 53-01	RACK; REPLACE IT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 14,491
		Remarks / Requestor:	FE Status:

Dealer #: 207907	TZ: EST	VIN: 1HGCT2B84DA [REDACTED]	Err:
Dir Cont: MICHAEL PLAZA	Training %: 80	Year: 2013	Model: ACCORD V6
Serv Ph: (301) 441-2900	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: DONNA BUMGARDNER		Doors: 2DR	WD:
Parts Mgr: JEFF PELLERZI		Fact: MARYSVILLE	Country: USA
Dir Name: COLLEGE PARK HONDA		Desc: ACCORD 2DR EX-L V6 6CYL 278.0 HP 3.5 L	
9400 BALTIMORE BLVD.		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
COLLEGE PARK MD 20740		Engine #: J35Y11016778	Trans #: BB7A6024532
Phone: (301) 441-2900	Fax #: 3012201353	Em Type: KA	
DPSM: TOM ZUIDEMA	Zone/Dist: 06C	RO #: 823209	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/20/2013 11:11:24AM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 REPLACE THE RACK

Information from Dealer

CARS STEERING HAS LOCKED UP ON CUST. SEVERAL TIMES. HAD ONE CODE 53-01. WENT THROUGHT TROUBLE TREE FOR 53-01. DIAG SAID TO REPLACE STEERING BOX.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]
 YES
 DID THE TROUBLE SHOOTING SAID TO PUT IN RACK
 NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3523483	RUDYG	12/27/2013	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 53-01	EPS RACK?; VERIFY PIN FITS OK FIRST	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 10,067
		Remarks / Requestor:	FE Status: .

Dealer #: 208325	TZ: EST	VIN: 1HGCT2B83DA [REDACTED]	Err:
Dir Cont: BRADLEY WHITE	Training %: 42	Year: 2013	Model: ACCORD V6
Serv Ph: (954) 764-1100	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: PETER SAXON		Doors: 2DR	WD:
Parts Mgr: ROBERT GUIDO		Fact: MARYSVILLE	Country: USA
Dir Name: HOLMAN HONDA OF FT. LAUDERDALE 12 EAST SUNRISE BLVD. FORT LAUDERDALE FL 33304		Desc: ACCORD 2DR EX-L V6 6CYL 278.0 HP 3.5 L	
Phone: (954) 764-1100	Fax #: (954) 335-2234	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	Engine #: J35Y11016784	Trans #: BB7A6024536
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 209256	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 12/27/2013 6:32:37AM RUDYG
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 CK PIN FITS AND VERIFY THAT WITH RACK
DISCONNECTED TORQUE SENSOR SUB AND MAIN ARE
BOTH 5V
 - 8 IF YES REPL P/S RACK

Information from Dealer

CUSTOMER STATES THE POWER STEERING IS INOP
[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 53-01]

YES. CODE CLEARS BUT COMES BACK WHEN I TURN STR
WHEEL

N

N

A LITTLE CONFUSED BY TSHOOTING. I ONLY GET 4.15V ON
TORQUE SENSOR SUB. AT CENTER IT'S 2.51V

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3631110	RADP	10/03/2014	RADP	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC 53-01	FBF: REPLACED EPS RACK	
		ResIn Source: Feedback forms	Date: 10/07/2014
		Status: N/A	Mileage: 36,588
		Remarks / Requestor:	FE Status: .

Dealer #: 206926	TZ: EST	VIN: 1HGCT2A80DA [REDACTED]	Err:
Dir Cont: DOUG NELSON	Training %: 73	Year: 2013	Model: ACCORD V6
Serv Ph: (508) 778-7878	Extn:	Tran: 6MT	Trim: EXLV6NV
Serv Mgr: RENE DANSEREAU		Doors: 2DR	WD:
Parts Mgr: DAVID EDGEHILL		Fact: MARYSVILLE	Country: USA
Dir Name: HYANNIS HONDA		Desc: ACCORD 2DR EX-L V6 NV 6CYL 278.0 HP 3	
830 WEST MAIN STREET		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
HYANNIS MA 02601		Engine #: J35Y21000871	Trans #: F9C71000891
Phone: (508) 778-7878	Fax #: 5087754532	Em Type: KA	
DPSM: BARRY ZOLL	Zone/Dist: 09E	RO #: 515183	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

10/3/2014 2:13:36PM RADP	
1 ORIGINAL COMPLAINT	HAS NO POWER STEER CODE 53-01. GEAR BOX REPLACEMENT BY THE TEST..??
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 53-01]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	
6	DTC 53-01-Torque Sensor (Low/High Check)
7 CHECK PIN FITS AT AT EPS RACK AND DO DRAG TESTN ON PINS, IF OK REPLACE RACK	OK
8 IF PIN FIT LOOSE OR PULLED OUT REPLACE HARNESS	OK
10/7/2014 11:44:04AM RADP	
9 10/7/2014 11:44:31 AM RADP-FEEDBACK FAX RECEIVED	(msg-CHECKED WIRES ALL APPEAR OK BOOK TEST USING PIN 6 VOLTAGE BACK TO PIN 1 AND 3 SHOW WIRES OK. PIN FITOK. REPLACED GEAR BOX ALL OK NOW...)

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3472819	CHRISV	08/29/2013	TROYS	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	NO ASSIST INT	CUST ERROR?; TALK TO CUST	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 5,631
		Remarks / Requestor:	FE Status:

Dealer #:	207980	TZ:	EST	VIN:	1HGCR3F80D [REDACTED]	Err:	
Dir Cont:	ANTHONY GIANGRE	Training %:	89	Year:	2013	Model:	ACCORD V6
Serv Ph:	(610) 649-5600	Extn:		Tran:	6AT	Trim:	EX-LV6
Serv Mgr:	STEVEN BLOOMER			Doors:	4DR	WD:	
Parts Mgr:	GREGORY POWELL			Fact:	MARYSVILLE	Country:	USA
Dir Name:	MARTIN MAIN LINE HONDA 123 E. LANCASTER AVE. ARDMORE PA 19003			Desc:	ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L		
Phone:	(610) 649-5600	Fax #:	6106498724	WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,		
DPSM:	ANDREW MCGOWAN	Zone/Dist:	05H	Engine #:	J35Y11004698	Trans #:	BB7A6000199
Previous Dealer/Contact		Date		Em Type:	KA		
				RO #:	471673		
				Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

8/29/2013 1:22:07PM CHRISV

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 IS IT LOCKING UP OR NO ASSIST

7 ANY CODES

8 HOW MANY TIMES HAS THIS HAPPEN

9 IS IT ALWAYS UNDER THE SAME CONDITION

10

11 NO KNOWN ISSUES, TALK TO CUST, HAVE THEM MAKE SURE THE ENG IS STILL RUNNING WHEN IT HAPPENS

12 PEND TO TROY

8/30/2013 7:54:03AM TROYS

13 GIVEN TO GS

Information from Dealer

CUST STATES WHEN TURNING WHEEL TO LOCK AND PARKING THE STEERING HAS LOCKED IN THAT POSITION. CUST STATES HAD TO TURN CAR OFF AND RESTART TO FIX CONDITON. TEST DROVE VEHICLE HOME AND ALL DAY NEVER ABLE TO DUPLICATE. CUST STATES IT HAPPENED SEVERAL TIMES. WOULD LIKE ANY HELP AVAILABLE MAYBE THIS HAS BEEN SEEN BEFORE.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING][KEYWORD:]

NO

NO

NO

NO ASSIST

NO

3X

YES, WHEN TRYING TO GET INTO A TIGHT PARKING SPOT

WE THINK THEY ARE JUST BUMPING THE START BUTTON B/C THATS THE ONLY WAY WE CAN DUP

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3423253	CHRISR	04/22/2013	PAULI	21

Code	Original Complaint	Probable Cause/Solution		
P 5600	ELEC P/STEER PROB (EPS) 53-02	HRNSS?; RPLC		
		ResIn Source: None	Date:	
		Status: SUPER TECH	Mileage: 4,882	
		Remarks / Requestor:	FE Status:	

Dealer #: 208168	TZ: EST	VIN: 1HGCT2B80DA [REDACTED]	Err:
Dir Cont: JAMES CAMPBELL	Training %: 62	Year: 2013	Model: ACCORD V6
Serv Ph: (540) 735-9100	Extn:	Tran: 6AT	Trim: EXLV6NV
Serv Mgr: MICHEAL TRABER		Doors: 2DR	WD:
Parts Mgr: DAN MCDONALD		Fact: MARYSVILLE	Country: USA
Dir Name: POHANKA HONDA OF FREDERICKSBURG		Desc: ACCORD 2DR EX-L V6 NV 6CYL 278.0 HP 3	
60 SOUTH GATEWAY DRIVE		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
FREDERICKSBURG VA 22406		Engine #: J35Y11018221	Trans #: BB7A6026512
Phone: (540) 735-9100	Fax #: 5406549150	Em Type: KA	
DPSM: MICHAEL RIEDEL	Zone/Dist: 06B	RO #: 419484	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

4/22/2013 8:19:34AM	CHRISR		
1	ORIGINAL COMPLAINT		CLIENT STATES POWER STEERING IS INOP. * WORKS WHEN FIRST START DRIVING AND SHORTLY FAILS. MULTIPLE DTC'S ASSOCIATED WITH F-CAN COMMUNICATION. 22 TOTAL DTC'S. PREFORMED TEST FOR TORQUE SENSORS DUE TO LOW VOLTAGE AND ISIS ADVISED OF STEERING GEARBOX REPLACEMENT.
2	ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 53-02]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		Y
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N
5	ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6	WHAT ARE DTCS	PGMFI	U0029
7		SRS	U0101
8		ABS	83-12, 86-13, 86-12, 86-14
9		EPS	53-02, 83-02
10		ONE PUSH	U0073, U0100, U0122
11		GAUGE	U129C
12		BODY ELEC	U0029, U0101, U0122, U0416-68, U0073
13	TORQ SENSOR WONT CAUSE THIS. CLEAR ALL CODES, TYR TO DUP, THIS COULD BE AN EPS UNIT		OK
4/22/2013 9:25:08AM	DAVEM		
14	DTC 53-02: Torque Sensor (Average Check)		clrd all codes and ONLY 53-02 KEEPS COMING BACK. T/S FOR THAT CODE SAYS REPLCE THE TRQ SNSR
15	, LET'S REPLACE THE TRQ SNSR		
6/13/2013 6:05:48AM	STEVET		
16			POWER STEERING WENT OUT AGAIN WHILE DRIVING. EPS WARNING LIGHT CAME ON. STEERING RESUMED AFTER STARTUP. 7327MI
17	SO DO YOU HAVE THE SAME DTC 53-02?		YES, WHEN I DO THE TRQ SNSR TEST, IT STATES I SHOULD HAVE 5V BUT IM ONLY GETTING 4
18	OK, WOULD LIKE TO CHECK THAT WITH A KNOWN GOOD VEHICLE		OK
19	ALSO, LETS PERFORM THE EPS C/U INPUT TEST		OK, CODSE IS CLEARED NOW, MAY TAKE A COUPLE OF MONTHS TO RECODE
20	OK, WHILE DOING TEST. WIGGLE HARNESS,		OK, WILL LET YOU KNOW
21	OK, FEEDBACK PLEASE		OK
6/13/2013 7:33:58AM	CHRISV		
22			DID A INPUT TEST AND NPF
23	WHATS BEEN REPLACED		THE RACK
24	CK PIN FIT		YES AND NPF
25	WIGGLE TEST HARNESS		YES AND NPF
26	REPLACE THE EPS C/U		
8/15/2013 10:23:42AM	DAVEM		
27			JAMES, 10195 MILES
28			CUSTOMER STATES INTERMITTENTLY THE POWER STEERING WILL GO OUT AND THERE IS NO RESPONSE. 3RD TIME BACK POWER STEERING RACK AND EPS CONTROL UNIT ALREADY REPLACED. DTC-B12D1,151-31,53-02,U129C,B12D1
29	PARTS REPLACED?		EPS CU AND THE RACK
30	DTC U129C: Gauge Control Module Lost Communication With FCW/LDW Camera Unit (FCW/LDW Frame)		
31	DTC B12D1: Power Control Unit IG1B Circuit Error		
32	DTC 53-02: Torque Sensor (Average Check)		
33	DTC 151-31: TPMS Switch Circuit Open		
34			KEEPS COMING BACK FOR THESE SAME CODES
35	RLC HRNSS NEXT		
8/22/2013 7:15:24AM	STEVET		

36		CALL BACK: IM TAKING THIS VEHICLE OVER, I WAS TOLD A WIRE HARNESS WOULD BE NEXT, MY DPSM JUST WANTED ME TO CALL AND MAKE SURE
37	YES, HAD BEEN REPLACED?	YES
38	OK, HARNESS NEXT	OK, THANKS
39	FEEDBACK PLEASE	OK
8/30/2013 7:38:03AM	GARYS	
40	08/30/2013 07:41:51 AM GARYS FU CALL TO DLR	WE INSTALLED THE HARNESS AND SO FAR NO PROBLEM. WE COULD NOT DUPLICATE BEFORE ANYWAYS. I BELIEVE WE STILL HAVE THE VEHICLE
41	WHEN WAS THE RACK INSTALLED?	APRIL 24
42	PLEASE KEEP US POSTED	
8/30/2013 12:10:55PM	DAVEM	
43	CB PER FM REQUEST	CONNER, S/A; 10,300 MILES
44	STATUS?	THIS IS MY CAR, LEMM CHECK..... I NEED TO TALK TO THE S/M, HE'S GOT MORE INFO
45	OK, I'LL HOLD...	WE STILL HAVE THE CAR AND HAVE BEEN DRIVING IT. ALL OK SO FAR
46	OK, PLS KEEP US IN THE LOOP	OK
47	FWD TO FM AND GS	
9/3/2013 3:46:15PM	GARYS	
49	09/3/2013 03:50:17 PM GARYS	
9/3/2013 3:46:15PM	GARYS	
48	09/3/2013 03:50:17 PM GARYS	
9/4/2013 1:17:03PM	GARYS	
50	09/4/2013 01:17:00 PM GARYS PI PLEASE HAVE THIS HARNESS SENT TO ERIC SCHMIDT AT HAM WPI	
9/4/2013 2:54:31PM	PAULI	
51	(sas)	
52	WILL ARRANGE PRT>ELP WPI	
9/5/2013 4:13:50PM	PAULI	
53	FAXED SHIP REQ	
9/6/2013 11:25:55AM	FRANKM	
54	Received escalation from (BS) Called dlr 1129a. Spoke with Mike , svc adv he transfered me to shop production mgr and call was disconnected. Called back 1132a connected with shop production mgr (Steve) at 1137a. Steve transfered to Mike svc mgr. Mike states problem only occurs every 3-4k miles. Since harness replacement he has driven for 60 miles without a problem. No dtc's and customer does not want the car. I advised I would research alternatives and call back	
9/6/2013 12:14:54PM	FRANKM	
55	Contacted zone mgr (GB) and advised of situation. ZM was going to contact Mediation dept and review.	
9/6/2013 12:47:29PM	PAULI	
56		PER FAX
57		SENT PER A/B 7968 2771 5884
9/12/2013 7:50:32AM	GARYS	
58	09/12/2013 07:52:29 AM GARYS	alysis of the harness: We received the wire harness back that the dealer replaced due to DTC 53-02. The torque sensor coupler was found to have 2 terminals that were spread. These spread terminals can cause intermittent connection (poor pin fit) thus causing DTC 53-02. The other issue found was a blue wire 16P on EPS CU had some insulation damage allowing the copper wire to be exposed. Ok so back in April the dealer started out by replacing the gearbox under claim 419484. The gearbox was
9/12/2013 7:55:28AM	GARYS	

61

was returned here and I found the gearbox to have a torque sensor issue. The gearbox was sent to the supplier and found to have an MR (magnetic resistor) defect. This defect is part of the QIS for DTC 53-02 I have. My point is the dealer replaced the gearbox and this car should have been fixed. However, after looking the wire harness MQ is concluding the dealer damaged the harness specifically by spreading the terminals on the white torque sensor coupler when the dealer was confirming pin °

62

fit. Appears that if the dealer had checked the harness properly no damage would have occurred and only the gearbox would have needed to be replaced back in April.

9/12/2013 7:55:28AM GARYS

59

was returned here and I found the gearbox to have a torque sensor issue. The gearbox was sent to the supplier and found to have an MR (magnetic resistor) defect. This defect is part of the QIS for DTC 53-02 I have. My point is the dealer replaced the gearbox and this car should have been fixed. However, after looking the wire harness MQ is concluding the dealer damaged the harness specifically by spreading the terminals on the white torque sensor coupler when the dealer was confirming pin °

60

fit. Appears that if the dealer had checked the harness properly no damage would have occurred and only the gearbox would have needed to be replaced back in April.

11/11/2013 9:50:43AM PAULI

63 UPDATED CLM 438410

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3594535	JERRYA	06/28/2014	JERRYA	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01	FBF: REPLACED STEERING RACK	
		ResIn Source: Feedback forms	Date: 07/01/2014
		Status: N/A	Mileage: 18,996
		Remarks / Requestor:	FE Status: .

Dealer #: 207537	TZ: EST	VIN: 1HGCT2B87DA [REDACTED]	Err:
Dir Cont: ANDREW SHEA	Training %: 77	Year: 2013	Model: ACCORD V6
Serv Ph: (610) 789-9420	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: TONY FELICI		Doors: 2DR	WD:
Parts Mgr: JOHN BULLOCK		Fact: MARYSVILLE	Country: USA
Dir Name: PIAZZA HONDA OF SPRINGFIELD		Desc: ACCORD 2DR EX-L V6 6CYL 278.0 HP 3.5 L	
780 BALTIMORE PIKE		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
SPRINGFIELD PA 19064		Engine #: J35Y11018879	Trans #: BB7A6027665
Phone: (610) 789-9420	Fax #: 6107892194	Em Type: KA	
DPSM: OLIVER GIORGI	Zone/Dist: 05G	RO #: 495890	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/28/2014 10:51:05AM JERRYA

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 06/28/14 13:52:46 JERRYA: (CALL FRM DEALER)
- 7 VERY FEW

Information from Dealer

STEERING IS HARD TO TURN, NO POWER ASSIST. EPS DTC53-01 IN UNIT
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS EWD]
 YES
 NO
 NO
 ANDREW;TECH GOT A SHORT TO PER PER THE DIAG SEE HARNESS ISSUES
 OK I'LL DIVE INTO THIS ONE THANKS

7/1/2014 1:15:12PM JERRYA

- 8 07/01/14 16:15:35 JERRYA: (UPDATE FRM DEALER)
- 9 REF # VIN DATE MODEL MDL YR DLR# AGENT NAME -----
 ----- 3594535
 1HGCT2B87DA [REDACTED] 07/01/2014 ACCORD 2013 207537
 JERRY_ADAMS COMMENTS: REPLACED STEERING RACK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3451525	RAYD	07/08/2013	LINDSEYA	4

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) 71-02	EPS CU?;	
		Resln Source:	Feedback forms Date: 07/15/2013
		Status:	N/A Mileage: 51
		Remarks / Requestor:	FE Status: .

Dealer #: 208286	TZ: PST	VIN: 1HGCT1B89DA [REDACTED]	Err:
Dir Cont: JEFFREY CHEUNG	Training %: 88	Year: 2013	Model: ACCORD
Serv Ph: (714) 690-8455	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: MIKE SHARBLE		Doors: 2DR	WD:
Parts Mgr: MICHAEL VEJAR		Fact: MARYSVILLE	Country: USA
Dir Name: BUENA PARK HONDA 6411 BEACH BLVD. BUENA PARK CA 90621		Desc: ACCORD 2DR EX-L 4CYL 185.0 HP 2.4 L	
Phone: (714) 690-8455	Fax #: 7146908477	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
DPSM: OPEN POSITION 12/5/14	Zone/Dist: 01D	Engine #: K24W11431441	Trans #: BC5A6058762
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 475614	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

<p>7/8/2013 3:54:02PM RAYD</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 ISIS SEARCH CRITERIA</p> <p>3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?</p> <p>4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>5 ANY AFTER MARKET ACCESSORIES INSTALLED?</p> <p>6</p> <p>7 I HAVE NO KNOWN PROBLEMS, DO THE T/S</p>	<p>STATES THE POWER STEERING IS HARD AND EPS LIGHT ON [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 71-02]</p>
<p>7/15/2013 8:28:37AM JANETTEH</p> <p>8 Survey</p>	[REDACTED]
<p>7/15/2013 9:08:36AM RAYD</p> <p>9</p>	<p>COMMENTS: EPS LOST INITIALIZATION FROM LOW BATTERY VOLTAGE. REPLACED BATTERY/PERFORM INITIALIZATION TO EPS</p>
<p>7/16/2013 9:07:49AM LINDSEYA</p> <p>10 HOW CAN I HELP YOU?</p> <p>11 DO YOU HAVE ONE YOU CAN SWAP?</p> <p>12 IS IT HAPPENING ALL THE TIME?</p> <p>13 OK. IF T/S IS LEADING YOU TO C/U THEN GO AHEAD AND REPLACE. BUT LET YOUR DPSM KNOW, SINCE NOW IT'S NOT GOING TO BE VERIFIABLE.</p>	<p>NO, A/M ALARM, WE PUT ON HERE 71-02, THE CAR WAS SITTING FOR SOME TIME,</p> <p>IT APPEARS TO BE THE CONTROL UNIT.</p> <p>I DON'T THINK THAT THEY ARE GOING TO LET US DO THAT. THE GM IS NOT VERY HAPPY ABOUT THINGS LIKE THAT. RIGHT NOW IT'S NOT DOING IT, BUT IT WAS EARLIER.</p> <p>OK.</p>

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3366436	DAVEM	12/05/2012	DAVEM	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS INOP RIGHT OFF TRANSPORTER	12/5: P2, BLK @ RACK NOT FULLY SEATED	
		ResIn Source:	Spoke w/ Dealer Date: 12/05/2012
		Status:	N/A Mileage: 3
		Remarks / Requestor:	FE Status: .

Dealer #: 207537	TZ: EST	VIN: 1HGCT1B8XDA [REDACTED]	Err:
Dir Cont: TONY FELICI	Training %: 0	Year: 2013	Model: ACCORD
Serv Ph: (610) 789-9420	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: TONY FELICI		Doors: 2DR	WD:
Parts Mgr: JOHN BULLOCK		Fact: MARYSVILLE	Country: USA
Dir Name: PIAZZA HONDA OF SPRINGFIELD		Desc: ACCORD 2DR EX-L 4CYL 185.0 HP 2.4 L	
780 BALTIMORE PIKE		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
SPRINGFIELD PA 19064		Engine #: K24W11432386	Trans #:
Phone: (610) 789-9420	Fax #: (610) 789-2194	Em Type: KL	
DPSM: OLIVER GIORGI	Zone/Dist: 05G	RO #: 450209	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

12/5/2012 6:49:10AM DAVEM

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6

Information from Dealer

CAR CAME OFF CAR CARRIER WITH NO POWER STEERING....
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: ALLSUBJECTS][KEYWORD: POWER STEERING.]
 Y
 N
 N
 CALLING TO REPORT THIS CAR CAME OFF THE TRANSPORTER W/ NO EPS ASST AT ALL. THERE WERE NO CODES EITHER. WHAT I FOUND WAS @ TH 3P CONNECTOR ON THE RACK, P3, THE BLACK WIRE, THE TERMINAL WAS NOT FULLY SEATED BECAUSE THERE WAS PLASTIC FLASHING FROM THE MOLDING OF THAT CONNECTOR STILL IN THE CAVITY FOR P3 AND IT WOULD NOT ALLOW THE TERMINAL TO FULLY SEAT IN THE CONNECTOR. I PULLED THE TERMINAL OUT, CLEANED OUT THE TRASH AND THE TERMINAL NOW WENT ALL THE WAY IN AND CLICKED INTO PLACE
 THIS IS FYI FOR YOU GUYS
 I DID NOT TAKE THEM
 YES, LITERALLY OFF THE TRUCK TO MY BAY

- 7
- 8 PHOTOS
- 9 right off the truck
- 10 OK, THX YOU!!!

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3408136	LINDSEYA	03/12/2013	PHATL	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) 53-02	MSG: REPLACED RACK AND PINION TO FIX	
		ResIn Source: Message center	Date: 03/15/2013
		Status: N/A	Mileage: 5,460
		Remarks / Requestor:	FE Status: .

Dealer #: 208430	TZ: CST	VIN: 1HGCR3F82DA [REDACTED]	Err:
Dir Cont: KEITH SCHILL	Training %: 83	Year: 2013	Model: ACCORD V6
Serv Ph: (512) 392-1313	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: DUSTIN BARKER		Doors: 4DR	WD:
Parts Mgr: COLTON SMITH		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF SAN MARCOS		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
4300 I H 35 SOUTH		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
SAN MARCOS TX 78666		Engine #: J35Y11005545	Trans #: BB7A6005761
Phone: (512) 392-1313	Fax #: 8663921314	Em Type: KA	
DPSM: STEVE TULEJA	Zone/Dist: 03B	RO #: 127491	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

<p>3/12/2013 2:27:02PM LINDSEYA</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 ISIS SEARCH CRITERIA</p> <p>3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?</p> <p>4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>5 ANY AFTER MARKET ACCESSORIES INSTALLED?</p> <p>6</p> <p>7 DTC 53-02: Torque Sensor (Average Check)</p> <p>8 ANY CODES FOR FCW?</p> <p>9 DO YOU HAVE THE OLD MIRROR?</p> <p>10 IS IT FCW OR LANE WATCH?</p> <p>11 WE NEED TO DRIVE THE CAR TO DO THAT ONE.</p> <p>12 CAN YOU SWAP P/S CONTROL UNIT?</p> <p>13 OK. LET'S DO THAT BEFORE WE GO WITH A RACK.</p>	<p>53-02 TORQUE SENSOR. RT SIDE MIRROR WAS HIT, FCW SYSTEM FAILED ALSO SHOWING</p> <p>[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]</p> <p>[KEYWORD: 53-02]</p> <p>Y</p> <p>N</p> <p>N</p> <p>53-02</p> <p>TURN THE CAR OFF AND BACK ON, EVEN P/S WARNING LIGHT IS OFF UNTIL YOU TURN THE WHEEL. AS SOON AS YOU TOUCH THE STEERING WHEEL, EPS IS LOST.</p> <p>NO.</p> <p>IT'S STILL ATTACHED TO THE CAR, IT'S TAPED UP.</p> <p>IT SAYS FCW FAILED.</p> <p>HARD TO DO WITHOUT POWER STEERING.</p> <p>I'LL SEE IF I CAN GET ONE OFF THE FRONT LINE.</p> <p>OK.</p>
<p>3/15/2013 9:39:54AM PHATL</p> <p>14 TECH LEFT MESSAGE CENTER COMMENTS</p>	<p>SWAPPED C/M, THAT DID NOTHING, GOING TO ORDER THE RACK AND PINION</p>
<p>3/15/2013 9:44:04AM PHATL</p> <p>15 TECH LEFT MESSAGE CENTER COMMENTS</p>	<p>REPLACED RACK AND PINION ASSEMBLY TODAY AND THAT FIXED IT</p>

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3632992	CHRISV	10/09/2014	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-02	RACK; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 17,392
		Remarks / Requestor:	FE Status: .

Dealer #: 207549	TZ: CST	VIN: 1HGCT2B82DA [REDACTED]	Err:
Dlr Cont: PATRICK GRISSETT	Training %: 64	Year: 2013	Model: ACCORD V6
Serv Ph: (601) 957-3400	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: THOMAS CRAFT		Doors: 2DR	WD:
Parts Mgr: CHRIS JONES		Fact: MARYSVILLE	Country: USA
Dlr Name: PATTY PECK HONDA		Desc: ACCORD 2DR EX-L V6 6CYL 278.0 HP 3.5 L	
555 SUNNYBROOK ROAD		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
RIDGELAND MS 39157		Engine #: J35Y11020237	Trans #: BB7A6029389
Phone: (601) 957-3400	Fax #: (601) 707-0221	Em Type: KA	
DPSM: OPEN POSIT 12/5/14	Zone/Dist: 03H	RO #: 125648	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 10/9/2014 8:13:26AM CHRISV
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 ANY CODES
 - 8 SOUNDS LIKE IT LOST ASSIST, REPLACE THE RACK

Information from Dealer

C/S STEERING LOCKS UP WHILE DRIVING
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS]
 NO
 NO
 NO
 CUST SAYS THE STEERING LOCKED UP
 53-02, REPLACED THE EPS C/U BUT IT CAME BACK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3549530	RADP	02/27/2014	RADP	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC 53-02	RACK?;REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 20,725
		Remarks / Requestor:	FE Status:

Dealer #: 207748	TZ: CST	VIN: 1HGCT2B88DA [REDACTED]	Err:
Dir Cont: IAN MAGETTE	Training %: 70	Year: 2013	Model: ACCORD V6
Serv Ph: (225) 298-4100	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: JASON BORDELON		Doors: 2DR	WD:
Parts Mgr: RICHARD QUINN		Fact: MARYSVILLE	Country: USA
Dir Name: TEAM HONDA		Desc: ACCORD 2DR EX-L V6 6CYL 278.0 HP 3.5 L	
6363 SIEGEN LANE		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER,US,	
BATON ROUGE	LA 70809	Engine #: J35Y11020683	Trans #: BB7A6030340
Phone: (225) 298-4100	Fax #: (225) 298-3209	Em Type: KA	
DPSM: DANIEL FYFFE	Zone/Dist: 03D	RO #: 575043	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

2/27/2014 11:06:50AM RADP

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 WHAT WAS THE READING ON MAIN AND SUB

8 REPLACE THE RACK

Information from Dealer

CAR CAME IN FOR NO POWER STEERING. FOUND THAT CAR HAS POWER STEERING UNTIL STEERING WHEEL IS TURNED ALL THE WAY TO THE LEFT THEN IT KICKS BACK AND POWER STEERING IS NO LONGER PRESENT. START THE ENGINEUP AGAIN AND POWER STEERING RETURNS. FOLLOWED TR OUBLESHOOTING GUIDE AND LED TO REPLACING EPS GEARBOX. DO I NEED TO REPLACE THE TORQUE SENSORS ASWELL?

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: EPS]

Y

N

HAVE DTC 53-02(Torque Sensor (Average Check)T/S SAYS TO REPLACE RACK, DO I NEED TO REPLACE THE TORQUE SENSORS ALSO

MAIN WAS 2.5 SUB WAS 2.13

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3609919	ROBS	08/11/2014	ROBS	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER DTC 53-02	FBF: 8/14, REPL'd EPS RACK ASSY.	
		Resln Source:	Feedback forms Date: 08/14/2014
		Status:	N/A Mileage: 10,086
		Remarks / Requestor:	FE Status: .

Dealer #: 208353	TZ: CST	VIN: 1HGCR3F84DA [REDACTED]	Err:
Dir Cont: FARIEL TRESPECES	Training %: 78	Year: 2013	Model: ACCORD V6
Serv Ph: (972) 731-3100	Extn:	Tran: 6AT	Trim: EXLV6NV
Serv Mgr: WILLIAM MAYS		Doors: 4DR	WD:
Parts Mgr: CHRIS EDGAR		Fact: MARYSVILLE	Country: USA
Dir Name: DAVID MCDAVID HONDA OF FRISCO		Desc: ACCORD 4DR EX-L V6 NAV 6CYL 278.0 HP	
1601 N. DALLAS PARKWAY		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
FRISCO TX 75034		Engine #: J35Y11200196	Trans #: BB7A6005425
Phone: (972) 731-3100	Fax #: 9727313179	Em Type: KL	
DPSM: JOHN KERRICAN	Zone/Dist: 03A	RO #: 492892	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/11/2014 6:44:49AM ROBS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CHK THAT 'B' CONN AT THE EPS C/U IS NOT BACKED OUT. CHK, PIN-TEST CONNS AT THE P/S ESP AT THE TORQUE SENSR. IF CONNS OK, REPL THE EPS STEERING RACK.
- 7 PLS FDBK, USE IN

Information from Dealer

C/S WHEN MAKING A TURN POWER STEERING STOPPED WORKING.. NO ASSIST--EPS DTC 53-02
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: STEERING]
 YES. 53-02 RESETS, STEERING IS DIFFICULT ALL THE TIME.
 NO
 NO
 OK

8/14/2014 7:22:56AM ROBS

- 8 INSPECTED THE SUGGESTED PINS AT THE EPS UNIT B' CONNECTOR-- SEEMS O.K. REPLACE THE P/S GEARBOX P/S FUNCTION WENT BACK TO NORMAL..

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3628944	CHRISR	09/29/2014	CHRISR	4

Code	Original Complaint	Probable Cause/Solution
P 5600	STEERING JERKS TO RT 53-02	RACK?; VFY TRQ SNSR CRCT, IF OK, REPL RACK
		ResIn Source: None
		Date:
		Status: N/A
		Mileage: 18,000
		Remarks / Requestor:
		FE Status:

Dealer #: 208574	TZ: EST	VIN: 1HGCT2A8XDA [REDACTED]	Err:
Dir Cont: TRAVIS BAKER	Training %: 22	Year: 2013	Model: ACCORD V6
Serv Ph: 813-664-1234	Extn:	Tran: 6MT	Trim: EXLV6NV
Serv Mgr: CRISTA POYNOR		Doors: 2DR	WD:
Parts Mgr: JOE WINSLOW		Fact: MARYSVILLE	Country: USA
Dir Name: BRANDON HONDA		Desc: ACCORD 2DR EX-L V6 NV 6CYL 278.0 HP 3	
9209 ADAMO DRIVE EAST		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
TAMPA FL 33619		Engine #: J35Y21001164	Trans #: F9C71001111
Phone: (813) 664-1234	Fax #: 8136268853	Em Type: KA	
DPSM: DONALD LOGAN	Zone/Dist: 07K	RO #: 166849	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 9/29/2014 12:27:11PM CHRISR
1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 NO KNOWN ISSUES, NEED TO CAPTURE A SNAPSHOT IF AT ALL POSSIBLE
- 10/1/2014 1:26:22PM RADP
7
- 8 (TRANSFERED TO CHRISR)
- 10/1/2014 1:28:04PM CHRISR
9
- 10 OK, VFY TRQ SNSR CRCT, THEN IF OK, REPL RACK

Information from Dealer

CUSTOMER STATES INTERMITTENTLY THE STEERING WILL JERK TO THE RIGHT. SHARP AND BRIEF. HAS BEEN AT HIGHWAY SPEEDS AND EVEN AT SLOWER SPEEDS. I HAVE DUPLICATED THE COMPLAINT AT APPROX. 30 MPH. NO CODES ARE STORED IN EPS.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: EPSCOMPONENTS][KEYWORD:]

Y (SLIGHTLY

N

N

OK

CAN I SPEAK TO MIKE

SENT 3 SNAPS AND ONE WAS COMPLETE FAILURE WITH A 53-02

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3489665	RUDYG	10/10/2013	RUDYG	10

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 53-2	HARNNESS?; REPL ENG BAY HARN	
		Resln Source: None	Date:
		Status: N/A	Mileage: 2,588
		Remarks / Requestor:	FE Status: .

Dealer #: 206761	TZ: EST	VIN: 1HGCT2B82DA [REDACTED]	Err:
Dir Cont: TYLER VOORHEES	Training %: 18	Year: 2013	Model: ACCORD V6
Serv Ph: (315) 736-7310	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: DAVID ROSATO		Doors: 2DR	WD:
Parts Mgr: DAVID ROSATO		Fact: MARYSVILLE	Country: USA
Dir Name: CARBONE HONDA		Desc: ACCORD 2DR EX-L V6 6CYL 278.0 HP 3.5 L	
5009 COMMERCIAL DRIVE		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
YORKVILLE NY 13495		Engine #: J35Y11025849	Trans #: BB7A6037601
Phone: (315) 736-7310	Fax #: 3157681616	Em Type: KA	
DPSM: OPEN POSITION 7/24/14	Zone/Dist: 09B	RO #: 404125	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

Tech Line Suggests	Information from Dealer
10/10/2013 7:49:17AM RUDYG	
1 ORIGINAL COMPLAINT	LATERAL STEERING SENSOR DTC. STERRING WHEEL LOCKEDUP ON CUSTOMER.
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	[KEYWORD: EPS]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	HAD A CODE WHEN IT CAME IN FOR LATERAL SENSOR
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	CODE CLEARED BY SOMEONE ELSE
6 VSA OR EPS CODE?	N
7 NO LATERAL SENSOR CODES IN EPS	EPS
8 53-1, 53-2 ARE TORQUE SENSOR, 53-03 IS SENSOR SUPPLY CODE. IMPORTANT TO KNOW EXACT CODE	IT WAS 53 SOMETHING I THINK
9 NO LATERAL SENSOR CODE IN EPS, ONLY IN VSA. EPS LIGHT OR VSA LIGHT WAS ON	NOT SURE BUT IT SAID LATERAL SENSOR
10 TRY TO GET INFO ON WHAT CODE YOU HAD	EPS
11 ALSO CONNECT HDS AND MONITOR TORQUE SENSOR SUB AND TORQUE SENSOR MAIN WHILE DOING WIGGLE TEST ON TORQUE SENSOR CONNECTOR. IF READING CHANGES WITH WIGGLE. CK PIN FITS THERE AND IF OK REPL RACK	OK
10/10/2013 8:03:36AM JOHNB	OK
12	WIGGLE TESTED HARNESS,NO CHANGE IN READINGS;SO RACK
13 AS STATED PRIOR,YES	RACK,OK
10/28/2013 7:36:32AM CHRISR	
14 2874mi	ALREADY REPLACED THE GEAR BOX AND NOW HAVE THE TORQUE SENSOR DTC. STEERING WHEEL LOCKED UP ON CUSTOMER.
15	WAS OK AFT CYCLING KEY
16 INSP CONNS @ EPS C/U IF OK, REPLACE C/U	OK
10/29/2013 10:02:31AM TROYS	
17	I REPLACED THE CU AND WENT TO DO THE INT AND IT FAILS TO INT IT HAS A CODE 31-11 TORQUE SENSOR POS NOT INT
18 TRY KOBCR IF SAME SWAP ORIG CU BACK	
10/29/2013 11:21:30AM TROYS	
19	I DID THE KOBC NO CHANGE SWAP BACK THE ORIG IT IS OK
20 DOES IT RECODE	NO
21 POSS DEFECTIVE CU TRY NEW IN A KG	
10/30/2013 11:12:53AM DAVEM	
22	TYLER
23	SWAPPED CU, SAME
24 INSTALL ORIG UNIT	WORKS OK AND CODES. NEW UNITS WON'T INIT
25 AND YOU REPLACED THE RACK	YES
26 AND IT CAME W/ A TRQ SNSR	YES
27 AND YOU CHECKS ALL THE TRQ SNSR WIRES BTTWN THE CU AND TRQ SNSR	YES
28 CHK G41. IF OK, RPLC THE HRNSS [POSS P-FIT]	OK
29 Possible Cause Open, Short to another line, Short to ground, or Poor connection between the EPS control unit and the torque sensor (TS-VDD, VS1, VS2, PVF lines)	
30 Steering gearbox internal failure (Torque sensor)	
31 EPS control unit program not the latest	
32 EPS control unit internal failure	
10/30/2013 11:39:44AM DAVEM	
33	TYLER
34	CAR HAS A/M REMOTE START, COULD THAT BE CAUSE?
35 UNKNOWN? NEED TO RMV AND SEE> DPSM EVAL NEXT	

1/7/2014 8:17:05AM JOHN B

36 (CURRENT TECH: RANDY LOBDELL / MILEAGE: 2999)
 37 EPS INOP, CODE 53-01; CLEARED AND NOW WILL NOT
 RESET; PRIOR WE REPLACED THE EPS C/U, SUB
 HARNESS, EPS RACK ASSEMBLY
 38 DTC 53-01: Torque Sensor (Low/High Check) WOULD 25 DEG HAVE A FACTOR IN THIS??
 39 NOT SURE, OUR EPS SPECIALIST WILL CALL YOU BACK MY CEL [REDACTED]
 SHORTLY, DO YOU HAVE A DIRECT LINE YOU WOULD
 LIKE TO BE REACHED AT?
 40 FORWARD CONTACT PERSONALLY TO: RUDYG

1/7/2014 11:35:58AM RUDYG

41 01/7/2014 11:54:42 AM RUDYG (CALLED TECH) (RANDY)
 42 CALLING YOU BACK ON EPS CAR RIGHT
 43 REVIEWED YOUR CONTACT AND I THINK WE NEED TO OK DO YOU HAVE PN?
 REPL THE ENG BAY HARNESS. YOU GUYS REPLACED
 THE EPS HARN BUT THAT DOESN'T HAVE WIRE FOR
 TORQUE SENSOR IN IT. OUR CODE IS FOR TORQUE
 SENSOR
 44 LET ME LOOK IT UP [REDACTED] OK THANKS
 45 CK PIN FITS AT TORQUE SENSOR TO SEE IF LOOSE. OK
 TOO SMALL TO REPAIR BUT IT WOULD BE NICE TO
 CONFIRM HARNESS ISSUE BEFORE REPL
 46 NOTE WE WILL REPL REGARDLESS BUT LOOKING FOR OK
 CONFIRMATION

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3415840	CHRISV	04/02/2013	TROYS	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	NO EPS FUNCTION, NO COMM U0131	EPS UNIT; REPLACE	
U0131	??? LOST COMM WITH EPS		
		ResIn Source: None	Date:
		Status: N/A	Mileage: 194
		Remarks / Requestor:	FE Status: .

Dealer #: 206939	TZ: EST	VIN: 1HGCR2F78DA [REDACTED]	Err:
Dlr Cont: CHRISTIA TORRES-I	Training %: 22	Year: 2013	Model: ACCORD
Serv Ph: (845) 561-3800	Extn:	Tran: CVT	Trim: EX
Serv Mgr: DEAN PORCARO		Doors: 4DR	WD:
Parts Mgr: DAVID BATES		Fact: MARYSVILLE	Country: USA
Dlr Name: MOREHEAD HONDA 1000 AUTO PARK PLACE NEWBURGH NY 12550		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
Phone: (845) 561-3800	Fax #: 8455615325	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: OPEN POSITION 7/24/14	Zone/Dist: 09B	Engine #: K24W11402965	Trans #: BC5A6007987
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 181503	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/2/2013 9:35:32AM CHRISV
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 CK PWR/GND AT THE EPS UNIT
 - 8 REPLACE THE EPS UNIT
 - 9 PEND TO TROY
- 4/3/2013 10:00:55AM TROYS
- 10
 - 11 GET PIC AND SEND TO US REPLACE HARNESS

Information from Dealer

NO EPS STEERING ASSIST AT ALL. FOLLOWED DIAGNOSTICPROCEDURE FOR U0131.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: U0131]
 YES
 NO
 NO
 NO PWR STEERING AT ALL, NO COMM W/ EPS. HAVE A U0131
 YES AND ITS GOOD

I REPLACED THE EPS CU IT IS THE SAME THE CONNECTOR ON THE EPS CU CONNECTOR A PIN 2 IS BROKE AND PUSHED OUT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3572148	SOURIS	04/28/2014	SOURIS	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS LIGHT ON DTC 53-01	STEERING GEAR BOX?; REPLACE PER AS T/SHOOT.	
	Resln Source:	None	Date:
	Status:	N/A	Mileage: 24,237
	Remarks / Requestor:		FE Status:

Dealer #: 208543	TZ: CST	VIN: 1HGCT2B87DA [REDACTED]	Err:
Dir Cont: BEN WORLEY	Training %: 74	Year: 2013	Model: ACCORD V6
Serv Ph:	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: MIKE ROZZELL		Doors: 2DR	WD:
Parts Mgr: DIANA FICKER		Fact: MARYSVILLE	Country: USA
Dir Name: COMMUNITY HONDA 4141 I-10 EAST BAYTOWN TX 77521		Desc: ACCORD 2DR EX-L V6 6CYL 278.0 HP 3.5 L	
Phone: (281) 839-0500	Fax #: 2818393533	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
DPSM: BORIS GUNJEVIC	Zone/Dist: 03G	Engine #: J35Y11028769	Trans #: PB7A1000138
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 29840	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/28/2014 2:25:20PM SOURIS
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6 WHAT IS CUSTOMER COMPLAINT.
 - 7 WHAT DID YOU CHECK?
 - 8 WHAT DID YOU GET FOR STEP 2?
 - 9 OK.
 - 10 OK, GO A HEAD AND REPLACE THE STEERING GEARBOX PER AS DTC T/SHOOT.

Information from Dealer

NO POWER STEERING CODE 53-01
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]
 YES,
 NO.
 (BEN) EPS LIGHT IS ON AND STEERING IS STIFF.
 I WHEN THROUGHT THE T/SHOOT FOR THE DTC AND IT SAY
 REPLACE STEERING RACK ASSEMBLY.
 STEP2 AND I GOT NO, I GOT 0.1V AND 2.49V.
 STEP3. CHECKING TORQUE SENSOR VOLT AND I GOT 0.1V
 AND 2.4V AND THAT IS NO= RPLCE STEERING GEARBOX.
 OK, THANK YOU,

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3613619	CHRISR	08/20/2014	CHRISR	2

Code	Original Complaint	Probable Cause/Solution		
P 5600	ELEC P/STEER PROB (EPS) 53-02	RACK?; VFY THE HRNSS CONNS OK, REPLACE SENSOR		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 30,396
		Remarks / Requestor:		FE Status:

Dealer #: 207391	TZ: EST	VIN: 1HGCT1B36DA [REDACTED]	Err:
Dir Cont: OSCAR REYES	Training %: 25	Year: 2013	Model: ACCORD
Serv Ph: (954) 989-1600	Extn:	Tran: CVT	Trim: LX-S
Serv Mgr: WALTER SALVATIERRA		Doors: 2DR	WD:
Parts Mgr: EDUEN HERNANDEZ		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA HOLLYWOOD 1450 NO. STATE ROAD 7 HOLLYWOOD FL 33021		Desc: ACCORD 2DR LX-S 4CYL 185.0 HP 2.4 L	
Phone: (954) 989-1600	Fax #: 9549641868	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	Engine #: K24W11052976	Trans #: BC5A6076417
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 846605	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/20/2014 6:07:46AM CHRISR

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 VFY HRNSS INTEGRITY AND CONNECTIONS, SEEN A FEW BE ISSUE

7 WHEN HRNSS VFY'D OK, REPLACE TORQ SNSR

9/15/2014 11:25:15AM CHRISR

8

9

10 VFY AND THEN REPLACE RACK

Information from Dealer

CODE 53-02, I ERASED THE CODES AND TEST DROVE THE VEHICLE AND COULD NOT DUPLICATE THE PROBLEM, CUSTOMER SAYS THAT THE STEERING BECAME HARD TWICE WHEN HE WAS DRIVING

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: CONTROL SYSTEM DTCS][KEYWORD: 53-02]

Y

N

N

OK

OK

STEERING LOCKED UP TO THE CUSTOMER, BUT WHEN WE GOT THE CAR IT WAS WORKING FINE, READ EPS CODES AND I FOUND 53-01/ 53-02, CHECKED THE RESISTENCE ON THE SENSORS FROM THE MODULE CONECTOR AND I FOUND 134.2 OHM FOR MAIN SENSOR PINS 4 AND 7 ON EPS MODULE, AND 136.7 OHM FOR SUB SENSOR PINS 5 AND 6 ON EPS MODULE, I PULLED THE WIRE HARNESS AROUND THE FIRE WALL AND THE RACK AREA AND I DID NOT HAVE ANY VARIATIONS ON THE READINGS

I ADDED JUMPER WIRE @ TRQ SNSR CONNS AND HAD 1.7 OHMS, OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3629489	TROYS	09/30/2014	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01	RACK REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 14,071
		Remarks / Requestor:	FE Status: .

Dealer #: 208325	TZ: EST	VIN: 1HGCT1B73DA [REDACTED]	Err:
Dir Cont: BRADLEY WHITE	Training %: 42	Year: 2013	Model: ACCORD
Serv Ph: (954) 764-1100	Extn:	Tran: CVT	Trim: EX
Serv Mgr: PETER SAXON		Doors: 2DR	WD:
Parts Mgr: ROBERT GUIDO		Fact: MARYSVILLE	Country: USA
Dir Name: HOLMAN HONDA OF FT. LAUDERDALE 12 EAST SUNRISE BLVD. FORT LAUDERDALE FL 33304		Desc: ACCORD 2DR EX 4CYL 185.0 HP 2.4 L	
Phone: (954) 764-1100	Fax #: (954) 335-2234	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	Engine #: K24W11052780	Trans #: BC5A6076551
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 222922	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/30/2014 12:18:15PM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CHECK THE PIN FITS
- 7 REPLACE THE RACK

Information from Dealer

OWNER STATES THAT STEERING WHEEL IS VERY HARD TO TURN

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING][KEYWORD:]

YES

DID THE DIAG

NO

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3491481	TROYS	10/15/2013	TROYS	1

Code P 5600	Original Complaint EPS CODE 53-02	Probable Cause/Solution CONNECTION; CHECK	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 4,590
		Remarks / Requestor:	FE Status:

Dealer #: 206698	TZ: EST	VIN: 1HGCT1B88D [REDACTED]	Err:
Dir Cont: RYAN FEELEY	Training %: 99	Year: 2013	Model: ACCORD
Serv Ph: (631) 724-0500	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr:		Doors: 2DR	WD:
Parts Mgr: WILLIAM REUTER		Fact: MARYSVILLE	Country: USA
Dir Name: NARDY HONDA		Desc: ACCORD 2DR EX-L 4CYL 185.0 HP 2.4 L	
559 MIDDLE COUNTRY RD		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
SAINT JAMES NY 11780		Engine #: K24W11441075	Trans #: BC5A6081702
Phone: (631) 724-0500	Fax #: 6317245981	Em Type: KL	
DPSM: RUSSELL BERSE	Zone/Dist: 05A	RO #: 436480	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/15/2013 8:25:38AM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 INSPECT BATTERY GROUNDS AND PIN FIT WIGGLE CONNECTOR AT SENSOR

Information from Dealer

LIGHT IS ON, LOST ASSIST. CANNOT DUPLICATE. CHECKED ALL CONNECTIONS AND PIN FIT, PERFORMED TORQUE SENSOR ZERO, TEST DROVE. COULD NOT GET FAULT TO COME BACK

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING][KEYWORD: EPS]

NO

CLEARED THE CODE CHECKED PIN FITS TORQUE SENSOR

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3418289	RAYD	04/08/2013	LINDSEYA	3

Code	Original Complaint	Probable Cause/Solution		
P 5600	ELEC P/STEER PROB (EPS) 71-01	11/5: PIN 8 AT CONTROL UNIT WAS BACKED OUT		
		Resln Source:	Spoke w/ Dealer	Date: 11/05/2013
		Status:	N/A	Mileage: 4,011
		Remarks / Requestor:		FE Status: .

Dealer #: 207942	TZ: PST	VIN: 1HGCR2F88DA [REDACTED]	Err:
Dir Cont: DAVID PAEZ	Training %: 81	Year: 2013	Model: ACCORD
Serv Ph: (805) 371-5500	Extn:	Tran: CVT	Trim: EX-LNAV
Serv Mgr: LEN AKERS		Doors: 4DR	WD:
Parts Mgr: PATRICK BIGGS		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF THOUSAND OAKS		Desc: ACCORD 4DR EX-L NAVI 4CYL 185.0 HP 2.4	
3925 AUTOMALL DRIVE		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
THOUSAND OAKS CA 91362		Engine #: K24W11404492	Trans #: BC5A6010112
Phone: (805) 371-5500	Fax #: 8053715592	Em Type: KL	
DPSM: JONAH ROHDE	Zone/Dist: 01A	RO #: 006205	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

4/8/2013 1:59:45PM	RAYD	
1 ORIGINAL COMPLAINT		EPS LIGHT COMING ON, LOSS OF STEERING ON FWY
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		[KEYWORD: 71-01]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		NO, NOTHING
6		71-01, THIS IS THE SECOND TIME, THE FIRST TIME THE CUSTOMER SAID HE WAS DRIVING DOWN THE HIWAY, IT ACTED UP, THEN CORRECTED IT SELF
7 CHECK CONNECTIONS BETWEEN THE TORQUE SENSOR AND THE CU		
11/5/2013 2:53:44PM	RAYD	
8		D061638; PEDRO BENAVIDES; MI; 14823
9 DTC 71-01: Motor Angle Sensor (SIN/COS Signals) DTC 71-02: Motor Angle Sensor (Neutral Position Learning of SIN/COS)		YES
10 DID YOU CLEAR THE DTC'S?		YES, THEY DONT COME BACK
11 CHECK PIN FIT?		YES, I CAN NEVER FIND ANYTHING WRONG WITH THIS, ALWAYS CLEARS, AND WONT COME BACK
12 WE HAD ONE THAT HAD A SOFTSET PIN IN THE CONTROL UNIT CONNECTOR, PIN NO 9, THATS ABOUT ALL I HAVE, I WOULD CHECK PIN FIT BETWEEN RACK AND UNIT, ALSO WIGGLE HARNESS, SEE IF YOU CAN DUPLICATE THE DTC		
11/5/2013 3:16:27PM	LINDSEYA	
13		I CHECKED ALL OF THE PINS, AND ONE OF THE PINS, PIN 8 ON THE CONTROL UNIT WAS LOOSE. THAT MAY HAVE BEEN THE ISSUE. THERE IS NO CODE AT THIS POINT. I AM GOING TO SHIP IT.
14 HOW DID IT GET BACKED OUT?		NOT SURE. I WAS TESTING EVERY PIN, AND THAT ONE DIDN'T FEEL TIGHT. SO I WIGGLED THE WIRES, LIKE RAY SAID, AND IT CAME OUT. NOW, DOING THE PIN FIT, ALL IS GOOD NOW.
15 I WILL MAKE A NOTE OF IT HERE. THANKS FOR THE CALL BACK.		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3517275	RUDYG	12/11/2013	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS LOSES ASSIST 53-02, 22-01	EPS RACK?; WIGGLE TEST CONNECTIONS FIRST	
		Resin Source: None	Date:
		Status: N/A	Mileage: 8,152
		Remarks / Requestor:	FE Status:

Dealer #: 208595	TZ: EST	VIN: 1HGCT2B85DA [REDACTED]	Err:
Dir Cont: TED DOUGLAS	Training %: 85	Year: 2013	Model: ACCORD V6
Serv Ph:	Extn:	Tran: 6AT	Trim: EXLV6NV
Serv Mgr: BRAD STEGEMANN		Doors: 2DR	WD:
Parts Mgr: DAN LUDWICK		Fact: MARYSVILLE	Country: USA
Dir Name: GERMAIN HONDA OF ANN ARBOR		Desc: ACCORD 2DR EX-L V6 NV 6CYL 278.0 HP 3	
2575 S. STATE ST.		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
ANN ARBOR MI 48104		Engine #: J35Y11035694	Trans #: PB7A1002265
Phone: (734) 761-3200	Fax #: 734-7619464	Em Type: KA	
DPSM: OPEN POSIT 12/5/14	Zone/Dist: 04A	RO #: 15961	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

12/11/2013 10:01:09AM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 DOES IT RECODE?
- 7 MONITOR TORQUE SENSOR MAIN AND SUB WHILE WIGGLE TESTING TORQUE SENSOR CONNECTIONS
- 8 IF CAN INDUCE CHANGE IN READING. CK PIN FITS
- 9 IF ISSUE IS INDUCED WITH WIGGLE TEST TORQUE SENSOR HARNESS OR CAN'T DUPLICATE WE WILL REPL EPS RACK

Information from Dealer

HWY DRIVING..STEERING BECAME VERY HARD..CUST HAD DIFFICULTY TURNING ON OFF RAMP.. OTHER TIME STEERING LIGHT BLINKED, CAR AT 40 MPH.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-02]
 YES
 NO
 NO
 HAVE NOT TRIED TO CLEAR
 OK
 OK
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3372622	DAVEM	12/18/2012	LINDSEYA	4

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) 70-01	EPS C/U OR MOTOR?; CK PIN FITS FIRST	
		Resln Source: None	Date:
		Status: N/A	Mileage: 1,449
		Remarks / Requestor:	FE Status: .

Dealer #: 207994	TZ: EST	VIN: 1HGCR2F32DA [REDACTED]	Err:
Dir Cont: GREG PAP-NEMES	Training %: 60	Year: 2013	Model: ACCORD
Serv Ph: (203) 730-5600	Extn:	Tran: CVT	Trim: LX
Serv Mgr: SCOTT BENZ		Doors: 4DR	WD:
Parts Mgr: JOHN MEYER		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF DANBURY 102D-102A-104 FEDERAL DANBURY CT 06810		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
		Engine #: K24W11404213	Trans #: MC4A1002325
Phone: (203) 730-5600	Fax #: 2037305706	Em Type: KL	
DPSM: WALT RADZISZEWSKI	Zone/Dist: 05E	RO #: 273105	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

12/18/2012 10:39:23AM	DAVEM		
1	ORIGINAL COMPLAINT		CUST. COMPLAINT OF STEERING LOCKING UP, EPS LIGHT ON. CHECK FOR CODES, 70-01, 70-02. FOLLOW FLOW CHART DID NOT RECODE. ROAD TESTED OK. CUST TOOK CAR AND RETURNED WITH LIGHT ON AGAIN. 70-01 ONLY. CONNECTIONS AT MOTOR APPEAR GOOD.
2	ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: EPS]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?		
5	ANY AFTER MARKET ACCESSORIES INSTALLED?		
6			ABOVE
7	SURE NOT A DTC 71-01?		LEMME CHK, YEAY A 71-1
8	DID YOU DO S/M T/S?		NOT YET
9	DO THAT AND VRFY P-FITS @ SNSR AND CU W/ .64mm TOOL		
12/18/2012 4:44:38PM	GARYS		
10	12/18/2012 04:44:36 PM GARYS DAVE PLS FU		
1/23/2013 12:38:00PM	RUDYG		
11	01/23/2013 12:38:30 PM RUDYG		(GREG) NO ISSUE FOUND WITH PIN FIT TEST. CAN RELEASED TO CUST AND CAR IS BACK WITH CUST COMPLAINT OF NO STEERING ASSIST. WE REPLACED BATTERY DUE TO WEAK WHEN TESTED.
12			I HAD IT HAPPEN TO ME AND AND STEERING GOT VERY STIFF. WE THEN REPLACED THE EPS C/U AND WILL DRIVE IT SOME MORE. IT IS HARD TO STEER WHEN THIS HAPPENS. 3X SO FAR
13	HOW OFTEN DOES IT HAPPEN?		
14	MAKE SURE YOU CHECKED PIN FITS TO MOTOR ANGLE SENSOR AND EPS C/U		OK
15	AND ANY CONNECTIONS IN BETWEEN		OK
16	IF OK, THEN I WOULD TRY EPS C/U FIRST, EPS MOTOR SECOND. CAN ALSO CONTACT DPSM TO SEE IF HE WANTS TO DO BOTH AT SAME TIME		OK
2/14/2013 10:09:09AM	LINDSEYA		
17			JAY - SERVICE MANAGER - CALLING BACK ON THIS CAR. DPSM ASKED ME TO CALL AND GIVE AN UPDATE. WE HAD SWAPPED EPS UNIT FROM A NEW CAR INTO THIS VEHICLE, AND SINCE THEN THE CAR HAS BEEN DRIVEN 220 MILES WITH NO RECURRENCE OF THE P/S GOING OUT.
18	OK.		WE ALSO TOOK THE ORIGINAL EPS UNIT FROM CUSTOMER CAR, AND PUT IT IN STOCK VEHICLE. WE DROVE 120 MILES WITH NO ISSUES.
19	POSSIBLE PIN FIT PROBLEM THAT WAS ADDRESSED WITH MOVING?		WE DID SEVERAL PIN FIT CHECKS. AFTER SECOND, I WAS DRIVING AND THE P/S DID GO OUT ON ME. WE HAVE PUT A TOTAL OF 487 MILES ON THE CAR SINCE JANUARY 19TH. I BELIEVE IT'S BEING BOUGHT BACK.
20	OK.		I JUST AM CALLING TO GIVE THIS UPDATE. DPSM WANTS US TO CONTINUE TO DRIVE THE CAR.
21	OK. I HAVE MADE THE NOTES. IF YOU NEED ANYTHING ELSE, GIVE US A CALL BACK.		OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3462166	JERRYA	08/03/2013	JERRYA	1

Code	Original Complaint	Probable Cause/Solution		
P 5600	(EPS) 61-04, 32-09	C/M?; VERIFY PINFITS, OK REPLACE EPS C/M		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 7,808
		Remarks / Requestor:		FE Status: .

Dealer #: 207270	TZ: EST	VIN: 1HGCR2F51DA [REDACTED]	Err:
Dir Cont: JOSE REGO	Training %: 85	Year: 2013	Model: ACCORD
Serv Ph: (401) 847-4737	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: RICHARD HALL		Doors: 4DR	WD:
Parts Mgr: PEARSON OTTILIGE		Fact: MARYSVILLE	Country: USA
Dir Name: SACCUCCI HONDA		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
1350 WEST MAIN ROAD		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
MIDDLETOWN RI 02842		Engine #: K24W11404725	Trans #: MC4A1000712
Phone: (401) 847-4737	Fax #: (401) 847-2999	Em Type: KL	
DPSM: BARRY ZOLL	Zone/Dist: 09E	RO #: 08783	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/3/2013 9:00:55AM JERRYA

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 08/03/13 12:01:40 JERRYA: (CALL FRM DEALER)
- 7 VERIFIED PIN FITS AT THE EPS C/U IF OK REPLACE, RECODED REPLACE RACK

Information from Dealer

LOST POWER STEERING WHILE PARKING. EPS LIGHT CAME ON AND HEARD A CLICKING NOISE.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS]
 NO
 NO
 NO
 JOSE;TECH
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3605960	RADP	07/30/2014	CHRISR	2

Code	Original Complaint	Probable Cause/Solution
P 5600	EPS DTC 53-01, 53-02	EPS HARNESS?;INSPECT CONNECTOR AND PINFITS
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	26,267
	FE Status:	.

Dealer #: 208470	TZ: EST	VIN: 1HGCT1B82DA [REDACTED]	Err:
Dir Cont: JOHN MEEHAN	Training %: 98	Year: 2013	Model: ACCORD
Serv Ph: 617-469-7100	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: JOSEPH BRIGGS		Doors: 2DR	WD:
Parts Mgr: JASON SYLVIA		Fact: MARYSVILLE	Country: USA
Dir Name: PRIME HONDA		Desc: ACCORD 2DR EX-L 4CYL 185.0 HP 2.4 L	
1575 VFW PARKWAY	MA 02132	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER,US,	
BOSTON		Engine #: K24W11452245	Trans #: BC5A6107526
Phone: (617) 469-7100	Fax #: 6174697172	Em Type: KL	
DPSM: DAN ENDERLE	Zone/Dist: 09F	RO #: 174158	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/30/2014 11:02:23AM RADP

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 ANY ACCIDENTS

7

8 DOES IT CODE FOR YOU

9 CHECK CONNECTOR AT EPS AND EPS C/U FOR DAMAGE, SOFTSET, PIN FITS, IF ANY ISSUE REPLACE EPS HARNESS(KB17858)

10 SEND FEEDBACK

11 (pend to garys)

7/30/2014 12:11:01PM CHRISR

12

13 VFY HRNSS FIRST, MOST COMMON CAUSE IS HRNSS RELATED, THEN IF OK SWAP EPS UNIT

Information from Dealer

CUSTOMER STATES STEERING WHEEL LOCKED WHILE DRIVING, SEVERAL TIMES, RESET WITH TURNING KEY OFF THEN ON, CODES 53-01, 53-02 STORED IN SYSTEM, STEERING RACK IS FAULTY

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]

[KEYWORD: 53-01]

Y

Y

Y,REMOTE START

NO

DTC 53-01-Torque Sensor (Low/High Check),53-02- Torque Sensor (Average Check)

GOT IT TO CODE AFTER DRIVING HALF A DAY

OK

ok

HAVE THIS RACK ISSUE

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3555508	CHRISV	03/14/2014	TROYS	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS INOP 71-01	RACK?; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 3,847
		Remarks / Requestor:	FE Status:

Dealer #: 206778	TZ: EST	VIN: 1HGCT2B87DA [REDACTED]	Err:
Dir Cont: ASHLEY LANEY	Training %: 83	Year: 2013	Model: ACCORD V6
Serv Ph: (585) 586-0120	Extn:	Tran: 6AT	Trim: EXLV6NV
Serv Mgr: MARK FREY		Doors: 2DR	WD:
Parts Mgr: JEFFREY BROOKS		Fact: MARYSVILLE	Country: USA
Dir Name: IDE HONDA		Desc: ACCORD 2DR EX-L V6 NV 6CYL 278.0 HP 3	
875 PANORAMA TRAIL		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
ROCHESTER NY 14625		Engine #: J35Y11038302	Trans #: PB7A1003858
Phone: (585) 586-0120	Fax #: 5855860429	Em Type: KA	
DPSM: MALCOLM HOFF	Zone/Dist: 09A	RO #: 684517	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 3/14/2014 10:21:50AM CHRISV
- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 OTHER DEALERS HAVE REPLACED THE RACK FOR THIS ISSUE ALSO. DO YOU HAVE A KG TO SWAP THE EPS C/U
- 8 POSS RACK, TRY TO SWAP A EPS C/U

Information from Dealer

NO POWER STEERING
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS]
 YES
 NO
 NO
 NO ASSIST, HAS CODE 71-01. DID THE T-SHOOT AND SAYS TO REPLACE THE EPS UNIT
 NO

- 3/14/2014 11:47:05AM CHRISR
- 9
- 3/31/2014 12:56:37PM TROYS
- 10
- 11 CHECK PIN FITS IF OK REPLACE CU

NO CHANGE, REPLACE RACK
 IT IS BACK WITH THE SAME CODE WE CAN NOT DPLICATE IT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3598907	RUDYG	07/11/2014	JERRYA	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 71-01 CODE	HARNES; REPLACE AND RECHECK	
		Resln Source: None	Date:
		Status: N/A	Mileage: 18,655
		Remarks / Requestor:	FE Status:

Dealer #: 208308	TZ: EST	VIN: 1HGCR3F84DA	Err:
Dir Cont: MARTIN ROMERO	Training %: 95	Year: 2013	Model: ACCORD V6
Serv Ph: (301) 218-2111	Extn:	Tran: 6AT	Trim: EXLV6NV
Serv Mgr: WILLIAM LAVIN		Doors: 4DR	WD:
Parts Mgr: SERGIO BLANCO		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF BOWIE		Desc: ACCORD 4DR EX-L V6 NAV 6CYL 278.0 HP	
2260 CRAIN HIGHWAY		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
BOWIE MD 20716		Engine #: J35Y11204984	Trans #: BB7A6014007
Phone: (301) 218-2111	Fax #: 3012186657	Em Type: KL	
DPSM: RAFIK ABDULLAHI	Zone/Dist: 06A	RO #: 793488	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/11/2014 10:37:55AM RUDYG

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 USE .64MM PIN FIT TOOL AND CK CONNECTIONS AT EPS MOTOR ANGLE SENSOR CONNECTOR, C131 AND EPS C/U B CONNECTOR

8 ALL OF THEM

7/11/2014 12:06:10PM JERRYA

9 07/11/14 15:06:24 JERRYA: (CALL FRM DEALER)

10 REPLACE THE HARNES

Information from Dealer

VEHICLE HAD SAME CODE @ 9116 MILES (9/3/13), ECM/PCM WAS UPDATED AT THAT TIME; VEHICLE RETURNED @ 9256 MILES (9/11/13) AND THE STEERING GEARBOX (EPS) WAS REPLACED; VEHICLE NOW HAS 18655 MILES AND BOTH 71-01 AND 71-03 CODES ARE PRESENT; TEST DROVE VEHICLE AND WAS ABLE TO DUPLICATE (STEERING WHEEL GETS HARD TO TURN, EPS LIGHT TURNS ON) IF YOU CONTINUE TO DRIVE WITH EPS LIGHT ON AND TURN STEERING WHEEL MORE THEN 15 DEGREES THE LIGHT GOES AWAY AND STEERING RETURNS TO NORMAL

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 71-01]

YES

EPS RACK

NO

CODE DOES NOT COME BACK IMMEDIATELY.
WHICH PIN

OK

MARTIN;TECH CHECKED C131 AND FOUND 3 CONNECTION THE TOOL FALLS RIGHT OUT

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3381642	SHAWNW	01/10/2013	RUDYG	6

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC 53-02	C/U?;REPLACE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 846
		Remarks / Requestor:	FE Status:
		A RANK?	

Dealer #: 208169	TZ: EST	VIN: 1HGCR3F8XDA [REDACTED]	Err:
Dir Cont: NICK MOORE	Training %: 93	Year: 2013	Model: ACCORD V6
Serv Ph: (859) 283-2727	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: ANTHONY GREGORY		Doors: 4DR	WD:
Parts Mgr: DENNY LAFERTY		Fact: MARYSVILLE	Country: USA
Dir Name: JEFF WYLER HONDA		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
949 BURLINGTON PIKE		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
FLORENCE KY 41042		Engine #: J35Y11009611	Trans #: BB7A6015387
Phone: (859) 283-2727	Fax #: 8596473090	Em Type: KA	
DPSM: MIKE DITMER	Zone/Dist: 04H	RO #: 24866	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

1/10/2013 6:04:54AM	SHAWNW		
1	ORIGINAL COMPLAINT		CODE 53-02 STEERING FELT HARD AT ONE TIME TURNING LEFT
2	ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 53-02]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		N
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N
5	ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6			53-02: Torque Sensor (Average Check)
7	CLEAR?		YES CODE CLEARED, ANY KNOWN ISSUES
8	NO KNOWN ISSUES, I WOULD CYCLE CONNECTIONS AND MONITOR, LIKELY A POOR CONNECTION		OK
1/28/2013 8:48:25AM	TAIS		
9	TRANSFERED TO GENERAL		
1/28/2013 8:55:18AM	DAVEM		
11			REFRESHED ALL CONNECTIONS LAST TIME IN AND CYCLING THE IGN SW FIXES THE PROBLEM. IT'S HAPPENED AGAIN TO THE CUST AND THEY CYCLE THE IGN AND IT FIXES IT
12	RPLC THE RACK AND MON		
1/28/2013 8:50:38AM	DAVEM		
10	DTC 53-02: Torque Sensor (Average Check)		
1/31/2013 6:06:46AM	SHAWNW		
13			REPLACED RACK, AND NOW CAR IS BACK WITH SAME CODE
14	REPLACE C/U, ONLY THING LEFT		
1/31/2013 6:34:22AM	RUDYG		
15	01/31/2013 06:34:31 AM RUDYG		(NICK) MADE A MISTAKE, I TOLD SHAWN IT HAD CODE 53-02 BUT THAT IS INCORRECT. THIS TIME IT HAS NO CODE. WE ARE GOING TO REPLACE THE EPS C/U.
16	CHECKED ALL PIN FITS?		YES
17	USED .64 PIN FIT TOOL?		YES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3552378	SHAWNW	03/06/2014	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS)	HARNES?;REPLACE	
	ResIn Source:	None	Date:
	Status:	N/A	Mileage: 21,394
	Remarks / Requestor:		FE Status: .

Dealer #: 206655	TZ: EST	VIN: 1HGCR3F8XDA [REDACTED]	Err:
Dir Cont: MARK WOLFGRAM	Training %: 98	Year: 2013	Model: ACCORD V6
Serv Ph: (317) 359-4227	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: JIM JORDAN		Doors: 4DR	WD:
Parts Mgr: KEITH SANTO		Fact: MARYSVILLE	Country: USA
Dir Name: ED MARTIN HONDA 770 N. SHADELAND AVE. INDIANAPOLIS IN 46219		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
Phone: (317) 359-4227	Fax #: (317) 351-7893	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER,US,	
DPSM: JEANNE ALTMILLER	Zone/Dist: 04E	Engine #: J35Y11009611	Trans #: BB7A6015387
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 221300	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 3/6/2014 12:06:46PM SHAWNW
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6 NEW DEALER FORM VIN MATCH
 - 7
 - 8 CLEAR?
 - 9 EVERYTHING HAS BEEN REPLACED BUT THE HARNESS ON THIS ONE, LETS REPLACE THE HARNESS

Information from Dealer

AT TIMES POWER STEERING LIGHT COMES ON AND WILL LOSE POWER STEERING
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS]
 Y
 EPS UNIT AND RACK REPLACED AT DIFFERENT DEALER
 N
 NEW DEALER FOR VIN MATCH
 YES
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3541893	TROYS	02/10/2014	TROYS	4

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 33-01 33-06 NOW 32-09	FOUND RED WIRE BACKED OUT; REPL HARNESS;	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 30,277
		Remarks / Requestor:	FE Status:

Dealer #: 208475	TZ: EST	VIN: 1HGCT2B83DA [REDACTED]	Err:
Dir Cont: EARL ISAAC	Training %: 100	Year: 2013	Model: ACCORD V6
Serv Ph: 973-777-1600	Extn:	Tran: 6AT	Trim: EXLV6NV
Serv Mgr: VALENTINE NATHAN		Doors: 2DR	WD:
Parts Mgr: PAUL ZELLMAN		Fact: MARYSVILLE	Country: USA
Dir Name: GARDEN STATE HONDA 584 ROUTE 3 WEST CLIFTON NJ 07014		Desc: ACCORD 2DR EX-L V6 NV 6CYL 278.0 HP 3	
Phone: (973) 777-1600	Fax #: 9739551399	WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
DPSM: DAN OUTTEN	Zone/Dist: 05B	Engine #: J35Y11040456	Trans #: PB7A1005208
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 635583	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

2/10/2014 7:38:04AM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 FOLLOW THE SM TS

Information from Dealer

CUSTOMER STATES THE EPS LIGHT STAYS ON AND THE POWER STEERING IS NOT WORKING PLEASE CHECK AND ADVISE
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS]
 YES
 NO
 NO

2/11/2014 10:49:56AM RAYD

- 7
- 8 REPLACE THE HARNESS, CLEAN THE RACK SIDE AND RETEST

DOING DIAG, WHEN I TOOK THE PLUG FOR THE RACK OFF, I FOUND THE RED WIRE WAS NOT PLUGGED IN ALL THE WAY, THERE WAS WATER IN THE CONNECTOR, AND CORROSION

2/25/2014 9:03:02AM RAYD

- 9
- 10 DID THE DTC GO AWAY?
- 11 DTC 32-09: Motor Current Correlation, DID YOU DO TH ET/S FOR THIS DTC?
- 12 LETS FINISH THAT, I HAVE NO KNOWN PROBLEMS WITH THIS, OR ANY OTHER CALLS WITH THIS DTC'

I HAVE THE SAME CODE, IT CAME BACK, REPLACED THE HARNESS ON SATURDAY
 NO, WOULDNT CLEAR, NOW IT HAS A 32-09
 I STARTED TO

2/26/2014 10:51:53AM TROYS

- 13
- 14 REPLACE IT

FOLLOW THE TS AND IT IS GOING TO THE GEAR BOX Q

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3494790	JERRYA	10/22/2013	GARYS	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 71-01	WATER?; CHECK CONNECTOR, R/T FOR RECODE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 78,852
		Remarks / Requestor:	FE Status:

Dealer #: 207075	TZ: EST	VIN: 1HGCR3F85DA [REDACTED]	Err:
Dir Cont: CHARLES DUMAS	Training %: 80	Year: 2013	Model: ACCORD V6
Serv Ph: (978) 777-2550	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: STEPHEN BOUCHIE		Doors: 4DR	WD:
Parts Mgr: ERIK ADAMS		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA NORTH		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
382 NEWBURY STREET		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
DANVERS MA 01923		Engine #: J35Y11205503	Trans #: BB7A6015109
Phone: (978) 777-2550	Fax #: 9787749483	Em Type: KL	
DPSM: JOSHUA WHITNEY	Zone/Dist: 09H	RO #: 394376	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

10/22/2013 12:07:34PM	JERRYA		
1	ORIGINAL COMPLAINT		LIGHT CAME ON AND STEERING GOT HARD.
2	ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 71-01]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		NO
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?		RACK ABOU 3K AGO
5	ANY AFTER MARKET ACCESSORIES INSTALLED?		NO
6	10/22/13 15:13:08 JERRYA: (CALL FRM DEALER)		CHARLES;TECH
7	LETS DO THIS; EPS LEARN AND VSA NEUTRAL MEM, CHECK SAS. IF IT RECODES EPS C/U AND RECHECK		OK
5/29/2014 6:08:59AM	JERRYA		
8	05/29/14 09:09:06 JERRYA: (CALL FRM DEALER)		CHARLES;TECH LOST STEERING THEN CAME BACK AND WORKING NORMAL.FOUND CODE 71-01 PERFORMED DIAG. ERASED CODE CHECKED SYSTEM WITH HDS TURNING STEERING WHEEL 5 TIMES AL L THE WAY LEFT AND RIGHT AND ROAD TESTED VEHICLE LIGHT DID NOT RETURN. LOOKED LIKE THE VEHICLE HAD BEEN RUN THRU A PUDDLE OF MUDDY WATER. UNDER THE VHICLE COVERED. THAT CAUSED THE CODE ?
9	POSS, CHECH CONNECTIONS		YES, CODE HAS NOT RESET
10	ASK CUSTOMER IF RELATED TO POSS WATER ISSUE		NO
11	SO ITS BEEN OK SINCE OCT LAST YEAR		YES 1ST TIME IN PRIOR TO OCT WE JUST CLEARED THE CODE AND LET THE CAR GO.
12	DRIVIN HOW FAR THIS TIME		5 MILES
13	I WOULD DRIVE IT A LOT FARTHER AND SEE IF IT CODES		I'LL HAVE 'UM PUT 50 ON IT THEN RELEASE
14	OK, RECODE LET ME KNOW		
5/30/2014 10:37:54AM	GARYS		
15	05/30/2014 10:38:40 AM GARYS		DPSM: ALL CONNS WERE NTF. CONTROL UNIT HAS BEEN REPLACED. CUSTOMER DOES NOT WANT THE CAR BACK
16	EMAILED CONTACT TO FACTORY FOR SUGGESTIONS		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3529249	SHAWNW	01/10/2014	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS LOST ASSIT	ACCIDENT DAMAGE?;REFER TO T/S	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 22,167
		Remarks / Requestor:	FE Status: .

Dealer #: 208582	TZ: EST	VIN: 1HGCR2F83DA [REDACTED]	Err:
Dir Cont: CHRISTOPHER SAMI	Training %: 100	Year: 2013	Model: ACCORD
Serv Ph: 585-334-0880	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: WILLIAM BUECHEL		Doors: 4DR	WD:
Parts Mgr: CHRISTOPHER YORK		Fact: MARYSVILLE	Country: USA
Dir Name: GARBER HONDA		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
3925 W. HENRIETTA ROAD	NY 14623	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
		Engine #: K24W11405946	Trans #: MC4A1001398
Phone: (585) 334-0880	Fax #: 585-3347843	Em Type: KL	
DPSM: MALCOLM HOFF	Zone/Dist: 09A	RO #: 169000	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

1/10/2014 12:23:37PM SHAWNW
1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 CODE?

7 CLEAR?

8 CLEAR CODES AND IF THEY RETURE REFER TO DTC T/S

Information from Dealer

THIS VEHICLE WAS IN AN ACCIDENT. THE CUSTOMER S COMPLAINT IS THAT THE STEERING LOCKED UP. WITH THE FREEZE DATA SENT IS THERE ANY WAY TO DECIFER IF THERE WAS A MALFUNCTION TO WHERE AND IF THE VEHICLE LOCKED THE STEERING AND OR BRAKES, OR DID THEY JUSTHIT ICE. INSURENCE IS INVOLVED AND THERE IS A CLA IM WITH AMH..

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: EPS]

Y

N

N

61-11: Modulator-Control Unit Power Source Circuit (IG) Low
Voltage 22-01: Engine Speed Signal

HAVEN'T TRIED

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3633811	JERRYA	10/11/2014	JERRYA	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	53-01	RACK; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 20,697
		Remarks / Requestor:	FE Status:

Dealer #: 207530	TZ: CST	VIN: 1HGCT1B81DA [REDACTED]	Err:
Dir Cont: SAMUEL SANDOVAL	Training %: 35	Year: 2013	Model: ACCORD
Serv Ph: (936) 760-2446	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: TIM WRIGHT		Doors: 2DR	WD:
Parts Mgr: RON HORNE		Fact: MARYSVILLE	Country: USA
Dir Name: STREATER-SMITH HONDA		Desc: ACCORD 2DR EX-L 4CYL 185.0 HP 2.4 L	
311 INTERSTATE45 SOUTH		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
CONROE TX 77301		Engine #: K24W11090293	Trans #: BC5A6138580
Phone: (936) 760-2446	Fax #: (936) 523-2379	Em Type: KA	
DPSM: PETE HOLT	Zone/Dist: 03C	RO #: 510239	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/11/2014 9:34:16AM JERRYA

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 10/11/14 12:34:44 JERRYA: (CALL FRM DEALER)
- 7 REPLACE THE STEERING RACK

Information from Dealer

VEHICLE STEERING HARD TO TURN DTC 53-01 NO VOLTAGE ON TORQUE SENSOR SUB .
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: STEERING]
 YES
 NO
 NO
 SAM;TECH

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3562904	SHAWN W	04/03/2014	SOURIS	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 71-01/02	CAN'T DUPLICATE?; CAR BEEN IN ACCIDENT	
		Resln Source: None	Date:
		Status: N/A	Mileage: 15,126
		Remarks / Requestor:	FE Status: .

Dealer #: 208242	TZ: CST	VIN: 1HGCT1B35DA [REDACTED]	Err:
Dir Cont: RUSSELL BOCKMILL	Training %: 96	Year: 2013	Model: ACCORD
Serv Ph: 915-845-4321	Extn:	Tran: CVT	Trim: LX-S
Serv Mgr: CARLYLE MEEKS		Doors: 2DR	WD:
Parts Mgr: DANIELLE ALVA		Fact: MARYSVILLE	Country: USA
Dir Name: RUDOLPH HONDA		Desc: ACCORD 2DR LX-S 4CYL 185.0 HP 2.4 L	
5655 SOUTH DESERT BLVD		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
EL PASO TX 79932		Engine #: K24W11091146	Trans #: BC5A6137630
Phone: (915) 845-4321	Fax #: 9152980363	Em Type: KA	
DPSM: CHRISTIAN CRUZ	Zone/Dist: 10E	RO #: 139145	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

4/3/2014 7:25:59AM	SHAWNW		
1	ORIGINAL COMPLAINT		CUSTOMER STATES WHEN DRIVING CAR, STEERING WHEEL WILL NOT TURN SOMETIMES. BROUGHT IN CAR FOR SAME REASON BEFORE
2	ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 71-02]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		Y
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N
5	ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6			DTC 71-01: Motor Angle Sensor (SIN/COS Signals) DTC 71-02: Motor Angle Sensor (Neutral Position Learning of SIN/COS)
7	CHECK CONNECTIONS AT THE EPS UNIT AND THE RACK, SEEN A FEW CONNITION ISSUES		OK
8	IF GOOD REPLACE THE RACK		
5/19/2014 8:26:28AM	SHAWNW		
9			ALL CONNECTIONS WERE GOOD, REPLACED THE RACK AND N/C
10			THEN REPLACED THE EPS C/U AND THE CAR IS FIXED
11	THANKS FOR THE UPDATE		
6/26/2014 11:54:55AM	SOURIS		
12	06/26/2014 11:55:02 AM SOURIS		(RUSSELL) CUSTOMER STATES THEY OTHER IN A ACCIDENT. STATES THE STEERING WHEEL WAS HARD. WE ARE GOING TO PAY THE CAR BACK.
13	WHAT DID WE REPLACE BEFORE?		STEERING RACK AND EPS C/U.
14	DO YOU KNOW IF THE VEHICLE IS DOING OK AND CAN WE DUPLICATE HE ISSUE?		YES, VEHICLE IS DRVING GOOD. I CAN'T DUPLICATE THE ISSUE.
15			JUST WANT TO CALL YOU GIVE YOU HEADS UP.
16	PLEASE CONTACT YOUR DPSM AND LET HIM KNOW.		YES, WE BEEN WORKING WHIT HIM.
17	06/26/2014 12:01:38 PM SOURIS (PEND TO TROY RO RANKING)		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3617108	CHRISR	08/28/2014	SHAWNW	4

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 31-01, AFT C/U 53-02,53-01	RACK?;REPLACE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 12,989
		Remarks / Requestor:	FE Status:

Dealer #: 206925	TZ: CST	VIN: 1HGCT1A75DA [REDACTED]	Err:
Dir Cont: RANDY CARTE	Training %: 98	Year: 2013	Model: ACCORD
Serv Ph: (931) 647-3353	Extn:	Tran: 6MT	Trim: EX
Serv Mgr: LOREN RICHARDS		Doors: 2DR	WD:
Parts Mgr: SHERYL RICHARDSON		Fact: MARYSVILLE	Country: USA
Dir Name: JENKINS AND WYNNE HONDA		Desc: ACCORD 2DR EX 4CYL 185.0 HP 2.4 L	
311 COLLEGE STREET		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
CLARKSVILLE TN 37040		Engine #: K24W11092295	Trans #: SC8M1004739
Phone: (931) 647-3353	Fax #: 9316482685	Em Type: KA	
DPSM: CHRISTINE LANE	Zone/Dist: 07A	RO #: 218105	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

8/28/2014 12:40:35PM CHRISR

1 ORIGINAL COMPLAINT

CUST CAME IN STATED THE VECH WAS HARD TO STEER TIRED CLEANING PRE TROUBLESHOOTING PROCEDURE CODE CAME RIGHT BACK WENT THROUGH THE TROUBLESHOOTING RESULTS SHOWED TO REPLACE THE EPS CONTROL UNIT INSTALLED IT TODAY AND IS CODING 31-01 TRIED TO LEARN TORQUE SENSOR AND IT KEEPS STATING FAILED AND CODE WONT CLEAR FOR ME TO INTILIZE THE SYSTEM

2 ISIS SEARCH CRITERIA

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: EPS]

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

Y

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

EPS C/U

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

N

6 NEED TO VFY HRNSS INTEGRITY, SEEN A FEW PINS AND CONNS BACKED OUT

OK

7 IF ALL OK THEN REPLACE TORQ SESNR

OK

8/28/2014 2:23:35PM SHAWNW

8

FOUND I HAVE A HARNESS ISSUE BETWEEN THE EPS UNIT AND THE RACK

9

JUST DON'T KNOW WHAT HARNESS IT IS

10 ENGINE COMPARTMENT WIRE HARNESS

OK

9/3/2014 11:54:20AM STEVEM

11

REPLACED THE HARNESS

12 WHICH HARNESS

FROM C/U TO RACK

13

THIS CAR IS STILL SHOWING 31-01

14 HAS THIS VEHICLE BEEN IN AN ACCIDENT OR SHOW ANY SIGNS OF BEING IN AN ACCIDENT

NOT THAT I CAN SEE

15 WHAT IS THE VALUE OF THE SAS WITH WHEELS POINTED STRAIGHT AHEAD

IT IS A NEG NUMBER

16 NEG WHAT , NEG 1 , NEG 10 , NEG 180

NEG SOMETHING

17 WELL SOMETHING IS A VALUE , A VALUE I NEED TO KNOW

OK PLEASE WAIT , CAN NOT FIND

18 LOOK IN VSA , IT NEEDS TO BE ZERO , BEORE IT WILL CALIBRATE

OK LET ME DO THAT AND CALL BACK

9/3/2014 12:41:24PM SHAWNW

19

SAS IN THE VSA READS, 0

20 DID YOU TRY TO DO THE VSA LEARN 1ST?

YES AND NOTHING

21 AND WHAT HAPPENS WHEN YOU TRY THE EPS CLEAR?

JUST FAILS, NOT DETAIL

22 ARE THERE ANY OTHER CODES IN THE CAR?

NO

23 REPLACED?

EPS UNIT AND ENGINE COMPARTMENT HARNESS

24 WHAT DOES THE THE TQ SENSOR READ IN THE DATA LIST?

-0.21

25 REPLACE RACK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3584322	SOURIS	06/02/2014	SOURIS	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS LIGHT ON, DTC 53-02	EPS RACK HARNESS?; REPLACE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 7,490
		Remarks / Requestor:	FE Status:

Dealer #: 206930	TZ: EST	VIN: 1HGCT2B89DA	Err:
Dir Cont: STEPHEN BREEN	Training %: 99	Year: 2013	Model: ACCORD V6
Serv Ph: (617) 965-8200	Extn:	Tran: 6AT	Trim: EXLV6NV
Serv Mgr: ANTHONY SALTALAMACCHIA		Doors: 2DR	WD:
Parts Mgr: JOHN HOLMES		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA VILLAGE		Desc: ACCORD 2DR EX-L V6 NV 6CYL 278.0 HP 3	
371 WASHINGTON STREET		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
NEWTONVILLE MA 02458		Engine #: J35Y11046787	Trans #: PB7A1006571
Phone: (617) 965-8200	Fax #: (617) 964-8501	Em Type: KA	
DPSM: CHERYL COTTER	Zone/Dist: 09G	RO #: 534229	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/2/2014 11:27:17AM SOURIS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 OK, GOOD. WHAT IS THE CODE?
- 8 CAN YOU INSTALL THE TERMIAL BACK IN?
- 9 EPS HARESS AT EPS RACK REPLACE

Information from Dealer

LOSS OF PS LIGHT CAME ON HAPPENED TWO TIMES WAS OK AFTER CYCLED IGNITION. CODE 53-02 TORQUE SENSOR CL EARED CODE, TEST DRIVE OK AT THIS TIME.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: EPS]

YES,

(STEVE) FOUND LOST PIN AT THE POWER STEERING RACK CONNECTOR COLOR IS WHITE, TERMIAL #1 RED WIRE WILL NOT STAY LOCK IN THE CONNECTOR.

53-02 DTC 53-02: Torque Sensor (Average Check)

YES, BUT IT WILL NOT LOCK.

OK. THANK YOU,

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3651386	RUDYG	11/25/2014	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	STEERING TIGHT AND WON'T RETRN	BENT RACK?; COMPARE TO K/G	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 18,398
		Remarks / Requestor:	FE Status: .

Dealer #: 207553	TZ: EST	VIN: 1HGCT1B32DA [REDACTED]	Err:
Dir Cont: RICARDO MARTINHC	Training %: 52	Year: 2013	Model: ACCORD
Serv Ph: (732) 721-0449	Extn:	Tran: CVT	Trim: LX-S
Serv Mgr: ANTHONY LOPEZ		Doors: 2DR	WD:
Parts Mgr: JOHN SEFCHIK		Fact: MARYSVILLE	Country: USA
Dir Name: DCH ACADEMY HONDA 1101 U.S. HIGHWAY 9 N OLD BRIDGE NJ 08857		Desc: ACCORD 2DR LX-S 4CYL 185.0 HP 2.4 L	
Phone: (732) 721-0449	Fax #: (732) 721-5812	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: OPEN POSITION 8/27/14	Zone/Dist: 05F	Engine #: K24W11469213	Trans #: BC5A6145502
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 727714	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/25/2014 11:59:38AM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 ANY CODES
- 7 TRIED TO MEMORIZE TORQUE SENSOR NEUTRAL POSITION MEM
- 8 TOOK IT
- 9 SO WON'T SELF RETURN
- 10 PLUS LOW ASSIST
- 11 OK IF YOU RAISE CAR
- 12 NEED TO COMPARE TO K/G AND IF THIS IS HARDER THEN CK FOR BENT RACK

Information from Dealer

TIGHT STEERING AND STEERING WONT RE TURN AFTER TURNING

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING][KEYWORD:]

YES, THIS STARTED AFTER CAR WAS HIT IN REAR END BODY SHOP DID REAR END WORK AND ALIGNMENT

NO

NONE

YES

YES, SAYS COMPLETE

YES, TURNS IN ON ITSELF, STAYS IN TURN

YES

ONLY IF IGN ON. OFF IT WON'T TURN

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3631748	ROBS	10/06/2014	ROBS	1

Code P 5600	Original Complaint EPS DTC 53-01	Probable Cause/Solution EPS TORQUE SENSR.; PIN-TEST, REPL EPS RACK	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 30,296
		Remarks / Requestor:	FE Status:

Dealer #: 206592	TZ: CST	VIN: 1HGCT1B85DA [REDACTED]	Err:
Dlr Cont: NICHOLAS FUNK	Training %: 99	Year: 2013	Model: ACCORD
Serv Ph: (512) 458-2511	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: GARRETT LIMING		Doors: 2DR	WD:
Parts Mgr: RICK EGBERT		Fact: MARYSVILLE	Country: USA
Dlr Name: FIRST TEXAS HONDA		Desc: ACCORD 2DR EX-L 4CYL 185.0 HP 2.4 L	
3400 STECK AVE		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
AUSTIN TX 78757		Engine #: K24W11099564	Trans #: BC5A6152672
Phone: (512) 458-2511	Fax #: (512) 380-0796	Em Type: KA	
DPSM: STEVE TULEJA	Zone/Dist: 03B	RO #: 36199	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/6/2014 2:52:17PM ROBS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 I THINK SO. IT LEADS TO STEERING RACK REPL?
- 8 THE FEEDBACK ON EPS 53-01 AND 53-02 HAS BEEN THAT EPS RACK WAS REPLACED TO FIX. PIN-TEST TORQUE SENSR CONNS AT RACK AND EPS C/U
- 9 UNLESS IT HAS BEEN SPLICED INTO EPS WIRES, I DON'T SEE HOW IT CAN CAUSE 53-01.

Information from Dealer

NO ASSIST 53-01 HARD CODE. HAS AFTERMARKET ALARM BUT ALL FUSES ARE OK.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]
 YES
 T-SHOOT EPS 53-01
 DASH CAMERA, REAR SEAT CAMERA, RADAR DETECTOR, UNDER-GLOW DASH LIGHT, HID HEADLIGHTS, ALARM, VIDEO SCREEN
 EPS 53-01 RESETS AFTER CLEAR. IN53-01 T-SHOOT, STEP 9, I MEASURE 0.1v. IS THAT CLOSE ENOUGH TO ZERO.
 YES.
 OK, THAT IS WHERE THE DIAG WAS LEADING. BUT, I WONDER ABOUT THE A/M ELECTRONIC STUFF UNDER THE DASH.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3582513	SOURIS	05/28/2014	RADP	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS NO ASST & LIT, 53-01 53-02	EPS STEERING RACK?; REPLACE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 28,637
		Remarks / Requestor:	FE Status:

Dealer #: 207815	TZ: EST	VIN: 1HGCR3F85DA [REDACTED]	Err:
Dir Cont: JOHN FORESMAN	Training %: 0	Year: 2013	Model: ACCORD V6
Serv Ph: (305) 451-3555	Extn:	Tran: 6AT	Trim: EXLV6NV
Serv Mgr: RUSSELL EAVES		Doors: 4DR	WD:
Parts Mgr: JEFF OLSEN		Fact: MARYSVILLE	Country: USA
Dir Name: LARGO HONDA 554 NE 1ST AVE FLORIDA CITY FL 33034		Desc: ACCORD 4DR EX-L V6 NAV 6CYL 278.0 HP	
Phone: (305) 451-3555	Fax #: 3053748623	WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	Engine #: J35Y11013127	Trans #: BB7A6019734
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 170696	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

5/28/2014 7:14:12AM	SOURIS	
1 ORIGINAL COMPLAINT		EPS LIGHT ON NO POWER ASST. CODES 53-01 53-02
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		[KEYWORD: 53-01]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		I HAVE NOT DRIVE THE VEHICLE YET
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		NO.
6 WHAT HAVE WE CHECK.		NO.
7 DTC 53-01: Torque Sensor (Low/High Check) DTC 53-02: Torque Sensor (Average Check)		(JOHN) NOT THING YES. I JUST WANT TO LET YOU KNOW THAT THIS IS THE 2ND VEHICLE WE SEE WITH ISSUE. CUSTOMER ALSO STATE SHE RAN THE VEHICLE OFF THE ROAD AND GOT VERY CLOSE TO GET IN ACCIDENT.
8 LET ME PUT YOU ON HOLD AND I'LL CHECK ON THIS ONE.		OK.
9 THANK YOU, FOR HOLDING.		OK.
10 LET PERFORM T/SHOOT PER AS DTC DIAG. IF INTERMIT WE WANT TO CHECK PIN FIT AT THE EPS C/U AND STEERING RACK, WE WANT TO MAKE SURE THE PIN FIT TOOL DON'T DROP OUT IF WE TURN THE CONNECTOR UP SIDE DOWN.		OK,
11 IF PIN FIT CHECK OK, REPLACE THE POWER STEERING RACK.		OK, THANKS.
12 PLEASE LET ME KNOW.		
5/28/2014 1:18:15PM	RADP	
13		PIN FIT CHECKS OK, HARNESS CHECKS OUT OK
14 HAVE YOU REPLACED THE RACK		NOT YET
15 IF HARNESS AND PINFITS CHECK OUT REPLACE RACK		OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3422245	RUDYG	04/18/2013	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	C/S STEERING FEELS TIGHT?	CUST EXPECTATIONS?; EDUCATE	
		Resin Source: None	Date:
		Status: N/A	Mileage: 4,485
		Remarks / Requestor:	FE Status: .

Dealer #: 208325	TZ: EST	VIN: 1HGCR3F87DA [REDACTED]	Err:
Dir Cont: BRADLEY WHITE	Training %: 24	Year: 2013	Model: ACCORD V6
Serv Ph: (954) 764-1100	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: PETER SAXON		Doors: 4DR	WD:
Parts Mgr: ROBERT GUIDO		Fact: MARYSVILLE	Country: USA
Dir Name: HOLMAN HONDA OF FT. LAUDERDALE 12 EAST SUNRISE BLVD. FORT LAUDERDALE FL 33304		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
Phone: (954) 764-1100	Fax #: (954) 335-2234	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	Engine #: J35Y11013440	Trans #: BB7A6019925
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 196484	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/18/2013 7:59:36AM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 SO HOW DOES IT FEEL TO YOU?
- 7 NO AFTERMARKET WHLS
- 8 NO SIGNS OF IMPACT ON WHLS, DENTS?
- 9 CK/SET TIRE PRESSURE. COMPARE STEERING FEEL TO K/G. IF SAME, EDUCATE CUST

Information from Dealer

CUSTOMER STATES STEERING FEELS TIGHT AT HIGHWAY SPEEDS
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: EPSCOMPONENTS][KEYWORD:]
 NO
 NO
 NO
 NORMAL
 NO
 NO
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3589446	JOHNB	06/16/2014	JOHNB	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	POOR EPS ASSIST???	POSS CERTAIN ROAD, LOCATION, SURFACE?; PRODUCE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 31,423
		Remarks / Requestor:	FE Status:

Dealer #: 207964	TZ: EST	VIN: 1HGCR2F8XDA [REDACTED]	Err:
Dir Cont: ALEX ANDERSON	Training %: 96	Year: 2013	Model: ACCORD
Serv Ph: (703) 491-4499	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: TONY BELCASTRO		Doors: 4DR	WD:
Parts Mgr: JEFFREY HUGHES		Fact: MARYSVILLE	Country: USA
Dir Name: HENDRICK HONDA WOODBRIDGE 14201 JEFFERSON DAVIS WOODBRIDGE VA 22191		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
Phone: (703) 491-4499	Fax #: (703) 490-2059	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
DPSM: MICHAEL RIEDEL	Zone/Dist: 06B	Engine #: K24W11009103	Trans #: MC4A1001450
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 842421	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/16/2014 8:20:31AM JOHNB

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 POSS ROAD SURFACE?, SINCE RELATIVE TO CERTAIN ROAD, CERTAIN LOCATION; AGAIN PRODUCE CUSTOMER COMPLAINT; HAVE CUSTOMER DEMONSTRATE

Information from Dealer

C/S THAT WHEN TURNING RIGHT ON HIGHWAY (50 MPH) THE CAR PULLS TO THE RIGHT AND CUSTOMER HAS TO FIGHT THE STEERING WHEEL TO GET CAR TO RETURN TO CENTER (STRAIGHT) FEELS UNSAFE AND UNABLE TO CONTROL VEHICLE.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: CAR PULLS]

NO

NONE

NONE

CUSTOMER COMPLAINT OF STEERING HARD TO STEER, PULLS RT, STEERING HARD TO RETURN TO CENTER; CUSTOMER STATES ON SAME HIGHWAY, SAME PORTION OF HIGHWAY THAT HAS CONSTRUCTION ON ROAD SURFACE; WE CANNOT PRODUCE IN ANY OTHER LOCATION, BUT WE HAVE NOT DRIVEN HIGHWAY AT LOCATION CUSTOMER DOES; NO DTC'S IN VEHICLE AND NO STRESSED EPS HARNESS CONNECTORS; ALL LOOKS AND OPERATES GOOD

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3471389	RAYD	08/27/2013	DAVEM	5

Code	Original Complaint	Probable Cause/Solution		
P 5600	ELEC P/STEER PROB (EPS) 71-01	PIN FITS?;CHK AT EPS AND EPS C/U		
		Resin Source: None	Date:	
		Status: N/A	Mileage: 7,746	
		Remarks / Requestor:	FE Status:	

Dealer #: 208493	TZ: PST	VIN: 1HGCR2F76DA [REDACTED]	Err:
Dir Cont: LINDSAY CARPENTE	Training %: 93	Year: 2013	Model: ACCORD
Serv Ph: 916-458-0100	Extn:	Tran: CVT	Trim: EX
Serv Mgr: LARRY SAJOVIC		Doors: 4DR	WD:
Parts Mgr: FAZAL ALI		Fact: MARYSVILLE	Country: USA
Dir Name: FOLSOM LAKE HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
12505 AUTOMALL PARKWAY		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
RANCHO CORDOVA CA 95742		Engine #: K24W11406925	Trans #: MC4A1003631
Phone: (916) 458-0100	Fax #:	Em Type: KL	
DPSM: RYAN WEIDAUER	Zone/Dist: 12B	RO #: 95786	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

8/27/2013 8:37:19AM	RAYD
1 ORIGINAL COMPLAINT	CUSTOMER STATES LOSS OF POWER STEERING ON FREEWAY AND CITY STREETS. FOUND DTC 71-01 MOTOR ANGLE SENSOR FAILURE. CUSTOMER STATES HAS HAPPENED 3 TIMES.SO FAR UNABLE TO DUPLICATE CONCERN, DTC CLEARS AN D DOES NOT RETURN.
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: EPSCOMPONENTS][KEYWORD:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	I HAVE NOT SEEN THE CAR YET
6 SINCE THIS IS INTERMITTENT, CHECK PIN FITS BETWEEN THE UNIT AND ANGLE SENSOR	
9/3/2013 3:12:10PM	LINDSEYA
7 DTC 71-01: Motor Angle Sensor (SIN/COS Signals)	CUSTOMER STATES THAT WHILE DRIVING, EPS LOSES ASSIST, LIGHT COMES ON. I HAVEN'T BEEN ABLE TO VERIFY.
8 HAVE CODES?	71-01, SAS.
9 OK. BUT IT CLEARS?	YES.
10 CHECK PIN FITS. DO THE RESISTANCE CHECKS. SEE IF YOU CAN GET IT TO RECODE. NOT SURE WHAT ELSE TO HAVE YOU DO.	OK.
9/5/2013 9:37:44AM	SHAWNW
11	ALL CONNECTIONS SEEN GOOD, AND I CANNOTO GET THE CAR TO ACT UP
12 REFER TO DPSM, IF OK RELACE THE MOTOR	OK
7/2/2014 3:05:37PM	RADP
13	FREEWAY SPEED EPS LIGHT COMES ON AND STEERING GETSHARD.LIGHT COMES OFF AND ASSIST COMES BACK
14	DTC 71-01(MILEAGE-19180,TECH NORMAN)
15 HAVE YOU BEEN ABLE VERIFY	DTC 71-01-Motor Angle Sensor (SIN/COS Signals)
16 TEST BATTERY AND CHECK TERMINAL CONNECTION AND MAIN GND	NO
17 CHECK EPS C/U UNIT PIN B8,B9,B10,B11,B12,B13 FOR PIN FITS AND BACKING OUT	OK
18 CHECK AT EPS PINS 6,2,1,4,5,3 FOR PIN FITS AND BACKING OUT	OK
7/2/2014 3:42:40PM	DAVEM
19	NORMAN
20	P-FITS ARE OK. WE CANNOT DUP
21 THE EPS RACK WAS RPLCD PER WARR SO THIS IS EITHER A HRNSS/P-FIT ISSUIE OR A CU. DPSM EVAL FOR NEXT STEP	WHAT HAVE YOU SEEN?
22 4/32 TECHS GOT BACK TO US AND P-FITS @ THE CU WERE THE MAIN FIX	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3595068	CHRISR	07/01/2014	SHAWNW	4

Code	Original Complaint	Probable Cause/Solution	ResIn Source:	None	Date:
P 5600	ELEC P/STEER PROB (EPS) 53-02	TORQ SNSR?; REPLACE RACK			
8832	KLYSS ACC B12D1				
4230	VSA PROBLEM 21-11		Status:	N/A	Mileage: 13,502
B12D1	PCU IG1B CIR ERROR		Remarks / Requestor:		FE Status: .

Dealer #: 207079	TZ: EST	VIN: 1HGCR3F88DA [REDACTED]	Err:
Dir Cont: JOSEPH PETERSON	Training %: 75	Year: 2013	Model: ACCORD V6
Serv Ph: (718) 720-0075	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: JEFFREY PASENKOFF		Doors: 4DR	WD:
Parts Mgr: JOSEPH DELUCA		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF STATEN ISLAND 1232 HYLAN BLVD. STATEN ISLAND NY 10305		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
Phone: (718) 720-0075	Fax #: 9174238047	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
DPSM: DAN OUTTEN	Zone/Dist: 05B	Engine #: J35Y11207060	Trans #: BB7A6021170
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 347385	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests**Information from Dealer**

7/1/2014 5:59:23AM	CHRISR		
1 ORIGINAL COMPLAINT		STEERING WONT TURN / ALL LIGHT ON DASH	
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]	
		[KEYWORD: STEERING]	
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		Y	
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		N	
6 DTCS		EPS 53-02	
7		VSA 21-11	
8		KEYLESS ACC; B12D1	
9		FCW/LDW U0416-68	
10 FCW IS A WITNESS CODE FOR VSA		OK	
11 53-02 NEED TO VFY CONNS/PINS, AND WIRE BREAKS, MOST CALLS RESOLVED ON THIS DTC WITH HRNSS NOT C/U OR RACK		OK	
12 IF HRNSS OK, SWAP C/U		OK	
13 VSA, EVAL SENSOR DATA WHEN YOU CAN DRIVE AFTER EPS REPAIRED		OK	
14 REPLACE SUB RELAY BOX FOR B12D1			
7/2/2014 6:54:39AM	CHRISV		
15		REPLACED THE SUB RELAY BOX AND VSA MEM AND ALL CODES ARE GONE EXCEPT THE EPS CODE, NO ASSIST EITHER	
16 REPLACE THE EPS C/U			
7/3/2014 5:39:51AM	CHRISR		
17		C/U DIDNT NOT FIX	
18 REPLACE RACK		OK	
7/22/2014 12:40:11PM	SHAWNW		
19		REPLACE RACK AND N/C	
20 CODE?		53-02: Torque Sensor (Average Check)	
21 CHECK CONNECTIONS AT THE EPS C/U		OK IF GOOD REPLACE C/U	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3657179	JERRYA	12/10/2014	JERRYA	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-02	RACK; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 35,998
		Remarks / Requestor:	FE Status: .

Dealer #: 207337	TZ: CST	VIN: 1HGCR3F83D [REDACTED]	Err:
Dir Cont: SOMSANOUK KHAM'	Training %: 81	Year: 2013	Model: ACCORD V6
Serv Ph: (337) 235-9086	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: SANDY DORE		Doors: 4DR	WD:
Parts Mgr: DANIEL WOOLFOLK		Fact: MARYSVILLE	Country: USA
Dir Name: MOSS HONDA		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
1407 SURREY STREET		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
LAFAYETTE LA 70501		Engine #: J35Y11015940	Trans #: BB7A6022592
Phone: (337) 235-9086	Fax #: 3372620697	Em Type: KA	
DPSM: DANIEL FYFFE	Zone/Dist: 03D	RO #: 654431	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

12/10/2014 12:05:32PM JERRYA	
1 ORIGINAL COMPLAINT	POWER STEERING LIGHT STAYING ON AND HARD TO STEER
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
	[KEYWORD: 53-02]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	STEERING RACK 3 MONTHS AGO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 12/10/14 15:05:41 JERRYA: (CALL FRM DEALER)	SOMSANOUK;TECH
7 HAVE THIS CODE WHEN IT HAD NO POWER ASSIST WHEN IN LAST TIME	YES AND IT WAS AHARD CODE AND WOULD NOT CLEAR
8 CURRENTLY HARD CODE OR WONT CLEAR	WILL CLEAR
9 NEED TO CHECK PINFITS, SOFTSET CONNECTION OR TERMINALS NOT LOCKED IN CONNECTOR BODY AND BACKED OUT AND HARNESS	OK
10 IF ALL THAT CHECK OUT REPLACE THE RACK AGAIN	OK
12/11/2014 1:15:57PM JERRYA	
11 12/11/14 16:16:32 JERRYA: (CALL FRM DEALER)	[REDACTED] TECH THE HARNESS CHECKS OUT AND THE HARNESS IS GOOD. SHER SEZ IT HAPPENS EVERY DAY AFTGER ABOUT 10-15 MIN DRIVING AND I CANT GET IT TO DUPLICATE
12 REPLACE THE RACK	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3547640	LINDSEYA	02/24/2014	LINDSEYA	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODES 53-01, 53-02	RACK?;	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 13,929
		Remarks / Requestor:	FE Status: .

Dealer #: 207555	TZ: EST	VIN: 1HGCR3F85DA [REDACTED]	Err:
Dir Cont: JUAN CLASS	Training %: 99	Year: 2013	Model: ACCORD V6
Serv Ph: (407) 851-9118	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: RICHARD LUPO		Doors: 4DR	WD:
Parts Mgr: GERALD HASKINS		Fact: MARYSVILLE	Country: USA
Dir Name: COGGIN HONDA OF ORLANDO		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
11051 S ORANGE BLOSSOM		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
ORLANDO FL 32837		Engine #: J35Y11015845	Trans #: BB7A6022784
Phone: (407) 851-9118	Fax #: (407) 240-5214	Em Type: KA	
DPSM: MAURICE NARBONA	Zone/Dist: 07L	RO #: 327138	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

2/24/2014 8:39:28AM LINDSEYA

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 DO THE CODES CLEAR NOW? I WOULD DOUBLE CHECK ALL OF THE CONNECTIONS.
- 8 IF YOUR CODE HAS CLEARED NOW, WE NEED TO DOUBLE CHECK THAT YOU DON'T HAVE A HARNESS OR PIN FIT ISSUE. WIGGLE TEST THE WIRING AND SEE IF THE CODE RETURNS. CHECK AT BOTH THE RACK AND THE EPS CONTROL UNIT.
- 9 IF ALL OF YOUR FITS SHOW OK, THEN REPLACE THE RACK PER YOUR T/S.

Information from Dealer

CODE 53-01 TORQUE SENSOR CUST STATES P/S NOT WORKING
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]
 Y
 Y
 N
 53-01 AND 53-02. I CLEARED THE CODE AND SHIPPED THE CAR, NOW IT IS BACK, I DID THE T/S, AND I DON'T HAVE 5 VOLTS WHERE I AM SUPPOSED TO. T/S SAYS TO REPLACE THE STEERING GEAR. I AM CALLING TO SEE3 IF THERE IS ANYTHIGN ELSE.
 I DID ALL OF THAT BEFORE, I CHECKED ALL OF THE CONNECTIONS LAST TIME.
 OK.
 OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3603845	STEVET	07/24/2014	STEVET	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC: 53-01	EPS RACK?; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 16,603
		Remarks / Requestor:	FE Status: .

Dealer #: 208371	TZ: EST	VIN: 1HGCR3F81DA [REDACTED]	Err:
Dlr Cont: THACH DANG	Training %: 85	Year: 2013	Model: ACCORD V6
Serv Ph: (770) 451-2727	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: CHRIS FORD		Doors: 4DR	WD:
Parts Mgr: JUNIOR COKER		Fact: MARYSVILLE	Country: USA
Dlr Name: CURRY HONDA		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
5525 PEACHTREE INDUST.		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
CHAMBLEE GA 30341		Engine #: J35Y11015941	Trans #: BB7A6022591
Phone: (770) 451-2727	Fax #: 7704550345	Em Type: KA	
DPSM: CORY ROMONOSKY	Zone/Dist: 07E	RO #: 993256	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/24/2014 12:48:51PM STEVET

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 SO YOU DONE THE DIAG
- 7 OK, REPLACE THE EPS RACK

Information from Dealer

STEERING HARD TO TURN, PERFORM TROUBLE SHOOTING PROCEDURE RESULT RECOMMEND TO REPLACE GEARBOX. [MODEL: CIVIC][YEAR: 2006][PUBID: 0][SUBJECT: CYLINDER HEAD ASSEMBLY][KEYWORD:]

YES

NO

NO

YES, NOT GETTING THE CORRECT V FROM THE TORQUE SENSOR

OK, THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3602690	DAVEM	07/22/2014	DAVEM	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-02, HARD CODE	RACK?; RPLC RACK PER S/M T/S	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 12,877
		Remarks / Requestor:	FE Status: .

Dealer #: 206864	TZ: PST	VIN: 1HGCR3F85DA [REDACTED]	Err:
Dir Cont: TEOFELO NEBRES	Training %: 83	Year: 2013	Model: ACCORD V6
Serv Ph: (360) 377-1100	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: MICHAEL BRODERSEN		Doors: 4DR	WD:
Parts Mgr: GLEN EVANS		Fact: MARYSVILLE	Country: USA
Dir Name: WEST HILLS HONDA 520 WEST HILLS BLVD. BREMERTON WA 98312		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
Phone: (360) 377-1100	Fax #: 3604152668	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
DPSM: ROBERT MACIAS	Zone/Dist: 02D	Engine #: J35Y11207301	Trans #: BB7A6023608
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 500791	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/22/2014 10:34:47AM DAVEM

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 HARD CODE?
- 7 HOW CAN I HELP YOU?
- 8 I HAVE 29 CASES W/ THIS DTC, BUT ONLY 3 PPL EVER GOT BACK TO US AND THEY PUT RACKS IN THE CAR.
- 9 NOT W/ A RATIO OF 3/29. IF THE S/M T/S LEADS YOU TO A RACK, THEN REPLACE IT AND SEE
- 10 YES AND WE DONT KNOW WHAT THE OTHER 26 FOUND SO WE HERE DONT KNOW FOR SURE. THIS IS WHY IT'S REALLY INPORTANT TO SHARE WHAT YOU FIND SO ALL CAN BENIFIT

Information from Dealer

POWER STEERING INDICATOR IS ON AND NO POWER STEERING

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING GEARBOX][KEYWORD:]

Y

N

N

YES

THE S/M T/S LEADS ME TO REPLACE THE RACK. CALLING TO SEE WHAT HAVE YOU SEEN SINCE THIS IS SUCH A BIG DOLARR ITEM?

SO REPLACE THE RACK?

BUT YOU HAD 29 PPL CALL?

I SEE. OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3595742	SOURIS	07/02/2014	STEVEM	6

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS GET STIFF HIT C, DTC 22-01	CAN'T DUPLICATE?; TRY TO DUPLICAE, CLEAR DTC		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 27,151
		Remarks / Requestor:		FE Status: .

Dealer #: 208173	TZ: CST	VIN: 1HGCR3F87DA [REDACTED]	Err:
Dir Cont: BRAD MITCHELL	Training %: 98	Year: 2013	Model: ACCORD V6
Serv Ph: (972) 790-2000	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: HALL CHAPMAN		Doors: 4DR	WD:
Parts Mgr: STEVE RICHARDSON		Fact: MARYSVILLE	Country: USA
Dir Name: DAVID MCDAVID HONDA OF IRVING		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
3700 W.AIRPORT FREEWAY		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
IRVING TX 75062		Engine #: J35Y11016002	Trans #: BB7A6023490
Phone: (972) 790-2000	Fax #: 9723136210	Em Type: KA	
DPSM: JOHN KERRICAN	Zone/Dist: 03A	RO #: 354659	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

7/2/2014 11:06:05AM	SOURIS		
1 ORIGINAL COMPLAINT			CUSTOMER STATES THAT STEERING WHEEL LOCKED UP AND CAUSED HIM TO HIT CURB. UNABLE TO DUPLICATE. CHECKED PIN FIT, NO LOOSE CONNECTORS, NO DAMAGED LOOKING WIRES.
2 ISIS SEARCH CRITERIA			[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: EPS]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?			NO,
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?			NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?			
6 DO YOU HAVE CODE?			(BRAD) YES, ONLY ONE CODE 22-01 DTC 22-01: Engine Speed Signal
7 WHERE DID WE CHECK THE PIN FIT?			AT THE EPS C/U ALL CONNECTOR AND SPECIALLY THE PUR WIRE PIN6 ON THE SMALLER CONNECTOR.
8 HOW MUCH DAMAGED THEY DID?			JUST THE RIGHT FRONT TIRE AND WHEEL WAS DAMAGED.
9 LET ME LOOK IN TECHLINE INFO TO SEE IF WE HAVE SIMILAR CASE.			OK.
10 SORRY NO LIKE CASE WITH ONLY CODE 22-01.			OK.
11 SEND US THE SNAP SHOT OF THE FFD AND CLEAR THE CODE AND SEE IF THE CODE WILL RESET.			OK.
12 IF SO, PLEASE PERFORM T/SHOOT IN ISIS UNDER DTC DTC 22-01: Engine Speed Signal.			OK, I WILL LOOK AT IT.
13 07/2/2014 11:17:49 AM SOURIS (ADD INFO).			
7/2/2014 12:31:14PM	JERRYA		
14 07/02/14 15:34:18 JERRYA: (CALL FRM DEALER)			BRAD;TECH SENT THE F/F DAT FOR THE CODE
15 LOOKING AT THE DATA NO ENGINE RPMS IN THE CODE F/F BUT THE EPS BATT VOLTAGE IS 10.5v AND IG1 IS 12.13v. THAT LOOKS ODD,			I SAW THAT TOO
16 SUGGEST YOU CHECK THE BATTERY VOLTAGE CKT FROM A2-1 IN THE U/H F/B TO A2 OF THE EPS C/U			OK
17 VERIFY THE CKT A6 OF THE EPS C/U TO THE PCM			OK
18 VERIFY THE EPS CONTROL UNIT CASE GROUND AND G 402			OK
19 SEE ADVANE DIAG FOR THE EPS CODES, THOS CODE WILL NOT CAUSE LOSS OF ASSIST PER THE ADVANCE DIAG, LIGHT ON BUT CONTINUES EPS FUNCTION/ASSIST			OK THANKS
7/3/2014 6:51:22AM	CHRISR		
21 MEAS V @ A1, A6, SEND SNAP OF CAR NOW SINCE WORKING			OK
22 VFY G402 GND PATH TO BAT (-)			OK
23 IF HI RESISTANCE STILL THERE, POSS BAD HRNSS			K
20			A1 GND TO G402 HAS 2KOHMS
7/3/2014 7:24:40AM	CHRISR		
24 ATTACHED PIC OF G402			
7/7/2014 1:16:57PM	STEVEM		
25			I HAVE A FEW MEASSUREMENTS FROM G402 TO BODY GROUND HAD 0.001 VOLTS
26			A1 OF THE EPS C/U TO BODY GROUND HAS 0.004 VOLTS
27			AND A6 OF THE EPS C/U TO BODY GROUND HAS 4.5 TO 6.2 VOLTS
28 CODES			DTC 22-01: Engine Speed Signal
29			ON THE FREEZE FRAME DATA IG1 WAS 12.13 VOLTS AND BATTERY VOLTAGE WAS 10.52 VOLTS BUT WHEN I DRIVE THE VEHICLE IT SHOWS A STEADY 14 VOLTS , ALSO ON THE FREEZE FRAME DATA THE SPEEDO READS ZERO , BUT WHEN I DRIVE IT I CAN SEE IT MATCHES THE SPEEDO ON THE GCM

30	ANY OTHER CODES THROUGHOUT ANY OTHER SYSTEMS IN THE CARS
31 AFTER CLEARING IT HAS IT COME BACK ON ?	NO IT HAS NOT COME BACK ON
32 AT THIS POINT NOT HAVING THE CODE TO RESET I WOULD THINK THAT THE ISSUE YOU FOUND WITH THAT GROUND WAS PROBABLT THE ISSUE	
33 HOW MANY MILES HAVE YOU DRIVEN IT SINCE CLEARING THE CODE	ABOUT 5 MILES
34 GIVEN THE SYSTEM I WOULD DRIVE IT FOR A COUPLE OF DAYS , KEEP TESTING	OK WILL DO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3609821	JERRYA	08/09/2014	JERRYA	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-02	RACK; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 24,716
		Remarks / Requestor:	FE Status: .

Dealer #: 206717	TZ: EST	VIN: 1HGCR3F84DA [REDACTED]	Err:
Dir Cont: JEFFREY KLEIN	Training %: 55	Year: 2013	Model: ACCORD V6
Serv Ph: (727) 521-4000	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: JOSEPH DELUIGI		Doors: 4DR	WD:
Parts Mgr: MICHELE LEGGETT		Fact: MARYSVILLE	Country: USA
Dir Name: CROWN HONDA		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
7671 US HIGHWAY 19 NORTH		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
PINELLAS PARK FL 33781		Engine #: J35Y11015976	Trans #: BB7A6022878
Phone: (727) 521-4000	Fax #: (727) 329-1558	Em Type: KA	
DPSM: DONALD LOGAN	Zone/Dist: 07K	RO #: 157693	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/9/2014 9:29:46AM JERRYA

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 08/09/14 12:31:00 JERRYA: (CALL FRM DEALER)

7 REPLACE

Information from Dealer

IN APRIL EPS RACK WAS REPLACED. VEHICLE RETURNED WITH INTERMITTENTLY LOSING POWER STEERING. CUSTOMER ALSO STATES THAT SMART ENTRY KEY LIGHT ILLUMINATE S PRIOR TO STEERING ISSUES. FOUND DTC 53-02. FOLLOWED TROUBLE TREE AND FOUND EPS RACK NEEDS TO BE REPLACED

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 53-02]

YES

NO

NO

JEFF; TECH DID THE S/M T/S AND IT SWZ REPLACE THE RACK
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3341580	DAVIDK	10/09/2012	PAULI	8

Code	Original Complaint	Probable Cause/Solution		
P 5600	ELEC P/STEER PROB (EPS) U0131	MSG: REPL EPS C/U TO FIX		
		Resln Source:	Message center	Date: 10/15/2012
		Status:	SUPER TECH	Mileage: 16
		Remarks / Requestor:		FE Status: .

Dealer #: 207748	TZ: CST	VIN: 1HGCR2F89DA [REDACTED]	Err:
Dir Cont: JEREMY ARMAND	Training %: 76	Year: 2013	Model: ACCORD
Serv Ph: (225) 298-4100	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: JASON BORDELON		Doors: 4DR	WD:
Parts Mgr: RICHARD QUINN		Fact: MARYSVILLE	Country: USA
Dir Name: TEAM HONDA		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
6363 SIEGEN LANE	LA 70809	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
BATON ROUGE		Engine #: K24W11010483	Trans #:
Phone: (225) 298-4100	Fax #: 2252983209	Em Type: KA	
DPSM: DANIEL FYFFE	Zone/Dist: 03D	RO #: 418892	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

10/9/2012 11:07:48AM	DAVIDK		
1	ORIGINAL COMPLAINT		STEERING WHEEL WAS VERY HARD TO MOVE. CHECKED FOR DTC'S AND WAS NOT ABLE TO COMMUNICATE WITH EPS AND HAD U0131. CODE KEPT COMING ON. FOLLOWED DIAG FOR THE K24W1 MOTOR AND CAME UP WITH NOTHING. FOLLOWED THE BASIC TROUBLE SHOOTING FOR CODE. AFTER UNPLUGGING THE 7.5AMP FUSE THE CODE WENT AWAY BUT CAME BACK AFTER DRIVEN FOR 12 FEET. FOUND VOLTAGE AT PIN 9 FOR EPS AND CONTINUITY AT PIN 1 FOR EPS. FOUND CONTINUITY ACROSS WHITE AND RED F-CAN LINE. WONDERING IF YOU SEE ALOT OF BAD GAUGE CONTROL MODULES
2	ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		[KEYWORD: U0131]
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?		ABS PGM AND BODY ELECT U0131
5	ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6	DIAG HAS YOU PERFORM THE LIGHT ON NO CODE		N
7	SKIP THE FIRST PART OF DIAG AND GO TO STEP 5. CK POWER AND GROUND TO ECU. IF OK REPLACE ECU		YES
10/11/2012 6:44:41AM	SHAWNW		
8	10/11/2012 06:50:21 AM SHAWNW		WAITING FOR THE PART
10/15/2012 7:36:36AM	ROBS		
9			REPL'D EPS C/U. WAS OK. THEN IT WENT BAD AGAIN. I CAN GET IT GOOD OR BAD BY PUSHING OR PULLING ON THE SMALLER 11-PIN CONNECTOR AT THE EPS C/U.
10	SOUND LIKE A LOOSE FEMALE CONNECTOR. REMOVE AND LOOK AT THE FACE, OPEN TERMINAL SIDE OF THAT 11-PIN CONN.		OK WAIT. THE BIG WHITE WIRE, AT P2, IS LOOSE. IT ALMOST PUSHES BACK OUT OF THE CONNECTOR.
11	GET MALE PIN. TEST THAT FEMALE P2. CHK ALL OF THE TERMINALS. THAT BIG WHT IS THE PWR FROM UHFB. LOSS OF THAT PWR WOULD EXPLAIN BOTH THE U0131 F-CAN COMM PROB AND LOSS OF THE PWR STEERING ASSIST. YOU DID EXPERIENCE THE HARD STEERING YOURSELF? (SEE ABOVE)		YES, IT WAS STEERING VERY HARD FOR ME. I THINK THIS IS IT.
12	FIX THAT LOOSE CONN. IF IT CANNOT BE TIGHTENED, THAT WIRE HARNESS WILL HAVE TO BE REPLACED. AT LEAST YOU ARE WORKING WITH A LARGER FEMALE TERMINAL. PLS FDBK, USE IN OR CALL. WE WANT TO HEAR ABOUT YOUR FIX DETAILS.		OK, WILL DO. THANKS
13	(SIMILAR TO T/L 3339361, BUT THAT P2 IS RED IN 16-PIN EPS CONN)		
10/15/2012 8:35:24AM	JASONR		
14	MSG.		REPL EPS C/U TO FIX
10/19/2012 11:00:55AM	GARYS		
15	10/19/2012 11:02:32 AM GARYS ROB, PLEASE HAVE DEALER REPLACE THE HARNESS AND HAVE PAUL SEND IT TO DAN DURASKO AT HAM		
10/19/2012 3:19:38PM	PAULI		
16	WILL ARRANGE PRTS>WPI		
17	207748 RO Date: 2012-10-09 Claim Number: 418892		R&R
18			39980-T2F-A91 EPS UNIT
19	FAXED SHIP REQ.		
10/24/2012 10:14:27AM	PAULI		
20			CRAIG, PRTS
21			WE SENT PER A/B 8008 1009 8552

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3640537	RADP	10/29/2014	RADP	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC 53-01,53-02	EPS RACK?;CHECK PINFITS SHRTS, IF OK RPLCE RACK	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 36,682
		Remarks / Requestor:	FE Status: .

Dealer #: 207967	TZ: CST	VIN: 1HGCR3F83DA [REDACTED]	Err:
Dir Cont: THOMAS HILL	Training %: 79	Year: 2013	Model: ACCORD V6
Serv Ph: (901) 255-3700	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: ABDUL JONES		Doors: 4DR	WD:
Parts Mgr: SHAUN WATSON		Fact: MARYSVILLE	Country: USA
Dir Name: WOLFCHASE HONDA 2982 N. GERMANTOWN RD. BARTLETT TN 38133		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
Phone: (901) 255-3700	Fax #: (901) 255-3785	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER,US,	
DPSM: CHRISTINE LANE	Zone/Dist: 07A	Engine #: J35Y11015957	Trans #: BB7A6022401
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 487947	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/29/2014 9:42:34AM RADP

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 ACCIDENTS
- 8 CHECK THE BATTERY AND CONNECTIONS
- 9 CHECK PINFITS AT RACK AND EPS C/U,CHECK CONT ON TORQUE SENSOR WIRES TO EACH OTHER AND TO GND
- 10 IF ALL OK THEN REPLACE EPS RACK
- 11 SENDFEED ABCK

Information from Dealer

STEERING HARD TO TURN AT TIMES
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: STEERING]

N

DTC 53-01-Torque Sensor (Low/High Check) ,53-02-Torque Sensor (Average Check)

NO

OK

OK

OK

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3476284	ROBS	09/09/2013	TROYS	5

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS>53-02	RACK? WIGGLE TEST TORQUE SENSOR CONN FIRST		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 1,613
		Remarks / Requestor:		FE Status: .

Dealer #: 206748	TZ: EST	VIN: 1HGCR3F83DA [REDACTED]	Err:
Dir Cont: PETER MEDEIROS	Training %: 80	Year: 2013	Model: ACCORD V6
Serv Ph: (401) 762-1800	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: MARK HAMPSHIRE		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: MAJESTIC HONDA		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
1300 EDDIE DOWLING HWY		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
LINCOLN RI 02865		Engine #: J35Y11207363	Trans #: BB7A6023565
Phone: (401) 762-1800	Fax #: 4017625547	Em Type: KL	
DPSM: BARRY ZOLL	Zone/Dist: 09E	RO #: 798752	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests**Information from Dealer**

9/9/2013 10:12:20AM	ROBS	
1 ORIGINAL COMPLAINT		WHEN PULLING INTO PARKING LOT AND TURNING RIGHT STEERING WHEEL JERKED EPS LIGHT CAME ON STEERING FROZE SHUT OFF AND TURNED BACK ON WOULD UNFREEZE AND FREEZE AGAIN IF TURNING
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING][KEYWORD:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		
6 (NO ANSWER)		
9/9/2013 12:07:43PM	JOHNB	
7		EPS LIGHT CAME ON FOR CUSTOMER;CODE 53-02
8 DOES CODE RESET		HAVE YET TO CLEAR AND FIND OUT
9 PLEASE CLEAR CODE AND NOTE IF RESETS;IF RESETS,PERFORM RELATIVE TROUBLESHOOTING;LIKELY TORQUES SENSOR;CHK WIRING		
9/10/2013 8:11:44AM	TROYS	
10		IT RECODES DO I DO THE TS OR DO YOU KNOW WHAT IT IS
9/10/2013 2:11:03PM	RUDYG	
11 09/10/2013 02:20:23 PM RUDYG		(PETER) NEED SOME HELP ON THIS
12 SO CODES EVERY TIME YOU TURN WHEEL		YES
13 HOOK UP HDS AND PUT IN THE AIR, WIGGLE TEST TORQUE SENSOR CONNECTIONS WHILE MONITORING EPS DATA LIST, REALLY NOTHING SHOULD CHANGE WHILE YOU DO THIS		OK
14 IF ANYTHING CHANGES CK CONNECTIONS/PIN FITS		OK
15 IF CAN'T INDUCE ANYTHING ON DATA LIST TO CHANGE, REPL EPS RACK		OK
9/11/2013 11:34:37AM	TROYS	
16		THERE IS NO CHANGE IN V
17 REPLACE THE RACK		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3437786	TROYS	05/31/2013	TROYS	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 71-01, 71-02, 71-03	?; CONTACT DPSM ,GET OK TO DO EPS MTR	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 13,562
		Remarks / Requestor:	FE Status:

Dealer #: 207561	TZ: CST	VIN: 1HGCR2F3XDA [REDACTED]	Err:
Dir Cont: ANDREW TEAGUE	Training %: 92	Year: 2013	Model: ACCORD
Serv Ph: (512) 443-4300	Extn:	Tran: CVT	Trim: LX
Serv Mgr: JEFFREY DAHL		Doors: 4DR	WD:
Parts Mgr: DAN HEDGER		Fact: MARYSVILLE	Country: USA
Dir Name: HOWDY HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
5519 E. BEN WHITE BLVD		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
AUSTIN TX 78741		Engine #: K24W11010856	Trans #: MC4A1008380
Phone: (512) 443-4300	Fax #: 5124439051	Em Type: KA	
DPSM: STEVE TULEJA	Zone/Dist: 03B	RO #: 587892	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

5/31/2013 11:04:42AM TROYS	
1 ORIGINAL COMPLAINT	CAR WILL LOOSE P/S WILE DRIVING. DID NOT DUPLICATE. DTCS 71-01, 71-02, 71-03. NOT RESETING. CHECKED CONECTORS AND PINS FOR PROBLEMS. NO PROBLEM FOUND.
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: EPS]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	PULLED AND CLEARED CODES CHECK CONNECTIONS TO EVERYTHING
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6/21/2013 9:32:22AM JERRYA	
6 06/21/13 12:32:48 JERRYA: (CALL FRM DEALER) CURRENT MILEAGE 141823	ANDREW;TECH EPS LIGHT COMES ON AND LOOSES PS. CUST CYCLES KEY AND AND IS FINE. SECOND TIME HERE FOR THIS PROBLEM. WE CEPT CAR FOR ALMOST A WEEK AND NEVER DUPLICATED ANYTHING. CUST HAD FOR 1K MI. AND HAS EXPEREANCED PROBLEM 3 TIMES. PASSES TESTS.
7 SO THEI IS OCCURING EVERY 1K MILES	YES
8 AND ALL THE CONNECTION PIN FITE ETC HAVE BEEN VERIFIED	YES
9 GET WITH YOUR DPSM AND EXLPAIN THE ISSUE WITH THE DUPLICATION AND OCCURANCE INTERVAL, SEE IF HE' LL OK AN EPS MTR AND WE'LL START THERE	OK
7/23/2013 11:08:01AM TROYS	
10	I GOT IT TO ACT UP WE DID THE MOTOR AND SENSOR AND IT LASTED 1K MILES
11 TRY THE CU	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3642504	SOURIS	11/04/2014	SOURIS	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS LIGHT ON, 53-02	EPS STEER RACK?; PIN FIT, IF OK, REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 31,423
		Remarks / Requestor:	FE Status:

Dealer #: 207414	TZ: EST	VIN: 1HGCR3F8XDA [REDACTED]	Err:
Dir Cont: PAUL WHEELLES	Training %: 72	Year: 2013	Model: ACCORD V6
Serv Ph: (704) 979-7500	Extn:	Tran: 6AT	Trim: EXLV6NV
Serv Mgr: PATRICE WOOD		Doors: 4DR	WD:
Parts Mgr: DARRELL HINSON		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF CONCORD		Desc: ACCORD 4DR EX-L V6 NAV 6CYL 278.0 HP	
7650 BRUTON SMITH BLVD		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
CONCORD NC 28027		Engine #: J35Y11016811	Trans #: BB7A6025112
Phone: (704) 979-7500	Fax #: 7049797563	Em Type: KA	
DPSM: MARK SIMPSON	Zone/Dist: 06J	RO #: 937927	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 11/4/2014 6:38:44AM SOURIS
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6 WHAT DID CUSTOMER ACTUAL ISSUE?
 - 7 OK.
 - 8 OK.
 - 9 WHAT CODE?
 - 10 SAME CODE FROMT LAST TIME?
 - 11 IF SO, MAKE SURE WE CHECK THE BATTERY AND CABLE FOR ISSUE.
 - 12 IF OK, PIN FIT THE EPS C/U AND STEERING RACK WITH PIN FIT TOOL.
 - 13 IF ABOVE OK, REPLACE EPS STEERING RACK.

Information from Dealer

LOSS OF POWER STEERING
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-02]
 NO.
 NO.
 NO
 (PAUL) C/S DRIVING SLOW IN THE PARKING LOT, LOST OF POWER STEERING AND LIGHT COME ON THE DASH. VEHICLE CAME IN LAST TIME I DID EPS TORQUES SENSOR CALIB AND CLEAR THE CODE.
 CUSTOMER RETURN TODAY WITH THE SAME ISSUE AND CODE SET.
 DTC 53-02: Torque Sensor (Average Check)
 YES.
 OK.
 OK.
 OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3426902	SHAWNW	05/01/2013	SHAWNW	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC 53-02	FBF: RACK REPALCED	
		ResIn Source: Feedback forms	Date: 05/15/2013
		Status: N/A	Mileage: 1,294
		Remarks / Requestor:	FE Status: .

Dealer #: 208316	TZ: EST	VIN: 1HGCR3F82DA [REDACTED]	Err:
Dir Cont: JR. FRANK A. BIZZO	Training %: 97	Year: 2013	Model: ACCORD V6
Serv Ph: (914) 636-1160	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: EDWIN TAVAREZ		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF NEW ROCHELLE		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
25 EAST MAIN STREET		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
NEW ROCHELLE NY 10801		Engine #: J35Y11207844	Trans #: BB7A6025495
Phone: (914) 636-1160	Fax #: 9146322866	Em Type: KL	
DPSM: STEFANIE SENKIW	Zone/Dist: 05D	RO #: 314086	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/1/2013 7:37:46AM SHAWNW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 CLEAR?
- 8
- 9 NO KNOWN ISSUES, ON ONE CLOSED CALSE WITH THIS CODE, SO I WOULD STICK W/ THE T/S

Information from Dealer

POWER STEERING INOP.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-02]
 Y
 N
 N
 53-02: Torque Sensor (Average Check)
 HARD CODE
 I DID THE T/S AND IT SAYS TO REPLACE THE RACK, SERVICE MANAGER WANTED ME TO CALL AND CONFIRM
 OK

5/15/2013 6:07:10AM SHAWNW

10 FBF
 COMMENTS: I REPLACED THE STEERING GEARBOX AS PER DIAG. WHICH FIXED THE COMPLAINT.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3576726	JERRYA	05/10/2014	JERRYA	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-02 AND 53-01	EPS RACK?; CK CONNECTIONS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 11,418
		Remarks / Requestor:	FE Status: .

Dealer #: 207814	TZ: EST	VIN: 1HGCR3F84DA [REDACTED]	Err:
Dir Cont: PIERCE ROBINSON	Training %: 95	Year: 2013	Model: ACCORD V6
Serv Ph: (305) 816-5678	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: JOHN KONAPELSKI		Doors: 4DR	WD:
Parts Mgr: ROBERT GEAIR		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA MIAMI LAKES 5925 N.W. 167TH STREET MIAMI FL 33015		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
Phone: (305) 816-5678	Fax #: (305) 816-5662	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	Engine #: J35Y11017500	Trans #: BB7A6025847
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 613724	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/10/2014 9:56:54AM JERRYA

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 05/10/14 13:01:31 JERRYA: (CALL FRM DEALER)
- 7 USE HDS AND MONITOR DATA LIST WHILE YOU WIGGLE
TEST CONNECTIONS AT EPS SUBHARNES AND EPS
TORQUE SENSOR
- 8 SEE IF YOU CAN INDUCE CHANGE IN READING WHEN
YOU DO THAT
- 9 IF YES, CK PIN FIT THERE AND LIKELY WILL NEED TO
REPL HARNESS
- 10 IF ON SMALL HARNESS THAT GOES INTO TORQUE
SENSOR THEN REPL RACK
- 11 IF ALL OK, REPL EPS RACK

Information from Dealer

STEERING WHEEL LOCKED UP WHILE DRIVING
[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 53-02]
JUST THE CODE
NO
NO
PIERCE;TECH
OK
OK
OK
OK
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3581507	TROYS	05/23/2014	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01 53-02	TORQUE SENSOR; CHECK PIN FIT	
		Resin Source: None	Date:
		Status: N/A	Mileage: 23,607
		Remarks / Requestor:	FE Status: .

Dealer #: 206662	TZ: CST	VIN: 1HGCR2F34DA [REDACTED]	Err:
Dir Cont: MIKE ROJAS	Training %: 70	Year: 2013	Model: ACCORD
Serv Ph: (817) 275-3371	Extn:	Tran: CVT	Trim: LX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: RONALD LANKFORD		Fact: MARYSVILLE	Country: USA
Dir Name: VANDERGRIF HONDA 1104 W. INTERSTATE 20 ARLINGTON TX 76017		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
Phone: (817) 275-3371	Fax #: (817) 299-2089	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: JOHN KERRICAN	Zone/Dist: 03A	Engine #: K24W11011595	Trans #: MC4A1003058
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 797938	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/23/2014 11:42:22AM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 CHECK THE PIN FIT ON THIS

Information from Dealer

C/S THAT THE EPS IS DIFFICULT TO TURN AT TIMES. ALREADY HAD REPLACED HERE ON 6.26.2013. WARNING LIGHT DOES ENGAGE WHEN SYSTEM MALFUNCTION
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]
 YES
 EPS
 NO
 IS THE RACK BAD AGAIN

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3463615	SHAWNW	08/07/2013	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC 53-01	RACK?;REPLACE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 6,446
		Remarks / Requestor:	FE Status: .

Dealer #: 208482	TZ: CST	VIN: 1HGCR3F85DA [REDACTED]	Err:
Dir Cont: RICHARD BARRIOS	Training %: 94	Year: 2013	Model: ACCORD V6
Serv Ph:	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: ROBERT MCRANN		Doors: 4DR	WD:
Parts Mgr: ROBERT MCRANN		Fact: MARYSVILLE	Country: USA
Dir Name: GILLMAN HONDA OF SAN BENITO		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
1801 INDUSTRIAL WAY		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER,US,	
SAN BENITO TX 78586		Engine #: J35Y11017483	Trans #: BB7A6026091
Phone: (956) 399-2491	Fax #: 956-3995459	Em Type: KA	
DPSM: BORIS GUNJEVIC	Zone/Dist: 03G	RO #: 049430	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/7/2013 12:30:44PM SHAWNW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 REPLACE IT?
- 8 DO THAT
- 9 A COUPLE

Information from Dealer

CUSTOMER STATES STEERING WHEEL HARD TO TURN. EPS LIGHT CAME ON
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]
 Y
 N
 N
 I DID THE T/S AND IT LEAD ME TO A RACK
 NO
 SEEN IT?

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3605566	TROYS	07/29/2014	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS)53-02	RACK; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 15,661
		Remarks / Requestor:	FE Status:

Dealer #: 206899	TZ: EST	VIN: 1HGCR3F84DA [REDACTED]	Err:
Dir Cont: JR. WILLIAM GREEN	Training %: 97	Year: 2013	Model: ACCORD V6
Serv Ph: (252) 937-8500	Extn:	Tran: 6AT	Trim: EXLV6NV
Serv Mgr: JAMES JEFFRIES		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: DAVENPORT HONDA 650 ENGLISH ROAD ROCKY MOUNT NC 27804		Desc: ACCORD 4DR EX-L V6 NAV 6CYL 278.0 HP	
Phone: (252) 937-8500	Fax #: (252) 937-2174	WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
DPSM: LINDA TURNER	Zone/Dist: 06L	Engine #: J35Y11017478	Trans #: BB7A6026078
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 176583	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/29/2014 12:57:38PM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 REPLACE THE RACK

Information from Dealer

WHEN U FIRST START CAR U HAVE EPS UNTIL A COUPLE TURNS OF STEERING WHEEL
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-02]
 YES
 DID THE TS AND IT LEADS TO A RACK
 NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3630264	SHAWNW	10/02/2014	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS)	RACK?;REPLACE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 15,085
		Remarks / Requestor:	FE Status: .

Dealer #: 207569	TZ: EST	VIN: 1HGCR3F84DA [REDACTED]	Err:
Dir Cont: JOSHUA CORNMESSE	Training %: 98	Year: 2013	Model: ACCORD V6
Serv Ph: (864) 877-9090	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: WILLIAM OPPERLEE		Doors: 4DR	WD:
Parts Mgr: ANDREW MORRIS		Fact: MARYSVILLE	Country: USA
Dir Name: DICK BROOKS HONDA OF GREER 14100 EAST WADE HAMPTO GREER SC 29651		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
Phone: (864) 877-9090	Fax #: (864) 848-0016	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER,US,	
DPSM: PER BOLLNER	Zone/Dist: 06H	Engine #: J35Y11017886	Trans #: BB7A6025683
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 600288	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/2/2014 7:21:38AM SHAWNW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 CLEAR?
- 8
- 9 REPLACE IT

Information from Dealer

EPS LIGHT COMES ON. LOSES ALL POWER STEERING.
 PULLED CODES 53-01 53-02.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: CONTROL SYSTEM DTCS][KEYWORD: 53-01]
 Y
 N
 N
 53-01: Torque Sensor (Low/High Check)
 COMES BACK
 I HAVE DONE THE T/S AND IT LEADS TO THE RACK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3635675	RADP	10/16/2014	RADP	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC 53-02	RACK?;REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 11,788
		Remarks / Requestor:	FE Status:

Dealer #: 207537	TZ: EST	VIN: 1HGCR3F85DA [REDACTED]	Err:
Dir Cont: RIENZI GEORGE DI	Training %: 74	Year: 2013	Model: ACCORD V6
Serv Ph: (610) 789-9420	Extn:	Tran: 6AT	Trim: EXLV6NV
Serv Mgr: TONY FELICI		Doors: 4DR	WD:
Parts Mgr: JOHN BULLOCK		Fact: MARYSVILLE	Country: USA
Dir Name: PIAZZA HONDA OF SPRINGFIELD		Desc: ACCORD 4DR EX-L V6 NAV 6CYL 278.0 HP	
780 BALTIMORE PIKE		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
SPRINGFIELD PA 19064		Engine #: J35Y11208175	Trans #: BB7A6026374
Phone: (610) 789-9420	Fax #: (610) 789-2194	Em Type: KL	
DPSM: OLIVER GIORGI	Zone/Dist: 05G	RO #: 505371	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/16/2014 12:24:48PM RADP
1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 DID YOU CHECK THE CONT AT RACJ AND C/U

8 REPLACE THE RACK

Information from Dealer

STEERING LOCKS UP TOWED TO SHOP. SCAN OUT EPS MODULE, CODE 53-02. UNABLE TO DUPLICATE PROBLEM CLEARED CODE AND DID NOT COME BACK.INSPECTED ALL WIRING AND PIN CONNECTORS- FOUND ALL TO BE OK. INSPECTED WIRING HARNESS AND LOOKS OK ALSO. SECOND TIME BACKWITH SAME CONCERN. LOOKING FOR ADVICE ON HOW TO P ROCEED

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: ALLSUBJECTS][KEYWORD: 53-02]
N

CAME BACK 2ND TIME WITH SAME DTC 53-02-Torque Sensor (Average Check)
YES, CHECKED PINFITS,CONT CHECK ON WIRES TO EACH OTHER AND GND ARE OK,
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3417820	JOHNB	04/08/2013	JERRYA	6

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 22-01,53-02 INTERMITTENT	EPS C/U?;REPL?;	
		Resin Source: None	Date:
		Status: N/A	Mileage: 4,273
		Remarks / Requestor:	FE Status: .

Dealer #: 207871	TZ: EST	VIN: 1HGCR3F84DA [REDACTED]	Err:
Dir Cont: VICTOR ARCE	Training %: 87	Year: 2013	Model: ACCORD V6
Serv Ph: (973) 705-9200	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: PAUL GIAMEO		Doors: 4DR	WD:
Parts Mgr: ERIN WATSON		Fact: MARYSVILLE	Country: USA
Dir Name: ROUTE 22 HONDA 75 ROUTE 22 WEST HILLSIDE NJ 07205		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
Phone: (973) 705-9200	Fax #: 9737058899	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER,US,	
DPSM: DAN OUTTEN	Zone/Dist: 05B	Engine #: J35Y11208329	Trans #: BB7A6026668
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 514883	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests**Information from Dealer**

4/8/2013 6:15:52AM	JOHNB	
1 ORIGINAL COMPLAINT		C/S POWER STEERING KEEPS ON LOCKING UP HAPPENED 3-TIMES CODES 22-01AND 53-02 PEFORMED DIAG AS PER S/M BOTH CODES INTERMITTENT FAILURE
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		[KEYWORD: EPS]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		
6		VEHICLE HAS EPS CODES 22-01,53-02;CODES WILL NOT RESET;CANNOT PRODUCE ANY FAILURES
7 DTC 22-01: Engine Speed Signal		
8 DTC 53-02: Torque Sensor (Average Check)		
9 ANY OTHER CODES IN VEHICLE		NONE
10 ALL DTC CHK		YES
11 CHK CAN LINE CONNECTIONS AT THE EPS C/U;CHK VOLTAGE AND GROUND TO EPS C/U;PRODUCE COMPLAINT;NOTE IF CODES RESET		
4/8/2013 7:22:51AM	DAVIDK	
12		ON TEST DRIVE 53-0 RETURNED.
13		IT HAS ME TO REPLACE THE GEAR BOX.
14 DIAG		STEP 2 HAD 2.4 ON MAIN AND 2.5 SUB GO TO STEP 3 STEP 3 DID NOT HAVE 0V HAD 2.5. SAYS TO REPLACE RACK DO YOU AGREE
15 DOES VALUE CHANGE W TURNING STEERING WHEEL L OR RT W WHEELS ON THE GROUND		NO
16 CLEAN CONNECTORS W ELECT CLEANER AND AIR. REPLACE RACK		
9/4/2013 10:45:51AM	CHRISR	
17 BRIAN CARREIRA D389867 12869mi		CUST STATES THAT STEERING GETS HARD FROM TIME TO TIME, HAS HAPPENED 10 TIMES FROM LAST VISIT ON APRIL 11TH 2013 TILL NOW. CUSTOMER SAYS WHEN IT HAPPENS HE TURNS OFF VEHICLE AND THEN BACK ON AND ITS GOOD FOR SOME TIME AGAIN
18 IF ALL CONNS OK, REPLACE RACK		
9/9/2013 11:47:38AM	SHAWNW	
19		53-02: Torque Sensor (Average Check)
20		REPALCED RACK AND CODE CAME BACK
21 HOW LONG TO RECODE?		100 MILES
22 GONE OVER ALL THE CONNECTIONS?		YES ALL LOOK GOOD, CONNECTIONS LOOK GOOD, NOT CORROSION, CYCLED CONNECTIONS
23 SWAP THE EPS C/U		OK
9/10/2013 1:24:44PM	RUDYG	
24 09/10/2013 01:24:58 PM RUDYG		(BRIAN) I HAVE DRIVEN 44 MILES AND NOTHING SO FAR.
25 WHAT HAS BEEN REPLACED		RACK AND PINION
26 BUT CODED AFTER RACK REPLACED		YES, I CHECKED PIN FITS AND SINCE THEN NO RECODE.
27 AT LEAST AS FAR AS CUST DID BEFORE IT RECODED		HOW FAR SHOULD I DRIVE THIS
28 AT THAT POINT IF NO RECODE, TALK WITH DPSM AND SEE IF WANTS TO REPL EPS C/U ALSO. IF FAILURE STILL OCCURS THEN HARNESS WOULD BE ONLY THING LEFT		THAT WAS ABOUT 100 MILES
29 (PEND TO DPSM)		OK
9/12/2013 7:06:08AM	JERRYA	
30 09/12/13 10:06:22 JERRYA: (CALL FRM DEALER)		VICTOR;TECH DRIVEN 100 MILES NO ISSUES
31 DPSM APPROCHED ABUO THE POSS OF RPLACENIG THE EPS C/U		YES HE;S NOT WILLING TO REPLACE ANYTHING AT THIS POINT
32 CONTINUE TO DUPLICATE		RETURN I TO THECUSTOMER ?

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3573831	LINDSEYA	05/02/2014	LINDSEYA	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-02, LOST ASSIST	RACK; REPLACE PER T/S	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 19,921
		Remarks / Requestor:	FE Status:

Dealer #: 208206	TZ: CST	VIN: 1HGCR2F58DA [REDACTED]	Err:
Dir Cont: JERREL PEOPLES	Training %: 99	Year: 2013	Model: ACCORD
Serv Ph: (205) 833-1233	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: JEFFERY MARTIN		Doors: 4DR	WD:
Parts Mgr: BRUCE STEWARD		Fact: MARYSVILLE	Country: USA
Dir Name: BRANNON HONDA		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
300 GADSDEN HIGHWAY	AL 35235	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
BIRMINGHAM		Engine #: K24W11011894	Trans #: BC5A6017129
Phone: (205) 833-1233	Fax #: 2052718381	Em Type: KA	
DPSM: ROBERT PROPHET	Zone/Dist: 07C	RO #: 011431	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/2/2014 10:10:33AM LINDSEYA

- 1 ORIGINAL COMPLAINT

- 2 ISIS SEARCH CRITERIA

- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6

- 7 DID THE VOLTAGE GO TO ZERO?
- 8 THEN REPLACE THE RACK.
- 9 IF ALL PIN FITS AT TORQUE SENSOR AND EPS CU ARE GOOD, THEN GO WITH RACK.
- 10 BASED ON THEIR CONCERN AND LOSS OF ASSIST, I WOULD SAY NO.

Information from Dealer

CUSTOMER STATES: EPS LIGHT CAME ON WHILE DRIVING AND STEERING LOST ALL POWER ASSIST. CODE 53-02 STORED. PERFORMED TROUBLESHOOTING FLOWCHART OR SAME CODE. 0 VOLTS AT STEERING ANGLE SENSOR - FLOWCHART STATES TO REPLACE STEERING GEARBOX. [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 53-02]

Y

N

N

I DID THE T/S, AND IT SENT ME TO STEP 9. I PULLED THAT UP AND IT SAYS TO CHECK TORQUE SENSOR MAIN AND AND IF VOLTAGE GOES TO ZERO, REPLACE THE GEARBOX.

YES.

OK.

OK. SHOULD I GIVE THIS CAR BACK TO THE CUSTOMER?

OK. THANKS.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3555048	RUDYG	03/13/2014	SHAWN W	4

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01	4/3: HARNESS REPLACED	
		Resln Source:	Spoke w/ Dealer Date: 04/03/2014
		Status:	N/A Mileage: 19,669
		Remarks / Requestor:	FE Status: .

Dealer #: 299926	TZ: AST	VIN: 1HGCR3F8XDA [REDACTED]	Err:
Dir Cont: ROBERTO ACOSTA	Training %: 99	Year: 2013	Model: ACCORD V6
Serv Ph: (787) 636-0497	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name:		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
BECHARA ST., LO3 C1	PR 00920	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
PUEBLO VIEJO		Engine #: J35Y11019223	Trans #: BB7A6027997
Phone: (787) 620-7020	Fax #: 7876207007	Em Type: KA	
DPSM:	Zone/Dist: 15A	RO #: 131854	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

3/13/2014 11:22:47AM	RUDYG	
1 ORIGINAL COMPLAINT		STEERING HARD TO TURN AND EPS LIGHT ON
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 53-01]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		YES, HAS CODE 53-01
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		GEARBOX REPLACED AND LASTED ABOUT ONE MONTH AND CODE CAME BACK
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		NO
6 CODE CLEARS		YES, DOES IT INTERMITTENTLY. SUB VOLTAGE DROPS TO 0V WHEN IT CODES
7 USE HDS AND MONITOR SUB AND MAIN IN DATA LIST WHILE WIGGLE TESTING CONNECTIONS AT RACK		OK
8 ALSO USE PIN FIT TOOL TO CK PIN FITS FOR DRAG		WHAT TOOL?
9 (WALKED TECH WHERE TO FIND PIN FIT TOOL 07AGJ-000A2A0 ON ISIS)		OK, I WILL LOOK FOR THAT
10 IF ALL OK SUSPECT HARNESS		OK
3/25/2014 11:41:15AM	RONW	
11		██████████ D WIGGLE TEST, NO CHANGE IN SUB OR MAIN ON HDS. USED .64MM PIN FIT TOOL AND CHECKED EACH PIN AT THE RACK. PIN FIT TESTED GOOD. STEERING IS NOT ACTING UP RIGHT NOW BUT WHEN IT WAS, I ALSO TRIED A KNOWN GOOD EPS UNIT AND IT DID NOT HELP
3/25/2014 11:54:29AM	RONW	
12 NEXT LOGICAL REPAIR ATTEMPT WOULD BE TO REPLACE THE HARNESS, MAKE SURE EVERYONE AWARE ON YOUR END THAT THIS IS AN EDUCATED GUESS BASED ON INFORMATION YOU HAVE GIVEN US SO FAR		UNDERSTOOD
4/3/2014 12:35:19PM	SHAWNW	
13		REPLACED THE ENGINE COMPARTMENT HARNESS AND IT IS FIXED
14 THANKS FOR THE INFO		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3607152	RAYD	08/01/2014	RAYD	1

Code
P 5600

Original Complaint
ELEC P/STEER PROB (EPS) 33-01

Probable Cause/Solution
PER T/S NEEDS RACK;

ResIn Source: None

Date:

Status: N/A

Mileage: 535

Remarks / Requestor:

FE Status:

Dealer #: 207814	TZ: EST	VIN: 1HGCR3F86DA [REDACTED]	Err:
Dir Cont: GERARD JEROME	Training %: 69	Year: 2013	Model: ACCORD V6
Serv Ph: (305) 816-5678	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: JOHN KONAPELSKI		Doors: 4DR	WD:
Parts Mgr: ROBERT GEAIR		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA MIAMI LAKES 5925 N.W. 167TH STREET MIAMI FL 33015		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
Phone: (305) 816-5678	Fax #: (305) 816-5662	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	Engine #: J35Y11019646	Trans #: BB7A6028302
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 623214	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/1/2014 3:27:09PM RAYD

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 DID YOU DO THE T/S FOR THE DTC?
- 8 HARD CODE?
- 9 SOUNDS LIKE YOUR T/S IS CORRECT, HOW CAN I HELP?
- 10 DID THEY SAY WHAT FOR?
- 11 I DONT HAVE ANY KNOWN PROBLEMS,

Information from Dealer

CUST STATES THAT THE STEERING WHEEL IS LOCK & STEERING WHEEL LIGHT IS ON.
[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: CONTROL SYSTEM DTCS][KEYWORD: 33-01]

NO
33-01;

YES, SAID THE RACK IS NO GOOD
YES, COMES RIGHT BACK ON AFTER CLEARING
THEY TOLD ME TO CALL YOU
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3517954	TROYS	12/12/2013	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-02	RACK; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 7
		Remarks / Requestor:	FE Status: .

Dealer #: 208201	TZ: EST	VIN: 1HGCT1B35DA [REDACTED]	Err:
Dir Cont: WARREN CAMPBELL	Training %: 65	Year: 2013	Model: ACCORD
Serv Ph: (919) 425-4710	Extn:	Tran: CVT	Trim: LX-S
Serv Mgr: MATTHEW MANN		Doors: 2DR	WD:
Parts Mgr: JERRY SWANK		Fact: MARYSVILLE	Country: USA
Dir Name: CROWN HONDA OF SOUTHPOINT 1001 SOUTHPT AUTOPARK DURHAM NC 27713		Desc: ACCORD 2DR LX-S 4CYL 185.0 HP 2.4 L	
Phone: (919) 425-4710	Fax #: 9194254704	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: DANIEL MAY	Zone/Dist: 06K	Engine #: K24W11132871	Trans #: BC5A6208642
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 517008	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

12/12/2013 10:24:03AM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CHECK PIN FITS IF OK DO RACK

Information from Dealer

EPS LIGHT IS ON AND THERE IS NO POWER STEERING.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-02]
 YES
 TS LEADS TO THE RACK SM WANTS ME TO CALL

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3428935	JERRYA	05/07/2013	RAYD	5

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 53-02	HARNES; REPLACE HARNES;	
		Resin Source: None	Date:
		Status: N/A	Mileage: 6,326
		Remarks / Requestor:	FE Status: .

Dealer #: 208341	TZ: EST	VIN: 1HGCR3F85DA [REDACTED]	Err:
Dir Cont: STEVEN ZUMBAUGH	Training %: 72	Year: 2013	Model: ACCORD V6
Serv Ph: (703) 444-2010	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: DENNIS GUNESSEVER		Doors: 4DR	WD:
Parts Mgr: BRIAN SMITH		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA DULLES 21715 AUTO WORLD DRIVE STERLING VA 20166		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
Phone: (703) 444-2010	Fax #: 7037718203	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
DPSM: TOM ZUIDEMA	Zone/Dist: 06C	Engine #: J35Y11209363	Trans #: BB7A6029975
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 392181	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

5/7/2013 8:31:34AM	JERRYA		
1 ORIGINAL COMPLAINT			PULLED CODE 53-02 CODE WONT CLEAR HAVE 5VOLTS AT TS-VDD LIGHT BLUE WIRE SENT SNAP SHOT
2 ISIS SEARCH CRITERIA			[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?			[KEYWORD: EPS]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?			YES
5 ANY AFTER MARKET ACCESSORIES INSTALLED?			NO
6 05/07/13 11:35:19 JERRYA: (CALL FRM DEALER)			NO
7 CODE CLEAR			STEPHAN;TECH I DID HE T/S AND IT SEZ REPLACE THE RACK?
8 SEEN A FEW FOR THIS CODE A RACK FIXED, IF THE T/S SEZ "REPLACE RACK", REPLACE AND REHCECK			NO IMMEDIATELY RESETS
			OK JUST SEMED ALWFUL NEW TO HAVE A RACK ISSUE
5/8/2013 6:40:13AM	SHAWNW		
9			SWAPPED THE C/U AND N/C
10			WITH THE TORQUE SENSOR D/C I HAVE 5V ON PIN 3 AND .5 ON PIN 1
11 SHOULD HAVE 5 V ON BOTH			OK
12 D/C C/U AND SENSOR AND CHECK THE RED WIRE FOR SHORT TO GROUND, OR ANOTHER WIRE IN THE SENSOR CONNECTOR			OK
5/10/2013 9:43:03AM	DAVEM		
13			WHERE IS THE CENTER JUNCTION BOX?
14 [SPENT 20MIN WALKING THE TECH THRU THE SCREENS IN THE EWD TO FIND IT]			
6/20/2013 11:11:35AM	TROYS		
15			53-02REPLACED RACK HAD NO ASSIST EVEN AFTER SWAPING CONTROL UNITS WAS UNABLE TO CALIBRATE STEERIGWITH OLD RACK UNTIL REPLACE RACK NOW WHEN DRIVI NG LOOSES POWER STEERING ASSIST WHEN TURN OFF VEHICLE ASSIST WILL RESUME
16 LOST CALL			
7/1/2013 10:14:13AM	RAYD		
17			EVERY TIME YOU WIGGLE THE HARNESS GOING TO THE RACK, IT KICKS THE CODE,
18 HOW FAR FROM THE RACK?			CLOSE, ON THE WAY DOWN TO THE RACK
19 REPLACE THE HARNESS;			I HAD TO FIX ONE TERMINAL, RED WIRE PIN WAS DAMAGED, I REPLACED PIN.
20 DID YOU REPLACE THE HARNESS?			NO
21 REPLACE IT			

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3551962	TROYS	03/05/2014	JOHNB	2

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS 53-02	3/18: EPS C/U PIN #7 LOOSE;ADJUSTED PIN FIT		
		ResIn Source:	Spoke w/ Dealer	Date: 03/18/2014
		Status:	N/A	Mileage: 18,975
		Remarks / Requestor:		FE Status: .

Dealer #: 207072	TZ: CST	VIN: 1HGCR2F80DA [REDACTED]	Err:
Dir Cont: KUAN LIU	Training %: 15	Year: 2013	Model: ACCORD
Serv Ph: (337) 364-4126	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: JOHN KERRIDGE		Doors: 4DR	WD:
Parts Mgr: TOM LOUGHLIN		Fact: MARYSVILLE	Country: USA
Dir Name: J. P. THIBODEAUX HONDA		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
2511 HIGHWAY 90 WEST		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
NEW IBERIA LA 70560		Engine #: K24W11013994	Trans #: MC4A1008730
Phone: (337) 364-4126	Fax #: 3373652321	Em Type: KA	
DPSM: DANIEL FYFFE	Zone/Dist: 03D	RO #: 622622	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/5/2014 1:45:00PM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 INSPECT THE PIN FIT TO HARNESS

Information from Dealer

CUSTOMER STATES LIGHTS ON DASH STAYING ON (STEERING WHEEL & ! LIGHT) AND STEERING WHEEL IS HARD TO TURN.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-02]
 YES
 GEAR BOX
 NO
 IT WAS GONE FOR A FEW DAYS

3/18/2014 5:28:33AM JOHNB

- 8 EPS C/U LT BLU #7 PIN LOOSE;TIGHTENED PIN FIT;NOW FIXED;CAR HAS BEEN GONE 3 WEEEEKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3641293	RUDYG	10/30/2014	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS NO ASSIST 53-01	EPS RACK?; CK PIN FITS FIRST	
		Resin Source: None	Date:
		Status: N/A	Mileage: 41,903
		Remarks / Requestor:	FE Status: .

Dealer #: 207019	TZ: EST	VIN: 1HGCR3F82DA [REDACTED]	Err:
Dir Cont: JOHN ORELLANA	Training %: 95	Year: 2013	Model: ACCORD V6
Serv Ph: (301) 899-7800	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: JEFF SCHWEITZER		Doors: 4DR	WD:
Parts Mgr: JIMMY BEAVERS		Fact: MARYSVILLE	Country: USA
Dir Name: POHANKA HONDA		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
1772 RITCHEYSTATION CT		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
CAPITOL HEIGHTS MD 20743		Engine #: J35Y11210140	Trans #: BB7A6031701
Phone: (301) 899-7800	Fax #: (240) 838-7342	Em Type: KL	
DPSM: RAFIK ABDULLAHI	Zone/Dist: 06A	RO #: 561034	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/30/2014 1:59:54PM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CK PIN FITS BETWEEN EPS TORQUE SENSOR AND EPS C/U. IF OK REPL EPS RACK

Information from Dealer

LOST POWER STEERING. HARD TO TURN.
 [MODEL: ACCORD HYBRID][YEAR: 2014][PUBID: 0][SUBJECT: TRANS/DRIVELINE][KEYWORD: FLUID]
 YES
 CODE CLEARS BUT COMES BACK AS SOON AS YOU DRIVE IT
 NO
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3405779	ROBS	03/06/2013	DAVEM	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) 71-01	WAR: EPS CU & MOTOR	
	Resln Source:	Warranty	Date: 07/18/2013
	Status:	N/A	Mileage: 4,023
	Remarks / Requestor:		FE Status: .

Dealer #: 207312	TZ: CST	VIN: 1HGCR2F88DA [REDACTED]	Err:
Dir Cont: JUAN CALVO	Training %: 22	Year: 2013	Model: ACCORD
Serv Ph: (918) 622-3636	Extn:	Tran: CVT	Trim: EX-LNAV
Serv Mgr: KRISTI CATES		Doors: 4DR	WD:
Parts Mgr: NICK YOUNG		Fact: MARYSVILLE	Country: USA
Dir Name: DON CARLTON HONDA		Desc: ACCORD 4DR EX-L NAVI 4CYL 185.0 HP 2.4	
4141 S. MEMORIAL DRIVE		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
TULSA OK 74145		Engine #: K24W11014332	Trans #: BC5A6019104
Phone: (918) 622-3636	Fax #: 9186228859	Em Type: KA	
DPSM: ERIC PIZZECK	Zone/Dist: 10B	RO #: 315024	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 3/6/2013 1:15:02PM ROBS
- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 EPS DTC 71-01?
- 7 THERE ARE 6 WIRES AT MTR SENSR AND AT THE EPS C/U. PIN-TEST ALL FEMALES. I THINK ONE IS LOOSE AND THAT'S WHY IT'S INTERMIT.
- 8 PLS FDBK, USE IN
- 3/6/2013 2:30:20PM RAYD
- 9
- 10 HOW DID YOU TEST THE PINFITS;
- 11 DO THE T/S OVER AGAIN, THIS TIME WRITE DOWN YOUR FINDINGS
- 7/18/2013 1:11:59PM DAVEM
- 12 UPDATED PCS

Information from Dealer

CUSTOMER STATES THAT THE EPS LIGHT COMES ON AND THE STEERING IS HARD TO TURN. GOES AWAY A MINUTE LATER.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]

[KEYWORD: EPS]

YES

THE EPS C/U

NO

YES. INTERMIT.

OK

PIN FITS ARE GOOD

WITH MY METER, IT TOLD ME TO REPLACE THE CONTROL UNIT, I DID THAT BUT STILL HAVE THE SAME PROBLEM

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3573266	TROYS	05/01/2014	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 53-01	RACK; DO TS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 12,170
		Remarks / Requestor:	FE Status:

Dealer #: 208275	TZ: EST	VIN: 1HGCR3F81DA [REDACTED]	Err:
Dir Cont: EUGENIO GONZALEZ	Training %: 95	Year: 2013	Model: ACCORD V6
Serv Ph: (305) 856-3000	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: ROGER MCCOMBS		Doors: 4DR	WD:
Parts Mgr: GEORGE NAGORSKI		Fact: MARYSVILLE	Country: USA
Dir Name: BRICKELL HONDA		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
690 S.W. 8TH STREET		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
MIAMI FL 33130		Engine #: J35Y11023299	Trans #: BB7A6034403
Phone: (305) 856-3000	Fax #: (305) 250-4115	Em Type: KA	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	RO #: 549409	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/1/2014 6:21:11AM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7
- 8 DO TS FOR CODE

Information from Dealer

CUST STATES EPS LIGHT ON STEERING HARD
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]
 YES
 NO
 NO
 IS IT THE CU
 I HAVE V IN TO CU BUT NOTHING OUT
 OH OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3589678	TROYS	06/16/2014	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01	RACK ; DO TS PIN FIT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 15,386
		Remarks / Requestor:	FE Status: .

Dealer #: 208246	TZ: EST	VIN: 1HGCR3F84DA [REDACTED]	Err:
Dir Cont: BONG SAMALA	Training %: 95	Year: 2013	Model: ACCORD V6
Serv Ph: (904) 797-2688	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: JENNIFER WALL		Fact: MARYSVILLE	Country: USA
Dir Name: COGGIN HONDA OF ST. AUGUSTINE		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
2925 U.S. 1 SOUTH		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
ST. AUGUSTINE FL 32086		Engine #: J35Y11023325	Trans #: BB7A6034164
Phone: (904) 797-2688	Fax #: (904) 797-5192	Em Type: KA	
DPSM: DAVID CATHCART	Zone/Dist: 07H	RO #: 281665	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/16/2014 11:55:24AM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 DO NORMAL TS INSPECT THE PIN FIT

Information from Dealer

CUSTOMER STATED WHILE DRIVING THE ELECTRIC POWER STEERING QUIT WORKING. CHECK FOR DTC 53-01 TORQUE SENSOR (HIGH/LOW CHECK)

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: EPSCONTROL UNIT][KEYWORD:]

YES

NO NOTHING YET

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3502794	CHRISR	11/08/2013	CHRISR	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) 83-1	EPS?; VFY ALL DTC CK, FCAN	
	Resln Source:	None	Date:
	Status:	N/A	Mileage: 9,833
	Remarks / Requestor:		FE Status:

Dealer #: 207548	TZ: EST	VIN: 1HGCR3F80DA [REDACTED]	Err:
Dir Cont: GEORGE PERTUSIEI	Training %: 96	Year: 2013	Model: ACCORD V6
Serv Ph: (800) 293-1885	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: REYNOLD RODRIGUEZ		Fact: MARYSVILLE	Country: USA
Dir Name: CORAL SPRINGS HONDA		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
9400 W. ATLANTIC BLVD.		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
CORAL SPRINGS FL 33071		Engine #: J35Y11023472	Trans #: BB7A6034568
Phone: (800) 293-1885	Fax #: 9547535572	Em Type: KA	
DPSM: BRIAN SOLENTHALER	Zone/Dist: 07M	RO #: 377330	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

11/8/2013 8:03:06AM	CHRISR	
1 ORIGINAL COMPLAINT		STEERING NO POWER ASSIST HAS EPS CODE 83-1
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
		[KEYWORD: EPS]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		N
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6 IS 83-1 VSA OR EPS		VSA?...NOT SURE
7 DO ALL DTC CK WHEN COMM CODES EXIST		OK
8 IF OTHER NO COMM EPS COME UP, VFY CONN QUAL & PIN FIT, REPLACE C/U		OK
11/8/2013 11:59:47AM	CHRISR	
9		I WAS WRONG IT IS 53-01
10 OK, MAKES MORE SENSE, VFY PIN FIT @ RACK IF OK, REPLACE RACK		OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3616652	STEVEM	08/27/2014	STEVEM	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01 , 53-02	G1?; CHK G1 IF OK REPLACE RACK?;	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 12,550
		Remarks / Requestor:	FE Status: .

Dealer #: 207775	TZ: EST	VIN: 1HGCR3F90DA [REDACTED]	Err:
Dir Cont: ROBERT DEMAREST	Training %: 74	Year: 2013	Model: ACCORD V6
Serv Ph: (561) 844-5700	Extn:	Tran: 6AT	Trim: TRGV6
Serv Mgr: ALEXANDER SANCHEZ		Doors: 4DR	WD:
Parts Mgr: ANTONIO ROCHA III		Fact: MARYSVILLE	Country: USA
Dir Name: ED MORSE HONDA		Desc: ACCORD 4DR TRGV6 6CYL 278.0 HP 3.5 L	
3790 W. BLUE HERON BL.		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
RIVIERA BEACH FL 33404		Engine #: J35Y11023444	Trans #: BB7A6034615
Phone: (561) 844-5700	Fax #: 5618451390	Em Type: KA	
DPSM: BRIAN SOLENTHALER	Zone/Dist: 07M	RO #: 160783	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/27/2014 1:41:50PM STEVEM

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 TORQUE SENSOR VOLTAGE VALUES ?
- 7 AND DO THE VALUES CHANGE IN OPPOSITE DIRECTIONS WHEN YOU TURN THE WHEEL ?
- 8 CHECK G1 AND DO A VOLTAGE DROP ON THE CABLE
- 9 IF THEY ARE OK REPLACE THE STEERING RACK ASSEMBLY

Information from Dealer

CAR IS TOWED IN WITH A NO P/S COMPLAINT. ROAD TESTED VEHICLE, P/S WORKED FOR A FEW MILES THEN QUIT. CODES 53-01 AND 53-02 STORED. PER DIAGNOSTICS, CHECKED TORQUE VALUES, BOTH AROUND 2.5 WITH NO LOAD, CHANGE WITH LOAD.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 53-01]

Y
N
N
THEY ARE BOTH 2.5
YES
OK
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3623173	CHRISR	09/15/2014	TROYS	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC 53-01,53-02	HRNSS; VFY HRNSS OK, DUP, REPL TRQ SNSR	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 14,807
		Remarks / Requestor:	FE Status:

Dealer #: 207814	TZ: EST	VIN: 1HGCR3F91DA [REDACTED]	Err:
Dir Cont: KERWIN RICHARDS	Training %: 93	Year: 2013	Model: ACCORD V6
Serv Ph: (305) 816-5678	Extn:	Tran: 6AT	Trim: TRGV6
Serv Mgr: JOHN KONAPELSKI		Doors: 4DR	WD:
Parts Mgr: ROBERT GEAIR		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA MIAMI LAKES		Desc: ACCORD 4DR TRGV6 6CYL 278.0 HP 3.5 L	
5925 N.W. 167TH STREET		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
MIAMI FL 33015		Engine #: J35Y11023536	Trans #: BB7A6034518
Phone: (305) 816-5678	Fax #: 3058165662	Em Type: KA	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	RO #: 628313	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

9/15/2014 10:44:10AM CHRISR	
1 ORIGINAL COMPLAINT	STEERING HARD TO TURN.
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 53-01]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	
6 VFY HRNSS OK BTWN UNIT AND RACK	OK
7 SEEN A FEW WITH HRNSS ISSUES, VFY TORQ SENS TEST TO UNIT IF OK, AND CAN DUP, POSS RTORQ SNSR	OK
9/16/2014 1:19:14PM STEVEM	
8 DID YOU CHECK THE WIRING HARNESS AND PIN FITS	YES WE CHECKED THEM AND THE PIN FITS
9 HOW DID YOU DO THE PIN FIT TEST	I WIGGLED THE WIRES
10 THAT IS NOT CHECKING THE PIN FIT , YOU HAVE TO DO A DRAG TEST ON THE TERMINALS , ROUND UP OR ORDER THE TOOL 07XAJ-001000A	OK
11 THEN CHECK THE PIN FITS , DRAG TEST	OK
9/17/2014 10:10:06AM TROYS	
12	I DID THE PIN FIT AND THEY ARE ALL TIGHT
13 DOES IT RECODE	NO
14 IF RETURNS REPLACE RACK	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3628943	CHRISV	09/29/2014	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01 53-02	RACK; REPLACE	
		Resin Source: None	Date:
		Status: N/A	Mileage: 26,107
		Remarks / Requestor:	FE Status:

Dealer #: 207960	TZ: EST	VIN: 1HGCR3F85DA [REDACTED]	Err:
Dlr Cont: JOSEPH BOSTICK	Training %: 100	Year: 2013	Model: ACCORD V6
Serv Ph: (864) 234-6632	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: STEVE BEHERNS		Doors: 4DR	WD:
Parts Mgr: AMANDA STOKES		Fact: MARYSVILLE	Country: USA
Dlr Name: BREAKAWAY HONDA 330 WOODRUFF RD. GREENVILLE SC 29607		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
Phone: (864) 234-6632	Fax #: (864) 234-0355	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
DPSM: PER BOLLNER	Zone/Dist: 06H	Engine #: J35Y11023377	Trans #: BB7A6034093
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 528177	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/29/2014 12:25:57PM CHRISV

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 REPLACE THE RACK

Information from Dealer

CODE 5301 AND 5302 EPS LIGHT ON HARD TO STEER AT TIMES
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3609988	LINDSEYA	08/11/2014	RAYD	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS INOP 71-01	SHORT TRIP DRIVER; CHECK ALL SYS DTC'S	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 5,933
		Remarks / Requestor:	FE Status: .

Dealer #: 206600	TZ: EST	VIN: 1HGCT1B33DA [REDACTED]	Err:
Dir Cont: SAOKITH KHUON	Training %: 62	Year: 2013	Model: ACCORD
Serv Ph: (904) 389-8614	Extn:	Tran: CVT	Trim: LX-S
Serv Mgr:		Doors: 2DR	WD:
Parts Mgr: STEVEN DENBY		Fact: MARYSVILLE	Country: USA
Dir Name: DUVAL HONDA		Desc: ACCORD 2DR LX-S 4CYL 185.0 HP 2.4 L	
1325 CASSAT AVENUE		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
JACKSONVILLE FL 32205		Engine #: K24W11156070	Trans #: BC5A6245430
Phone: (904) 389-8614	Fax #: 9043893767	Em Type: KA	
DPSM: DAVID CATHCART	Zone/Dist: 07H	RO #: 075272	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

8/11/2014 8:03:23AM LINDSEYA

1 ORIGINAL COMPLAINT

BODY SHOP CAR; REPL'ED PS GEARBOX ASSY, STEERING COLUMN, A NEW EPS CONTROL UNIT, PERFORMED NEUTRAL STEERING LEARN, UPDATED THE ABS SOFTWARE AND STILL SAME CODE SET; THE FLOW CHART LEAD ME TO GO TO STEP 6 STATE TO REPLACE THE EPS CONTROL UNIT. NEED HELP

2 ISIS SEARCH CRITERIA

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 71-02]

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

Y

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

Y

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

N

6

SAOKITH - I REPLACED A P/S RACK. THE EPS C/U AND I HAVE THE SAME CODES, AND THERE IS NO POWER STEERING AT ALL

7 EPS CLEAR AND NEUTRAL MEM?

YES, AND STILL HAVE CODE 71-02.

8 OK. CHECK PIN FITS AT C/U AND TORQUE SENSOR.

OK.

9 CHECK CONTINUITY, MAKE SURE YOU DON'T HAVE A BROKEN WIRE.

OK.

8/11/2014 1:03:47PM SHAWNW

10

DTC 71-02: Motor Angle Sensor (Neutral Position Learning of SIN/COS)

11 CLEAR?

COMES RIGHT BACK

12 AND YOU REPLACED THE RACK AND THE C/U?

YES

13 ENGINE COMP HARNESS IS THE ONLY THINKG LEFT

WHAT ABOUT THE RACK

14 YOU JUST REPLACED IT, NOT VERY LIKELY IT HAS THE SAME EXACT PROBLEM

OK

10/14/2014 1:54:41PM RAYD

15

SAOKITH; MI; 8105; C/S WHILE DRIVING THE STEERING WILL LOCK INTERMITTENTLY; I'VE CLEARED DTC, ITS LOOK 3 DAYS FOR CODE TO SET AGAIN; THE TECH THAT WAS DRIVING THE CAR S AID HE WAS JUST DRIVE INTERMITTENTLY LOST STEERING POWER AND THE WARNING INDICATOR CAME ON. I PERFORMED THE FLOW CHART PER 71-01 EVERYTHING CHECK OUT OKEY WHICH LEAD ME TO STEP #6 CHECK SOFTWARE UPDATE AND IT DIDN'T NEED IT, COMMENT: THE DTC TOOK AWHILE TO SET AGAIN.

16 CAN YOU DUPLICATE THIS TODAY?

NO, IT TAKES AWHILE, A TECH TOOK THE VEHICLE HOME, TOOK 3 DAYS TO DUPLICATE;

17 CODED THE 71-01?

YES,

18 CHECK CONNECTIONS?

YES, FINE

19 AND AT THE CONTROL UNIT?

EVERYTHING LOOKS FINE,

20 CHECK ALL SYSTEMS FOR LOW BATT VOLTAGE DTC'S

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3525736	SHAWNW	01/03/2014	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01 53-02	RACK?;CHECK CONNECTIONS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 18,191
		Remarks / Requestor:	FE Status: .

Dealer #: 207526	TZ: CST	VIN: 1HGCR3F82DA [REDACTED]	Err:
Dir Cont: ROBERTO QUINONE	Training %: 58	Year: 2013	Model: ACCORD V6
Serv Ph: (251) 476-8682	Extn:	Tran: 6AT	Trim: EXLV6NV
Serv Mgr: ERNIE DEVIEW		Doors: 4DR	WD:
Parts Mgr: WENDY FILLINGIM		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA AT BEL AIR MALL		Desc: ACCORD 4DR EX-L V6 NAV 6CYL 278.0 HP	
1175 EI65 SERVICE RD S		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
MOBILE AL 36606		Engine #: J35Y11023950	Trans #: BB7A6033900
Phone: (251) 476-8682	Fax #: (251) 450-2453	Em Type: KA	
DPSM: BOB WELLS	Zone/Dist: 07D	RO #: 439298	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

1/3/2014 1:03:10PM SHAWNW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CODES CLEAR?
- 7 CHECK CONNECTIONS AT THE RACK AND AT THE C/U
- 8 IF THE CODES RETURN REPLACE THE RACK

Information from Dealer

POWER STEERING INDICATOR LIGHT CAME ON AND WHEEL LOCKED UP WHILE DRIVING.53-01 AND 53-02
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]

Y
 N
 N
 YES
 OK
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3635892	RADP	10/17/2014	STEVE M	3

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS DTC 53-01	EPS RACK?;CHECK HARN PINFUTS,RELACE RACK		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 26,293
		Remarks / Requestor:		FE Status: .

Dealer #:	208310	TZ:	CST	VIN:	1HGCR3F84DA [REDACTED]	Err:	
Dir Cont:	RYSZARD GLOWACKI	Training %:	23	Year:	2013	Model:	ACCORD V6
Serv Ph:	(312) 628-4400	Extn:		Tran:	6AT	Trim:	EXLV6NV
Serv Mgr:	ANDREW ZAJAC			Doors:	4DR	WD:	
Parts Mgr:	KEITH SUDIE			Fact:	MARYSVILLE	Country:	USA
Dir Name:	FLETCHER JONES HONDA			Desc:	ACCORD 4DR EX-L V6 NAV 6CYL 278.0 HP		
	1100 NORTH CLARK ST.			WhtBdy:	P/S, SRS, ABS, S/R, NAVI, LEATHER, USA		
	CHICAGO IL 60610			Engine #:	J35Y11023949	Trans #:	BB7A6033899
Phone:	(312) 628-4400	Fax #:	3129150346	Em Type:	KA		
DPSM:	BILL(WILLIAM) WATERSTF	Zone/Dist:	08G	RO #:	419109		
Previous Dealer/Contact		Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

10/17/2014 6:44:27AM	RADP	
1 ORIGINAL COMPLAINT		CLIENT COMPLAINS OF INTERMITTENT LOSS OF POWER STEERING AND EPS WARNING DISPLAYED. TECH RETRIEVES DTC 53-01 BUT POWER STEERING ASSIST IS CONSISTENT AND GOOD THROUGHOUT ROAD TEST (NO SYMPTOM REPLICATED AT THIS TIME, OTHER THAN A HISTORY DTC 53-01) - PLEASE ADVISE ON KNOWN ISSUES
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		[KEYWORD: 53-01]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		Y
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6		T/S IS NOT VERY HELPFUL, DTC 53-01-Torque Sensor (Average Check)
7 TESTED BATTERY?;		YES IT FINE, CONN CLEAN AND TIGHT
8 CHECK PINFITS AT RACK DO DRAG TEST ON PIND, CHECK CONT ONT TORQUE SENSOR WIRES TO EACH OTHER AND TO GND IF OK REPLACE RACK		OK
10/24/2014 12:05:45PM	TROYS	
9		NO POWER STEERING AT TIMES
10 ANY CODES		
12/10/2014 11:04:26AM	STEVE M	
11 NEW TECH		COLIN KEPNER
12		THE VEHICLE PREVIOUSLY HAD ITS (ELECTRIC) POWER STEERING RACK REPLACED FOR TORQUE SENSOR DTC'S AND LOSS OF POWER STEERING. THE CLIENT HAS RETURNED TWICE SINCE THEN STATING THAT THE VEHICLE SEEMS TO DRIFT TO THE LEFT AFTER REPAIRS. SERVICE MANAGER REQUESTS INFORMATION IF ANY KIND OF EPS RE-TRAINING CAN AFFECT STEERABILITY
13 EPS MEM CLEAR AND LEARN PRODECURE ?		YES I DID THAT
14 SWAPPED WITH KG TIRES WHEEL?		I SWAPPED THE TIRES AROUND , BUT DID NOT SWAP WITH KG CAR
15 DO THAT		OK
16 RECHECK THE ALAIGNMENT , ATTACHED PAPER WORK TO R.O.		OK
17 IS THERE ANY ALAIGNEMT SPEC THAT IS OUT OF THE ALIGNMENT SPEC		NO , BUT I'M TRYING TO GET THE CROSS CAMBER CLOSE TO THE CENTER
18 FOLLOW HSB 06-068 FOR DRIFTING ISSUE		I DONT THINK THERE IS ANYTHING WRONG WITH THIS VEH , BUT COULD A CHANGE IN THE CRADLE EFFECT SAS
19 I WOULD PERFORM THE SAS PROCEDURE ALAOGN WITH THE TORQUE SENSOR RELEARN AS WELL		OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3616667	SHAWNW	08/27/2014	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS 53-02	RACK?;CHECK CONNECTIONS REPLACE RACK IF RETURN		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 13,621
		Remarks / Requestor:		FE Status:

Dealer #: 207029	TZ: EST	VIN: 1HGCR3F88DA [REDACTED]	Err:
Dir Cont: BENJAMIN MEYER	Training %: 72	Year: 2013	Model: ACCORD V6
Serv Ph: (941) 923-3413	Extn:	Tran: 6AT	Trim: EXLV6NV
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: TIMOTHY ADDISON		Fact: MARYSVILLE	Country: USA
Dir Name: WILDE HONDA		Desc: ACCORD 4DR EX-L V6 NAV 6CYL 278.0 HP	
7333 S. TAMIAMI TRAIL		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
SARASOTA FL 34231		Engine #: J35Y11024062	Trans #: BB7A6034915
Phone: (941) 923-3413	Fax #: (941) 924-8569	Em Type: KA	
DPSM: JESSICA HAMMONTREE	Zone/Dist: 07J	RO #: 406790	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/27/2014 1:55:41PM SHAWNW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CODES?
- 7 CLEAR?
- 8 CHECK CONNECTIONS AT THE RACK AND THE EPS UNIT
- 9 IF THE CODE RETURNS REPLACE THE RACK

Information from Dealer

STEERING BECOMES STIFF AND LIGHT ON DASH COMES ON
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-02]

Y

N

N

53-02: Torque Sensor (Average Check)

CLEARED OUT

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3631523	SHAWNW	10/06/2014	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01	RACK?;REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 31,243
		Remarks / Requestor:	FE Status:

Dealer #: 208574	TZ: EST	VIN: 1HGCR3F9XDA [REDACTED]	Err:
Dir Cont: SR. THOMAS OLSZE	Training %: 96	Year: 2013	Model: ACCORD V6
Serv Ph: 813-664-1234	Extn:	Tran: 6AT	Trim: TRGV6
Serv Mgr: CRISTA POYNOR		Doors: 4DR	WD:
Parts Mgr: JOE WINSLOW		Fact: MARYSVILLE	Country: USA
Dir Name: BRANDON HONDA		Desc: ACCORD 4DR TRGV6 6CYL 278.0 HP 3.5 L	
9209 ADAMO DRIVE EAST		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
TAMPA FL 33619		Engine #: J35Y11024938	Trans #: BB7A6036025
Phone: (813) 664-1234	Fax #: 813-6268853	Em Type: KA	
DPSM: DONALD LOGAN	Zone/Dist: 07K	RO #: 168062	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/6/2014 10:41:07AM SHAWNW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 CLEAR?
- 8 CHECK CONNECTIONS AT THE RACK AND THE EPS UNIT
- 9 IF GOOD REPLACE THE RACK

Information from Dealer

EPS LIGHT ON NO POWER STEER ASSIST
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS]
 Y
 N
 N
 53-01: Torque Sensor (Low/High Check)
 COMES RIGHT BACK
 OK
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3592784	SOURIS	06/24/2014	SOURIS	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS LIGHT IS ON, DTC 53-01, 02	PIN FIT?; CHECK PIN FIT AT EPS RACK AND EPS C/U	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 13,074
		Remarks / Requestor:	FE Status:

Dealer #: 207265	TZ: EST	VIN: 1HGCR3F89D	Err:
Dir Cont: KEVIN LEE	Training %: 84	Year: 2013	Model: ACCORD V6
Serv Ph: (305) 256-2340	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: DOUGLAS HUGGINS		Doors: 4DR	WD:
Parts Mgr: MIKE FRANCESCHI		Fact: MARYSVILLE	Country: USA
Dir Name: SOUTH MOTORS HONDA		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
16165 S. DIXIE HWY		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
MIAMI FL 33157		Engine #: J35Y11026191	Trans #: BB7A6037858
Phone: (305) 256-2340	Fax #: 7862421131	Em Type: KA	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	RO #: 240253	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/24/2014 9:27:32AM SOURIS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 WILL THE CODE RESET AFTER CLEARED?
- 7 WHAT HAVE WE CHECK?
- 8 PIN FIT AT THE EPS RACK AND EPS C/U MAKE SURE WE USE THE PIN CHECK TOOL IN THE SPECIAL TOOL BOX.
NOTE: MAKE SURE NO BACK OUT TERMINAL.
- 9 IF ABOVE OK, GO THROUGH THE T/SHOOT FOR THIS CODE. REPLACE STEERING RACK IF NEED.

Information from Dealer

CUSTOMER STATES STEERING LIGHT IS ON AND STEERING IS HEAVY, CODES 53-01, AND 53-02
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]
 YES,
 NO.
 NOT THAT I CAN SEE.
 (KEVIN) YES, ONLY CODE 53-01
 T/SHOOT AND FOUND POWRE AND GROUND OK. DTC 53-01: Torque Sensor (Low/High Check) DTC 53-02: Torque Sensor (Average Check)
 OK.
 OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3531669	SUSANM	01/16/2014	CHRISV	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	NO PWR STRNG EPS 71-01	RACK; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 15,404
		Remarks / Requestor:	FE Status:

Dealer #: 206762	TZ: EST	VIN: 1HGCR3F95DA [REDACTED]	Err:
Dir Cont: TYLER RICE	Training %: 99	Year: 2013	Model: ACCORD V6
Serv Ph: (508) 832-6200	Extn:	Tran: 6AT	Trim: TRGV6
Serv Mgr: STEPHEN GRAVEL		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: LUNDGREN HONDA OF AUBURN 163 WASHINGTON STREET AUBURN MA 01501		Desc: ACCORD 4DR TRGV6 6CYL 278.0 HP 3.5 L	
Phone: (508) 832-6200	Fax #: 5087210872	WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
DPSM: DAN ENDERLE	Zone/Dist: 09F	Engine #: J35Y11211841	Trans #: BB7A6039325
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 270519	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 1/16/2014 5:41:27AM SUSANM
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6 DOES IT RECODE RIGHT AWAY?
 - 7 DO U KNOW IF HE WAS AT HWY SPEED THE 1ST TIME IT HAPPEND?
 - 8 SAME DTC?
 - 9 LETS CK A COUPLE THINGS. DO ALL DTC CK, IF U HAVE A VSA DTC DO THE TRQE SNSR NUETRALIZE PROCEDURE, IF U FIND NOTHERING THERE, DO WIGGLE TEST @ RACK CONNECTOR WHILE MONITORING DATA LIST FO CHANGES, IF THERE IS FD SEND IT IN & CB IF U DO NOT FIND ANYTHING

Information from Dealer

71-01 CUSTMER STATES EPS LIGHT ON & NO POWER STEERING
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 71-01]
 N
 CLEARED DTC & CUST TOOK VEH
 FORGOT TO ASK
 IT DOES NOT. COULD NOT DUPLICATE. CUST SINCE LOST PS ON HWY.
 DO NOT KNOW
 YES
 OK THANKS FOR THE HELP GETTING STARTED

- 1/16/2014 6:20:34AM KENTO
- 10 CHANGED SKILL TO P/S EPS FROM ENG PERF.
 - 11 TRANSFER TO GENERAL T/L
- 1/16/2014 6:23:35AM CHRISV
- 12
 - 13 DO THE CODES CLEAR
 - 14 REPLACE THE RACK

HAVE A VSA CODE 86-17
 YES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3541958	LINDSEYA	02/10/2014	EDB	6

Code	Original Complaint	Probable Cause/Solution		
P 5600	NO ASSIST, NO CODES	FBF: REPLACED EPS RACK		
4590	TPMS CODE: 151-31,AFTER EPS			
		ResIn Source:	Feedback forms	Date: 02/18/2014
		Status:	N/A	Mileage: 21,003
		Remarks / Requestor:		FE Status: .

Dealer #: 208015	TZ: EST	VIN: 1HGCR2F5XD [REDACTED]	Err:
Dir Cont: CHAD ALDERMAN	Training %: 86	Year: 2013	Model: ACCORD
Serv Ph: (270) 444-6632	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: JOHANN LECLAIRE		Doors: 4DR	WD:
Parts Mgr: RONNIE MCCOY		Fact: MARYSVILLE	Country: USA
Dir Name: BLUEGRASS HONDA		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
3201 PARK AVENUE		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
PADUCAH KY 42001		Engine #: K24W11017654	Trans #: BC5A6022903
Phone: (270) 444-6632	Fax #: 2705759805	Em Type: KA	
DPSM: OPEN POSITION 10/1/14	Zone/Dist: 08J	RO #: 45624	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

2/10/2014 8:32:18AM	LINDSEYA		
1 ORIGINAL COMPLAINT			CUSTOMER STATES CAN NOT TURN STEERING WHEEL WHILE DRIVING/ ALSO CAN NOT USE BRAKES AND STEERING AT THE SAME TIME.
2 ISIS SEARCH CRITERIA			[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: STEERING]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?			Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?			Y
5 ANY AFTER MARKET ACCESSORIES INSTALLED?			N
6			██████████ - MY NUMBER ISN'T WORKING.
7 WHAT'S YOUR NUMBER?			D271756.
8			CUSTOMER SAYS THAT THE P/S IS DIFFICULT TO TURN WHILE DRIVING. THERE ARE NO CODES. WE REPLACED THE POWER STEERING MOTOR ON THE RACK. PER T/S, THEN RESET THE ANGLE SENSOR AND DID A TORQUE RELEARN. WHEN YOU GET UP TO ABOUT 55MPH, YOU CAN'T TURN THE STEERING WHEEL. IT IS WORSE THAN IT WAS BEFORE.
9 NO WARNING LIGHT?			NO.
10 ACCIDENT?			DOESN'T APPEAR TO BE. ALL LOOKS GOOD.
11 NO ISSUES DOING NEUTRAL MEM?			NO.
12 YOU'RE NOT GOING TO GET A WHOLE LOT OF ASSIST AT THOSE SPEEDS.			I AM A BIG GUY, AND I CAN'T TURN THE STEERING WHEEL AT ALL FOR THAT.
13 AND NO LOSS IN ANY OTHER SYSTEMS?			NO.
14 LET'S SWAP A CU FROM A KG CAR.			OK.
2/12/2014 6:44:26AM	ROBS		
16 WITH THIS STEER CONTROL CONTENTION, I HAVE TO WONDER HOW CAR HAS NOT HIT SOMETHING (LINE 10)			THAT STORY HAS CHANGED. CUST SAYS SHE CONTACTED A CENTER MEDIAN, TURNING. THE LF WHEEL HAS SCRAPE DAMAGE TO THE RIM. LIKE A CURB SCRAPE. NO BENT LF WHEEL, NO TIRE DAMAGE. I CHECKED OUT FRONT UNDERSIDE AND NO APPARENT DAMAGE TO THE LWR CONTROL ARM, SUBFRAME, TIE RODS, EXH., ETC.
17 NO EPS DTCs?			STILL NO DTCs
18 GO REMOVE NEG. BATT CABLE G1 BOLT. INSPECT FOR PITTING, BLACK SPOTS. CLEAN AND MAKE G1 TIGHT. PIN-TEST ALL FEMALES AT THE EPS RACK CONNS AND THE EPS C/U. AT THE RACK CONNS, LOOK FOR DARKENED BRASS TERMINALS, ANY LOOSE CONNS, ESP WHT A2, BLK B1, RED B2, WHT B3. RE-VERIFY PWRS AND GRNDS, G401, G402. IF ALL LOOKS OK, REPL THE EPS RACK ASSY.			OK
19 PLS FDBK, OTHERS WILL BE INTERESTED IN THIS.			
15			A NEW EPS C/U WAS INSTALLED 2/11. N/C. EPS RESISTS STEERING EFFORT AT MODERATE HWY SPEEDS.
2/12/2014 1:41:02PM	TROYS		
20 NOT A RANK CUST KIT CURB			
2/18/2014 7:11:04AM	JOHNB		
21			EPS RACK REPLACEMENT REPAIRED THE VEHICLE
22			NOW VSA LIGHT ON,HARD CODE 151-31;DID TROUBLESHOOTING AND SW TEST AND ALL PASS
23 DTC 151-31: TPMS Switch Circuit Open			
24 HAS THE VSA MODULATOR BEEN UPDATED			MVCI STATES NO UPDATE NEEDED

25 IF YOU PERFORMED THE TROUBLESHOOTING AND THE VOLTAGE AND CIRCUIT IS OK,TPMS SW OK..? THEN TRY BCR;IF SAME,REVIEW CONNECTIONS,GROUNDS YOU ADDRESSED ON THE EPS CHKS,AND VOLTAGE AND GROUND AT THE MODULATOR SINCE THIS ISSUE WAS NOT PRESENT UNTIL RACK REPLACEMENT;IF NOTHING FOUND,THEN MODULATOR??;AND IF YOU REPLACE,YOU WILL HAVE TO UPDATE NEW MODULATOR

5/15/2014 10:10:41AM EDB

26 INFO FROM MEDIATION

VEHICLE BOUGHT BACK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3433530	RAYD	05/20/2013	RAYD	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	LOOSES EPS; 53-01	GEAR BOX PER TROUBLESHOOTING; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 1,227
		Remarks / Requestor:	FE Status:

Dealer #: 240010	TZ: EST	VIN: 1HGCR3F94DA [REDACTED]	Err:
Dir Cont: ANTHONY SAVAGE	Training %: 12	Year: 2013	Model: ACCORD V6
Serv Ph: (410) 823-9000	Extn:	Tran: 6AT	Trim: TRGV6
Serv Mgr: JOHN DONOVAN		Doors: 4DR	WD:
Parts Mgr: DAN MCCULLOUGH		Fact: MARYSVILLE	Country: USA
Dir Name: HERITAGE HONDA SERVICE CENTER		Desc: ACCORD 4DR TRGV6 6CYL 278.0 HP 3.5 L	
725 YORK ROAD		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
TOWSON MD 21204		Engine #: J35Y11212388	Trans #: BB7A6040946
Phone: (410) 823-9000	Fax #: (410) 337-3825	Em Type: KL	
DPSM: ROBERT BORZILLERI	Zone/Dist: 06D	RO #: 930995	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/20/2013 8:59:11AM RAYD

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 HAVE YOU DONE THE T/S FOR THE DTC?
- 8 REPLACE TEH GEAR BOX PER THE T/S

Information from Dealer

NO POWER STEERING
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]
 YES
 NONE
 NOT THAT I AM AWARE OF
 53-01
 I WENT THROUGH, I HAVE THE MAIN AND THE SUB ARE
 SHOWING 0

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3598234	STEVET	07/10/2014	STEVET	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC 53-01, 53-02	EPS RACK?; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 29,732
		Remarks / Requestor:	FE Status:

Dealer #: 207748	TZ: CST	VIN: 1HGCR3F96DA [REDACTED]	Err:
Dlr Cont: JAMES BERTRAND	Training %: 100	Year: 2013	Model: ACCORD V6
Serv Ph: (225) 298-4100	Extn:	Tran: 6AT	Trim: TRGV6
Serv Mgr: JASON BORDELON		Doors: 4DR	WD:
Parts Mgr: RICHARD QUINN		Fact: MARYSVILLE	Country: USA
Dlr Name: TEAM HONDA		Desc: ACCORD 4DR TRGV6 6CYL 278.0 HP 3.5 L	
6363 SIEGEN LANE		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
BATON ROUGE	LA 70809	Engine #: J35Y11028530	Trans #: BB7A6041609
Phone: (225) 298-4100	Fax #: 2252983209	Em Type: KA	
DPSM: DANIEL FYFFE	Zone/Dist: 03D	RO #: 589976	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/10/2014 6:27:41AM STEVET

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 OK, REPLACE THE EPS RACK
- 8 FEEDBACK PLEASE

Information from Dealer

LOST POWER ASSIST. STEERING LIGHT ON.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS]
 YES
 NO
 NO
 CHECKED ALL CONNECTION, CAL THE TORQUE SENSOR, BUT
 DTC WILL COME BACK ON
 OK, THANKS
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3625182	STEVET	09/19/2014	STEVET	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC: 71-01	L/ S ENGINE HARNESS?; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 24,717
		Remarks / Requestor:	FE Status: .

Dealer #: 206644	TZ: CST	VIN: 1HGCR2F84DA [REDACTED]	Err:
Dir Cont: MARK PYEATT	Training %: 74	Year: 2013	Model: ACCORD
Serv Ph: (806) 796-7777	Extn:	Tran: CVT	Trim: EX-LNAV
Serv Mgr: COREY MCNEIL		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: FRANK BROWN HONDA		Desc: ACCORD 4DR EX-L NAVI 4CYL 185.0 HP 2.4	
5802 SPUR 327		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
LUBBOCK TX 79424		Engine #: K24W11017996	Trans #: BC5A6023441
Phone: (806) 796-7777	Fax #: 8067967789	Em Type: KA	
DPSM: LD ANDRUS	Zone/Dist: 03E	RO #: 125016	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/19/2014 7:26:51AM STEVET

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 SO HAVE YOU DONE THE T/S FOR DTC 71-01?
- 7 WE HAVE HAD SOME HARNESS ISSUES, THE HARNESS YOU ARE REFEREING TO IS THE LEFT ENGINE COMPARTMENT HARNESS
- 9 FEEDBACK PLEASE
- 8 OK,CHECK THE CONNECTORS FOR LOOSE OR PINS NOT SET, IF LOOKS OK, REPLACE HARNESS

Information from Dealer

AT TIMES POWER STEERING WILL NOT WORK WHEN DRIVING
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 71-01]

YES

NO

NO

YES, FOUND AN OPEN IN WIRE HARNESS, HAVE YOU SEEN THIS BEFORE

YES

OK

OK, THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3634102	RADP	10/13/2014	RADP	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC 53-02	RACK?;REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 28,646
		Remarks / Requestor:	FE Status:

Dealer #: 208620	TZ: EST	VIN: 1HGCR2F53DA [REDACTED]	Err:
Dir Cont: HOWARD ROSARIO	Training %: 80	Year: 2013	Model: ACCORD
Serv Ph:	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: MICHAEL LAWTON		Doors: 4DR	WD:
Parts Mgr: CHRISTOPHER ALVAREZ		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF MANHATTAN		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
627 11TH AVENUE		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
NEW YORK NY 10036		Engine #: K24W11414118	Trans #: BC5A6025380
Phone: (212) 315-3939	Fax #: 212-9561694	Em Type: KL	
DPSM: DAN OUTTEN	Zone/Dist: 05B	RO #: 510313	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 10/13/2014 10:37:23AM RADP
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 DOES THE CODE SET RIGHT AWAY
 - 8 INSPECT CONNECT AT THE RACK AND EPS C/U FOR SOFTET AND CHECK PINFITS,
 - 9 REPLACE THE RACK

Information from Dealer

C/S STEERING HARD TO TURN LIGHT ON
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS]
 Y
 N
 DTC -53-02-Torque Sensor (Average Check)
 YES
 I DID THEY ARE FINE, IT STHE RACK
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3402620	CHRISV	02/27/2013	JAMESH	13

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-02	FE: REPL'D EPS RACK AND ENG HARNESS	
		Resin Source: AHM	Date: 08/26/2013
		Status: FTLS-DLR VISIT	Mileage: 1,574
		Remarks / Requestor:	FE Status: Repaired

Dealer #: 207993	TZ: CST	VIN: 1HGCR2F37DA [REDACTED]	Err:
Dir Cont: ERIC SORENSEN	Training %: 66	Year: 2013	Model: ACCORD
Serv Ph: (817) 696-4000	Extn:	Tran: CVT	Trim: LX
Serv Mgr: KENT FERGUSON		Doors: 4DR	WD:
Parts Mgr: ROBERT TOMPKINS		Fact: MARYSVILLE	Country: USA
Dir Name: FRANK KENT HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
3400 WEST LOOP 820 SOU		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
FORT WORTH TX 76116		Engine #: K24W11020431	Trans #: BC5A6025493
Phone: (817) 696-4000	Fax #: 8176964188	Em Type: KA	
DPSM: LD ANDRUS	Zone/Dist: 03E	RO #: 139673	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

2/27/2013 7:39:29AM	CHRISV		
1 ORIGINAL COMPLAINT			EPS LIGHT COMES ON, HARD TO STEER. TURN OFF IGNITION AND BACK ON POWER STEERING WORKS. DTC 53-02 TORQUE SENSOR NOT A HARD CODE. 02/18/13 REPLACED STEERING RACK. AT 1265 MILES.
2 ISIS SEARCH CRITERIA			[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 53-02]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?			YES
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?			RACK
5 ANY AFTER MARKET ACCESSORIES INSTALLED?			NO
6 WAS THE RACK REPLACED FOR THIS ISSUE			YES
7 WIGGLE CK HARNESS, IF OK AND CONN ARE GOOD REPLACE THE EPS UNIT			
7/30/2013 11:04:28AM	TROYS		
8			THE CAR IS BACK
9 V CHECK THE SENSOR WIGGLE HARNESS			
8/9/2013 2:10:52PM	JAMESH		
10 RECEIVED FTLS REQUEST, ASSIGNED TO RUDYG			
8/9/2013 2:35:49PM	RUDYG		
11 08/9/2013 02:50:18 PM RUDYG(CALLED DLR)		(KENT)	
12 CALLING REGARDING ACCORD WITH EPS ISSUE			OK,ERIC IS GOING TO BE WORKING ON THAT. HIS NUMBER IS [REDACTED]
13 CALLED TECH NUMBER		(ERIC)	
14 I HAVE BEEN ASSIGNED TO ASSIST WITH THIS ACCORD			OK, I AM FAMILIAR WITH IT
15 WHAT CODES			ONLY 53-02
16 DTC 53-02: Torque Sensor (Average Check) . PARTS REPLACED?			EPS RACK AND EPS UNIT. LAST WORKED ON BACK IN FEB AND IT WAS OK UNTIL 2WKS AGO.
17 CURRENT MILEAGE?			AROUND 5K MILES. DON'T HAVE RO WITH ME
18 WHAT HAVE YOU DONE THIS VISIT			USED HDS TO MONITOR EPS DATA AND DID WIGGLE TEST. FOUND I COULD GET TORQUE SENSOR READINGS TO CHANGE WHEN I WIGGLED EPS TORQUE SENSOR CONNECTOR. I TOOK ALL THE WIRES OUT OF THAT CONNECTOR AND TIGHTENED THEM UP. ALL OF THEM HAD NO DRAG
19 I AM SURPRISED YOU WERE ABLE TO GET THOSE OUT			IT WAS REALLY HARD BUT I MANAGED TO DO IT WITHOUT DAMAGING THE CONNECTOR
20 HAS IT CODED SINCE YOU DID THAT?			YES, DURING ONE OF MY TEST DRIVES.
21 WHEN DOING WIGGLE TEST DID YOU WIGGLE WIRES WHERE THEY GO INTO TORQUE SENSOR			NO, ONLY AT CONNNECTOR
22 WIGGLE TEST AT EPS RACK HARNESS AND MONITOR TORQUES SENSOR SUB AND MAIN			OK
23 SHOULD NOT CHANGE AND NORMALLY ABOUT 2.5V			OK
24 IF CHANGES THERE WE WILL REPL EPS RACK AND ENG BAY HARNESS			REALLY?
25 YES, IF NO EFFECT WITH WIGGLE TEST WE WILL DO ONLY HARNESS			OK
26 (GAVE DIRECT NUMBER) CALL ME WITH P/N YOU ARE ORDERING AND I WILL TALK TO YOU ON MONDAY			OK
27 08/9/2013 03:29:33 PM RUDYG(HARNESS SHOULD BE 32200-T2A-A00)			
8/12/2013 12:09:15PM	RUDYG		
28 08/12/2013 12:09:25 PM RUDYG(RECEIVED VOICEMAIL FROM TECH)			MSG: ERIC, I WIGGLE TESTED PIGTAIL AND IT WAS OK SO I AM GOING TO ORDER A HARNESS. CALL ME BACK
29 CALLED TECH			I WAS NOT ABLE TO GET ANY CHANGE IN TORQUE SENSOR WHEN WIGGLE TESTING EPS PIGTAIL TO TORQUE SENSOR THAT MATCHES WHAT WE LOOKED UP
30 REPL HARNESS. I GOT P/N 32200-T2A-A00			IT CAN TAKE MONTHS BEFORE IT RECODES
31 OK, REPL IT			

32	PUT SOME MILES ON IT. AT LEAST 50 BEFORE GIVING IT BACK TO THE CUSTOMER	OK
33	ALSO MAKE SURE 6MM NUT ON GROUND CABLE IS TIGHT	ALREADY LOOKED AT THAT AND ACTUALLY TOOK IT APART AND CLEANED IT. CONNECTION IS GOOD THERE
34	OK	
8/14/2013 8:24:47AM RUDYG		
35	08/14/2013 10:05:10 AM RUDYG(CALLED DLR)	(X4192 VOICEMAIL)
36	MSG: THIS IS MSG FOR ERIC SORENSEN. WE WOULD LIKE HIM TO REPL THE EPS RACK ALONG WITH THE HARNESS HE IS ALREADY DOING. HAVE HIM CALL ME IF HE HAS ANY QUESTIONS	
8/15/2013 6:47:14AM RUDYG		
37	08/15/2013 06:47:35 AM RUDYG(CALLED DLR)	[REDACTED] VOICEMAIL)
38	MSG: THIS IS FOR ERIC S. JUST CALLING TO VERIFY HE GOT MESSAGE I LEFT YESTERDAY TO REPLACE THE EPS RACK ON THE 2013 ACCORD WITH EPS ISSUES. HAVE HIM CALL ME IF HE HAS ANY QUESTIONS(LEFT DIRECT NUMBER)	
8/19/2013 8:00:38AM RUDYG		
39	08/19/2013 08:00:45 AM RUDYG(CALLED DLR)	(DANNY VOICEMAIL)
40	MSG FOR ERIC, CALLING FOR UPDATE ON ACCORD WITH EPS ISSUES. HAVE HIM CALL ME (LEFT DIRECT NUMBER)	
8/19/2013 11:07:20AM RUDYG		
41	08/19/2013 11:38:38 AM RUDYG	(ERIC) WE HAVE REPLACED THE HARNESS AND EPS UNIT. WE FINISHED INSTALLING ON FRIDAY. WE ARE JUST PUTTING SOME MILES ON IT
42	HOW MANY DO YOU PLAN TO PUT ON IT	AT LEAST 50 MILES IF NOT MORE
43	OK, CALL ME WITH MILEAGE ONCE YOU GUYS RELEASE IT TO THE CUSTOMER	OK
8/21/2013 7:39:19AM RUDYG		
44	08/21/2013 07:39:54 AM RUDYG(CALLED DLR)	(KENT VOICEMAIL)
45	(MSG) CALLING FOR UPDATE ON ACCORD WITH EPS ISSUES, HAVE ERIC CALL ME (LEFT DIRECT NUMBER)	
8/26/2013 12:46:50PM RUDYG		
46	08/26/2013 12:46:59 PM RUDYG(RECEIVED MSG FROM KENT SERVICE MGR)	KENT MSG: CALLING YOU BACK ON ACCORD WITH EPS ISSUES. WE HAVE REPLACED THE EPS RACK AND HARNESS PER YOUR DIRECTION AND IT HAS NOT RECODED FOR US SINCE. CUST HAS REQUESTED BUY BACK AND IT LOOKS LIKE THAT IS GOING TO HAPPEN. OUR DPSM WILL BE HERE ON WEDNESDAY AND REVIEW THE REPAIRS
47		IF WE AGREE THE CAR IS FIXED WE WILL CONTACT THE CUSTOMER AND ASK THEM WHAT THEY WANT TO DO REGARDING EITHER PICK UP THE CAR UNTIL THE BUY BACK PROCESS IS COMPLETED OR START PAYING FOR A RENTAL CAR OR FIND ALTERNATE TRANSPORTATION. IN THE PAST THIS CAR COULD TAKE UP TO 3MONTHS TO RECODE SO MIGHT BE AWHILE BEFORE WE CAN SAY 100% IT IS FIXED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3645417	CHRISV	11/11/2014	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS LIGHT ON NO ASSIST	BATTERY?; CK CONDITION	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 10,515
		Remarks / Requestor:	FE Status: .

Dealer #: 208096	TZ: AHST	VIN: 1HGCR3F91DA [REDACTED]	Err:
Dlr Cont: EDWARD BATARA	Training %: 0	Year: 2013	Model: ACCORD V6
Serv Ph: (808) 245-5977	Extn:	Tran: 6AT	Trim: TRGV6
Serv Mgr: EDWARD BATARA		Doors: 4DR	WD:
Parts Mgr: ANATALIO RAMOS		Fact: MARYSVILLE	Country: USA
Dlr Name: KING HONDA		Desc: ACCORD 4DR TRGV6 6CYL 278.0 HP 3.5 L	
4330 KUKUI GROVE ST.		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
LIHUE HI 96766		Engine #: J35Y11033346	Trans #: BB7A6046193
Phone: (808) 245-5977	Fax #: (808) 245-2093	Em Type: KA	
DPSM: PHIL HEINZMAN	Zone/Dist: 02B	RO #: 371035	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/11/2014 9:46:09AM CHRISV

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 IF THE LIGHT WAS ON THERE SHOULD BE A CODE

7 DID THE CUST DISCONN THE BATTERY

8 CK BATTERY CONDITION, TRY TO DUP

Information from Dealer

CUSTOMER STATES STEERING GOT HARD, EPS LIGHT CAME ON. CUSTOMER PULLED TO THE SIDE, TURN OFF AND RESTARTED, STEERING OK SINCE. ROAD TEST MULTIPLE TIMES, COULD NOT VERIFY COMPLAINT. NO DTC'S.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS]
 NO
 NO
 NO
 THATS WHAT WE THOUGHT
 DONT THINK SO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3463216	RUDYG	08/06/2013	EDB	7

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS NO ASSIST	BENT RACK?; ISOLATE BY DISCONNECT TIE RODS		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 11,531
		Remarks / Requestor:		FE Status: .

Dealer #: 208248	TZ: CST	VIN: 1HGCR2F80DA [REDACTED]	Err:
Dir Cont: RICCI GARCIA	Training %: 76	Year: 2013	Model: ACCORD
Serv Ph: (713) 464-7482	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: CHARLEY LEACH		Doors: 4DR	WD:
Parts Mgr: PEDRO BELTRAN		Fact: MARYSVILLE	Country: USA
Dir Name: Spring Branch Honda 10250 OLD KATY ROAD HOUSTON TX 77043		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
Phone: (713) 464-7482	Fax #: 7134642549	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
DPSM: PETE HOLT	Zone/Dist: 03C	Engine #: K24W11020908	Trans #: BC5A6027218
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 8739	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

8/6/2013 2:32:57PM	RUDYG		
1	ORIGINAL COMPLAINT		POWER ASSIST STEERING NOT WORKING ,NO CODES PRESENT .WHEELS HAVE IMPACT MARKS AND ONE TIRE LOOKS TO HAVE BEEN REPLACED .NOT SURE IF A IMPACT WOULD CAUSE THIS PROBLEM?
2	ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING][KEYWORD:]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		YES, FEELS NOTCHY. WILL NOT RETURN FROM A TURN
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?		NOTHING BY US
5	ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6	UP IN THE AIR DO YOU FEEL BINDING IN STEERING?		LET ME CK...YES KINDA HARD
7	DISCONNECT TIE ROD ENDS TO SEE IF BIND IS IN L OR R KNUCKLE OR IN RACK		OK
8	IF IN RACK WILL NEED TO REPL IT. REFER TO CUST INSURANCE COMPANY		OK
8/7/2013 8:18:42AM	EDB		
9	QUESTIONS FROM RYAN HAYNAM MQ-CHASSIS		I had a question about this techline [REDACTED] according to the techline this 13M Accord L4 had impact damage on the wheel or wheels and the tire was replaced. Now the steering feels notchy and binds. Possible bent rack the dealer thinks. I am interest in this techline because I may get a damaged gearbox back and I am trying to determine whether or not accident damage caused the gearbox to get damaged. 1.) If the dealer has pictures of the wheel impact damage would it be possible to get them?
10			2.) Would it be possible to get the gearbox back just to look at for reference? Or is this going to be too difficult since this is probably going to be a insurance claim.??? 3.) Any other pictures or details the dealer has would you be able to give those to me? Thank you, Ryan Haynam Honda North America Services, LLC. Market Quality - Chassis Group
8/8/2013 1:45:13PM	RUDYG		
11	08/8/2013 01:45:26 PM RUDYG(CALLED DLR)		(BILL,SHOP FOREMAN)
12	TECH RICCI CALLED US ABOUT 13 ACCORD LAST TUESDAY THAT HAD SOME WHL DAMAGE AND WE SUSPECTED BENT EPS RACK. I HAVE BEEN CONTACTED TO ASK YOU IF WE CAN GET THE OLD RACK AND IF WE CAN GET PHOTOS OF WHEEL DAMAGE		I AM NOT FAMILIAR WITH THAT CAR
13	CAN YOU LOOK IT UP BY VIN?		YES
14	(GAVE VIN) LOOK INTO THIS AND CONTACT ME. EITHER BY MAIL AT [REDACTED] (GAVE DIRECT NUMBER) IF YOU HAVE PHOTOS SEND TO THAT E MAIL ADDRESS		OK
8/12/2013 6:04:10AM	RUDYG		
15	08/12/2013 06:04:35 AM RUDYG(RECEIVED VOICE MAIL MSG FROM DLR)		(BILL) CAR IS NOT HERE. SPOKE TO TECH RICCI WHO WORKED ON IT. TURNS OUT NO PHYSICAL DAMAGE VISIBLE ON RIMS. WE ONLY SUSPECTED IMPACT DUE TO SCUFF MARKS ON THE SIDES OF THE WHEELS [TIRES]. WE REPLACED NO SUSPENSION PARTS. IF YOU WANT MORE INFO CALL AND ASK FOR RICCI.
8/15/2013 12:41:31PM	EDB		

16 EMAIL FROM [REDACTED]

I just read the updated techline on this Accord EPS gearbox. I saw my email I sent earlier made it into the techline. Did the dealer supply you with any pictures of the wheels? If so can I get a copy of them? Also sounds like the story changed from wheels having impact marks and a tire replaced to now they have just scuff marks according to the techline. Any idea what is going on? Now the dealer is replacing the gearbox under warranty when originally this sounded like accident damaged caused the problem. I would like to know if the vehicles wheels did in fact hit something?

17

18 SENT EMAIL TO DPSM ADVISING OF WARR CLAIM ON THIS ISSUE WE NEED TO KNOW IF IT IS IN FACT A CURB SHOT OR DEFECTIVE PARTS?

8/19/2013 10:13:39AM EDB

19 EMAIL FROM DPSM VERN SAGE

DLR REPORTS NO CURB SHOT D/C TIE RODS AND STILL HAS PROBLEM RACK BEING REPLACED UNDER WARR

9/10/2013 1:26:58PM EDB

20 COPYSENT TO WPI MARY SHERICK

WPI received a steering rack replaced on a 2013 Accord, VIN 1HGCR2F80DA[REDACTED], to review. The rack received has the left side of the rack rod bent. The dealer indicates Techline directed the rack replacement. Would it be possible to obtain a copy of the contact notes on this repair? Thank you again for your assistance. Have a great day!

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3609211	SHAWNW	08/07/2014	SHAWNW	1

Code P 5600	Original Complaint EPS 71-01	Probable Cause/Solution RACK?;CHECK CONNECTIONS
	ResIn Source: None	Date:
	Status: N/A	Mileage: 12,102
	Remarks / Requestor:	FE Status: .

Dealer #: 208280	TZ: EST	VIN: 1HGCR2F39DA [REDACTED]	Err:
Dir Cont: TODD SNYDER	Training %: 70	Year: 2013	Model: ACCORD
Serv Ph: (717) 848-2600	Extn:	Tran: CVT	Trim: LX
Serv Mgr: KELLY MARQUARDT		Doors: 4DR	WD:
Parts Mgr: PAUL BEAUDUY		Fact: MARYSVILLE	Country: USA
Dir Name: APPLE HONDA 1212 LOUCKS ROAD YORK PA 17404		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
Phone: (717) 848-2600	Fax #: (717) 845-6505	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: OPEN POSITION 7/24/14	Zone/Dist: 05L	Engine #: K24W11415784	Trans #: BC5A6028662
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 659035	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/7/2014 12:52:15PM SHAWNW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 CLEAR?
- 8 CHECK CONNECTIONS AT THE RACK AND THE EPS UNIT AND AND CONNECTIONS BETWEEN THE 2
- 9 IF GOOD AND RECODE HAPPENS REPLACE THE RACK

Information from Dealer

POWER STEERING CUTS OUT WHILE DRIVING. HAPPENS INTERMITTANTLY. STORED DTC 71-01 MOTOR ANGLE SENSOR. CHECKED ALL WIRING OK. CLEAR CODE, DROVE 9 MILES. COULD NOT DUPLICATE COMPLAINT.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: EPS]

Y

N

N

71-01: Motor Angle Sensor (SIN/COS Signals)

YES

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3591927	JERRYA	06/21/2014	JERRYA	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	HI EFFORT TO LEFT, KEY OFF	RACK; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 22,868
		Remarks / Requestor:	FE Status:

Dealer #: 208144	TZ: PST	VIN: 1HGCR2F30DA [REDACTED]	Err:
Dir Cont: MARK REPPERT	Training %: 98	Year: 2013	Model: ACCORD
Serv Ph: (562) 929-7000	Extn:	Tran: CVT	Trim: LX
Serv Mgr: OSCAR RAMIREZ		Doors: 4DR	WD:
Parts Mgr: DAVID LANGE		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA WORLD DOWNEY 10645 STUDEBAKER ROAD DOWNEY CA 90241		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
Phone: (562) 929-7000	Fax #: 5629297072	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: OPEN POSITION 12/5/14	Zone/Dist: 01D	Engine #: K24W11417248	Trans #: MC4A1013685
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 551155	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/21/2014 9:35:38AM JERRYA

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 06/21/14 12:35:50 JERRYA: (CALL FRM DEALER)
- 7 WHEELS OFF THE GROUND KEY OFF CAN YOU FEEL A DIFFERENCE LOCK TO LOCK
- 8 VEHICLE BEEN CURBED, NEW TIRE OR WHEEL ON FRONT OT MARKS ON CURRENT TIRE OTR WHEEL
- 9 REPLACE THE RACK AND RECHECK

Information from Dealer

CUSTOMER STATES: STEERING FEELS HARD TO TURN. AS SPEED INCREASES, STEERING RESISTANCE ALSO INCREASES. WHEN TURNING, STEERING WHEEL DOES NOT SELF CENTER AT TIMES.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: STEERING]

YES
NO
NO
MARK;TECH NO CODES AND DONT COMPARE
YES PAST CENTER TURNING LEFT YOPU GET INCREASED TURNING RESISTANCE
NO

6/24/2014 6:03:48AM JERRYA

- 10 06/24/14 09:03:54 JERRYA: (UPDATE FRM DEALER)
- 11 REF # VIN DATE MODEL MDL YR DLR# AGENT NAME -----
----- 3591927
1HGCR2F30DA [REDACTED] 06/21/2014 ACCORD 2013 208144
[REDACTED]MENTS: WITH CAR ON RACK AND
KEY OFF, TURNING THE STEERING WHEEL TO THE
RIGHT CAN FEEL SOME BINDING. WILL REPLACE
STEERING RACK, SHOULD FIX PROBLEM. THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3553701	RAYD	03/10/2014	RAYD	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC 53-02	EPS GEAR BOX; REPLACE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 5,937
		Remarks / Requestor:	FE Status:

Dealer #: 208220	TZ: PST	VIN: 1HGCR3F88DA [REDACTED]	Err:
Dir Cont: ALEX MORALES	Training %: 11	Year: 2013	Model: ACCORD V6
Serv Ph: (626) 756-3800	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: MIKE RICKETT		Doors: 4DR	WD:
Parts Mgr: CARLOS GOMEZ		Fact: MARYSVILLE	Country: USA
Dir Name: NORM REEVES HONDA SUPERSTORE WEST COVINA		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
1840 E. GARVEY AVE. SO		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
WEST COVINA CA 91791		Engine #: J35Y11216191	Trans #: BB7A6051136
Phone: (626) 756-3800	Fax #: (626) 339-3075	Em Type: KL	
DPSM: OPEN POSITION 12/5/14	Zone/Dist: 01D	RO #: 400457	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/10/2014 4:13:26PM RAYD
1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 DOES CODE CLEAR?
- 8 2ND TIME IN?
- 9 REPLACE THE RACK/GEARBOX;53-02 TORQUE SENSOR AVERAGE CHECK;

Information from Dealer

WHILE DRIVING AND TURNING THE STEERING WHEEL WILL LOCK UP AND THE EPS LIGHT WILL COME ON THE DASH WHEN THIS HAPPENS THE STEERING WHEEL BECOMES EXTREMELY HARD TO TURN AND CUSTOMER ALMOST CRASHED, THIS IS THE SECOND TIME IN WITH SAME CONCERN

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 53-02]

NO
NO
53-02;
YES
YES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3421909	JERRYA	04/17/2013	JERRYA	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	(EPS) 12-01	HARNES; REPLACE	
		ResIn Source:	Spoke w/ Dealer Date: 04/17/2013
		Status:	N/A Mileage: 2,446
		Remarks / Requestor:	FE Status: .

Dealer #: 208431	TZ: EST	VIN: 1HGCR2F35DA [REDACTED]	Err:
Dir Cont: MATTHEW KIRMS	Training %: 79	Year: 2013	Model: ACCORD
Serv Ph: (609) 641-1900	Extn:	Tran: CVT	Trim: LX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: CHRIS PARKER		Fact: MARYSVILLE	Country: USA
Dir Name: BOARDWALK HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
6807 TILTON ROAD		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
EGG HARBOR TOWN NJ 08234		Engine #: K24W11417739	Trans #: BC5A6030588
Phone: (609) 641-1900	Fax #: 6096414063	Em Type: KL	
DPSM: ART ESPINOZA	Zone/Dist: 05J	RO #: 151294	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/17/2013 11:45:29AM JERRYA
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6 04/17/13 14:46:15 JERRYA: (CALL FRM DEALER)
 - 7 DID IT CLICK IN AND SECURE
 - 8 AND HAS NO RECODED
 - 9 I WOULD MANIPULATE THE HARNES, PAYING ATTENTION TAT WIRE SPECIFICALLY AND SEE IF IT RECODES, IF NOT HAVE SOMEONE PUT SOME MILES ON IT AND MONITR FOR RECODE

Information from Dealer

DTC 12-01. CUSTOMER STATES WILL LOSE POWER STEERING WHILE DRIVING.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS]
 YES
 NO
 NO
 MATT;TECH I THINK I FOUND THE PROBLEM. THE WHT WIRE (B) TO THE C/M WAS NOT LOCKED INTO THE CONNECTOR BODY.
 YES BUT I DONT WANT IT TO COME BACK
 NO
 OK

- 4/17/2013 12:57:10PM JERRYA
- 10 04/17/13 15:57:24 JERRYA: (CALL FRM DEALER)
 - 11 OTHERS OK
 - 12 REPLACE THE HARNES IOF IOTS TAT LOOSE TECH THOUGHT HE HAD IT SECURE

RODNEY;S/M I CHECKED THE TERMINAL LOCK INTO THE CONNECTOR BODY AND I CAN CAUSE IT TO COME OUT WITH THE PINFIT TOOL
 YES
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3445067	LINDSEYA	06/19/2013	EDB	3

Code
P 5600

Original Complaint
EPS LIGHT CODES 71-01 71-02

Probable Cause/Solution
UNKNOWN; COMPLETE T/S

Resin Source: None

Date:

Status: N/A

Mileage: 13

Remarks / Requestor:

FE Status: .

Dealer #: 207407	TZ: PST	VIN: 1HGCR3F86DA [REDACTED]	Err:
Dir Cont: JOSE AGUAYO	Training %: 99	Year: 2013	Model: ACCORD V6
Serv Ph: (559) 627-4444	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: MATTHEW APPLEBY		Doors: 4DR	WD:
Parts Mgr: RONALD KUNKLEMAN		Fact: MARYSVILLE	Country: USA
Dir Name: VISALIA HONDA 1016 S. BEN MADDOX WAY VISALIA CA 93292		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
Phone: (559) 627-4444	Fax #: 5596255729	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
DPSM: EMRE WILSON	Zone/Dist: 12D	Engine #: J35Y11216456	Trans #: BB7A6052723
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 92324	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

6/19/2013 4:57:47PM LINDSEYA

1 ORIGINAL COMPLAINT

STEERING WHEEL LOCKING EPS CODES 71-01 MOTOR ANGLESENSOR 71-02 MOTOR ANGLE SENSOR. AS PER TROUBLE SHOOTING THERE IS AN OPEN BETWEEN RESOLVER R1 AND R2, AND RESOLVERS R2 AND R4. AFTER INSPECTION VEHICLE IS STARTER AND STEERING WHEEL TURNS TO THE RIGHT ON ITS OWN.

2 ISIS SEARCH CRITERIA

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: EPS]

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

Y

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

N

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

N

6 I DON'T HAVE ANY CALLS OR KNOWN ISSUES ON THAT.
GO AHEAD AND DO THE T/S PER THE MANUAL.

OK.

7/24/2013 2:15:38PM LINDSEYA

7

71-01 MOTOR ANGLE SENSOR (SIN/COS SIGNALS) 71-02 MOTOR-ANGLE SENSOR (NEUTRAL POSITION LEARNING OF SIN/COS) FIRST FAILURE STEERING WHEEL WOULD HAVE NOELECTRIC ASSIST. PERFORMED SERVICE MANUAL TROUBLE SHOOTING AND RECONNECTED ALL CONECTORS AND VEHICLES STEERING WHEEL WOULD TURN TO THE RIGHT ON ITS OWN WITH VEHICLE ON LIFT. AS PER DPSM SWAPPED EPS CONTROL UNITS FROM ANOTHER VEHICLE AND SYMPTOMS WENTAWAY. REPLACED ORIGINAL EPS UNIT AND VEHICLE WAS GOOD FOR ABOUT 60MILES AND DTCS 71-01 AND 71-02.

8 YOU CALLED ON THIS BACK IN JUNE.

YES. I AM WONDERING IF YOU HAVE ANY UPDATES. I REPLACED THE EPS CONTROL UNIT. PROBLEM KEEPS COMING BACK. THE PROBLEM IS STILL INTERMITTENT. OUR DPSM SAID THAT A DEALER IN SELMA HAD THE SAME ISSUE, AND THEY REPLACED ALL COMPONENTS AND ENDED UP DOING A SAS LAST, AND THAT RESOLVED. SYMPTOM IS NO ASSIST. BUT WHEN ON THE LIFT, BEFORE, IT WOULD TURN TO THE RIGHT WHEN YOU STARTED IT.

9 OK.

72.

10 WHAT IS THE MILEAGE?

YES. IT IS STILL A DEALER CAR.

11 72?

WHEN IT CODES, IT IS AT 14.25 VOLTS.

12 WHAT ABOUT THE BATTERY?

13 CODES IN ANY OTHER SYSTEMS?

NO.

14 OK. WELL, IF YOUR DPSM HAS SEEN THIS FAILURE,
AND THE REPAIR WAS SAS, IT WOULDN'T HURT TO
SWAP A KG.

OK.

15 LOOK AT THE SAS ON THE DATALIST. IT SHOULD READ
ZERO STRAIGHT AHEAD.

OK. HE JUST WANTED ME TO CALL AND SEE WHAT YOU
GUYS COULD DO TO HELP ME.

16 IF HE HAS SEEN A FAILURE THAT WE HAVEN'T, THEN
PLEASE TRY THAT REPAIR.

OK.

7/25/2013 9:44:04AM EDB

17 EMAIL FROM CHRIS MARTINEZ AZM COPY OF CONT=ACT
SENT TO ZONE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3451483	TROYS	07/08/2013	TROYS	1

Code
P 5600

Original Complaint
EPS CODE 53-02

Probable Cause/Solution
RACK REPLACE

Resin Source: None

Date:

Status: N/A

Mileage: 762

Remarks / Requestor:

FE Status: .

Dealer #: 207814	TZ: EST	VIN: 1HGCR3F90DA [REDACTED]	Err:
Dir Cont: RUBEN HERRERA	Training %: 2	Year: 2013	Model: ACCORD V6
Serv Ph: (305) 816-5678	Extn:	Tran: 6AT	Trim: TRGV6
Serv Mgr: JOHN KONAPELSKI		Doors: 4DR	WD:
Parts Mgr: ROBERT GEAIR		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA MIAMI LAKES 5925 N.W. 167TH STREET MIAMI FL 33015		Desc: ACCORD 4DR TRGV6 6CYL 278.0 HP 3.5 L	
Phone: (305) 816-5678	Fax #: 3058165662	WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	Engine #: J35Y11041709	Trans #: BB7A6053033
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 580120	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/8/2013 2:47:16PM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 REPLACE IT

Information from Dealer

CUST STATES STEERING WHEEL HARD TO TURN AND EPS LIGHT IS ON .

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]

[KEYWORD: 53-02]

YS

DID THE TS AND IT LEAD TO THE GEAR BOX 53-02

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3620639	RUDYG	09/08/2014	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 53-01	EPS RACK?; CK CONNECTIONS FIRST	
		Resin Source: None	Date:
		Status: N/A	Mileage: 38,145
		Remarks / Requestor:	FE Status:

Dealer #: 208258	TZ: EST	VIN: 1HGCR3F9XDA [REDACTED]	Err:
Dir Cont: CHRISTOPHER CRO	Training %: 76	Year: 2013	Model: ACCORD V6
Serv Ph: (321) 459-3344	Extn:	Tran: 6AT	Trim: TRGV6
Serv Mgr: JULIO RAIMUNDO		Doors: 4DR	WD:
Parts Mgr: JAMES KREINER		Fact: MARYSVILLE	Country: USA
Dir Name: SPACE COAST HONDA		Desc: ACCORD 4DR TRGV6 6CYL 278.0 HP 3.5 L	
1885 WEST HIGHWAY 520		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
COCOA FL 32926		Engine #: J35Y11041705	Trans #: BB7A6053004
Phone: (321) 459-3344	Fax #: (321) 454-7395	Em Type: KA	
DPSM: MAURICE NARBONA	Zone/Dist: 07L	RO #: 76025	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/8/2014 1:33:49PM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CK PIN FITS BETWEEN EPS C/U AND TORQUE SENSOR.
USE PIN FIT TOOL AND CK DRAG
- 7 IF OK, REPL EPS RACK

Information from Dealer

NO POWER STEERING DTC: 53-01 IS STORED
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]
 CODE CLEARS BUT COMES BACK RIGHT AWAY
 DID DTC T/SHOOTING AND IT SAYS TO REPL EPS C/U AND SO
 I SWAPPED AND STILL CODES
 NO
 OK
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3474198	SHAWNW	09/04/2013	CHRISV	4

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 71-01	LEARN PROCEDURES?; GAVE CHECKS	
		Resln Source: None	Date:
		Status: N/A	Mileage: 1,216
		Remarks / Requestor:	FE Status: .

Dealer #: 208499	TZ: EST	VIN: 1HGCR3F90DA [REDACTED]	Err:
Dir Cont: PHIL EBAUGH	Training %: 92	Year: 2013	Model: ACCORD V6
Serv Ph: 941-486-8888	Extn:	Tran: 6AT	Trim: TRGV6
Serv Mgr: JACK FERRARA		Doors: 4DR	WD:
Parts Mgr: THOMAS WARREN		Fact: MARYSVILLE	Country: USA
Dir Name: CRAMER HONDA OF VENICE		Desc: ACCORD 4DR TRGV6 6CYL 278.0 HP 3.5 L	
985 US HWY41 BYPASS SO		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
VENICE FL 34292		Engine #: J35Y11042288	Trans #: BB7A6053739
Phone: (941) 486-8888	Fax #:	Em Type: KA	
DPSM: JESSICA HAMMONTREE	Zone/Dist: 07J	RO #: 58261	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

9/4/2013 6:28:40AM	SHAWN NW	
1 ORIGINAL COMPLAINT		C/S POWER STEERING INOP AT TIMES
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING][KEYWORD:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		N
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6		71-01: Motor Angle Sensor (SIN/COS Signals)
7 CLEAR?		YES
8		I CHECKED ALL CONNECTIONS AND I CANNOT VERIFY THE PROBLEM
9		CUSTOMER STATED WHILE DRIVING THE STEERING WENT OUT
10 CHECK CONNECTION AT THE MOTOR AND THE C/U, SEEN CONNECTION ISSUES THERE BEFORE		OK
11		AN IF THAT IS ALL GOOD? THE CUSTOMER WANTS SOMETHING DONE ON THIS
12 HARD TO SAY, IF YOU CAN'T VERIFY IT , YOUR GUESS IS AS GOOD AS MINE, I HAVE NO KNOWN ISSUES, AND NO REAL FEEDBACK ON CALLS THAT I HAVE HAD		OK
9/27/2013 1:39:32PM	LINDSEYA	
13 DTC 71-01: Motor Angle Sensor (SIN/COS Signals)		██████████ - CURRENT MILES 1,410 - ORIGINALLY THE STEERING WOULD BE HARD TO STEER EVERY NOW AND THEN AT SLOW SPEEDS. FOLOWED DIAG FLOW CHART AND STEERING GEAR BOX TESTED BAD. REPLACED STEERING GEAR BOX CLEAR DTC AND RELEARND ANGLE S ENSORS AND NOW THE STEERING IS HARD TO TURN AT LOW SPEEDS NO MATER WHAT
14 WHAT CODES?		71-01.
15 AND T/S SAYS?		MOTOR ANGLE SENSOR.
16 EPS LEARN AND VSA NEUTRAL MEM, CHECK SAS.		OK. LET ME GET IT OFF THE RACK AND TRY THAT.
9/27/2013 1:58:48PM	CHRISV	
17		WONT LET ME LEARN IT B/C OF THE CODE
18 LEARN VSA, EPS THEN TPMS IN THAT ORDER		HOLD ON..... THAT WORKED THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3535015	CHRISR	01/23/2014	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	LOW TO NO ASSIST INT	EPS C/U?; VFY CONN QUALL, SWAP C/U	
		Resln Source: None	Date:
		Status: N/A	Mileage: 13,469
		Remarks / Requestor:	FE Status: .

Dealer #: 207929	TZ: EST	VIN: 1HGCR2F8XDA [REDACTED]	Err:
Dir Cont: KEVIN MUTONE	Training %: 13	Year: 2013	Model: ACCORD
Serv Ph: (856) 728-2700	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: IVAN LOI		Doors: 4DR	WD:
Parts Mgr: STEVE BAPTIST		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF TURNERSVILLE		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
3400-G ROUTE 42		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
TURNERSVILLE NJ 08012		Engine #: K24W11418893	Trans #: MC4A1011529
Phone: (856) 728-2700	Fax #: (856) 728-3820	Em Type: KL	
DPSM: ANDREW MCGOWAN	Zone/Dist: 05H	RO #: 282333	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

1/23/2014 12:05:41PM CHRISR

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CK FRO DAMAGE OR CURB KISS, NO KNOWN ISSUES, VFY ALL CONNS OK, SWAP EPS C/U NEXT

Information from Dealer

CUST STATES THAT THE STEERING WHEEL IS HARD TO TURN, YES IT IS HARD TO TURN, FEELS LIKE THE SYSTEM IS BINDING AT TIMES , NO CODES IN SYSTEM, EPS, [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: EPSCOMPONENTS][KEYWORD:]

Y
N
N
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3359782	CHRISR	11/20/2012	DAVIDK	5

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01, NO ASSIST	5/14: REPLACED EPS RACK	
		Resln Source:	Spoke w/ Dealer Date: 05/14/2013
		Status:	N/A Mileage: 106
		Remarks / Requestor:	FE Status: .

Dealer #: 207857	TZ: CST	VIN: 1HGCR2F54D [REDACTED]	Err:
Dir Cont: MANIT BUNNIMIT	Training %: 80	Year: 2013	Model: ACCORD
Serv Ph: (281) 338-6666	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: TONY WEBB		Doors: 4DR	WD:
Parts Mgr: JOHN DENBY		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF CLEAR LAKE		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
20233 GULF FRWY.		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
WEBSTER TX 77598		Engine #: K24W11026373	Trans #:
Phone: (281) 338-6666	Fax #: 2813324783	Em Type: KA	
DPSM: PETE HOLT	Zone/Dist: 03C	RO #: 560516	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 11/20/2012 6:37:04AM CHRISR
- 1 ORIGINAL COMPLAINT

- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 NO KNOWN ISSUES, VFY ALL CONNS OK, PIN FITS

Information from Dealer

VEHICLE TOWED IN, CUSTOMER SAYS LOST POWER STEERING AND EPS LIGHT ON. NO LIGHT ON, STEERING NORMAL WHEN I RECEIVED VEHICLE. DTC 53-01 STORED FOR EPS(TORQUE SENSOR HIGH/LOW CHECK). CANNOT DUPLICATE CONCERN.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 53-01]

N
N
N
OK

- 11/20/2012 4:24:54PM GARYS
- 7 11/20/2012 04:24:51 PM GARYS CHRIS PLS FU
- 11/21/2012 7:24:16AM CHRISR
- 8 CALLED TO FOLLOW UP, LEFT ON HOLD OVER 5 MINUTES. HUNG UP
- 11/27/2012 6:52:42AM CHRISR
- 9 CALLED BACK TO FOLLOW UP

MANIT; I HAVE A RACK ON ORDER, I COULDT FIND AND ISSUE BEFORE AND IT WAS TOWED BACK AGAIN AND I FOUND A HARD CODE WITH 5V AND 2.5V ON TEST I HAVE RACK ON ORDER

- 5/14/2013 10:01:41AM DAVIDK
- 10
- 11 FOLLOW UP

CB TO DEALER SERVICE ADVISOR
WE REPLACED THE RACK BACK I NOV. CAR HAS NOT BEEN BACK SINCE.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3503864	LINDSEYA	11/11/2013	SHAWN W	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	POOR STEERING, 61-04 AND 32-08	EPS C/U?;REPLACE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 2,603
		Remarks / Requestor:	FE Status: .

Dealer #: 207367	TZ: EST	VIN: 1HGCR3F96D [REDACTED]	Err:
Dir Cont: OSCAR TORRENS	Training %: 95	Year: 2013	Model: ACCORD V6
Serv Ph: (305) 266-9900	Extn:	Tran: 6AT	Trim: TRGV6
Serv Mgr: ALEX VIZOSO		Doors: 4DR	WD:
Parts Mgr: CARLOS ALVAREZ		Fact: MARYSVILLE	Country: USA
Dir Name: BRAMAN HONDA 7000 CORAL WAY MIAMI FL 33155		Desc: ACCORD 4DR TRGV6 6CYL 278.0 HP 3.5 L	
Phone: (305) 266-9900	Fax #: 3052611096	WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	Engine #: J35Y11044492	Trans #: BB7A6056284
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 103477	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

11/11/2013 3:10:38PM LINDSEYA

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 DTC 61-04: Motor Harness Malfunction, DTC 32-08: EPS Control Unit Internal Circuit (Current Sensor)
- 7 SO YOU'VE NEVER BEEN ABLE TO DUPLICATE?
- 8 HOW LONG HAS THE CAR BEEN SITTING BEFORE THEM?
- 9 YOU DIDN'T SAY THAT. HIGH SPEED OR PARKING LOT?
- 10 OK. CHECK CONNECTIONS AT THE EPS CONTROL UNIT.
- 11 I NEED YOU TO REALLY CHECK.
- 12 YES. WHICH IS WHY I NEED YOU TO REALLY CHECK THE PIN FIT AND TERMINAL CONNECTIONS AT THE EPS CONTROL UNIT.

CUST, STATES AT TIMES STEERING WHEEL GETS STUCK [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 61-04]
Y
N
N
I DID CONTINUITY CHECKS. I ALSO LOOKED FOR UPDATES, THERE ARE NONE. I RESET, TURNED THE STEERING WHEEL MORE THAN FIVE TIMES TO THE RIGHT OR THE LEFT, AND IT WAS FINE.
NO.
NOT SURE. BUT THEN WHY DOES IT HAPPEN WHILE DRIVING?
I THINK IT DID HAPPEN ONCE ON THE HIGHWAY.
I DID THAT. ALL OK.
I DID. DO YOU THINK THAT A LOSS OF COMMUNICATION COULD CAUSE THIS?
OK. I WILL. THANKS.

12/9/2013 1:05:52PM LINDSEYA

- 13
- 14 ONLY DROVE 400 MILES IN A MONTH?
- 15 CAN YOU DUPLICATE THE FAILURE?
- 16 AND CODE IS 61-04?
- 17 WHAT ARE THE DRIVING HABITS OF THE CUSTOMER?
- 18 WE SHOULD FIND OUT.
- 19 DID YOUR 32-08 RETURN?

3001 MILES - [REDACTED] SECOND VISIT, SAME CODE. WE HAVE BEEN CHECKING ALL CONNECTIONS, NOTHING IS LOOSE, THERE IS CONTINUITY WHERE IT SHOULD BE.
YES.
NO, WE CAN'T.
YES.
I DON'T KNOW.
OK.
(LOST CALL)

12/9/2013 1:44:28PM SHAWNW

- 20
- 21 OTHER CODES?
- 22 CHECK CONNECTIONS?
- 23 LOOKING AT PAST CASES I HAVE SEEN A FEW HARNESS AND C/U ISSUES, START WITH THE C/U

61-04: Motor Harness Malfunction
HAD A 32-08
YES WE HAVE WENT OVER THE CONNECTIONS AT THE RACK AND EPS UNIT AND THEY ARE GOOD
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3507313	JOHNB	11/19/2013	GARYS	4

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS/STEERING FAILED	PLEASE DIRECT TO YOUR DPSM	
5000	STEERING GENERAL		
		ResIn Source: None	Date:
		Status: N/A	Mileage: 8,020
		Remarks / Requestor:	FE Status:

Dealer #: 207139	TZ: EST	VIN: 1HGCR3F81DA [REDACTED]	Err:
Dir Cont: CHRISTIAN HOFFMA	Training %: 97	Year: 2013	Model: ACCORD V6
Serv Ph: (866 415-9593	Extn:	Tran: 6AT	Trim: EXLV6NV
Serv Mgr: CHRIS THORN		Doors: 4DR	WD:
Parts Mgr: WALTER RACHINSKY		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA UNIVERSE		Desc: ACCORD 4DR EX-L V6 NAV 6CYL 278.0 HP	
1085 ROUTE 88		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
LAKEWOOD NJ 08701		Engine #: J35Y11217464	Trans #: BB7A6056062
Phone: (866) 415-9593	Fax #: 7329423190	Em Type: KL	
DPSM: ART ESPINOZA	Zone/Dist: 05J	RO #: 094051	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

11/19/2013 8:26:33AM	JOHNB
1 ORIGINAL COMPLAINT	CUSTOMER STATES VEHICLE LOST STEERING CAUSING THEM TO GET INTO AN ACCIDENT . VEHICLE HIT BOTH TIRES ON THE LEFT SIDE . CODES 27-15 , 84-01 , 85-01 . ANY COMPLAINTS OF LOSING STEERING ?
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	[KEYWORD: STEERING]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	YES
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NONE
6	NONE
7 SO CODES YOU NOTED IN CONTACT,ARE CODES CURRENTLY IN VEHICLE AFTER THE ACCIDENT EVENT	CUSTOMER SEEMS TO HAVE LOST CONTROL,SLID SIDEWAYS AND HIT A CURB OR SOME SORT OF CONTACT THAN HIT BOTH LEFT WHEELS AND BENT THEM UNDERNEATH THE VEHICLE;IT HIT SO HARD,THAT THE STEERING RACK ON THAT END IS BENT AT A 45 DEGREE ANGLE AND APPEARS THE RACK IS BROKEN INTERNALLY FROM THAT DAMAGE;CUSTOMER CLAIMS THE STEERING BROKE PRIOR TO ACCIDENT AND CAUSED THEM TO LOOSE CONTROL
8 DTC 27-15: Steering Angle Sensor Internal Circuit Malfunction	YES EPS 27-15,84-01,85-01
9 DTC 84-01: Steering Angle Sensor Malfunction	
10 DTC 85-01: VSA System Malfunction	
11 POSS VSA MODULATOR OR STEERING ANGLE ISSUES AS WELL FROM ACCIDENT???:PLEASE CONTACT DPSM;VEHICLE WILL NEED REPAIR OF DAMAGE ITEMS BEFORE FURTHER KNOWLEDGE OF OTHER PROBLEMS CAN BE DEFINED AND DIAGNOSED	
12 PENDED TO TROYS	
11/19/2013 1:06:40PM	TROYS
13 A RANK (SAFETY) GIVEN TO GS	
11/20/2013 9:44:29AM	GARYS
14 11/20/2013 09:44:27 AM GARYS COPY TO PRO	
11/22/2013 8:48:25AM	GARYS
15 11/22/2013 08:48:23 AM GARYS	DPSM: I'VE INSPECTED THE VEHICLE AND DONT SEE A DEFINATE CAUSE. WILL REFER CUSTOMER TO THEIR INSURANCE CO
16 CLOSED	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3584809	LINDSEYA	06/03/2014	LINDSEYA	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 71-01, 71-02	RACK?; CHECK PIN FITS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 8,762
		Remarks / Requestor:	FE Status:

Dealer #: 206717	TZ: EST	VIN: 1HGCR3F81DA [REDACTED]	Err:
Dir Cont: KRIS KINTNER	Training %: 95	Year: 2013	Model: ACCORD V6
Serv Ph: (727) 521-4000	Extn:	Tran: 6AT	Trim: EX-LV6
Serv Mgr: JOSEPH DELUIGI		Doors: 4DR	WD:
Parts Mgr: MICHELE LEGGETT		Fact: MARYSVILLE	Country: USA
Dir Name: CROWN HONDA		Desc: ACCORD 4DR EX-L V6 6CYL 278.0 HP 3.5 L	
7671 US HIGHWAY 19 NORTH		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
PINELLAS PARK FL 33781		Engine #: J35Y11044513	Trans #: BB7A6054338
Phone: (727) 521-4000	Fax #: (727) 329-1558	Em Type: KA	
DPSM: DONALD LOGAN	Zone/Dist: 07K	RO #: 152473	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/3/2014 9:51:40AM LINDSEYA
1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 DTC 71-01: Motor Angle Sensor (SIN/COS Signals) DTC 71-02: Motor Angle Sensor (Neutral Position Learning of SIN/COS)
- 7 WIGGLE TEST THE WIRES, SEE IF YOU HAVE A POOR PIN FIT CONCERN, WIRING ISSUE. IF IT DOESN'T RECODE FOR YOU WITH THAT, THEN IF THE CAR HAS THE SAME CODES AGAIN WE'RE LOOKING AT A RACK.

Information from Dealer

CUSTOMER STATES AT TIMES THE ANTILOCK LIGHT WILL COME ON AND THE POWER STEERING WILL BECOME HARD TO TURN. TECH NOTE: FOUND EPS DTC'S 71-1 AND 71-2. VEHICLE WAS HARD TO STEER WHEN BROUGHT INTO SHOP ANDEPS WARNING LIGHT WAS ON. CHECKED DTC'S AND FREEZE DATA. STARTED VEHICLE TO MONITOR DATAT LIST AND WARNING LIGHT WENT OUT AND STEERING IS NORMAL, ROAD TEST VEHICLE, STILL NO FAULTS.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: EPS]

Y
N
N
CODES CLEARED... NOW WHAT?

OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3602396	RAYD	07/21/2014	RAYD	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) 53-02	EPS RACK; CHECK CONNECTIONS;REPL RACK	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 28,441
		Remarks / Requestor:	FE Status:

Dealer #: 206594	TZ: CST	VIN: 1HGCR3F89DA [REDACTED]	Err:
Dir Cont: NOE GARCIA	Training %: 78	Year: 2013	Model: ACCORD V6
Serv Ph: (210) 680-3371	Extn:	Tran: 6AT	Trim: EXLV6NV
Serv Mgr: RUSSELL ZEMIS		Doors: 4DR	WD:
Parts Mgr: SAMUEL CONTRERAS		Fact: MARYSVILLE	Country: USA
Dir Name: GUNN HONDA		Desc: ACCORD 4DR EX-L V6 NAV 6CYL 278.0 HP	
14610 IH 10 WEST		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
SAN ANTONIO TX 78249		Engine #: J35Y11044812	Trans #: BB7A6057015
Phone: (210) 680-3371	Fax #: (210) 647-5545	Em Type: KA	
DPSM: STEVE TULEJA	Zone/Dist: 03B	RO #: 121280	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/21/2014 3:19:24PM RAYD

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 MOST LIKELY THE RACK, VERIFY YOU HAVE GOOD CONNECTIONS FIRST, IF SO, REPLACE THE EPS RACK

Information from Dealer

C/S P/S WENT OUT AT HIGHWAY SPEEDS..... TEST DROVE VEHICLE 13 MILES, UNABLE TO DUPLICATE. CK FOR CODES. CODE 53-02 STORED IN EPS MODULE. PERFORMED TROUBLESHOOTING PROCEDURE, DIDNT GET PAST STEP 1. PER TROUBLESHOOTING CHART, ITS AN INTERMITTENT FAILURE..... EVER SEEN ANYTHING LIKE THIS??
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: STEER]
 NO BUT I HAVE THE DTC

NOTHING

53-02

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3409826	RONW	03/18/2013	RONW	5

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS, SOMETIMES NO ASSIST LEFT	CAN'T DUPLICATE; CHECK CONNECTIONS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 5,858
		Remarks / Requestor:	FE Status: .

Dealer #: 208602	TZ: CST	VIN: 1HGCR2F53DA [REDACTED]	Err:
Dir Cont: ROBERT BENSON	Training %: 77	Year: 2013	Model: ACCORD
Serv Ph:	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: GARRY MORRIS		Doors: 4DR	WD:
Parts Mgr: ROBERTO QUINTERO		Fact: MARYSVILLE	Country: USA
Dir Name: BIG STAR HONDA 11200 GULF FREEWAY HOUSTON TX 77034		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
Phone: (713) 948-1900	Fax #:	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: PETE HOLT	Zone/Dist: 03C	Engine #: K24W11027858	Trans #: BC5A6036166
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 4123	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/18/2013 6:57:58AM RONW
1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?

3/18/2013 6:57:58AM RONW

- 6 ALL DTC CHECK?
- 7 CHECK ALL PIN FITS AND CONNECTIONS AT EPS CONTROL UNIT AND RACK
- 8 PENDED TO TRY'S FOR "A" RANK DETERMINATION

Information from Dealer

THIS CUSTOMER CALLED FROM THEIR CELL PHONE WHILE THE CAR HAD A STEERING ISSUE FOR THE THIRD TIME. HE SAID ABOUT 3 DAYS AFTER PURCHACING THE CAR HE TURNED LEFT INTO HIS DRIVEWAY AND HAD NO POWER ASSIST. HIS SECOND TIME, HE FELT IT (ALWAYS TO THE LEFT) HE WAS AT THE STORE, SO HE LEFT THE CAR IDLING WITH HIS FAMILY WHILE HE WENT INSIDE. AND IT WORK ED WHEN HE CAME OUT. HE CAME IN SATURDAY, AND WE CK'D FOR DTC'S ---NONE WERE FOUND.. HE IS A BIG GUY AND HAD A VERY HARD TIME TURNING THE CAR LEFT.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: EPS]

NO
NO
NO

DID IT, NO CODES
THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3457705	TROYS	07/23/2013	SHAWNW	10

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 71-01 2 TIMES	LOOSE PIN FIT ON BLU WIRE PIN 1@EPS MOTOR ANGLE SN	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 918
		Remarks / Requestor:	FE Status: .

Dealer #: 206926	TZ: EST	VIN: 1HGCR2F75DA [REDACTED]	Err:
Dir Cont: DOUG NELSON	Training %: 77	Year: 2013	Model: ACCORD
Serv Ph: (508) 778-7878	Extn:	Tran: CVT	Trim: EX
Serv Mgr: RENE DANSEREAU		Doors: 4DR	WD:
Parts Mgr: DAVID EDGEHILL		Fact: MARYSVILLE	Country: USA
Dir Name: HYANNIS HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
830 WEST MAIN STREET		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
HYANNIS MA 02601		Engine #: K24W11421149	Trans #: BC5A6035884
Phone: (508) 778-7878	Fax #: 5087754532	Em Type: KL	
DPSM: BARRY ZOLL	Zone/Dist: 09E	RO #: 472070	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

7/23/2013 2:28:38PM	TROYS		
1	ORIGINAL COMPLAINT	DRIVING AT 65 AND EPS LIGHT CAME ON STEER GOT STIFF LIGHT WENT OFF OK NOW HAS CODE 71-01 ALL LIGHTS OFF.. 2ND TIME PER OWNER... THEY SAY IT GETS REAL STIFF	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
2	ISIS SEARCH CRITERIA	[KEYWORD: EPS]	
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO	
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO	
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	NO	
6	CANT DUP CANT REC A PART REF TO DPSM		
7/24/2013 2:14:06PM	RAYD		
7		DPSM SAYS TO CALL YOU GUYS BACK	
8	DO YOU KNOW HOW MANY TIMES THIS HAS HAPPENED TO THE CUSTOMER?	2 TIMES	
9	ANY FREEZE DATA?	YES, I DONT SEE MUCH	
10	I CANT PULL IT UP RIGHT NOW, OUR SYSTEM IS NOT WORKING NOW, DO THIS, LOOK AT THE T/S FOR THE DTC, LOCATE THE HARNESSSES AND COMPONENTS, WIGGLE WIRES, CHECK CONNECTIONS, TRY TO INDUCE THE DTC		
7/25/2013 4:55:19PM	RAYD		
11		WIGGLED WIRES, COULD NOT DUPLICATE THE PROBLEM,	
12	DID THE CUSTOMER SAY WHAT SHE WAS DOING WHEN THIS HAPPENED?	SHE WAS DRIVING AT 60 MPH, THEN TRIED TO CHANGE LANES WHEN THE LIGHT CAME ON	
13	I WILL HAVE RUDY CALL YOU TOMORROW,		
7/26/2013 10:05:44AM	RUDYG		
14	07/26/2013 10:20:58 AM RUDYG(CALLED DLR)	(DOUG)	
15	CALLING YOU ABOUT ACCORD WITH EPS ISSUE	OK, WE HAVE PUT ABOUT 60 MILES ON IT AND CAN'T DUPLICATE THE PROBLEM. WON'T RECODE FOR US AND NOT SURE WHICH WAY TO GO WITH THIS	
17	IF CONNECTIONS OK, REPL EPS MOTOR FIRST	OK*	
16	USE .64 PIN FIT TOOL AND CK PIN FITS ON RESOLVER WIRES AT EPS C/U AND EPS MOTOR	OK*BLU WIRE ON THE MOTOR HAD A LOOSE PIN FIT, REPL'D HARNESS BUT I WAS NEVER ABLE TO DUP	
7/30/2013 12:43:49PM	TAIS		
18		*SEE ABOVE	
19	I WILL PASS ON THE INFO		
10/16/2013 11:15:08AM	LINDSEYA		
20		- KIND OF A CALL BACK. THIS CAR GAVE ME SOME EPS PROBLEMS. I REPLACED THE ENGINE HARNESS, NOW IT HAVE 3400 MILES. THIS LAST FRIDAY, BACKING OUT OF A PARKING LOT, THE STEERING WAS STIFF AND THE EPS LIGHT WAS ON. TURNED THE CAR OFF AND BACK ON, NO ISSUES.	
21		ON SATURDAY, BACKING OUT OF DRIVEWAY, SAME ISSUE. HADN'T BEEN DRIVING IT, FIRST TRIP OF THE DAY, SAW EPS LIGHT ON. ON FRIDAY THE MIL WAS ALSO ON.	
22	OK.	TODAY I GO IN AND THERE ARE NO CODES, NO HISTORY OF CODES, CAR IS WORKING FINE.	
23	THERE ARE NO CODES IN ANY SYSTEMS?	NOT IN PGM OR EPS.	
24	DO AN ALL DTC CHECK. IT COULD BE SOMEWHERE ELSE, A LOW VOLTAGE CODE OR COMM CODE.	OK.	
25	LET'S ALSO GET INFORMATION ABOUT NORMAL DRIVING CONDITIONS.	OK.	
26	FIND OUT IF THERE ARE ANY OTHER SYMPTOMS THAT SEEM UNRELATED.	OK. IT LOOKS LIKE I HAVE... NO DTCS IN ANY SYSTEM.	
27	CHECK POWERS, GROUNDS, LOOK FOR ANYTHING LOOSE, DAMAGED, POOR CONTACT.	OK.	
28	NEED TO DUPLICATE. KIND OF STUCK UNTIL WE HAVE MORE TO WORK WITH.	I KNOW. THANKS.	

10/16/2013 1:15:04PM	TROYS	
29		DRIVES 20 TO 30 MILES A DAY WITH LITE ELEC DEVICES
30 CAN YOU DUP		NO IT HAS HAPPEND
10/17/2013 11:23:46AM	RAYD	
31		THE CAR IS BACK, THE CUSTOMER SAID THIS HAPPENED 2 X WHILE BACKING OUT OF A PARKING SPACE,
32 DTC'S THIS TIME?		NO, DID AN ALL SYSTEM CHECK, NO DTC'S ANYWHERE, CUSTOMER SAYS THAT WHEN SHE REALIZED SHE HAD NO ASSIST, SHE TURNED THE ENGINE OFF AND BACK ON AND ALL WAS GOOD, THE FIRST TIME SHE STARTED WHEN THIS HAPPENED, THE PGMFI AND EPS LIGHTS WERE ON, WE HAVE BEEN DRIVING AND CANNOT DUPLICATE, MY BOSS TOLD ME RUDY IS THE EPS GUY AND I NEED TO TALK TO HIM
33 OK NUMBER?		[REDACTED]
10/17/2013 1:10:51PM	RUDYG	
34 10/17/2013 01:27:19 PM RUDYG		(DOUG)
35 RETURNING YOUR CALL ON EPS ISSUE		RIGHT. CAR WAS OK FOR ABOUT 2500 MILES AND WHEN IT CAME IN IT HAD NO CODES IN THE SYSTEM. CUST CLAIMS MIL AND EPS LIGHT WAS ON LAST FRIDAY AND SATURDAY
36 CURRENT MILEAGE		3498 WHEN IT FIRST CAME IN. WE HAVE PUT SOME ADDITIONAL MILEAGE ON IT TRYING TO DUPLICATE BUT DON'T HAVE EXACT MILEAGE AT THIS MOMENT
37 TESTED BATTERY?		YES
38 ANY CHANCE CAR STALLED?		ACCORDING TO CUST SHE HAD TO RESTART IT TO MAKE IT START WORKING
39 GO TO PGM FI AND CK FOR ANY OBS STALL DATA		OK I AM AT THE CAR RIGHT NOW AND WILL CHECK FOR THAT
40 OTHERWISE WE WILL EITHER NEED TO DUPLICATE ISSUE OR GET A CODE IN ORDER TO DECIDE WHICH WAY TO GO		OK
10/18/2013 6:03:00AM	SHAWNW	
41		JUST WANTED TO UPDATE YOU AND LET YOU KNOW WE STILL HAVEN'T VERIFIED THE PROBLEM BUT WE ARE GOING TO KEEP DRIVING IT
42 OK		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3535341	STEVET	01/24/2014	RUDYG	11

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS NO ASSIST, NO DTC	2/19: REPL'D EPS RACK (WATER IN RT SIDE BOOT)		
		Resin Source:	Spoke w/ Dealer	Date: 02/19/2014
		Status:	N/A	Mileage: 9,121
		Remarks / Requestor:		FE Status: .

Dealer #: 208109	TZ: EST	VIN: 1HGCR2F8XDA [REDACTED]	Err:
Dir Cont: MICHAEL KOGUT	Training %: 89	Year: 2013	Model: ACCORD
Serv Ph: (845) 343-0055	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: MIKE GRASSO		Doors: 4DR	WD:
Parts Mgr: DAVID FOLINA		Fact: MARYSVILLE	Country: USA
Dir Name: MIDDLETOWN HONDA		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
520 ROUTE 211 EAST		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
MIDDLETOWN NY 10941		Engine #: K24W11421430	Trans #: BC5A6037958
Phone: (845) 343-0055	Fax #: 8453261053	Em Type: KL	
DPSM: OPEN POSITION 7/24/14	Zone/Dist: 09B	RO #: 405974	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests**Information from Dealer**

1/24/2014 7:36:21AM	STEVET	
1 ORIGINAL COMPLAINT		THERE IS NO POWER ASSIST REPLACED MOTOR.
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: EPS]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		YES
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		MOTOR
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		NO
6 SO DID YOU DO THE MEM?		YES, NO CHANGE
7 OK, AND YOU JUST REPLACED THE MOTOR?		YES
8 OK, LETS DO THE INPUT AND OUTPUT TEST AT THE C/U, IF ALL LOOK OK, REPLACE THE RACK ASSY		OK, JUST WAS FOLLOWING NO ASSIST NO DTC, HAD ME REPLACE JUST THE MOTOR
9 OK, HAVE SEEN ISSUES WITH THE TORQUE SENSORS, CAN ONLY GET THAT WITH THE RACK		OK, WILL LET YOU KNOW
10 YES, FEEDBACK PLEASE		OK
1/24/2014 11:04:09AM	PHATL	
11 TECH CALLED USING WRONG REF NUMBER		(TECH: MICHAEL)
12 GAVE TECH CORRECT REF# USING HIS ACCESS CODE FROM HIS FIRST CALL		
13 NEED TO TRANSFER TO GENERAL SIDE		WOULD IT BE EASIER IF I JUST CALL BACK
14 NOT A BAD IDEA		OK
1/24/2014 11:11:58AM	RUDYG	
15 01/24/2014 11:12:21 AM RUDYG		(MICHAEL) TORQUE SENSOR INIT FAILED. I DID EPS C/U INPUT TEST AND HAVE RESULTS
16 EPS LIGHT ON SOLID		NO, NO CODE AND NO ASSIST
17 CAN COMMUNICATE WITH EPS		YES
18 EPS LIGHT DOES BULB CHECK		YES
19 ALREADY CHANGED EPS MOTOR AND NO CHANGE.		YES
20 WHAT ARE YOUR READINGS		PIN 6 NEP HAS 6.7V ENG RUNNING
21 HOW ABOUT KEY ON, ENG OFF		INPUT TEST DIDN'T HAVE ME CHECK IT THAT WAY. I JUST DID EXACTLY WHAT IT SAID
22 OK		PIN 9 YEL HAS 13.15 V PIN 10 WHT HAS 2.7V PIN 11 RED HAS 2.3V ON B CONNECTOR B1, B2 AND B3 ALL 0V B4 IS 2.48V B5 IS OK B6 IS 2.51 B7 IS 5.0V B8 IS 2.5V B9 IS 2.51 B10 IS 2.52 B11 IS 2.51 AND B12 AND 13 ARE 0V
23 THESE ARE ALL STATIC VOLTAGES AND I WOULD RATHER SEE A SNAPSHOT. CAN YOU SEND ONE?		YES BUT WON'T BE TILL MONDAY. I HAVE A CAR ON MY RACK THAT I NEED TO FINISH FIRST
24 OK. START WITH WHL STRAIGHT AND THEN TURN TO RIGHT ABOUT 1/2 TURN THEN RETURN TO CENTER THEN TURN LEFT		OK
1/27/2014 7:23:18AM	RUDYG	
25 01/27/2014 07:49:06 AM RUDYG(RECEIVED SNAPSHOT, CALLED DLR)		(MICHAEL)
26 GOT YOUR SNAPSHOT. NOTHING REALLY OBVIOUS THERE. I WANT YOU TO DISCONNECT EPS C/U AND CK RESISTANCE ACROSS B12 AND B13. SHOULD BE 6.4-14.6 OHMS		OK
27 IF LESS, CK FOR WIRE TO WIRE SHORT.		OK
28 ALSO MAKE SURE NO SHORTS TO GROUND		OK
29 IF WIRING OK THEN I WOULD SUSPECT EPS C/U		OK
1/27/2014 1:00:36PM	RAYD	
30		10.6 OHMS
31 SWAP THE EPS CONTROL UNIT		
1/30/2014 2:40:52PM	RONW	
32		MICHAEL, REPLACED EPS UNIT AND NO CHANGE
33 CHECK EPS CONTROL UNIT CONNECTORS FOR SOFTSET TERMINALS		
2/3/2014 9:22:27AM	SHAWNW	
34		ALL CONNECTIONS ARE GOOD

35 CODES?	NO
36 REPLACED THE C/U?	YES
37 BATT?	GOOD
38 CELL	██████████
39 LET ME HAVE THE EPS GUY FOLLOW UP	OK
2/3/2014 9:34:42AM RUDYG	
40 02/3/2014 09:34:54 AM RUDYG(CALLED DLR)	(MICHAEL)
41 DOES IT TORQUE SENSOR LEARN	YES IT HAD A CODE AT FIRST AND THAT WENT AWAY AFTER I DID THE TORQUE SENSOR LEARN
42 NO WARN LIGHT	NONE
43 BUT NO ASSIST?	RIGHT. WORKS FOR 1-2 TURNS THEN LOSES ASSIST
44 HOW FAR HAVE YOU DRIVEN AFTER ASSIST LOST?	JUST IN PARKING LOT, I HAVE NOT DRIVEN ON THE ROAD. IT'S SNOWING AND I REALLY DONT WANT TO DRIVE IT ON THE ROAD WITH THIS ISSUE
45 UNDERSTOOD. CAN YOU DRIVE IN PARKING LOT FOR LONGER PERIOD OF TIME. WE ARE LOSING ASSIST AND I SUSPECT IT HAS NOT BEEN IF FAILED STATE LONG ENOUGH TO SET A CODE. WE NEED TO SEE IF WE CAN GET IT TO SET A CODE FOR US. EVEN BETTER WOULD BE TO GET A SNAPSHOT SHOWING THE CHANGE FROM WORKING TO NOT WORKING	IT WILL BE HARD TO GET A SNAPSHOT AS I CAN NEVER TELL WHEN IT'S GOING TO QUIT. I CAN DRIVE IT IN THE PARKING LOT FOR A LONGER TIME TO SEE IF IT CODES
46 OK, LETS TRY THAT	OK
2/4/2014 1:53:54PM RUDYG	
47 02/4/2014 01:54:07 PM RUDYG	(MICHAEL) DROVE 3 MILES AND NO CODE
48 WHAT HAS BEEN REPLACED	REPLACED MOTOR AND EPS C/U SO FAR.
49 NO WARN LIGHTS ON	NONE
50 DONE ALL DTC CHECK?	NO
51 LETS DO THAT. IF NO CODES IN ANY OTHER SYSTEM THEN DO EPS RACK	OK
2/19/2014 10:03:39AM RUDYG	
52 02/19/2014 10:04:49 AM RUDYG(CALLED DLR)	(MICHAEL)
53 CALLING FOR UPDATE ON ACCORD WITH EPS ISSUE	FIXED IT BY REPL EPS RACK. TURNS OUT BODY SHOP HAD REPLACED RT SIDE INNER TIE ROD AND SOMEHOW WATER GOT IN THERE. WE REFERRED BACK TO INSURANCE CO AND DIDN'T COVER UNDER WARR. THAT IS WHY I DIDN'T CALL YOU BACK
54 OK, THANKS FOR INFO	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3439486	CHRISV	06/05/2013	RUDYG	5

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 71-01	HARNNESS?; CK PIN FITS	
		Resln Source: None	Date:
		Status: N/A	Mileage: 12,883
		Remarks / Requestor:	FE Status: .

Dealer #: 207992	TZ: EST	VIN: 1HGCR2F84DA [REDACTED]	Err:
Dir Cont: THOMAS MOORE	Training %: 61	Year: 2013	Model: ACCORD
Serv Ph: (410) 461-5000	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: JERRY FURR		Doors: 4DR	WD:
Parts Mgr: BOB SHORTT		Fact: MARYSVILLE	Country: USA
Dir Name: O'DONNELL HONDA		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
8620 BALTIMORE NATL PK	MD 21043	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
		Engine #: K24W11422418	Trans #: BC5A6037793
Phone: (410) 461-5000	Fax #: 4108691206	Em Type: KL	
DPSM: BILL WHEATLEY-HECKMA	Zone/Dist: 06E	RO #: 224059	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

6/5/2013 11:55:34AM	CHRISV		
1 ORIGINAL COMPLAINT			CUST STATES EPS MALFUNCTIONED AFTER START UP AND WHILE DRIVING INTERMITTENT STORED CODE 71-01
2 ISIS SEARCH CRITERIA			[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: EPSCONTROL UNIT][KEYWORD:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?			NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?			NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?			NO
6			CAR IS NOT HERE, I WILL BE SEEING IT TOMORROW BUT WANTED TO KNOW IF THERE ARE ANY KNOWN ISSUES BEFORE WORKING ON IT
7 DID THE CUST LOOSE ASSIST			YES, THEY SAID THEY PULLED OVER AND CYCLED THE IGN AND WORKED FINE. HAS ONLY HAPPEND ONCE. IT CAME IN YESTERDAY AND CHECKED THE CODE BUT THEY COULD NOT LEAVE THE CAR FOR ME TO WORK ON IT DID NOT TRY BUT THE LIGHT WAS NOT ON
8 DID YOU CLEAR THE CODE			
9 CK CONN AND PIN FIT			
7/9/2013 12:26:43PM	CHRISR		
10			I CALLED A MONTH BACK AND HAD 71-01, NOW HAVE 71-07 ALSO PLUS VSA HAD A U0416-68 IN HIST, I HAVE STARTED T/S YET FOR EPS
11 CK FOR COMMON CONNECTORS,			OK, HAD TPMS LT ONCE, NO DTCS
12 MOVE FORWARD ON T/S			
13 I WILL SEND UPDATED CALIBRATION PROCESS			OK
7/10/2013 6:45:19AM	RUDYG		
14 07/10/2013 06:45:52 AM RUDYG			(THOMAS) CHECKED WIRING AND OHM READINGS LOOK OK
15 IS THIS RECODING RIGHT AWAY			YES
16 DTC 71-01: Motor Angle Sensor (SIN/COS Signals), LOOKING AT OTHER CASES IS SEEMS MOTOR IS MOST LIKELY SUSPECT IF WIRING CHECKS OUT. REPL IT			OK
8/5/2013 7:38:17AM	SHAWNW		
17			REPLACED THE EPS MOTOR AND BACK WITH THE SAME CODE
18 HARD CODE?			NO WILL COME BACK RANDOLY
19 VERIFY CONNECTIONS AT THE C/U?			THEY ARE GOOD
20 REPLACE THE EPS C/U			OK
8/5/2013 11:36:58AM	RUDYG		
21 08/5/2013 11:37:15 AM RUDYG			(THOMAS) I SWAPPED A KG CONTROL UNIT AND IT CODED AFTER ABOUT 4 MILES
22 CHECKED PIN FITS			I LOOKED AT THEM BUT DON'T HAVE A TOOL FOR THAT
23 ON ISIS			YES
24 LOOK AT DRAWER 15, PIN TOOL 07AGJ-00A2A0. THAT IS THE ONE THAT FITS THESE CONNECTIONS			OK
25 WE ARE LIKELY TO BE DOING THE HARNESS AND USING PIN FIT TOOL TO TRY AND CONFIRM HARNESS IS NO GOOD			OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3514282	LINDSEYA	12/04/2013	DALILAS	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 71-01, 71-02, INT	CHK PIN FITS, CONNS, WIGGLE TEST; IF OK, RACK	
		Resin Source: None	Date:
		Status: N/A	Mileage: 4,621
		Remarks / Requestor:	FE Status: .

Dealer #: 208446	TZ: CST	VIN: 1HGCR3F85DA [REDACTED]	Err:
Dir Cont: JOSH SIDORENKO	Training %: 82	Year: 2013	Model: ACCORD V6
Serv Ph: 952-388-2235	Extn:	Tran: 6AT	Trim: EXLV6NV
Serv Mgr: MYRON MAGSTADT		Doors: 4DR	WD:
Parts Mgr: TOM MCELLIGOTT		Fact: MARYSVILLE	Country: USA
Dir Name: WALSER HONDA		Desc: ACCORD 4DR EX-L V6 NAV 6CYL 278.0 HP	
14800 BUCK HILL ROAD		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
BURNSVILLE MN 55306		Engine #: J35Y11047796	Trans #: BB7A6060590
Phone: (952) 388-2235	Fax #: 9528983286	Em Type: KA	
DPSM: LOREN HILL	Zone/Dist: 08B	RO #: 896678	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

12/4/2013 3:44:42PM	LINDSEYA
1 ORIGINAL COMPLAINT	CUSTOMER STATES WHEN DRIVING AT ALL SPEEDS, THE POWER STEERING WILL GO OUT AND TEH ICON COMES ON. FOUND DTCS: 71-01, 71-02. WAS UNABLE TO DUPLICATCONCERN ALSO PERFORMED THE T/S FOR SAID CODES AND NO PROBLEM FOUND.
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: POWER STEERING]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6	I TEST DROVE THE VEHICLE AND COULDN'T DUPLICATE. I PULLED DTC'S, STARTED T/S, BUT I DIDN'T GET PAST THE FIRST STEP. ANY KNOWN ISSUES?
7 CODES CLEARED AND DID NOT COME BACK?	YES. BUT MANAGER AND ADVISOR WANTED ME TO CALL.
8 WIGGLE TEST AT RACK AND EPS CONTROL UNIT, CHECK PIN FIT WITH A PIN FIT TOOL.	OK.
9 DO EPS CLEAR, VSA NEUTRAL MEM, MAKE SURE SAS READS CORRECTLY. IF IT STILL DOESN'T DUPLICATE, NOTHING ELSE WE CAN DO.	
1/31/2014 1:17:23PM	JOHNB
10	CUSTOMER STATED THAT POWER STEERING WILL "GO OUT" AND ICON COMES ON. FOUND DTCS 71-01, 71-02. COULD NOT DUPLICATE CONCERN WITH TROUBLESHOOTING PERTAINING TO DTC. PERFORMED "WIGGLE TEST" AT EPS C/U, WAS ABLE TO GET THE EPS LIGHT TO COME ON. PIN FIT WAS CHECKED AND IT WAS DETERMINED AT THIS TIME THE C/U HAD A BAD CONNECTION INTERNALLY. C/U REPLACED AND NO FURHTER PROBLEMS FOUND AT THAT TIME.;DID ALL THE NEUTRAL MEM,SAS CHKS AS GIVEN;NO CHANGE,NOTHING FOUND
11 DTC 71-01: Motor Angle Sensor (SIN/COS Signals)	
12 DTC 71-02: Motor Angle Sensor (Neutral Position Learning of SIN/COS)	
13 DTC 71-03: Motor Angle Sensor (SIN/COS Signals)	
14 SO WAS THE EPS C/U REPLACED	YES
15 SO VERY CAREFULLY INSPECT THE PIN FITS,CONNECTIONS AND WIGGLE TEST THE HARNESS ON CIRCUITS RELATIVE TO THESE CODES/MOTOR ANGLE SENSOR;IF WIRING IS NOT THE ISSUE,THEN REPLACEMENT OF RACK WOULD BE NEXT STEP	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3371622	LINDSEYA	12/17/2012	LINDSEYA	6

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS)	1/2: REPLACED EPS CU	
	Resln Source:	Spoke w/ Dealer	Date: 01/02/2013
	Status:	N/A	Mileage: 628
	Remarks / Requestor:		FE Status: .

Dealer #: 207504	TZ: EST	VIN: 1HGCR2F39DA [REDACTED]	Err:
Dir Cont: SANG HA	Training %: 99	Year: 2013	Model: ACCORD
Serv Ph: (703) 823-8085	Extn:	Tran: CVT	Trim: LX
Serv Mgr: LARRY SHIFFLETT		Doors: 4DR	WD:
Parts Mgr: MICHAEL CELICH		Fact: MARYSVILLE	Country: USA
Dir Name: ROSENTHAL LANDMARK HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
5125 DUKE STREET		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
ALEXANDRIA VA 22304		Engine #: K24W11031322	Trans #: BC5A6040857
Phone: (703) 823-8085	Fax #: 7038238037	Em Type: KA	
DPSM: RAFIK ABDULLAHI	Zone/Dist: 06A	RO #: 687652	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

12/17/2012 6:35:13AM	LINDSEYA		
1 ORIGINAL COMPLAINT		CODE 32-01	
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]	
		[KEYWORD: 32-01]	
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?			
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?			
5 ANY AFTER MARKET ACCESSORIES INSTALLED?			
6			IT SAYS TO RESET THE LIGHT AND SEE IF IT COMES BACK. IT WAS HERE ON SATURDAY. LIGHT WAS NOT ON. CUSTOMER COMPLAINED OF A NOISE AND THE CAR WON'T START. CAR IS HERE THIS MORNING, AND THE EPS LIGHT HAS BEEN ON, STEERING WHEEL LOCKED. PROBLEM IS INTERMITTENT. IT HAS PGM FI UPDATE AVAILABLE.
7 OK.LOOKS LIKE THIS IS A VOLTAGE ISSUE, OR POSSIBLE CONTROL UNIT.			
8 OK. GO AHEAD AND DO IT. CHECK POWER AND GROUND TO THE CONTROL UNIT.		OK.	
9 CHECK CONNECTIONS. SOFTSET?		OK.	
10 TRY TO DUPLICATE.		OK.	
12/17/2012 12:56:55PM	EDB		
11 COPY SENT TO RAFIK ABDULLAHI DPSM			
12/17/2012 3:53:54PM	GARYS		
12 12/17/2012 04:21:58 PM GARYS LINDSEY, WHAT DOES THE DEALER MEAN BY STEERING WHEEL LOCKED?			
12/18/2012 12:01:48PM	SHAWNW		
13		DTC 32-01: EPS Control Unit Internal Circuit (Current Sensor) DTC	
		32-02: EPS Control Unit Internal Circuit (Current Sensor Offset)	
14		CAR CAME IN WITH THE 32-01 CLEARED CODE DROVE LOST ASSIST AND RECODED BUT WITH 32-02	
15 CLEAR?		YES I SPOKE WITH DAVE YESTERDAY AND HE WANTED A SNAPSHOT BUT IT WONT ACT UP AGAIN	
16 I SEE NO NOTES REFLECTING THAT		OK	
17 WHEN YOU SAY STEERING LOCKED UP WHAT DO YOU MEAN?		LOST ASSIST	
18 OK BUT YOU COULD STILL DRIVE?		YES JUST HARD TO STEER	
19 CYCLE CONNECTIONS AT THE EPS C/U IF CODE RETURNS REPLACE C/U		OK	
12/21/2012 9:29:47AM	EDB		
20 EMAIL FROM DPSM RAFIK ABDULLAHI		CAR IS BACK WITH NO ASSIST	
21 RECOMMEND REPLACE THE EPS CU			
1/2/2013 11:40:36AM	LINDSEYA		
22		SANG - LOOKING FOR INFORMATION... SHAWN TOLD ME TO CHECK POWERS AND GROUNDS TO EPS C/U. BUT I TALKED TO SOMEONE ELSE WHO SAID UNPLUG AND RECONNECT EPS C/U TO SEE IF PROBLEM HAPPENED. I DROVE IT FOR A LITTLE WHILE, AND IT DIDN'T HAPPEN. I RELEASED, BUT CAR CAME BACK AND I WAS TOLD TO DO THE C/U IF THE CODE WAS THERE.	
23 LOOKS LIKE SHAWN TOLD YOU THAT.		THERE'S NOT SOMEONE BETWEEN HIM AND YOU?	
24 NO, I DON'T SEE ONE HERE.		OK.	
25 ACTUALLY, IT LOOKS LIKE THERE IS A NOTE HERE THAT YOU SPOKE TO SOMEONE NAMED DAVE ON THE 17TH AS WELL. IT'S NOT DOCUMENTED, BUT YOU MENTIONED IT TO SHAWN.		OK. THANK YOU. WELL, THE C/U HAS BEEN REPLACED, AND I HAVEN'T HEARD BACK FROM THE CUSTOMER.	
26 OK. THANK YOU.			

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3409934	DAVIDK	03/18/2013	DALILAS	6

Code
P 5600

Original Complaint
ELEC P/STEER PROB (EPS) U0131

Probable Cause/Solution
A CONN #2 PIN PULLED OUT/HARN RTING INCORRECT

Resln Source: None

Date:

Status: N/A

Mileage: 491

Remarks / Requestor:

FE Status: .

Dealer #: 206794	TZ: EST	VIN: 1HGCR2F3XDA [REDACTED]	Err:
Dir Cont: ROBERT WILLSON	Training %: 87	Year: 2013	Model: ACCORD
Serv Ph: (860) 645-3110	Extn:	Tran: CVT	Trim: LX
Serv Mgr: THOMAS GRAHAM		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: MANCHESTER HONDA 24 ADAMS STREET MANCHESTER CT 06042		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
Phone: (860) 645-3110	Fax #: 8606433602	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: SUZI HENRY	Zone/Dist: 09D	Engine #: K24W11424082	Trans #: BC5A6041346
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 248173	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

3/18/2013 8:48:55AM	DAVIDK	
1 ORIGINAL COMPLAINT		NO POWER STEERING. CODE U0131. FOUND CONNECTOR A(11P) ON EPS CONTROL UNIT NUMBER 2 WHITE WIRE PULLED OUT DUE TO HARNESS TOO TIGHT. WIRE END TERMINAL BURNT INSIDE AND TAB BROKEN OFF INSIDE CONECTOR. JUST BY PUSHING BACK IN ONCE WAS ABLE TO GET P/S TO WORK BUT NOW WONT WORK ANYMORE. PIN PULLES RIGHT OUT OF THE CONNECTOR IS IT GOING TO NEED A NEW HARNESS AND POSIBLE NEW CONTROL UNIT?? [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: U0131]
2 ISIS SEARCH CRITERIA		
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		
6		CONNECTOR A WAS ROUTED OVER CONNECTOR B HARNESS. THAT ROUTING CAUSED THE HARNESS TO BE PULLED REAL TIGHT AND PULL THE #2 TERMINAL OUT OFF CONNECTOR A. THE EPS CONTROLL UNIT BRACKET HAD THE HARNESS PULLED TIGHT OVER IT. THE HARNESS WAS RUBBING ON A REAL SHARP EDGE. OVER TIME IT WOULD HAVE RUBBED THROUGH. I SEE THIS AS A POSSIBLE WIRE CHAFFINF PROBLEM. REPLACE C/U WITH HARNESS
7 PLEASE SEND PHOTOS. WILL GET IT REPORTED TO THE FACTORY.		
8 SINCE IT GOT HOT ENOUGH TO DAMMAGE THE CONNECTOR THEN YES		
9 PEND TO TROY AND GARY S FOR POSS A RANK OVERHEATED CONNECTOR AND CHAFFING HANRNESS.		
3/19/2013 8:22:33AM	EDB	
10 COPY SENT TO DPSM SUZI HENRY AND AZM		
3/19/2013 10:01:43AM	EDB	
11 PHOTOS RECEIVED FROM DPSM AND ATTACHED TO CONTACT		
3/19/2013 10:33:33AM	GARYS	
12 03/19/2013 10:33:59 AM GARYS		HAM:REPLACE HARNESS, CU AND GEAR BOX IF THE PROBLEM WAS AT THE GEARBOX HAVE ALL PARTS SENT TO DAN DURASKO AT HAM
13		
14 DAVE, SEE HAM'S REQUEST		
3/20/2013 9:36:09AM	DAVIDK	
15 PER TECH NOTES ELECT CONNECTIONS PROBELM IS AT THE C/U. SEE LINE 1		
3/21/2013 11:23:37AM	DALILAS	
16 ATTACHED>>> DATA**INFO**PHOTOS		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3634180	ROBS	10/13/2014	SHAWNW	2

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS HARD STEERING TO RT	10/15: EPS RACK REPLACED		
		ResIn Source:	Spoke w/ Dealer	Date: 10/15/2014
		Status:	N/A	Mileage: 26,296
		Remarks / Requestor:		FE Status: .

Dealer #:	207521	TZ:	CST	VIN:	1HGCR2F85DA [REDACTED]	Err:	
Dir Cont:	JEFFREY MENDOZA	Training %:	95	Year:	2013	Model:	ACCORD
Serv Ph:	(281) 955-6666	Extn:		Tran:	CVT	Trim:	EX-L
Serv Mgr:				Doors:	4DR	WD:	
Parts Mgr:	CHRIS LYNN			Fact:	MARYSVILLE	Country:	USA
Dir Name:	JOHN EAGLE HONDA OF HOUSTON 18787 NW FREEWAY HOUSTON TX 77065			Desc:	ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L		
Phone:	(281) 955-6666	Fax #:	2819557702	WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,		
DPSM:	PETE HOLT	Zone/Dist:	03C	Engine #:	K24W11031570	Trans #:	MC4A1006228
Previous Dealer/Contact		Date		Em Type:	KA		
				RO #:	749738		
				Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

- 10/13/2014 12:23:26PM ROBS
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6 ANY DTCs?
 - 7 CHK EPS C/U, NO WIRE CONNECTIONS PULLED OUT.
CHK CONNS TO POWER STEERING RACK PLUS PWR
AND GROUNDS. IF ALL OK, REPL THE EPS RACK ASSY.
AND TEST.

Information from Dealer

THAT STEERING IS STIFF AND STEERING WHEEL LOCKED UP. NOW WHEEL GOES ALL THE WAY TO THE LEFT ON ITS OWN [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: EPS]

WHEN YOU TURN TO RIGHT IT FEELS STIFF. FEELS BETTER TURNING LEFT. SOMETIMES, RETURNING FROM RIGHT TURN, STEERING WHEEL FEELS LIKE IT WANTS TO KEEP GOING TO THE LEFT. STEERING DID NOT "LOCK UP" FOR ME.

NO

NO

10/15/2014 7:05:12AM SHAWNW

- 8 REPLACED THE RACK AND THE CAR IS FIXED
- 9 THANKS FOR THE INFO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3527690	JOHNB	01/08/2014	STEVE M	5

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 71-01,71-03	PIN FIT?; CHK AT EPS C/U AND EPS MOTOR	
		Resin Source: None	Date:
		Status: N/A	Mileage: 7,721
		Remarks / Requestor:	FE Status:

Dealer #: 208143	TZ: PST	VIN: 1HGCR2F78DA [REDACTED]	Err:
Dir Cont: JOHN NIELSEN	Training %: 77	Year: 2013	Model: ACCORD
Serv Ph: (626) 683-5800	Extn:	Tran: CVT	Trim: EX
Serv Mgr: BROOKE GOMEZ		Doors: 4DR	WD:
Parts Mgr: EARNIE SCOTT		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF PASADENA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
1965 E.FOOTHILL BLVD.		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
PASADENA CA 91107		Engine #: K24W11427655	Trans #: BC5A6050096
Phone: (626) 683-5800	Fax #: 6267951367	Em Type: KL	
DPSM: DIANA MONTES	Zone/Dist: 01B	RO #: 89768	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

1/8/2014 8:01:24AM	JOHNB		
1	ORIGINAL COMPLAINT		CAR CAME IN WITH CODES 71-01 AND 71-03= MOTOR ANGLE SENSOR. RESISTANCE CHECKS AND GROUND CONTINUITY CHECKS WERE GOOD. FLOW CHART RECOMMENDS REPLACING THE EPS CONTROL UNIT. ANY HISTORY ON THIS PROBLEM? I CAN DRIVE THE CAR AND DUPLICATE THE CONCERN AFTER CLEARING THE CODES.
2	ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: SRS]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		YES
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?		NONE
5	ANY AFTER MARKET ACCESSORIES INSTALLED?		NONE
6			EPS STOPS WORKING, GET CODES 71-01 AND 71-03
7	DTC 71-01: Motor Angle Sensor (SIN/COS Signals)		
8	DTC 71-03: Motor Angle Sensor (SIN/COS Signals)		
9	CHK RELATED CIRCUITS FOR LOOSE PIN FITS, OPEN, SHORTS		DID, NO ISSUES WITH WIRING
10	DOES THE CODES COME ON IMMEDIATELY		NO INTERMITTENT WHEN DRIVING
11	IF WIRING OK, REPLACE EPS MOTOR FIRST; IF THAT DOES NOT ELIMINATE THIS, THEN REPLACE THE EPS C/U		
2/17/2014 10:51:39AM	STEVEM		
12			AFTER ABOUT 500 MILES THIS CAR CAME BACK IN WITH JUST THE DTC 71-01
13	SO WHAT REPAIRS HAD YOU MADE ?		WE REPLACED THE STEERING MOTOR ASSEMBLY
14	LET TEST ALL OF THE PIN FITS AT EPS MOTOR/ANGLE SENSOR AND THE PIN FITS AT THE EPS CONTROL UNIT FOR THE SENSOR INPUTS		OK
15	IT SOUNDS LIKE YOU HAVE A TERMINAL PIN FIT ISSUE		OK
16	CHK THOSE AND THEN C/B		OK
6/4/2014 11:05:12AM	GARYS		
17	06/4/2014 11:05:42 AM GARYS STEVE, DID THE DEALER GIVE ANY INDICATION OF WHAT PIN(S) WERE LOOSE?		
6/5/2014 12:18:52PM	STEVEM		
18	I SEE A WARRANTY CLAIM WHERE YOU REPAIRED 3 TERMINALS ON THIS CAR , I NEED TO KNOW EXACTLY WHAT TERMINALS WERE REPAIRED		(MIKE) WHAT DO YOU NEED
19	I NEED THE CONNECTOR # , I NEED TO KNOW WHICH TERMINAL NUMBER IN THAT CONNECTOR AND I NEED TO KNOW IF THE REPAIRS WERE ON THE MALE OR FEMALE SIDE OF THAT CONNECTOR		OK, LET ME TALK TO THE TECH AND I WILL CALL YOU BACK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3413250	DAVEM	03/26/2013	DAVEM	4

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC 71-01 INTERM	HRNSS/P-FITS?; CHK P-FITA @ SNSR & CU	
		Resln Source: None	Date:
		Status: N/A	Mileage: 412
		Remarks / Requestor:	FE Status: .

Dealer #: 208577	TZ: EST	VIN: 1HGCR2F71DA [REDACTED]	Err:
Dir Cont: DALE LOCKWOOD	Training %: 96	Year: 2013	Model: ACCORD
Serv Ph:	Extn:	Tran: CVT	Trim: EX
Serv Mgr: RALPH MORFORD		Doors: 4DR	WD:
Parts Mgr: RALPH MORFORD		Fact: MARYSVILLE	Country: USA
Dir Name: Hendrick Honda Daytona 330 NORTH NOVA ROAD DAYTONA BEACH FL 32114		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
Phone: (386) 253-4478	Fax #:	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: DAVID CATHCART	Zone/Dist: 07H	Engine #: K24W11035820	Trans #: BC5A6049071
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 431117	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

3/26/2013 11:22:08AM	DAVEM
1 ORIGINAL COMPLAINT	POWER STEERING WILL STOP WORKING OFF AND ON DIAG SAYS TO CHECK FOR SHORTS BUT IT IS VERY RANDOM CODE 71-01
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: STEERING]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	EPS MOTOR
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 DTC 71-01: Motor Angle Sensor (SIN/COS Signals)	HAS HAD A INTERM EPS CODE 70-01. CLR AND ALL OK. WGGL TESTED THE HRNSS AND P-FITS AND ALL SEEM OK. ANOTHER TECH REPLACED THE MTR IN PAST BUT STILL CODES
7 DID THEY RPLC THE TRQ SNSR?	????
8 IF NO, RPLC IT. IF YES, RPLC EPS CU. DPSM EVAL TO RPLC BOTH NOW TO COVER ALL BASES	OK
3/29/2013 1:21:55PM	JASONR
9 TRANSFER TO GENERAL TECH LINE SPECIALIST	
3/29/2013 1:23:09PM	DAVIDK
10	INSTALLED C/U IN K/G CAR. DROVE IT AROUND FOR AWHILE. DID NOT RECODE
11	SWAPED C/U BACK IN TO THIS CAR. AFT A SHORT DRIVE 71-01 RETURNED. PER TECHLINE WE INSTALLED A RACK W MTR AND SENSORS. DID THE LEARNING. NO CODING 71-02
12 GET ME A SNSP SHOT OF THE STEERING BEING TURNED L AND RT. HOPE TO SEE WHAT MTR SENSOR IS NOT REGISTERING.	
4/1/2013 8:21:14AM	DAVEM
13	I SWAPPED A KG EPC CU, SAME. PUT THIS CU IN KG ALL OK. SWAPPED IN A NEW RACK AND NOW I HAVE A CODE 71-02 AND I CANT CLR IT OR DO THE STREEING NUET MEM
14 VRFY ALL P-FIT AT THE TR SNS AND CU. LOOOKS LIKE A HRNSS ISSUIE NOW	
15 FROM ADVANCED DIAG FOR CODE 71-01	
16 Possible Cause	
17 <input type="checkbox"/> Open, Short to ground, or Poor connection between the EPS control unit and the EPS motor	
18 angle sensor (RESOLVER R1, R2, S1, S2, S3, S4 lines)	
19 <input type="checkbox"/> EPS motor internal failure	
20 <input type="checkbox"/> EPS control unit program not the latest	
21 <input type="checkbox"/> EPS control unit internal failure	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3513971	TROYS	12/04/2013	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS AFTER CURB HIT	RACK;REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 7,828
		Remarks / Requestor:	FE Status: .

Dealer #: 207262	TZ: CST	VIN: 1HGCR2F58DA [REDACTED]	Err:
Dir Cont: STEPHEN CRAIG	Training %: 97	Year: 2013	Model: ACCORD
Serv Ph: (630) 852-7201	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: RAYMOND UNDERWOOD		Doors: 4DR	WD:
Parts Mgr: PAUL CHRT		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA SUPERSTORE OF LISLE 4475 LINCOLN AVENUE LISLE IL 60532		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
Phone: (630) 852-7201	Fax #: 6302419115	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: GEORGE MARIS	Zone/Dist: 08F	Engine #: K24W11037636	Trans #: BC5A6049119
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 622760	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

12/4/2013 11:06:02AM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 REPLACE THE RACK

Information from Dealer

STEERING STIFF
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: STEERING]
 YES
 FRNT KNCKL LOWER ARM 2 RIMS BEARING AND ARM IN THE REAR
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3549775	LINDSEYA	02/27/2014	LINDSEYA	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01, 53-02, STRNG LOCKS	RACK?; GAVE CHECKS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 5,011
		Remarks / Requestor:	FE Status: .

Dealer #: 207215	TZ: AHST	VIN: 1HGCR2F33DA [REDACTED]	Err:
Dir Cont: SR NICHOLAS SAKAI	Training %: 85	Year: 2013	Model: ACCORD
Serv Ph: (808) 680-7120	Extn:	Tran: CVT	Trim: LX
Serv Mgr: KURTIS TSUHA		Doors: 4DR	WD:
Parts Mgr: SOLOMON II		Fact: MARYSVILLE	Country: USA
Dir Name: TONY HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
94-1299 KA UKA BLVD.		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
WAIPAHU HI 96797		Engine #: K24W11038415	Trans #: BC5A6053037
Phone: (808) 680-7120	Fax #: 808-487-8024	Em Type: KA	
DPSM: PHIL HEINZMAN	Zone/Dist: 02B	RO #: 798926	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

2/27/2014 3:49:29PM LINDSEYA

- 1 ORIGINAL COMPLAINT

- 2 ISIS SEARCH CRITERIA

- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6

- 7 CHECK PIN FITS AT THE RACK, AT THE TORQUE SENSOR. CHECK EPS UNIT AS WELL. IF ALL PIN FITS CHECK OUT OK, NOTHING LOOSE OR DAMAGED, THEN REPLACE THE RACK.

Information from Dealer

CUSTOMER STATES THE STEERING WHEEL LOCKS WHILE DRIVING VEHICLE, HAS HAPPENED A HANDFUL OF TIMES. THE FIRST TIME A LIGHT CAME ON AND ALMOST CAUSED THE CUSTOMER TO GET IN AN ACCIDENT. PLEASE CHECK. [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 53-01]

Y

N

N

I CANNOT CONFIRM THIS, BUT THEY SAY IT HAS HAPPENED A LOT. I HAD CODES 53-01 AND 53-02. I CLEARED CODES AND DID A TORQUE SENSOR LEARN. NOT SURE WHERE ELSE TO GO. CUSTOMER HAD THE CAR TOWED IN. I DON'T SEE THE CAR HAVING BEEN HERE.

OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3515844	LINDSEYA	12/09/2013	LINDSEYA	4

Code	Original Complaint	Probable Cause/Solution	
P 5600	LOSES EPS, INTERMITTENT	RACK?;	
		Resin Source: None	Date:
		Status: N/A	Mileage: 10,938
		Remarks / Requestor:	FE Status:

Dealer #: 207548	TZ: EST	VIN: 1HGCR2F33D [REDACTED]	Err:
Dir Cont: DEREK WELLS	Training %: 82	Year: 2013	Model: ACCORD
Serv Ph: (800) 293-1885	Extn:	Tran: CVT	Trim: LX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: REYNOLD RODRIGUEZ		Fact: MARYSVILLE	Country: USA
Dir Name: CORAL SPRINGS HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
9400 W. ATLANTIC BLVD.		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
CORAL SPRINGS FL 33071		Engine #: K24W11038531	Trans #: BC5A6050905
Phone: (800) 293-1885	Fax #: 9547535572	Em Type: KA	
DPSM: BRIAN SOLENTHALER	Zone/Dist: 07M	RO #: 384427	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

12/9/2013 9:14:02AM	LINDSEYA
1 ORIGINAL COMPLAINT	CUST STATE THAT THE POWER STEERING GOES OUT WHEN DRIVING VEHICLE. TEST DROVE THE VEHICLE.
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	[KEYWORD: EPS]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	Y
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6	N
7 NO. NO KNOWN ISSUE. DO YOU HAVE CODES?	CUSTOMER HAS COMPLAINED 8 TIMES THAT SHE KEEPS LOSING POWER IN HER STEERING, AND SHE SAYS THAT THE EPS LIGHT COMES ON. I LOOKED FOR CODES, I HAVE NONE. ANY KNOWN ISSUES?
8 I HAVEN'T HEARD OF AN ISSUE WITHOUT CODES. SO I WOULD HAVE YOU DOUBLE CHECK WIRING AND PIN FIT AT THE CONTROL UNIT AND THE TORQUE SENSOR.	NO, NO CODES. SOMEONE HERE RECENTLY DID A RACK REPLACEMENT FOR THIS ISSUE AFTER TALKING TO YOU GUYS.
9 IF ALL OF THAT CHECKS OK, REFER TO YOUR DPSM AND SEE IF THEY WANT TO HAVE YOU REPLACE THE RACK.	OK.
12/11/2013 6:23:30AM	CHRISV
10	STILL HAVING ISSUES, LOOSES ASSIST LIGHT COMES ON BUT NO CODES
11 REPLACE THE EPS C/U	*REPL'D EPS C/U NC
12/18/2013 2:05:05PM	TAIS
12	*SEE ABOVE
13 UPDATED SKILL TO EPS AND TRANSFERRED TO P/S	
12/18/2013 2:11:42PM	LINDSEYA
14	EPS LIGHT COMES ON AT RANDOM. I WAS TOLD TO CHECK PIN FITS, THEN CONTROL UNIT. I DON'T GET ANY CODES WHEN THIS LIGHT COME ON. THE LIGHT STILL COMES ON AND THE STEERING IS LOCKING UP, AND STILL WITH NO CODES. ONE OF THE GUYS HERE HAD A SIMILAR CONCERN PREVIOUSLY, AND HE DID THE RACK. THERE IS EVEN AN ARTICLE THAT A FAILURE AND NO CODES, DO THE RACK.
15 CHECK POSITIVE AND NEGATIVE BATTERY CABLES, MAKE SURE THAT THERE AREN'T ANY GROUND ISSUES, NOTHING A/M, NOTHING CAUSING A POWER LOSS. IF ALL OF THAT IS OK, AND YOU CAN VERIFY, THEN REPLACE THE RACK.	OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3559219	CHRISV	03/25/2014	BENA	6

Code	Original Complaint	Probable Cause/Solution	
P 5600	LOOSES ASST + 71-01 INTERM	INJ RELAY NOT SWAPPED OVER; RE INSTALL	
1810	CRANKS, WONT START		
	ResIn Source:	None	Date:
	Status:	N/A	Mileage: 12,488
	Remarks / Requestor:		FE Status: .

Dealer #: 206939	TZ: EST	VIN: 1HGCR2F76DA [REDACTED]	Err:
Dir Cont: FREDERICK PAMBIA	Training %: 59	Year: 2013	Model: ACCORD
Serv Ph: (845) 561-3800	Extn:	Tran: CVT	Trim: EX
Serv Mgr: DEAN PORCARO		Doors: 4DR	WD:
Parts Mgr: DAVID BATES		Fact: MARYSVILLE	Country: USA
Dir Name: MOREHEAD HONDA 1000 AUTO PARK PLACE NEWBURGH NY 12550		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (845) 331-8655	Fax #: 8455615325	Engine #: K24W11429412	Trans #: BC5A6051526
DPSM: OPEN POSITION 7/24/14	Zone/Dist: 09B	Em Type: KL	
Previous Dealer/Contact	Date	RO #: 180443	
207933 WILLIAM ROE		Case Type: Technical	
08/18/2014		W.O. #:	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3594729	RAYD	06/30/2014	DAVEM	2

Code	Original Complaint	Probable Cause/Solution		
P 5600	ELEC P/STEER CUTS OUT?	UNKNOWN?; VRFY ALL CONNECTIONS> DPSM EVAL NXT		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 5,933
		Remarks / Requestor:		FE Status:

Dealer #: 208337	TZ: EST	VIN: 1HGCR2F79DA [REDACTED]	Err:
Dir Cont: RYAN BARNETT	Training %: 83	Year: 2013	Model: ACCORD
Serv Ph: 631-665-0005	Extn:	Tran: CVT	Trim: EX
Serv Mgr: ROMEO MEJIA		Doors: 4DR	WD:
Parts Mgr: DALE GUY		Fact: MARYSVILLE	Country: USA
Dir Name: ATLANTIC HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
1391 SUNRISE HIGHWAY		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
BAY SHORE NY 11706		Engine #: K24W11429526	Trans #: BC5A6054316
Phone: (631) 665-0005	Fax #: 6316650182	Em Type: KL	
DPSM: RUSSELL BERSE	Zone/Dist: 05A	RO #: 341169	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/30/2014 9:14:03AM RAYD

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 NO CALLER

6/30/2014 9:15:37AM DAVEM

7

8 CODES?

9 WHERE HAPPEN?

10 VRFY ALL CONNECTIONS AND P-FITS BTTWN THE BATT TO THE CAR> CAR TO THE EPS CU AND RACK> DPSM EVAL FOR WHAT TO DDO NEXT SINCE YOU CANNOT VRFY

11 PEND TO TS

Information from Dealer

CUST STATES POWER STEERING CUTS OUT AT RANDOM COULD NOT DUPLICATE-CUST WAS HERE 3/13/14 FOR SAME ISSUE AND CODE 71-01 MOTOR ANGLE SIN/COS SIGNALS REPLACED THE EPS MOTOR AND WAS FINE UNTIL 2 DAYS AGO

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: EPS]

WE REPLACED THE RACK IN PAST AND CUST STATES STILL DOES IT. WE DROVE THE CAR ALL OVER THE PLACE AND CANNOT DUP, BUT THE CUST STATES IT HAPPENS RANDOMLY AND THE EPS LIGHT BLINKS NONE CUST STATES ANYWHERE, BUT USALLY ON THE HWY OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3589529	RAYD	06/16/2014	SOURIS	3

Code	Original Complaint	Probable Cause/Solution		
P 5600	LOST EPS W/DRIVING 53-02	UNABLE TO DUPLICATE; CHECK CONNECTIONS		
		Resin Source:	None	Date:
		Status:	N/A	Mileage: 30,856
		Remarks / Requestor:		FE Status:

Dealer #: 208418	TZ: EST	VIN: 1HGCR2F7XDA [REDACTED]	Err:
Dir Cont: RYAN FOSTER	Training %: 32	Year: 2013	Model: ACCORD
Serv Ph: 904-370-1300	Extn:	Tran: CVT	Trim: EX
Serv Mgr: WILLIAM ROGERS		Doors: 4DR	WD:
Parts Mgr: AVTAR GHUMAN		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF THE AVENUES 11333 PHILLIPS HIGHWAY JACKSONVILLE FL 32256		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
Phone: (904) 370-1300	Fax #: 9043701285	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: DAVID CATHCART	Zone/Dist: 07H	Engine #: K24W11040472	Trans #: BC5A6055779
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 250987	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

6/16/2014 9:40:09AM RAYD

1 ORIGINAL COMPLAINT

CUSTOMER STATES THEY LOST POWER STEERING WHILE DRIVING, ENGINE DID NOT DIE. VEHICLE WAS TOWED IN. CANNOT DUPLICATE COMPLAINT AT DEALERSHIP, HOWEVER EPS DTC'S 53-02 AND 53-01 WERE PRESENT. CLEARED DTCSPER TROUBLESHOOTING CHART, THEYARE NOT RE-APPEARING. PLEASE ADVISE.

2 ISIS SEARCH CRITERIA

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: EPS]
NO

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

I HAVEN'T SEEN ANY THING

7 CHECK CONNECTIONS AT THE EPS UNIT AND RACK

53-02

6/16/2014 10:45:36AM STEVEM

8

I WAS ABLE TO DUPLICATE AFTEWR SEVERAL TRIES . AND 53-01 CAME BACK , THE RANGE OF THE TORQUE SENSOR MAIN AND TORQUE SENSOR SUB AND IM GETTING 1.5 TO 4 VOLTS

9 SPECS ?

DIAG CHARTS SAYS ZERO TO 5 VOLTS , IT IS DIFFICULT TO READ THE CHARTS , ONE SAYS TORQUE SENSOR CHK , STEP 2 AND 3 I'M CONFUSED

10 SO ON THE TROUBLE SHOOTING WHERE RE YOU

11 SO STEP 2 THEY ARE TESTING FOR AN OPEN ON THE GRND SIDE ,

OK

12 SO LETS WALK THROUGH THIS

OK

13 WALKED THROUGH T/S

THE STRANGE THING IS THAT WHEN I REACHED UP AND MOVED THE HARNESS I GOT THE CODE TO RESET

14 HAVE YOU PERFORMED A PIN FIT TEST

NO ,

15 OK LETS PERFORM A DRAG TEST ON THE TERMINALS , THE FACT THAT THE CODE RESET WHEN YOU WIGGLED A HARNESS MAKES ME THINK WE HAVE A HARNESS ISSUE , IF WE TEST THE PIN FITS AND THEY ARE ALL OK , THEN AT THAT POINT LETS REPLACE THE RACK , I HAVE MORE RACK ISSUES , BUT THE FACT THAT IT RESET WHEN YOU DID THAT LETS MAKE SURE WE COVER ALL OF OUR BASICS

OK SOUNDS GOOD.

6/25/2014 8:12:14AM SOURIS

16 06/25/2014 08:12:21 AM SOURIS

(JULIO) I'M TAKING OVER THE JOB. RYAN QUIT. WANT TO CHECK WHAT IS TECHLINE RECOMMENDATION RYAN DID NOT WRITE DOWN ANY NOTE.

17 REVIEW LINE 14 AND 15 WITH TECH. HAVE HIM CHECK PIN FIT AND BACK OUT PINS FROM THE EPS C/U AND STEERING RACK.

OK, THANK YOU. I'LL START WITH THAT.

18 IF ALL THE PIN CHECK OK, T/SHOOT FOR STEERING RACK ISSUE.

OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3455903	DAVEM	07/18/2013	SOURIS	6

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 71-01 & 71-02	HRNSS?; FOLLOWS SM TS	
		Resin Source: None	Date:
		Status: N/A	Mileage: 4,675
		Remarks / Requestor:	FE Status: .

Dealer #: 208226	TZ: EST	VIN: 1HGCR2F51DA [REDACTED]	Err:
Dir Cont: KEVIN MANCZ	Training %: 57	Year: 2013	Model: ACCORD
Serv Ph: (516) 735-3182	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: MARK SCHLOBOHM		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA CITY		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
3859 HEMPSTEAD TURNPIK		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
LEVITTOWN NY 11756		Engine #: K24W11431231	Trans #: BC5A6054818
Phone: (516) 735-3182	Fax #: 5167358576	Em Type: KL	
DPSM: RUSSELL BERSE	Zone/Dist: 05A	RO #: 319512	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

7/18/2013 1:05:15PM	DAVEM		
1	ORIGINAL COMPLAINT		CLEAR DTC, PERFORM MVCI UPDATE, ROAD TEST CAR CODE71-01 CAME BACK ON
2	ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 71-01]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?		
5	ANY AFTER MARKET ACCESSORIES INSTALLED?		
6			MARK, P002654
7			WHAT HAVE YOU SEEN BEFORE I GET TOO DEEP?
8	ALL OVER THE PLACE FROM P-FITS TO RACKS. DO S/M T/S AND VRFY P-FITS		OK
10/30/2013 8:11:13AM	GARYS		
9	10/30/2013 08:11:33 AM GARYS FU CALL TO DLR STATUS?		TECH WILL CB
9/2/2014 11:20:29AM	CHRISR		
10	208332 MILLENNIUM HONDA 14186mi D476583 JONATHAN SANCHEZ		C/S POWER STEERING LIGHT COMES ON A STEERING GETS STIFF. REPLACED RACK
11	VFY ALL CONNS AND PINS, SEEN HRNSS ISSUES		OK
12	IF ALL OK, THEN EPS UNIT		OK
9/3/2014 12:02:42PM	TROYS		
13			WE TOOK THE CLIPS ON THE HARNESS OFF AND IT DID NOT RECODE DO YOU HAVE A CM HARNESS
14	NO JUST REPLACE IT		
9/4/2014 3:18:07PM	SOURIS		
15	09/4/2014 03:18:19 PM SOURIS (LOST CALL)		
9/4/2014 3:19:09PM	SOURIS		
16	09/4/2014 03:19:13 PM SOURIS		(JOHN) I REPLACE THE HARNESS AND IT WILL NOT START. DO YOU HAVE ANY KNOW ISSUE WITH THE HARNESS?
17	NO, KNOW ISSUE. I WOULD MAKE SURE YOUR HARNESS YOU INSTALL HAVE THE SAME CONNECTOR AS THE OLD ONE.		OK.
18	MAKE SURE THE CONNECTOR ARE IN THE CORRECT PLACE.		THANKS. I'LL GO BACK AND RECHECK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3615953	JOHNB	08/26/2014	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 5600	EPS 53-02,53-01	CHK CIRCUITS;LIKELY TORQUE SENSOR/RACK
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	32,631
	FE Status:	

Dealer #: 207814	TZ: EST	VIN: 1HGCR2F59D [REDACTED]	Err:
Dir Cont: CORNEL CHUNG	Training %: 96	Year: 2013	Model: ACCORD
Serv Ph: (305) 816-5678	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: JOHN KONAPELSKI		Doors: 4DR	WD:
Parts Mgr: ROBERT GEAIR		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA MIAMI LAKES		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
5925 N.W. 167TH STREET		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
MIAMI FL 33015		Engine #: K24W11040946	Trans #: BC5A6054744
Phone: (305) 816-5678	Fax #: (305) 816-5662	Em Type: KA	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	RO #: 626022	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 8/26/2014 10:41:59AM JOHNB
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 DTC 53-01: Torque Sensor (Low/High Check)
 - 8 DTC 53-02: Torque Sensor (Average Check)
 - 9 PLEASE CHK FOR TIGHT EPS HARNESS NOT ALLOWING COUPLERS TO ENGAGE PROPERLY OR DAMAGE;THIS VIN ABOVE C/M;BUT WOULD ADVISE CHECKING FOR THAT CONDITION;ALSO CHK PIN FITS AND FOR CIRCUIT ISSUES;IF OK,THEN LIKELY TORQUE SENSOR/RACK

Information from Dealer

STEERING GETS HARD LIGHT ON DASH
 [MODEL: PILOT][YEAR: 2012][PUBID: 0][SUBJECT:][KEYWORD: STEERING]
 YES
 NONE
 NONE
 INTERMITTENT EPS CODES 53-02,53-01;DID TROUBLESHOOTING LEADS TO RACK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3430373	RUDYG	05/10/2013	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 53-02	PIN FITS?; CK WITH .64 TOOL	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 3,944
		Remarks / Requestor:	FE Status: .

Dealer #: 206879	TZ: EST	VIN: 1HGCR2F31DA [REDACTED]	Err:
Dir Cont: NICHOLAS FERRAIU	Training %: 95	Year: 2013	Model: ACCORD
Serv Ph: (203) 949-7400	Extn:	Tran: CVT	Trim: LX
Serv Mgr: JOSEPH CHAPMAN		Doors: 4DR	WD:
Parts Mgr: KENNETH WYMAN		Fact: MARYSVILLE	Country: USA
Dir Name: EXECUTIVE HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
1194 N. COLONY ROAD		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
WALLINGFORD CT 06492		Engine #: K24W11431040	Trans #: BC5A6057657
Phone: (203) 949-7400	Fax #: (203) 949-7415	Em Type: KL	
DPSM: SUZI HENRY	Zone/Dist: 09D	RO #: 549613	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/10/2013 7:56:31AM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 USE .64 PIN FIT TOOL AND CK CONNECTIONS AT EPS C/U AND TORQUE SENSOR. IF OK, USE ISIS T/SHOOTING

Information from Dealer

NO POWER STEERING, HARD CODE 53-02.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-02]
 YES
 NO
 NO
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3433502	RONW	05/20/2013	CHRISR	4

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER LOSS, DTC 53-02	CAN'T DUPLICATE; CK EPS CONNECTIONS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 6,044
		Remarks / Requestor:	FE Status:

Dealer #: 208217	TZ: PST	VIN: 1HGCR2F57DA [REDACTED]	Err:
Dir Cont: GRANT MARKS	Training %: 99	Year: 2013	Model: ACCORD
Serv Ph: (702) 367-1919	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: BRIAN HAFHEY		Doors: 4DR	WD:
Parts Mgr: TRENT TOLTZMAN		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA WEST		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
7615 W. SAHARA AVE		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
LAS VEGAS NV 89117		Engine #: K24W11041990	Trans #: BC5A6058211
Phone: (702) 367-1919	Fax #: 7023678470	Em Type: KA	
DPSM: JIM PANARISO	Zone/Dist: 10H	RO #: 358757	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 5/20/2013 8:29:49AM RONW
- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 DOUBLE CHECK CONNECTONS, PIN FITS AND EPS RACK AND CONTROL UNIT. SEE A FEW CALLS BUT VERY FEW RESOLUTIONS/CALL BACKS. RACK OR EPS CONTROL UNIT
- 8 PENDED TO TROY FOR "A" RANK DETERMINATION

Information from Dealer

WHILE DRIVING AT TIMES (10 TIME/WEEK) EPS LIGHT COMES ON AND HAS A LOSS OF POWER STEERING. CUSTOMER PULLS OVER RESTARTS CAR AND STEERING IS NORMAL. CODE 53-02 STORED IN EPS. TROUBLESHOOTING RESULTS ARE NORMAL SYSTEM.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING][KEYWORD:]

NO, DROVE IT TWO TIMES, EIGHT MILES TOTAL NOT THAT I KNOW OF

YES, SHOCK SENSOR THAT TAPS INTO THE HONDA SYSTEM. ALSO HAS A STARTER KILL SYSTEM.

HAVE CHECKED FOR SOFTSET CONNECTIONS AND DID WIGGLE/FLEX TEST, NO PROBLEM FOUND

- 5/20/2013 9:16:20AM TROYS
- 9 NOT A RANK NO LOSS OF STEERING
- 5/20/2013 9:20:06AM CHRISR
- 10
- 11 REPLACE HARNSS

I FOUND PIN 3 HAS LOOSE FEMALE, THE TEST TOOL FELL OUT OF PIN 3, THE OTHER 4 HELD PERFECTLY OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3575681	RADP	05/07/2014	RADP	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	C/S EPS LOST ASSIST	UNKNOWN?;CHECK CONNECTIONS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 15,152
		Remarks / Requestor:	FE Status:

Dealer #: 208159	TZ: CST	VIN: 1HGCR2F84DA [REDACTED]	Err:
Dir Cont: GARY MULLINS	Training %: 76	Year: 2013	Model: ACCORD
Serv Ph: (501) 227-7000	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: BALE HONDA 10 COLONEL GLENN COURT LITTLE ROCK AR 72210		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
Phone: (501) 227-7000	Fax #: 5012288114	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER,US,	
DPSM: KELLY KAWAGUCHI	Zone/Dist: 03F	Engine #: K24W11042775	Trans #: BC5A6059255
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 496550	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 5/7/2014 2:25:58PM RADP
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 WAS THE VEHICLE IN AN ACCIDENT BEFORE
 - 8 ANY DTC
 - 9 CHECK CONDITION OF EPS CONNECTORS AT RACK AND C/U FOR SOFSETS,AND PINFITS,OR CRACKED CONNECTEORS(KB17858)
 - 10 (PEND TO GARYS,TROYS)

Information from Dealer

CUSTOMER STATES THAT THE POWER STEERING LOCKED UP WHILE DRIVING.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING][KEYWORD:]
 Y

C/S STATES STEERING LOST ASSIST AND RAN INTO FIRE HYDRANT,WAS ASKED BY DPSM TO CALL AND CREATE A CASE,AND SEE IF I SHOULD LOOK FOR SOMETHING
 NO

22-01-Engine Speed Signal , B12D1-Power Control Unit IG1B Circuit Error ,P2185- ECT Sensor 2 Circuit High Voltage ,HARNES HAS BEEN CUT FROM IMPACT,B0070-13-Open or Increased Resistance in the Driver's Seat Belt Tensioner
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3513269	LINDSEYA	12/03/2013	LINDSEYA	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS LIGHT ON, 53-01, AND 53-02	PINS?; GAVE CHECKS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 17,877
		Remarks / Requestor:	FE Status:

Dealer #: 207521	TZ: CST	VIN: 1HGCR2F35DA [REDACTED]	Err:
Dir Cont: MARTIN BRAND	Training %: 70	Year: 2013	Model: ACCORD
Serv Ph: (281) 955-6666	Extn:	Tran: CVT	Trim: LX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: CHRIS LYNN		Fact: MARYSVILLE	Country: USA
Dir Name: JOHN EAGLE HONDA OF HOUSTON 18787 NW FREEWAY HOUSTON TX 77065		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
Phone: (281) 955-6666	Fax #: 2819557702	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: PETE HOLT	Zone/Dist: 03C	Engine #: K24W11042281	Trans #: BC5A6060066
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 706037	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 12/3/2013 11:07:00AM LINDSEYA
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 OK. I WOULD DOUBLE CHECK THAT NONE OF THE WIRES ARE BACKED OUT AT THE RACK. CHECK PIN FIT THERE AS WELL WITH THE PIN FIT TOOL. WE HAVE SEEN A FEW CASES WHERE THAT HAS BEEN AN ISSUE.
 - 8 I WOULD ALSO LIKE TO HAVE YOU DO DOUBLE CHECK FIT AT THE EPS CU. I HAVE HEARD OF SOME BACKED OUT WIRES THERE.
 - 9 IF ALL OF THAT CHECKS OUT, THEN IT COULD BE A RACK, BUT YOU WOULD WANT TO TALK TO YOUR DPSM ABOUT MAKING THAT REPAIR IF YOU ARE NOT ABLE TO VERIFY.

Information from Dealer

STREEING IS STIFF THEN WORKS NORMAL AFTER KEY IS CYCLED.HAS CODE 53-01,53-02.CLEARED CODE HAS NOT RECODED.

[MODEL: ACCORD][YEAR: 2011][PUBID: 0][SUBJECT:]
[KEYWORD: 53-01]

Y
N
N

CUSTOMER IS SOME KIND OF SALESMAN, AND HE SAYS THAT IT HAS ACTED UP ON HIM A BUNCH. IT LOSES ALL POWER STEERING. HE HAS TO CYCLE THE KEY TO GET IT TO RETURN. THE CONNECTORS ON THE RACK ALL LOOK OK.
OK.

OK.
OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3383632	LINDSEYA	01/14/2013	DAVEM	8

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS GETS STIFF, 71-01	WAR: SENSOR & MOTOR		
		Resln Source: Warranty	Date: 07/18/2013	
		Status: N/A	Mileage: 2,850	
		Remarks / Requestor:	FE Status: .	

Dealer #: 206796	TZ: PST	VIN: 1HGCR2F58DA [REDACTED]	Err:
Dir Cont: JERVERN WELDON	Training %: 72	Year: 2013	Model: ACCORD
Serv Ph: (661) 834-6632	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: STEVEN STEELE		Doors: 4DR	WD:
Parts Mgr: DEBORAH HALLUM		Fact: MARYSVILLE	Country: USA
Dir Name: BARBER HONDA 4500 WIBLE ROAD BAKERSFIELD CA 93313		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
Phone: (661) 834-6632	Fax #: 6613984947	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: JONAH ROHDE	Zone/Dist: 01A	Engine #: K24W11432215	Trans #: BC5A6060021
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 483426	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

1/14/2013 3:47:19PM	LINDSEYA		
1	ORIGINAL COMPLAINT		STEERING STIFF ON TURNS ALSO LIGHT COMES ON WHEN PROBLEM ACCURES CODE 71-01
2	ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 71-01]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		Y
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N
5	ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6			WHEN IT STIFFENS, I GET THIS CODE. I CLEARED IT. T/S SHOWS INTERMITTENT FAILURE.
7	OK.		I GAVE THE CAR BACK, NOW SAME THING.
8	LET'S HAVE YOU CHECK WIRES, WIGGLE TEST, LOOK AT CONNECTIONS, LOOK FOR LOOSE FIT OR POOR PIN OR PINS TOUCHING EACH OTHER.		OK.
9	FOLLOW T/S.		OK.
1/14/2013 4:49:37PM	RAYD		
10			MY SHOP FOREMAN WANTED ME TO CALL AND ASK YOU IF, IF IT ISNT ACTING UP RIGHT NOW, WILL I FIND THE PROBLEM WITH THE DTC T/S?
11	NOT LIKELY, BUT YOU CAN USE THE DTC T/S TO FIGURE OUT WHICH WIRES AND CONNECTIONS TO WIGGLE/TEST		OK, THANKS
2/12/2013 10:09:54AM	SHAWNW		
12			71-01: Motor Angle Sensor (SIN/COS Signals)
13			CODE CAME BACK
14	CLEAR?		YES IT TOOK ABOUT A MONTH FOR THE CODE TO COME BACK
15			I HAVE DO WIGGLE TESTING, CHECKING CONNECTIONS AT C/U AND N/C
16	REPLACE THE EPS C/U		OK
3/6/2013 11:32:34AM	LINDSEYA		
17			DON - ONGOING ISSUE WITH THE EPS. I AM TRYING TO FIGURE OUT WHAT MY TECH DID ON THIS ONE. WE WERE TOLD LAST TIME TO PUT A CONTROL UNIT IN IT. THE TECH REPLACED THE SENSOR. I HAVE A VSA OFF LIGHT ON THAT STAYS ON, AND THE TPMS LIGHT THAT STAYS ON.
18	DO YOU HAVE CODES FOR TPMS?		I DON'T KNOW.
19	VSA?		I HAVEN'T CHECKED.
20	OK. LET'S LOOK AT THOSE THINGS AND SEE WHAT YOU COME UP WITH. I CAN'T REALLY GUESS WHAT HE MIGHT HAVE DONE, AND THAT WILL TELL US MORE.		OK.
3/6/2013 3:28:53PM	PHATL		
21			TRANSFER
3/6/2013 3:32:49PM	TROYS		
22			STILL AN ISSUE
23	MOTOR ANGLE SENSOR TRY IT		
3/26/2013 11:20:30AM	LINDSEYA		
24			DON - REPEAT CAR HERE. CURRENT MILEAGE 6,483
25	OK.		WE PUT A CONTROL UNIT, A MOTOR AND IT'S STILL COMING BACK WITH THE SAME CODE. IT DOESN'T KEEP THE LIGHT ON, AS SOON AS THEY CYCLE THE KEY THE LIGHT GOES AWAY. DOESN'T HAPPEN FOR 800-1200 MILES.
26	OK.		I AM LOOKING AT THE SCHEMATIC HERE. IT DOESN'T LOOK LIKE THERE ARE CONNECTIONS BETWEEN THE CONTROL UNIT AND THE MOTOR.
27	DONE A PIN FIT?		SORT OF.

28 LET'S DO AN ACTUAL PIN FIT TEST. SOMETHING IS A LITTLE OFF HERE, AND WE NEED TO DECIDE WHAT IT IS. OK.

7/18/2013 1:09:26PM DAVEM

29 UPDATED PCS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3572733	RAYD	04/29/2014	RAYD	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB 71-01 71-03	LOOSE CONNECTIONS?; CHECK AT CU AND SENSOR	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 4,645
		Remarks / Requestor:	FE Status: .

Dealer #: 206506	TZ: PST	VIN: 1HGCR2F7XD [REDACTED]	Err:
Dir Cont: JO PACK	Training %: 85	Year: 2013	Model: ACCORD
Serv Ph: (562) 809-3700	Extn:	Tran: CVT	Trim: EX
Serv Mgr: CHRISTINA ORTEGA		Doors: 4DR	WD:
Parts Mgr: RAMON GOMEZ		Fact: MARYSVILLE	Country: USA
Dir Name: NORM REEVES HONDA SUPERSTORE 18500 STUDEBAKER ROAD CERRITOS CA 90701		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
Phone: (562) 809-3700	Fax #: (562) 402-2685	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: OPEN POSITION 12/5/14	Zone/Dist: 01D	Engine #: K24W11432176	Trans #: BC5A6059785
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 660986	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/29/2014 3:59:49PM RAYD

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 DTC 71-01: Motor Angle Sensor (SIN/COS Signals) DTC 71-03: Motor Angle Sensor (SIN/COS Signals) CHECK FOR LOOSE CONNECTIONS AT THE CU AND AT THE ANGLE SENSOR, BACK OUT, DAMAGED PLASTIC ETC;

Information from Dealer

STEERING LOCKS UP AT TIMES. HAS CODES 71-01 AND 71-03. WE REPLACED EPS MOTOR AND TEST DROVE. WAS OK. SENT TO BODY SHOP TO BUFF SCRACHES. ON THE WAY BACK. STEERING LOCKED AND ALMOST HIT A CAR. RAN DIAGNOSIS AND SAYS TO REPLACE EPS CONTROL MODULE. SEEN THIS???

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 71-01]

NORMAL ALARM STUFF THEY PUT ON HERE

71-01; STEERING LOCKED UP AFTER SENDING TO BODY SHOP; 71-03 ALSO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3641187	RUDYG	10/30/2014	RADP	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) 53-01	EPS RACK?;REPLACE	
	ResIn Source:	None	Date:
	Status:	N/A	Mileage: 334,428
	Remarks / Requestor:		FE Status:

Dealer #: 207374	TZ: CST	VIN: 1HGCR2F82DA [REDACTED]	Err:
Dir Cont: DON LEONARD	Training %: 62	Year: 2013	Model: ACCORD
Serv Ph: (662) 842-4162	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: SAMUEL FRANKS		Doors: 4DR	WD:
Parts Mgr: SETH JOHNSON		Fact: MARYSVILLE	Country: USA
Dir Name: HOUSE OF HONDA		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
712 SO. GLOSTER STREET		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
TUPELO MS 38801		Engine #: K24W11044231	Trans #: BC5A6060724
Phone: (662) 842-4162	Fax #: 6628425308	Em Type: KA	
DPSM: OPEN POSIT 12/5/14	Zone/Dist: 03H	RO #: 024236	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/30/2014 12:04:35PM RUDYG

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 (HUNG UP ON TECH BY ACCIDENT)

10/30/2014 12:15:25PM RADP

7

8 HARD DTC

9 REPLACE THE RACK

Information from Dealer

53-01 EPS IN FAILSAFE NO ASSITS. .CHECKED MAIN TOURGE OK. SUB TPORQUE 0 VOLTS . PIN TEST . SUBTORUE OPEN IN SENSOR. DO I NEED TO REPLACE ENTIRE UNIT . UPDATED VEHICLE YTHANKS DON

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 53-01]

SUB IS NOT CHANGING BUT THE MAIN IS CHANGING,WHEN I JUMPED PIN 6TO 3 I HAVE 5V,PIN6 TO PIN1 GAVE 5V, YES,SETS RIGHT AWAY
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3520943	RAYD	12/18/2013	RUDYG	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) 53-01	ENG COMP WIRE HARNESS?; DAMAGED BY ACCY INSTALL?	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 15,707
		Remarks / Requestor:	FE Status:

Dealer #: 206602	TZ: CST	VIN: 1HGCR2F34DA [REDACTED]	Err:
Dir Cont: JOSE ARGUETA	Training %: 96	Year: 2013	Model: ACCORD
Serv Ph: (713) 776-4800	Extn:	Tran: CVT	Trim: LX
Serv Mgr: KELLY GOLDSBERRY		Doors: 4DR	WD:
Parts Mgr: GREG DUCKWORTH		Fact: MARYSVILLE	Country: USA
Dir Name: GILLMAN HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
10595 WSAMHOUSTON PK S		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
HOUSTON TX 77099		Engine #: K24W11044731	Trans #: BC5A6060272
Phone: (713) 776-4800	Fax #: 7137767170	Em Type: KA	
DPSM: PETE HOLT	Zone/Dist: 03C	RO #: 17952	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 12/18/2013 1:11:34PM RAYD
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6 WENT OVER T/S CHART, LOOKS LIKE THE ONLY OTHER FAILURE COULD BE A LOOSE PIN FIT, LETS CHECK PIN FITS IN THIS CIRCUIT;
- 12/26/2013 6:47:43AM RUDYG
- 7 12/26/2013 06:48:11 AM RUDYG
 - 8 DON'T KNOW BUT PRETTY UNLIKELY WARR ISSUE, ESPECIALLY SINCE IT WAS OK UNTIL ACCY WAS INSTALLED
 - 9 I WOULD GET CUST TO AUTH TO REPL WIRE HARNESS. ONCE YOU HAVE IT OUT INSPECT TO DETERMINE ROOT CAUSE. IF YOU CAN DETERMINE NOT WARR THEN C/P. IF ANY DOUBT WE WOULD PROB GIVE CUST BENEFIT OF THE DOUBT. REVIEW THIS WITH YOUR MGR AND DPSM

Information from Dealer

CUSTOMER STATES EPS LIGHT IS ON ALSO STEERING ALSO HARD TO TURN
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]

HID'S

(JOSE) HARD CODE, DID REPL RACK BUT STILL HAD ISSUE AND FOUND RED VS2 WIRE HAS BREAK BETWEEN C/U AND TORQUE ANGLE SENSOR. VERIFIED BY JUMPING CONNECTIONS. THIS ALL STARTED AFTER ACCY HID KIT INSTALLED. I SUSPECT THEY MAY HAVE CUT A WIRE. WARRANTY OR NOT?
 YES STARTED HAPPENING DURING THE INSTALL AND IT'S A HARD CODE. WON'T CLEAR

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3384264	LINDSEYA	01/15/2013	DAVEM	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS INOP, 71-02	WAR: MOTOR & SENSOR	
		ResIn Source: Warranty	Date: 07/18/2013
		Status: N/A	Mileage: 504
		Remarks / Requestor:	FE Status: .

Dealer #: 208178	TZ: CST	VIN: 1HGCR2F51D [REDACTED]	Err:
Dir Cont: KEVIN ADAMS	Training %: 100	Year: 2013	Model: ACCORD
Serv Ph: (504) 888-2277	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: GLENN DUFFARD		Doors: 4DR	WD:
Parts Mgr: RUSSELL WROTEN		Fact: MARYSVILLE	Country: USA
Dir Name: ROYAL HONDA		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
5600 VETERANS BLVD.		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
METAIRIE LA 70003		Engine #: K24W11045355	Trans #: BC5A6063175
Phone: (504) 888-2277	Fax #: 5047800689	Em Type: KA	
DPSM: DANIEL FYFFE	Zone/Dist: 03D	RO #: 681996	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

1/15/2013 2:01:13PM LINDSEYA	
1 ORIGINAL COMPLAINT	NO POWER STEERING
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 71-02]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	Y - MOTOR
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6	FOLLOWING THE T/S, AND WHEN CHECKING RESISTANCE AT MOTOR, OUT OF SPEC, I REPLACED IT, AND SAME CODE. YES.
7 MOTOR ANGLE SENSOR CODE, 71-02?	IT SHOWS ON 1 AND 4 OF SUPPOSED TO BE 6.4 AND 14.6. I HAD 22 OHMS OF RESISTANCE. PROBABLY.
8 WHAT WERE READINGS?	
9 I WOULD LEAN TOWARD CONTROL UNIT. HAVE ONE YOU CAN SWAP?	
1/17/2013 12:38:46PM RUDYG	
10 01/17/2013 12:39:06 PM RUDYG	(KEVIN) HAVE REPLACED EPS MOTOR AND C/U
11 DTC 71-03: Motor Angle Sensor (SIN/COS Signals) NEED TO CK PIN FITS ON EPS C/U AND MOTOR ANGLE SENSOR CONNECTOR.	OK
12 USE .64 PIN FIT TOOL	OK
7/18/2013 1:10:55PM DAVEM	
13 UPDATE PCS	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3461606	TROYS	08/01/2013	RADP	5

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS QUILTS INT, 71-01	EPS HARNESS?; REPLACE		
		Resin Source: None	Date:	
		Status: N/A	Mileage: 8,079	
		Remarks / Requestor:	FE Status:	

Dealer #: 208562	TZ: EST	VIN: 1HGCR2F54DA [REDACTED]	Err:
Dir Cont: MICHAEL FAHEY	Training %: 95	Year: 2013	Model: ACCORD
Serv Ph:	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: RICK VOSS		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: BOCH HONDA WEST 299 LITTLETON RD. WESTFORD MA 01886		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
Phone: (978) 589-4200	Fax #:	Engine #: K24W11045417	Trans #: BC5A6063562
DPSM: DAN ENDERLE	Zone/Dist: 09F	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 37979	
207904 RYAN LAWS		Case Type: Technical	
08/01/2013		W.O. #:	

Tech Line Suggests

Information from Dealer

8/1/2013 3:06:19PM	TROYS		
1 ORIGINAL COMPLAINT			EPS COMES AND GOES . CUSTOMER STATES HAPPENED 8-10TIMES YESTERDAY . HAS NOT HAPPENED TODAY. NO LIGH T ON , CODES 71-01 AND 71-03 STORED . PERFORMED TROUBLE SHOOTING AND CHECK RESISTANCE READINGS AT EPS CONNECTOR B , ALL READINGS WITHIN RANGE . CHECKED RESISTANCE AT EPS MOTOR 6 PIN CONNECTOR , RESISTANCE WITHIN RANGE . NO UPDATES AVAILBLE . BATTERY PASSED LOAD TEST . CANNOT VERIFY CONCERN . [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 71-01]
2 ISIS SEARCH CRITERIA			
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?			NO IT HAS NOT HAVE LOOK CAR OVER DO NOT SEE ANYTHING
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?			NO
5 NANY AFTER MARKET ACCESSORIES INSTALLED?			NO
6 CHECK CONNECTIONS, BATTERY CONNECTIONS AND GROUND			
7/9/2014 7:52:40AM	CHRISV		
7 NEW DEALER			18082 MILES, CUST STATES LOST POWER STEERING AT 63 MPH, EPS LIGHT CAME ON. AFTER A FEW MILES POWER STEERING CAME BACK ON, RESTARTED VEHICLE NOW WORKING FINE. CODE 71-01 STORED, ROAD TESTED TODAY, WORKING FINE.
8 CK CONN B PIN 9 BLUE WIRE AT THE EPS C/U			
7/9/2014 9:52:05AM	DAVEM		
9 DTC 71-01: Motor Angle Sensor (SIN/COS Signals)			P-FIT OK. ALL OK FOR ME IN 15MILES
10 DSPM EVAL FOR A RACK/HRNSS NOW AND MON			
7/10/2014 5:50:42AM	SOURIS		
11 07/10/2014 05:51:29 AM SOURIS			(ED) I WAS TOLD BY THE DPSM TO CALL AND IF WE CAN ONLY REPLACE THE STEERING RACK AND ONE HARNESS FOR RIGHT NOW?
12 WHAT HARNESS?			EPS HARNESS HAVE TO PIECE TO IT. ENGINE HARNESS AND DASH HARNESS? THE DPSM WANT EVERYTHING REPLACE BEFORE SEND THE VEHICLE BACK TO CUSTOMER. OK, I DON'T KNOW WHY.... I WAS THINKING THE SAME THING.
13 OK, IF WE WANT TO REPLACE EVERYTHING AND MAKE SURE EVERYTHING IS COVER. WHY IS THE DPSM ASK ME WHAT HARNESS TO BE REPLACE FIRST? IF WE WANT TO MAKE SURE THE VEHICLE IS FIXED I WOULD REPLACE EVERYTHING IN THE SYSTEM.			
14 DID WE MAKE SURE THE EPS C/U CONNECTOR B CONNECTION IS GOOD?			NOT SURE, I DID NOT WORK ON THE CAR YET.
15 FOR THIS CODE I DO SEE A BACKING OUT TERMIAL AT THE EPS C/U PIN9 BLU WIRE OR PIN 7,8.			OK.
16 IF ABOVE IS OK, EPS STEERING RACK IS NEXT.			OK, THANKS FOR THE INFO. I'LL TRY TO CLEAR THINGS UP WITH MY DPSM.
8/5/2014 8:58:27AM	RADP		
17			PREVIOUS CUSTOMER AND CONCERN. STEERING LOCKS UP ON HIGHWAY. EPS ECU AND STEERING RACK WERE REPLACEDBUT NO THE HARNESSES. CANNOT FIND OLD REF. NUMBER . CUSTOMER STATES AFTER REPLACEMENT STEERING STILLLOCKS UP, DTC'S STORED ARE AS FOLLOWS U0029,U0101 ,U0155, 83-12, 86-11, 71-01, AND 85-01-VEHICLE IS BACK -MILEAGE 18527-TECH-EDWARD,
18			DPSM AND SERVICE DIRECTOR DECIDED TO REPLACE EPS RACK AND C/U
19 WHAT COMPONENTS REPLACED TOTAL			RACK AND EPS C/U
20 CHECK EPS RACK CONNECTORS FOR DAMAGE AND PINFITS ,REPLACE EPS HARNESS			OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3446019	RUDYG	06/21/2013	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS LOSES ASSIST?	CAN'T DUPLICATE?; CK MAIN EPS CONNECTIONS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 7,140
		Remarks / Requestor:	FE Status:

Dealer #: 207383	TZ: PST	VIN: 1HGCR2F51DA [REDACTED]	Err:
Dir Cont: BRIAN BROCK	Training %: 100	Year: 2013	Model: ACCORD
Serv Ph: (707) 427-1000	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: BRIAN DERNONCOURT		Fact: MARYSVILLE	Country: USA
Dir Name: STEVE HOPKINS HONDA		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
2499 AUTO MALL PARKWAY		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
FAIRFIELD CA 94533		Engine #: K24W11434512	Trans #: BC5A6064680
Phone: (707) 427-1000	Fax #: 7074272430	Em Type: KL	
DPSM: LEE BRADLEY	Zone/Dist: 12C	RO #: 010248	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/21/2013 3:20:10PM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 ANYTHING OUT OF THE ORDINARY ON THIS CAR
- 8 DOES SHE SAY ENGINE SHUTS OFF
- 9 NEED TO CK MAIN BATT CONNECTIONS AND EPS C/U AND RACK CONNECTIONS
- 10 ALSO CK MAIN GROUND CONNECTIONS
- 11 WILL NEED TO DUPLICATE AND ALSO NOTE IF TACH QUILTS WORKIN

Information from Dealer

CUSTOMER STATES THE STEERING WHEEL LOCKED UP WHILE DRIVING AND DASH LIGHTS SHUT OFF WHILE ENGINE WAS RUNNING.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: STEERING]

NO, CAN'T DUPLICATE. DROVE IT AROUND AND SEEMS TO BE FINE

NO

NO

2ND TIME IN AND NO CODES. DID ALL DTC CHECK AND NOTHING

NO

NO, JUST ALL DASH LIGHTS

OK

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3653315	SOURIS	12/02/2014	TROYS	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS LIGTH ON, DTC 53-01	CAN'T DUPLICATE?; PIN FIT, CALL BACK WITH UPDATE	
	ResIn Source:	None	Date:
	Status:	N/A	Mileage: 14,530
	Remarks / Requestor:		FE Status:

Dealer #: 207029	TZ: EST	VIN: 1HGCR2F79D	Err:
Dir Cont: MATT COLM	Training %: 97	Year: 2013	Model: ACCORD
Serv Ph: (941) 923-3413	Extn:	Tran: CVT	Trim: EX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: TIMOTHY ADDISON		Fact: MARYSVILLE	Country: USA
Dir Name: WILDE HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
7333 S. TAMIAMI TRAIL		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
SARASOTA FL 34231		Engine #: K24W11434595	Trans #: BC5A6065339
Phone: (941) 923-3413	Fax #: 9419248569	Em Type: KL	
DPSM: JESSICA HAMMONTREE	Zone/Dist: 07J	RO #: 414737	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

12/2/2014 8:07:32AM SOURIS	
1 ORIGINAL COMPLAINT	POWER STEERING DOES NOT WORK INTERMITTENTLY. ALSO POWER STEERING LIGHT ON DASH COMES ON
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	[KEYWORD: 53-01]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO, BUT FOUND CODE IN EPS.
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 WHAT HAVE YOU DONE?	(MATT) HAVE NOT DONE ANYTHING WANT TO CALL FIRST.
7 WILL THE CODE RESET AFTER CLEAR?	DID NOT DO THAT YET,
8 LET CLEAR THE CODE AND SEE IF THE CODE WILL SET.	OK.
9 IF NO CODE, CHECK EPS C/U AND STEERING RACK FOR PIN FIT ISSUE.	OK.
10 MAKE SURE YOU USE HONDA PIN FIT SPECIAL TOOL IN THE SPECAIL TOOL KIT. EPS LGT ON/LOSS OF ASSIST(CRACKED CONN @GEARBOX OR CU)HTL-INFO KB 17858	OK.
11 IF ABOVE OK, LET ME KNOW. WE MAY NEED TO REPLACE STEERING RACK PER AS OTHER CASE.	OK, THANKS.
12/2/2014 8:56:59AM TROYS	
12	PIN FITS OK AT THIS TIME
13 REPLACE THE RACK	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3534565	RAYD	01/22/2014	GARYS	5

Code	Original Complaint	Probable Cause/Solution	
P 5600	STEERING LOCKED UP HIT CURB	RACK IS BENT; REPLACE RACK; T/S DTC'S; CHECK BATTER	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 8,225
		Remarks / Requestor:	FE Status:

Dealer #: 208475	TZ: EST	VIN: 1HGCR2F88DA [REDACTED]	Err:
Dir Cont: RAMON ESPIRITUSA	Training %: 91	Year: 2013	Model: ACCORD
Serv Ph: 973-777-1600	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: VALENTINE NATHAN		Doors: 4DR	WD:
Parts Mgr: PAUL ZELLMAN		Fact: MARYSVILLE	Country: USA
Dir Name: GARDEN STATE HONDA		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
584 ROUTE 3 WEST		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
CLIFTON NJ 07014		Engine #: K24W11437152	Trans #: BC5A6070389
Phone: (973) 777-1600	Fax #: 9739551399	Em Type: KL	
DPSM: DAN OUTTEN	Zone/Dist: 05B	RO #: 633791	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

1/22/2014 1:46:43PM RAYD	
1 ORIGINAL COMPLAINT	CUST STATES WAS DRIVING AND STEERING LOCKED UP
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
	[KEYWORD: 85-01]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NONE
6	83-11 85-01
7 DID YOU DO AN ALL SYSTEM CHECK?	NO, DOING RT NOW; B12D1 ONE PUSH; FCW/LDW U0416-668;
	BODY; B12D1;
8 ANY DTC'S IN EPS?	NO
9 DID YOU CHECK FOR A BENT RACK?	I AM TURNING NOW.... IT IS HARD TO TURN IN THE MIDDLE
10 THE RACK IS BENT, REPLACE IT, FIND OUT WHO IS PAYING, THIS LOOKS LIKE A SHORT TRIP DRIVER, LETS CHECK THE BATTERY RIGHT AWAY.	
1/23/2014 7:55:14AM TROYS	
11 A RANK (SAFETY) GIVEN TO GS	
1/23/2014 8:31:19AM GARYS	
12 01/23/2014 08:30:26 AM GARYS RAY, VERIFY THERE ISNT ANY EPS CODES. IF NO EPS CODES, REFER TO DPSM.	
1/23/2014 10:12:54AM RAYD	
13 Already done	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3615915	RAYD	08/26/2014	RAYD	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS)71-01	LOOSE CONNECTION; CHECK PIN FITS AT UNIT/RACK	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 30,128
		Remarks / Requestor:	FE Status:

Dealer #: 208333	TZ: CST	VIN: 1HGCR2F78DA [REDACTED]	Err:
Dir Cont: RYAN BRANN	Training %: 24	Year: 2013	Model: ACCORD
Serv Ph: 985-649-9091	Extn:	Tran: CVT	Trim: EX
Serv Mgr: ERIC GUZELF		Doors: 4DR	WD:
Parts Mgr: MARK WILSON		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF SLIDELL		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
510 HOWZE BEACH ROAD		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
SLIDELL LA 70461		Engine #: K24W11050220	Trans #: BC5A6070840
Phone: (985) 649-9091	Fax #: (985) 726-4877	Em Type: KA	
DPSM: DANIEL FYFFE	Zone/Dist: 03D	RO #: 631986	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 8/26/2014 10:03:56AM RAYD
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 CHECK PIN FITS AT CONTROL UNIT AND RACK

Information from Dealer

POWER STEERING CUTS OUT AND POWER STEERING LIGHT COMES ON

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]

[KEYWORD: 71-01]

FUSE BOX;

71-01, CHECKED CONNECTIONS, THE ONLY I FOUND WAS THE CONNECTOR GOING INTO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3485149	TROYS	09/30/2013	RUDYG	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 71-1 71-3	RACK?; WIGGLE TEST HARNESS FIRST	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 7,200
		Remarks / Requestor:	FE Status:

Dealer #: 208226	TZ: EST	VIN: 1HGCR2F70DA [REDACTED]	Err:
Dir Cont: LUIGI VIGGIANO	Training %: 92	Year: 2013	Model: ACCORD
Serv Ph: (516) 735-3182	Extn:	Tran: CVT	Trim: EX
Serv Mgr: MARK SCHLOBOHM		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA CITY		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
3859 HEMPSTEAD TURNPIK		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
LEVITTOWN NY 11756		Engine #: K24W11438534	Trans #: BC5A6073120
Phone: (516) 735-3182	Fax #: 5167358576	Em Type: KL	
DPSM: RUSSELL BERSE	Zone/Dist: 05A	RO #: 327263	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

9/30/2013 10:45:12AM TROYS	
1 ORIGINAL COMPLAINT	STEERING EXTREMELY TIGHT. CODES 71-01AND-03 POWER STEERING RACK WAS REPLACED
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	[KEYWORD: POWER STEERING]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO CAN NOT
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	RACK
6	NO
7 IS NOT A COMMON ONE	WHAT IS THE COMMON FAILURE
10/2/2013 11:11:32AM PHATL	
8	TRANSFER
10/2/2013 11:14:05AM RUDYG	
9 10/2/2013 11:14:24 AM RUDYG	(LUIGI) CAR IS BACK WITH CODES AND STEERING GETS HARD THE WIGGLE STR WHEEL AND STEERING ASSIST COMES BACK
10 HOW LONG DID RACK REPAIR LAST	3 MONTHS
11 MONITOR EPS INPUTS WITH HDS AND WIGGLE TEST RACK CONNECTIONS	OK
12 IF CANNOT INDUCE ANY CHANGE BY WIGGLE TEST, REPL RACK AGAIN	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3430364	JERRYA	05/10/2013	SHAWNW	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 53-02 2X	ENGINE COMPARTMENT WIRE HARNESS;REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 5,073
		Remarks / Requestor:	FE Status: .

Dealer #: 207793	TZ: EST	VIN: 1HGCR2F7XD [REDACTED]	Err:
Dir Cont: HARRY WILSON	Training %: 98	Year: 2013	Model: ACCORD
Serv Ph: (215) 340-9000	Extn:	Tran: CVT	Trim: EX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: ROBERT KINKER		Fact: MARYSVILLE	Country: USA
Dir Name: KEENAN HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
854 NORTH EASTON ROAD		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DOYLESTOWN PA 18902		Engine #: K24W11438538	Trans #: BC5A6073771
Phone: (215) 340-9000	Fax #: 2153409393	Em Type: KL	
DPSM: OLIVER GIORGI	Zone/Dist: 05G	RO #: 3436	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

5/10/2013 7:38:25AM JERRYA	
1 ORIGINAL COMPLAINT	CUST LOOSES POWER STEERING FOUND CODES
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	[KEYWORD: 53-02]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO, COMES IN CODE SET THIS IS THE 2ND TIME
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 05/10/13 10:39:25 JERRYA: (CALL FRM DEALER)	HARRY;TECH DROVE IT 30 MINLES NO RECODE, SECOND
7 LAST TIME ?	TIME IN FOR THE CODE
8 REPLACE THE EPS UNIT, MONITOR	RESET THE SYSTEM,T/D DIDNOT RESET. TRIED TO RUN THE
	S/ T/S AND I ALL CHEKS OK
	OK
11/5/2013 10:59:20AM RUDYG	
9 11/5/2013 10:59:30 AM RUDYG	(WILLIAM) CAR NOW HAS 15591
10 CODE	53-02 CODE AGAIN
11 DOES IT CLEAR	YES. TEMP CODE. WON'T RECODE FOR ME
12 USE HDS TO MONITOR TORQUE SENSOR SUB AND MAIN	OK
WHILE YOU WIGGLE TEST CONNECTIONS AT TORQUE	
SENSOR	
13 IF CAN INDUCE CHANGE IN DATA LIST CK PIN FITS AND	OK
IF OK REPL RACK	
12/17/2013 6:35:00AM SHAWNW	
14	REPLACED THE C/U AND THE RACK AND N/C
15 REPLACED THE ENGINE COMPARTMENT HARNESS	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3485710	STEVET	10/01/2013	PAULI	30

Code	Original Complaint	Probable Cause/Solution		
P 5600	ELEC P/STEER PROB : 53-01	10/9: REPLACED EPS RACK		
	Resln Source:	Spoke w/ Dealer	Date:	10/09/2013
	Status:	P SCRAP	Mileage:	8,619
	Remarks / Requestor:		FE Status:	.

Dealer #: 207391	TZ: EST	VIN: 1HGCR2F33DA [REDACTED]	Err:
Dir Cont: KENNETH WILKEY	Training %: 98	Year: 2013	Model: ACCORD
Serv Ph: (954) 989-1600	Extn:	Tran: CVT	Trim: LX
Serv Mgr: WALTER SALVATIERRA		Doors: 4DR	WD:
Parts Mgr: EDUEN HERNANDEZ		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA HOLLYWOOD		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
1450 NO. STATE ROAD 7		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
HOLLYWOOD FL 33021		Engine #: K24W11051756	Trans #: BC5A6074647
Phone: (954) 989-1600	Fax #: 9549641868	Em Type: KA	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	RO #: 817242	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests**Information from Dealer**

10/1/2013 10:13:55AM	STEVET	
1 ORIGINAL COMPLAINT		C/S VEHICLE HARD TO STEER AND STEERING LIGHT ON
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING][KEYWORD:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		YES
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		NO
6 HAVE SEEN SOME SUB HARNESSES, SWAP AND RETEST		OK, T/S STATES REPLACE THE RACK
7 OK, LETS TRY THE HARNESS FIRST		OK, THANKS
8 FEEDBACK PLEASE		OK
10/3/2013 12:28:18PM	JOHNB	
9		REPLACED THE RELATED ENGINE COMPARTMENT HARNESS AND NOW EPS HADE CODE 53-01 IS GONE,BUT NOW ENGINE CRANKS AND WILL NOT START
10 IMMOBI LIGHT ON		NO
11 ANY CODES IN ALL DTC CHK		NONE
12 THEN RE-EVAL HARNESS INSTALL;CHK ALL CONNECTORS FOR SOFT SET,BACK OUT PINS,BENT PINS,WRONG CONNECTIONS		
10/4/2013 7:10:58AM	STEVET	
13		CALL BACK: VEHICLE WONT START AFTER HARNESS INSTALL
14 OK, AND YOU CHECKED ALL YOUR CONNECTORS?		YES, 3 X, AND WITH ANOTHER TECH, ALL LOOKS GOOD
15 OK, SUSPECT A BAD HARNESS, CAN YOU JUST UNPLUG HARNESS FROM FUSE BOX AND PCM, AND DRAPE THE OLD HARNESS OVER AND SEE IF VEHICLE STARTS?		GUESS I CAN,
16 OK, IF STARTS, REPLACE HARNESS AGAIN		OK, WILL TRY THIS, THANKS
17 FEEDBACK PLEASE		OK
10/4/2013 10:57:09AM	RUDYG	
18 10/4/2013 10:57:34 AM RUDYG		(KENNETH) RECONNECTED OLD HARNESS AND CAR STARTS.
19 SO WITH NEW HARNESS WON'T START		RIGHT
20 REPL HARNESS AGAIN		OK
10/5/2013 7:05:42AM	JERRYA	
21 10/05/13 10:05:56 JERRYA: (CALL FRM DEALER)		KEN;TECH REPLACEMENT HARNESS WONT START THE CAR
22 NEED TO CONTACT LOCAL P/C ANALYSIST AND HAVE THEM LOOK INTO THE REPLACMENT PARTS. SUSPECT VENDOR ISSUE OR CHANGE OR INCORRECT S/S		OK
10/7/2013 9:06:45AM	STEVET	
23		CALL FROM DPSM, DO YOU KNOW WHATS GOING ON WITH THIS HARNESS?
25 P/N 32200-T2A-A00		
24 NO, WILL GET PART NUMBER AND PASS THIS ON TO GARYS		OK, GREAT. PART MANAGER EDWIN, [REDACTED]
10/7/2013 9:06:45AM	STEVET	
26 CALL SERVICE MANAGER. WAS THERE ANYTHING DIFFERENT WITH THIS HARNESS?		YES, PCM A CONNECTOR HAS A BROWN WIRE ON THE ORIGINAL HARNESS THAT THE OTHER 2 DOES NOT HAVE
27 OH?, OK I WILL TRY TO FIND THAT WIRE, THANKS FOR THE INFO		NO PROBLEM
10/7/2013 10:29:54AM	GARYS	
28 10/7/2013 10:30:02 AM GARYS PI, PLEASE CONTACT EDWIN THE PARTS MANAGER AND GET THE NEW BAD HARNESS FOR ME SO WE CAN TEST IT.		
10/7/2013 11:14:45AM	PAULI	
29 WILL P/U		
30 (sas)		
31 FAXED SHIP REQ		

10/8/2013 9:53:58AM	GARYS	
32	10/8/2013 09:53:24 AM	GARYS PI, I TOLD DLR TO CANCEL PARTS REQ. THEY HAVE BEEN ADVISED TO SEND THE HARNESS BACK AS A SERVICE PART WARRANTY.
10/8/2013 10:13:09AM	PAULI	
33	[PART NOT NEEDED @ AHM	
10/9/2013 5:02:57AM	STEVET	
34	ON 10/7/13, ST ARRIVED AT DEALER. DEALER HAD RECEIVED 2 ADDITIONAL WIRE HARNESSES WHICH BOTH DID NOT START VEHICLE. UPON FURTHER INSPECTION, ST DISCOVERED THAT THE INJECTOR RELAY WAS NEVER SWAPPED OFF THE OLD HARNESS. AFTER INSTALL, VEHICLE STARTED. ON ONE OF THE NEW HARNESS, A WIRE UNDER THE UHFB WHICH COMES ATTACHED TO THE HARNESS WAS DAMAGED,(CUT) ST MARKED WIRE AND WILL BE TURNED IN FOR PARTS WARRANTY	
10/9/2013 12:16:07PM	STEVET	
35	FBF:	REPLACED EPS RACK TO FIX
10/25/2013 12:48:31PM	PAULI	
36	207391 RO Date: 2013-10-01 Claim Number: 817242	R&R
37		32200-T2A-A00 HARN, ENGINE ROOM
38		39794-SDA-A03 RELAY ASSY., POWER
39	HRNSS RCVD?	
40	UPDATED CLM 817242	
10/28/2013 10:27:31AM	PAULI	
41	E/M>GARY S	
42	WANT PART?	
10/28/2013 10:45:01AM	PAULI	
43	FRWD HRNSS>GARY S (TO BE SCRAPPED)	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3489597	JOHNB	10/10/2013	RAYD	8

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 71-01 INTERMITTENT	HRNSS/P-FITS?; CHK P-FIT @ SNSR & CU	
		Resin Source: None	Date:
		Status: N/A	Mileage: 15,621
		Remarks / Requestor:	FE Status:

Dealer #: 207504	TZ: EST	VIN: 1HGCR2F76DA [REDACTED]	Err:
Dir Cont: HATSADY SIDARA	Training %: 100	Year: 2013	Model: ACCORD
Serv Ph: (703) 823-8085	Extn:	Tran: CVT	Trim: EX
Serv Mgr: LARRY SHIFFLETT		Doors: 4DR	WD:
Parts Mgr: MICHAEL CELICH		Fact: MARYSVILLE	Country: USA
Dir Name: ROSENTHAL LANDMARK HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
5125 DUKE STREET		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
ALEXANDRIA VA 22304		Engine #: K24W11439450	Trans #: BC5A6077807
Phone: (301) 843-8700	Fax #: 7038238037	Em Type: KL	
DPSM: RAFIK ABDULLAHI	Zone/Dist: 06A	RO #: 50060	
Previous Dealer/Contact	Date	Case Type: Technical	
208621 DELBERT WARRINER		W.O. #:	
03/13/2014			

Tech Line Suggests

Information from Dealer

10/10/2013 6:29:59AM	JOHNB
1 ORIGINAL COMPLAINT	STEERING LOCKED UP WHILE DRIVING, TOOK ON A 10MILETEST DRIVE ALONG WITH MINUTES OF TURNING IN A PAR KING LOT LEFT OR RIGHT
2 ISIS SEARCH CRITERIA	[MODEL: CIVIC][YEAR: 2010][PUBID: 0][SUBJECT:][KEYWORD: RADIO]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO,ONLY FOUND CODE
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NONE
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NONE
6	CUSTOMER LOST ASSIST,EPS CODE 71-01;CODE WILL NOT RESET;STEERING WORKS FINE,NO ISSUES AT THIS TIME
7 DTC 71-01: Motor Angle Sensor (SIN/COS Signals)	
8 VERIFY ALL P-FIT AT THE MOTOR SENSOR AND C/U;POSS HARNESS ISSUE??	
9 FROM ADVANCED DIAG FOR CODE 71-01>	
10 Possible Cause	
11 <input type="checkbox"/> Open, Short to ground, or Poor connection between the EPS control unit and the EPS motor	
12 angle sensor (RESOLVER R1, R2, S1, S2, S3, S4 lines)	
13 <input type="checkbox"/> EPS motor internal failure	
14 <input type="checkbox"/> EPS control unit program not the latest	
15 <input type="checkbox"/> EPS control unit internal failure	
10/16/2013 2:07:19PM	PHATL
16 TECH LEFT MESSAGE CENTER COMMENTS	(TECH: MR. DEAN), STEERING WHEEL LOCKING UP, WE PUT THE PERSCRIBED AMOUNT OF MILES ON THE CAR. WE LOOKED UP ISIS AND CALLED TECHLINE, WE COULD NOT VERIFY THE PROBLEM SO WE ARE CLOSING UP THE CASE AND LETTING THE VEHICLE GO
17 EMAILED TO DPSM AS FYI	Email Sent TO: [REDACTED]
3/13/2014 1:59:50PM	BENA
18 CURRENT MILES 21195	VEH BACK WITH 71-01.C/S THAT WHEN DRIVING ALONG THE STEERING WHEEL LOCKED UP...THEY COAST OFF ROAD TURNED CAR OFF TRIED TO PULL OFF IT DID IT AGAIN
19 TRANSFERED	
3/13/2014 2:01:56PM	TROYS
20	IT IS BACK
21 WHAT IS YOUR NAME	DELBERT
22 DO A PIN FIT TEST IF OK SWAP CU	
4/28/2014 8:16:29AM	TROYS
23	THIS WAS AT DEALER 208621 WALDORF HONDA
24	INTERMIT - EPS LIGHT COME ON DTC 71-01
25 CHECK PIN FIT IF OKK REPLACE CU	
7/1/2014 10:19:57AM	RAYD
26	208621; D078571 [REDACTED] PULLED
27 HOW CAN I HELP?	71-02 NO POWER ASSIST,WITH GUEST OK AT SHOP JUST CHECKING IN
28 WIGGLE WIRES AT THE UNIT AND THE RACK, SEE IF YOU CAN INDUCE THE LIGHT	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3648121	STEVET	11/18/2014	STEVET	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS HARD TO TURN AT TIMES	UNKNOWN?; TRY TO DUPLICATE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 16,974
		Remarks / Requestor:	FE Status:

Dealer #: 207805	TZ: CST	VIN: 1HGCR2F77DA [REDACTED]	Err:
Dir Cont: TERRY SHAFFER	Training %: 93	Year: 2013	Model: ACCORD
Serv Ph: (281) 358-8880	Extn:	Tran: CVT	Trim: EX
Serv Mgr: DARYL TUCKER		Doors: 4DR	WD:
Parts Mgr: THOMAS MCGEE		Fact: MARYSVILLE	Country: USA
Dir Name: STERLING MCCALL HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
22575 HIGHWAY 59 NORTH		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
KINGWOOD TX 77339		Engine #: K24W11054404	Trans #: BC5A6078157
Phone: (281) 358-8880	Fax #: 2813581006	Em Type: KA	
DPSM: PETE HOLT	Zone/Dist: 03C	RO #: 239154	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/18/2014 6:48:14AM STEVET
1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 SO YOU CANT DUPLICATE?

7 OK, LETS CHECK THE EPS HARNESS FROM RACK TO C/U, HAVE HAD BAD CONNECTIONS, OTHER THAN THAT IF YOU HAVE NO DTCS, HARD TO SAY.

8 OK, IF THE CONNECTIONS LOOK OK, LETS DO THE STEERING MEM BEFORE YOU RELEASE VEHICLE

Information from Dealer

C/S STEERING INTERMITTENTLY IS HARD TO TURN. SEEM TO LOCK UP AND RELEASE AGAIN. NO CODES FOUND IN ALL DTC CHECK (HISTORY OR PERM) IN ANY SYSTEM. NO SERVICE BULLETINS OR SERVICE NEWS OR T2T FOUND ON THIS ISSUE. CAN NOT DUPLICATE THROUGH TEST DRIVES OR STOPS. HOT OR COLD.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: STEERING]

NO

NO

NO

NO, HAVE BEEN DRIVING VEHICLE 2 DAYS, YEAH, WAS JUST TOLD TO CALL

OK, THATS A GOOD IDEA, THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3650720	CHRISE	11/24/2014	CHRISE	1

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS 53-01, 53-02, LOSES ASSIST	EPS RACK?; CHECK CONNECTIONS AND REPLACE		
		Resin Source:	None	Date:
		Status:	N/A	Mileage: 47,951
		Remarks / Requestor:		FE Status:

Dealer #: 206907	TZ: EST	VIN: 1HGCR2F55DA [REDACTED]	Err:
Dir Cont: STANLEY FANT	Training %: 89	Year: 2013	Model: ACCORD
Serv Ph: (864) 585-5344	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: MIKE LANCASTER		Doors: 4DR	WD:
Parts Mgr: ALEC ROSENBERGER		Fact: MARYSVILLE	Country: USA
Dir Name: VIC BAILEY HONDA		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
500 E. DANIEL MORGAN		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
SPARTANBURG SC 29302		Engine #: K24W11055146	Trans #: BC5A6079017
Phone: (864) 585-5344	Fax #: (864) 594-6830	Em Type: KA	
DPSM: PER BOLLNER	Zone/Dist: 06H	RO #: 57217	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/24/2014 11:22:46AM CHRISE

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 53-01 Torque Sensor (Low/High Check)53-02 Torque Sensor (Average Check)
- 7 OK, WERE YOU LOOKING FOR VOLTAGE AT THE TORQUE SENSOR?
- 8 WHAT DID YOU FIND?
- 9 OK, I THINK WE NEED TO REPLACE THE GEARBOX, I DO HAVE A PATTERN FAILURE FOR THE TORQUE SENSOR IN THESE ACCORDS. BUT FIRST, I DO WANT YOU TO VERIFY YOUR HARNESS CONNECTIONS. MAKE SURE NOTHING IS LOOSE, DAMAGED, OR CORRODED
- 10 LET US KNOW WHAT YOU FIND

Information from Dealer

CUSTOMER STATES THE EPS LIGHT CAME AND AND STEERING BECAME DIFFICULT, BUT VEHICLE IS OPERATING FINE TODAY. CODE 53-01 & 53-02

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]

[KEYWORD: 53-01]

YES

YES, STEERING ANGLE SENSOR

NO

I'VE GONE THROUGH THE TROUBLE SHOOTING

YES

I DIDN'T HAVE 5V OR 0V FOR THE SUB OR THE MAIN. I WOULD GET 2.5V FOR BOTH AND OTHER VOLTAGES IN BETWEEN

OK, I'LL LOOK AT THE WIRING AND CONNECTIONS

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3642170	DAVEM	11/03/2014	DAVEM	2

Code	Original Complaint	Probable Cause/Solution		
P 5600	NO ASST INTERM, 53-02	FBF: LT-BLU WIRE TO TORQUE SENSOR HARNESS WAS LOOS		
		Resln Source:	Feedback forms	Date: 11/03/2014
		Status:	N/A	Mileage: 30,014
		Remarks / Requestor:		FE Status: .

Dealer #:	208358	TZ:	PST	VIN:	1HGCR2F59DA [REDACTED]	Err:	
Dir Cont:	NINA GUERRERO	Training %:	79	Year:	2013	Model:	ACCORD
Serv Ph:	(408) 445-4422	Extn:		Tran:	CVT	Trim:	SPORT
Serv Mgr:	JOHNNY NGUYEN			Doors:	4DR	WD:	
Parts Mgr:	STEVE BETTENCOURT			Fact:	MARYSVILLE	Country:	USA
Dir Name:	CAPITOL HONDA			Desc:	ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L		
	745 W. CAPITOL EXPWAY.			WhtBdy:	POWER STEERING, ABS, SRS AIRBAG, USA		
	SAN JOSE		CA 95136	Engine #:	K24W11442003	Trans #:	BC5A6082352
Phone:	(408) 445-4422	Fax #:	4084454420	Em Type:	KL		
DPSM:	ROBERT GIBBONS	Zone/Dist:	12E	RO #:	583176		
Previous Dealer/Contact		Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

11/3/2014 11:05:49AM DAVEM

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 HAVE HAD SOME P-FIT ISSUES AT THE RACK, BUT APPEARS IT WILL BE THE RACK. WE GET VERY LOW FEEDBACK
- 8 WGGL TEST PINS @ RACK AND CU> SWAP KG CU> REMAN RACK> RPLC HRNSS IF STILL CODES

Information from Dealer

POWER ASSIST NO LONGER WORKS AND DTC 53-02 (TORQUESENSOR) SETS
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-02]
 Y
 N
 N
 S/M TEST LEADS ME TO THE RACK. ANY HIST?
 OK
 OK

11/3/2014 5:11:54PM DAVEM

- 9 REF # VIN DATE MODEL MDL YR DLR# AGENT NAME
- 10 _____
- 11 3642170 1HGCR2F59DA [REDACTED] 11/03/2014 ACCORD 2013
208358 DAVE_MORGAN
- 12 COMMENTS:
- 13 PERFORMED VISUAL INSPECTION ON HARNESS AND NOTICED LT-BLU WIRE TO TORQUE SENSOR
- 14 HARNESS WAS LOOSE. REMOVED THE CONNECTOR AND RECONNECTED THE WIRE IN
- 15 CONNECTORE. CONNECTOR HELD CODE DID NOT COME BACK ON NOR DID VEHICLE LOOSE POWER
- 16 ASSIST

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3404423	JOHNB	03/04/2013	LINDSEYA	2

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS CODE 52-1,53-2	A/M REM START?; DISCONNECT AND RECHECK		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 3,373
		Remarks / Requestor:		FE Status: .

Dealer #: 206967	TZ: EST	VIN: 1HGCR2F57DA [REDACTED]	Err:
Dir Cont: JEROME SCELZA	Training %: 96	Year: 2013	Model: ACCORD
Serv Ph: (631) 423-6145	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: ROBERT CARPENTER		Doors: 4DR	WD:
Parts Mgr: JAMES SALAMON		Fact: MARYSVILLE	Country: USA
Dir Name: HUNTINGTON HONDA		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
1055 E.JERICO TRNPKE		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
HUNTINGTON NY 11743		Engine #: K24W11442389	Trans #: BC5A6082630
Phone: (631) 423-6145	Fax #: 6314236014	Em Type: KL	
DPSM: RUSSELL BERSE	Zone/Dist: 05A	RO #: 177304	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

3/4/2013 9:16:39AM JOHN B

1 ORIGINAL COMPLAINT

CUST STATES THAT STEERING IS VERY TIGHT. VERIFIED CUST COMPLAINT AND NOTICED THAT THE EPS INDICATOR IS ON. SCANNED FOR CODES AND FOUND 53-01/02 TORQUE SENSOR. CLEARED DTCS AND COMPLETED TORQUE SENSOR RECALIBRATION ADJUSTMENT. STEERING FELT OK FOR ABOUT 5 MIN AND THEN LIGHT CAME ON AND IT WAS DIFFICULT AGAIN.

2 ISIS SEARCH CRITERIA

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: EPS]

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

EPS LIGHT ON NO ASSIST, CODES 53-01, 53-02, RESET

7 DTC 53-01: Torque Sensor (Low/High Check) DTC 53-02:
Torque Sensor (Average Check)

8 PLEASE PERFORM THE TROUBLESHOOTING TO
DETERMINE IF TORQUE SENSOR, CIRCUIT, OR EPS C/U

4/15/2013 1:15:26PM LINDSEYA

9

RETRIEVED CODES 53-01 AND 53-02,, PERFORMED TROUBLESHOOTING AND IT SAYS TO REPLACE STEERING GEAR BOX ,, THIS WAS ALREADY REPLACED AT 3374 MILES,,, THIS PROBLEM IS VERY INTERMITTENT AND CUSTOMER WANTS TO GO LEMON LAW,,, HE LOSES POWER ASSIST AND WE WERE ABLE TO DUPLICATE PROBLEM TODAY IT CAME IN WITH NO POWER STEERING, EPS LIGHT IS ON. SO I HAVE DISCONNECTED ALL WIRES FROM GEAR BOX, AND I FOUND ALL PINS AND CONNECTIONS ARE GOOD. THE HARNESS LOOKS FINE.

10

11 WHAT'S THE CONDITION OF THE BATTERY?

DON'T KNOW.

12 ANYTHING A/M IN THE CAR?

REMOTE START.

13 ACCIDENT?

NO.

14 WE PROBABLY WANT TO LOOK AT REMOVING THE
REMOTE START AS WELL.

OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3568292	STEVEM	04/17/2014	STEVEM	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 53-02	HARNNESS?; PERFORM DRAG TEST	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 21,731
		Remarks / Requestor:	FE Status: .

Dealer #: 206967	TZ: EST	VIN: 1HGCR2F57DA [REDACTED]	Err:
Dir Cont: JEROME SCELZA	Training %: 91	Year: 2013	Model: ACCORD
Serv Ph: (631) 423-6145	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: ROBERT CARPENTER		Doors: 4DR	WD:
Parts Mgr: JAMES SALAMON		Fact: MARYSVILLE	Country: USA
Dir Name: HUNTINGTON HONDA 1055 E.JERICO TRNPKE HUNTINGTON NY 11743		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
Phone: (631) 423-6145	Fax #: 6314236014	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: RUSSELL BERSE	Zone/Dist: 05A	Engine #: K24W11442389	Trans #: BC5A6082630
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 239398	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/17/2014 11:28:45AM STEVEM
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 EPS C/U LT BLU #7 PIN LOOSE;TIGHTENED PIN FIT;NOW
 - 8 OK THEN CHK THE PIN FIT AT #7 IF IT IS LOOSE
REPLACE THE HARNESS
 - 9 OK

Information from Dealer

EPS LIGHT WAS ON AND VEHICLE HAD NO POWER ASSIST. AFTER CYCLING THE KEY THE LIGHT WENT OUT AND THE POWER ASSIST RETURNED.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 53-02]

DTC 53-02: Torque Sensor (Average Check)
I CYCLED THE CONN AND THE CODE WAS GONE
OK , YEAH I THINK THAT IS GOING TO BE THE ISSUE ,
BECAUSE THIS CAR / CODE WAS HERE BEFORE AND I
REPLACE THE C/U AND THEN THE CAR CAME BACK IN , I
CYCLED THE CONN AND THE CODE WAS GONE SO IT IS
PROBABLY GOING TO BE THAT TERMINAL

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3634018	ROBS	10/13/2014	ROBS	1

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS DTC 53-01	TORQUE SENSR; CHK EPS RACK CONNS, REPL RACK		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 13,401
		Remarks / Requestor:		FE Status: .

Dealer #: 207101	TZ: CST	VIN: 1HGCR2F78DA [REDACTED]	Err:
Dir Cont: DEREK KEUTHIRATH	Training %: 33	Year: 2013	Model: ACCORD
Serv Ph: (479) 646-7344	Extn:	Tran: CVT	Trim: EX
Serv Mgr: SHAWN PHELAN		Doors: 4DR	WD:
Parts Mgr: TERRY RODEBUSH		Fact: MARYSVILLE	Country: USA
Dir Name: FLOYD TRAYLOR HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
3200 S. ZERO ST.		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
FT. SMITH AR 72908		Engine #: K24W11058945	Trans #: BC5A6086449
Phone: (479) 646-7344	Fax #: (479) 434-5973	Em Type: KA	
DPSM: KELLY KAWAGUCHI	Zone/Dist: 03F	RO #: 164696	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 10/13/2014 9:13:21AM ROBS
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6 DTC RESETS AFTER CLEAR?
 - 7 53-01: Torque Sensor (Low/High Check) CHK EPS RACK CONNECTIONS, ESP TO TORQUE SENSOR. PIN-TEST. IF OK, REPL THE EPS RACK ASSY.

Information from Dealer

CUSTOMER STATES POWER STEERING IS NOT WORKING [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING RACK END][KEYWORD:]

YES. STEERING IS HARD

CHK FOR EPS C/U 'B' PULLED OUT, TIGHT WIRES.

YES, 53-01 RESETS. THERE WAS PREV 53-02, DID NOT RESET. ONE OF THE TORQUE SENSR DATA LINES IS NOT CHANGING WITH STEERING WHEEL TURNING.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3434801	RAYD	05/22/2013	RAYD	4

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS LOCKS UP, NO DTC'S	RACK?;GET SNAPSHOT OF COMPLAINT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 2,243
		Remarks / Requestor:	FE Status: .

Dealer #: 208470	TZ: EST	VIN: 1HGCR2F33DA [REDACTED]	Err:
Dir Cont: HENRY POMALES	Training %: 83	Year: 2013	Model: ACCORD
Serv Ph: 617-469-7100	Extn:	Tran: CVT	Trim: LX
Serv Mgr: JOSEPH BRIGGS		Doors: 4DR	WD:
Parts Mgr: JASON SYLVIA		Fact: MARYSVILLE	Country: USA
Dir Name: PRIME HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
1575 VFW PARKWAY		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
BOSTON MA 02132		Engine #: K24W11443710	Trans #: BC5A6087115
Phone: (617) 469-7100	Fax #: 6174697172	Em Type: KL	
DPSM: DAN ENDERLE	Zone/Dist: 09F	RO #: 139372	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

5/22/2013 1:33:53PM	RAYD		
1 ORIGINAL COMPLAINT			BINDING HARD.ALMOST LOCK UP TO THE CUST AND IN THESHOP... HARD KNOCK NOISE WHEN FORCING TO TURN THE WHEEL .
2 ISIS SEARCH CRITERIA			[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: NOISE]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?			
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?			
5 ANY AFTER MARKET ACCESSORIES INSTALLED?			NOTHING
6 YOU DONT INSTALL ALARMS?			UH, WAIT A MINUTE, IT DOES HAVE A A/M REMOTE START
7 WHAT DTC'S?			NONE, IT HAS A KNOCKING NOISE WHEN BACKING UP AND TURNING
8 HAVE YOU DRIVEN THE CAR WITH THE CHASSIS EAR CONNECTED ?			NO, I CANT DRIVE IT, IT LOCKS, CANT TURN THE FRONT WHEELS BY HAND
9 IF NO ASSIST, IT WOULD BE HARD TO TURN ANYWAY, PLEASE GET A SNAP SHOT OF THE SYSTEM ACTING UP, CALL US BACK 45 MINUTES AFTER SENDING THE SNAP			
5/22/2013 1:56:06PM	BENA		
10 TRANSFERED			
5/22/2013 1:57:14PM	TROYS		
11			THE CODE IS 84-01 AND SENT SS 5 MIN AGO
12 NOT HERE YET			OK I ORDERED A RACK
5/23/2013 10:08:16AM	RAYD		
13 THE SNAPSHOTS YOU SENT ARE OF THE EPS, I DONT SEE THE STEERING ANGLE SENSOR IN THERE, THIS MUST BE FROM VSA			YES, I HAVE A SAS DTC
14 LETS FIX THE BOUND UP RACK FIRST, THEN CHECK FOR THE DTC'S, YOU WILL HAVE TO DO THE MEMORY LEARN FOR THE DTC 84, WHEN REPLACING THE RACK, MAKE SURE THE SAS DOES NOT GET TURNED 180° OUT			

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3586445	LINDSEYA	06/06/2014	SOURIS	5

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS LOCKED UP WHILE DRIVING	FBF: EPS STEERING RACK REPLACE		
		Resln Source: Feedback forms	Date:	06/11/2014
		Status: N/A	Mileage:	20,509
		Remarks / Requestor:	FE Status:	.

Dealer #: 208384	TZ: CST	VIN: 1HGCR2F8XDA [REDACTED]	Err:
Dir Cont: REX ALLMAN	Training %: 89	Year: 2013	Model: ACCORD
Serv Ph: (361) 575-0495	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: BRUCE PUFFER		Doors: 4DR	WD:
Parts Mgr: VICKI HEIBEL		Fact: MARYSVILLE	Country: USA
Dir Name: VICTORY HONDA		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
5101 NORTH NAVARRO ST.		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
VICTORIA TX 77904		Engine #: K24W11061134	Trans #: BC5A6090110
Phone: (361) 575-0495	Fax #: 3615750021	Em Type: KA	
DPSM: BORIS GUNJEVIC	Zone/Dist: 03G	RO #: 53549	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

6/6/2014 1:09:15PM	LINDSEYA		
1	ORIGINAL COMPLAINT		CUSTOMER STATES STEERING WHEEL LOCKED UP WHILE DRIVING ,ESP LIGHT CAME ON
2	ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: B12D2]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		N
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N
5	ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6			I HAVE A CODE B12D2 CODE FOR THIS. WE WERE REPLACING SUB RELAYS FOR THIS BEFORE. BUT CUSTOEMR WAS DRIVING AND THE STEERING LCKOKED UP.
7	NO CODES IN ANY OTHER SYSTEMS?		53-02 AND 53-01.
8	CHECK CONNECTIONS AT THE EPS CU AND THE TORQUE SENSOR. WIGGLE TEST, CHECK PIN FITS. TRY TO REPRODUCE.		OK.
6/6/2014 2:02:48PM	LINDSEYA		
9			SHE SAID SHE WAS DRIVING AND TURNING, BUT MY DATA SAYS THE VEHICLE WASN'T GOING ANYWHERE AT THE TIME.
10	DID YOU USE THE PIN FIT TOOL?		NO, I DIDN'T.
11	LET'S DO THAT, JUST TO BE SURE.		OK.
12	IF ALL CHECKS OK, THEN DO RACK WITH DPSM APPROVAL.		OK.
6/6/2014 2:37:38PM	SOURIS		
13	06/6/2014 02:37:45 PM SOURIS		(REX) I DID THE PIN CHECK ON THE PINS CHECK OK, BUT I DON'T HAVE ANY TOOL BIGER PINS.
14	DO YOU SEE ANY PINS ISSUE		NO.
15	WE DO HAVE A TOOL FOR THAT IN THE TOOL KIT DRAW 15.		OK. BUT THE PIN LOOKS GOOD. I DO HAVE CODE B12D2, BUT IT CLEARED DO YOU THIN IG2 HAVE ANYTHING TO DO WITH EPS? DTC B12D2: Power Control Unit IG2 Circuit Error
16	PER AS ETM FOR EPS NO, POWER FROM IG2 TO EPS SYSTEM.		OK, BUT I THINK IF WE LOOSE POWER THE EPS WILL NOT WORK.
17	IT POSSIBLE, SWAP THE IG2 RELAY WITH KG.		TO WHAT RELAY?
18	PICK ONE THAT SIMLIAR AND SWAP IT.		OK,
19	FOR EPS, IF PIN FIT CHECK OK, REPLACE THE POWER STEERING RACK.		OK.
6/11/2014 9:36:39AM	SOURIS		
20	06/11/2014 09:36:49 AM SOURIS		FBF: COMMENTS: REPLACED RACK SEEMS TO BE OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3652557	RADP	12/01/2014	RADP	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC 53-01,53-02	EPS RACK?;CHECL PINFITS, IF OK REPLACE RACK	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 10,370
		Remarks / Requestor:	FE Status: .

Dealer #: 207915	TZ: EST	VIN: 1HGCR2E3XDA [REDACTED]	Err:
Dlr Cont: ANDRE NASH	Training %: 31	Year: 2013	Model: ACCORD
Serv Ph: (843) 815-2880	Extn:	Tran: 6MT	Trim: LX
Serv Mgr: PAUL MACNEIL		Doors: 4DR	WD:
Parts Mgr: JEFFREY KOHLER		Fact: MARYSVILLE	Country: USA
Dlr Name: Hilton Head Honda		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
161 FORDING ISLAND ROA		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
BLUFFTON SC 29910		Engine #: K24W11061454	Trans #: SC8M1002475
Phone: (843) 815-2880	Fax #: (843) 815-0339	Em Type: KA	
DPSM: STEPHANIE BARKER	Zone/Dist: 07G	RO #: 171890	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

12/1/2014 7:26:52AM RADP

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 DID YOU CHECK BATT AND CONN
- 8 DID YOU CHECK CONN AT EPS RACK FOR SOFTSET AND PINFIT
- 9 CHECK PINFITS AT RACK AND EPS C/U
- 10 DO CONT CHECK ON TRQE SNSR WIRES TO EACH OTHER AND TO GND
- 11 IF OK , REPLACE RACK

Information from Dealer

CUSTOMER STATES EPS LIGHT CAME ON AND POWER STEERING IS GONE
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS]
 Y

DTC 53-01-Torque Sensor (Low/High Check) , 53-02-Torque Sensor (Average Check)

YES

YES

OK

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3620280	CHRISR	09/08/2014	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01 53-02 INT	HRNSS?; VFY PIN/CONNS. CHECK OHMS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 20,461
		Remarks / Requestor:	FE Status:

Dealer #: 206856	TZ: CST	VIN: 1HGCR2F78DA [REDACTED]	Err:
Dir Cont: WILLIAM ROLLINS	Training %: 100	Year: 2013	Model: ACCORD
Serv Ph: (901) 795-5900	Extn:	Tran: CVT	Trim: EX
Serv Mgr: JERRY FULKERSON JR		Doors: 4DR	WD:
Parts Mgr: DAVID PAIRMORE		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA MENDENHALL 2785 SO. MENDENHALL RD MEMPHIS TN 38115		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (901) 795-5900	Fax #: (901) 367-4979	Engine #: K24W11061859	Trans #: BC5A6091120
DPSM: CHRISTINE LANE	Zone/Dist: 07A	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 502651	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/8/2014 7:58:23AM CHRISR

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 VFY HRNSS INTEGRITY
- 8 MEAS OHMS ACROSS TORQ SENSOR @ EPS C/U,
ABOUT 15 OHMS
- 9 IF OK, POSS SENSOR, BUT VFY PINS, CONNS, SEEN
ISSUES WITH HRNSS

Information from Dealer

CUST. STATES POWER STEERING GOES IN AND OUT
[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 53-01]

SCOTT; 53-02, 53-01
OK
OK
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3569143	LINDSEYA	04/21/2014	LINDSEYA	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 53-01, MULT X	FBF: REPLACED RACK	
		ResIn Source:	Feedback forms
		Status:	N/A
		Remarks / Requestor:	
		Date:	04/23/2014
		Mileage:	17,772
		FE Status:	.

Dealer #: 207265	TZ: EST	VIN: 1HGCR2F79DA [REDACTED]	Err:
Dir Cont: JOSE CLARK	Training %: 98	Year: 2013	Model: ACCORD
Serv Ph: (305) 256-2340	Extn:	Tran: CVT	Trim: EX
Serv Mgr: DOUGLAS HUGGINS		Doors: 4DR	WD:
Parts Mgr: MIKE FRANCESCHI		Fact: MARYSVILLE	Country: USA
Dir Name: SOUTH MOTORS HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
16165 S. DIXIE HWY		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
MIAMI FL 33157		Engine #: K24W11062744	Trans #: BC5A6092871
Phone: (305) 256-2340	Fax #: 7862421131	Em Type: KA	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	RO #: 231485	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/21/2014 8:30:48AM LINDSEYA
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 SO THE CODE IS NOT CLEARING?
 - 8 PLEASE CHECK THE WIRING AT THE TORQUE SENSOR AND ALSO AT THE CONTROL UNIT. IF ALL WIRING IS OKAY, NOTHING IS LOOSE OR BACKED OUT, THEN GO AHEAD AND REPLACE RACK.

Information from Dealer

CUSTOMER STATES THAT THE STEERING WHEEL GETS HARD WHILE DRIVING

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]

[KEYWORD: 53-01]

Y

Y

N

I HAVE A CODE 53-1, S/M SAYS TO REPLACE THE RACK. IT DOES, IT WAS HERE LAST WEEK AND THE STEERING WAS REALLY HARD. WE LET IT GO, BUT NOW IT'S BACK WITH THIS CODE AGAIN.

OK.

4/23/2014 1:22:00PM LINDSEYA

9 FBF:

COMMENTS: CHECKED PIN FIT ON CONNECTORS AND WAS OK. REPLACED THE RACK AND PINION AND ALIGNED VEHICLE.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3628380	DAVEM	09/26/2014	DAVEM	1

Code	Original Complaint	Probable Cause/Solution
P 5600	EPS MIL ON, WOULD NOT TURN, 53-0	RACK?; DPSM OK TO REMAN RACK AND MON
	ResIn Source: None	Date:
	Status: N/A	Mileage: 28,727
	Remarks / Requestor:	FE Status:

Dealer #: 206617	TZ: CST	VIN: 1HGCR2F8XDA [REDACTED]	Err:
Dir Cont: BRIAN MCDONALD	Training %: 13	Year: 2013	Model: ACCORD
Serv Ph: (601) 355-8100	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: JAMES VIBERG		Doors: 4DR	WD:
Parts Mgr: FRANKLIN MALLET		Fact: MARYSVILLE	Country: USA
Dir Name: PAUL MOAK HONDA		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
802 HARDING STREET	MS 39202	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
JACKSON		Engine #: K24W11063562	Trans #: BC5A6092428
Phone: (601) 355-8100	Fax #: (601) 914-3552	Em Type: KA	
DPSM: OPEN POSIT 12/5/14	Zone/Dist: 03H	RO #: 216733	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/26/2014 2:24:10PM DAVEM

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 DPSM EVAL FOR REMAN RACK NEXT

Information from Dealer

CUSTOMER STATES VEHICLE WOULD NOT TURN. STEERING WHEEL LIGHT CAME ON.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: STEER]
 Y
 N
 N
 I COULD NOT DUP AND ALL CONNECTIONS AND P-FITS OK PER WGGL TEST. WHAT HAVE YOU SEEN?

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3487774	JOHNB	10/07/2013	GARYS	3

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS 71-01,71-02	10/30: 10/30 PIN 9 NOT LOCKED IN CONNECTOR@eEPS CU		
		ResIn Source:	Spoke w/ Dealer	Date: 10/30/2013
		Status:	N/A	Mileage: 16,975
		Remarks / Requestor:		FE Status: .

Dealer #: 207964	TZ: EST	VIN: 1HGCR2F85DA [REDACTED]	Err:
Dir Cont: TONY BELCASTRO	Training %: 0	Year: 2013	Model: ACCORD
Serv Ph: (703) 491-4499	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: TONY BELCASTRO		Doors: 4DR	WD:
Parts Mgr: JEFFREY HUGHES		Fact: MARYSVILLE	Country: USA
Dir Name: HENDRICK HONDA WOODBRIDGE 14201 JEFFERSON DAVIS WOODBRIDGE VA 22191		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
Phone: (703) 491-4499	Fax #: 7034902059	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
DPSM: MICHAEL RIEDEL	Zone/Dist: 06B	Engine #: K24W11446484	Trans #: BC5A6093959
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 809625	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

10/7/2013 6:06:40AM	JOHNB	
1 ORIGINAL COMPLAINT		CUSTOMER STATES STEERING LOCKED UP WHILE DRIVING AND HAD TO WAIT TEN MINUTES TILL IT WOULD WORK AGAIN. CODES 71-01 AND 71-02 WERE FOUND. PERVIOUSLY SAME ISSUE AT 9118 MILES ON 6-13-2013, AND WE REPLACED ELECTRIC POWER STEERING MOTOR
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		[KEYWORD: 71-01]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		NO,ONLY INTERMITTENT CODES FOUND
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		REPLACED EPS MOTOR TORQUE SENSOR ASSEMBLY
6		NONE
7 DTC 71-01: Motor Angle Sensor (SIN/COS Signals)		2ND TIME BACK,EPS LIGHT ON,LOSS OF ASSIST,CODES
8 DTC 71-02: Motor Angle Sensor (Neutral Position Learning of SIN/COS)		71-01,71-02;CLEAR AND WILL NOT RESET A THIS TIME;PRIOR VISIT WE REPLACED THE EPS MOTOR
9 CHK WIRING FOR OPENS,SHORTS,PIN FIT ISSUES,CONNECTION ISSUES;WIGGLE TEST HARNESS;IF WIRING OK,THEN LIKELY EPS C/U		
10/7/2013 8:28:58AM	RUDYG	
10 10/7/2013 08:29:08 AM RUDYG		(TONY) PIN 9 AT EPS C/U B CONNECTOR. BLUE WIRE HAS BAD PIN FIT. WILL THAT CAUSE THIS CODE
11 YES, THAT IS S3 RESOLVER LINE. NOT LIKELY YOU WILL BE ABLE TO REMOVE THAT PIN. CAN TRY BUT IF YOU CAN'T MAKE 100% GOOD REPAIR THEN REPL HARNESS		OK
10/30/2013 8:00:05AM	GARYS	
12 10/30/2013 08:00:47 AM GARYS FU CALL TO DLR. STATUS?		WE FOUND THE PIN 9 WASNT SECURELY LOCKED INTO THE PRIMARY LOCK AT THE EPS CONTROL UNIT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3617598	STEVEM	08/29/2014	STEVEM	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-02	PIN FITS ?; GAVE CHK	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 30,888
		Remarks / Requestor:	FE Status:

Dealer #: 208043	TZ: PST	VIN: 1HGCR2F30DA [REDACTED]	Err:
Dir Cont: RUSSELL BARRETT	Training %: 77	Year: 2013	Model: ACCORD
Serv Ph: (530) 241-4321	Extn:	Tran: CVT	Trim: LX
Serv Mgr: SCOTT FRANSDEN		Doors: 4DR	WD:
Parts Mgr: ADAM NOBLE		Fact: MARYSVILLE	Country: USA
Dir Name: CROWN HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
555 WEST CYPRESS AVE.		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
REDDING CA 96001		Engine #: K24W11446871	Trans #: BC5A6092472
Phone: (530) 241-4321	Fax #: 5302415815	Em Type: KL	
DPSM: LARRY O'BRIEN	Zone/Dist: 12A	RO #: 172491	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/29/2014 1:19:05PM STEVEM

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 CHECK THE PIN FITS AT THE 6 PIN CONN AT THE STEERING GEAR AND THEN FOLLOW THOSE UP THE THE C/U AND CHECK THE CONN AND PIN FITS AT THE C/U AS WELL
- 8 IF CONN AND PIN FITS ARE ALL OK THEN REPLACE THE STEERING GEAR
- 9 PEND TO GARY S

Information from Dealer

ELETRONIC POWER STEERING STORING CODE 53-02 INTERMITENTLY TORQUE SENSOR
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS]
 Y

SHE IS SAYING MOMTARY SHE IS LOOSING POWER STEERING
 OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3570770	DAVEM	04/24/2014	CHRISV	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	53-01, 53-02 MNY TIMES, INTERM	RACK; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 17,510
		Remarks / Requestor:	FE Status:

Dealer #: 207775	TZ: EST	VIN: 1HGCR2F3XDA [REDACTED]	Err:
Dir Cont: MICHAEL BOWMAN	Training %: 73	Year: 2013	Model: ACCORD
Serv Ph: (561) 844-5700	Extn:	Tran: CVT	Trim: LX
Serv Mgr: ALEXANDER SANCHEZ		Doors: 4DR	WD:
Parts Mgr: ANTONIO ROCHA III		Fact: MARYSVILLE	Country: USA
Dir Name: ED MORSE HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
3790 W. BLUE HERON BL.		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
RIVIERA BEACH FL 33404		Engine #: K24W11063787	Trans #: BC5A6093743
Phone: (561) 844-5700	Fax #: 5618451390	Em Type: KA	
DPSM: BRIAN SOLENTHALER	Zone/Dist: 07M	RO #: 150068	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/24/2014 9:51:39AM DAVEM

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 DTC 53-01: Torque Sensor (Low/High Check)

7 DTC 53-02: Torque Sensor (Average Check)

8 WHAT ARE YOU GETTING

9 YES THIS IS NORMAL. IF THEY WERE PEGGED AT 5V OR 0V THEN IT WOULD CODE, BUT IT'S NOT CODING

10 VRFY ALL P-FITS @ THE RACK AND EPS CU> DPSM EVAL FOR NEXT STEP. HAVE HAD A FEW W/ BAD HRNSS'S TO THE RACK AND SOME HAVE RPLCD THE RACK. MOST WE NEVER HEAR BACK FROM

4/24/2014 12:39:14PM CHRISV

11

12 IF CONN ARE GOOD THEN REPLACE THE RACK

Information from Dealer

SECOND TIME THE CAR IS IN FOR A EPS ISSUE, FIRST TIME FOUND DTC 53-01 53-02 CLEARED DTC AND NEVER CAME BACK. NEW COMPLAINT IS WHEN DRIVING AT 45 MPH STEERING LIGHT CAME ON STEERING WENT OUT CUSTOMER STATES ,DTC 53-02 FOUND STORED THIS VISIT AND DATA LIST INDICATES 48 MPH WHEN TRIGGER SNAPSHOT TEST DROVE VEHICLE FOR 2 MILES UNDER SAME CONDITIONS ANDDTC DID NOT TRIGGER FOR 53-02

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: SERT]

N

N

N

WE CLR CODE AND CANNOT

i csant dup, but answered the Q'S LIKE IT WAS A HARD CODE AND HAVE VOLTAGES DIFFRENT THAN THE S/M TRQ SNSR HIGH SUB AND MAIN WERE 2.49V CORRECT

OK

CONN'S WERE GOOD. WIGGLED THE HARNESS AND NPF. TEST DROVE THE CAR AND COULD NOT REDUP THE ISSUE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3592923	TROYS	06/24/2014	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01	SENSOR; CHECK PIN FITS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 19,346
		Remarks / Requestor:	FE Status:

Dealer #: 208227	TZ: CST	VIN: 1HGCR2F59DA [REDACTED]	Err:
Dlr Cont: JR RICKEY DENSON	Training %: 8	Year: 2013	Model: ACCORD
Serv Ph: (985) 868-4401	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: BRIAN MATHIEU		Doors: 4DR	WD:
Parts Mgr: ERIN ST. GERMAIN		Fact: MARYSVILLE	Country: USA
Dlr Name: BARKER HONDA		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
1662MARTINLUTHERKINGBL		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
HOUMA LA 70360		Engine #: K24W11064108	Trans #: BC5A6094222
Phone: (985) 868-4401	Fax #: (985) 876-7694	Em Type: KA	
DPSM: DANIEL FYFFE	Zone/Dist: 03D	RO #: 605101	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/24/2014 12:01:29PM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 HAPPENING NOW
- 7 INSPECT THE PIN FITS IF RETURNS TORQUE SENSOR

Information from Dealer

ACCORD HAS NO POWER STEERING AT TIMES CHECKED CONNECTORS FOUND CODES 53-01 AND 53-02. CLEARED AND PERFORMED UPDATES. TESTED VECHILE .

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]

[KEYWORD: 53-01]

YES IT IS INT

NO

NO

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3612115	DAVEM	08/15/2014	DAVEM	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	NO ASST, 53-01 HARD CODE	P-FIT?; SWAP KG CU> RPLC HRNSS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 29,494
		Remarks / Requestor:	FE Status:

Dealer #: 207748	TZ: CST	VIN: 1HGCR2F3XDA [REDACTED]	Err:
Dir Cont: CHRIS TUBBE	Training %: 99	Year: 2013	Model: ACCORD
Serv Ph: (225) 298-4100	Extn:	Tran: CVT	Trim: LX
Serv Mgr: JASON BORDELON		Doors: 4DR	WD:
Parts Mgr: RICHARD QUINN		Fact: MARYSVILLE	Country: USA
Dir Name: TEAM HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
6363 SIEGEN LANE		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
BATON ROUGE	LA 70809	Engine #: K24W11064265	Trans #: BC5A6094620
Phone: (225) 298-4100	Fax #: (225) 298-3209	Em Type: KA	
DPSM: DANIEL FYFFE	Zone/Dist: 03D	RO #: 593935	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 8/15/2014 9:33:55AM DAVEM
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 PROB A POOR P-FIT. SWAP A KG EPS CU. IF STILL HARD CODES, RPLC THE HRNSS

Information from Dealer

POWER STEERING LIGHT ON AND CAN NOT STEER VEHICLE
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]

DID THE S/M T/S ALL THE WAY TOO STEP 6.5, YES AND REPLACED THE \RACK, BUT IT STILL CODES OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3497470	RONW	10/28/2013	RONW	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC 53-02	FBF: REPLACED EPS RACK	
		ResIn Source: Feedback forms	Date: 10/31/2013
		Status: N/A	Mileage: 7,569
		Remarks / Requestor:	FE Status: .

Dealer #: 208464	TZ: EST	VIN: 1HGCR2F85DA [REDACTED]	Err:
Dir Cont: ERIC LUNG	Training %: 97	Year: 2013	Model: ACCORD
Serv Ph: 727-772-6600	Extn:	Tran: CVT	Trim: EX-LNAV
Serv Mgr: EDWIN RODRIGUEZ		Doors: 4DR	WD:
Parts Mgr: SAMUEL TRAPANI		Fact: MARYSVILLE	Country: USA
Dir Name: COURTESY PALM HARBOR HONDA 31200 U.S. HIGHWAY 19 PALM HARBOR FL 34684		Desc: ACCORD 4DR EX-L NAVI 4CYL 185.0 HP 2.4	
		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
Phone: (727) 772-6600	Fax #: 7277725003	Engine #: K24W11065223	Trans #: BC5A6096324
DPSM: DONALD LOGAN	Zone/Dist: 07K	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 642774	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 10/28/2013 12:56:25PM RONW
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6 FOLLOW ISIS TROUBLESHOOTING?
 - 7 CAREFULLY CHECK PIN FIT AT TORQUE SENSOR AND EPS CONTROL UNIT
 - 8 WIGGLE/FLEX HARNESS
 - 9 NEXT STEPS IF ABOVE OK WOULD BE TO REPLACE STEERING RACK>THEN HARNESS

Information from Dealer

YES, I RESET AND DRIVE 2 MINUTES AND IT RECODES
 CUSTOMER STATES POWER STEERING CUTS IN AND OUT.
 EPS LIGHT IS ON. 53-02: Torque Sensor (Average Check)
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS]
 NO
 NO
 YES, HAD 3.5 VOLTS ON SUB AND 1.5 VOLTS ON MAIN AND THEN VICE VERSA WHEN TURNING THE WHEEL THE OPPOSITE DIRECTION

- 10/31/2013 7:20:48AM RONW
- 10 FROM FEEDBACK: "VEHICLE HAD DTC 53-02. FOLLOWED SERVICE MANUAL TROUBLESHOOTING AND CHECKED PIN FIT AT TORQUE SENSOR CONNECTOR AND EPS CONTROL UNIT, FOUND FAULTY EPS RACK. REPLACED EPS STEERING RACK AND VEHICLE DID NOT RECODE"

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3433654	TROYS	05/20/2013	TROYS	1

Code
P 5600

Original Complaint
EPS CODE 53-02

Probable Cause/Solution
RACK; REPLACE

Resln Source: None

Date:

Status: N/A

Mileage: 748

Remarks / Requestor:

FE Status:

Dealer #: 207539	TZ: PST	VIN: 1HGCR2F33DA [REDACTED]	Err:
Dir Cont: JOSE MORENO	Training %: 11	Year: 2013	Model: ACCORD
Serv Ph: (858) 694-1020	Extn:	Tran: CVT	Trim: LX
Serv Mgr: JASON PEABODY		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: PACIFIC HONDA 4761 CONVOY STREET SAN DIEGO CA 92111		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
Phone: (858) 694-1020	Fax #: 8585659453	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: ROB CRAIG	Zone/Dist: 01G	Engine #: K24W11448453	Trans #: BC5A6096939
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 69938	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/20/2013 11:02:05AM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 REPLACE THE RACK

Information from Dealer

P/S HAS GONE IN-OP 3 TIMES LAST WEEK.P/S LIGHT COMES ON.
[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 53-02]
YES
CLEARED CODE DID THE TS SAYS TO REPLACE THE RACK
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3605195	ROBS	07/29/2014	RUDYG	3

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS LOSES ASSIST, 53-01/53-02	EPS RACK?; REPLACE		
		Resin Source: None	Date:	
		Status: N/A	Mileage: 23,972	
		Remarks / Requestor:	FE Status:	

Dealer #: 207555	TZ: EST	VIN: 1HGCR2F3XD [REDACTED]	Err:
Dir Cont: JEANPAUL SAURI	Training %: 10	Year: 2013	Model: ACCORD
Serv Ph: (407) 851-9118	Extn:	Tran: CVT	Trim: LX
Serv Mgr: RICHARD LUPO		Doors: 4DR	WD:
Parts Mgr: GERALD HASKINS		Fact: MARYSVILLE	Country: USA
Dir Name: COGGIN HONDA OF ORLANDO		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
11051 S ORANGE BLOSSOM		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
ORLANDO FL 32837		Engine #: K24W11066896	Trans #: BC5A6097851
Phone: (407) 851-9118	Fax #: 4072405214	Em Type: KA	
DPSM: MAURICE NARBONA	Zone/Dist: 07L	RO #: 352487	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

7/29/2014 6:57:23AM	ROBS		
1	ORIGINAL COMPLAINT		CUST STATES POWER STEERING HEAVY UPON TURNING. TEAM LEADER DUPLICATED CONCERN ON DRIVE.
2	ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		[KEYWORD: POWER STEERING]
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?		YES
5	ANY AFTER MARKET ACCESSORIES INSTALLED?		NO
6			NO
7	EPS DTCs? DID EPS MIL COME ON?		STEERING PWR ASSIST COMES AND GOES.
8	HAS ACCORD BEEEN COLISSION DAMAGED/REPAIRED.		NO DTCs.
9	CHK NEG BATT CABLE TIGHT AT BATT AND AT G1 BOLT.		DOES NOT LOOK LIKE DAMAGED, CARFAX SHOWED NONE.
10	DRIVE AGAIN, NOTICE EPS MIL. RECHK DTCs. LOOK FOR DASH WIRE HARNESS TO EPS C/U 'B' CONN. SEE IF 'B' CONN HAS PULLED BACK; MAY HAVE 71 DTC. CHK CONNS, PIN-TEST, AT EPS RACK CONNECTIONS.		OK
11	POSSIBLE, LOOK FOR 53 DTC. CALL BACK BEFORE RACK REPL.		RACK BAD?
7/29/2014 7:31:15AM	SOURIS		
12	07/29/2014 07:31:23 AM SOURIS		(JEANPAUL) PULL UP THE VEHICLE AND FOUND THE EPS LIGHT WAS ON AND CODE 53-01 TORQUES SENSOR HIGH/LOW CK 53-02 TORQUES SENSOR AVERAGE CK. CAN YOU PLEASE LET ROB KNOW.
13	OK, I'LL.		DO YOU WANT TO KEEP GOING WITH THE PIN FIT CK
14	YES, PLEASE PINFIT WITH HONDA SPECAL TOOL PER AS LINE 10.		OK, I GOT ALL THAT DOWN.
15	IF PIN FIT CHECK OK, EPS STEERING RACK WILL NEED TO BE REPLACE.		OK.
7/29/2014 9:48:12AM	RUDYG		
16	07/29/2014 09:48:18 AM RUDYG		(JEANPAUL) I CHECKED ALL CONNECTIONS AND THEY ARE GOOD
17	DID DRAG TEST WITH PIN FIT TOOL		YES
18	HARD CODE?		YES
19	RACK BEEN REPLACED?		NO
20	IF CONNECTIONS OK WE ARE DOING THAT NEXT		OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3647849	CHRISV	11/17/2014	RAYD	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	LOOSES ASSIST 53-01	11/21: REPLACED RACK TO FIX;	
		ResIn Source:	Spoke w/ Dealer Date: 11/21/2014
		Status:	N/A Mileage: 32,879
		Remarks / Requestor:	FE Status: .

Dealer #: 208622	TZ: EST	VIN: 1HGCR2F38DA [REDACTED]	Err:
Dir Cont: JIMMY BONEY	Training %: 82	Year: 2013	Model: ACCORD
Serv Ph: 843-479-2844	Extn:	Tran: CVT	Trim: LX
Serv Mgr: RONALD GIBSON		Doors: 4DR	WD:
Parts Mgr: GILBERT MCCOLL		Fact: MARYSVILLE	Country: USA
Dir Name: BENNETTSVILLE HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
452 HWY. 38 S.		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
BENNETTSVILLE SC 29512		Engine #: K24W11066918	Trans #: BC5A6099332
Phone: (843) 479-2844	Fax #: 8434791555	Em Type: KA	
DPSM: Kandy Jurumbo	Zone/Dist: 06M	RO #: 61368	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/17/2014 12:29:20PM CHRISV

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 REPLACE THE RACK

11/21/2014 1:34:46PM RAYD

7

Information from Dealer

NOTE CODE 53-01 RECODED AFTER 14 DAYS CLEARED FIRST TIME PER DIGNOSTICS. WAS INTERMITTENT DID NOT RECODE UNTIL DRIVEN SEVERAL DAYS. WHEN CODED CUSTOMER STATES CAN NOT TURN STEERING, HAVE NOT EXPERIENCED NOT ABLE TO TURN.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 53-01]

YES

NO

NO

REPLACED THE RACK TO FIX;

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3476302	JOHNB	09/09/2013	JOHNB	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-02	CHK HARNESS,IF OK,TRY RACK	
		Resln Source: None	Date:
		Status: N/A	Mileage: 4,840
		Remarks / Requestor:	FE Status: .

Dealer #: 207627	TZ: MST	VIN: 1HGCR2F35DA [REDACTED]	Err:
Dir Cont: JUSTIN BROWN	Training %: 24	Year: 2013	Model: ACCORD
Serv Ph: (575) 525-4500	Extn:	Tran: CVT	Trim: LX
Serv Mgr: BOB MOCERINO		Doors: 4DR	WD:
Parts Mgr: DANIEL FULLER		Fact: MARYSVILLE	Country: USA
Dir Name: BORMAN HONDA 470 WEST BOUTZ LAS CRUCES NM 88005		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
Phone: (575) 525-4500	Fax #: 5055254589	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: CHRISTIAN CRUZ	Zone/Dist: 10E	Engine #: K24W11068624	Trans #: BC5A6102144
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 698374	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 9/9/2013 10:26:17AM JOHNB
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 DTC 53-02: Torque Sensor (Average Check)
 - 8 WOULD CHK TORQUE SENSOR WIRING TO EPS C/U AND CONNECTIONS;IF ALL OK,THEN TRY RACK

Information from Dealer

CUSTOMER STATES STEERING WHEEL GETS HARD WHILE DRIVING. HAS TO RESTART VEHICLE TO FIX CONCERN.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-02]
 YES
 NONE
 NONE
 HARD EPS CODE 53-02
 DID TROUBLESHOOTING,VOLTAGES LOWER THAN TEST STATES;LEADS TO RACK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3478914	CHRISV	09/16/2013	SHAWNW	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 71-01	HARNNESS?C/U?;REFER TO DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 9,510
		Remarks / Requestor:	FE Status: .

Dealer #: 206794	TZ: EST	VIN: 1HGCR2F86DA [REDACTED]	Err:
Dir Cont: JOSEPH VENTI	Training %: 80	Year: 2013	Model: ACCORD
Serv Ph: (860) 645-3110	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: THOMAS GRAHAM		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: MANCHESTER HONDA		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
24 ADAMS STREET		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
MANCHESTER CT 06042		Engine #: K24W11450195	Trans #: BC5A6102091
Phone: (860) 645-3110	Fax #: 8606433602	Em Type: KL	
DPSM: SUZI HENRY	Zone/Dist: 09D	RO #: 627007	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/16/2013 6:38:02AM CHRISV

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 DOES THE CODE CLEAR

7 CK PIN FIT, WIGGLE TEST THE HARNESS

1/23/2014 6:12:07AM PETERB

8 TRANSFER TO GEN

1/23/2014 6:20:54AM SHAWNW

9

10 CONNECTIONS?

11 SEEN C/U AND HARNESS ISSUES, SINCE THERE IS NO HARD FAILURE RIGHT NOW IT IS HARD TO SAY, TREND SEEM TO BE MORE HARNESS ISSUES, REFER TO DPSM

Information from Dealer

CAR IN 7/22/13 FOR EPS NOT WORKING INTERMITTENLY AND EPS LIGHT ON WHEN CAR CAME IN LIGHT WAS OFF BUT CODE 71-01 WAS STORED...CLEARED CODE PER ISIS AND LIGHT DID NOT RETURN...CAR NOW BACK WITH SAME CON CERN LIGHT OFF CODE 71-01 STORED...CHECKED FOR ANY DAMAGED WIRES AT THE STEERING GEAR BOX/MOTOR ASSEMBLY AND AT THE EPS CONTROL UNIT AND OK..LIGHT NOT RETURNING RIGHT NOW

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 71-01]

YES

NO

NO

YES

MOTOR REPLACED IN SEPT AND NOW IT IS BACK ALL LOOK GOOD AND PINFIT SEEMS OK
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3585482	JOHNB	06/04/2014	JOHNB	1

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS 53-02,3X	CHK EPS HARNESS, CONNS, PIN FITS; IF OK, REMAN RACK		
		Resin Source:	None	Date:
		Status:	N/A	Mileage: 13,206
		Remarks / Requestor:		FE Status: .

Dealer #: 207916	TZ: EST	VIN: 1HGCR2F70DA [REDACTED]	Err:
Dir Cont: JOHN AREMBURG	Training %: 0	Year: 2013	Model: ACCORD
Serv Ph: (603) 357-1896	Extn:	Tran: CVT	Trim: EX
Serv Mgr: JOHN AREMBURG		Doors: 4DR	WD:
Parts Mgr: TYLER CHAMPNEY		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF KEENE		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
567 MONADNOCK HIGHWAY		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
EAST SWANZEY NH 03446		Engine #: K24W11069933	Trans #: BC5A6103381
Phone: (603) 357-1896	Fax #: (603) 357-7553	Em Type: KA	
DPSM: JOE ROSE	Zone/Dist: 09J	RO #: 719686	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/4/2014 12:16:54PM JOHN B

Information from Dealer

- | | |
|---|---|
| 1 ORIGINAL COMPLAINT | CUST STATES WARNING LIGHT COMES ON AND NO P/S ASSIST, CODE STORED 53-02, TESTED WELL, PERFORMED TESTING, ALL GOOD. RELEARNED ALL, AND RELEASED, 2 WEEKS LATER, HAPPENED AGAIN, CUST BROUGHT BACK,, VERIFIED ISSUE OCURRING, SAME CODE STORED, ASSIST NON-EXISTANT. BROUGHT IN AND ASSIST WAS RESTORED, TESTING NORMALLY AGAIN |
| 2 ISIS SEARCH CRITERIA | [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: EPS] |
| 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT? | YES |
| 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED? | NONE |
| 5 ANY AFTER MARKET ACCESSORIES INSTALLED? | NONE |
| 6 | INTERMITTENTLY EPS LOOSES ASSIST AND CODE 53-02 APPEARS;3X |
| 7 DTC 53-02: Torque Sensor (Average Check) | |
| 8 PLEASE CHK EPS HARNESS BETWEEN TORQUE SENSOR AND EPS C/U;LOOK FOR STRESSED CONNECTORS,PIN FITS,PULLE WIRES;CHK TERMINAL 7 AT EPS C/U AND TERMINAL P2 AT TORQUE SENSOR;IF HARNESS OR CONNECTIONS NOT AN ISSUE,THEN ADVISE TO REMAN RACK | |
| 9 EPS LGT ON/LOSS OF ASSIST(CRACKED CONN @GEARBOX OR CU) Tech Line Knowledge Base Name: 17858 Issue Date: 05-Mar-2014 Source: HTL-INFO | |
| 10 NOTE: PERTAINING TO THE ABOVE. THE TECH LINE SUGGESTED PART(S) REPLACEMENT WAS GIVEN WITH THE CONSIDERATION AND REGARDS IN CUSTOMER GOODWILL, AND SATISFACTION. THIS MAY OR MAY NOT AFFECT THE ABOVE VERIFIED, BUT NON-REPRODUCIBLE COMPLAINT. | |

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3651736	CHRISV	11/26/2014	DAVEM	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	LOSS OF ASSIST 71-01	CONNECTIONS OR CU?; SWAP EPS CU> RPLC HRNSS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 26,854
		Remarks / Requestor:	FE Status:

Dealer #: 206998	TZ: CST	VIN: 1HGCR2F59DA [REDACTED]	Err:
Dir Cont: JIM MEEHAN	Training %: 87	Year: 2013	Model: ACCORD
Serv Ph: (952) 938-1717	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: AMANDA HEEGE		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: LUTHER HOPKINS HONDA 250 5TH AVENUE SOUTH HOPKINS MN 55343		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
Phone: (952) 938-1717	Fax #: 9529088501	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: LOREN HILL	Zone/Dist: 08B	Engine #: K24W11071536	Trans #: BC5A6106220
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 755121	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

11/26/2014 7:18:15AM CHRISV	
1 ORIGINAL COMPLAINT	INTERMITT. LOSS OF P/S AND THE INTERMITT CODE. THIS IS A SOFT FAILURE AND THE CAR HAS P/S TODAY. IT ALSO HAS HAD SOME BODY DAMAGE (FRONT) HISTORY
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	[KEYWORD: 71-01]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	
6	HAD CODE 71-01. CLEARS BUT CAME BACK 1 WEEK LATER
7 CK CONN. IF OK POSS RACK	
12/10/2014 11:39:32AM DAVEM	
8 DTC 71-01: Motor Angle Sensor (SIN/COS Signals)	ANGIE
9	REPLACED THE RACK AND R/F WHEEL. CUST TOOK CAR AND SAID ITS DOING THE SAME THING
10 DOES IT SET THE SAME CODE?	YES
11 HRNSS CONNECTIONS	ALL GOOD AND P-FITS TOO
12 SWAP A KG EPS> RPLC HRNSS NEXT	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3599861	DAVEM	07/15/2014	DAVEM	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	INTERM 83-2. EPS WENT HARD	UNKNOWN?; GET CAR BACK AND INSPECT CONNECTIONS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 13,768
		Remarks / Requestor:	FE Status: .

Dealer #: 207548	TZ: EST	VIN: 1HGCR2F70DA [REDACTED]	Err:
Dir Cont: JAMES BOLLETTIERI	Training %: 100	Year: 2013	Model: ACCORD
Serv Ph: (800) 293-1885	Extn:	Tran: CVT	Trim: EX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: REYNOLD RODRIGUEZ		Fact: MARYSVILLE	Country: USA
Dir Name: CORAL SPRINGS HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
9400 W. ATLANTIC BLVD.		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
CORAL SPRINGS FL 33071		Engine #: K24W11072079	Trans #: BC5A6106406
Phone: (800) 293-1885	Fax #: 9547535572	Em Type: KA	
DPSM: BRIAN SOLENTHALER	Zone/Dist: 07M	RO #: 444164	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/15/2014 6:33:44AM DAVEM

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 *** GET THE CAR BACK. NOT GOOD TO SEND A CUST OUT IN A CAR THAT MIGHT DO THIS AGAIN ***
- 8 CHK THE CONNECTOR AND PINS AT THE RACK AND CU
- 9 WGGL TEST
- 10 DPSM EVAL FOR NEXT STEP IF NTF AFTER INSPECTION
- 11 PEND TO TS> EMAILED DPSM

7/15/2014 6:33:44AM DAVEM

12 [REDACTED]

Information from Dealer

HAS DTC FOR TORQUE ANGLE SENSOR FAILURE OR CHECK FAILURE DTC 83-2,DROVE CAR NO VISUAL PROBLEMS FOUND,CUSTOMER STATES STEERING LOSE,STEERING WHEEL LOCKAND EPS LIGHT WAS ILLUMINATED
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 83-2]
 N
 N
 N
 CUST STATES THEY WERE ON THEHWY AND THE ASST WENT AWAY AND THE MIL CAME ON. WE OUND A CODE 83-2 THAT CLRD AND ALL WAS OK AFTER THAT AND AL LOOKS GOOD. THE CUST TOOK THE CAR,BUT IS THERE ANYTHING YOU HAVE SEEN?
 AGREE, BUT OUT OF MY HANDS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3431032	STEVET	05/13/2013	DAVEM	6

Code	Original Complaint	Probable Cause/Solution	
P 5600	DTC 71-1, ONCE A YEAR	WIRE HARNESS?; WIGGLE TEST> DPSM EVAL FOR NXT STEP	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 5,286
		Remarks / Requestor:	FE Status: .

Dealer #: 208482	TZ: CST	VIN: 1HGCR2F51DA [REDACTED]	Err:
Dir Cont: JOHN MOODY	Training %: 44	Year: 2013	Model: ACCORD
Serv Ph:	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: ROBERT MCRANN		Doors: 4DR	WD:
Parts Mgr: ROBERT MCRANN		Fact: MARYSVILLE	Country: USA
Dir Name: GILLMAN HONDA OF SAN BENITO 1801 INDUSTRIAL WAY SAN BENITO TX 78586		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
Phone: (956) 399-2491	Fax #: 9563995459	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: BORIS GUNJEVIC	Zone/Dist: 03G	Engine #: K24W11072209	Trans #: BC5A6108267
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 46208	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/13/2013 9:48:57AM STEVET

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 SO CAN YOU CLEAR DTCS?
- 7 OK, AND DID YOU FOLLOW THE T/S?
- 8 OK, AND HAVE YOU WIGGLED THE HARNESS AND RECHECK?
- 9 OK, LETS TRY THAT, SUSPECT EITHER THE HARNESS OR EPS MOTOR
- 10 YES, FEEDBACK PLEASE

Information from Dealer

C/S EPS MALFUNCTION LIGHT TURNS ON WHEN DRIVING STEERING GETS HARD TO TURN
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 71-01]
 YES
 NO
 NO
 YES
 YES, STEP 3 HAS HIGH RESISTANCE R1 AND R2 IS SUPPOSE TO HAVE HIGH OF 14.6 I HAVE 26 OHMS
 NO
 OK, LET ME TRY THAT AND LET YOU KNOW
 OK

6/18/2014 3:19:00PM DAVEM

- 11
- 12
- 13 HAVE YOU CHECKED ALL TH P-FITS AT THE CU AND MTR?
- 14 CHK THESE CLOSLY. IF OK, DPSM EVAL FOR CU, HRNSS OR BOTH

JOHN, 27053 MILES
 EPS WARNING LIGHT ON CODE 71-01. 1 YEAR AGO THISVEHICAL WAS IN SHOP FOR SAME REASON SAME CODE. REPLACE EPS MOTOR AS ADVISED BY TECH LINE LAST YEAR. DIAG. TREE PRODUCED SAME RESULTS AS LAST YEAR. WIRING SYSTEM CHECKS OK. NO NEW BULITENS HAVE BEEN RELEASED.
 NO
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3485341	LINDSEYA	09/30/2013	DAVEM	2

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS INOP, 53-01, 53-02	10/1: P-FIT P2, PINK @ TRQ SNSR LOOSE; RPLC HRNSS		
		Resln Source:	Spoke w/ Dealer	Date: 10/01/2013
		Status:	N/A	Mileage: 19,359
		Remarks / Requestor:		FE Status: .

Dealer #: 206653	TZ: CST	VIN: 1HGCR2E5XDA [REDACTED]	Err:
Dir Cont: MICHAEL CULLUM	Training %: 98	Year: 2013	Model: ACCORD
Serv Ph: (618) 622-0588	Extn:	Tran: 6MT	Trim: SPORT
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: ROBERT HAYDEN		Fact: MARYSVILLE	Country: USA
Dir Name: MEYER HONDA CO. 1268 CENTRAL PARK DR. O'FALLON IL 62269		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
Phone: (618) 622-0588	Fax #: 6186220985	Engine #: K24W11072729	Trans #: SC8M1002912
DPSM: JOHN LENON	Zone/Dist: 08K	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 174396	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 9/30/2013 1:35:12PM LINDSEYA
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 CHECK THE CONTROL UNIT. CHECK CONNECTIONS AND MAKE SURE YOU DON'T HAVE ANY LOOSE OR BACKED OUT OR BENT PINS.
 - 8 CHECK ENGINE HARNESS, SEE IF WIGGLE TEST GETS IT TO RECODE.
 - 9 IF ALL OF THAT CHECKS OUT OK, THEN POSSIBLY THE RACK.

Information from Dealer

NO ASSIST FROM STEERING CODE 53-01
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-02]
 Y
 Y
 N
 HAVE A CODE 53-01 AND NO ASSIST. WE BELIEVED THE TORQUE SENSOR WAS MISSET LAST TIME IN. THE CAR STAYED GONE FOR A WHILE, AND NOW IT SAYS TO REPLACE THE RACK. I WANTED TO CHECK WITH YOU?
 OK.
 OK.
 OK.

- 10/1/2013 7:14:56AM DAVEM
- 10 DTC 53-01: Torque Sensor (Low/High Check) DTC 53-02: Torque Sensor (Average Check)
 - 11 NONE. RPLC HRNSS
 - 12 SORRY. RPLC THE HRNSS

FOUND THE PINK WIRE @ THERACK, PIN 2 IS LOOSE. IN TRYING TO GET THE PIN OUT, IT BROKE THE PIN. REPLACEMENT PINS?
 THATS CRAZY!
 OK AND TELL LA THX YOU FOR HELPINGME FIND THE PROBLEM

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3614175	TROYS	08/21/2014	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS LOCKED UP NO CODE	CONNECTION';	
		Resin Source: None	Date:
		Status: N/A	Mileage: 37,436
		Remarks / Requestor:	FE Status: .

Dealer #: 208268	TZ: PST	VIN: 1HGCR2F5XDA [REDACTED]	Err:
Dir Cont: IVAN ALCALA	Training %: 100	Year: 2013	Model: ACCORD
Serv Ph: (760) 241-6484	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: JIM BOYD		Doors: 4DR	WD:
Parts Mgr: HAROLD LEE		Fact: MARYSVILLE	Country: USA
Dir Name: VALLEY HI HONDA 15710 VALLEY PARK LANE VICTORVILLE CA 92394		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
Phone: (760) 241-6484	Fax #: 760-9513975	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: MARK BROWN	Zone/Dist: 01F	Engine #: K24W11453573	Trans #: BC5A6110466
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 182953	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/21/2014 7:37:04AM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 NO CODES
- 7 CHECK THE CONNECTIONS ON RACK AND CU

Information from Dealer

GUEST STATES STEERING LOCKED UP WHILE DRIVING HAD TO TURN VEHICLE OFF TO GET VEHICLE BACK TO NORMAL DRIVING. DASH LIGHTS FLICKERED AND DIM
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: STEERING]
 NO
 NO
 NO
 NO NONE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3438700	JOHNB	06/04/2013	JOHNB	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 53-02	REMAN RACK	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 5,343
		Remarks / Requestor:	FE Status: .

Dealer #: 206803	TZ: CST	VIN: 1HGCR2E74DA [REDACTED]	Err:
Dir Cont: SCOTT STEENSEN	Training %: 45	Year: 2013	Model: ACCORD
Serv Ph: (402) 393-7808	Extn:	Tran: 6MT	Trim: EX
Serv Mgr: MIKE ODANIEL		Doors: 4DR	WD:
Parts Mgr: DOUGLAS KOZLIK		Fact: MARYSVILLE	Country: USA
Dir Name: O'DANIEL HONDA 123 BEVERLY DRIVE OMAHA NE 68114		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
Phone: (402) 393-7808	Fax #: 4028278439	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: RON CRISS	Zone/Dist: 10A	Engine #: K24W11073311	Trans #: SC8M1002979
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 203841	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/4/2013 7:33:56AM JOHNB

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 SORRY,NO KNOWN ISSUES AT THIS TIME;I HAVE A COUPLE OF CALLS WITH 53-02,53-01 THAT REQUIRE RACK REPLACEMENTS (RAN THROUGH TROUBLESHOOTING WITH TECH,TECHS GIVEN RESULTS LEADS TO RACK REPLACEMENT)

Information from Dealer

CUSTOMER STATES THAT THE POWER STEERING WENT OUT
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-02]
 YES
 NONE
 NONE
 EPS LIGHT CODE 53-02;CODE RESETS IGN ON,DID TROUBLESHOOTING AND LEADS TO TORQUE SENSOR,RACK REPLACEMENT;ANY KNOWNS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3510064	RUDYG	11/25/2013	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS)53-02	EPS RACK?; CK PIN FITS FIRST	
		Resin Source: None	Date:
		Status: N/A	Mileage: 4,256
		Remarks / Requestor:	FE Status: .

Dealer #: 207838	TZ: PST	VIN: 1HGCR2F79DA [REDACTED]	Err:
Dir Cont: ETHAN SMITH	Training %: 55	Year: 2013	Model: ACCORD
Serv Ph: (510) 412-6100	Extn:	Tran: CVT	Trim: EX
Serv Mgr: CHRIS NOBLE		Doors: 4DR	WD:
Parts Mgr: DAVE KUERTZ		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF EL CERRITO 11755 SAN PABLO AVENUE EL CERRITO CA 94530		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
Phone: (510) 412-6100	Fax #: (510) 232-5475	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: LARRY O'BRIEN	Zone/Dist: 12A	Engine #: K24W11453908	Trans #: BC5A6109838
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 538892	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/25/2013 11:55:59AM RUDYG

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 CK PIN FITS FIRST

7 IF OK REPL RACK

Information from Dealer

EPS DTC 53-02 EPS WARNING LIGHT ON AND STEERING VERY STIFF. DATA LIST SHOWS TORQUE SENSOR AND TORQUE SENSOR SUB EACH AT ABOUT 2.5 V. TROUBLESHOOTING INDICATES REPLACE RACK. OK TO RECK REPLACE RACK? OTHER KNOWN CASES.

[MODEL: ACCORD][YEAR: 2005][PUBID: 0][SUBJECT:]
[KEYWORD: CONTROLS]

YES

INTERMITTENT CODE

NO

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3572067	JOHNB	04/28/2014	JOHNB	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01;INTERMITTENT	FBF: TORQUE SENSOR;REPLACED	
		ResIn Source: Feedback forms	Date: 05/01/2014
		Status: N/A	Mileage: 30,877
		Remarks / Requestor:	FE Status: .

Dealer #: 207996	TZ: CST	VIN: 1HGCR2F8XDA [REDACTED]	Err:
Dir Cont: ISMAEL CANTU	Training %: 82	Year: 2013	Model: ACCORD
Serv Ph: (956) 686-0555	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: PASCUAL RODRIGUEZ JR.		Doors: 4DR	WD:
Parts Mgr: JOSE MARTINEZ		Fact: MARYSVILLE	Country: USA
Dir Name: CLARK-KNAPP HONDA		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
900 N. SUGAR ROAD		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
PHARR TX 78557		Engine #: K24W11073886	Trans #: BC5A6110248
Phone: (956) 686-0555	Fax #: 9566830458	Em Type: KA	
DPSM: BORIS GUNJEVIC	Zone/Dist: 03G	RO #: 292802	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/28/2014 12:52:57PM	JOHNB	
1 ORIGINAL COMPLAINT		INTERMITTENT CODE 53-01 HARD STEERING
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
		[KEYWORD: 53-01]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		YES,INTERMITTENT
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		NONE
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		NONE
6		INTERMITTENTLY EPS CODE 53-01,WE RESETTING,NOW WILL NOT
7 DTC 53-01: Torque Sensor (Low/High Check)		
8 DID YOU CHK WIRING BETWEEN TORQUE SENSOR AND EPS C/U		NO
9 DID YOU DO ANYTHING THAT HAD A RELATION WITH THE CODE NOW NOT RESETTING		NO
10 NEED TO CHK PIN FITS,CONNECTIONS FROM TORQUE SENSOR TO EPC C/U;WIGLE TEST WITH IGN ON;IF NO FINDINGS,THEN POSS TORQUE SENSOR?		
5/1/2014 7:42:04AM	JOHNB	
11 (1ST METHOD-IN EMAIL) / RECEIVED FEEDBACK FAX:		
12 3572067 1HGCR2F8XDA [REDACTED] 05/01/2014 ACCORD 2013		
207996 [REDACTED] COMMENTS: FOUND TORQUE SENSOR SHORTED		

Information from Dealer

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3438294	LINDSEYA	06/03/2013	CHRISV	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	LOSES EPS, CODES 53-02	HARNNESS; REPLACE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 1,681
		Remarks / Requestor:	FE Status: .

Dealer #: 208225	TZ: EST	VIN: 1HGCR2F73DA [REDACTED]	Err:
Dir Cont: ANDREW DIFRANCO	Training %: 42	Year: 2013	Model: ACCORD
Serv Ph: (603) 893-7766	Extn:	Tran: CVT	Trim: EX
Serv Mgr: CURT GRENIER		Doors: 4DR	WD:
Parts Mgr: MARK STRUGNELL		Fact: MARYSVILLE	Country: USA
Dir Name: ROCKINGHAM HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
360 NORTH BROADWAY		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
SALEM NH 03079		Engine #: K24W11454194	Trans #: BC5A6112270
Phone: (603) 893-7766	Fax #: 6038933039	Em Type: KL	
DPSM: JOSHUA WHITNEY	Zone/Dist: 09H	RO #: 403111	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

6/3/2013 10:24:51AM

LINDSEYA

1 ORIGINAL COMPLAINT

CUSTOMER HAD COMPLAINT OF LOSS OF POWER STEERING WHILE DRIVING. HAD TO TURN OFF VEHICLE AND START AGAIN TO BE ABLE TO DRIVE. PERFORMED TROUBLESHOOTING/DIAG FROM ISIS LED TO REPLACING THE EPS UNIT. REPLACED UNIT PROBLEM IS STILL PRESENT [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: STEERING]

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

Y

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

N

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

N

6

CUSTOMER SAYS HE'S LOSING POWER STEERING WHILE DRIVING. I DID T/S. IT SAID TO REPLACE THE EPS UNIT. PROBLEM IS PERSISTING, AND I WANTED TO KNOW WHAT TO DO.

7 HAVE ANY CODES?

53-02.

8 CAN YOU DUPLICATE THE PROBLEM?

YES.

9 THE PROBLEM OR THE CODE?

BOTH.

10 GO AHEAD AND REPLACE THE RACK.

OK.

7/30/2013 8:40:30AM

CHRISV

11

CUSTOMER STATES THAT HE LOSES POWER STEERING WHILE DRIVING. CUSTOMER HAS TO TURN VEHICLE OFF AND BACK ON SO THE POWER STEERING WILL COME BACK. WE HAVE ALREADY REPLACED THE RACK AND THE CONTROL UNIT PER TECH LINE. IT IS ALWAYS THE SAME CODE 53-02 FOR TORQUE SENSOR (AVERAGE CHECK).

12 CAN YOU DUP

YES

13 ANY OTHER CODES

NO

14 POSS HARNESS ISSUE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3570534	SHAWNW	04/23/2014	GARYS	12

Code	Original Complaint	Probable Cause/Solution	
P 5600	LOCKED UP/CANNOT TURN WHEEL	ACCIDENT?;REPAIR AS NEEDED	
		Resln Source: None	Date:
		Status: N/A	Mileage: 25,926
		Remarks / Requestor:	FE Status: .

Dealer #: 206733	TZ: EST	VIN: 1HGCR2F51DA [REDACTED]	Err:
Dir Cont: TERRY BERNDT	Training %: 73	Year: 2013	Model: ACCORD
Serv Ph: (260) 484-0551	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: DOUGLAS SETTLE		Doors: 4DR	WD:
Parts Mgr: ROBERT BRASELTON		Fact: MARYSVILLE	Country: USA
Dir Name: DON AYRES HONDA 4740 LIMA ROAD FORT WAYNE IN 46808		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
Phone: (260) 484-0551	Fax #: 2603732686	Engine #: K24W11075175	Trans #: BC5A6112775
DPSM: KATHY DUERR	Zone/Dist: 04C	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 449999	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

4/23/2014 2:15:40PM	SHAWN W	
1 ORIGINAL COMPLAINT		CAR HAS NO STEERING. WHEEL IS LOCKED AND WILL NOT TURN. GRINDING NOISE WHEN TRYING TO TURN THE STEERING WHEEL.
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING GEARBOX][KEYWORD:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6		THE RACK IS INTERNALLY BROKEN ON THIS CAR JUST WONDERING IF YOU HAVE SEEN THIS BEFORE
7 NO KNOWN ISSUES		
8 ACCIDENT?		YEST IT HIT A CURB
9 REPAIR AS NEEDED		OK
4/24/2014 6:24:26AM	TROYS	
10 A RANK LOSS OF STEERING (SAFETY) GIVEN TO GS		
4/24/2014 7:29:31AM	GARYS	
11 04/24/2014 07:29:32 AM GARYS		NOT POSITIVE ON ACCIDENT BUT SHOWS SCUFFING ON BOTH FRONT WHEELS. THIS IS A PENSKE RENTAL CAR. CAR WAS TOWED TO DEALER. CUSTOMER WAS DRIVING TO THE AIRPORT TO RETURN THE VEHICLE AND STEERING JUST LOCKED UP. THIS INFORMATION IS FROM THE TOW TRUCK DRIVER
12 DID YOU EVER SPEAK WITH THE CUSTOMER?		I HAVE TO CHECK WITH THE SERVICE ADVISOR
13 PLEASE ASK IF THERE ARE ANY MORE DETAILS		
14 WAS CAR STILL RUNNING WHEN THEY ALLEDGEDLY LOST STEERING?		
15 CONTACT FORWARDED TO HAM FOR REVIEW		
4/25/2014 7:45:40AM	GARYS	
16 04/25/2014 07:46:18 AM GARYS FU CALL TO DLR		ACCORDING TO RENTAL CAR CO THEY INSPECTED THE VEHICLE PRIOR TO IT LEAVING AND EVERYTHING CHECKED OUT OK. CANT GET INFO FROM THE CUSTOMER
17 HOW DID THE TIE RODS LOOK?		OK.
18 HOW DID YOU ISOLATE IT TO THE RACK?		REMOVED COUPLER AT THE RACK AND CANT MOVE VEHICLES IN AND OUT. HORRENDOUS GRINDING NOISE WHEN EVERYTHING HOOKED UP AND TURNING THE WHEEL.
19 PLEASE TAKE PICTURES OF THE WHEELS, SUSPENSION, RACK, TIE RODS ETC AND EMAIL THEM TO ME.		WILL DO
4/28/2014 7:09:08AM	CHRIS V	
20		CAN I REPAIR THIS CAR YET
21 DID YOU SEND PICS		YES, GARY REPLIED TO THE EMAIL SAYING HE GOT THEM
22 WILL FOLLOW UP W/ THE M/E		
23 PEND TO GARY		
4/28/2014 8:25:29AM	GARYS	
24 04/28/2014 08:26:34 AM GARYS FU CALL TO DLR> IS DPSM INVOLVED?		NOT YET
4/28/2014 8:29:17AM	GARYS	
25 PLEASE REMOVE INNER BOOTS FROM THE RACK AND INSPECT FOR DAMAGED BALL JOINTS AND FOR A BENT ROD. MAKE SURE DPSM GETS INVOLVED AND LET EM KNOW IF SHE REFERS TO INSURANCE OR COVERS UNDER WARRANTY		
4/29/2014 7:58:54AM	GARYS	

26	04/29/2014 07:58:59 AM	GARYS PHOTOS RECEIVED AND FORWARDED TO HAM. COULD NOT SEE ANYTHING ABNORMAL.	
5/5/2014 8:07:41AM	GARYS		
27	05/5/2014 08:16:00 AM	GARYS LEFT DPSM EMAIL LAST WEEK BUT ON VACATION. EMAILED DPSM TODAY TO LET ME KNOW WHAT SHE DECIDES TO DO WITH THIS VEHICLE. HAM COULDNT SEE ANYTHING WITH THE PHOTOS	
5/5/2014 8:34:50AM	GARYS		
28	05/5/2014 08:34:43 AM	GARYS	DPSM: WILL AUTHORIZED TO COVER UNDER WARRANTY BECAUSE UNDER 3/36 AND NO PHYSICAL DAMAGE
29		EMAILED FACTORY TO CALL PART IN FOR ANALYSIS	
5/14/2014 10:29:10AM	GARYS		
30	05/14/2014 10:29:28 AM	GARYS CLOSED	HAM: FOUND DAMGE DUE TO IMPACT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3475038	LINDSEYA	09/05/2013	LINDSEYA	1

Code	Original Complaint	Probable Cause/Solution		
P 5600	NO ASSIST, CODE 53-02	RACK? WIRING?; GAVE CHECKS		
		ResIn Source: None	Date:	
		Status: N/A	Mileage: 24,960	
		Remarks / Requestor:	FE Status:	

Dealer #: 208429	TZ: CST	VIN: 1HGCR2F81DA [REDACTED]	Err:
Dir Cont: CECIL HOCKENHULL	Training %: 54	Year: 2013	Model: ACCORD
Serv Ph: (228) 832-8030	Extn:	Tran: CVT	Trim: EX-LNAV
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: TONY AUSTIN		Fact: MARYSVILLE	Country: USA
Dir Name: PAT PECK HONDA 11151 HIGHWAY 49 GULFPORT MS 39503		Desc: ACCORD 4DR EX-L NAVI 4CYL 185.0 HP 2.4	
		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
Phone: (228) 832-8030	Fax #: 2288328455	Engine #: K24W11075765	Trans #: BC5A6113753
DPSM: DANIEL FYFFE	Zone/Dist: 03D	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 393261	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 9/5/2013 10:47:30AM LINDSEYA
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6 DTC 53-02: Torque Sensor (Average Check)
 - 7 HAVE A CODE?
 - 8 GO AHEAD AND FINISH THE T/S. IT IS POSSIBLE THAT IT IS A WIRING ISSUE, SO VERIFY THAT BEFORE YOU GO WITH A RACK.

Information from Dealer

POWER STEERING INOP. TORQUE SENSOR SUB VOLTS (.10)TORQUE SENSOR MAIN VOLTS(WHILE TURNING THE WHEEL (.5 TO 4.5 VOLTS)
 [MODEL:][YEAR:][PUBID: 0][SUBJECT:][KEYWORD:]
 Y
 N
 N
 I NOTICED THAT MY TORQUE SENSOR VOLTAGE WAS OFF. YES, 53-02. AND WHEN I CLEAR IT, THE EPS STARTS WORKING. THEN, IT CODES AGAIN.
 OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3578366	SOURIS	05/15/2014	TROYS	3

Code	Original Complaint	Probable Cause/Solution		
P 5600	C/S EPS LIGHT ON, HARD STEERIN	CAN'T DUPL; EPS TORQUE SEN?; CALIBRATE AND TEST		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 20,090
		Remarks / Requestor:		FE Status:

Dealer #: 207815	TZ: EST	VIN: 1HGCR2F5XDA [REDACTED]	Err:
Dir Cont: FRITZROY INNIS	Training %: 87	Year: 2013	Model: ACCORD
Serv Ph: (305) 451-3555	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: RUSSELL EAVES		Doors: 4DR	WD:
Parts Mgr: JEFF OLSEN		Fact: MARYSVILLE	Country: USA
Dir Name: LARGO HONDA 554 NE 1ST AVE FLORIDA CITY FL 33034		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
Phone: (305) 451-3555	Fax #: 3053748623	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	Engine #: K24W11075970	Trans #: BC5A6114614
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 170132	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

5/15/2014 8:19:31AM SOURIS	
1 ORIGINAL COMPLAINT	CAR FELT LOOSE LIKE IF TIRE WAS LOW THEN STEERING LOCKED WHILE DRIVING AND APS LIGHT CAME ON
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	[KEYWORD: APS]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO,
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6	(FRITZROY) I FOUND CODE IN THE EPS
7 WHAT IS THE CODE?	DTC 53-02: Torque Sensor (Average Check)
8 IS THIS IS STEERING WHEEL LOCKING UP OR STEERING WHEEL STIFF?	NOT SURE.
9 DID THE CUSTOMER GET IN A ACCIDENT?	NO, VEHICLE IS FIND.
10 WILL THE CODE RESET AFTER CLEAR?	NO, I BEEN DRIVING THE VEHICLE AND IS OK.
11 DO TORQUE SENSOR CALIBRATION WITH THE HDS AND CHECK IF WE CAN DUPLICATE THE ISSUE.	OK, I WILL DO THAT.
5/16/2014 9:57:55AM TROYS	
12 NOT A RANK	
5/19/2014 6:59:20AM TROYS	
13	WE REPLACED THE CU AND IT IS THE SAME T
14	I AM DOING THE TS AND IT LEADS TO THE RACK JUST CALLING TO SEE WHAT YOU THINK
15 CK PIN FITS FIRST SEE MORE OF THOSE THAN RACK	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3614312	JOHNB	08/21/2014	JOHNB	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODES 53-01,53-02	GV CHKS,REMAN RACK	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 20,651
		Remarks / Requestor:	FE Status: .

Dealer #: 207248	TZ: CST	VIN: 1HGCR2F56D [REDACTED]	Err:
Dir Cont: PHILLIP GULLETT	Training %: 74	Year: 2013	Model: ACCORD
Serv Ph: (903) 561-5225	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: CORY HILTON		Doors: 4DR	WD:
Parts Mgr: PATRICK NEW		Fact: MARYSVILLE	Country: USA
Dir Name: JACK O DIAMONDS HONDA		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
2500 W. SW LOOP 323		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
TYLER TX 75701		Engine #: K24W11075952	Trans #: BC5A6114631
Phone: (903) 561-5225	Fax #: (903) 534-0935	Em Type: KA	
DPSM: KELLY KAWAGUCHI	Zone/Dist: 03F	RO #: 333181	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/21/2014 12:12:51PM JOHNB

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 CHK WIRING AND CONNECTIONS;IF ALL OK,LIKELY RACK

Information from Dealer

POWER STEERING WARNING LIGHT COMES ON AT 65-70 MPG AND LOSES POWER ASSIST, CUSTOMER TURNS OFF CAR, LIGHT GOES OFF AND CAN CONTINUE DRIVING FOR A SHORT WHILE 53-01 AND 53-02

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]

[KEYWORD: 53-01]

YES

NONE

NONE

EPS LIGHT ON, CODE 53-01, 53-02 AND WILL RESET FOR US; THE TORQUE SENSOR VALVES ARE ALL OFF COMPARED TO KG

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3609996	ROBS	08/11/2014	ROBS	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER 53-01, -02	EPS C/U?; CHK 'B' CONN, RACK CONNS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 13,488
		Remarks / Requestor:	FE Status:

Dealer #: 207260	TZ: EST	VIN: 1HGCR2F74DA [REDACTED]	Err:
Dir Cont: NICKY ALVAREZ	Training %: 56	Year: 2013	Model: ACCORD
Serv Ph: (407) 291-6090	Extn:	Tran: CVT	Trim: EX
Serv Mgr: DERVIN CARTY		Doors: 4DR	WD:
Parts Mgr: JEFF TURJA		Fact: MARYSVILLE	Country: USA
Dir Name: CLASSIC HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
4000 WEST COLONIAL DR.		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
ORLANDO FL 32808		Engine #: K24W11077336	Trans #: BC5A6117047
Phone: (407) 291-6090	Fax #: 4072984169	Em Type: KA	
DPSM: MAURICE NARBONA	Zone/Dist: 07L	RO #: 030097	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/11/2014 8:14:30AM ROBS
1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 ANY PGM-FI DTCs?

7 CHK EPS C/U. SEE IF THE 'B' CONNECTOR HAS PULLED OUT. TIGHT DASH WIRE HARNESS BRANCH?

8 YES. CHK, PIN-TEST CONNS AT EPS RACK FOR THE TORQUE SENSER. IF WIRE CONNS OK. RECONNECT AND SEE IF 22-01 RESETS. IF IT DOES SWAP KG EPS C/U. IF IT DOESN'T REPL THE EPS RACK ASSY.

9 PLS FDBK.

Information from Dealer

DRIVING VEHICLE EPS LIGHT CAME ON THEN LOST STEERING 30 MIN LATER STARTED VEHICLE UP AND SYSTEM WAS WORKING AGAIN. PULLED CODE 22-01 ENGINE SPEED SIGNAL . EPS CODES 53-01 TORQUE SENSOR (HIGH/LOW CHECK) AND 53-02 TORQUE SENSOR (AVERAGE CHECK). LOOKING AT FREEZE DATA LIST: ENGINE SPEED 0.000 RPS VEHICLE SPEED WAS 55 MPH AT THE TIME IG1 VOLTAGE 14.13V BATTERY VOLTAGE 14.25 AND AVERAGE CURRENT 0.00A

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 22-01]

YES

NO

NO

NO

UNDER DASH?

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3567406	CHRISV	04/15/2014	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01	EPS RACK; CK CONN	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 28,373
		Remarks / Requestor:	FE Status: .

Dealer #: 208247	TZ: CST	VIN: 1HGCR2F76D [REDACTED]	Err:
Dir Cont: PEDRO AGUDO	Training %: 89	Year: 2013	Model: ACCORD
Serv Ph: (832) 601-4030	Extn:	Tran: CVT	Trim: EX
Serv Mgr: MACY ROBERTS		Doors: 4DR	WD:
Parts Mgr: SAL SERNA		Fact: MARYSVILLE	Country: USA
Dir Name: Honda of Spring 17350 NORTH FREEWAY HOUSTON TX 77090		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
Phone: (832) 601-4030	Fax #: (281) 443-1932	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: PETE HOLT	Zone/Dist: 03C	Engine #: K24W11077305	Trans #: BC5A6117040
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 663108	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/15/2014 12:40:07PM CHRISV

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CK EPS CONN, IF OK REPLACE THE RACK

Information from Dealer

CUSTOMER STATES WHILE DRIVING SHE LOST POWER STEERING AND EPS LIGHT ILUMINATED ON DASH
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3466196	DAVIDK	08/14/2013	RUDYG	2

Code	Original Complaint	Probable Cause/Solution		
P 5600	ELEC P/STEER PROB (EPS) 71-01	CONNECTIONS?; CK PIN FITS MOTOR ANGLE TO EPS C/U		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 10,583
		Remarks / Requestor:		FE Status: .

Dealer #: 208285	TZ: EST	VIN: 1HGCR2F76DA [REDACTED]	Err:
Dir Cont: GEORGE HOC	Training %: 62	Year: 2013	Model: ACCORD
Serv Ph: 781-255-6000	Extn:	Tran: CVT	Trim: EX
Serv Mgr: JOE WIENERS		Doors: 4DR	WD:
Parts Mgr: RICHARD WATERMAN		Fact: MARYSVILLE	Country: USA
Dir Name: BOCH HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
279 PROVIDENCE HIGHWAY		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
NORWOOD MA 02062		Engine #: K24W11456707	Trans #: BC5A6117988
Phone: (781) 255-6000	Fax #: 7816196888	Em Type: KL	
DPSM: DAN ENDERLE	Zone/Dist: 09F	RO #: 754790	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

8/14/2013 7:49:39AM DAVIDK

1 ORIGINAL COMPLAINT

POWER STEERING LIGHT ON. LIGHT NOT ON FOR ME WHEN I RECIEVED VEHICLE.CHECKED FOR CODES FOUND 71-01,71-02 AND 71-03 STORED. CLEARED ROAD TESTED AFTER 2MILES 71-01 REAPPEARED. FOLLOWED DIAG TREE REPLAC ED EPS CONTROL UNIT ROAD TESTED 5 MILES LIGHT DID NOT RETURN. RETURNED TO CUSTOMER AFTER 16 MILES LIGHT CAME ON NO PS ASSIST. 71-01

2 ISIS SEARCH CRITERIA

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: EPSCONTROL UNIT][KEYWORD:]

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

NOT AFTER C/U WAS REPLACED

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

N

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

N

6

CUST STATES THE LIGHT WENT OFF AND EPS RETUREND AFTER KEY CYCLE. CODE 71-01 WAS IN THE SYSTEM.

7 LETS TRY A RACK MTR.

4/23/2014 3:03:34PM RUDYG

8 04/23/2014 03:03:38 PM RUDYG

(WILNEL) 2ND TIME BACK FOR A HARD STEERING, FIRST TIME WAS IN AGUST 2013. LAST TIME IT HAD THE SAME CODE AS NOW AND I THINK THEY REPLACED THE EPS MOTOR. THE CODE IS BACK AND TEST DROVE VEHICLE AND COULD NOT DUPLICATE THE COMPLAINT AT THIS TIME. INSPECTED ALL THE CONNECTIONS AND TROUBLESHOOTING FOR THIS CODE.INTERMITTENT FAILURE

9 (MILEAGE NOW 23,971) LOOKS LIKE EPS C/U REPLACED LAST TIME

OK

10 CODE CLEARS

YES

11 DTC 71-01: Motor Angle Sensor (SIN/COS Signals). WILL NEED TO CK PIN FITS ON ALL CONNTECTIONS BETWEEN EPS MOTOR AND EPS C/U WITH .64 MM PIN FIT TOOL

OK

12 IF YOU FIND LOOSE PIN FIT, REPL HARNESS, DO NOT TRY TO REPAIR

OK

13 IF CONNECTIONS ALL OK, REPL EPS RACK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3501330	DAVEM	11/05/2013	DAVEM	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS LOCKED, 53-01, 53-02	UNKNOWMN?; CHK ALL CONNECTIONS> DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 9,339
		Remarks / Requestor:	FE Status: .

Dealer #: 207814	TZ: EST	VIN: 1HGCR2F33DA [REDACTED]	Err:
Dir Cont: PIERCE ROBINSON	Training %: 83	Year: 2013	Model: ACCORD
Serv Ph: (305) 816-5678	Extn:	Tran: CVT	Trim: LX
Serv Mgr: JOHN KONAPELSKI		Doors: 4DR	WD:
Parts Mgr: ROBERT GEAIR		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA MIAMI LAKES		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
5925 N.W. 167TH STREET		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
MIAMI FL 33015		Engine #: K24W11078805	Trans #: BC5A6114015
Phone: (305) 816-5678	Fax #: (305) 816-5662	Em Type: KA	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	RO #: 593456	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/5/2013 1:02:38PM DAVEM

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 CHK ALL CONNECTIONS> DPSM EVAL FOR NEXT STEP IF YOU CANNOT DUP

Information from Dealer

POWER STEERING LOCKED UP AND WAS HARD TO TURN WHILE DRIVING

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]

[KEYWORD: 53-01]

N

N

N

THE CUST WAS PULLING OUT OF THE DRIVEWAY AND THE STEERING WENT STIFF AND THE MIL SET. WE GOT THE CAR AND THE MIL AND CODES 53-01 AND 53-02. CODES NEVER RESET.

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3578860	CHRISV	05/16/2014	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 5000	STEERING LOCKED UP	DEALER CANT DUP; PEND TO TROY	
		Resln Source: None	Date:
		Status: N/A	Mileage: 36,208
		Remarks / Requestor:	FE Status:

Dealer #: 207487	TZ: EST	VIN: 1HGCR2F35DA [REDACTED]	Err:
Dir Cont: JUSTIN SIMCOE	Training %: 100	Year: 2013	Model: ACCORD
Serv Ph: (561) 966-5000	Extn:	Tran: CVT	Trim: LX
Serv Mgr: DAVID BENJAMIN		Doors: 4DR	WD:
Parts Mgr: MARK GAYDO		Fact: MARYSVILLE	Country: USA
Dir Name: BRAMAN HONDA OF PALM BEACH 5200 LAKE WORTH ROAD GREENACRES FL 33463		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
Phone: (561) 966-5000	Fax #: 5619665177	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: BRIAN SOLENTHALER	Zone/Dist: 07M	Engine #: K24W11078494	Trans #: BC5A6114340
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 172737	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/16/2014 9:52:23AM CHRISV

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 HOW DID THEY GET IT TO START WORKING
- 7 HOW LONG DID IT LAST FOR
- 8 ANY CODES
- 9 ONLY ONE TIME
- 10 WAS THE STEERING ALREADY TURNED WHEN THIS HAPPEND
- 11 DID IT CAUSE A ACCIDENT
- 12 TRY TO REDUP
- 13 PEND TO TROY

Information from Dealer

CUSTOMER STATES ONE TIME WHILE ACCELERATING UP A RAMP STEERING BOUND UP AND COULD NOT TURN WHEEL
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: STEER]
 NO
 NO
 NO
 JUST DID IT ON ITS OWN
 COUPLE OF SEC
 NO
 YES
 YES
 NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3566346	SHAWNW	04/11/2014	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01/02	RACK?;CHECK CONNECTION	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 18,608
		Remarks / Requestor:	FE Status:

Dealer #: 299926	TZ: AST	VIN: 1HGCR2F57DA [REDACTED]	Err:
Dir Cont: GABRIEL SAEZ	Training %: 41	Year: 2013	Model: ACCORD
Serv Ph: (787) 636-0497	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name:		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
BECHARA ST., LO3 C1	PR 00920	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
PUEBLO VIEJO		Engine #: K24W11078582	Trans #: BC5A6118988
Phone: (787) 620-7020	Fax #: (787) 620-7007	Em Type: KA	
DPSM:	Zone/Dist: 15A	RO #: 137796	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/11/2014 1:08:58PM SHAWNW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 CLEAR?
- 8 CHECK ALL CONNECTION AT THE RACK AND THE EPS UNIT
- 9 IF ALL GOOD REPLACE THE RACK

Information from Dealer

STEERING WHEEL GOT STUCK WHILE DRIVING
 [MODEL: ACCORD][YEAR: 2014][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-02]
 Y
 N
 N
 53-01: Torque Sensor (Low/High Check) 53-02: Torque Sensor (Average Check)
 VERY INT
 OK
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3504404	RONW	11/12/2013	CHRISR	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC'S 53-01, 53-02	HARNES/RACK?; VERIFY PIN FITS>REPL RACK	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 8,932
		Remarks / Requestor:	FE Status:

Dealer #: 208258	TZ: EST	VIN: 1HGCR2F30DA [REDACTED]	Err:
Dir Cont: CHRISTOPHER CRO	Training %: 79	Year: 2013	Model: ACCORD
Serv Ph: (321) 459-3344	Extn:	Tran: CVT	Trim: LX
Serv Mgr: JULIO RAIMUNDO		Doors: 4DR	WD:
Parts Mgr: JAMES KREINER		Fact: MARYSVILLE	Country: USA
Dir Name: SPACE COAST HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
1885 WEST HIGHWAY 520		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
COCOA FL 32926		Engine #: K24W11078708	Trans #: BC5A6119151
Phone: (321) 459-3344	Fax #: 3214547395	Em Type: KA	
DPSM: MAURICE NARBONA	Zone/Dist: 07L	RO #: 55575	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/12/2013 1:00:38PM RONW
 10 ORIGINAL COMPLAINT
 11 ISIS SEARCH CRITERIA
 12 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 13 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 14 ANY AFTER MARKET ACCESSORIES INSTALLED?

Information from Dealer

LOST POWER STEERING WHILE CUSTOMER WAS DRIVING.
 HAS A DTC 53-01 AND 53-02
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]

11/12/2013 1:00:38PM RONW
 1 ORIGINAL COMPLAINT
 2 ISIS SEARCH CRITERIA
 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 6 53-01: Torque Sensor (Low/High Check) 53-02: Torque Sensor
 (Average Check)
 7 CHECK PIN FITS AT EPS CONTROL UNIT AND AT THE
 RACK
 8 WIGGLE/FLEX HARNESS
 9 ALL OK, REPLACE RACK

LOST POWER STEERING WHILE CUSTOMER WAS DRIVING.
 HAS A DTC 53-01 AND 53-02
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]
 HAVE NOT CLEARED DTC'S YET
 NO
 NO

11/12/2013 1:51:12PM CHRISR
 15
 16 REPLACE RACK

HARNES CONNS AND PINS OK
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3550235	STEVEM	02/28/2014	RADP	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS)53-02	TERMINAL FIT?; REPLACE HARNESS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 6,729
		Remarks / Requestor:	FE Status:

Dealer #: 299926	TZ: AST	VIN: 1HGCR2F31DA [REDACTED]	Err:
Dir Cont: GABRIEL SAEZ	Training %: 47	Year: 2013	Model: ACCORD
Serv Ph: (787) 636-0497	Extn:	Tran: CVT	Trim: LX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name:		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
BECHARA ST., LO3 C1	PR 00920	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
PUEBLO VIEJO		Engine #: K24W11080107	Trans #: BC5A6121585
Phone: (787) 620-7020	Fax #: 7876207007	Em Type: KA	
DPSM:	Zone/Dist: 15A	RO #: 409666	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 2/28/2014 3:00:54PM STEVEM
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6 CAN YOU TELL ME THE SIZE OF THE TIRES ?
 - 7
 - 8 WE HAD SEEN THIS CODE A COUPLE OF TIMES ,
INSPECT THE TERMINALS AT THE EPS CU AND AT THE
TORQUE ANGLE SENSOR VERY CLOSELY , PERF A
DRAG TEST ON THE TERMINALS AND MAKE SURE THE
TERMINALS ARE LOCKED INTO THE CONNECTORS
 - 9 THEN CLR CODES AND RETEST
 - 10 IF WE HAVE AN ELEC TERM ISSUE WE NEED TO GET
THAT FIXED , IF YOU DO NOT COME UP WITH ANYTHING
IN REGARDS TO TERM AND CONNECT , THEN THIS WILL
BE SOMETHING WE NEED TO GET A SET OF FACT OEM
WHEEL/TIRES BEFORE MOVING FORWARD

Information from Dealer

SUDDEN HARD STEERING TURNING TO LEFT
[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 53-02]

Y
BIG WHEELS
225/45 R18
DTC 53-02: Torque Sensor (Average Check)
OK

- 6/17/2014 2:04:10PM RADP
- 11 AFTER REPLACED THE WHEEL AND CHECKED
CONN,VEHICLE CAME BACK, WE CHECK CONN AT TORQUE
SENSOR AND FOUND PIN 1,3,6 LOOSE,USED .64 MM TOOL,
WOULD NOT HOLD TOOL
 - 12 REPLACE HARNESS
- OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3612083	JERRYA	08/15/2014	JERRYA	2

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS 53-01, 53-02 TORQUE SENSOR	SENSOR?; S/M T/S FOR THE CODES, NPF REPLACE RACK		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 26,846
		Remarks / Requestor:		FE Status:

Dealer #:	207487	TZ:	EST	VIN:	1HGCR2F3XDA [REDACTED]	Err:	
Dir Cont:	SHAWYN PORCARO	Training %:	99	Year:	2013	Model:	ACCORD
Serv Ph:	(561) 966-5000	Extn:		Tran:	CVT	Trim:	LX
Serv Mgr:	DAVID BENJAMIN			Doors:	4DR	WD:	
Parts Mgr:	MARK GAYDO			Fact:	MARYSVILLE	Country:	USA
Dir Name:	BRAMAN HONDA OF PALM BEACH 5200 LAKE WORTH ROAD GREENACRES FL 33463			Desc:	ACCORD 4DR LX 4CYL 185.0 HP 2.4 L		
Phone:	(561) 966-5000	Fax #:	5619665177	WhtBdy:	POWER STEERING, ABS, SRS AIRBAG, USA		
DPSM:	BRIAN SOLENTHALER	Zone/Dist:	07M	Engine #:	K24W11080059	Trans #:	BC5A6121509
Previous Dealer/Contact		Date		Em Type:	KA		
				RO #:	182787		
				Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

- 8/15/2014 7:50:21AM JERRYA
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6 08/15/14 10:53:53 JERRYA: (CALL FRM DEALER)
 - 7 S/M T/S FOR THE CODES, CHK PIN FITS AND CONNECTIONS. IF THE DIAG COMES INTERMITANT NPF REPLACE THE RACK

Information from Dealer

CUSTOMER SAYS ELECTRIC STEERING WARNING LIGHT IS ON, STEERING GETS TIGHT.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: STEERING]
 JUST THE CODE,CANT DUPLICATE THE CAUSE
 NO
 NO
 SHAWYN;TECH
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3572788	DAVEM	04/30/2014	DAVEM	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	53-02, 1x	P-FITS @ RACK?; WGGL TEST> DPSM EVAL FOR RACK	
		Resln Source: None	Date:
		Status: N/A	Mileage: 12,362
		Remarks / Requestor:	FE Status:

Dealer #: 208333	TZ: CST	VIN: 1HGCR2F57DA [REDACTED]	Err:
Dir Cont: ROBERT MITCHELL	Training %: 84	Year: 2013	Model: ACCORD
Serv Ph: 985-649-9091	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: ERIC GUZELF		Doors: 4DR	WD:
Parts Mgr: MARK WILSON		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF SLIDELL		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
510 HOWZE BEACH ROAD		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
SLIDELL LA 70461		Engine #: K24W11080519	Trans #: BC5A6122213
Phone: (985) 649-9091	Fax #: 9857264877	Em Type: KA	
DPSM: DANIEL FYFFE	Zone/Dist: 03D	RO #: 7824	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/30/2014 6:22:13AM DAVEM

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 7 WGGL/TEST P-FITS @ THE RACK> DPSM OK TO REMAN RACK AND MON
- 6
- 8 PEND TO TS AND GS FOR EVAL

Information from Dealer

EPS LIGHT COMES ON INTERMITTEN AND HARD TO STEER
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-02]

n
n
n

HAVE YOU SEEN THIS? CLRD CODE AND NO RECODE. CUST STATES THEY COULD BARLY STEER THE CAR WHEN IT CODED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3583737	TROYS	05/30/2014	RADP	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 71-01	RACK; CHEC PIN FIT CONN B AT EPS C/U PIN9	
		Resln Source: None	Date:
		Status: N/A	Mileage: 12,533
		Remarks / Requestor:	FE Status: .

Dealer #: 208580	TZ: EST	VIN: 1HGCR2F88DA [REDACTED]	Err:
Dir Cont: JAMES BRUMBAUGH	Training %: 99	Year: 2013	Model: ACCORD
Serv Ph:	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: JAMES BASS		Doors: 4DR	WD:
Parts Mgr: PATRICK HEDRICK		Fact: MARYSVILLE	Country: USA
Dir Name: SCOTT CLARK HONDA		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
7001 E INDEPENDENCE BL		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
CHARLOTTE NC 28227		Engine #: K24W11082108	Trans #: BC5A6123310
Phone: (704) 887-5800	Fax #:	Em Type: KA	
DPSM: MARK SIMPSON	Zone/Dist: 06J	RO #: 85262	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/30/2014 12:02:00PM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CHECK PIN FIT FIRST

Information from Dealer

EPS LIGHT COMES ON AND CUSTOMER LOOSES ALL POWER STEERING
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS]
 YES
 DID THE TS AND I THINK IT IS A RACK WE HAVE DONE THE CU
 NO

5/30/2014 1:05:39PM RADP

- 7
- 8 CHECK CONN B PIN 9 AT EPS C/U FOR POOR CONNECTION
- 9 REPLACE EPS RACK

PIN FIT AT RACK IS OK, RESLOVER RESIS WAS AT 23.6 OHM , RESOVLER 1 AND 2 WAS AT 22.6 OHM, SPEC IS 6.4 TO 14.2 OK, IF OK THEN
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3574104	JERRYA	05/03/2014	JERRYA	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01	?; FOLLOW S/M T/S FOR THE CODE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 14,994
		Remarks / Requestor:	FE Status:

Dealer #: 207555	TZ: EST	VIN: 1HGCR2F31DA [REDACTED]	Err:
Dir Cont: MIGUEL GARCIA	Training %: 9	Year: 2013	Model: ACCORD
Serv Ph: (407) 851-9118	Extn:	Tran: CVT	Trim: LX
Serv Mgr: RICHARD LUPO		Doors: 4DR	WD:
Parts Mgr: GERALD HASKINS		Fact: MARYSVILLE	Country: USA
Dir Name: COGGIN HONDA OF ORLANDO		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
11051 S ORANGE BLOSSOM		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
ORLANDO FL 32837		Engine #: K24W11082234	Trans #: BC5A6123179
Phone: (407) 851-9118	Fax #: (407) 240-5214	Em Type: KA	
DPSM: MAURICE NARBONA	Zone/Dist: 07L	RO #: 338992	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/3/2014 6:48:18AM JERRYA

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 05/03/14 09:48:48 JERRYA: (CALL FRM DEALER)
- 7 3574104

Information from Dealer

CUSTOMER STATE STEERING LIGHT IS ON AND HE FEELS IS HAVING STEERING ISSUES
 [MODEL: ACCORD][YEAR: 2012][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]
 YES
 NO
 NO
 MIGUEL;TECH MANAGEMENT HAD ME CALL NEED REF#
 THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3587868	CHRISR	06/11/2014	CHRISV	7

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) 53-02	EPS HARNESS; REPLACE	
	Resln Source:	None	Date:
	Status:	N/A	Mileage: 13,996
	Remarks / Requestor:		FE Status: .

Dealer #: 207946	TZ: EST	VIN: 1HGCR2F70DA [REDACTED]	Err:
Dir Cont: DANIEL ROGERS	Training %: 76	Year: 2013	Model: ACCORD
Serv Ph: (910) 395-1116	Extn:	Tran: CVT	Trim: EX
Serv Mgr: KENNETH SMITH		Doors: 4DR	WD:
Parts Mgr: CHRISTOPHER JACKSON		Fact: MARYSVILLE	Country: USA
Dir Name: STEVENSON HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
821 SOUTH COLLEGE ROAD		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
WILMINGTON NC 28403		Engine #: K24W11460142	Trans #: BC5A6123010
Phone: (910) 395-1116	Fax #: 9103928513	Em Type: KL	
DPSM: LINDA TURNER	Zone/Dist: 06L	RO #: 859075	
Previous Dealer/Contact	Date	Case Type: Technical	
207907 CHRISTOPHER NENNO		W.O. #:	
06/27/2014			

Tech Line Suggests

Information from Dealer

6/11/2014 7:04:37AM	CHRISR	1 ORIGINAL COMPLAINT	CUSTOMER COMPLAINS THAT STEERING WHEEL LOCKS UP AND MAKES VEHICLE UNABLE TO STEER.FOUND CODE 53-02 TORQUE SENSOR AVERAGE CHECK.CLEARED CODE PERFORMED DIAG FOUND VEHICLE TO NEED STEERING GEAR BOX
		2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 53-02]
		3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
		4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
		5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
		6 VFY HRNSS INTEGRITY, PIN FITS CONN QUAL IF ALL OK, THEN TRQ SNSR	
		7 SEEN A FEW WITH HRNSS ISSUE MORE THAN PART ISSUE	OK
6/20/2014 2:15:07PM	STEVE M	8	REPLACED STEERING GEAR BOX AND HE SAID THE STEERING LOCKED UP , WE HAVE NOT BEEN ABLE TO DUPLICATE IT ,
		9 CODES	NO CODES
		10 WHEN DID THEY SAY IT LOCKED UP	WEDNESDAY MORNING
		11 ONE TIME THINGS AND FOR LONG	ONE TIMES , HE SAID IT LOCKED UP AND THEN FREED UP , HE WAS BACKING UP AND TURNING
		12 AND NO CODES IN ANY SYSTEMS	THAT IS CORRECT
		13 SINCE WE DO NOT HAVE ANY CODES IT MAKES ME THINK WE HAVE A POSS POWER OR GROUND ISSUE	OK
		14 SO LETS GO BACK AND CHK OUR GRNDS REALLY GOOD	OIK
		15 CHK G 402 AND A1 @ THE EPS C/U	OK
		16 ALSO CHK A9 AND A2 AT THE EPS C/U AS WELL	OK
		17 THEN CHK PIN FITS 1 , 2 , 3 AT THE EPS MOTOR AND SAME WIRES AT THE EPS C/U	OK
6/27/2014 12:00:20PM	TROYS	18	3423433 3423433 VEHICLE ORIGINALLY CAME TO DEALERSHIP ON 6/10/2014@ 13,996 MILES WITH THE CUSTOMER COMPLAINING THAT THE EPS LIGHT WOULD ILLUMINATE ON DASH AND STEERING BECAME VERY STIFF. RETRIEVED CODE 53-02 TORQUESENSOR ANGLE CHECK.AFTER FOLLOWING DIAGNOSTIC PROCEDURES AND CALLING TECH LINE (REF# 20790711015) WAS INSTRUCTED TO REPLACE STEERING GEARBOX. VEHICLE THEN RETURNED ON 6/18/2014 @ 14,223 MILES WITH SAME COMPLAINT. TECHNICIAN TEST DROVE VEHICLE APPROX. 4 TIMES AND COULD NOT DUPLICATE
6/27/2014 12:04:34PM	TROYS	19 DO PIN FIT TEST WIGGLE HARNESS REPLACE CU	
6/27/2014 1:11:58PM	RADP	20	(CHRIS-FIXED OPER MANAGER)3RD TIME IN HAVE A CR CASE FOR BUY BACK, DPSM ADVISED TO PUTCUSTOMER IN RENTAL AND DRIVE VEHICLE ADN TRY TO DUPLICATE CONCERN , FOUND CAR HAD AFTERMARKET HID FOG LIGHT AND HEADLIGHTS,HUGE AMP AND KICKER SPEAKERS,WANT TO KNOW SHOULD WE PULL THE PLUG OR HOW TO PROCEED
		21 AT THIS POINT NEED TO REMOVE ALL NON-FACTORY EQUIPMENT AND BRING CAR TO FACTORY BEFORE CONTINUING DIAG,WE HAVE SEEN AFTERMARKET EQUIPMENT CAUSE MANY ISSUES	OK,I'LL PASS THIS BY MY DPSM

22 NEW DEALER

VEH CAME IN WITH THE EPS IN FAIL SAFE AND DTC 53-02 STEERING ANGLE (AVERAGE CHECK).. ONCE RESET THE EPS WORKS THEN EVENTUALLY THROWS THIS 53-02 CODE..LOOKING THROUGH THE HISTORY IF THIS VEHICLE ANOTHERDEALERSHIP PUT TWO DIFFERENT STEERING GEARBOXES I N THIS VEH.. ANY HELP?

23 SWAP KG EPS C/U, IF NC REPLACE THE EPS HARNESS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3431214	SHAWNW	05/13/2013	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-02	EPS C/U?;CHECK CONNECTIONS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 1,744
		Remarks / Requestor:	FE Status: .

Dealer #: 208247	TZ: CST	VIN: 1HGCR2F84DA [REDACTED]	Err:
Dir Cont: JAMES HOOKER	Training %: 85	Year: 2013	Model: ACCORD
Serv Ph: (832) 601-4030	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: MACY ROBERTS		Doors: 4DR	WD:
Parts Mgr: SAL SERNA		Fact: MARYSVILLE	Country: USA
Dir Name: Honda of Spring 17350 NORTH FREEWAY HOUSTON TX 77090		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
Phone: (832) 601-4030	Fax #: (281) 443-1932	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER,US,	
DPSM: PETE HOLT	Zone/Dist: 03C	Engine #: K24W11083277	Trans #: BC5A6124722
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 617134	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 5/13/2013 12:47:40PM SHAWNW
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 CLEAR?
 - 8 SEEN A FEW, REPLACE THE EPS C/U IF CONNECTIONS ARE GOOD

Information from Dealer

EPS LIGHT COMES ON AND STEERING GOES OUT. TURNED CAR OFF THEN ON AGAIN AND THE LIGHT GOES OFF AND STEERING IS NORMAL.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]

[KEYWORD: EPS]

Y

N

N

53-02: Torque Sensor (Average Check)

YES BUT IT IS THE SECOND VISIT

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3589055	JOHNB	06/13/2014	JOHNB	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS LIGHT, CODES 71-01, 71-07	CHK EPS HARNESS COUPLERS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 13,113
		Remarks / Requestor:	FE Status:

Dealer #: 207525	TZ: EST	VIN: 1HGCR2F82DA [REDACTED]	Err:
Dir Cont: BRANDON NAPIER	Training %: 56	Year: 2013	Model: ACCORD
Serv Ph: (812) 284-3003	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: DAVID GROVER		Doors: 4DR	WD:
Parts Mgr: JOHN MARCUM		Fact: MARYSVILLE	Country: USA
Dir Name: NEIL HUFFMAN HONDA 1607 GREENTREE BLVD. CLARKSVILLE IN 47129		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
Phone: (812) 284-3003	Fax #: 8122856110	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
DPSM: WILLIAM KIRK	Zone/Dist: 04K	Engine #: K24W11084563	Trans #: BC5A6128410
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 185546	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/13/2014 11:28:04AM JOHNB

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 DTC 71-01: Motor Angle Sensor (SIN/COS Signals)
- 8 DTC 71-07: Motor Angle Sensor (SIN/COS Signals)
- 9 PLEASE CHK EPS COUPLERS AT RACK AND EPS C/U FOR CRACKED OR STRESSED CONDITION; WIGGLE TEST WITH IGN ON, AND SEE IF CODE PRODUCE
- 10 EPS LGT ON/LOSS OF ASSIST (CRACKED CONN @ GEARBOX OR CU) Tech Line Knowledge Base Name: 17858 Issue Date: 05-Mar-2014 Source: HTL-INFO

Information from Dealer

POWER STEERING WARNING LIGHT CAME ON AND STEERING LOCKED UP WHILE DRIVING
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 71-01]
 YES
 NONE
 NONE
 EPS LIGHT AND CODES 71-01, 71-07; CODES WILL NOT RESET AT THIS TIME

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3586056	CHRISR	06/05/2014	CHRISR	1

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS 53-01, 53-02 INT	TRQ SNSR?; VFY HRNSS OK , CK PINS/CONNS, REPL		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 30,750
		Remarks / Requestor:		FE Status:

Dealer #: 207748	TZ: CST	VIN: 1HGCR2F50DA [REDACTED]	Err:
Dir Cont: ROBERT G. BROUSS	Training %: 79	Year: 2013	Model: ACCORD
Serv Ph: (225) 298-4100	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: JASON BORDELON		Doors: 4DR	WD:
Parts Mgr: RICHARD QUINN		Fact: MARYSVILLE	Country: USA
Dir Name: TEAM HONDA		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
6363 SIEGEN LANE		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
BATON ROUGE LA 70809		Engine #: K24W11085569	Trans #: BC5A6130005
Phone: (225) 298-4100	Fax #: (225) 298-3209	Em Type: KA	
DPSM: DANIEL FYFFE	Zone/Dist: 03D	RO #: 586150	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/5/2014 1:18:06PM CHRISR

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 INSPECT HRNSS BTWN RACK & C/U, VFY PINS AND CONNS OK
- 7 SEEN HRNSS ISSUES, IF ALL OK THEN TORQ SNSR/RACK

Information from Dealer

CUST. STATES STEERING GOT HARD TO TURN AND NOTICED DASH LITE WAS ON. HAD CODE 53-02 53-01 STORED BUT CANNOT DUPLICATE CONCERN. CHECKED GROUND AND CONNECTORS. ALL OK.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS]

N
 N
 N
 OK
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3655142	CHRISR	12/05/2014	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) 53-01	RACK?; VFY HRNSS OK, IF SO, REPL RACK	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 31,467
		Remarks / Requestor:	FE Status:

Dealer #: 208287	TZ: PST	VIN: 1HGCR2F36DA [REDACTED]	Err:
Dir Cont: DEREK PRIETO	Training %: 97	Year: 2013	Model: ACCORD
Serv Ph: (310) 834-4773	Extn:	Tran: CVT	Trim: LX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: JUAN LOPEZ		Fact: MARYSVILLE	Country: USA
Dir Name: CARSON HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
1435 E. 223RD STREET		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
CARSON CA 90745		Engine #: K24W11463409	Trans #: BC5A6130812
Phone: (310) 834-4773	Fax #: (310) 834-2368	Em Type: KL	
DPSM: MARCEL VILLEGAS	Zone/Dist: 01C	RO #: 263787	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

12/5/2014 8:14:50AM CHRISR

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 VFY HRNSS OK, IF SO REPLACE RACK

Information from Dealer

STEERING WHEEL IS HARD WHEN TURNING.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: EPSCONTROL UNIT][KEYWORD:]
 Y
 N
 N
 DIAG HAS ME REPLACING THE RACK
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3429101	RAYD	05/07/2013	RAYD	2

Code	Original Complaint	Probable Cause/Solution		
P 5600	ELEC P/STEER PROB (EPS) 83-02	FBF: REPLACED EPS UNIT TO FIX;		
		ResIn Source: Feedback forms	Date: 05/09/2013	
		Status: N/A	Mileage: 2,589	
		Remarks / Requestor:	FE Status: .	

Dealer #: 206559	TZ: PST	VIN: 1HGCR2F52DA [REDACTED]	Err:
Dir Cont: ROBERT CATANZAR	Training %: 76	Year: 2013	Model: ACCORD
Serv Ph: (714) 533-6200	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: JENNIFER JAMES		Doors: 4DR	WD:
Parts Mgr: RICHARD ALVARADO		Fact: MARYSVILLE	Country: USA
Dir Name: HARDIN HONDA		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
1381 S. AUTO CENTER DR		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
ANAHEIM CA 92806		Engine #: K24W11465630	Trans #: BC5A6136110
Phone: (714) 533-6200	Fax #: 7144000201	Em Type: KL	
DPSM: KEN ILLMAN	Zone/Dist: 01E	RO #: 111839	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/7/2013 11:24:22AM RAYD

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 NO, AT THE TOP OF THE DIAGRAM, YOU CAN SEE THE RED AND WHT FCAN WIRES GO THROUGH A COUPLE OF JUNCTION CONNECTORS, THE TO THE MODULATOR
- 8 OK

Information from Dealer

STEERING ASSIST STOPS INTERMITENTLY
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 83-02]

NOTHING
 NOTHING

EPS 83-02; I WAS DOING THE T/S BUT I THINK IT IS WRONG, ON STEP TWO IT HAS YOU CHECKING WIRES TO THE MODULATOR, THAT SHOULD BE TO THE RACK ?
 YOU ARE RIGHT, I WILL GO BACK AND OHM THE CORRECT WIRES

5/9/2013 10:50:48AM RAYD

- 9 FBF: HOW DID YOU REPAIR THIS VEHICLE?
- 10 HOW DID YOU DIAGNOSE THE PROBLEM?
- 11 COMMENTS:

REPLACED EPS CONTROL UNIT
 FLOW CHART AND TECH LINE
 THANKS!

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3534614	RADP	01/22/2014	RUDYG	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB INT INOP	MSG: B4 AT EPS C/U BACKED OUT	
		ResIn Source:	Message center Date: 02/17/2014
		Status:	N/A Mileage: 13,238
		Remarks / Requestor:	FE Status: .

Dealer #: 206559	TZ: PST	VIN: 1HGCR2F52DA [REDACTED]	Err:
Dir Cont: ROBERT CATANZAR	Training %: 77	Year: 2013	Model: ACCORD
Serv Ph: (714) 533-6200	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: JENNIFER JAMES		Doors: 4DR	WD:
Parts Mgr: RICHARD ALVARADO		Fact: MARYSVILLE	Country: USA
Dir Name: HARDIN HONDA		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
1381 S. AUTO CENTER DR		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
ANAHEIM CA 92806		Engine #: K24W11465630	Trans #: BC5A6136110
Phone: (714) 533-6200	Fax #: 7144000201	Em Type: KL	
DPSM: KEN ILLMAN	Zone/Dist: 01E	RO #: 134697	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests**Information from Dealer**

1/22/2014 3:12:49PM	RADP	
1 ORIGINAL COMPLAINT		POWER STEERING LIGHT COMES ON AND STEERING STOPS WORKING
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: EPS]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		Y
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		
6		NO CODES,FRO BREIF MOMENT WHEN TURNED THE STEERING WHEEL COMPLETELY TO RIGHT LOCK OR LEFT LOCK JERK A LITTLE MID WILL BLANK OUT, RELACED EPS C/U BACK 5-17-13, BATTERY WAS DEAD HAD TO JUMP START NO, NOT YET
7 DID YOU TEST THE BATTERY		OK
8 US THE GR8 TEST THE BATTERY AND CHARGE TO INVENTORY LEVELS AND MONITOR HOW LONG IT TAKE TO CHARGE IT		
9 ALSO CHECK PIN FITS AT EPS C/U AND BATTERY CONNECTIONS		OK
2/17/2014 8:50:51AM	RADP	
10 02/17/2014 08:51:03 AM RADP-(MSG)		(MSG)FOUND BLUE WIRE B4 AT EPS C/U BACKED OUT, THANKS
3/19/2014 11:24:46AM	RUDYG	
11 03/19/2014 11:25:06 AM RUDYG		(ROBERT) CUST CLAIMS WAS MAKING A TURN AND HEARD A BEEPING NOISE. I CHECKED FOR CODES AND IT HAS 53-01 BUT NOT SURE IF OLD CODE
12 DID IT STORE FREEZE DATA		I THINK IT DID
13 DO YOU ALREADY HAVE IT IN HDS, WILL STORE DATE/TIME WHEN IT WAS EXTRACTED		SHOWS TODAY ONLY
14 WILL NEED TO CLEAR AND SEE IF CAN DUPLICATE ISSUE. WHO KNOWS WHAT BEEP CUST HEARD AND IF RELATED TO EPS		CUST ALSO CLAIMS IT WOULD NOT START AND SEEMS SURE IT WAS IN PARK
15 NEED TO START WITH DUPLICATE SOMETHING		OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3440268	JOHNB	06/07/2013	DAVIDK	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	53-02: Torque Sensor (Aver	LIKELY STEERING RACK;GV CHKS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 1,945
		Remarks / Requestor:	FE Status:

Dealer #: 206644	TZ: CST	VIN: 1HGCR2F37DA [REDACTED]	Err:
Dir Cont: JOSH BEEVERS	Training %: 51	Year: 2013	Model: ACCORD
Serv Ph: (806) 796-7777	Extn:	Tran: CVT	Trim: LX
Serv Mgr: COREY MCNEIL		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: FRANK BROWN HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
5802 SPUR 327		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
LUBBOCK TX 79424		Engine #: K24W11091659	Trans #: BC5A6140032
Phone: (806) 796-7777	Fax #: 8067967789	Em Type: KA	
DPSM: LD ANDRUS	Zone/Dist: 03E	RO #: 609605	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

6/7/2013 7:06:21AM JOHNB	
1 ORIGINAL COMPLAINT	LOSS OF STEERING ASSIST AND DTC STORED. AFTER PIN POINT STEERING GEAR IS RECOMMENDED
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	[KEYWORD: EPS]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	
6	EPS CODE 53-02,INTERMITTENT;CODE RESETS FOR CUSTOMER AT TIMES;CANNOT PRODUCE CODE WHEN AT DEALER
7 LIKELY STEERING RACK;CHK CONNECTIONS,WIGGLE TEST HARNESS	
6/7/2013 9:46:05AM DAVEM	
8 DTC 53-02: Torque Sensor (Average Check)	JOSH, 1961MILES
9	any thing new
10 WGGL CHK PINS @ TRQ SNSR AND CU. IF OK, SWAP RACK	
7/10/2013 4:09:47PM DAVIDK	
11	WE REPRODUCED. WE REPLACED THE EPS RACK.
12	CUST DEALER TRADED THE CAR. ANOTHER CUST PURCHED THE CAR AND THE CODE 53-01 AND 53-02 RETURNED.
13	CODE DOES CLEAR JUST LIKE LAST TIME. I TEST DROVE. CODE DID NOT RETURN. MNGR DROVE IT. HE COULD GET THE CODE TO RETURN
14 GET S SNAP WHEN IT SETS THE CODE OR WHEN YOU FEEL SOMETHIG FUNNY	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3447270	SHAWNW	06/26/2013	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution
P 5600	EPS 53-02	RACK?;CHECK CONNECTIONS
	Resln Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	1,595
	FE Status:	.

Dealer #: 208261	TZ: EST	VIN: 1HGCR2F38DA [REDACTED]	Err:
Dir Cont: GARY MANCUSO	Training %: 100	Year: 2013	Model: ACCORD
Serv Ph: (407) 323-6100	Extn:	Tran: CVT	Trim: LX
Serv Mgr: DON MILLS		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA SANFORD 1000 RINEHART ROAD SANFORD FL 32771		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
Phone: (407) 323-6100	Fax #: (407) 302-1132	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: MAURICE NARBONA	Zone/Dist: 07L	Engine #: K24W11091541	Trans #: BC5A6139226
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 309821	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/26/2013 6:12:59AM SHAWNW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 CLEAR?
- 8 CHECK CONNECTIONS AT THE RACK AND THE C/U
- 9 IF GOOD AND IT RECODES, REPLACE THE RACK

Information from Dealer

CUST STATES THAT THE P/S LOCKED UP WHILE TURNING OFF A HIGHWAY OFF RAMP. STATES THAT HE SHUT OFF VEHICLE AND RE-STARTED AND STEERING RETURNED THEN CUT OFF AGAIN HOURS LATER.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING][KEYWORD:]

Y

N

N

53-02: Torque Sensor (Average Check)

YES

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3430039	STEVET	05/09/2013	TROYS	4

Code	Original Complaint	Probable Cause/Solution	
P 5600	(EPS) DTC 53-1, 53-2	EPS C/U?; TRY TO VERIFY	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 4,813
		Remarks / Requestor:	FE Status:

Dealer #: 206962	TZ: EST	VIN: 1HGCR2F7XDA [REDACTED]	Err:
Dir Cont: MIKE TEJEDA	Training %: 84	Year: 2013	Model: ACCORD
Serv Ph: (718) 904-0380	Extn:	Tran: CVT	Trim: EX
Serv Mgr: JOHN ROSS		Doors: 4DR	WD:
Parts Mgr: DONALD CLARK		Fact: MARYSVILLE	Country: USA
Dir Name: BRONX HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
2541 E. TREMONT AVENUE		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
BRONX NY 10461		Engine #: K24W11467472	Trans #: BC5A6141577
Phone: (718) 904-0380	Fax #: 7189041261	Em Type: KL	
DPSM: STEFANIE SENKIW	Zone/Dist: 05D	RO #: 154094	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

5/9/2013 11:03:41AM	STEVET
1 ORIGINAL COMPLAINT	EPS LIGHT ON HARD STEERING
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 53-01]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	CLEARED CODE
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 SO CANT DUPLICATE CONCERN?	NO, SEEMS FINE, BEEN DRIVING VEHICLE 2 DAYS
7 OK, AND PERFORMED T/S?	YES, ALSO LOOKED AT PIN FIT AND HARNESS, NO ISSUES
8 SO CAN YOU KEEP VEHICLE TO TRY AND DUPLICATE?	NO, CUSTOMER IS TAKING VEHICLE
9 OK, WELL IF VEHICLE RETURNS, TRY SWAPPING THE EPS C/U AND RETEST	OK, WILL LET YOU KNOW
10 YES, FEEDBACK PLEASE	OK
3/5/2014 12:24:15PM	TROYS
11	IT IS BACK WITH THE SAME CODE
12 CHECK CONNECTIONS IF OK REPLACE RACK	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3556673	SHAWNW	03/18/2014	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS 53-02	RACK?;CHECK CONNECTION AT RACK AND C/U		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 8,614
		Remarks / Requestor:		FE Status: .

Dealer #: 206511	TZ: PST	VIN: 1HGCR2F34DA [REDACTED]	Err:
Dir Cont: AARON MURAOKA	Training %: 97	Year: 2013	Model: ACCORD
Serv Ph: (818) 508-3888	Extn:	Tran: CVT	Trim: LX
Serv Mgr: ROBBIE COTTRELL		Doors: 4DR	WD:
Parts Mgr: LUIS NAVAS		Fact: MARYSVILLE	Country: USA
Dir Name: ROBERTSON HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
5841 LANKERSHIM BLVD.		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
NORTH HOLLYWOOD CA 91601		Engine #: K24W11470529	Trans #: BC5A6146565
Phone: (818) 508-3888	Fax #: (818) 301-3562	Em Type: KL	
DPSM: DIANA MONTES	Zone/Dist: 01B	RO #: 890019	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/18/2014 9:42:37AM SHAWNW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 CLEAR?
- 8
- 9 WE HAVE SEEN A FEW CONNECTION/PUINFIT ISSUES AT THE RACK AND THE C/U
- 10 THEN REPLACE IT

Information from Dealer

AFTER APPROX 20 MILES OF FREEWAY DRIVING, STEERINGGETS HEAVY AND STEERING LIGHT TURNS ON.
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-02]

Y

N

N

53-02: Torque Sensor (Average Check)
 COMES BACK AFTER 20 MILES

I DID THE T/S AND IT LEADS ME TO THE RACK, BUT MY SERVICE MANAGER WANTED ME TO CALL TO SEE IF YOU HAVE SEEN THIS BEFORE
 OK BUT MY T/S SAYS THE RACK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3434807	DAVIDK	05/22/2013	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB 53-01 53-02	RACK?; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 2,015
		Remarks / Requestor:	FE Status: .

Dealer #: 208599	TZ: PST	VIN: 1HGCR2F76DA [REDACTED]	Err:
Dir Cont: ERNESTO HERNANC	Training %: 66	Year: 2013	Model: ACCORD
Serv Ph:	Extn:	Tran: CVT	Trim: EX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: BRONSON CHUI		Fact: MARYSVILLE	Country: USA
Dir Name: VICTORY HONDA OF SAN BRUNO		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
345 EL CAMINO REAL		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
SAN BRUNO CA 94066		Engine #: K24W11471132	Trans #: BC5A6150782
Phone: (650) 873-0800	Fax #:	Em Type: KL	
DPSM: ROBERT GIBBONS	Zone/Dist: 12E	RO #: 16205	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/22/2013 1:40:47PM DAVIDK

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 DIAG
- 8 AGREE

Information from Dealer

HARD STEERING EPS LIGHT ON CODE 53-01 AND 53-02
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]
 Y
 N
 N
 TAKES 10 MIN TO RECODE.
 SAYS TO REPLACE RACK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3654856	SHAWNW	12/04/2014	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS HARD TO STEER	RACK?;TRY NEUTRAL MEM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 26,139
		Remarks / Requestor:	FE Status: .

Dealer #: 207411	TZ: CST	VIN: 1HGCR2F77DA [REDACTED]	Err:
Dir Cont: WILLIAM SINGSTOC	Training %: 64	Year: 2013	Model: ACCORD
Serv Ph: (715) 842-2131	Extn:	Tran: CVT	Trim: EX
Serv Mgr: ERIK STE. MARIE		Doors: 4DR	WD:
Parts Mgr: LARRY MILBOW		Fact: MARYSVILLE	Country: USA
Dir Name: O'MALLEY HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
3505 WEST STEWART AVE.		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
WAUSAU WI 54401		Engine #: K24W11099352	Trans #: BC5A6153357
Phone: (715) 842-2131	Fax #: (715) 845-6820	Em Type: KA	
DPSM: JANE ANDREWS	Zone/Dist: 08A	RO #: 010147	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

12/4/2014 12:32:21PM SHAWNW	
1 ORIGINAL COMPLAINT	HARD STEER
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING][KEYWORD:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	LEFT LCA AND KNUCKLE
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 ACCIDENT?	YES
7	HARD TO TURN AND WILL NOT RETURN TO CENTER
8 CODES?	84-0184-01: Steering Angle Sensor Malfunction
9 CLEAR?	YES
10 TRY THE NEUTRAL MEM?	NO
11 TRY THAT FIRST	
12 IF N/C SOUNDS LIKE THE RACK MIGHT BE DAMAGED	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3417287	RUDYG	04/05/2013	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC 32-09, 61-04	EPS C/U?; CHECK PIN FITS FIRST	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 691
		Remarks / Requestor:	FE Status:

Dealer #: 206671	TZ: EST	VIN: 1HGCR2F86DA [REDACTED]	Err:
Dir Cont: DWIGHT KILLEEN	Training %: 17	Year: 2013	Model: ACCORD
Serv Ph: (770) 306-4600	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: JOEY KELLEY		Doors: 4DR	WD:
Parts Mgr: ANDY OCONNELL		Fact: MARYSVILLE	Country: USA
Dir Name: NALLEY HONDA		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
4197 JONESBORO ROAD		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
UNION CITY GA 30291		Engine #: K24W11099487	Trans #:
Phone: (770) 306-4600	Fax #: (770) 306-4640	Em Type: KA	
DPSM: STEPHANIE BARKER	Zone/Dist: 07G	RO #: 167917	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/5/2013 6:52:49AM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 DTC 32-09: Motor Current Correlation
- 7 DTC 61-04: Motor Harness Malfunction
- 8 CK PIN FITS ON MOTOR WIRES B1, B2,B3 AT C/U AND AT MOTOR PINS 1-3
- 9 IF PIN FITS OK, REPL EPS C/U FIRST AND IF RECODES, RACK NEXT

Information from Dealer

VEHICLE TOWED IN, HARD TO STEER CONCERN
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 32-09]
 YES
 DID T/SHOOTING PER ISIS AND WIRING IS OK
 NO
 ALSO HAD 61-04 CODE. THEY CLEAR BUT COME BACK WHEN YOU TURN WHL LEFT AND RIGHT

OK
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3580452	CHRISV	05/21/2014	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01	RACK; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 17,460
		Remarks / Requestor:	FE Status: .

Dealer #: 207555	TZ: EST	VIN: 1HGCR2F39D [REDACTED]	Err:
Dir Cont: RICARDO SANCHEZ	Training %: 86	Year: 2013	Model: ACCORD
Serv Ph: (407) 851-9118	Extn:	Tran: CVT	Trim: LX
Serv Mgr: RICHARD LUPO		Doors: 4DR	WD:
Parts Mgr: GERALD HASKINS		Fact: MARYSVILLE	Country: USA
Dir Name: COGGIN HONDA OF ORLANDO		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
11051 S ORANGE BLOSSOM		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
ORLANDO FL 32837		Engine #: K24W11100186	Trans #: BC5A6152977
Phone: (407) 851-9118	Fax #: (407) 240-5214	Em Type: KA	
DPSM: MAURICE NARBONA	Zone/Dist: 07L	RO #: 341896	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/21/2014 8:17:40AM CHRISV

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 REPLACE THE RACK

Information from Dealer

POWER STEERING GOES OUT, STEERING WHEEL LIGHT COMES ON, HAS TO RESTART VEHICLE TO POWER STEER AGAIN.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 53-01]

HAS HARD CODE 53-01, DID THE T-SHOOT AND LED ME TO THE RACK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3425794	SHAWNW	04/29/2013	ROBS	4

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS 53-02 TORQUE SENSR, AVG CK	FBF: HARNESS; REPLACED		
		Resln Source:	Feedback forms	Date: 06/26/2013
		Status:	N/A	Mileage: 889
		Remarks / Requestor:		FE Status: .

Dealer #: 207075	TZ: EST	VIN: 1HGCR2F77DA [REDACTED]	Err:
Dir Cont: TOKLA PHEAN	Training %: 80	Year: 2013	Model: ACCORD
Serv Ph: (978) 777-2550	Extn:	Tran: CVT	Trim: EX
Serv Mgr: STEPHEN BOUCHIE		Doors: 4DR	WD:
Parts Mgr: ERIK ADAMS		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA NORTH		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
382 NEWBURY STREET		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DANVERS MA 01923		Engine #: K24W11472791	Trans #: BC5A6153486
Phone: (978) 777-2550	Fax #: 9787749483	Em Type: KL	
DPSM: JOSHUA WHITNEY	Zone/Dist: 09H	RO #: 370419	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

4/29/2013 7:05:31AM	SHAWN NW
1 ORIGINAL COMPLAINT	INTERMITTING NO POWER STEERING BETWEEN 15 TO 20 MPH, SHUT VEHICLE OFF FOR 10 TO 30 MINS, STEERING OPERATES NORMAL. CODE STORED 53-02 TORQUE SENSOR AVERAGE CHECK
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 53-02]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 CODES	53-02: Torque Sensor (Average Check)
7 CLEAR?	YES AND WON'T COME BACK
8 START WITH CHECKING CONNECTIONS AT THE EPS C/U AND THE RACK	OK
9 NO KNOWN ISSUES, NEW CAR, LIKELY A CONNECTION	OK
6/3/2013 6:56:29AM	ROBS
10	REPLACED THE EPS C/U AND THE STEERING RACK ASSY. CUSTOMER DROVE CAR IN THIS AM AND IT HAD THE BAD STEERING ASSIST AND MIL ON. I VERIFIED IT. SENT IN SNAP SHOT 30 min. AGO.
11 I FOUND THE S/S. CAN'T GET IT TO OPEN ON MY HDS. ANY OTHER DTCs? ALL SYSTEM CHECK?	NO. STILL 53-02 TORQUE SENSOR, AVG CHK. I HAVE SEEN WHAT LOOKS LIKE A DROP OR LOSS OF V ON THE TORQUE SENSORS, IN THE S/S.
12 DID YOU PIN-TEST THE EPS C/U AND RACK CONNS?	INSPECT YES; PIN-TEST NO.
13 FOCUS ON PIN 4, 5, 6, 7 AT EPS C/U COMMN AND ALL 5 FEMALES AT THE TORQUE SENSOR CONN, ESP BLK P5, GRND TO G401. ALSO CHK G402, AS IT IS ONLY FOR EPS. BUT, TORQUE SENSOR, IS ALONE IN EPS, USING G401.	OK, I'LL DO THE ALL SYSTEM CHK, FIRST.
14 EPS IS ON THE F-CAN, WATCH FOR F-CAN DTCs.	
6/5/2013 8:13:40AM	CHRIS V
15	PIN 6 AT THE TQ SENSOR I HAVE 4V, IF I WIGGLE THE HARNESS IT DROPS TO .9
16 SAME AT PIN 7 OF THE EPS	YES
17 REPLACE THE HARNESS	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3464386	SHAWNW	08/09/2013	SHAWNW	7

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS DTC 52-03	11/20: ENGINE COMPARTMENT HARNESS REPLACED		
		ResIn Source:	Spoke w/ Dealer	Date: 11/20/2013
		Status:	FTLS-PHONE	Mileage: 3,308
		Remarks / Requestor:	FE Status: .	
		PENDING 10/22 ON RESULTS OF C/U		

Dealer #: 207034	TZ: EST	VIN: 1HGCR2F51DA [REDACTED]	Err:
Dir Cont: JAMES STROHACKE	Training %: 92	Year: 2013	Model: ACCORD
Serv Ph: (614) 864-5250	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: JOE PISTOLE		Doors: 4DR	WD:
Parts Mgr: RICK PISTOLE		Fact: MARYSVILLE	Country: USA
Dir Name: LINDSAY HONDA		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
5805 SCARBOROUGH BLVD.		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
COLUMBUS OH 43232		Engine #: K24W11101227	Trans #: BC5A6154799
Phone: (614) 864-5250	Fax #: 6148641490	Em Type: KA	
DPSM: JERRY MEADE	Zone/Dist: 04F	RO #: 544703	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

8/9/2013 7:34:54AM	SHAWNW		
1 ORIGINAL COMPLAINT		POWER STEERING CUT OUT TIME TO TIME	
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]	
		[KEYWORD: 53-02]	
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		N	
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		N	
6		53-02: Torque Sensor (Average Check)	
7 CLEAR?		YES CHECKED CONNECTIONS AND HAVE PUT ON ABOUT 150 MILES AND NO RECODE	
		OK	
8 MIGHT HAVE FIXED A CONNECTION ISSUE, RELEASE CAR, IF RECODE REPLACE THE RACK			
10/5/2013 6:54:17AM	JERRYA		
9 10/05/13 09:54:43 JERRYA: (CALL FRM DEALER)		JAMES;TECH VEHICLE RECODED AGAIN	
10 REPLACE THE STEERING RACK		OK	
10/22/2013 6:52:19AM	SHAWNW		
11		REPLACED THE RACK AND IT HAS BEEN 400 MILES AND THE CODE CAME BACK	
12 ANYTHING A/M?		NO	
13 CHECK CONNECTION AT THE TORQUE SENSRO AND AT THE EPS C/U B CONN?		ALL GOOD	
14 REPLACE THE C/U		OK	
10/22/2013 4:32:20PM	EDB		
15 FTLS REQUEST RECEIVED AND ON HOLD PENIDING C/U REPLACEMENT RESULTS			
10/28/2013 9:49:14AM	SHAWNW		
16 10/28/2013 09:49:49 AM SHAWNW CB FOR UPDATE?		REPLACED C/U AND IT RECODED AFER 300 MILES 53-01	
17		53-01: Torque Sensor (Low/High Check)	
18 REPLACE THE ENGINE HARNESS			
10/29/2013 7:13:28AM	CHRISR		
19		DO I REPLACE THE ENG HRNSS OR THE ENG COMP HRNSS	
20 THE ENG COMP HRNSS		SHAWN SAID THE ENG HRNSS	
21 GET THE ENG COMP HRNSS		OK	
11/20/2013 7:32:25AM	SHAWNW		
22 11/20/2013 07:36:28 AM SHAWNW CB FOR UPDATE		JAMES:	
23		REPLACED THE ENGINE COMPARTMENT HARNESS AND THE CODE IS GONE	
24 THANKS FOR THE INFO			

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3584153	CHRISV	06/02/2014	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-02	RACK; REPLACE	
		Resin Source: None	Date:
		Status: N/A	Mileage: 2,294
		Remarks / Requestor:	FE Status: .

Dealer #: 207164	TZ: EST	VIN: 1HGCR2F79DA [REDACTED]	Err:
Dir Cont: ADRIAN TIKARAM	Training %: 94	Year: 2013	Model: ACCORD
Serv Ph: (718) 680-0202	Extn:	Tran: CVT	Trim: EX
Serv Mgr: ANDREW FUENTES		Doors: 4DR	WD:
Parts Mgr: NANA PRAH		Fact: MARYSVILLE	Country: USA
Dir Name: BAY RIDGE HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
8801 4TH AVENUE		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
BROOKLYN NY 11209		Engine #: K24W11474320	Trans #: BC5A6157086
Phone: (718) 680-0202	Fax #: (718) 745-6673	Em Type: KL	
DPSM: DAN OUTTEN	Zone/Dist: 05B	RO #: 712800	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/2/2014 8:26:17AM CHRISV

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 REPLACE

Information from Dealer

C/S EPS LIGHT IS ON AND STEERING WHEEL IS DIFFICULT TO TURN

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]

[KEYWORD: 53-02]

YES

NO

NO

DOING THE T-SHOOT FOR 53-02 AND LEADS ME TO A RACK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3627297	TROYS	09/24/2014	ROBS	2

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS 83-02, 53-02	HARNES; RED WIRE AT TORQUE SENSR LOOSE		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 33,905
		Remarks / Requestor:		FE Status:

Dealer #: 207080	TZ: EST	VIN: 1HGCR2F3XDA [REDACTED]	Err:
Dir Cont: JAMES HOLFORD	Training %: 99	Year: 2013	Model: ACCORD
Serv Ph: (321) 984-4224	Extn:	Tran: CVT	Trim: LX
Serv Mgr: JOE PORTER SR.		Doors: 4DR	WD:
Parts Mgr: MIGUEL VILLA		Fact: MARYSVILLE	Country: USA
Dir Name: SOUTHEASTERN HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
3125 DIXIE HWY N.E.		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
PALM BAY FL 32905		Engine #: K24W11103135	Trans #: BC5A6158059
Phone: (321) 984-4224	Fax #: 3217686144	Em Type: KA	
DPSM: MAURICE NARBONA	Zone/Dist: 07L	RO #: 226989	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

9/24/2014 1:43:59PM TROYS

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 Problem: EPS light is on or there is no power steering assist.
(L4 models)

7 Probable Cause: The EPS harness couplers are damaged due to stress on the couplers caused by a EPS harness that is too short, When the harness was connected at the factory, the coupler was partially installed at an angle then levered into position causing stress on the harness and resulting in damage to the connector on either the rack end or the control unit end of the EPS harness.

8 Solution: Check connector/pin fit at the EPS control unit and at the rack. If damaged couplers or pins that do not lock in the coupler are found replace the EPS harness.

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

P/S LIGHT CAME BACK ON AND LOST POWER STEERING.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: EPSCOMPONENTS][KEYWORD:]

EPS RACK ASSY. REPL'd (RobS)

9/25/2014 7:06:35AM ROBS

9 DTC 53-02: Torque Sensor (Average Check)

I WAS MOVING THE WIRE HARNESS CONN AT THE EPS RACK FOR THE TORQUE SENSR. EPS RESET THE TORQUE SENSR AVERAGE CODE.

10 ARE WIRES PULLED TIGHT AT EPS C/U CONNS?

NO.

11 PIN-TEST FEMALE CONNS AT RACK, ESP TORQUE SENSR. IF LOOSE AND CANNOT TIGHTEN OR REPAIR, MAY HAVE TO REPL ENG COMPATMENT WIRE HARNESS.

12 (C/B) OTHER FEEDBACK SHOWS EPS DTCs CORRECTED BY EPS RACK ASSY. REPLACE.

THE EPS RACK HAS BEEN REPLACED. CHECKING THE CONNS, I FOUND THE RED (P1) WIRE TERMINAL PUSHED OUT OF THE CONNECTOR TO THE EPS TORQUE SENSOR. SEE IF I CAN GET IT BACK IN.

13 PLS FDBK AND CONFIRM FIX.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3574614	RADP	05/05/2014	LINDSEYA	4

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC 53-02	HARNNESS; REPLACE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 11,655
		Remarks / Requestor:	FE Status: .

Dealer #: 208376	TZ: EST	VIN: 1HGCR2F34DA [REDACTED]	Err:
Dir Cont: JOHN VANG	Training %: 77	Year: 2013	Model: ACCORD
Serv Ph: (678) 318-3150	Extn:	Tran: CVT	Trim: LX
Serv Mgr: THOMAS HOUSER		Doors: 4DR	WD:
Parts Mgr: GARY CLARK		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA MALL OF GEORGIA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
3699 GEORGIA HWY. #20		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
BUFORD GA 30519		Engine #: K24W11103155	Trans #: BC5A6158070
Phone: (678) 318-3150	Fax #: 6783183109	Em Type: KA	
DPSM: CORY ROMONOSKY	Zone/Dist: 07E	RO #: 516915	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

5/5/2014 1:45:27PM	RADP		
1	ORIGINAL COMPLAINT		DTC 53-02. CUSTOMER STATES TPMS LIGHT AND STEERING LIGHT IS COMING ON, WHEN MAKING TURNS STEERING IS LOCKING AND WILL NOT TURN LEFT NOR RIGHT. PREVIOUS HISTORY STATES STEERING GEAR BOX WAS REPLACED INSTRUCTED BY TECH LINE REFERENCE# 208376620022.
2	ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		[KEYWORD: 53-02]
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?		Y
5	ANY AFTER MARKET ACCESSORIES INSTALLED?		Y,RACK 10K MILES AGO
6			DTC 53-02(Torque Sensor (Average Check)
7	WAS THE RACK REPLACED FOR THE SAME DTC		YES
8	CHECK PIN FITS AT EPS C/U B4,B5,B6,B7 SPECIALY B7 FOR LOOSE PIN FIT		OK
5/5/2014 2:11:07PM	RADP		
9			ALL THE PINS LOOK GOOD DID DRAG TEST AND THEY WERE ALL OK
10	HAVE YOU CHECKED THE RACK SIDE ALSO		NO,I CHECK THE RACK SIDE AND CALL YOU BACK
5/5/2014 2:18:52PM	RADP		
11			PINS AT RACK LOOK OK
12	DID YOU DO CONTINUITY ON THE WIRES		NO
13	I HAVE 5 CASES WITH FIXES RELATED TO HARNESS,		OK,LET ME DO CONTINUITY TEST
7/10/2014 2:51:02PM	LINDSEYA		
14			JOHN - THIS IS KIND OF AN OLD CONTACT. THEY CAME IN AT 1K MILES, BASED ON TS, THEY HAD US DO GEARBOX. THEN, CAR CAME BACK WITH SAME CODES. TEAM LEAD AND I CHECKED CONNECTORS AND CONTROL UNIT PINS, AND THEY SAID HARNESS OR EPS CU. WE PUT A CU IN IT AND 5K MILES LATER, BACK WITH SAME CODE. I AM CALLING TO FOLLOW UP.
15	EPS HARNESS SHOULD BE REPLACED. (SPOKE TO GARY S ON THIS PER KB 17858)		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3600202	RONW	07/15/2014	RONW	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC 53-02, 2X	RACK; CHECK CONNECTIONS FIRST	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 21,431
		Remarks / Requestor:	FE Status:

Dealer #: 208234	TZ: EST	VIN: 1HGCR2F72DA [REDACTED]	Err:
Dir Cont: DALE GUENTHER	Training %: 86	Year: 2013	Model: ACCORD
Serv Ph: (856) 692-1700	Extn:	Tran: CVT	Trim: EX
Serv Mgr: WILLIAM TANEY		Doors: 4DR	WD:
Parts Mgr: DAVID LYONS		Fact: MARYSVILLE	Country: USA
Dir Name: ROSSI HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
1517 SO. DELSEA DRIVE		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
VINELAND NJ 08360		Engine #: K24W11474740	Trans #: BC5A6157282
Phone: (856) 692-1700	Fax #: 8566921331	Em Type: KL	
DPSM: ANDREW MCGOWAN	Zone/Dist: 05H	RO #: 222568	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/15/2014 12:32:50PM RONW
1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 53-02: Torque Sensor (Average Check)

7 CHECK CONNECTIONS AND PIN FIT AT EPS CONTROL UNIT AND RACK. LOOK FOR TIGHT OR STRETCHED WIRING AT EPS UNIT. ALL OK, CONTACT DPSM FOR RACK REPLACEMENT

Information from Dealer

ELECTRICAL POWER STEERING CUTS OUT... LAST WEEK I UPDATED ABS/VSA SOFTWARE FOR A POSSIBLE FIX FOR THIS PROBLEM 2FA030 -> 2FA040 THEN RECALIBRATED STEERING SENSOR. THEN ROAD TESTED FOR 3 MILES WITH NO PROBLEM, HOWEVER THIS ONLY HAPPENS INTERMITTENTLY. CUSTOMER DROVE APROX. 430 MILES AND HAS HAPPENED SEVERAL TIMES SINCE, IT HAPPENED AT LOW SPEED AND ONCE IN REVERSE. I SENT FREEZE DATA UNDER RO# 222 568.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING][KEYWORD: EPS]

NO

SEE ABOVE

NOTHING AT ALL

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3474205	JOHNB	09/04/2013	CHRISV	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) 53-02	HARNES; REPLACE	
	ResIn Source:	None	Date:
	Status:	N/A	Mileage: 5,745
	Remarks / Requestor:		FE Status:

Dealer #: 208502	TZ: EST	VIN: 1HGCR2F36DA [REDACTED]	Err:
Dir Cont: ANDRE HULL	Training %: 81	Year: 2013	Model: ACCORD
Serv Ph: 877-512-5578	Extn:	Tran: CVT	Trim: LX
Serv Mgr: ANTHONY MARSZALEK		Doors: 4DR	WD:
Parts Mgr: JEFF MILLS		Fact: MARYSVILLE	Country: USA
Dir Name: HAMILTON HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
655 US HIGHWAY 130		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
HAMILTON NJ 08691		Engine #: K24W11475115	Trans #: BC5A6159702
Phone: (877) 512-5578	Fax #: 6095284990	Em Type: KL	
DPSM: ANDREW MCGOWAN	Zone/Dist: 05H	RO #: 247396	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/4/2013 6:34:55AM JOHNB

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 DTC 53-02: Torque Sensor (Average Check)
- 8 PLEASE INSPECT THE HARNESS FROM RACK TO EPS C/U FOR CONNECTION,PIN FIT,CIRCUIT ISSUES;WIGGLE TEST HARNESS WITH IGN ON,SEE IF CODE SETS;CHK VOLTAGES AND GROUNDS TO EPS C/U;REPLACE ENGINE HARNESS IF ISSUES FOUND OR CONDITION PERSISTS;DPSM
- 9 NOTE: PERTAINING TO THE ABOVE. THE TECH LINE SUGGESTED PART(S) REPLACEMENT WAS GIVEN WITH THE CONSIDERATION AND REGARDS IN CUSTOMER GOODWILL, AND SATISFACTION. THIS MAY OR MAY NOT AFFECT THE ABOVE VERIFIED, BUT NON-REPRODUCIBLE COMPLAINT.

Information from Dealer

STEERING LOCKED UP WHILE DRIVING
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS]
 NO,ONLY CODE
 REPLACED EPS RACK
 NONE
 PRIOR VISIT FOR EPS CODE 53-02,CODE WOULD NOT RESET;REPLACED THE EPS RACK;NOW BACK AGAIN,SAME CODE,CODE CLEARS AND WILL NOT RESET

9/6/2013 6:07:34AM CHRISV

- | | |
|------------------------|---|
| 10 | FOUND NOTHING WRONG W/ THE HARNESS |
| 11 DOES THE CODE CLEAR | YES. TAKES ABOUT A MONTH FOR IT TO RECODE |
| 12 REPLACE THE HARNESS | |

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3649444	RONW	11/20/2014	RONW	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS DTC 34-05, NO ASSIST	EPS CONTROL UNIT; REPLACE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 28,550
		Remarks / Requestor:	FE Status: .

Dealer #: 207988	TZ: PST	VIN: 1HGCR2F74DA [REDACTED]	Err:
Dlr Cont: MARCEL FORTIER	Training %: 100	Year: 2013	Model: ACCORD
Serv Ph: (530) 758-8770	Extn:	Tran: CVT	Trim: EX
Serv Mgr: MARK CAMPANELLI		Doors: 4DR	WD:
Parts Mgr: DAVE FORTIER		Fact: MARYSVILLE	Country: USA
Dlr Name: UNIVERSITY HONDA 4343 CHILES ROAD DAVIS CA 95618		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
Phone: (530) 758-8770	Fax #: 5307588041	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: RYAN WEIDAUER	Zone/Dist: 12B	Engine #: K24W11475783	Trans #: BC5A6160846
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 61419	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/20/2014 10:11:19AM RONW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CHECK FOR SHORT OR STRETCHED EPS CONTROL UNIT HARNESS. IF OK, REPLACE EPS CONTROL UNIT
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

Information from Dealer

NO STEERING ASSIST 34-05 STORED. REFLASHED PCM. NOW HAVE ASSIST

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: EPSCONTROL UNIT][KEYWORD: 35-05]

SEE ABOVE

NO

YES. THIS HAS BEEN AN ONGOING INTERMITTENT CONDITION FOR THE CUSTOMER BUT TODAY I DUPLICATED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3590890	STEVEM	06/18/2014	STEVEM	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) 53-01	GET A SNAP-SHOT?;	
	ResIn Source:	None	Date:
	Status:	N/A	Mileage: 8,052
	Remarks / Requestor:		FE Status:

Dealer #: 207066	TZ: EST	VIN: 1HGCR2F83DA [REDACTED]	Err:
Dir Cont: KIRK BADINE	Training %: 66	Year: 2013	Model: ACCORD
Serv Ph: (718) 253-8400	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: DONALD HENNESSEY		Fact: MARYSVILLE	Country: USA
Dir Name: PLAZA HONDA		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
2740 NOSTRAND AVENUE		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
BROOKLYN NY 11210		Engine #: K24W11476094	Trans #: BC5A6158567
Phone: (718) 253-8400	Fax #: 7183384470	Em Type: KL	
DPSM: DAN OUTTEN	Zone/Dist: 05B	RO #: 130420	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/18/2014 2:27:13PM STEVEM

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 HAS THIS VEHICLE BEEN IN AN ACCIDENT OR SHOW ANY SIGNS OF BEING IN AN ACCIDENT
- 7
- 8 HOW OFTEN DOES THIS OCCUR , THE CODE SET ?
- 9 SOUNDS LIKE WE SHOULD BE ABLE TO GET IT ON A SNAP SHOT. SET IT UP AND HAVE SOMEONE DRIVE IT
- 10 I HAVE A FEW CASES FOR THIS CODE BUT NOTHING SPECIFIC OR ISO TO ONE THING

Information from Dealer

C/S POWER STEERING CUTS OFF WHILE DRIVING
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS]

N

N

N

NO

DTC 53-01: Torque Sensor (Low/High Check)
 A COUPLE OF TIMES A DAY

OK

OK , I WILL SET IT UP FOR SNAP SHOT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3435959	TROYS	05/28/2013	RUDYG	3

Code
P 5600

Original Complaint
EPS CODE 53-02

Probable Cause/Solution
HARNES?; REPL FOR LOOSE PIN #6 AT TORQUE SENSOR

Resln Source: None

Date:

Status: N/A

Mileage: 322

Remarks / Requestor:

FE Status: .

Dealer #: 207287	TZ: EST	VIN: 1HGCR2F35DA [REDACTED]	Err:
Dir Cont: JASON STEPHENSO	Training %: 83	Year: 2013	Model: ACCORD
Serv Ph: (803) 799-1080	Extn:	Tran: CVT	Trim: LX
Serv Mgr: SCOTT MCELROY		Doors: 4DR	WD:
Parts Mgr: LOWELL WESTBURY		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF COLUMBIA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
4333 SUNSET BLVD		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
LEXINGTON SC 29072		Engine #: K24W11105208	Trans #: BC5A6162482
Phone: (803) 799-1080	Fax #: 8032548769	Em Type: KA	
DPSM: Kandy Jurumbo	Zone/Dist: 06M	RO #: 307474	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests**Information from Dealer**

5/28/2013 6:33:02AM	TROYS	
1 ORIGINAL COMPLAINT		SECOND POWER STEERING RACK THATS HAS WENT OUT IN IT
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 53-02]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		YES
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		RACK 300 MILES AGO DID THE TS AND IT LEADS TO A RACK
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		NO
6 CHECK GRONDS ANS CONNECTIONS IF OK DO RACK		
6/21/2013 10:44:53AM	RUDYG	
7 06/21/2013 10:44:57 AM RUDYG		(SCOTT) PS INOP, LIGHT ON. RACK HAS BEEN REPLACED 2 TIMES.HELP?
8 MILEAGE NOW		HAS 765. BACK WITH CODE 53-02. HAVE CHECKED CONNECTION AT RACK
9 DOES CODE CLEAR		YES, RACK BEEN REPLACED 2X AND BOTH TIMES CODE HAS COME BACK
10 HOW ARE YOU CHECKING PIN FITS?		ACTUALLY DIFF TECH DID THAT
11 DTC 53-02: Torque Sensor (Average Check) CK PIN FITS AT ALL CONNECTIONS BETWEEN EPS C/U AND TORQUE SENSOR		OK
12 USE HDS AND MONITOR TORQUE SENSOR SUB AND MAIN WHILE YOU WIGGLE TEST		OK
13 IF NOTHING FOUND, REPL EPS C/U		OK
6/24/2013 2:47:58PM	RUDYG	
14 06/24/2013 02:48:26 PM RUDYG		(SCOTT)
15 RETURNING YOUR CALL		YES, THIS IS REGARDING ACCORD WITH EPS ISSUE
16 YES, I SENT YOU TO CK PIN FITS AND DO A WIGGLE TEST		THIS DOES HAVE A PIN FIT ISSUE
17 AT TORQUE SENSOR CONNECTOR		YES, PIN 6 LT BLU. WE ARE NOT ABLE TO GET PIN OUT, HOW DO WE FIX? REPL HARNESS
18 YES, I BELIEVE THAT IS ENG BAY HARNESS		IT IS
19 SO YOU WOULD WIGGLE CONNECTOR AND GET SUB AND MAIN TORQUE SENSOR READINGS TO CHANGE		YES
20 REPL HARNESS		OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3461554	RUDYG	08/01/2013	RAYD	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 53-02	TORQUE SENSOR?; MONITOR WITH HDS, WIGGLE TEST	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 4,272
		Remarks / Requestor:	FE Status:

Dealer #: 206588	TZ: MST	VIN: 1HGCR2F32DA [REDACTED]	Err:
Dir Cont: DAN GOODELL	Training %: 0	Year: 2013	Model: ACCORD
Serv Ph: (303) 794-8195	Extn:	Tran: CVT	Trim: LX
Serv Mgr: BRADY KELLY		Doors: 4DR	WD:
Parts Mgr: MIKE MORRIS		Fact: MARYSVILLE	Country: USA
Dir Name: RALPH SCHOMP HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
5700 S. BROADWAY		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
LITTLETON CO 80121		Engine #: K24W11107499	Trans #: BC5A6166545
Phone: (303) 794-8195	Fax #: 3037307814	Em Type: KA	
DPSM: NICHOLAS WALKER	Zone/Dist: 10C	RO #: 996030	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/1/2013 1:55:55PM RUDYG

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 USE HDS AND MONITOR TORQUE SENSOR SUB AND MAIN. WIGGLE TEST CONNECTIONS AT TORQUE SENSOR

7 IF CHANGES SEE IF ON EPS RACK SIDE OR ON HARNESS SIDE, CK PIN FITS ON THE CONNECTOR TOO

8/2/2013 6:37:52AM SHAWNW

8 I WIGGLE TESTED AND GETTING NO FLUX IN VOLTAGE

9 MAKE SURE YOU HAVE GOOD PIN FIT, IF CODE RETURNS REPLACE RACK

9/4/2014 1:40:00PM RAYD

10 D172324; [REDACTED] 5238; CODE 53-02, CODE WILL NOT REOCCUR, STEERING GEARBOX WAS REPLACED 5K MILES AGO

11 CHECK PIN FIT BETWEEN THE UNIT AND T/SENSOR

Information from Dealer

CUSTOMER STATED THE EPS LIGHT CAME ON AND WAS UNABLE TO STEER CAR. FOUND CODE 53-02 AND FOLLOWED TROUBLE SHOOTING. FAILURE DID NOT HAPPEN AGAIN. CHECKED ALL WIRING TO EPS STEERING AND ALL APPEARED IN GOOD CONDITION AND CONNECTIONS LOOKED GOOD.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]

[KEYWORD: EPS]

YES, CODE CLEARED

NO

NO

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3638062	RAYD	10/22/2014	RAYD	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB 53-02 53-01	RACK; REPLACE S/RACK; CHECK PIN FIT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 24,842
		Remarks / Requestor:	FE Status:

Dealer #: 207553	TZ: EST	VIN: 1HGCR2F35DA [REDACTED]	Err:
Dlr Cont: BRETT HARRIS	Training %: 71	Year: 2013	Model: ACCORD
Serv Ph: (732) 721-0449	Extn:	Tran: CVT	Trim: LX
Serv Mgr: ANTHONY LOPEZ		Doors: 4DR	WD:
Parts Mgr: JOHN SEFCHIK		Fact: MARYSVILLE	Country: USA
Dlr Name: DCH ACADEMY HONDA 1101 U.S. HIGHWAY 9 N OLD BRIDGE NJ 08857		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
Phone: (732) 721-0449	Fax #: (732) 721-5812	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: OPEN POSITION 8/27/14	Zone/Dist: 05F	Engine #: K24W11479200	Trans #: BC5A6167064
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 723864	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/22/2014 2:02:54PM RAYD

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 DID YOU CLEAR THE DTC'S?
- 7 CHECK PIN FIT, REPLACE RACK

Information from Dealer

STEERING WHEEL WILL NOT TURN AND LIGHT CAME ON
HAPPEN 3 TIMES HAD CODE 53-01 53-02
[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: STEERING]
NO
NONE
NO
YES, DID NOT COME BACK, THE HARNESS LOOKS TIGHT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3609585	LINDSEYA	08/08/2014	LINDSEYA	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-02, INT, MULT X	RACK?; GAVE CHECKS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 8,901
		Remarks / Requestor:	FE Status:

Dealer #: 207995	TZ: EST	VIN: 1HGCR2F34DA [REDACTED]	Err:
Dir Cont: DAVID HEINEKE	Training %: 100	Year: 2013	Model: ACCORD
Serv Ph: (772) 299-9797	Extn:	Tran: CVT	Trim: LX
Serv Mgr: RUDI PRETORIUS		Doors: 4DR	WD:
Parts Mgr: JASON PERUZZI		Fact: MARYSVILLE	Country: USA
Dir Name: VATLAND HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
700 U.S. HWY 1		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
VERO BEACH	FL 32962	Engine #: K24W11107673	Trans #: BC5A6166525
Phone: (772) 299-9797	Fax #: (772) 794-3784	Em Type: KA	
DPSM: BRIAN SOLENTHALER	Zone/Dist: 07M	RO #: 194396	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/8/2014 11:10:37AM LINDSEYA

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 DO A THOROUGH PIN FIT CHECK AT C/U AND RACK. WIGGLE TEST AND TRY TO GET IT TO RECODE. IF IT STILL WON'T RECODE, YOU WOULD POTENTIALLY BE LOOKING AT AN INTERNAL RACK FAILURE.

Information from Dealer

HAD CODE 53-02, COMPLETED FLOW CHART WAS INTERMITTENT FAILURE. CODE CAME BACK 2 DAYS LATER [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: 53-02]

Y

N - ONLY CLEARED CODES, MEM

N

CAR IS NOT HERE NOW. ANOTHER TECH LOOKED AT THE CAR A FEW DAYS AGO. THE CAR WAS BACK THIS MORNING, STEERING WENT OUT AND THE LIGHT CAME BACK ON. HE SCANNED IT, AND THE CUSTOMER HAD TO TAKE THE CAR. THAT GUY IS ON VACATION, SO NOW IT'S MINE. THEY'RE GOING TO DROP OFF TOMORROW.

OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3423089	JERRYA	04/20/2013	JERRYA	2

Code	Original Complaint	Probable Cause/Solution
P 5600	(EPS) 53-01	RACK?; CK HAR FOR SHORTOK,RACK
	Resln Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	63
	FE Status:	.

Dealer #: 207641	TZ: CST	VIN: 1HGCR2F87DA [REDACTED]	Err:
Dir Cont: GEORGE SPOHRER	Training %: 95	Year: 2013	Model: ACCORD
Serv Ph: (708) 868-0100	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: SAL AREVALO		Fact: MARYSVILLE	Country: USA
Dir Name: NAPLETON'S RIVER OAKS HONDA 17220 TORRENCE AVENUE LANSING IL 60438		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
Phone: (708) 868-0100	Fax #: 7088688867	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER,US,	
DPSM: BILL(WILLIAM) WATERSTF	Zone/Dist: 08G	Engine #: K24W11108168	Trans #:
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 226297	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/20/2013 9:19:25AM JERRYA
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6 04/20/13 12:20:39 JERRYA: (CALL FRM DEALER)
 - 7 MAIN AND SUB VOLTS 5v ?
 - 8 CH VS1 AND VS2 WIRES FOR SHORT TO GRD, IF OK REPLACE THE RACK

Information from Dealer

NO POWER STEERING
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: FUEL AND EMISSIONS][KEYWORD: NO]
 YES
 NO
 NO
 GEORGE;TECH
 NO I GOT .11v AND 2.49v
 OK, THANKS

- 4/20/2013 1:00:57PM JERRYA
- 9 04/20/13 16:02:23 JERRYA: (CALL FRM DLR)
 - 10 REPLACE RACK

GEORGE;TECH VA 1 AND VS2 NOT SHORTED
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3547440	JERRYA	02/22/2014	TROYS	3

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS CUTS OUT, DTC 53-02	EPS C/U CON?; CHK EPS C/U CONNS AND PINFITS		
		Resin Source:	None	Date:
		Status:	N/A	Mileage: 13,084
		Remarks / Requestor:		FE Status:

Dealer #: 208548	TZ: EST	VIN: 1HGCR2F85DA [REDACTED]	Err:
Dir Cont: RYAN BURWELL	Training %: 23	Year: 2013	Model: ACCORD
Serv Ph: 614-764-9449	Extn:	Tran: CVT	Trim: EX-LNAV
Serv Mgr: TODD SHOOK		Doors: 4DR	WD:
Parts Mgr: TOM RANKIN		Fact: MARYSVILLE	Country: USA
Dir Name: Germain Honda of Dublin		Desc: ACCORD 4DR EX-L NAVI 4CYL 185.0 HP 2.4	
6715 SAWMILL ROAD		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
DUBLIN OH 43017		Engine #: K24W11111486	Trans #: BC5A6173108
Phone: (614) 764-9449	Fax #:	Em Type: KA	
DPSM: JERRY MEADE	Zone/Dist: 04F	RO #: 46806	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

2/22/2014 11:37:32AM JERRYA

1 ORIGINAL COMPLAINT

CUSTOMER STATES THE POWER STEERING LIGHT WILL COME ON AND THE POWER STEERING SHUTS OFF FROM SPEEDS 40-60, TEST DROVE UNABLE TO DUPLICATE, CHECKED FOR DTC'S AND FOUND TORQUE SENSOR AVERAGE CHECK, FOLLOWED FLOW CHART AND NEITHER SENSOR EVER READ 5V OR 0V, SAYS TO REPLACE THE EPS GEARBOX. WANTED TO SEE IF THERE ARE ANY ISSUES WITH THESE DUE TO THE SECOND ONE THIS WEEK

2 ISIS SEARCH CRITERIA

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

[KEYWORD: EPS]

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

JUAST THE CODE

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

GEAR BOX

6 02/22/14 14:38:19 JERRYA: (CALL FRM DEALER)

NO

7 NEED TO VRIFY ALL THE CONNECTIONS SEE SOMNE

RYAN;TECH

CONNECTION ISSUES A THE RACK

OK

8 ALL EPS CONNECTION OK POSS HARNESS

2/25/2014 6:38:43AM ROBS

9

RYAN: I HAVE REPL'D EPS RACK. HAVE STILL NOT DUPLCATED PROB. STORED DTC IS 53-02, AGAIN.

10 INSPECT ALL WIRE HARNESS FEMALES AT THE RACK. BUT, FIRST, FOCUS ATTENTION TO EPS C/U. ARE THE WIRES UNDER PULL TENSION? STRETCHED? HAVE RED OR BLU WIRE FEMALE TERMINALS BACK OUT OF 'B' CONN; RED B2, B6, B10? BLU B4, B9. B6 AND B4 WOULD AFFECT TORQUE SENSOR. DEFINITELY PIN-TEST C/U 'B' AND 'A' CONNECTOR FEMALES. LOOK FOR DARKENED BRASS. DO TERMINALS MOVE IN THEIR CONNECTORS?

OK. THE WIRES ARE PART OF THE ENG COMPARTMENT (ENG ROOM) HARNESS?

11 YES. NO OTHER CONNECTOR BETWEEN THE EPS RACK CONNS AND THE EPS C/U. THIS CUST HAS CONTACTED ACS, IN TORRANCE. BE SURE SRV. MGR. AND SRV ADVISER ARE AWARE OF THIS.

OH, WAS NOT AWARE. WILL PASS THAT WORD UP THE LINE.

2/25/2014 11:37:32AM TROYS

12

IF I WIGGLE THE CONNECTOR AT THE CU IT CUTS OUT

13 REPLACE THE HARNESS

DO YOU KNOW THE PN

14 NO REF TO YOUR PARTS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3607604	ROBS	08/04/2014	ROBS	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01, 53-02	TORQUE SENSR; CHK CONNS, REPL EPS RACK	
		Resln Source: None	Date:
		Status: N/A	Mileage: 24,890
		Remarks / Requestor:	FE Status: .

Dealer #: 208345	TZ: AHST	VIN: 1HGCR2F35DA [REDACTED]	Err:
Dir Cont: JOHN KAWAMOTO	Training %: 49	Year: 2013	Model: ACCORD
Serv Ph: (808) 329-8101	Extn:	Tran: CVT	Trim: LX
Serv Mgr: JODY BADE-DEVINEY		Doors: 4DR	WD:
Parts Mgr: STEVE MARKS		Fact: MARYSVILLE	Country: USA
Dir Name: BIG ISLAND HONDA-KONA 75-5608 KUAKINI HWY. KAILUA-KONA HI 96740		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
Phone: (808) 329-8101	Fax #: (808) 329-8918	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: PHIL HEINZMAN	Zone/Dist: 02B	Engine #: K24W11111525	Trans #: BC5A6173432
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 198340	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/4/2014 12:36:40PM ROBS
1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 PIN TEST EPS RACK CONNS WITH LARGE MALE PIN TERMINALS. IF FEMALES NOT LOOSE, REPLACE THE PS PWR STEERING RACK ASSY.
- 7 PLS FDBK, USE IN.

Information from Dealer

CUSTOMER STATES STEERING WARNING SYMBOL COMES ON IN DASH AND STEERING GETS HARD. CUSTOMER TURNS OFFVEHICLE AND RE STARTS THEN IT WORKS NORMAL. ... TECH BROUGHT VEHICLE INTO SHOP AND CHECKED CODES PULLED CODE 53-01 AND 53-02 CLEARED CODES AND FOLLOWED DIAGNOSTIC FLOW CHART CHECKED VOLTAGE AS DISCRIBED ON IN REC REPLACE STEERING RACK. WAS TOLD BY SERVICE MANIGER TO CONTACT TECH LINE .
[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 53-01]
YES
53-01, 53-02 ISIS T-SHOOT
NO
OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3631462	EDB	10/06/2014	TROYS	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	71-01 (EPS)	CANNOT DUPLICATE ; DLR TO CALL TL	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 25,000
		Remarks / Requestor:	FE Status: .

Dealer #: 208080	TZ: PST	VIN: 1HGCR2F76DA [REDACTED]	Err:
Dir Cont: TOM	Training %: 0	Year: 2013	Model: ACCORD
Serv Ph: (661) 255-5551	Extn:	Tran: CVT	Trim: EX
Serv Mgr: THOMAS FOLEY		Doors: 4DR	WD:
Parts Mgr: BILL SCOTT		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA VALENCIA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
23551 MAGIC MT. PKWY		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
VALENCIA CA 91355		Engine #: K24W11482336	Trans #: BC5A6174811
Phone: (661) 255-5551	Fax #: 6612590850	Em Type: KL	
DPSM: JONAH ROHDE	Zone/Dist: 01A	RO #:	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 10/6/2014 9:35:11AM EDB
- 1 CASE CREATED FOR CALL FROM DPSM JONAH ROHDE FROM ATTORNEY LETTER RECEIVED (SEE ACS NOTES)
 - 2 BUT REPEATED 71-01>?
 - 3 AND CUST SAYS STEERING HARD TO TURN
 - 4 DLR WORKING IN THAT AREA?
 - 5 GET CAR IN AND WIGGLE THAT HARNESS SEE IF IT CODES OR EPS ACTS UP COULD BE YOUR PROBLEM

Information from Dealer

CAR HAS BEEN TO DLR BUT THEY CANNOT DUPLICATE PROBLEM I TD AND NTF FOR ME THATS IS WHAT DLR SAYS COEMS BACK WITH THIS CODE YES AND I EXAMINED CAR AND HARNESS AT BOTTOM OF FIREWAL IS NOT AS TIDY AS KG NOT CLIPPED IN OR ROUTED AS NICE NO THEY SAY NOTHING DONE DOWN THERE OK WILL HAVE THEM CALL

- 10/6/2014 2:20:38PM TROYS
- 6
 - 7 DO PIN FIT TEST TD SOME MORE

THEY SAID TO DO A WIGGLE TEST DID NOT FIND ANYTHING OTHER THATN THE CLIP HOLDING THE HARNESS TO THE BODY

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3450921	JERRYA	07/06/2013	JERRYA	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	(EPS) 53-01	?; S/M T/S FOR THE CODE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 7,748
		Remarks / Requestor:	FE Status:

Dealer #: 207237	TZ: PST	VIN: 1HGCR2F74DA [REDACTED]	Err:
Dir Cont: ANGEL CUALLER	Training %: 65	Year: 2013	Model: ACCORD
Serv Ph: (949) 830-7600	Extn:	Tran: CVT	Trim: EX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: FLADEBOE HONDA 16 AUTO CENTER DR. IRVINE CA 92618		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
Phone: (949) 830-7600	Fax #: (949) 231-1054	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: KEN ILLMAN	Zone/Dist: 01E	Engine #: K24W11482593	Trans #: BC5A6175029
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 236516	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/6/2013 10:07:22AM JERRYA
1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 07/06/13 13:07:35 JERRYA: (CALL FRM DEALER)

7 ALL CONNECTIONS VERIFIED

8 CLEAR RESET ?

9 S/M T/S FOR THE CODE

Information from Dealer

STEERING HAS LOCKED UP ON CUSTOMER WHILE DRIVING MULTIPLE TIMES. I HAVE REPLACED POWER STEERING RACK AND AM NOW HAVING TROUBLE WITH PROGRAMMING TORQUE SENSOR. STEERING WHEEL IS STRAIGHT, VEHICLE HAS BEEN ALIGNED. BUT NO LONGER HAS ANY POWER ST EERING ASSIST.

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:][KEYWORD: 13-026]

YES

RACK

NO

ANGEL;TECH 63-01 SINCE RACK

YED

AS SOON AS YOU TURN THE KEY ON

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3515953	TROYS	12/09/2013	JERRYA	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01	RACK; REPLACE AND RETEST	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 7,469
		Remarks / Requestor:	FE Status:

Dealer #: 207391	TZ: EST	VIN: 1HGCR2F54DA [REDACTED]	Err:
Dir Cont: ROBERT LITTERIO	Training %: 70	Year: 2013	Model: ACCORD
Serv Ph: (954) 989-1600	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: WALTER SALVATIERRA		Doors: 4DR	WD:
Parts Mgr: EDUEN HERNANDEZ		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA HOLLYWOOD		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
1450 NO. STATE ROAD 7		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
HOLLYWOOD FL 33021		Engine #: K24W11114922	Trans #: BC5A6177779
Phone: (954) 989-1600	Fax #: 9549641868	Em Type: KA	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	RO #: 823427	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 12/9/2013 10:40:16AM TROYS
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6 CHECK THE PINFITS ADN WIGGLE TEST THE HARNESS

Information from Dealer

CUST. STATES POWER STEERING BECAME STIFF AND STEERING WHEEL LIGHT CAME ON
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: STEERING]
 NO
 NO I AM DOING THE TS AND CAN NOT REPRODUCE IT AND WE WANT A RACK FOR IT
 NO

- 6/28/2014 7:34:24AM JERRYA
- 7 06/28/14 10:36:18 JERRYA: (CALL FRM DEALER)
 - 8 CODE IS
 - 9 REPLACE RACK

ROBERT TECH DID THE S/M T/S FOR THE CODE 53-01 DID THE TEST WITH HDS. T/S SEZ REPLACE RACK OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3579491	SOURIS	05/19/2014	SOURIS	4

Code	Original Complaint	Probable Cause/Solution
P 5600	EPS HARD STEERING DTC 53-01	MSG: STEERING RACK REPLACED.
	ResIn Source:	Message center
	Status:	N/A
	Remarks / Requestor:	
	Date:	05/22/2014
	Mileage:	29,312
	FE Status:	.

Dealer #: 207521	TZ: CST	VIN: 1HGCR2F76DA [REDACTED]	Err:
Dir Cont: DARIO ARTEAGA	Training %: 71	Year: 2013	Model: ACCORD
Serv Ph: (281) 955-6666	Extn:	Tran: CVT	Trim: EX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: CHRIS LYNN		Fact: MARYSVILLE	Country: USA
Dir Name: JOHN EAGLE HONDA OF HOUSTON 18787 NW FREEWAY HOUSTON TX 77065		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
Phone: (281) 955-6666	Fax #: 2819557702	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: PETE HOLT	Zone/Dist: 03C	Engine #: K24W11117945	Trans #: BC5A6183045
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 728599	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

5/19/2014 11:05:59AM SOURIS	
1 ORIGINAL COMPLAINT	NO POWER STEERING
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2014][PUBID: 0][SUBJECT:] [KEYWORD: 53-01]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES,
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO.
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO.
6 IS THE CODE IN EPS	(DARIO) YES, DTC 53-01: Torque Sensor (Low/High Check)
7 DO YOU KNOW IF THE VEHICLE BEEN IN ACCIDENT?	NO.
8 ..	WANT TO SEE IF YOU SEE ANYTHING FOR THIS CODE BEFORE?
9 YES, MOSTLY PIN FIT OR BACK OUT PINS FROM EPSM C/U PIN9 OR 7 AND TORQUE SENSOR REPLACE.	OK. THANKS.
10 I WOUND START OUT BY CHECKING PIN FIT OR BACK OUT PIN FROM EPS C/U CONNECTOR B AND TOR SENSOR 6P CONNECTOR. PLEASE REFER TO T/SHOOT INFO.	OK, I WILL CHECK THAT FIRST.
11 THANK YOU.	OK.
5/19/2014 2:04:07PM TROYS	
12	PIN FITS ARE NOT LOOSE
13 TRY CU NXT	
5/22/2014 10:23:40AM SOURIS	
14 05/22/2014 10:24:10 AM SOURIS	(MSG) FOUND ISSUE WITH EPS RACK. I REPLACE STEERING RACK AND NOW IS OK. THANKS.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3438918	ROBS	06/04/2013	EDB	18

Code
P 5600

Original Complaint
ELEC P/STEER ASSIST CUTS OFF

Probable Cause/Solution
EPS RACK?; REPLACE

ResIn Source: None

Date:

Status: N/A

Mileage: 646

Remarks / Requestor:

FE Status:

Dealer #: 206635	TZ: CST	VIN: 1HGCR2F84DA [REDACTED]	Err:
Dir Cont: JOHNNY GARCIA	Training %: 91	Year: 2013	Model: ACCORD
Serv Ph: (214) 353-3542	Extn:	Tran: CVT	Trim: EX-LNAV
Serv Mgr: SHAKIR EWELL		Doors: 4DR	WD:
Parts Mgr: KEN COKER		Fact: MARYSVILLE	Country: USA
Dir Name: JOHN EAGLE HONDA OF DALLAS 5311 LEMMON AVENUE DALLAS TX 75209		Desc: ACCORD 4DR EX-L NAVI 4CYL 185.0 HP 2.4	
Phone: (318) 212-1200	Fax #: 2143533584	WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
DPSM: JOHN KERRICAN	Zone/Dist: 03A	Engine #: K24W11117984	Trans #: BC5A6184033
Previous Dealer/Contact	Date	Em Type: KA	
206685 ANH-TUAN TON		RO #: 681028	
06/04/2013		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

6/4/2013 11:22:07AM	ROBS
1 ORIGINAL COMPLAINT	WE HAVE CAR CUSTOMER STATE EPS LIGHT OFF AND ON. WHEN EPS LIGHT ON, IT DOES NOT HAVE POWER.. IF HE TURN KEY OFF AND THEN RESTART ENGINE, EPS CAME BACK NORMAL AND NO EPS LIGHT. WE USED HDS BUT NO COMMUNICATE NEITHER GAUGE CONTROL MODULE. VSA NOR EPS UNIT..
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: EPS]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	HDS CHK FOR DTCs, NO COMM. CHK'D FOR LOOSE CONNS AT EPS RACK.
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 ANY EPS DTCs?	HAVE NO HDS COMM TO EPS, VSA, BODY ELEC, SRS. DO HAVE COMM TO PGM-FI AND A/T. TACH IS OK. NO PGM-FI OT CVT DTCs.
7 CHK DLC P7 K-LINE. LOOK FOR APPROX. 7v, IGN ON. IF NO V, DISCON UNITS, START WITH EPS C/U. WITH EPS C/U OFF-LINE, SEE IF HDS COMMS TO OTHER SYSTEMS. IF YES, SWAP KG EPS C/U. CHK EPS C/U FEMALE PIN-FITS..	OK
8 PLS FSDBK, USE IN.	
6/4/2013 2:36:33PM	DAVIDK
9	SWAP C/U FRM K/G NOW HAVE COM W EPS AND OTHER UNITS. WENT ON A TEST DRIVE. LESS TEHN A 1/2 MILE THE LIGHT CAME ON
10	HAVE 53-02
11	DID DIAG FROM ISIS. IT LEADS ME TO REPLACE RACK
12 AGREE SINCE THE CODE RETURNS W GOOD C/U	
6/6/2013 7:58:20AM	RONW
13 CALL FROM OLEN CURL (DPSM 3A):	OLEN, I'M AT JOHN EAGLE HONDA DALLAS (206635). THIS VEHICLE CAME IN ON THE DRIVE WITH THE EPS LIGHT ON AND NO POWER STEERING ASSIST. I TEST DROVE TO SEE HOW HARD IT WOULD BE TO STEER. IT TOOK EVERYTHING I HAD TO STEER IT BELOW 30 MILES PER HOUR.
14 EPS LIGHT ON NOW?	NO, I CYCLED THE KEY AND THE ASSIST IS BACK AND LIGHT IS OFF.
15 I SEE THIS VEHICLE WAS AT HOLMES HONDA IN LOUISIANA A COUPLE OF DAYS AGO. IT HAD AN EPS CODE 53-02 AND THEY WERE GOING TO REPLACE THE EPS RACK. LET ME CALL THEM AND GET BACK TO YOU.	THANKS
16 CALL TO HOLMES HONDA. DID YOU REPLACE THE EPS RACK?	ANH-TUAN (TECH), HAD IT ON ORDER BUT CUSTOMER LIVES IN TEXAS AND COULD NOT WAIT. WE CANCELLED THE ORDER
17 THANKS	
18 CALL TO OLEN CURL. RACK WAS NOT REPLACED	OLEN, LIGHT CAME BACK ON AND WE PULLED A 53-02 JUST NOW
19 REPLACE EPS RACK	THANKS
20 PENDED TO TROYS FOR "A" RANK DETERMINATION	
6/10/2013 9:24:14AM	ROBERTH
21	NEW DEALER 858 MI
22	ORIGINAL CONCERN WAS THAT THE STEERING WAS INOPERTIVE. FOUND DTC 53-02 TORQUE SENSOR. ORDERS UPDATEDSTEERING RACK AMD AS I WAS PUTTING SUBFRAME BACK I NOTICED COOLANT ON THE BACK SIDE OF ENGINE BLOCK. POROUS ENGINE BLOCK. WILL SEND PICTURES.. PLEASE ADVISE.
23 LOST CALL	
6/11/2013 9:41:21AM	SHAWNW

24		53-01 SINCE INSTALLING THE NEW RACK
25		53-01: Torque Sensor (Low/High Check)
26	HARD CODE?	YES
27	DO THE T/S?	YES IN STEP 2 THE SENSOR MAIN AND SUB SHOW 0V
28	SO GO TO STEP 4?	5V AT TORQUE SENSOR PIN 6 AND IT TELLS ME TO REPLACE THE GEAR BOX AGAIN
29	WITH THE SENSOR UNPLUGGED DO YOU HAVE ANY VOLTAGE IN THE DATA LIST?	JUST THE REF V
30	HAVE THE C/U BEEN REPLACED?	NO
31	CHECK THE WIRES BETWEEN THE SENSOR AND THE C/U OPENS OR SHORTS TO EACHOTHER	OK
32	IF GOOD TRY SWAPPING AN EPS C/U	
6/11/2013 1:32:22PM CHRISR		
33		I PLUGGED IN LD RACK AND GOT DATA WHERE NEW RACH DOESNT
34	ORDER A NEW RACK AND PLUG IN FIRST	OK
35	IF OK, REPLACE 1ST NEW WITH 2ND, IF SAME NO DATA THEN OTHER ISSUE	OK
6/13/2013 8:02:19AM CHRISR		
36		IF I DONT DO THE CALIBRATION, CAN I GET THE SUB AND MAIN VALUES?
37	LET ME CHECK	OK
38	THE CAL IS NEEDED BUT MAY BE REVERSED	OK
39	INSTALL THE NEW RACK AS PER ISIS, WHEN CALIBRATION COMES UP, DO IN REVERSE ORDER IF VSA-EPS DO EPS-VSA	OK
40	ASK FOR RUDY IF CALL BACK	OK
6/13/2013 10:19:46AM TROYS		
41		RUDY PLEASE
42	WILL HAVE HIM CALL YOU	
6/13/2013 10:27:26AM RUDYG		
43	06/13/2013 10:29:00 AM RUDYG(CALLED DLR)	(VOICEMAIL)
44	MSG: RUDY FROM TL CALLING. PLEASE CALL BACK AND ASK FOR ME	
6/13/2013 12:28:51PM RUDYG		
45	06/13/2013 12:29:14 PM RUDYG	(JOHNNY) WE HAVE NEW RACK IN AND FAILS TORQUE SENSOR MEMORIZATION
46	DESCRIBE	SAYS TURN 10 DEG TO LEFT AND RIGHT THEN FAILS
47	HOW ARE YOU DETERMING 10 DEG?	JUST SLIGHTLY TURN IT
48	DO THIS, FIND K/G ACCORD AND DISCONNECT TORQUE SENSOR, NOTE DATA LIST. DO SAME ON YOUR CAR AND NOTE DATALIST	OK
49	THEN CK V ON ALL WIRES TO TORQUE SENSOR COMING FROM EPS C/U. COMPARE TO YOUR CAR AND CALL BACK WITH RESULTS	OK
6/14/2013 6:35:05AM SHAWNW		
50		RUDY PLEASE
51	NOT HERE YET	CAN HE CALL ME AT
52	LET HIM KNOW	
6/14/2013 7:35:59AM RUDYG		
53	06/14/2013 07:36:11 AM RUDYG	(JOHNNY) I DID VOLTAGE CHECKS AND I FOUND THAT RED VS2 WIRE HAS 0V ON PROBLEM CAR AND 2.5V ON K/G CAR CONNECTED
54	DISCONNECTED OR CONNECTED TORQUE SENSOR	ONLY TS-VDD LT BLU WIRE HAS V. 5V
55	WHAT ABOUT WHEN DISCONNECTED?	I DID THAT AND THEY DO
56	WITH TORQUE SENSOR DISCONNECTED SHORT LT BLU TO BUE AND THEN RED AND SEE IF DATA LIST CHANGES FROM 0V TO 5V	

57	SOUNDS LIKE RACK IS NO GOOD. YOU ARE SURE CONNECTIONS AT TORQUE SENSOR ARE OK	WELL I AM NOW FINDING THAT ON MY DATA LIST TORQUE SENSOR SUB AND MAIN ARE 0V BUT IF I WIGGLE THE WIRES AT THE TORQUE SENSOR I WILL SHOW 2.5V
58	THIS IS AT CONNECTOR	NO, RIGHT WHERE WIRES TO INTO TORQUE SENSOR
59	REPL RACK	OK
6/17/2013 8:07:01AM RUDYG		
63	06/17/2013 08:07:40 AM RUDYG	(JOHNNY)
64	RETURNING YOUR CALL	DID YOU GET MY VIDEO
65	YES, LET ME REVIEW...ON HDS DATA LIST WHICH PARAMETERS ARE GOING FROM 2.5V TO 0V	ACTUALLY THEY STAY AT 0 UNLESS I PULL ON TORQUE SENSOR HARNESS WHERE IT GOES INTO THE RACK. IT'S TORQUE SENSOR SUB AND TORQUE SENSOR MAIN. WHEN IT'S JUST AT REST BOTH READ 0V
66	HOW HARD ARE YOU PULLING	NOT VERY HARD.
67	AND YOU ARE SURE PIN FITS ON THAT CONNECTOR ARE OK?	YES
68	SO YOU HAVE ONE RACK THAT WAS REPLACED FOR THIS AND NOT IN THE CAR	YES
69	HAVE YOU TRIED THIS TEST ON KG CAR	YES, SUB AND MAIN TORQUE SENSOR READS NORMALLY
70	CONNECT YOUR FIRST REPLACEMENT RACK INTO K/G CAR AND MONITOR DATA LIST	OK
71	SEE IF YOU CAN DUPLICATE PROBLEM ON K/G CAR	OK
72	DON'T INSTALL, JUST USE TRANS JACK TO HOLD IT AND PLUG IT IN	OK
73	IF PROBLEM OCCURS ON K/G CAR THEN WE HAVE CONFIRMED RACK ISSUE. AT THAT POINT OPEN YOUR NEW RACK BOX AND DO THE SAME TEST. VERIFY IT WORKS OK ON K/G CAR BEFORE YOU INSTALL IN CUST VEH	OK
74	(ATTACHED VIDEO TO CONTACT)	
6/17/2013 9:19:34AM TROYS		
75		RUDY PLEASE
76	WILL HAVE HIM CALL YOU	
6/17/2013 9:21:41AM RUDYG		
77	06/17/2013 09:21:48 AM RUDYG(CALLED TECH AT (214) 809-9299	(JOHNNY) I TOOK KG CAR AND PLUGGED IN ONE OF THE BAD RACKS AND IT DID THE SAME THING SO I THEN OPENED UP THE NEW RACK AND PLUGGED IT INTO K/G CAR AND IT DIDN'T READ TORQUE SENSOR MAIN AND SUB
78		I THEN DECIDED TO BEND THE MALE PINS ON THE TORQUE SENSOR CONNECTOR UP VERY SLIGHTLY AND THAT SEEMED TO WORK. I DID THIS ON THE RACK THAT IS IN PROBLEM CAR AND STEERING IS WORKING NOW.
79	SO THE WIRING FROM THE RACK HAS MALE PINS	YES
80	DID YOU TWIST THE PINS?	NO, JUST VERY SLIGHTLY BENT UP
81	YOU SHOULD NOT BE ABLE TO DO THIS, THESE CONNECTIONS ARE VERY PRECISE AND NOT VERY TOLERANT OF MIS ALIGNMENT	WELL ITS WORKING NOW BUT NOT SURE HOW EXACTLY I HAD BAD CONNECTION
82	(???) WELL AT THIS POINT WE WILL HAVE TO SEE IF IT RECODES. YOU WILL NEED TO PUT SOME MILES ON THIS	MAY HAVE ISSUE WITH LEAKING BLOCK SO WE HAVE TO DRIVE IT ANYWAY
83	OK, LET US KNOW IF IT RECODES	OK
84	REFER TO DPSM ABOUT WHAT TO DO ABOUT NEW RACK WITH OPEN BOX	OK
85	(PEND TO DPSM)	
6/17/2013 6:39:31AM DAVEM		
60		JOHN, THIS WILL BE THE 3RD RACK FOR THIS CAR. PART NUMBERS ARE THE SAME. DO WE KNOW IF THIS PART WILL NAY DIFFRENT OR BETTER
61	IS THE HRNSS ON THE RACK ON CAR SIDE?	RACK SIDE
62	WGGL CHK THE HRNSS AND IF OK , RPLC RACK AGAIN	

86 EMAIL FROM MARY SHERICK WPI

Warranty Parts Inspection has been asked to review power steering racks replaced on a 2013 Accord, 1HGCR2F84DA[REDACTED]. The Techline reference number is 3438918.

87

Market Quality received the three steering racks and tested the first one and found the part to be NTF. The second and third racks have not been tested yet. The dealer technician indicated the repair that fixed the vehicle was bending the EPS connector pins on the rack side of the harness, to tighten the fit with the engine harness side connector.

88

The Techline Contact Report indicates the final dealer to work on the vehicle was instructed to replace the steering rack 3 times. Is Techline satisfied with the final repair by bending the terminal pins, or do you have more information regarding these repairs? Thank you for your help with this. Sincerely [REDACTED]

89 WE WERE NOT TOTALLY CONVINCED ITS FIXED YET WITH THE PIN BENDING REPAIR

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3443235	CHRISR	06/14/2013	RUDYG	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) 53-02	LOOSE PIN FIT ON PINK WIRE?; REPL HARNESS	
	Resln Source:	None	Date:
	Status:	N/A	Mileage: 719
	Remarks / Requestor:		FE Status:

Dealer #: 208578	TZ: CST	VIN: 1HGCR2F88DA [REDACTED]	Err:
Dir Cont: EVERETT HARPE	Training %: 79	Year: 2013	Model: ACCORD
Serv Ph: 936-632-7711	Extn:	Tran: CVT	Trim: EX-LNAV
Serv Mgr: RICHARD BURLESON		Doors: 4DR	WD:
Parts Mgr: RICHARD BURLESON		Fact: MARYSVILLE	Country: USA
Dir Name: LOVING HONDA 1701 S. MEDFORD LUFKIN TX 75901		Desc: ACCORD 4DR EX-L NAVI 4CYL 185.0 HP 2.4	
Phone: (936) 632-7711	Fax #:	WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
DPSM: KELLY KAWAGUCHI	Zone/Dist: 03F	Engine #: K24W11117978	Trans #: BC5A6184039
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 023161	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/14/2013 12:34:10PM CHRISR

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 VFY ALL CONNECOTR PIN FITS, SEEN RACKS CAUSE THIS BUT CONNECTION COMES FIRST

6/14/2013 1:55:56PM RUDYG

7 06/14/2013 01:56:07 PM RUDYG

8 YES DO THAT. ALSO LOOK AT MALE PIN AND MAKE SURE IT IS NOT BENT OR DAMAGED

Information from Dealer

CUST WAS DRIVING AT 28 MPH AND THE STEERING ASST WENT OUT. HAD EPS CODE 53-02 SET DID T/S PER ISIS CLEARED CODE. CODE DID NOT RESET. T/D CAR CODE DID NOT RESET. ANY IDEAS OR CHECKS. ALL CONNECTERS ON THE RACK ARE LOCKED IN AND LOOK OK.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 53-02]

N

N

N

OK

(EVERETT) I FOUND PINK WIRE FEMALE VERY LOOSE I AM NOT ABLE TO REMOVE THE FEMALE PIN TO REPAIR THIS. MY MGR WANTS TO ORDER A HARNESS

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3433464	ROBS	05/20/2013	ROBS	4

Code	Original Complaint	Probable Cause/Solution		
P 5600	ELEC PWR STEER, U0131	FBF: EPS C/U P9 YEL BACKED OUT		
		Resln Source:	Feedback forms	Date: 05/21/2013
		Status:	N/A	Mileage: 100
		Remarks / Requestor:		FE Status: .

Dealer #: 208604	TZ: EST	VIN: 1HGCR2F36DA [REDACTED]	Err:
Dir Cont: KRISTOPHER KREGI	Training %: 83	Year: 2013	Model: ACCORD
Serv Ph:	Extn:	Tran: CVT	Trim: LX
Serv Mgr: CLARK LANG		Doors: 4DR	WD:
Parts Mgr: JAMES SCHMITT		Fact: MARYSVILLE	Country: USA
Dir Name: ZEIGLER HONDA - AMHERST 2277 NIAGARA FALLS BLV AMHERST NY 14228		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
Phone: (716) 691-7800	Fax #:	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: MALCOLM HOFF	Zone/Dist: 09A	Engine #: K24W11487332	Trans #: BC5A6186399
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 302953	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

5/20/2013 7:37:29AM	ROBS		
1 ORIGINAL COMPLAINT			LOSS OF ASSIST, STEERING WARNING INDICATOR COMES ON. FOUND U0131 IN PGM-FI AND GAUGE CONTROL MODULE.
2 ISIS SEARCH CRITERIA			[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?			[KEYWORD: U0131]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?			YES
5 ANY AFTER MARKET ACCESSORIES INSTALLED?			NO
6 HAVE SEEN LOOSE FEMALE CONN AT EPS C/U CAUSE THE U0131. CHK F-CAN V AT DLC P6, P14 KEY-ON. NORMAL SHOULD BE +/-2.50v, HI/LO. IF NOT NORMAL, DISCON UNITS, START WITH EPS. WATCH FOR POOR EPS C/U GROUND. CHK G1, NEG BATT CABLE. CHK FOR OTHER LOOS CONNS IN THE F-CAN.			NO
7 YEAH, BUT HE REPL'D THE EPS C/U, THEN FOUND A LOOSE PWR WHT WIRE FEMALE CONN. CHK CONNS FIRST. PLS FDBK, USE iN.			NO
			OK. ANY OTHER CASES.
5/20/2013 9:16:49AM	TROYS		
8 NOT A RANK NO LOSS OF STEERING			
5/21/2013 6:38:18AM	CHRISV		
9			REPLACED THE EPS UNIT AND NC. I ALSO CAN NOT VEIOW ANY OF THE NEW EWD'S
10 CAN YOU COMM W/ VSA AND PCM			YES
11 ANY CODES			U0131
12 CK PWR AT PINS 10 AND 11 OF THE EPS UNIT, SHOULD BE ABOUT 2.5V			
5/21/2013 2:30:29PM	ROBS		
13			REPLACED EPS CONTROLLER AFTER TESTING LARGE BLACK GROUND AND LARGE WHITE POWER WIRES. RED AND WHITE DATA WIRES IN PIN 10 AND 11 HAD 2.6v ON WHITE AND 2.3v ON RED OK. NO CHANGE AFTER REPLACING MODULE, STILL NO COMMUNICATION WITH EPS. FOUND YELLOW WIRE (IG1 PWR FROM UDFB FUSE B10) IN PIN 9 INSTALLED BACKWARDS AND JAMMED HALF-WAY INTO CONNECTOR. REMOVED AND INSTALLED PROPERLY. OK NOW I CAN COMMUNICATE. OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3560938	TROYS	03/28/2014	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS STILL TO RETURN	EPS ;COMPARE TO LIKE CAR	
		Resin Source: None	Date:
		Status: N/A	Mileage: 2,146
		Remarks / Requestor:	FE Status: .

Dealer #: 206788	TZ: EST	VIN: 1HGCR2F84DA [REDACTED]	Err:
Dir Cont: EDWARD HERCULES	Training %: 81	Year: 2013	Model: ACCORD
Serv Ph: (718) 658-6559	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: ROBERT HERCULES		Doors: 4DR	WD:
Parts Mgr: GEORGE QUICK		Fact: MARYSVILLE	Country: USA
Dir Name: HILLSIDE HONDA		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
139-07 HILLSIDE AVENUE		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
JAMAICA NY 11435		Engine #: K24W11492457	Trans #: BC5A6200153
Phone: (718) 658-6559	Fax #: (718) 658-7149	Em Type: KL	
DPSM: STEFANIE SENKIW	Zone/Dist: 05D	RO #: 519216	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/28/2014 11:10:23AM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 COMPARE TO LIKE CAR CHECK CODES AND PIN FITS

Information from Dealer

CUSTOMER STATES THAT THE STEERING WHEEL IS HARD
 TOTURN WHILE DRIVING
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: STEERING]
 YES IT WILL NOT COME
 NO
 NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3539560	RUDYG	02/03/2014	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS NO ASSIST	EPS RACK?; CK FOR BENT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 20,287
		Remarks / Requestor:	FE Status:

Dealer #: 208313	TZ: EST	VIN: 1HGCR2F84DA [REDACTED]	Err:
Dir Cont: ROBERT TEITELMAN	Training %: 80	Year: 2013	Model: ACCORD
Serv Ph: 330-422-7000	Extn:	Tran: CVT	Trim: EX-LNAV
Serv Mgr: MATTHEW BRUCKMAN		Doors: 4DR	WD:
Parts Mgr: TIMOTHY LERO		Fact: MARYSVILLE	Country: USA
Dir Name: CLASSIC HONDA		Desc: ACCORD 4DR EX-L NAVI 4CYL 185.0 HP 2.4	
900 CLASSIC DRIVE		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER, USA	
STREETSBORO	OH 44241	Engine #: K24W11493963	Trans #: BC5A6203632
Phone: (330) 422-7000	Fax #: (330) 422-7041	Em Type: KL	
DPSM: DON ANDREWS	Zone/Dist: 04G	RO #: 60078	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

2/3/2014 2:09:43PM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 DONE TORQUE SENSOR CALIB?
- 7 NEED TO PUT VEHICLE IN THE AIR AND CK FOR BINDING IN RACK
- 8 IF NO, THEN TRY TORQUE SENSOR CALIB
- 9 IF RACK BINDS THEN SUSPECT ITS BENT

Information from Dealer

FEELS LIKE NO ELECTRIC ASST WHEN GOING AROUND CORNER STEERING WHEEL DOES NOT RETURN SENT SNAP SHOT ON EPS DATA USED DEALER NO 208313 FOR REF [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: EPS]

EPS LIGHT DOES BULB CHECK AND GOES OUT. DOESN'T COME BACK ON AFTER THAT

NO

NO, BUT CUST DID SAY THIS STARTED AFTER HE HIT CURB. NOT TOO MUCH DAMAGE THOUGH.

NO

OK

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3549109	CHRISR	02/26/2014	CHRISR	1

Code	Original Complaint	Probable Cause/Solution		
P 5600	SEEMS TO FEEL HEAVY	RACK?; COMPARE TO KG, TRY TORQ RECAL		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 22,611
		Remarks / Requestor:		FE Status: .

Dealer #: 208301	TZ: EST	VIN: 1HGCR2F54DA [REDACTED]	Err:
Dir Cont: STEPHEN WEBB	Training %: 55	Year: 2013	Model: ACCORD
Serv Ph: 240-864-0880	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: WARREN JACOBS		Doors: 4DR	WD:
Parts Mgr: DWIGHT MITCHELL		Fact: MARYSVILLE	Country: USA
Dir Name: CRISWELL HONDA		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
19525 AMARANTH DRIVE		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
GERMANTOWN MD 20874		Engine #: K24W11494452	Trans #: BC5A6204847
Phone: (240) 864-0880	Fax #: (240) 364-7165	Em Type: KL	
DPSM: TOM ZUIDEMA	Zone/Dist: 06C	RO #: 420248	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

2/26/2014 12:48:13PM CHRISR

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 COMPARE RACK FEEL TO KG, IN AIR ON RACK, LOADED ON ALIGN RACK, REMOVE MECH DIFFERENCE
- 7 IF NO DTCS, THEN SYMPTOM BASED, POSS CURB KISS
- 8 OK TRY TORQ RECAL

Information from Dealer

CAR SEEMS TO BE LACKING ASSISTED STEERING
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: STEERING]

Y
 N
 N
 OK
 REAR TIRES ARE CURB RASHED
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3472642	LINDSEYA	08/29/2013	LINDSEYA	1

Code	Original Complaint	Probable Cause/Solution		
P 5600	NO POWER STEERING, 53-02	RACK; REPLACE		
		ResIn Source: None	Date:	
		Status: N/A	Mileage: 2,221	
		Remarks / Requestor:	FE Status:	

Dealer #: 208528	TZ: EST	VIN: 1HGCR2F77DA [REDACTED]	Err:
Dir Cont: KEVIN SEYBERT	Training %: 96	Year: 2013	Model: ACCORD
Serv Ph:	Extn:	Tran: CVT	Trim: EX
Serv Mgr: CHRISTOPHER CARMICHAEL		Doors: 4DR	WD:
Parts Mgr: CHRISTOPHER CARMICHAEL		Fact: MARYSVILLE	Country: USA
Dir Name: PECHELES HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
3774 M.L. KING JR BLVD		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
NEW BERN NC 28562		Engine #: K24W11130394	Trans #: BC5A6205356
Phone: (252) 637-4300	Fax #: 2526367258	Em Type: KA	
DPSM: LINDA TURNER	Zone/Dist: 06L	RO #: 49894	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 8/29/2013 10:37:39AM LINDSEYA
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 OK. AND NO REPAIRS HAVE BEEN MADE YET?
 - 8 CHECK ALL CONNECTIONS AND VERIFY THAT THERE IS NOTHING LOOSE, NO BENT PINS, NO DAMAGE.
 - 9 IF OK, START WITH RACK.

Information from Dealer

CODE 53-02 SENT SNAP SHOT FLOW CHART PROCEDURES STATED REPLACE RACK

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING][KEYWORD:]

Y

N

N

53-02 - I DID THE FLOW CHART. IT SAID TO REPLACE THE RACK. IT IS CODING AS SOON AS YOU CLEAR IT. I HAVE A CODE 53-02.

NO. IT JUST GOT HERE. I CLEARED THE CODE, WENT THROUGH THE T/S, AND IT SAYS IF VOLTAGES AREN'T WITHIN SPEC, REPLACE THE UNIT.

OK.

OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3460344	DAVEM	07/30/2013	RUDYG	3

Code
P 5600

Original Complaint
LOST OF POWER STEERING,53-02

Probable Cause/Solution
HARNES?; CK PIN FITS FIRST

Resln Source: None

Date:

Status: N/A

Mileage: 583

Remarks / Requestor:

FE Status: .

Dealer #: 208572	TZ: EST	VIN: 1HGCR2F53DA [REDACTED]	Err:
Dir Cont: CHRISTOPHER MOY	Training %: 8	Year: 2013	Model: ACCORD
Serv Ph:	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: JAMES DEVASTO		Doors: 4DR	WD:
Parts Mgr: THOMAS MCCABE		Fact: MARYSVILLE	Country: USA
Dir Name: AUTOFAIR HONDA OF PLYMOUTH 9 LONG POND ROAD PLYMOUTH MA 02360		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
Phone: (508) 927-5300	Fax #:	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: CHERYL COTTER	Zone/Dist: 09G	Engine #: K24W11504667	Trans #: BC5A6226280
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 43036	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

7/30/2013 12:07:26PM	DAVEM	
1 ORIGINAL COMPLAINT		VEHICLE WAS HERE AT THE DEALERSHIP ON JULY 25 2013 FOR LOST OF POWER STEERING...ANOTHER TECH HAD THE VEHICLE AND I GUESS FOUND NOTHING WRONG WITH IT.I HAD PULLED VEHICLE IN WITH LOST OF POWER STEERING...CHECKED CONNECTORS AND WIRES AND EVERYTHING SEEMS TO BE FINE.
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: POWER STEERING]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6		THIS CAR LOOSES P/S ASST INTERM. I HAVE CODE 53-02 AVG CHECK. THE NUMBERS THEY ARE ASKING FOR ARE NOT IN THYE SPEC CALLED FOR. RLC THE WHOLE RACK OR JUST THE TRQ SNSR?
7 THAT WOULD BE THE WHOLE RACK, BUT MAKE SURE WE VRFY THE P-FITS AT THE RACK AND CU 1ST,. HAVE SEEN SOME HRNSS'S FIX THESE TOO		OK
7/31/2013 11:57:45AM	DAVEM	
8		HRNSS LOKS OK AND WGGL CHK IS OK TOO
9 OK LET'S GO WITH THE RACJ 1ST> HRNSS NEXT		
8/1/2014 12:15:56PM	RUDYG	
10 08/1/2014 12:16:01 PM RUDYG		VEHICLE CAME IS FOR INTERMINTENT STEERING LOST. TEST DROVE AND CAN NOT DUPLICATE. SCANNED VEHICLE AND NO FAULTS FOUND. I HAD REPLACED THE RACK BACK IN 8/3/13 TEST DROVE AND VEHICLE SEEMED FINE. CAR CAME BACK LAST WEEK FOR SAME ISSUE WHICH HAD ONLY HAPPENED TWICE IN ONE WEEK. I HAD LOOKED VEHICLE OVER AND TEST DROVE AND COULD NOT DUPLICATE. ALSO CHECKED FOR UPDATES WHICH WAS AVAILABLE AND PERFORMED. SENT CUSTOMER ON HIS WAY AND NOW IS BACK TODAY FOR SAME ISSUE. CAN NOT DUPLICATE.
11 WHAT HAS BEEN REPLACED SO FAR?		EPS RACK
12 BEEN OK SINCE THEN		YES
13 HOW MANY MILES?		REPL AT 660, NOW HAW 7643 MILES
14 USE .64 MM PIN FIT TOOL AND DO DRAG TEST ON ALL TORQUE SENSOR CONNECTIONS BETWEEN EPS TORQUE SENSOR AND EPS CU		OK
15 IF YOU FIND A LOOSE FEMALE PIN, REPL HARNES		OK
16 IF NOTHING FOUND, REFER TO DPSM AND SEE IF HE WANTS TO TRY ENG BAY HARNESS		OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3584428	JOHNB	06/02/2014	RONW	8

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS GET LESS ASSIST TILL NONE	6/10: REPLACED EPS RACK	
		ResIn Source:	Spoke w/ Dealer Date: 06/10/2014
		Status:	N/A Mileage: 11,011
		Remarks / Requestor:	FE Status: .

Dealer #: 208475	TZ: EST	VIN: 1HGCR2F59DA [REDACTED]	Err:
Dir Cont: EARL ISAAC	Training %: 98	Year: 2013	Model: ACCORD
Serv Ph: 973-777-1600	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: VALENTINE NATHAN		Doors: 4DR	WD:
Parts Mgr: PAUL ZELLMAN		Fact: MARYSVILLE	Country: USA
Dir Name: GARDEN STATE HONDA		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
584 ROUTE 3 WEST		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
CLIFTON NJ 07014		Engine #: K24W11505293	Trans #: BC5A6228796
Phone: (973) 777-1600	Fax #: 9739551399	Em Type: KL	
DPSM: DAN OUTTEN	Zone/Dist: 05B	RO #: 650206	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests**Information from Dealer**

6/2/2014 12:49:31PM	JOHNB	
1 ORIGINAL COMPLAINT		CUSTOMER STATES THE STEERING IS UNUSABLE
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: JOBAIDS] [KEYWORD:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		YES
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		NONE
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		NONE
6		EPS LOOSES ASSIST MORE AND MORE YOU DRIVE UNTIL NO ASSIST;ANY ISSUES
7 DO YOU HAVE ANY CODES		NONE
8 UNDER ALL DTC CHK		NONE
9 SO THIS IS NOT AN ASSIST PROBLEM WHERE ASSIST IS LOST IMMEDIATELY,BUT GRADUALLY OVER TIME?		YES
10 I HAVE A KNOWN ISSUE WITH EPS HARNESS,TOO TIGHT,DAMAGING HARNESS,BUT THAT SHOULD BE IMMEDIATE ASSIST AND CODE ISSUES		NOPE,NOT EPS HARNESS,ALREADY INSPECTED THAT
11 ARE YOU SURE NO CODES?		WHAT I WILL DO IS CHK THIS OUT FURTHER,JUST WANTED TO SEE IF YOU HAVE ANYTHING
12 LET US KNOW		
6/3/2014 9:20:59AM	RONW	
13		EARL, NO DTC'S. AS SOON AS I GET TO ABOUT 15 MPH, ASSIST STARTS REDUCING
14 SIGNS OF COLLISION OR BODY REPAIRS?		NO, CAR IS CLEAN. NO SCRATCHES ON THE WHEELS OR ANYTHING. CAR IS DANGEROUS TO DRIVE OVER 20 MILES PER HOUR, ASSIST REDUCES DOWN.
15 UNDERSTOOD. PENDED TO TROYS FOR "A" RANK DETERMINATION		
16 WITH CAR IN YOUR WORK BAY, TURN THE WHEEL LOCK TO LOCK CONTINUOUSLY, DOES ASSIST START TO REDUCE?		HOLD.....NO, I HAVE TO DRIVE IT TO GET IT TO HAPPEN
17 LET ME CONSULT WITH MODEL ENGINEER. WILL CALL YOU BACK		OK, DIRECT LINE IS [REDACTED]
6/3/2014 9:52:36AM	RONW	
18 FOLLOW UP CALL TO TECH		EARL HERE
19 INSPECT WIRING HARNESS AND CONNECTIONS AT THE EPS CONTROL UNIT AND RACK. LOOK FOR TIGHT (STRETCHED) WIRING OR SOFTSET CONNECTIONS. IF ALL OK, SWAP AN EPS CONTROL UNIT FROM A KNOWN GOOD VEHICLE. TEST DRIVE LOW SPEED IN YOUR PARKING LOT IF YOU CAN DO SO SAFELY		AGREE
6/3/2014 11:25:44AM	RUDYG	
20 06/3/2014 11:26:22 AM RUDYG		(EARL) WE DON'T HAVE EPS UNIT TO SWAP. ALL CONNECTIONS LOOK OK AND CYCLED CONNECTIONS RIGHT
21 NO CODES		OK
22 REPL EPS C/U FIRST		
6/4/2014 12:02:22PM	CHRISV	
23		REPLACED THE EPS C/U AND NC
24 DO YOU HAVE COMM W/ THE EPS		YES
25 DID YOU DO THE SYSTEM LEARN		YES
26 REPLACE THE RACK		
6/10/2014 1:08:06PM	RONW	
27 FOLLOW UP CALL TO TECH. STATUS?		EARL, REPLACING THE RACK REPAIRED THE VEHICLE. I HAVE NOT HAD TIME TO SEND A FEEDBACK
28 THANKS		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3574372	SOURIS	05/05/2014	TROYS	5

Code	Original Complaint	Probable Cause/Solution		
P 5600	EPS LIGHT ON STIFF STEER 71-01	FBF: PIN9 (BLUE) ON CONN "B" AT EPS C/U BACK OUT		
		ResIn Source:	Feedback forms	Date: 05/05/2014
		Status:	N/A	Mileage: 15,421
		Remarks / Requestor:		FE Status: .

Dealer #:	207150	TZ:	EST	VIN:	1HGCR2F84DA [REDACTED]	Err:	
Dir Cont:	SHANE WHITEHEAD	Training %:	98	Year:	2013	Model:	ACCORD
Serv Ph:	(724) 836-6030	Extn:		Tran:	CVT	Trim:	EX-L
Serv Mgr:	JOSEPH PROFETA			Doors:	4DR	WD:	
Parts Mgr:	LINDA PAUL			Fact:	MARYSVILLE	Country:	USA
Dir Name:	SMAIL HONDA VILLAGE			Desc:	ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L		
	5043 ROUTE 30			WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,		
	GREENSBURG		PA 15601	Engine #:	K24W11507843	Trans #:	BC5A6234701
Phone:	(724) 836-6030	Fax #:	7248308040	Em Type:	KL		
DPSM:	DARIN WATTERS	Zone/Dist:	05M	RO #:	626360		
Previous Dealer/Contact		Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests**Information from Dealer**

5/5/2014 9:35:29AM	SOURIS	
1 ORIGINAL COMPLAINT		CUSTOMER STATED STEERING CUT OUT WHILE DRIVING AND STEERING WHEEL INDICATOR CAME ON. RETRIEVED DTC 7 1-01.
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:] [KEYWORD: STEERING]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		NO,
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		NO.
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		NO.
6 WHAT DID THE MEAN BY STEERING CUTTING OUT?		(SHANE) C/S WHILE DRIVING EPS GET STIFF.
7 IF THE CLEAR THE CODE WILL IT COME BACK?		NO.
8 DID WE DO ALL SYSTEM CHECK?		YES, NO OTHER CODE.
9 DTC 71-01: Motor Angle Sensor (SIN/COS Signals)		YES.
10 EPS LGT ON/LOSS OF ASSIST(CRACKED CONN @GEARBOX OR CU)HTL-INFO KB 17858		I WILL CHECK THE HARNESS.
11 PLEASE LET ME KNOW WHAT YOU FIND.		OK, I'LL GET BACK TO YOU.
5/5/2014 11:20:54AM	JOHNB	
12		CHECKED CONNECTOR PRIOR SPECIALIST GV ME,IT IS OK
13 DTC 71-01: Motor Angle Sensor (SIN/COS Signals)		
14 DOES THIS CODE RESET FOR YOU		NO,VERY INTERMITTENT
15 CHK THE RESOLVER WIRES B11,B9 AT EPS C/U AND AT MOTOR,TERMINALS 4,1;WIGGLE TEST AND CHK TERMINAL CONNECTIONS;IF HARNESS OK,THEN LIKELY RACK		
5/5/2014 12:39:02PM	SOURIS	
16 05/5/2014 12:42:35 PM SOURIS		FBF: COMMENTS FROM DEALER: FOUND PIN 9 ON CONNECTOR B OF EPS C/U (BLUE WIRE)/ TERMIAL NOT FULLY CLIPPED INTO CONNECTOR.
5/5/2014 1:41:08PM	TROYS	
17 NOT A RANK		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3581418	CHRISV	05/23/2014	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	LOOSES ASSIST	RACK; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 13,329
		Remarks / Requestor:	FE Status: .

Dealer #: 207391	TZ: EST	VIN: 1HGCR2F54DA [REDACTED]	Err:
Dir Cont: ANGELO TISO	Training %: 0	Year: 2013	Model: ACCORD
Serv Ph: (954) 989-1600	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: WALTER SALVATIERRA		Doors: 4DR	WD:
Parts Mgr: EDUEN HERNANDEZ		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA HOLLYWOOD 1450 NO. STATE ROAD 7 HOLLYWOOD FL 33021		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
Phone: (954) 989-1600	Fax #: (954) 964-1868	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	Engine #: K24W11148736	Trans #: BC5A6235195
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 838631	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/23/2014 9:55:44AM CHRISV

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CAN YOU DUP
- 7 ANY CODES
- 8 CK RACK CONN, IF OK REPLACE THE RACK

Information from Dealer

C/S STERRING GET HARD WHILE DRIVING
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING][KEYWORD:]
 YES
 NO
 NO
 YES, HAPPENS WHILE DRIVING. AT IDLE ITS FINE BUT ONCE THE CAR STARTS TO MOVE IT LOOSES ASSIST AND WONT RETURN AFTER TURNING
 NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3621217	TROYS	09/09/2014	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) 53-02	RACK; REPLACE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 7,381
		Remarks / Requestor:	FE Status: .

Dealer #: 206826	TZ: EST	VIN: 1HGCR2F3XDA [REDACTED]	Err:
Dir Cont: ERIC RIVERA	Training %: 38	Year: 2013	Model: ACCORD
Serv Ph: (407) 629-1234	Extn:	Tran: CVT	Trim: LX
Serv Mgr: MARGARET NERO		Doors: 4DR	WD:
Parts Mgr: JON FLOYD		Fact: MARYSVILLE	Country: USA
Dir Name: HOLLER HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
2211 N. SEMORAN BLVD.		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
ORLANDO FL 32807		Engine #: K24W11149116	Trans #: BC5A6234944
Phone: (407) 629-1234	Fax #: (407) 628-2234	Em Type: KA	
DPSM: MAURICE NARBONA	Zone/Dist: 07L	RO #: 49301	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/9/2014 1:28:48PM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CHECK PIN FIT TO TS IF OK REPLACE THE RACK

Information from Dealer

CUSTOMER STATES WHILE DRIVING THE POWER STEERING COMPLETELY FAILS ON HIM, THE WARNING LIGHT COMES ONON THE DASH AND STAYS ON UNTIL HE TURNS THE CAR OFF.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]

[KEYWORD: 53-02]

YES

CLEARED CODE IT RETURNS

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3506648	RAYD	11/18/2013	RAYD	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB 53-01 53-02	RACK; REPLACE EPS RACK	
		Resln Source: None	Date:
		Status: N/A	Mileage: 7,323
		Remarks / Requestor:	FE Status: .

Dealer #: 207260	TZ: EST	VIN: 1HGCR2F88DA [REDACTED]	Err:
Dir Cont: ALPHONSE GUERRII	Training %: 98	Year: 2013	Model: ACCORD
Serv Ph: (407) 291-6090	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: DERVIN CARTY		Doors: 4DR	WD:
Parts Mgr: JEFF TURJA		Fact: MARYSVILLE	Country: USA
Dir Name: CLASSIC HONDA		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
4000 WEST COLONIAL DR.		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
ORLANDO FL 32808		Engine #: K24W11149826	Trans #: BC5A6235929
Phone: (407) 291-6090	Fax #: 4072984169	Em Type: KA	
DPSM: MAURICE NARBONA	Zone/Dist: 07L	RO #: 012892	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/18/2013 8:03:28AM RAYD

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 WE HAVE SEEN PINS LOOSE AND BACKED OUT AT THE CONTROL UNIT AND THE RACK
- 8 REPLACE THE RACK

Information from Dealer

CUSTOMER STATE WHILE DRIVING THE POWER STEERING LIGHT CAME ON AND STEERING GOT REALLY HARD
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: VEHICLE GENERAL INFORMATION][KEYWORD:]
 YES

NO

EPS 53-01 53-02, WENT THROUGH THE TROUBLESHOOTING, IT SAYS TO REPLACE THE GEAR BOX
 I COVERED THAT, NO LOOSE CONNECTIONS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3500675	TROYS	11/04/2013	GARYS	4

Code P 5600	Original Complaint EPS LOCKED UP	Probable Cause/Solution EPS; SEND PICS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 7,523
		Remarks / Requestor:	FE Status:

Dealer #: 207145	TZ: EST	VIN: 1HGCR2F30DA [REDACTED]	Err:
Dir Cont: BILL HALLSWORTH	Training %: 0	Year: 2013	Model: ACCORD
Serv Ph: (732) 985-8444	Extn:	Tran: CVT	Trim: LX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: IVAN GUANILL		Fact: MARYSVILLE	Country: USA
Dir Name: OPEN ROAD HONDA 50 ROUTE 1 EDISON NJ 08817		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
Phone: (732) 985-8444	Fax #: 7328394713	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: OPEN POSITION 8/27/14	Zone/Dist: 05F	Engine #: K24W11151656	Trans #: BC5A6238808
Previous Dealer/Contact	Date	Em Type: KA	
		RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/4/2013 1:27:14PM TROYS
1

Information from Dealer

THIS IS [REDACTED] THE CUST STATES THAT THE EPS LOCKED AND THEY LOST CONTROL AND ROLLED THE CAR NEED TO OPEN CASE TO ATTACHE PICS

11/5/2013 9:58:45AM RUDYG
2 11/5/2013 10:01:10 AM RUDYG(RECEIVED E MAIL FROM DSPM WITH PHOTOS. ATTACHED TO CONTACT PEND TO TROYS FOR REVIEW)

11/7/2013 9:34:34AM JOHNB
3
4

THIS IS [REDACTED] DSPM
I WOULD LIKE TO ADD THIS ADDITIONAL NEW INFORMATION REPORTED BY THE DEALER, THAT WAS SUPPLIED BY THE CUSTOMER WHEN SHE CAME TO PICK UP THE VEHICLE; CUSTOMER INFORMED THE SERVICE WRITER AT THE DEALER, THAT SHE RECEIVED A DUI FOR THE ACCIDENT

5 PENDED CURRENT FYI TO TROYS

11/7/2013 9:50:36AM GARYS
6 11/7/2013 09:53:36 AM GARYS COPY TO PRO & FACTORY
7 11/7/2013 09:57:24 AM GARYS RUDY, CAN WE FIND OUT IF THERE ARE ANY CODES STORED?

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3598322	SHAWNW	07/10/2014	RAYD	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-02	FBF: RACK REPLACED	
		Resln Source:	Feedback forms Date: 07/21/2014
		Status:	N/A Mileage: 9,518
		Remarks / Requestor:	FE Status: .

Dealer #:	208047	TZ:	EST	VIN:	1HGCR2F83DA [REDACTED]	Err:	
Dir Cont:	JERARD SWEETWIN	Training %:	15	Year:	2013	Model:	ACCORD
Serv Ph:	(410) 243-7000	Extn:		Tran:	CVT	Trim:	EX-L
Serv Mgr:	JOHN DINATALE			Doors:	4DR	WD:	
Parts Mgr:	RICK DOSSA			Fact:	MARYSVILLE	Country:	USA
Dir Name:	ANDERSON HONDA 10139 YORK ROAD COCKYESVILLE		MD 21030	Desc:	ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L		
Phone:	(410) 243-7000	Fax #:	4108897434	WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,		
DPSM:	ROBERT BORZILLERI	Zone/Dist:	06D	Engine #:	K24W11510122	Trans #:	BC5A6241057
Previous Dealer/Contact		Date		Em Type:	KL		
				RO #:	234807		
				Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

7/10/2014 8:13:26AM SHAWNW

1 ORIGINAL COMPLAINT

CAR HAS INTERMITTEN NO POWER STEERING CHECKED FOR UPDATES FOUND SEVERAL FOR SRS VSA A/T AND A HOST OF OTHER SYSTEMS ON CAR . CLEARED CODES UPDATED SYSTEM AND CODE RETURNED . ALL WIRES AND CONNECTORS ARE FINE THERE IS SOME LIGHT IMPACT DAMAGE TO RIM. STEERING FEELS NORMAL WHEN TURING LEFT BUST WHEN TURNING RIGHT STEERING IS VERY EASY AND HAS NO FEEDBACK .

2 ISIS SEARCH CRITERIA

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING][KEYWORD: POWER STEERING]

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

Y

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

N

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

N

6

SEE ABOVE

7 CODES?

53-02: Torque Sensor (Average Check)

8 CLEAR?

COMES RIGHT BACK

9 REPLACE THE RACK

7/21/2014 8:48:02AM SHAWNW

10 FBF

REPLACED RACK

8/5/2014 9:52:37AM RAYD

11

Good Day I would like to introduce my self my name is [REDACTED] [REDACTED] new member of the meditation team. Regarding to the above reference subject to two repair visits concerning of tight steering. Dealer replace rack per tech line. In receipt of state notification of final repair. > Is there any common problems contributing to the problem? > any thing the dealer should look at during up coming inspection? Please advise. Tony Fernandez

12 Good Morning [REDACTED] at the Tech Line contact, there is no warranty claim for a Steering Rack replacement, are we sure the rack has been replaced? We have seen this previously and a Rack usually fixes it, does this vehicle still have a problem? Ray

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3488227	SHAWNW	10/07/2013	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS)	RACK?;REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 4,562
		Remarks / Requestor:	FE Status:

Dealer #: 208408	TZ: EST	VIN: 1HGCR2F39DA [REDACTED]	Err:
Dir Cont: CHRISTOPHER BUTL	Training %: 7	Year: 2013	Model: ACCORD
Serv Ph: (703) 749-6600	Extn:	Tran: CVT	Trim: LX
Serv Mgr: RYAN PARTON		Doors: 4DR	WD:
Parts Mgr: JUAN HIDALGO		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF TYSONS CORNER 1580 SPRING HILL ROAD VIENNA VA 22182		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
Phone: (703) 749-6600	Fax #: (703) 821-4229	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: TOM ZUIDEMA	Zone/Dist: 06C	Engine #: K24W11152164	Trans #: BC5A6240090
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 295531	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/7/2013 1:06:48PM SHAWNW
1 ORIGINAL COMPLAINT

Information from Dealer

CUSTOMER COMPLAINED EPS LIGHT ON DASH AND STEERINGHARD. TECH VERIFIED AND CHECKED WITH HDS SUB VOLT AGE AT .10V STEADY INOP. AFTER DISCONNECTING TORQUE SENSOR CONNECTOR UNDERNEATH VEHICLE AND TURNING WHEEL TO LEFT TO LOCK TORQUE SENSOR SUB VOLTAGE READING NORMAL. AS SOON AND WHEEL IS TURNED TO RIGHTSUB VOLTAGE SENSOR FREEZES AT .10V
[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: CONTROL SYSTEM DTCS][KEYWORD: 53-02]

Y
N
N
53-02: Torque Sensor (Average Check)
HARD CODE
YES AND LEADS TO A RACK, JUST LOOKING FOR KNOWN ISSUES
OK
OK

2 ISIS SEARCH CRITERIA

- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 CLEAR?
- 8 DO T/S?
- 9 NO KNOWN ISSUES, BUT DO HAVE SOME CALLS WITH CONNECTION ISSUES. I WOULD CONFIRM PINFIT AT THE RACK, C/U AND ANY CONNECTION IN BETWEEN
- 10 IF ALL GOOD REPLACE THE RACK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3478053	TROYS	09/12/2013	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 53-01 53-02	RACK	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 2,024
		Remarks / Requestor:	FE Status: .

Dealer #: 206761	TZ: EST	VIN: 1HGCR2F50DA [REDACTED]	Err:
Dir Cont: JESSE GAMBLE	Training %: 71	Year: 2013	Model: ACCORD
Serv Ph: (315) 736-7310	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: DAVID ROSATO		Doors: 4DR	WD:
Parts Mgr: DAVID ROSATO		Fact: MARYSVILLE	Country: USA
Dir Name: CARBONE HONDA		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
5009 COMMERCIAL DRIVE		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
YORKVILLE NY 13495		Engine #: K24W11512755	Trans #: BC5A6247499
Phone: (315) 736-7310	Fax #: 3157681616	Em Type: KL	
DPSM: OPEN POSITION 7/24/14	Zone/Dist: 09B	RO #: 391270	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/12/2013 11:02:40AM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 WGGLE HARNESS IF V CHANGES HARNESS IF NOT DO RACK

Information from Dealer

STIFF WHEN TURNING
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: CONTROL SYSTEM DTCS][KEYWORD: 53-01]
 YES
 TS LEADS TO RACK
 NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3645278	CHRISV	11/11/2014	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 32-09 61-04 2X	EPS; SWAP	
		Resln Source: None	Date:
		Status: N/A	Mileage: 17,775
		Remarks / Requestor:	FE Status: .

Dealer #: 207414	TZ: EST	VIN: 1HGCR2F87DA [REDACTED]	Err:
Dir Cont: WYNN ROBINSON	Training %: 74	Year: 2013	Model: ACCORD
Serv Ph: (704) 979-7500	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: PATRICE WOOD		Doors: 4DR	WD:
Parts Mgr: DARRELL HINSON		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF CONCORD		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
7650 BRUTON SMITH BLVD		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
CONCORD NC 28027		Engine #: K24W11159644	Trans #: BC5A6250120
Phone: (704) 979-7500	Fax #: (704) 979-7563	Em Type: KA	
DPSM: MARK SIMPSON	Zone/Dist: 06J	RO #: 939833	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/11/2014 7:03:17AM CHRISV

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 IS IT ACTING UP
- 7 CK THE EPS HARNESS
- 8 SWAP KG EPS UNIT

Information from Dealer

NO POWER STEERING... EPS LIGHT ON 32-09 AND 61-04 STORED LAST VISIT THE EPS CONTROL UNIT WAS REPLACED. THIS VISIT THE DIAG LEADS TO REPLACING THE SAME UNIT AGAIN.

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 32-09]

YES
EPS UNIT 5K MILES AGO
NO
YES
I DID WHEN I DID THE T-SHOOT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3506979	TROYS	11/18/2013	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS LOCKS UP NO CODES	UNKNOWN; GET CAR IN	
		Resln Source: None	Date:
		Status: N/A	Mileage: 8,906
		Remarks / Requestor:	FE Status:

Dealer #: 207641	TZ: CST	VIN: 1HGCR2F55DA [REDACTED]	Err:
Dir Cont: SHAWN MCARTHUR	Training %: 79	Year: 2013	Model: ACCORD
Serv Ph: (708) 868-0100	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: SAL AREVALO		Fact: MARYSVILLE	Country: USA
Dir Name: NAPLETON'S RIVER OAKS HONDA 17220 TORRENCE AVENUE LANSING IL 60438		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
Phone: (708) 868-0100	Fax #: 7088688867	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: BILL(WILLIAM) WATERSTF	Zone/Dist: 08G	Engine #: K24W11160159	Trans #: BC5A6253265
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 237695	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/18/2013 12:31:28PM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 NO KNOWN ISSUES

Information from Dealer

STATES POWER STEERING LIGHT IS FLASHING AND CAN NOT TURN THE STEERING WHEEL
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: STEERING]
 NO
 NO
 NO
 MY MANAGER WANTS ME TO CALL AND SEE WHAT INFO YOU HAVE ON THESE
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3506625	RUDYG	11/18/2013	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 36-02	EPS C/U?; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 5,326
		Remarks / Requestor:	FE Status: .

Dealer #: 206962	TZ: EST	VIN: 1HGCR2F37DA [REDACTED]	Err:
Dlr Cont: MIKE TEJEDA	Training %: 68	Year: 2013	Model: ACCORD
Serv Ph: (718) 904-0380	Extn:	Tran: CVT	Trim: LX
Serv Mgr: JOHN ROSS		Doors: 4DR	WD:
Parts Mgr: DONALD CLARK		Fact: MARYSVILLE	Country: USA
Dlr Name: BRONX HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
2541 E. TREMONT AVENUE		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
BRONX NY 10461		Engine #: K24W11516308	Trans #: BC5A6252032
Phone: (718) 904-0380	Fax #: (718) 904-1261	Em Type: KL	
DPSM: STEFANIE SENKIW	Zone/Dist: 05D	RO #: 164310	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/18/2013 7:44:59AM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 DTC 36-02: EPS Control Unit Internal Circuit (INH Output Circuit) SO HAS CODED MORE THAN ONCE?
- 7 REPL EPS UNIT

Information from Dealer

EPS LIGHT CAME ON TWICE AND STEERING LOCKED
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 36-02]
 YES
 CODE CLEARS BUT COMES BACK AFTER ABOUT 10 MIN
 N
 YES
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3531748	RUDYG	01/16/2014	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 34-01	EPS C/U?; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 6,001
		Remarks / Requestor:	FE Status: .

Dealer #: 207743	TZ: EST	VIN: 1HGCR2F84DA [REDACTED]	Err:
Dir Cont: ROBERT ANDRUS	Training %: 33	Year: 2013	Model: ACCORD
Serv Ph: (412) 466-8120	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: ANTHONY CATULLO		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: DEAN HONDA		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
911 CLAIRTON BOULEVARD		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
PITTSBURGH PA 15236		Engine #: K24W11516693	Trans #: BC5A6255905
Phone: (412) 466-8120	Fax #: (412) 466-9184	Em Type: KL	
DPSM: DARIN WATTERS	Zone/Dist: 05M	RO #: 124389	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

1/16/2014 7:29:40AM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 ANY BATTERY ISSUES
- 7 CK WITH GR8 AND CK MAIN BATT CONNECTIONS. IF OK
REPL EPS C/U

Information from Dealer

HARD STEERING
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: EPS]
 YES
 CLEARED CODE AND COMES BACK LATER WHEN YOU
 RESTART AFT VEH SITS
 NO
 NO, CHECKED BATT WITH ED 18

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3618632	TROYS	09/03/2014	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 53-01 53-02	RACK; CHECK PIN FIT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 66,772
		Remarks / Requestor:	FE Status:

Dealer #: 207263	TZ: EST	VIN: 1HGCR2F35DA [REDACTED]	Err:
Dir Cont: DONALD JOHNSON	Training %: 82	Year: 2013	Model: ACCORD
Serv Ph: (518) 438-4555	Extn:	Tran: CVT	Trim: LX
Serv Mgr: SEAN O'KEEFE		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: LIA HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
1258 CENTRAL AVENUE		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
ALBANY NY 12205		Engine #: K24W11519673	Trans #: BC5A6262287
Phone: (518) 438-4555	Fax #: (518) 489-2424	Em Type: KL	
DPSM: KEITH MANNING	Zone/Dist: 09C	RO #: 513017	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/3/2014 10:06:22AM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 POSS RACK CHECK PIN FITS

Information from Dealer

HARD TO STEER AT TIMES HAS CODES 53-01 53-02 STORED
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-01]
 ANOTHER TECH DID HERE
 ON
 NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3455987	SHAWNW	07/18/2013	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	NO ASSIST 53-01/02	EPS UNIT?;SWAP	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 11
		Remarks / Requestor:	FE Status:

Dealer #: 207330	TZ: CST	VIN: 1HGCR2F55DA [REDACTED]	Err:
Dir Cont: WARREN MUELLER	Training %: 50	Year: 2013	Model: ACCORD
Serv Ph: (816) 251-8700	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: DAVID RODGERS		Doors: 4DR	WD:
Parts Mgr: SCOTT HUBBARD		Fact: MARYSVILLE	Country: USA
Dir Name: LEE'S SUMMIT HONDA 401 NE COLBERN RD. LEES SUMMIT MO 64086		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
Phone: (816) 251-8700	Fax #: (816) 251-8778	Engine #: K24W11165842	Trans #:
DPSM: PERRY MORRIS	Zone/Dist: 08H	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 775948	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/18/2013 2:37:01PM SHAWNW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CODES?
- 7 HARD CODE?
- 8 MAKE SURE YOU HAVE GOOD CONNECTIONS AT THE RACK AND THE C/U
- 9 IF GOOD SWAP THE C/U

Information from Dealer

CAR LOSES POWER STEERING AFTER 3 OR 4 TURNS. DIAG AS PS GEARBOX SAME ISSUE. MAIN 4.5 VOLTS SUB SHOW 0 OR 0.9 VOLTS FOLLOWED INERACTIVE DAIG PROCEDURE LEAD TO REPLACEMENT OF GEARBOX
 [MODEL: ACCORD][YEAR: 2012][PUBID: 0][SUBJECT:]
 [KEYWORD: STEERING]

Y
 RACK
 N
 53-01
 YES AND T/S KEEPS LEADING TO THE RACK
 OK
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3523563	LINDSEYA	12/27/2013	LINDSEYA	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	LOSES ASSIST, CODE 71-01	FBF: LOOSE BLUE WIRE AT EPS CU	
		Resln Source:	Feedback forms Date: 12/27/2013
		Status:	N/A Mileage: 1,724
		Remarks / Requestor:	FE Status: .

Dealer #: 207521	TZ: CST	VIN: 1HGCR2F52DA [REDACTED]	Err:
Dir Cont: MARTIN BRAND	Training %: 70	Year: 2013	Model: ACCORD
Serv Ph: (281) 955-6666	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: CHRIS LYNN		Fact: MARYSVILLE	Country: USA
Dir Name: JOHN EAGLE HONDA OF HOUSTON 18787 NW FREEWAY HOUSTON TX 77065		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
Phone: (281) 955-6666	Fax #: 2819557702	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: PETE HOLT	Zone/Dist: 03C	Engine #: K24W11167929	Trans #: BC5A6266199
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 709018	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

12/27/2013 7:59:45AM LINDSEYA

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 DTC 71-01: Motor Angle Sensor (SIN/COS Signals)

7 CLEAR AND IT COMES BACK?

8 LET'S INSPECT THE CONNECTORS AT THE EPS CONTROL UNIT. MAKE SURE THAT PIN FIT IS GOOD AND THAT THERE ARE NO ISSUES WITH BACKED OUT WIRES.

9 NOT LIKLEY ON THIS CODE. MORE OF A CONTROL UNIT ISSUE, A COMMUNICATION PROBLEM.

10 YOU MAY HAVE TO WAIT FOR DUPLICATION BEFORE WE MOVE AHEAD.

12/27/2013 8:23:09AM LINDSEYA

11 FBF:

Information from Dealer

CODE 71-01 CLEARED CODE BEEN UNABLE TO DUP.INSPECTCONNECTION AT EPS RACK AND CONTOLL UNIT.CUSTOMER STATES LOOSE ASSIST AND TAKE ABOUT 5 MINETES TO RETURN TO NORMAL HAS HAPPEN MORE THAN ONCE TO CUSTOMER

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: EPS]

Y

N

N

MARTY - CODE 71-01.

NO. BUT THEY SAY THAT THEY HAVE LOST ASSIST A COUPLE OF TIMES.

OK. THEN WHAT, A RACK?

OK.

OK.

REF # VIN DATE MODEL MDL YR DLR# AGENT NAME -----
----- 3523563
1HGCR2F52DA [REDACTED] 12/27/2013 ACCORD 2013 207521
LINDSEY_ALBRETHS COMMENTS: BLUE WIRE WAS LOOSE
THANK YOU

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3636200	SHAWNW	10/17/2014	RONW	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS 71-01	RODENT DAMAGE?; INSPECT HARNESS	
		Resin Source: None	Date:
		Status: N/A	Mileage: 15,021
		Remarks / Requestor:	FE Status:

Dealer #: 208246	TZ: EST	VIN: 1HGCR2F51DA [REDACTED]	Err:
Dir Cont: JOSEPH JETER	Training %: 96	Year: 2013	Model: ACCORD
Serv Ph: (904) 797-2688	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: JENNIFER WALL		Fact: MARYSVILLE	Country: USA
Dir Name: COGGIN HONDA OF ST. AUGUSTINE		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
2925 U.S. 1 SOUTH		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
ST. AUGUSTINE FL 32086		Engine #: K24W11522611	Trans #: BC5A6267576
Phone: (904) 797-2688	Fax #: 9047975192	Em Type: KL	
DPSM: DAVID CATHCART	Zone/Dist: 07H	RO #: 289932	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

10/17/2014 12:50:12PM SHAWNW	
1 ORIGINAL COMPLAINT	CUSTOMER STATES POWER STEERING IS VERY HARD AND LOST POWER STEERING 3 TIMES.
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	[KEYWORD: 71-01]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	Y
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 CHECK CONNECTIONS AT THE RACK AND AT THE EPS UNIT	N
7 IF ALL CONNECTIONS ARE GOOD, I AGREE, REPLACE THE RACK	OK I DID AND THEY ARE GOOD, I HAVE HAD THIS BEFORE AND IT TOOK A RACK TO FIX
11/25/2014 7:02:48AM RONW	
8	JOE, BACK WITH POWER STEERING GEARBOX IS CUTTING OUT DURING ANY DRIVING TIMES. IT HAS HAPPENED SEVERAL TIMES. WE REPLACED THE RACK LAST TIME THEY WERE HERE
9 MILEAGE NOW?	17366
10 CAN YOU DUPLICATE THE CONCERN?	NO
11 DTC'S?	71-01, U0101-00, 86-14 AND 86-19
12 AND YOU HAVE CHECKED EPS CONTROL UNIT AND RACK CONNECTIONS?	YES...WAIT, I MAY HAVE JUST FOUND A PROBLEM WHILE TALKING TO YOU. I AM LOOKING AT THE FIREWALL AND SEE THAT THE WIRING HARNESS GROMMET IS DESTROYED AND THE WIRES ARE PULLED THOROUGH WITH LOTS OF SLACK. LOOKS LIKE A RODENT OR A PERSON HAS BEEN IN HERE. DON'T SEE ANY BARE WIRES BUT I NEED TO INSPECT CLOSER
13 PLEASE FOLLOW UP WITH YOUR FINDINGS	WILL DO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3561212	JOHNB	03/31/2014	JOHNB	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) 53-02	CHK EPS C/U,RACK CONNECTORS	
	ResIn Source:	None	Date:
	Status:	N/A	Mileage: 3,229
	Remarks / Requestor:		FE Status:

Dealer #: 207440	TZ: EST	VIN: 1HGCR2F75DA [REDACTED]	Err:
Dir Cont: SOU VEU	Training %: 45	Year: 2013	Model: ACCORD
Serv Ph: (610) 777-7601	Extn:	Tran: CVT	Trim: EX
Serv Mgr: MARCO MALDONADO		Doors: 4DR	WD:
Parts Mgr: GARY JABLONSKI		Fact: MARYSVILLE	Country: USA
Dir Name: PIAZZA HONDA OF READING 915 LANCASTER AVENUE READING PA 19607		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
Phone: (610) 777-7601	Fax #: (610) 775-4189	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: OLIVER GIORGI	Zone/Dist: 05G	Engine #: K24W11522884	Trans #: BC5A6269015
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 372294	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/31/2014 6:22:27AM JOHNB

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 DTC 53-02: Torque Sensor (Average Check)
- 8 DOES THIS CODE RESET RIGHT AWAY,OR IS IT INTERMITTENT
- 9 BUT WAS CODE A HARD CODE THEN
- 10 THEN TROUBLESHOOTING RESULT WOULD BE INCORRECT
- 11 PLEASE INSPECT THE EPS C/U AND RACK CONNECTORS FOR ANY LOOSE OR BACKING OUT TERMINALS;CHK FOR CRACKED CONNECTOR HOUSINGS
- 12 EPS LGT ON/LOSS OF ASSIST(CRACKED CONN @GEARBOX OR CU) Tech Line Knowledge Base Name: 17858 Issue Date: 05-Mar-2014 Source: HTL-INFO

Information from Dealer

EPS LIGHT CAME ON AND VEHICLE LOST POWER STEERING,HAD TO TURN OFF THE CAR AND RESTART IT AND IT WOU LD WORK AGAIN

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]

[KEYWORD: 53-02]

YES

NONE

NONE

EPS CODE 53-02

INTERMITTENT;TAKE TIME FOR CODE TO RESET;I REPLACED THE RACK LAST TIME IN FOR THIS CODE,AFTER PERFORMING TROUBLESHOOTING,AND THAT LED ME TO THAT NO,STILL INTERMITTENT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3589617	RAYD	06/16/2014	RAYD	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) U0131	FBF: REPLACED EPS UNIT TO FIX;	
		ResIn Source:	Feedback forms Date: 06/18/2014
		Status:	N/A Mileage: 1,102
		Remarks / Requestor:	FE Status: .

Dealer #: 207145	TZ: EST	VIN: 1HGCR2F38DA [REDACTED]	Err:
Dir Cont: JONATHAN OBRIAN	Training %: 99	Year: 2013	Model: ACCORD
Serv Ph: (732) 985-8444	Extn:	Tran: CVT	Trim: LX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: IVAN GUANILL		Fact: MARYSVILLE	Country: USA
Dir Name: OPEN ROAD HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
50 ROUTE 1		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
EDISON NJ 08817		Engine #: K24W11524990	Trans #: BC5A6274305
Phone: (732) 985-8444	Fax #: 7328394713	Em Type: KL	
DPSM: OPEN POSITION 8/27/14	Zone/Dist: 05F	RO #: 588236	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

6/16/2014 11:09:24AM RAYD	
1 ORIGINAL COMPLAINT	C/S EPD CUTS OUT -- NO COMM WITH EPS CONTROL UNIT
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	[KEYWORD: U0131]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	YES
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NONE
6	NONE
7 SLACK IN HARNESS?	I HAVE THIS CAR, THE CUSTOMER SAYS THE EPS QUILTS INTERMITTENTLY, IT IS NOT WORKING NOW, I CAN SQUEAZE THE UNIT CONNECTOR AND IT WILL CLICK AND START WORKING
8 MAKE SURE THAT CONNECTOR IS NOT CRACKED, CHECK PIN FIT,	YES, PLEANTY
9 SWAP THE UNIT FROM ANOTHER CAR, SEE IF IT DOES THE SAME, IF NOT, MAYBE IT HAS A BROKEN SOLDER JOINT INSIDE, IF SAME, INSPECT CONNECTIONS ON THE RACK AND AT THE UNIT	I THOUGHT IT WOULD BE THE UNIT
6/18/2014 8:24:04AM RAYD	
10	COMMENTS: EPS OK WITH SWAPPED UNIT -- SOP AND INSTALL NEW EPS UNIT OK NOW WIRE HARNESS OK AT BOTH ENDS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3488287	CHRISR	10/07/2013	LINDSEYA	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) 12-01	10/8: EPS CU PIN A2 BACKING OUT	
	Resin Source:	Spoke w/ Dealer	Date: 10/08/2013
	Status:	N/A	Mileage: 449
	Remarks / Requestor:		FE Status: .

Dealer #: 208562	TZ: EST	VIN: 1HGCR2F88DA [REDACTED]	Err:
Dir Cont: BARRIE PRESSEISEI	Training %: 100	Year: 2013	Model: ACCORD
Serv Ph:	Extn:	Tran: CVT	Trim: EX-L
Serv Mgr: RICK VOSS		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: BOCH HONDA WEST 299 LITTLETON RD. WESTFORD MA 01886		Desc: ACCORD 4DR EX-L 4CYL 185.0 HP 2.4 L	
Phone: (978) 589-4200	Fax #:	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, US,	
DPSM: DAN ENDERLE	Zone/Dist: 09F	Engine #: K24W11532907	Trans #: BC5A6291858
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 62571	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

10/7/2013 2:14:05PM	CHRISR	
1 ORIGINAL COMPLAINT		DTC 12-01, EPS LIGHT ON. POWER STEERING INOP. HAVE YOU SEEN THIS??
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: CONTROL SYSTEM DTCS][KEYWORD: 12-01]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6 IS STEERING OK		HARD AS ROCK
7 SEND SNAP OF DATA		OK,
10/8/2013 8:18:45AM	RUDYG	
8 10/8/2013 08:19:41 AM RUDYG		(BARRIE) SENT IN SNAPSHOT OF THIS.
9 CODE CLEARS?		YES BUT RECODED 34-05
10 ORIG CODE GONE		NO IT CAME BACK TOO 12-01
11 DTC 12-01: Motor Power Supply Voltage		
12 DTC 34-05: Power Relay Stuck OFF		I WAS GETTING KICKBACK THRU WHL WHEN TRYING TO TURN
13 NO OTHER DTC'S		NONE
14 LET ME LOOK AT YOUR SNAP..BATT IS 6.25V AND IGN 1 IS 12.25		RIGHT
15 CK UHFB T1 CONNECTION FOR TIGHT		OK
16 IF OK, THEN MON V AT EPS A2 WHITE WIRE. IF YOU HAVE BATT V HERE BUT EPS C/U REPORTS 6-7V THEN REPL EPS C/U		OK
10/8/2013 1:01:59PM	LINDSEYA	
17		BARRIE - CALLING WITH A RESOLUTION. I CHECKED THE VOLTAGES, ALL WAS GOOD. WHEN I SWAPPED THE EPS CU FROM ANOTHER CAR, I NOTICED THAT WHEN I LOCKED THE A HARNESS DOWN, PIN A2, THE WHITE WIRE FROM 70A FUSE, THE BACK OF THE WIRE MOVED AS I WAS PULLING THE WHITE LEVER DOWN. TURNED OUT THAT THE PIN ITSELF, EVEN THOUGH IT WAS IN THE CONNECTOR, IT WAS NOT PUSHED ALL THE WAY DOWN AND LOCKED IN, SO IT WAS BASICALLY SOFT-SET. I GOT THAT FIXED.
18 OK.		THE PROBLEM WITH THAT HARNESS IS THAT WHERE IT COMES IN THROUGH THE FIREWALL, BUT THE GAS PEDAL, IT TAKES A SHARP LEFT AND THAT PUTS TENSION ON THE HARNESS, AND I THINK THAT CAUSES IT TO PULL OUT A BIT. IF YOU PUT LIGHT PRESSURE ON THE STEERING WHEEL, IT BOUNCES A BIT, OSCILLATES. THEN THE EPS LIGHT FLASHES, BUT NOT ENOUGH POWER TO MAKE ANYTHING HAPPEN. IN ALL THE YEARS THAT I HAVE WORKED WITH EPS ON HYBRIDS, I HAVE NEVER SEEN ANYTHING LIKE THIS. OF COURSE.
19 OK.		
20 THANK YOU FOR PROVIDING THE FEEDBACK.		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3485442	RAYD	09/30/2013	STEVET	4

Code	Original Complaint	Probable Cause/Solution			
P 5600	ELEC P/STEER PROB (EPS)	FBF: REPLACED EPS RACK TO FIX;			
		ResIn Source:	Feedback forms	Date:	10/02/2013
		Status:	N/A	Mileage:	1,856
		Remarks / Requestor:		FE Status:	.

Dealer #: 207838	TZ: PST	VIN: 1HGCR2F56DA [REDACTED]	Err:
Dir Cont: MATT SMART	Training %: 65	Year: 2013	Model: ACCORD
Serv Ph: (510) 412-6100	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: CHRIS NOBLE		Doors: 4DR	WD:
Parts Mgr: DAVE KUERTZ		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF EL CERRITO 11755 SAN PABLO AVENUE EL CERRITO CA 94530		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
Phone: (510) 412-6100	Fax #: 5102325475	WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
DPSM: LARRY O'BRIEN	Zone/Dist: 12A	Engine #: K24W11535998	Trans #: BC5A6299942
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 533425	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 9/30/2013 4:18:54PM RAYD
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 DOES THE DTC CLEAR?
 - 8 WENT THROUGH FLOW CHART WITH MATT, NEEDS TO REPLACE THE EPS RACK PER T/S

Information from Dealer

EPS CODES STORED 53-02 AND 53-01 NO POWER STEERING HARD CODES
 [MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-02]
 NO
 I DONT SEE ANYTHING
 53-02
 YES, BUT IMMEDIATLY COMES BACK ON

- 10/2/2013 9:22:38AM RAYD
- 9 FBF: HOW DID YOU REPAIR THIS VEHICLE?
 - 10 HOW DID YOU DIAGNOSE THE PROBLEM?
 - 11 COMMENTS:

GEAR BOX
 WITH TROUBLE TREE FROM MANUAL STEP 3, IT HAS 2.5 VOLTS AND IS SUPPOSED TO HAVE 0 VOLTS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3580335	CHRISR	05/21/2014	CHRISV	2

Code	Original Complaint	Probable Cause/Solution	
P 5600	ELEC P/STEER PROB (EPS) 53-02	FBF: REPLACED RACK	
		Resln Source: Feedback forms	Date: 06/16/2014
		Status: N/A	Mileage: 14,985
		Remarks / Requestor:	FE Status: .

Dealer #: 207537	TZ: EST	VIN: 1HGCR2F50DA [REDACTED]	Err:
Dir Cont: TONY FELICI	Training %: 0	Year: 2013	Model: ACCORD
Serv Ph: (610) 789-9420	Extn:	Tran: CVT	Trim: SPORT
Serv Mgr: TONY FELICI		Doors: 4DR	WD:
Parts Mgr: JOHN BULLOCK		Fact: MARYSVILLE	Country: USA
Dir Name: PIAZZA HONDA OF SPRINGFIELD		Desc: ACCORD 4DR SPORT 4CYL 189.0 HP 2.4 L	
780 BALTIMORE PIKE		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
SPRINGFIELD PA 19064		Engine #: K24W11538521	Trans #: BC5A6302218
Phone: (610) 789-9420	Fax #: 6107892194	Em Type: KL	
DPSM: OLIVER GIORGI	Zone/Dist: 05G	RO #: 492689	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/21/2014 5:54:27AM CHRISR

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 VFY ALL CONNS AND PINS OK, MOST ISSUES WITH THIS DTC ARE HRNSS RELATED

6/16/2014 8:08:56AM CHRISV

7 FBF

Information from Dealer

INTERM NO POWER STEERING CUST HAS TO SHUT OFF AND THAN RESTART.. WENT THRU TROUBLE CHART WITH TABLET, TORQUE SENSOR OUT OF RANGE. AND ALL VALUES CHECKED NORMAL..

[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT: STEERING][KEYWORD: 53-02]

N, BUT MULTI W/CUST

N

N

OK

COMMENTS: REPLACED STEERING RACK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3564460	PAULI	04/07/2014	PAULI	3

Code	Original Complaint	Probable Cause/Solution	
P 5600	NO P/S ASSIST (EPS)	WAR: R&R HRNSS,SNSR (CLM 027691)	
		Resln Source:	Warranty Date: 04/07/2014
		Status:	P AEP Mileage: 0
		Remarks / Requestor:	FE Status: .

Dealer #: 207892	TZ: EST	VIN: 1HGCR2F30DA [REDACTED]	Err:
Dir Cont: PAULI	Training %: 0	Year: 2013	Model: ACCORD
Serv Ph: (516) 676-2300	Extn:	Tran: CVT	Trim: LX
Serv Mgr: CALOGERO REALMUTO		Doors: 4DR	WD:
Parts Mgr: DOUG MONETTE		Fact: MARYSVILLE	Country: USA
Dir Name: NORTH SHORE HONDA		Desc: ACCORD 4DR LX 4CYL 185.0 HP 2.4 L	
611 GLEN COVE ROAD		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
GLEN HEAD NY 11545		Engine #: K24W11538351	Trans #: BC5A6303068
Phone: (516) 676-2300	Fax #: 5166763390	Em Type: KL	
DPSM: RUSSELL BERSE	Zone/Dist: 05A	RO #:	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/7/2014 4:40:24PM PAULI	Information from Dealer
1	E/M FROM GARY S
2	PER FQR #30236, PLSE ARRANGE WIRE HRNSS>AEP, MEGAN HENGSTLER
3 WILL ARRANGE	
4 207892 RO Date: 2014-02-19 Claim Number: [REDACTED]	R&R
5	32110-5A2-A71 ENG HARN
6	37500-R60-U01 SENSOR ASSY., CRANK
7 Contention: 03205 (
8 ROADSIDE TOW,CUSTOMER STATES ALL WARNING LIGHTS CAME ON AND STEERING WHEEL HARD TO TURN)	
9 FAXED SHIP REQ	
4/9/2014 9:09:03AM PAULI	Information from Dealer
10	PER FAX
11	SENT VIA FX 798491143570
12 UPDATED CLM [REDACTED]	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3597936	RUDYG	07/09/2014	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 5600	EPS CODE 71-01	EPS RACK?; CK MOTOR ANGL PIN FITS FIRST	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 3,858
		Remarks / Requestor:	FE Status:

Dealer #: 206876	TZ: CST	VIN: 1HGCR2F76DA [REDACTED]	Err:
Dir Cont: GREG HERNANDEZ	Training %: 99	Year: 2013	Model: ACCORD
Serv Ph: (605) 362-9500	Extn:	Tran: CVT	Trim: EX
Serv Mgr: GREGG ALLISON		Doors: 4DR	WD:
Parts Mgr: TIM JOHNSON		Fact: MARYSVILLE	Country: USA
Dir Name: VERN EIDE HONDA		Desc: ACCORD 4DR EX 4CYL 185.0 HP 2.4 L	
5200 S. LOUISE AVE.		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
SIOUX FALLS SD 57108		Engine #: K24W11189198	Trans #: BC5A6305509
Phone: (605) 362-9500	Fax #: (605) 362-6469	Em Type: KA	
DPSM: JASON WELLS	Zone/Dist: 02F	RO #: 966827	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/9/2014 11:08:40AM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 DTC 71-01: Motor Angle Sensor (SIN/COS Signals) DTC
71-02: Motor Angle Sensor (Neutral Position Learning of SIN/COS) DTC 71-03: Motor Angle Sensor (SIN/COS Signals)
- 8 NEED TO DO PIN FIT TEST ON MOTOR ANGLE SENSOR
WIRING BETWEEN EPS MOTOR AND EPS C/U. DO
ACTUAL DRAG TEST WITH .64MM PINFIT TOOL
- 9 IF OK, REPL EPS RACK
- 10 IF LOOSE PIN FOUND, REPL HARNESS, DO NOT REPAIR

Information from Dealer

P/S LIGHT COMRS ON AND VEHICLE LOOSES ALL P/S ASSIST
[MODEL: ACCORD][YEAR: 2013][PUBID: 0][SUBJECT:]
[KEYWORD: 71-01]
YES, CODES CLEAR. 71-01 AND 71-03 LAST TIME.
HAD CODE SAME CODES PLUS 71-02 THIS TIME
NO
DID T/SHOOTING LAST TIME AND LED ME TO DO UPDATE SO I
DID PGM FI AND SEEMED OK. TEST DROVE 20 MILES AND LET
IT GO. NOW BACK 3K MILES LATER

OK
OK
OK