

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
4589100	SERGEV FTS	03/24/2023	SERGEV FTS	5

Code P 5610	Original Complaint EPS ERRATIC/POOR ASSIST	Probable Cause/Solution FTS: STIFF STEERING: UNABLE TO DUPLICATE
ResIn Source:	Field Technical Specialist	Date: 03/24/2023
Status:	N/A	Mileage: 13,649
Remarks / Requestor:		FE Status: Unable to dupli

Dealer #:		TZ:	PST	VIN:		Err:	
Dir Cont:		Training %:	0	Year:	2022	Model:	CIVIC 2.0L
Serv Ph:		Extn:		Tran:	CVT	Trim:	SPORT
Serv Mgr:				Doors:	4DR	WD:	2
Parts Mgr:				Fact:	ALLISTON	Country:	CAN
Dir Name:				Desc:	CIVIC 2.0L 4D SPORT 4CYL 158.0 HP 2.0 L		
Phone:		Fax #:		WhtBdy:	POWER STEERING, ABS, SRS AIRBAG, USA		
DPSM:		Zone/Dist:	01L	Engine #:		Trans #:	J5DC2096506
Preferred Contact				Em Type:	KA	Death/Injury Reported:	No
Previous Dealer/Contact		Date		RO #:			
				Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

3/24/2023 3:37:33PM SERGEV FTS

- 1 This was an ACS case concern vehicle 2HGFE2F50NH with contention of stiff steering. 3/24/23. I arrived at the dealership and met with the Service Manager. Service Manager located and directed me to the contention vehicle. Performed walk around inspection and found no damage to vehicle.
- 2 During inspection I did notice there was an aftermarket module possibly lo-jack or an aftermarket alarm spliced into the dash wire harness. Connector to wiring harness that was spliced into goes into underdash fuse box. I also performed an ALL DTC check and found no stored DTC. I then took the vehicle on test drive performing u-turns, left turns, and right turns for 60 minutes with no issues.
- 3 Test drive was performed on varying roads consisting of rough and smooth roads, incline and decline roads, highway and mostly city streets. Vehicle is operating as designed with no manufacturer defect.
- 4 I was not able to complete full inspection of vehicle due to client wanting to pick the vehicle up before 1:30pm 3/24/23.
- 5 Miles in: 13629 Miles out: 13649

4/13/2023 9:29:32AM SERGEV FTS

- 6 Updated Complaint Code.