



Safety Recall: Shift Cable Socket Holder Is Incorrectly Installed

BACKGROUND

During vehicle assembly, the shift cable socket holder on some vehicles was not properly attached to the shift cable bracket near the shift lever. As a result, the driver may move the shift lever, but the transmission may not be placed in the selected gear. This could cause one or more of these symptoms:

- Shift lever does not move out of P (most common symptom)
- Key cannot be removed from the ignition switch
- Shift lever does not move into P
- Shift lever does not move into R
- Transmission does not change gear position, even though the shift lever was moved to P

VEHICLES AFFECTED

2010 Element LX 2WD –

From VIN 5J6YH1H3.AL004265 thru
5J6YH1H3.AL004285

2010 Element LX 4WD –

From VIN 5J6YH2H3.AL004446 thru
5J6YH2H3.AL006366

2010 Element EX 2WD –

From VIN 5J6YH1H7.AL004286 thru
5J6YH1H7.AL004324

2010 Element EX 4WD –

From VIN 5J6YH2H7.AL004686 thru
5J6YH2H7.AL007048

2010 Element SC –

From VIN 5J6YH1H9.AL004685 thru
5J6YH1H9.AL004705

Only 585 vehicles within the above VIN ranges are affected by this campaign. To verify vehicle eligibility, you **must** check at least one of these items:

- The customer has a notification letter.
- The vehicle is shown as eligible on a VIN status inquiry.

In addition, check for a punch mark above the first character of the engine compartment VIN. A punch mark in that location means this campaign has already been completed.

Some vehicles affected by this campaign may be in your new vehicle inventory. As a matter of federal law, these vehicles **must** be repaired before they are sold.

Should a dealership sell an unrepaired vehicle that subsequently causes an injury or damage because of the recalled item, the dealership will be solely responsible to the damaged party, and will be required to defend and indemnify American Honda for any resulting claims. To see if a vehicle in inventory is affected by this campaign, do a VIN status inquiry before selling or leasing it.

CUSTOMER NOTIFICATION

Owners of affected vehicles will receive a notification of this campaign. An example of the customer notification is at the end of this service bulletin.

CORRECTIVE ACTION

Reset the shift cable socket holder in the shift cable bracket.

WARRANTY CLAIM INFORMATION

OP#	Description	FRT
2140A1	Reset the shift cable socket holder.	0.2
A	Add for SC model center console removal/installation.	0.3

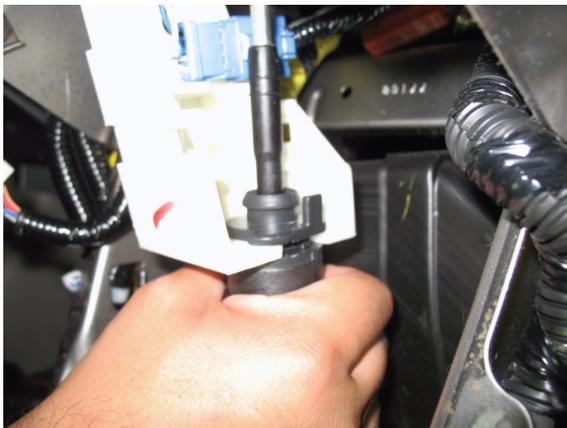
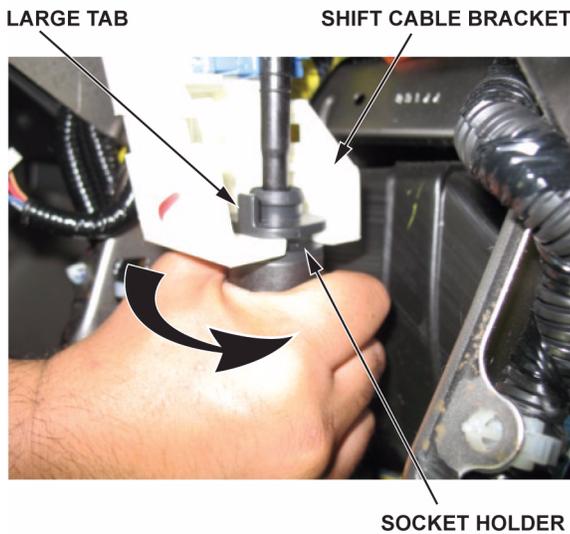
Failed Part: P/N 54315-SCV-A62
 Defect Code: 5SG00
 Symptom Code: R4500
 Skill Level: Repair Technician

REPAIR PROCEDURE

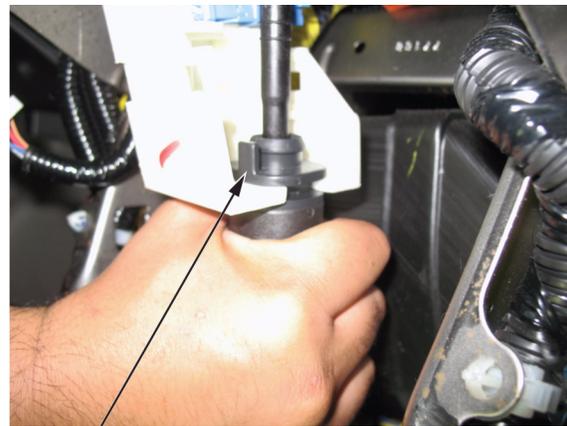
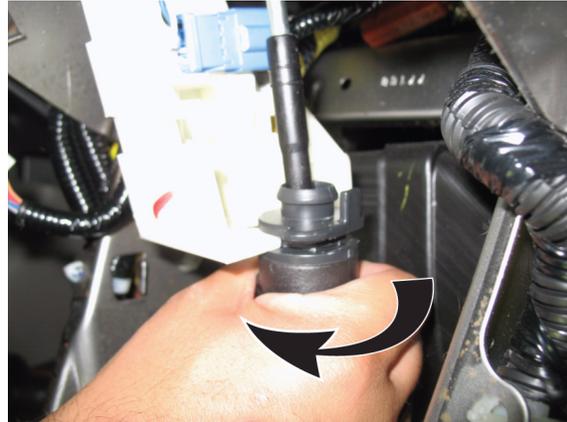
NOTE: This procedure is in an outline form that you can also use as a checklist for the repair. If you need more details on the bulleted items below, refer to the *2007–2010 Element Service Manual*, or view them online:

- Center Console Removal/Installation
- Dashboard Center Lower Cover Removal/Installation
- Speaker Replacement (Subwoofer)

1. *SC models only*: Remove the center console.
2. Remove the dashboard center lower cover.
3. Remove the subwoofer.
4. With your hand on the shift cable socket holder, rotate the socket holder counterclockwise (until its large tab is over the open slot in the shift cable bracket), then remove it from the shift cable bracket.



5. Reinsert the socket holder into the shift cable bracket, and rotate the socket holder 1/4 turn clockwise (the large tab moves toward you) to lock it on the bracket. You'll feel a slight bump as the socket holder locks into place.



Correct installed position of large tab.

6. Reinstall the subwoofer. Torque the subwoofer mounting bolts to **9.4 N·m (6.9 lb-ft)**.
7. Reinstall the dashboard center lower cover.
8. *SC models only*: Reinstall the center console. Torque the center console bolts to **9.8 N·m (7.2 lb-ft)**.
9. Center-punch a completion mark above the first character of the engine compartment VIN:

Center-punch here.

5J6YHXXXXXXXXXXXXX

Example of Customer Letter

August 2010

Safety Recall: Shift Cable Bushing Is Incorrectly Installed

Dear Honda Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda has decided that a defect which relates to motor vehicle safety exists in certain 2010 model year Element vehicles. During the assembly process, the cable that connects the shift lever to the transmission was not set correctly at the shift lever bracket. As a result, the driver may move the gear shift lever but the transmission may not be placed in the selected gear. This can cause, for example, the key to be stuck in the ignition switch, an inability to shift into or out of Park, or an inability to shift into Reverse, increasing the risk of a crash.

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. The dealer will correctly set the shift cable bushing free of charge. Please plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

Who to contact if you experience problems.

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.
Honda Automobile Customer Service
Mail Stop 500-2N-7A
1919 Torrance Blvd.
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

Or call the toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

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

Our records show that you are the current owner or lessee of a 2010 Element involved in this campaign. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records.

Lessor information.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have questions.

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 800-999-1009, and select option 4.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

**American Honda Motor Co., Inc.
Honda Automobile Division**

August 6, 2010

Dear Service Manager:

Honda is announcing a safety recall campaign for a small number of 2010 Elements.

During vehicle assembly, the shift cable socket holder was not properly attached to the shift cable bracket near the shift lever. As a result, the driver may move the shift lever, but the transmission may not be placed in the selected gear. This could cause one or more of these symptoms:

- Shift lever does not move out of P (most common symptom)
- Key cannot be removed from the ignition switch
- Shift lever does not move into P
- Shift lever does not move into R
- Transmission does not change gear position, even though the shift lever was moved to P

Repair Strategy

The repair is to reset the shift cable socket holder in the shift cable bracket. For repair, affected VIN, and warranty information, refer to Service Bulletin 10-036, *Safety Recall: Shift Cable Socket Holder Is Incorrectly Installed*.

Customer Notification

Customers will be sent a notification of this campaign the week of August 9, 2010. Within the VIN ranges of possibly affected vehicles, only 585 vehicles may have an improperly attached shift cable socket holder. Before beginning work on a vehicle, verify its eligibility by checking at least one of these items:

- The customer has a notification letter.
- The vehicle is shown as eligible on a VIN status inquiry.

Some vehicles affected by this product update may be in your new vehicle inventory. **These vehicles must be updated before they are sold or leased.** To see if a vehicle is affected by this campaign, do a VIN status inquiry before selling it, leasing it, or returning it to a service customer.

Should an unrepaired vehicle that was in inventory, or that came in for service after this service bulletin was issued, cause an injury or property damage because of the campaigned item, the dealership will be solely responsible to the damaged party, and will be required to defend and indemnify American Honda for any resulting claims.

Parts Information

No parts are needed.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division