

View Message

Sent on	11	03	2017	Expires on	01	21	2018
From	Brad Ortloff, Manager of Auto Campaigns and Recalls						
Subject	Re: ADDENDUM 2 Stop Sale/ Safety Recall:17 Civic Right-Side (Pass) Driveshaft						

DATE: November 3, 2017

TO: All Honda Sales, Service & Parts Managers and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: (Addendum 2)Stop Sale/Safety Recall: 2017 Civic Right-Side (Passenger) Driveshaft

Version 2 of service bulletin 17-091, *Safety Recall: Right-Side (Passenger) Driveshaft* currently posted on the Service Information System has been corrected of all previous Version 1 errors. Please make sure to use this new version of the bulletin, a copy of it is also available below.

Today, November 3, 2017, American Honda is announcing a **STOP SALE** and **Safety Recall** for a limited number of 2017 Civic 2DR/4DR vehicles that are potentially at risk of the right drive shaft breaking. If the right drive shaft breaks, it can lead to the vehicle losing power to the right front wheel while driving or the vehicle rolling while parked if the parking brake is not set. Check VIN Status to determine which units in your inventory are affected.

Note: Failure to repair a vehicle as necessary prior to sale may subject your dealership to claims or lawsuits from the customer or anyone else harmed as a result of such failure.

Basic Concern

Due to manufacturing errors at the supplier, some passenger side drive shafts may not have been properly hardened. While under load, the right side driveshaft may fracture. If the driveshaft fractures, it can cause the vehicle to lose power to the right front wheel increasing the risk of a crash while driving, or the vehicle can roll while parked if the parking break is not set.

Campaign and Repair Information

Service bulletin 17-091, *Safety Recall: Right-Side (Passenger) Driveshaft* has been posted on the Service Information System (SIS). The drive shaft tags on affected vehicles are to be visually inspected for the production line, date, and lot as identified in the Service Bulletin and the driveshaft should be replaced **ONLY** if the inspection identifies it as one of the suspect parts identified by the supplier.

Parts

Parts are to be ordered **ONLY** after the inspection has identified that the part replacement is required. Parts and materials needed to support the launch of this service activity are going to be available early next week.

Tools

No special or specific shop tools needed for the repair procedure in service bulletin 17-091. Vehicles receiving drive shaft replacement require a front alignment.

Warranty

Detailed warranty information is available on service bulletin 17-091. The information includes parts return procedures. **The replaced axles will be on a 100% call in.**

Customer Notification

American Honda expects to begin customer notification by mail in mid-December.

INTERACTIVE NETWORK

As always, be sure to check VIN Status inquiry to determine eligibility for any open campaigns.

Click [here](#) for correct version of 17-091.