



AUTOMOBILE DIVISION
American Honda Motor Co., Inc.
1919 Torrance Blvd., - P.O. Box 2215
Torrance, CA 90509-9870

November 2018

NHTSA Recall 18V-663

IMPORTANT SAFETY RECALL

This notice applies to your vehicle:

Dear

This notice is sent to you in accordance with 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 2017 – 2018 model year Civic vehicles. The input shaft that connects the steering wheel to the Electronic Power Steering (EPS) system was improperly manufactured. If pressure is applied to the steering wheel once it reaches its limit (fully turned in either direction), an internal component in the input shaft can become dislodged and cause the steering wheel to independently turn itself. This unintended steering reduces the ability to control the vehicle and increases the risk of a crash without prior warning.

Honda suggests that you avoid applying pressure to the steering wheel once it reaches its full limit (fully turned in either direction), including situations such as making a u-turn or navigating the vehicle in confined spaces until the recall repair has been performed.

WHAT WILL HONDA DO?

The dealer will replace the EPS gearbox assembly for free.

WHAT SHOULD YOU DO?

Please call any authorized Honda dealer and make an appointment to have your vehicle repaired for free. Once you make an appointment to repair your vehicle, be advised that the complete repair process may take approximately 2 hours 45 minutes. However, your dealer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information!

CHECK YOUR VEHICLE FOR OPEN RECALLS

You can check your vehicle's eligibility for repair under this or any other recall. Please access the ***Honda Recall Lookup*** tool at www.recalls.honda.com and enter your Vehicle Identification Number (VIN).

OWNER INFORMATION

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner of this vehicle. If this is not the case, or if any of the information is not correct, please complete, sign and return the Information Change Card and we will then update our records. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

DO YOU STILL HAVE MORE QUESTIONS?

Should you have any questions about this recall, please contact your authorized Honda dealer. Should you need additional assistance, you may contact American Honda's Customer Support & Campaign Center at 1-888-234-2138, Twitter @HondaCustSvc, email, or chat by going to <http://owners.honda.com/help/customer-relations>. You may also visit www.recalls.honda.com to use "Ask Dave", our 24/7 virtual agent.

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 the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE, Washington, DC 20590. Alternatively, you may call the NHTSA's toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

We apologize for any inconvenience this recall may cause you.

Sincerely,

American Honda Motor Co., Inc.