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<b>Sent on</b>	10	20	2023	<b>Expires on</b>	12	07	2023
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<b>From</b>	Brad Ortloff, Manager of Auto Campaigns and Recalls
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<b>Subject</b>	Stop Sale/Safety Recall: 2022-2024 Civic EPS Inspection (Service Part)
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DATE: October 20, 2023

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Stop Sale/Safety Recall: 2022-2024 Civic EPS Inspection (Service Part)

On October 19, 2023, American Honda notified NHTSA of a **stop sale** and **safety recall** for certain model year 2022-2024 Civic (Touring and Sport trim levels only) units which may have improperly manufactured Electronic Power Steering (EPS) service parts installed that can cause tire and/or snow chain damage, potentially increasing the risk of a crash or injury. **Refer to your eResponsibility report or perform an iN VIN status inquiry to determine which units in your inventory are affected.**

Failure to repair a vehicle as necessary prior to sale may subject your dealership to claims or lawsuits.

**BACKGROUND**

Due to a manufacturing error, certain EPS service part assemblies were set with the incorrect rack stroke specifications. An incorrect rack stroke may cause the tire or, if so equipped, tire with snow chains, to interfere with the lower control arm, possibly causing tire and/or chain damage.

**REPAIR**

Inspect the EPS gearbox part number label and, if necessary, replace the EPS gearbox assembly.

**PARTS**

Parts will be available through the controlled ordering process. Please note that only a very small number of vehicles will have this affected service part.

**TOOLS**

There are no special tools needed for this recall.

**SERVICE BULLETIN**

Service Bulletin 23-085, Safety Recall: 2022-24 Civic Touring/Sport EPS Inspection (Service Parts) has posted to the Service Information System (SIS) as of October 20, 2023. It includes inspection, repair, parts, and warranty information related to this campaign.

**CUSTOMER NOTIFICATION**

American Honda expects to complete customer notification in early December 2023.

## INTERACTIVE NETWORK

As always, perform an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.