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From Brad Ortloff, Manager of Auto Campaigns and Recalls

Subject UPDATE - Stop Sale/Safety Recall: 2023-2024 Pilot EPS Gearbox Assembly

DATE: November 30, 2023

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: **UPDATE** – Stop Sale/Safety Recall: 2023-2024 Pilot EPS Gearbox Assembly

PARTS

Please be advised that as of today, November 30, 2023, parts currently are available for this recall via the controlled ordering process. The following service bulletin has been revised with parts, repair, and warranty information related to this recall:

- 23-090, *Safety Recall: 2023-24 Pilot EPS Gearbox Assembly*

SUMMARY

On November 2, 2023, American Honda notified NHTSA of a **stop sale** and **safety recall** for 519 units of model year 2023-2024 Pilot which may have improperly manufactured electronic power steering (EPS) gearbox assemblies. Due to a manufacturing error, a loose ball bearing may have entered the gearbox assembly. If a loose ball bearing has entered the gearbox assembly, it may fall into the gap of a rotating part within the gearbox. If this occurs, the steering function may be lost, and the steering may lock up, 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 or before returning the vehicle to a customer may subject your dealership to claims or lawsuits.

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