

[Next Unread Message](#)[View Message](#)

Sent on	11	03	2023	Expires on	12	31	2023
----------------	----	----	------	-------------------	----	----	------

From	Brad Ortloff, Manager of Auto Campaigns and Recalls
-------------	---

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

DATE: November 3, 2023

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

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

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 that can affect steering function; 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, 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.

REPAIR

Replace the EPS gearbox assembly.

PARTS

Parts are currently estimated to be available in early December 2023. We will notify you when parts become available.

TOOLS

There are no special tools needed for this recall.

SERVICE BULLETIN

A stop sale only placeholder Service Bulletin, 23-090, *Safety Recall: 2023-24 Pilot EPS Gearbox Assembly Stop Sale* has posted to the Service Information System (SIS) as of November 3, 2023. A revised bulletin including repair, parts, and warranty claim information will be posted to the SIS at a later date.

CUSTOMER NOTIFICATION

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

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