

Safety Recall: 2023–24 Pilot EPS Gearbox Assembly Stop Sale

AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2023–24	Pilot	ALL	Check the iN VIN status for eligibility

BACKGROUND

American Honda is announcing a **STOP SALE** and **safety recall** for 519 units of model year 2023-24 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.

If this temporary placeholder bulletin appears during an iN VIN status inquiry, the vehicle is subject to a safety recall. Any affected vehicles in your dealer inventory are on **STOP SALE** until further notice. Refrain from calling Tech Line for updates.

The following suggested text should be included on any repair order for an already sold affected vehicle that comes in for service. This information should be printed out completely any time service is conducted on an affected vehicle and the recall repair has not yet been completed. Once parts and repair information are available, the normal procedures under SOM 7.2.1 will apply for this recall.

Suggested verbiage to be included on the repair order:

Customer advised that:

The vehicle may be subject to a recall affecting the electronic power steering (EPS) gearbox assembly. The parts necessary to complete the recall repair are not yet available. Once parts are available, the registered owner of the vehicle will receive a notice to bring the vehicle in for replacement of the component.

For any questions or concerns customers may have, you may have them contact American Honda's Customer Support & Campaign Center at **1-888-234-2138**.

This bulletin will be updated once the parts information is available.

END

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.