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<b>Sent on</b>	02	16	2024	<b>Expires on</b>	04	05	2024
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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: 2023-2024 Odyssey EPS Gearbox Assembly
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DATE: February 16, 2024

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

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

On February 15, 2024, American Honda notified NHTSA of a **stop sale** and **safety recall** for 160 units of model year 2023-2024 Odyssey 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 or before returning the vehicle to a customer may subject your dealership to claims or lawsuits.

**BACKGROUND**

Due to a manufacturing error, a small number of vehicles may have been produced with improperly fastened bolts in the steering gearbox assembly. An improperly fastened bolt may allow moisture to enter the assembly and over time cause the steering gearbox to lock up.

**REPAIR**

Replace the EPS gearbox assembly.

**PARTS**

Parts are currently estimated to be available by the end of February 2024. We will notify you when parts become available.

**TOOLS**

There are no special tools required for this recall.

**SERVICE BULLETIN**

A stop sale only placeholder Service Bulletin 24-004, *Safety Recall: 2023-24 Odyssey EPS Steering Rack Assembly Stop Sale* has posted to the Service Information System (SIS) as of February 16, 2024. 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 begin initial customer notification in early April 2024.

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