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From	Brad Ortloff, Manager of Auto Campaigns and Recalls
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Subject	Stop Sale/Safety Recall: 2023 Passport, Ridgeline EPS Gearbox Assembly Inspectio
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DATE: March 8, 2024

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Stop Sale/Safety Recall: 2023 Passport, Ridgeline EPS Gearbox Assembly Inspection

On March 7, 2024, American Honda notified NHTSA of a **stop sale** and **safety recall** for 245 units of model year 2023 Passport and Ridgeline 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 inspect and 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, **two** vehicles may have been produced with an improperly fastened inner ball joint housing and rack end in the steering gearbox assembly.

REPAIR

Inspect the EPS gearbox serial number and if there is a match, replace the EPS gearbox assembly.

PARTS

Parts will only be available by contacting your local Parts Analyst upon confirmation of an affected unit.

TOOLS

There are no special tools required for this recall.

SERVICE BULLETIN

Service Bulletin 24-018, *Safety Recall: 2023 Passport, Ridgeline EPS Gearbox Inspection* has posted to the Service Information System (SIS) as of March 8, 2024. It includes inspection, repair, parts, and warranty claim information related to this recall.

CUSTOMER NOTIFICATION

American Honda expects to begin customer notification in mid-April 2024.

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