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**From** Parts Operations, Campaign Group

**Subject** Safety Recall: 22-25M Multi-Model EPS Gearbox Assembly - Parts Return Request

DATE: 10/7/2024

TO: Honda Parts Manager

FROM: Parts Operations, Campaign Group

RE: Safety Recall: 2022-25M Multi-Model EPS Gearbox Assembly– Parts Return Request

**Background:**

On October 3, 2024, American Honda notified NHTSA of a stop sale and safety recall for certain Multi-Model Steering Gearbox Assemblies. Please refer to applicable Service Bulletins for the new part information:

- A24-117 - Safety Recall: 23-25 CRV Steering Gearbox Assembly
  
- A24-118 - Safety Recall: 23-25 HRV Steering Gearbox Assembly
  
- A24-119 - Safety Recall: 22-25 Civic Steering Gearbox Assembly

**Parts Return Request:**

To ensure proper repairs, American Honda stopped the part sales of all affected Steering Gearbox Assemblies. Effective immediately all dealers that have inventory of the parts on the [attached list](#) are asked to stop selling/installing these parts and return them to American Honda.

Return iN OAR Procedure

1. Complete the iN OAR procedures.
2. Use Reason Code “R” with eleven zeros for the Shipper Number.
3. Use Item Number “9999.”
4. Enter “Steering BoxRecall” in the Remarks Section.
5. When approved, an “Authorization Return Document” via mail will be received.
6. Return above-mentioned Steering Gearboxes on your returning DSO Truck or normal method of return.

Order adjustment requests (OARs) must be submitted by October 18, 2024.

If your dealership incurs freight costs for parts return, please send the following information to obtain reimbursement to your Facing PC OAR Mailbox.

- Copy of Return Authorization Form
  
- Copy of the freight bill
  
- Freight Amount

## INTERACTIVE NETWORK

- Comments: "Requesting freight reimbursement for STOP SALE Parts"

Thank you,

American Honda Motor Co., Inc.

Parts Operations