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<b>Sent on</b>	10	08	2024	<b>Expires on</b>	12	26	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: 2022-25M Multi-Model EPS Gearbox Assembly
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DATE: October 8, 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: 2022-25M Multi-Model EPS Gearbox Assembly

On October 3, 2024, American Honda notified NHTSA of a **stop sale** and **safety recall** for **certain** 2022-2025 Civic, 2023-2025 CR-V, and 2023-2025 HR-V units which may have an improperly manufactured electronic power steering (EPS) gearbox assemblies that can affect steering function, 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.**

**REPAIR**

The initial repair follows the current repair method that replaces the spring assembly and redistributes the grease in the EPS gearbox assembly.

In mid-October, a new, streamlined repair method will be applied to allow the spring assembly to be replaced and grease injected into the EPS gearbox assembly without subframe removal.

**PARTS**

Parts are available in limited quantities. An initial allocation has already been sent to your dealership. Additional quantities will be allocated over the next several weeks.

**TOOLS**

There are no new special tools required for the initial repair method.

Special tools will be allocated to your dealership once the new streamlined repair method is launched.

**SERVICE BULLETINS**

The following Service Bulletins posted to the Service Information System (SIS) as of October 8, 2024:

- 24-117, *Safety Recall: 2023-25 CR-V Steering Gearbox Greasing*
- 24-118, *Safety Recall: 2023-25 HR-V Steering Gearbox Greasing*
- 24-119, *Safety Recall: 2022-25 Civic Steering Gearbox Greasing*

They include repair, parts, and warranty claim information related to this recall.

**CUSTOMER NOTIFICATION**

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

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

