March 7, 2025 Version 6

Safety Recall: 2023–25 CR-V, 2023–25 CR-V Hybrid, 2025 CR-V e:FCEV Steering Gearbox Repair

Supersedes Version 5, dated November 1, 2024, to revise the information highlighted in yellow.

AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2023–25	CR-V	ALL	Check the iN VIN status for eligibility.
2023–25	CR-V Hybrid	ALL	Check the iN VIN status for eligibility.
2025	CR-V e:FCEV	ALL	Check the iN VIN status for eligibility.

REVISION SUMMARY

Under PARTS INFORMATION, a sentence was removed and information has been updated.

BACKGROUND

Due to an improperly produced steering gearbox worm wheel, the wheel can swell during use, reducing the grease film thickness between the worm wheel and worm gear. In addition, the worm gear spring preload was set improperly high, increasing the sliding force between the components. As a result of the reduced grease film thickness and increased sliding force, friction between the worm wheel and worm gear increases.

Increased friction between the worm gear and worm wheel can increase steering effort and difficulty, increasing the risk of a crash or injury.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this safety recall. Do an iN VIN status inquiry to verify eligibility. Some vehicles affected by this campaign may be in your new or used vehicle inventory.

Failure to repair a vehicle subject to a recall or campaign may subject your dealership to claims or lawsuits from the customer or anyone else harmed as a result of such failure. To see if a vehicle in inventory is affected by this safety recall, do a VIN status inquiry before selling it.

CORRECTIVE ACTION

Replace the end cap, spring, and spring seat in the EPS gearbox assembly and inject grease into the EPS gearbox.

NOTE: As of November 1, 2024, use of the previous repair method (*Version 2*) and the Gearbox Assembly Steering Kit (P/N: 06530-T20-305) **is no longer allowed**. Any remaining Gearbox Assembly Steering Kits in dealer inventory must be returned to American Honda. Refer to PARTS INFORMATION section for return instructions.

WARRANTY CLAIM INFORMATION

Repairs Performed Using the Current Repair Method

For repairs using the Gearbox Assembly Steering Kit P/N: 06531-T20-305, Template ID **B** **must be used** when submitting claims.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
5130A5	Replace the spring seat, spring, and end cap in the EPS gearbox and inject grease to the worm gear.	0.5 hr	6JP00	QJT00	A24117B	53620-3A0-A03

Skill Level: Repair Technician

Repairs Performed Using Previous Repair Method (Version 2)

For repairs using the Gearbox Assembly Steering Kit P/N: 06530-T20-305, Template ID **A** **must be used** when submitting claims. The deadline to submit claims is **November 8th**.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
5130A4	Replace the spring seat, spring, and end cap in the EPS gearbox and redistribute the grease to the worm gear (includes VSA relearn, and alignment).	1.9 hr	6JP00	QJT00	A24117A	53620-3A0-A03

Skill Level: Repair Technician

PARTS INFORMATION

Part Name	Part Number	Quantity
Gearbox Assembly Steering Kit	06531-T20-305	1

NOTE: Some kits may include an O-ring. Discard the O-ring as it is not used in this repair.

Parts Return Instructions for Previous Repair Method

- All unused 06530-T20-305 Gearbox Assembly Steering Kits **must be returned**.
- Any ancillary, must-replace parts in inventory can be returned, however, those parts can be used for normal repairs. For a complete list of the ancillary parts, contact a parts analyst.
- Return all parts using the Stock Return Adjustment (SRA) process by **November 15th**.
- On the following week of November 18th, a credit will be issued to the dealership's SRA account.
- For any questions, contact the dealership's DPSM. **Do not contact** the parts dealer analyst.

REQUIRED MATERIALS

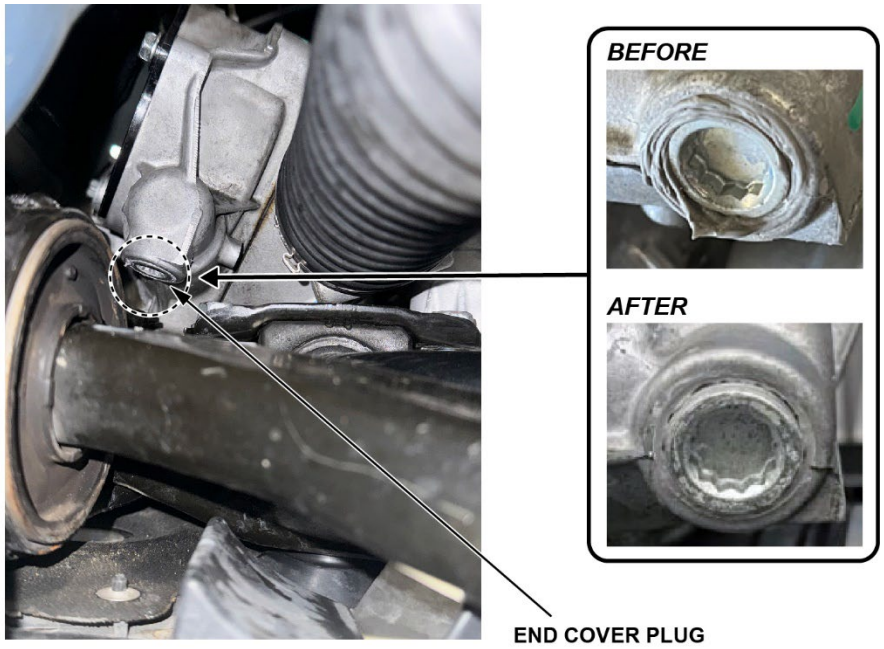
Part Name	Part Number	Quantity
Hondabond HT	08718-0004	1 tube per 50 vehicles

TOOL INFORMATION

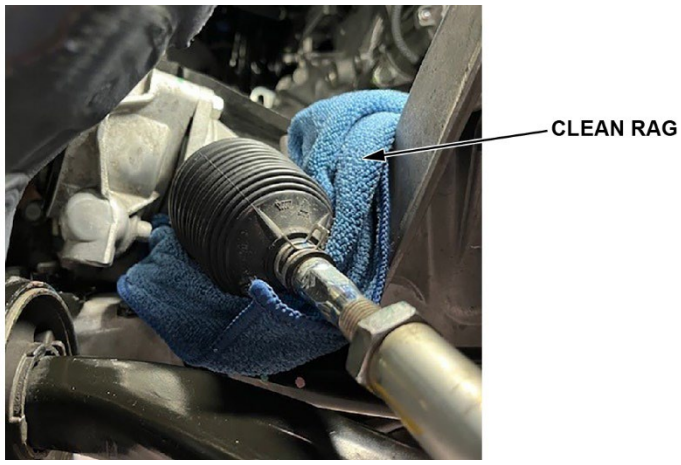
Tool Name	Tool Number	Quantity
EPS Plug Wrench	07AAA-T20A100	1
EPS Plug Thumb Wheel	07AAZ-T20A200	1
Spring/Plug Holder	07AAB-T20A100	1

REPAIR PROCEDURE

1. Lift the vehicle so all four wheels are off the ground.
   - CR-V - *Lift and Support Points*
   - CR-V Hybrid – *Lift and Support Points*.
   - CR-V e:FCEV - *Lift and Support Points*.
2. Remove the right front wheel.
3. Turn the steering wheel all the way to the right.
4. Lift the vehicle fully.
5. Using a wire brush, clear the area around the end cover plug. Use a rag with brake cleaner to wipe away any residual loose material, then blow off the area with compressed air.

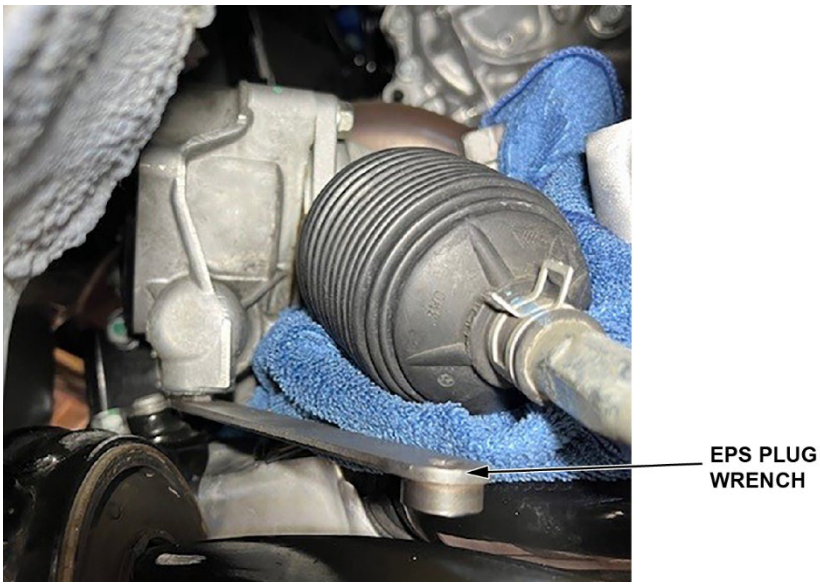


6. Insert a clean rag between the steering gearbox and the subframe. This is to keep tools and/or parts from falling into this area.

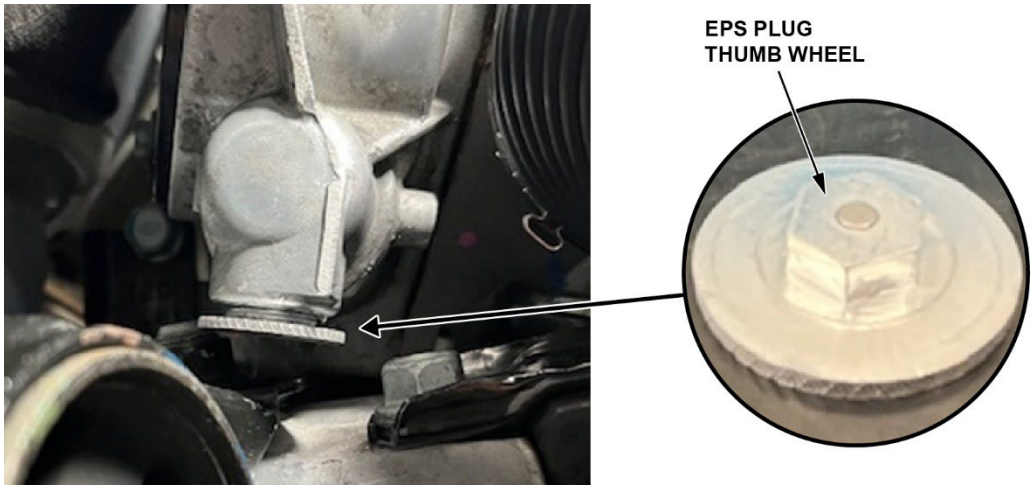


Click here to view the repair process video: ▶ PLAY VIDEO

7. Use the EPS plug wrench to break loose the EPS end cover plug.
   NOTE: The spring and spring seat may fall out during the end cap removal process.

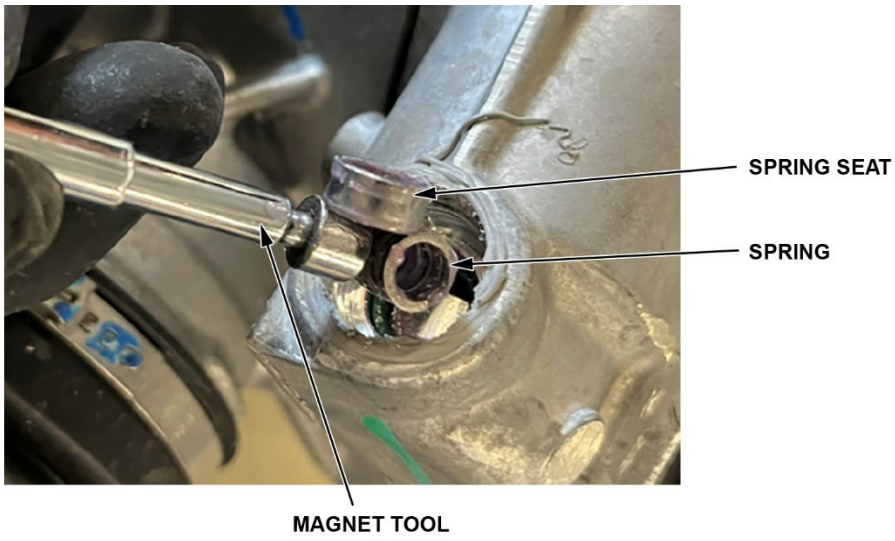


8. Then use the EPS plug thumb wheel to remove the EPS end cover plug.

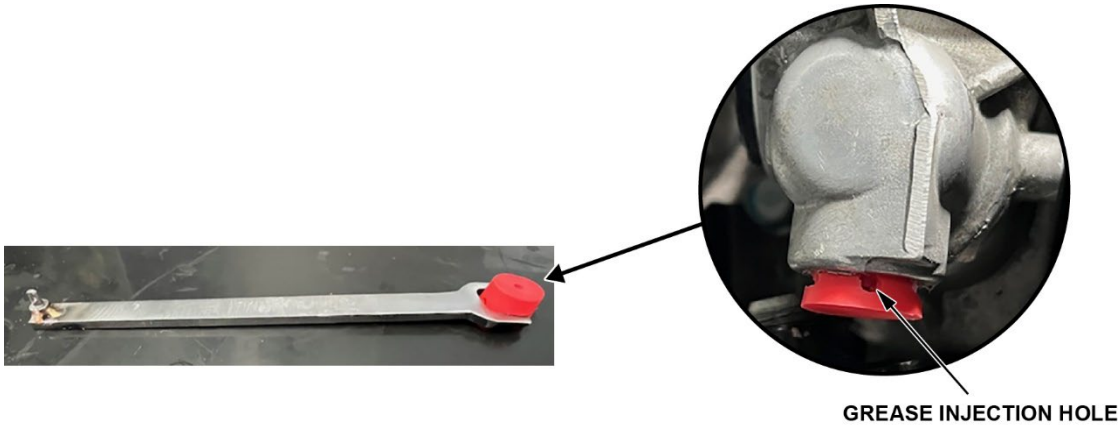


9. Use a magnet tool to remove the spring and spring seat, and discard.

   Note: Remove any remaining sealant from the end cap area being careful not to get any debris inside the gearbox.



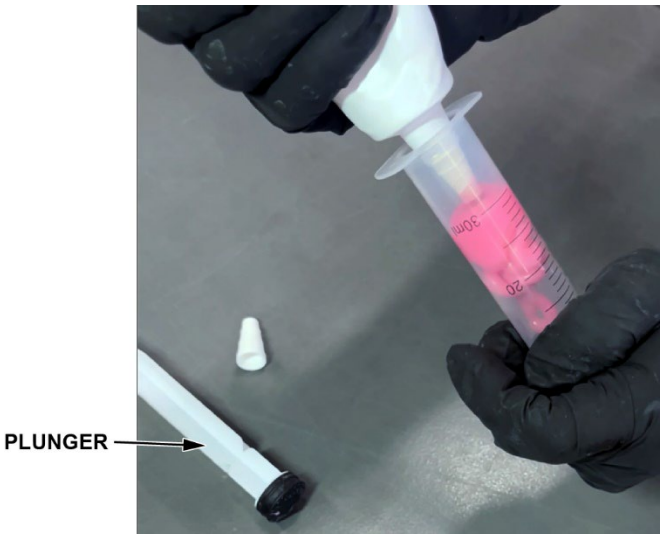
10. Insert the grease plug into the steering gearbox until it is firmly seated.
    NOTE: The grease injection hole in the side of the plug should face outward.



11. Open the tube of grease and squeeze the entire contents into the empty syringe, then insert the plunger.

    NOTE:

    - There should be a minimum of 15ml of grease in the syringe.
    - The syringe is a one-time use tool.



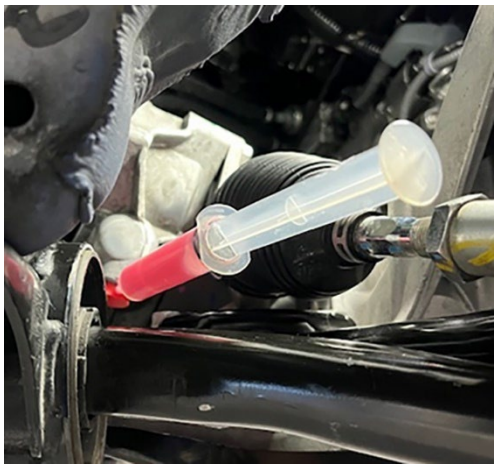
12. While holding the syringe, depress the plunger to squeeze a small amount of grease (approximately the size of a dime) onto a clean surface for use in step 16.

    NOTE:

    - **Protect the grease** from contamination**.**
    - **Maintain a minimum of 15ml** of grease in the syringe**.**

13. Insert the grease filled syringe into the grease plug and slowly inject the grease.

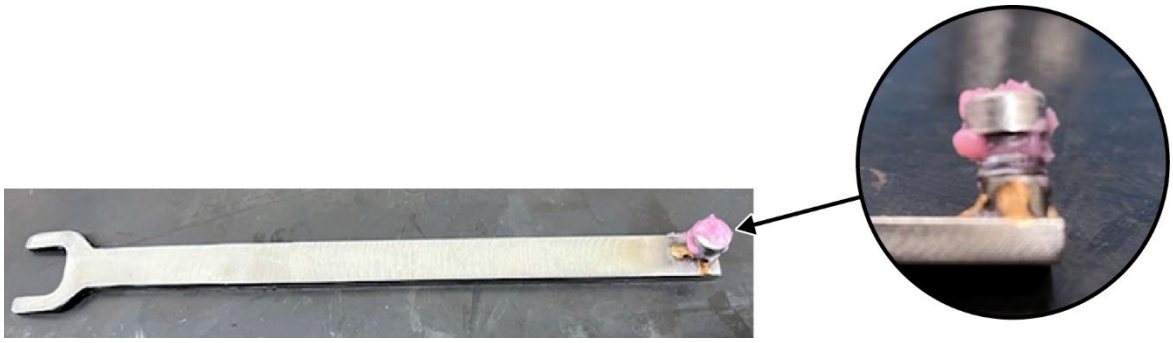
    TIP: It may be necessary, apply pressure to the grease injection plug to keep it seated while injecting the grease.



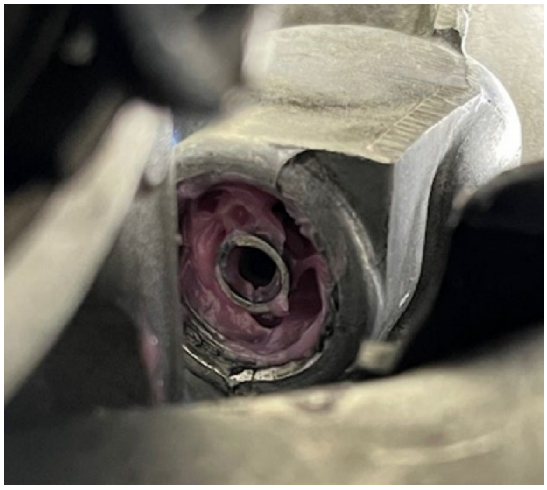
14. Remove the syringe and the grease plug from the steering gearbox.
15. Wipe away any grease from the threads of the EPS gearbox.

16. Using the spring/plug holder, install the **NEW** EPS spring and seat.

    NOTE: Apply additional grease, saved in step 12, around the outside of the spring and spring seat to help hold them when inserted into the steering gearbox.



17. Confirm the spring is correctly oriented in the steering gearbox.

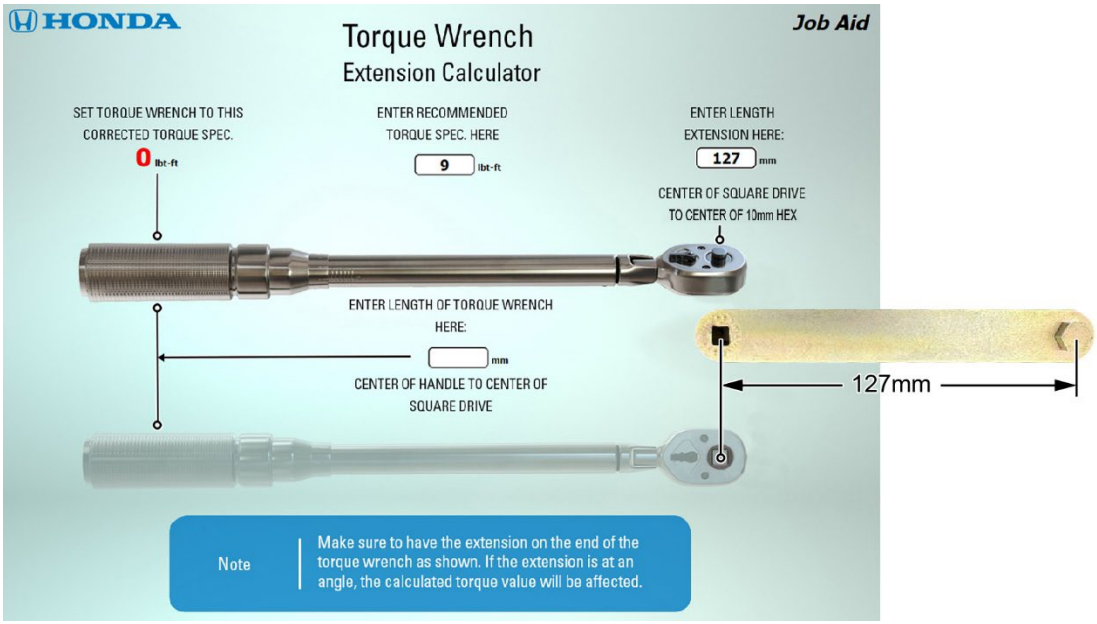


18. Apply a thin coat of Hondabond to the **NEW** EPS end cover plug threads and use the EPS plug thumb wheel to install.

19. Torque the end cover plug to **12 N·m (9 lb-ft)** using the EPS plug wrench.

    Important: When using special tools that extend beyond the torque wrench, the torque value changes due to the added leverage. The actual torque applied will be greater than the torque reading shown.

    To compensate for this additional leverage, use the *Interactive Job Aid: Torque Wrench Extension Calculator* in Service Information to calculate the torque value reading on the torque wrench.



20. Remove the rag from between the steering gearbox and subframe.
21. Install the right front wheel and torque to specification:
    - CR-V - **108 N·m (80 lb-ft)**.
    - CR-V Hybrid - **108 N·m (80 lb-ft)**.
    - CR-V e:FCEV - **127 N·m (94 lb-ft)**.
22. With the vehicle on the ground, turn the steering wheel full left, then full right to ensure smooth operation.