

View Message

Sent on 10 13 2017 Expires on 10 27 2017

From Parts and Service Division

Subject Request for Parts: 2017 Accord Hybrid MIL on with DTC 53-02 Stored

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors  
From: Technical Research & Support Group  
RE: Request for Parts: 2017 Accord Hybrid MIL on with DTC 53-02 Stored

This message is solely directed to Honda dealership personnel; please handle accordingly.  
Print this i/V message and provide a copy to the Shop Foreman and all Service Advisors.

Background

American Honda Motor Co., Inc. (AHM) is investigating certain 2017 Accord Hybrids with a customer complaint of the Malfunction Indicator Lamp (MIL) On with DTC 53-02 (Torque Sensor [Average Check]) stored and/or loss of power steering assist. To fully understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to you attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

- 1. First time complaint only.
- 2. Must have DTC 53-02 stored and/or experience loss of power steering assist.
- 3. No noise related to the electronic power steering.
- 4. No repair has been attempted for this issue.

Action Required

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.