



AUTOMOBILE DIVISION
American Honda Motor Co., Inc.
1919 Torrance Blvd., – P.O. Box 2215
Torrance, CA 90509-9870

November 2018

Product Update: Electric Power Steering (EPS) Software Update
Warranty Extension: EPS Torque Sensor (DTC 53-01 or DTC 53-02)

VIN: <VIN>

Dear <First Name/Last Name>:

What is the Product Update Issue?

The Electric Power Steering (EPS) torque sensor in a small number of 2013–14 Accord, 2014 Accord Plug-in Hybrid, and the 2014 Accord Hybrid vehicles may contain a manufacturing defect. If the EPS control unit detects a torque sensor failure, it is programmed to generate an error code and will disable the power assist. A software update is available that will change the control unit to allow partial power steering assist in the event of a torque sensor failure.

What is the Warranty Extension Issue?

To ensure confidence in our product, American Honda is extending the warranty extension on the torque sensor in the EPS system to 13 years from the original date of purchase with no mileage limit. This Warranty Extension only provides coverage for the EPS torque sensor failures that result in Diagnostic Trouble Code DTC53-01 or 53-02 being stored.

This Warranty Extension is valid except for any vehicle that has ever been declared a total loss or sold for salvage by a financial institution or insurer, or has a branded, or similar title under any state's law.

What will Honda do?

For the Product Update: Contact your Honda dealer to schedule an appointment to have your vehicle updated with the new software. During the EPS software update procedure, the technician will check if DTC 53-01 or 53-02 have been set. If these DTCs are set on the vehicle, the power steering gear box will be replaced **for free**. Please plan to leave your vehicle a half a day to allow them flexibility in scheduling.

For the Warranty Extension: If you experience a loss of steering assistance, bring your vehicle to any Honda dealer for an inspection. In cases where DTC 53-01 or 53-02 is set, your Honda dealer will replace the EPS steering gear box **for free**.

Lessor Information

Please forward a copy of this notice to the lessee.

What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a 2013–14 Accord, 2014 Accord Plug-in Hybrid, or 2014 Accord Hybrid involved in this Product Update and Warranty Extension. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records.

If you previously paid to have your vehicle's power steering gearbox assembly replaced because of DTC 53-01 or 53-012, you may be eligible for reimbursement, even if you no longer own the vehicle. Refer to the attached Instructions for Reimbursement form for eligibility requirements and the reimbursement procedure.

If you have questions.

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 1-888-234-2138. You can also locate a dealer online at *Hondacars.com*. Customers in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this product update and warranty extension may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

Instructions for Reimbursement Honda Warranty Extension 5Z2

Eligibility Requirements

You may be eligible for reimbursement if you meet all the requirements:

- You paid to have the power steering gear box assembly replaced because DTC 53-01 or 53-02 was stored.
- **Repairs were made prior to the notice date; repairs made after the notice date must be performed by a Honda dealer.**
- You owned the vehicle at the time of repair. You are still eligible if you no longer own the vehicle.
- You provide a paid invoice.

Please complete this form and attach the items listed below. Failure to include all requested information will result in delays and possible denial of your request.

Your invoice must include:

1. Vehicle Identification Number (VIN)
2. Name and Address of the repair facility
3. Diagnosis and itemized cost of repair – parts and labor
4. Date the work was completed
5. Proof of Payment – copy of the canceled check, bank statement, or credit card receipt showing that you paid for the repair. Cash payments must be documented on the invoice and a cash payment receipt must be provided. Please submit copies only. These documents will not be returned.

Repairs were performed at (check one): Authorized Honda Dealer Independent Repair Facility

Return Your Reimbursement Request Form and Requested Documents

Via Fax: (310) 224-6051

Via Mail: American Honda Motor Co., Inc.
Honda Automobile Customer Service
P.O. Box 2964
Torrance, CA 90509-2964

(Fill-in the information below – Please print)

Your Name:																	
Home Address:														Apt.#:			
City:										State:				ZIP:			
Daytime Phone:									Cell Phone:								
Vehicle Identification Number																	
e-mail Address:																	
Total Amount Requested: \$																	

Repair cost only. Incidental expenses (rental, fuel, loss of wages, etc.) are not covered.

If you have any questions about this form, please contact
American Honda's Customer Support & Campaign Center at 888-234-2138