

July 11, 2019

Version 1

Warranty Extension: Steering Feels Heavy, EPS Indicator Blinks with No DTCs or Comes On Steady with DTC 32-09, 32-08, or 61-04

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2013-14	Crosstour	V6	Check the iN VIN status for eligibility.

BACKGROUND

American Honda is extending the warranty on the EPS (electric power steering) control unit to 15 years from the original date of purchase with unlimited miles.

This warranty covers vehicles where the steering feels heavier than normal, or is hard to turn, particularly when the vehicle is not moving, and either the EPS indicator blinks with no DTCs, or the EPS indicator comes on steady with DTC 32-09 (motor current correlation), DTC 32-08 (EPS control unit internal circuit [current sensor]), or DTC 61-04 (motor harness malfunction).

The warranty extension does not apply to 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.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

CORRECTIVE ACTION

Do the diagnosis and, if directed by the results, replace the EPS control unit.

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

DIAGNOSIS

1. Connect the i-HDS, and check for the following DTCs:
 - 32-09 (motor current correlation)
 - 32-08 (EPS control unit internal circuit [current sensor])
 - 61-04 (motor harness malfunction)
 - If any of the listed DTCs are set, write down the DTC on the RO, and go to the REPAIR PROCEDURE.
 - If none of the listed DTCs are set, go to step 2.
2. Check if there are any other DTCs set.
 - If there are other EPS DTCs set, this bulletin does not apply. Continue with normal system troubleshooting.
 - If there are no other EPS DTCs set, go to step 3.
3. Check if the EPS indicator is blinking.



- If the EPS indicator is blinking, go to the REPAIR PROCEDURE.
- If the EPS indicator is not blinking, this bulletin does not apply. Continue with normal system troubleshooting.

PARTS INFORMATION

Part Name	Part Number	Quantity
EPS Control Unit	39980-TP6-A01	1

WARRANTY CLAIM INFORMATION

NOTE

Make sure you enter any set DTCs in the DTC field of the warranty claim.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
5131M0	Replace the EPS control unit.	0.6 hr	6E100	S4F00	A19036A	39980-TP6-A01

Skill Level: Repair Technician

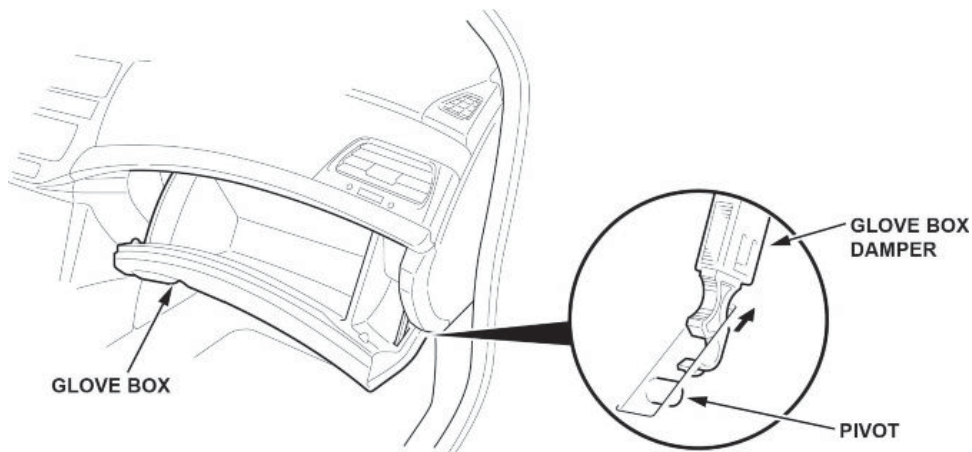
REPAIR PROCEDURE

Some systems store data in memory (including seat position, mirror position, etc.) that will be lost when the battery is disconnected. Make sure you have the anti-theft code for the audio and/or navigation system before disconnecting the battery.

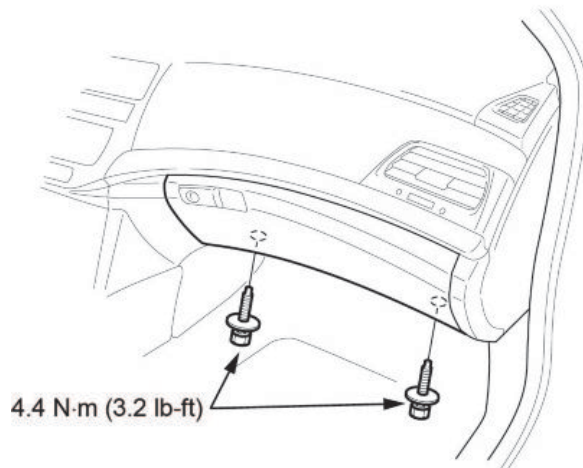
1. Make sure you have the anti-theft code for the audio system or the navigation unit.
2. Move the front passenger's seat all the way back so you have room to work around the glove box.
3. Make sure the ignition is turned to OFF, then disconnect and isolate the negative cable from the 12-volt battery.
4. Remove the glove box.

NOTES

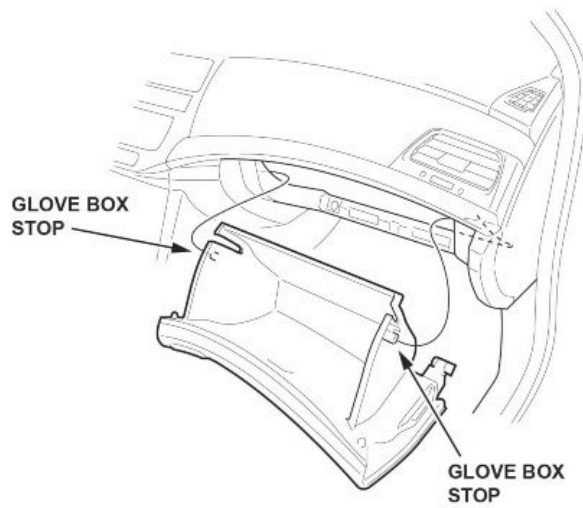
- Make sure not to scratch the dashboard or the related parts.
 - Use the appropriate trim tool to avoid damaging components.
 - Wear gloves to protect your hands.
- 4.1. Open the glove box, and disconnect the glove box damper from the pivot on the right side.



4.2. Close the glove box, and remove the bolts.

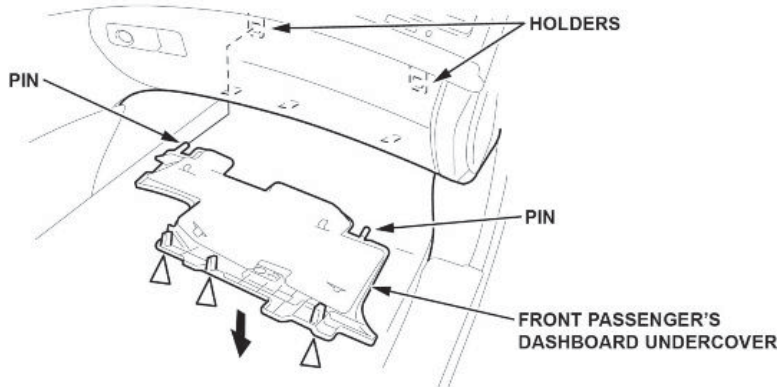


4.3. While holding the glove box, release the glove box stop on each side from the dashboard by pushing them in, then remove the glove box.



5. Remove the front passenger's dashboard undercover.

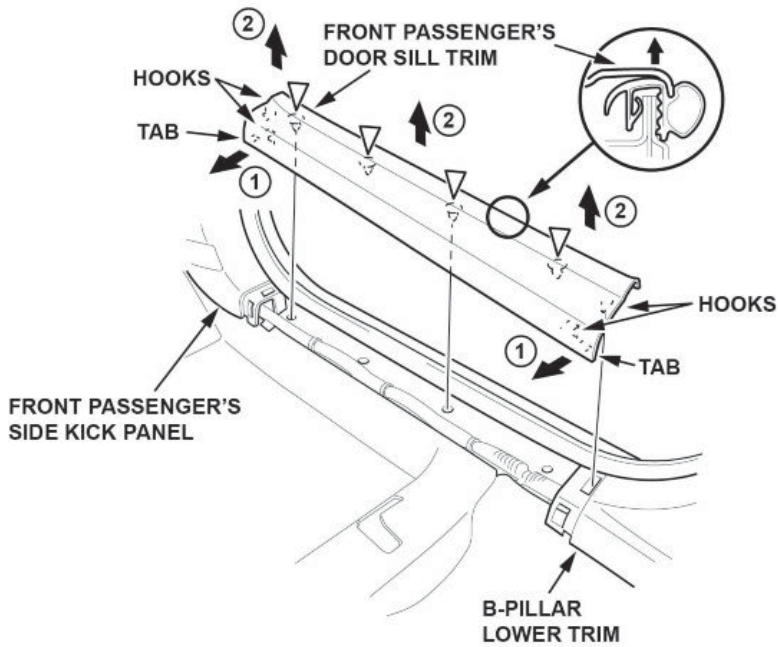
5.1. Gently pull out the rear edge to detach the clips.



5.2. Pull the undercover away to release the pins for the holders.

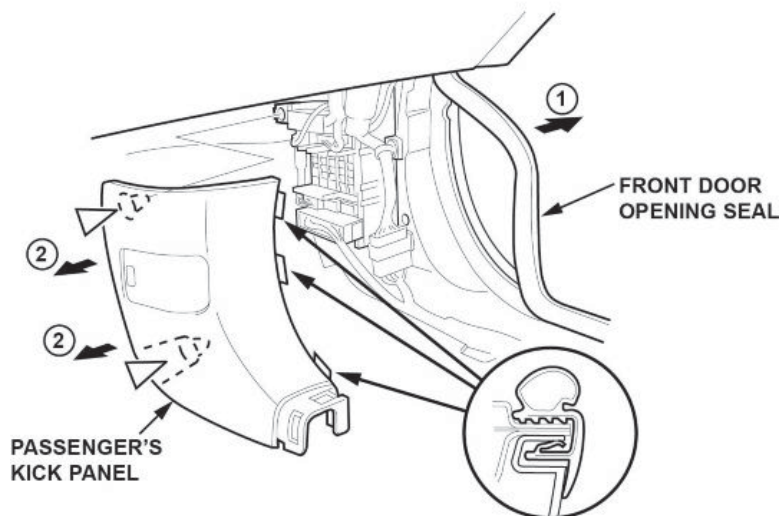
6. Remove the front passenger's door sill trim.

6.1. Detach the hooks and tabs from the front passenger's side kick panel and the B-pillar lower trim.

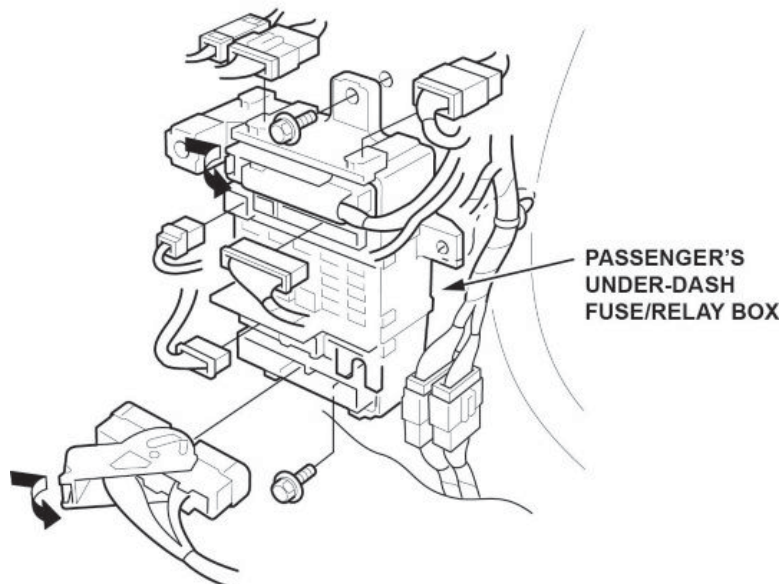


6.2. Pull up the door sill trim to detach its clips.

7. Pull the front door opening seal away as needed to access the kick panel.

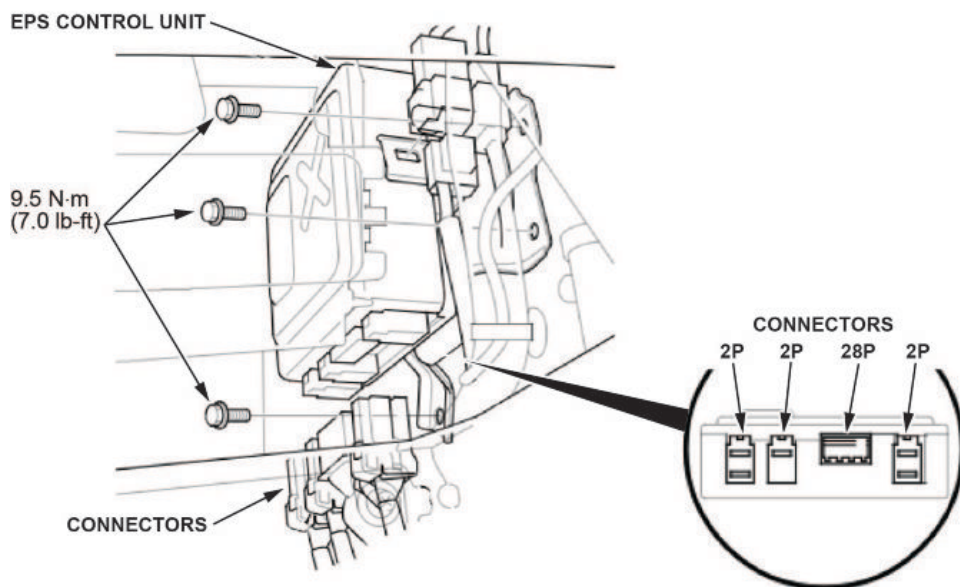


8. Remove the kick panel by pulling it back by hand to detach its clips, then remove it.
9. Disconnect the connectors from the passenger's under-dash fuse/relay box.



10. Loosen the mounting bolt from the lower side of the passenger's under-dash fuse/relay box.
11. Remove the mounting bolt from the upper side of the passenger's under-dash fuse/relay box, then remove the fuse/relay box.

12. Disconnect the EPS control unit connectors.



13. Remove the three bolts from the EPS control unit, and remove it.

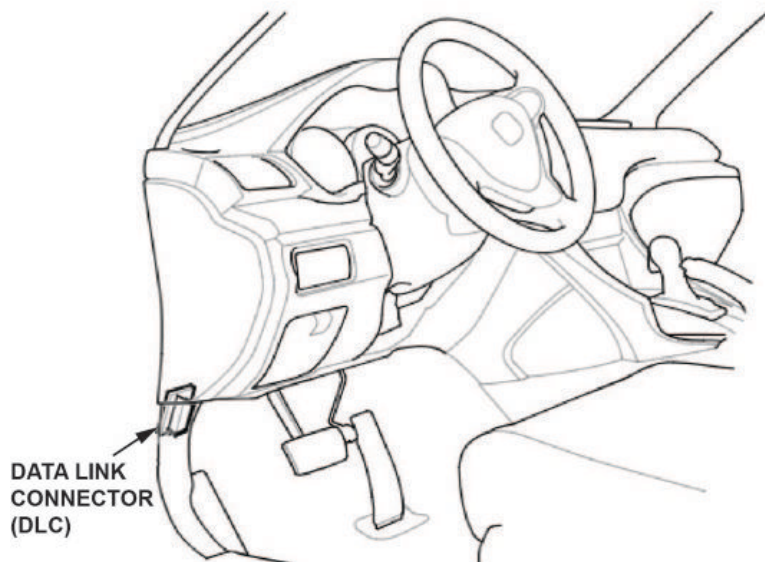
14. Install the new EPS control unit, torque the three bolts to **9.5 N·m (7.0 lb-ft)**, then connect the connectors.

15. Install the passenger's under-dash fuse/relay box.

16. Connect the negative cable to the 12-volt battery.

17. Enter the audio or navigation system anti-theft code.

18. With the ignition turned to OFF, connect the i-HDS to the DLC.



19. Turn the ignition to ON.
20. From the **EPS** menu, select **ADJUSTMENT**, then **TORQUE SENSOR LEARN**, and follow the screen prompts.

NOTES

- The torque sensor is temperature sensitive. When memorizing the torque sensor neutral position, the ambient temperature must be at least 68°F.
 - **If the torque sensor learn is not done correctly, the steering effort will not be equal in both directions.**
21. Turn the ignition to OFF.
 22. Install all of the remaining parts in the reverse order of removal.

END