

View Message

Sent on	07	11	2019	Expires on	09	29	2019
From	Brad Ortloff, Manager of Auto Campaigns and Recalls						
Subject	Warranty Extension: 2013-14 Crosstour Steering Feels Heavy, EPS Indicator Blinks						

DATE: July 11, 2019

TO: All Honda Sales, Service, & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Warranty Extension: 2013-14 Crosstour Steering Feels Heavy, EPS Indicator Blinks with No DTCs or Comes On Steady with DTC 32-09, 32-08, or 61-04

Today, July 11, 2019, Honda is announcing a warranty extension for certain 2013-14 Crosstour vehicles to address a concern with the electric power steering (EPS) system. Under certain conditions, affected vehicles may experience heavier than normal steering, the EPS indicator may blink with no DTCs, or the indicator may come on steady with EPS DTC(s). American Honda is extending the new vehicle limited warranty on the EPS control unit from the original 3 years/36,000 miles to 15 years/unlimited miles from the original date of purchase.

BACKGROUND

Affected vehicles may experience heavy steering caused by assist failure due to fatigue fractures of the relay coil wire inside the EPS control unit. In addition, the EPS indicator may blink with no DTC(s) or come on steady with DTC 32-09 (current sensor [initial diagnosis]), DTC 32-08 (EPS control unit internal circuit [current sensor]), or 61-04 (motor harness malfunction).

REPAIR

Follow the diagnostic steps outlined in service bulletin 19-036 to determine if the vehicle qualifies for this repair. For vehicles that qualify, replace the EPS control unit as outlined in the service bulletin.

PARTS

Parts are available for ordering. Parts should only be ordered after confirming that the vehicle has the symptoms described in service bulletin 19-036.

TOOLS

There are no special tools or equipment required for this repair.

SERVICE BULLETIN

Service bulletin 19-036, *Warranty Extension: Steering Feels Heavy, EPS Indicator Blinks with No DTCs or Comes on Steady with DTC 32-09, 32-08, or 61-04*, has been posted to the Service Information System (SIS) as of July 11, 2019. It includes parts, repair, and warranty information related to this warranty extension.

CUSTOMER NOTIFICATION

American Honda expects to complete customer notification in mid-August 2019.

As always, be sure to do an iN VIN status inquiry for all vehicles passing through your dealership to

determine eligibility for any open campaigns.