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From	Brad Ortloff, Manager of Auto Campaigns and Recalls
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Subject	Product Update: 2022 CR-V EPS Gearbox Replacement
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DATE: June 15, 2022

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Product Update: 2022 CR-V EPS Gearbox Replacement

Today, June 15, 2022, American Honda is announcing a product update for certain 2022 CR-V and CR-V Hybrid vehicles to address a concern with the electric power steering (EPS) system. Under certain conditions, affected vehicles may experience heavier than normal steering with EPS warning light ON. Refer to your eResponsibility report or perform an iN VIN status inquiry to determine which units in your inventory **are affected**.

BACKGROUND

Due to a manufacturing issue, a short circuit in the EPS torque sensor may cause unstable power supply. This may lead to a loss of steering assistance and turn the EPS warning light ON (DTC C1423-14, Torque Sensor Power Source Circuit Malfunction).

REPAIR

Remove the EPS gearbox assembly and replace/install a new gearbox while maintaining the original EPS motor/control unit.

PARTS

Parts will be available through the controlled parts ordering system.

TOOLS

No special tools are required for this campaign.

SERVICE BULLETIN

Service Bulletin 22-011, *Product Update: 2022 CR-V EPS Gearbox Replacement* has been posted to the Service Information System (SIS) as of June 15, 2022. It includes repair, parts, and warranty information related to these campaigns.

CUSTOMER NOTIFICATION

American Honda expects to complete customer notification by the end of July 2022.

As always, be sure to perform an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.