

# Part 573 Safety Recall Report

# 23V-735

**Manufacturer Name :** Honda (American Honda Motor Co.)**Submission Date :** NOV 02, 2023**NHTSA Recall No. :** 23V-735**Manufacturer Recall No. :** FFX**Manufacturer Information :**

Manufacturer Name : Honda (American Honda Motor Co.)

Address : 1919 Torrance Blvd.

Torrance CA 90501

Company phone : 1-888-234-2138

**Population :**

Number of potentially involved : 519

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2023-2024 Honda Pilot

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

**Descriptive Information :** The recall population was determined based on manufacturing records. The production range reflects all possible vehicles that could experience the problem.

Production Dates : JUN 30, 2023 -SEP 25, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** Due to a manufacturing error, a loose ball bearing may have contaminated the gear box assembly. If a loose ball bearing has contaminated the gear box assembly, it may fall into the gap of a rotating part within the gear box.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If a ball bearing falls into the gap of a rotating part within the gear box, steering function may be lost and the steering may lock-up, increasing the risk of a crash or injury.

**Description of the Cause :** There was a process change for steering gear boxes which were taken off the main assembly line for rework that may have allowed previously assembled ball bearings to remain in the gear box and subsequently become misplaced within the component when reassembled.

**Identification of Any Warning that can Occur :** NR

**Involved Components :**

Component Name 1 : Steering Gear Box Assy

Component Description : G/BOX ASSY, STRG

Component Part Number : 53600 - T90 - A04

## Supplier Identification :

### Component Manufacturer

Name : Robert Bosch Automotive Steering LLC

Address : 15 Spiral Drive  
Florence Kentucky 41042

Country : United States

## Chronology :

August 30, 2023

The first incident of steering lock occurred at a Honda factory while a vehicle was moved in preparation for shipping. Honda began to investigate the issue.

Early-September 2023

Honda and the steering gear box supplier analyzed and investigated the issue.

September 21, 2023

Two more incidents of steering lock occurred at a Honda factory while a vehicle was moved after production. Honda continued to investigate the issue.

October 11, 2023

Honda investigated the affected population of vehicles.

October 26, 2023

Honda determined that a defect related to motor vehicle safety existed and decided to conduct a safety recall.

As of October 26, 2023, Honda has not received any warranty claims, reports of injuries or deaths related to this issue.

## Description of Remedy :

Description of Remedy Program : Registered owners of all affected vehicles will be contacted by mail and asked to take their vehicle to an authorized Honda dealer. The dealer will replace the electric power steering rack with a non-defective part.

Owners who have paid to have these repairs completed at their own expense will be eligible for reimbursement, in accord with the recall reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : The remedy components are free from the contamination of loose ball bearings.

Identify How/When Recall Condition was Corrected in Production : The part supplier revised the workflow process and created new confirmation processes for parts in the main assembly line and parts removed for rework.

## Recall Schedule :

Description of Recall Schedule : Dealer notification is scheduled to begin and end on or about 11/03/2023. Owner notification is scheduled to begin and end on or about 12/18/2023.

Planned Dealer Notification Date : NOV 03, 2023 - NOV 03, 2023

Planned Owner Notification Date : DEC 18, 2023 - DEC 18, 2023

\* NR - Not Reported