

# Part 573 Safety Recall Report

# 24V-114

**Manufacturer Name :** Honda (American Honda Motor Co.)**Submission Date :** FEB 15, 2024**NHTSA Recall No. :** 24V-114**Manufacturer Recall No. :** LHU, FHT**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 : 186

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2023-2024 Honda Odyssey

Vehicle Type : LIGHT VEHICLES

Body Style : VAN

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 : AUG 11, 2023 - OCT 26, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2024-2024 Acura RDX

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 : SEP 23, 2023 - SEP 25, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** The reducer on the steering gear box assembly may have been improperly fastened resulting in cross-threaded bolts where water can enter the assembly, potentially leading to corrosion and binding gears.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If the gears corrode and bind, the ability to steer the vehicle as intended can be affected, increasing the risk of a crash or injury.

**Description of the Cause :** The tool to fasten the reducer to the steering gear box assembly was changed from a torque wrench type to a torque gun type with an inappropriate rotation angle upper limit setting. Additionally, the manual temporary start step was removed from the fastening procedure.

**Identification of Any Warning that can Occur :** Abnormal noise when turning the steering wheel.

## Involved Components :

**Component Name 1 :** ELECTRONIC POWER STEERING

**Component Description :** ELECTRONIC POWER STEERING

**Component Part Number :** 53600-THR-A072-M1

**Component Name 2 :** ELECTRONIC POWER STEERING

**Component Description :** ELECTRONIC POWER STEERING

**Component Part Number :** 53600-TJB-A212-M1

## Supplier Identification :

### Component Manufacturer

**Name :** JTEKT Automotive North America, Inc.

**Address :** 56 Excellence Way  
Vonore Tennessee 37885

**Country :** United States

## Chronology :

November 11, 2023

Honda was notified by the component part supplier of a potential issue involving the steering gear box. Honda and the component part supplier began to investigate the issue.

January 22, 2024

Honda observed a potential issue involving the steering gear box and continued to investigate and analyze the issue further.

February 8, 2024

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

As of February 8, 2024, 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 or Acura 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 may 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 properly assembled with the correct fastening procedures.

**Identify How/When Recall Condition was Corrected in Production :** The supplier revised the workflow process on September 22, 2023 to reinstate the manual temporary start procedure and return to using a torque wrench type tool with the correct upper limit rotation angle setting.

## Recall Schedule :

**Description of Recall Schedule :** Dealer notification is scheduled to begin and end on or about 2/16/2024. Owner notification is scheduled to begin and end on or about 4/1/2024.

**Planned Dealer Notification Date :** FEB 16, 2024 - FEB 16, 2024

**Planned Owner Notification Date :** APR 01, 2024 - APR 01, 2024

\* NR - Not Reported

## Safety Recall: 2023–24 Odyssey EPS Gearbox Assembly Stop Sale

### AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2023–24	Odyssey	ALL	Check the iN VIN status for eligibility.

### BACKGROUND

American Honda is announcing a **STOP SALE** and **safety recall** for a limited number of model year 2023–24 Odyssey vehicles which may have improperly manufactured electronic power steering (EPS) gearbox assemblies that can affect steering function potentially increasing the risk of a crash or injury.

Due to a manufacturing error, a small number of vehicles may have been produced with improperly fastened bolts in the gearbox assembly. An improperly fastened bolt may allow moisture to enter the assembly and, over time, cause the steering gearbox to lock up.

If this temporary placeholder bulletin appears during an iN VIN status inquiry, the vehicle is subject to a safety recall. Any affected vehicles in your dealer inventory are on **STOP SALE** until further notice. Refrain from calling Tech Line for updates.

The following suggested text should be included on any repair order for an already sold affected vehicle that comes in for service. This information should be printed out completely any time service is conducted on an affected vehicle, and the recall repair has not yet been completed. Once parts and repair information are available, the normal procedures under SOM 7.2.1 will apply for this recall.

#### **Suggested verbiage to be included on the repair order:**

*Customer advised that:*

*The vehicle may be subject to a recall affecting the steering gearbox assembly. The parts necessary to complete the recall repair are not yet available. Once parts repair parts are available, the registered owner of the vehicle will receive a notice to bring the vehicle in for replacement of the components.*

Please be advised that customer will still be able to register their vehicles with their respective Department of Motor Vehicles at this time.

For any questions or concerns customers may have, you may have them contact American Honda Customer Support & Campaign Center at **1-888-234-2138**.

**This bulletin will be updated once the parts information is available.**

**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.

## Safety Recall: 2024 RDX EPS Gearbox Assembly Stop Sale

### AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2024	RDX	ALL (except TECH)	Check the iN VIN status for eligibility

### BACKGROUND

Acura is announcing a **STOP SALE** and **safety recall** for a very limited number of model year 2024 RDX vehicles which may have improperly manufactured electronic power steering (EPS) gearbox assemblies that can affect steering function; potentially increasing the risk of a crash or injury.

Due to a manufacturing error, a small number of vehicles may have been produced with improperly fastened bolts in the gearbox assembly. An improperly fastened bolt may allow moisture to enter the assembly and, over time, cause the steering gearbox to lock up.

If this temporary placeholder bulletin appears during an iN VIN status inquiry, the vehicle is subject to a safety recall. Any affected vehicles in your dealer inventory are on **STOP SALE** until further notice. Refrain from calling Tech Line for updates.

The following suggested text should be included on any repair order for an already sold affected vehicle that comes in for service. This information should be printed out completely any time service is conducted on an affected vehicle, and the recall repair has not yet been completed. Once parts and repair information are available, the normal procedures under Dealer Operations Manual (DOM) 7.2.1 will apply for this recall.

#### Suggested verbiage to be included on the repair order:

*Client advised that:*

*The vehicle may be subject to a recall affecting the steering gearbox assembly. The parts necessary to complete the recall repair are not yet available. Once parts repair parts are available, the registered owner of the vehicle will receive a notice to bring the vehicle in for replacement of the components.*

Please be advised that clients will still be able to register their vehicles with their respective Department of Motor Vehicles at this time.

For any questions or concerns clients may have, you may have them contact American Honda's Customer Support & Campaign Center at **1-888-234-2138**.

**This bulletin will be updated once the parts information is available.**

**CLIENT 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 Acura automobile dealer.

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<b>Sent on</b>	02	16	2024	<b>Expires on</b>	04	05	2024
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<b>From</b>	Brad Ortloff, Manager of Auto Campaigns and Recalls
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<b>Subject</b>	Stop Sale/Safety Recall: 2023-2024 Odyssey EPS Gearbox Assembly
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DATE: February 16, 2024

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Stop Sale/Safety Recall: 2023-2024 Odyssey EPS Gearbox Assembly

On February 15, 2024, American Honda notified NHTSA of a **stop sale** and **safety recall** for 160 units of model year 2023-2024 Odyssey which may have improperly manufactured electronic power steering (EPS) gearbox assemblies that can affect steering function, potentially increasing the risk of a crash or injury. **Refer to your eResponsibility report or perform an iN VIN status inquiry to determine which units in your inventory are affected.**

Failure to repair a vehicle as necessary prior to sale or before returning the vehicle to a customer may subject your dealership to claims or lawsuits.

**BACKGROUND**

Due to a manufacturing error, a small number of vehicles may have been produced with improperly fastened bolts in the steering gearbox assembly. An improperly fastened bolt may allow moisture to enter the assembly and over time cause the steering gearbox to lock up.

**REPAIR**

Replace the EPS gearbox assembly.

**PARTS**

Parts are currently estimated to be available by the end of February 2024. We will notify you when parts become available.

**TOOLS**

There are no special tools required for this recall.

**SERVICE BULLETIN**

A stop sale only placeholder Service Bulletin 24-004, *Safety Recall: 2023-24 Odyssey EPS Steering Rack Assembly Stop Sale* has posted to the Service Information System (SIS) as of February 16, 2024. A revised bulletin including repair, parts, and warranty claim information, will be posted to the SIS at a later date.

**CUSTOMER NOTIFICATION**

American Honda expects to begin initial customer notification in early April 2024.

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

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<b>Sent on</b>	02	16	2024	<b>Expires on</b>	04	05	2024
<b>From</b>	Brad Ortloff, Manager of Auto Campaigns and Recalls						
<b>Subject</b>	Stop Sale/Safety Recall: 2024 RDX EPS Gearbox Assembly						

DATE: February 16, 2024

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Stop Sale/Safety Recall: 2024 RDX EPS Gearbox Assembly

On February 15, 2024, Acura notified NHTSA of a **stop sale** and **safety recall** for 26 units of model year 2024 RDX which may have improperly manufactured electronic power steering (EPS) gearbox assemblies that can affect steering function, potentially increasing the risk of a crash or injury. **Refer to your eResponsibility report or perform an iN VIN status inquiry to determine which units in your inventory are affected.**

Failure to repair a vehicle as necessary prior to sale or before returning the vehicle to a client may subject your dealership to claims or lawsuits.

### **BACKGROUND**

Due to a manufacturing error, a small number of vehicles may have been produced with improperly fastened bolts in the steering gearbox assembly. An improperly fastened bolt may allow moisture to enter the assembly and over time cause the steering gearbox to lock up.

### **REPAIR**

Replace the EPS gearbox assembly.

### **PARTS**

Parts are currently estimated to be available by the end of February 2024. We will notify you when parts become available.

### **TOOLS**

There are no special tools required for this recall.

### **SERVICE BULLETIN**

A stop sale only placeholder Service Bulletin 24-003, *Safety Recall: 2024 RDX EPS Steering Rack Assembly Stop Sale* has posted to the Service Information System (SIS) as of February 16, 2024. A revised bulletin including repair, parts, and warranty claim information, will be posted to the SIS at a later date.

### **CLIENT NOTIFICATION**

Acura expects to begin initial client notification in early April 2024.

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