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<b>Sent on</b>	12	08	2023	<b>Expires on</b>	02	26	2024
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<b>From</b>	Brad Ortloff, Manager of Auto Campaigns and Recalls
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<b>Subject</b>	Product Update: 2022-2024 Civic EPS Inspection (Service Part)
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DATE: December 8, 2023

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Product Update: 2022-2024 Civic EPS Inspection (Service Part)

Today December 8, 2023, American Honda is announcing a **product update** for certain model year 2022-2024 Civic units which may have improperly manufactured Electronic Power Steering (EPS) service parts installed. **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 error, certain EPS service part assemblies were set with the incorrect rack stroke specifications. An incorrect rack stroke may cause changes in driving dynamics.

#### **REPAIR**

Inspect the EPS gearbox part number label and, if necessary, replace the EPS gearbox assembly.

#### **PARTS**

Parts will be available through the controlled ordering process. Please note that only a very small number of vehicles will have this affected service part.

#### **TOOLS**

There are no special tools needed for this recall.

#### **SERVICE BULLETIN**

Service Bulletin 23-089, *Product Update: 2022-24 Civic EPS Inspection (Service Parts)* has posted to the Service Information System (SIS) as of December 8, 2023. It includes inspection, repair, parts, and warranty information related to this campaign.

#### **CUSTOMER NOTIFICATION**

American Honda expects to complete customer notification by mid-January 2024.

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