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<b>Sent on</b>	09	28	2018	<b>Expires on</b>	12	16	2018
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<b>From</b>	Brad Ortloff, Manager of Auto Campaigns and Recalls
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<b>Subject</b>	2017-18 Civic and CR-V EPS Gearbox Replacement Stop Sale & Safety Recalls
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DATE: September 28, 2018

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

RE: 2017-18 Civic and CR-V EPS Gearbox Replacement Stop Sale & Safety Recalls

On September 27, 2018, American Honda notified NHTSA of a safety recall and stop sale for a small number of 2017-18 Civic (25 units) and 2017-18 CR-V (29 units) vehicles due to faulty electrical power steering (EPS) control unit operation. Refer to your eResponsibility report or do an iN VIN status inquiry to **determine which units in your inventory are affected.**

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

#### PROBLEM

Due to a manufacturing issue during steering rack torque sensor production, the torque sensor magnet may shift from its normal position inside the gearbox. A torque sensor magnet that has shifted may cause the steering to move left or right unexpectedly, increasing the risk of a crash.

#### REPAIR

Affected vehicles will require replacement of the EPS gearbox .

#### PARTS

Due to the small number of affected vehicles, please only order parts for vehicles in dealer inventory and customer vehicles scheduled for repair.

#### TOOLS

No special tools are required for this repair.

#### SERVICE BULLETIN

As of today, the following service bulletins have been posted to the Service Information System with repair procedure, parts, and warranty claim information:

- 18-102, *Safety Recall: 2017-18 Civic EPS Gearbox*
- 18-103, *Safety Recall: 2017-18 CR-V EPS Gearbox*

#### CUSTOMER NOTIFICATION

American Honda expects to complete initial customer notification by late November 2018.

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.