

HONDA INTERACTIVE NETWORK MESSAGE REQUEST

Message Request Form

DATE: **04/08/10** REQUESTING DEPARTMENT: **SEI**

NAME OF REQUESTER: **Marc Cole**

REQUESTING MANAGER'S APPROVAL: _____

Message Parameters

Attention:

- | | | | |
|--|---|--|--|
| <input type="checkbox"/> All iN Users | <input type="checkbox"/> Dlr Sys Coordinator | <input checked="" type="checkbox"/> Dealer Principal | <input checked="" type="checkbox"/> General Mgmt |
| <input checked="" type="checkbox"/> Sales Mgmt | <input checked="" type="checkbox"/> Sales Personnel | <input type="checkbox"/> Internet Sales Mgmt | <input type="checkbox"/> Used Car Mgmt |
| <input checked="" type="checkbox"/> SVC Mgmt | <input checked="" type="checkbox"/> SVC Personnel | <input type="checkbox"/> F & I Mgmt | <input type="checkbox"/> F & I Personnel |
| <input checked="" type="checkbox"/> Parts Mgmt | <input checked="" type="checkbox"/> Parts Personnel | <input type="checkbox"/> Business Mgmt | <input type="checkbox"/> Admin Personnel |
| <input type="checkbox"/> EXCELL Facilitator | | | |

Division: **HONDA**

Send to: (check all that apply):

1. Only Honda Dealers _____, _____, _____, _____,
2. All Honda Dealers
3. All Honda Dealers in Parts & Service Zone _____, _____, _____,
4. All Honda Dealers in Parts & Service District _____, _____, _____,
5. All Parts & Service National Offices
6. Only Zone Offices _____, _____, _____,
7. All Parts & Service Zone Offices
8. All Parts & Service District Offices
9. All Parts & Service District Offices in Zone _____

Message Subject Title **Recall/Stop Sale Campaign: 2007~2008 Odyssey/Element Soft Brake Pedal**

Message Start Date **04/08/10** End Date: **04/12/10** (22 day limit)

Please attach a copy of the message and forward the message exactly as you wish it to be transmitted. Note the following restrictions to the message text:

* No Pictures or diagrams may be transmitted.

APPROVALS

Auto Field Service: _____ Date: _____
(Jim Roach, Tom Laymon, Ron Lybrook, John Prosser)

Automobile Customer Service: _____ Date: _____
(Bryan Morris, Terry Nielsen, Sherry Hayes)

Auto Engineering Tech Line: _____ Date: _____
(Frank Martorano, Mike Burke, or Tom Laymon)

Service Publications: _____ Date: _____
(Don Green, or Jim Tulk)

Certification: _____ Date: _____
(Brian Tinkler, Darin Johnson, or Pete Meier)

AH-PRO: _____ Date: _____
(Jay Joseph Jack Alden)

Warranty Department: _____ Date: _____
(Kurt Anderson, John Kling, or John Rasik)

SEI Department: _____ Date: _____
(Schuley Asari, Marc Cole, or Mike Burke)

DATE: April 08, 2010
TO: All Honda Sales, Service & Parts Managers
FROM: American Honda Parts and Service Divisions
RE: Recall/Stop Sale Campaign: 2007~2008 Odyssey and Element Soft Brake Pedal

On March 15, 2010, American Honda announced a Stop Sale order and Recall on all 2007~08 Odyssey/Element models.

American Honda understands the hardship this Stop Sale order has created for some of our dealers. American Honda appreciates your cooperation and patience since the Stop Sale order was announced. This is a schedule for the repair and customer mailing activities over the next few weeks.

- April 8th, the Special Tools group will mail each dealership a package containing (2) cap installation tools. The tool is a 1.25" square aluminum block. Shipping is via Federal Express.
- April 12th, Parts Division will overnight each dealership a pre-determined quantity of plastic caps for delivery is April 13th. The quantity is based on sales volume of these affected models. Shipping is via DSO for Tuesday delivery
- April 12th, our sealant vendor will overnight the required sealant to each dealership. Shipping is via Federal Express Priority Overnight.
- The Service Bulletin will be posted April 13th. The VIN Status Inquiry and Warranty Systems will also be activated for this campaign on April 13th.

Once the tool, necessary parts, and Service Bulletin are available please begin repairing in-stock inventory.

Additional required materials include:

Honda Genuine DOT3 Brake Fluid – P/N 08734-0012
99% Isopropyl Alcohol (commercially available)

Additional information regarding customer notification will be sent to you early next week.

Note: All 2007~2008 Odyssey/Elements in your inventory are affected by this recall. You should not sell these vehicles until they have been repaired. Should an unrepaired vehicle cause an injury or damage because of the recalled item, the dealership will be solely responsible to the damaged party, and will be required to defend and indemnify American Honda for any resulting claims.

HONDA INTERACTIVE NETWORK MESSAGE REQUEST

Message Request Form

DATE: 04/09/10 REQUESTING DEPARTMENT: **SEI**

NAME OF REQUESTER: Marc Cole

REQUESTING MANAGER'S APPROVAL: _____

Message Parameters

Attention:

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| <input type="checkbox"/> EXCELL Facilitator | | | |

Division: **HONDA**

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9. All Parts & Service District Offices in Zone _____

Message Subject Title **(Update) Recall/Stop Sale Campaign: 2007~2008 Odyssey/Element Soft Brake**

Message Start Date 04/09/10 End Date: 04/12/10 (22 day limit)

Please attach a copy of the message and forward the message exactly as you wish it to be transmitted. Note the following restrictions to the message text:

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APPROVALS

Auto Field Service: _____ Date: _____
(Jim Roach, Tom Laymon, Ron Lybrook, John Prosser)

Automobile Customer Service: _____ Date: _____
(Bryan Morris, Terry Nielsen, Sherry Hayes)

Auto Engineering Tech Line: _____ Date: _____
(Frank Martorano, Mike Burke, or Tom Laymon)

Service Publications: _____ Date: _____
(Don Green, or Jim Tulk)

Certification: _____ Date: _____
(Brian Tinkler, Darin Johnson, or Pete Meier)

AH-PRO: _____ Date: _____
(Jay Joseph Jack Alden)

Warranty Department: _____ Date: _____
(Kurt Anderson, John Kling, or John Rasik)

SEI Department: _____ Date: _____
(Schuley Asari, Marc Cole, or Mike Burke)

DATE: April 09, 2010
TO: All Honda Sales, Service & Parts Managers
FROM: American Honda Parts and Service Divisions
RE: (Update) Recall/Stop Sale Campaign: 2007~2008 Odyssey and Element Soft Brake Pedal

The IN message posted yesterday had the wrong part number for the brake fluid. Please discard the previous message.

On March 15, 2010, American Honda announced a Stop Sale order and Recall on all 2007~2008 Odyssey and Element models.

American Honda understands the hardship this Stop Sale order has created for some of our dealers. American Honda appreciates your cooperation and patience since the Stop Sale order was announced. This is a schedule for the repair and customer mailing activities over the next few weeks.

- April 8th, the Special Tools group will mail each dealership a package containing (2) cap installation tools. The tool is a 1.25" square aluminum block. Shipping is via Federal Express.
- April 12th, Parts Division will overnight each dealership a pre-determined quantity of plastic caps for delivery is April 13th. The quantity is based on sales volume of these affected models. Shipping is via DSO for Tuesday delivery
- April 12th, our sealant vendor will overnight the required sealant to each dealership. Shipping is via Federal Express Priority Overnight.
- The Service Bulletin will be posted April 13th. The VIN Status Inquiry and Warranty Systems will also be activated for this campaign on April 13th.

Once the tool, necessary parts, and Service Bulletin are available please begin repairing in-stock inventory.

Additional required materials include:

Honda Genuine DOT3 Brake Fluid – P/N **08798-9008**
99% Isopropyl Alcohol (commercially available)

Additional information regarding customer notification will be sent to you early next week.

Note: All 2007~2008 Odyssey and Elements in your inventory are affected by this recall. You should not sell these vehicles until they have been repaired. Should an unrepaired vehicle cause an injury or damage because of the recalled item, the dealership will be solely responsible to the damaged party, and will be required to defend and indemnify American Honda for any resulting claims.

HONDA INTERACTIVE NETWORK MESSAGE REQUEST

Message Request Form

DATE: **04/12/10** REQUESTING DEPARTMENT: **SEI**

NAME OF REQUESTER: **Marc Cole**

REQUESTING MANAGER'S APPROVAL: _____

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Division: **HONDA**

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Message Subject Title **Recall/Stop Sale Campaign: 2007~2008 Odyssey/Element Soft Brake -Upd #2**

Message Start Date **04/12/10** End Date: **04/26/10** (22 day limit)

Please attach a copy of the message and forward the message exactly as you wish it to be transmitted. Note the following restrictions to the message text:

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APPROVALS

Auto Field Service: _____ Date: _____
(Jim Roach, Tom Laymon, Ron Lybrook, John Prosser)

Automobile Customer Service: _____ Date: _____
(Bryan Morris, Terry Nielsen, Sherry Hayes)

Auto Engineering Tech Line: _____ Date: _____
(Frank Martorano, Mike Burke, or Tom Laymon)

Service Publications: _____ Date: _____
(Don Green, or Jim Tulk)

Certification: _____ Date: _____
(Brian Tinkler, Darin Johnson, or Pete Meier)

AH-PRO: _____ Date: _____
(Jay Joseph Jack Alden)

Warranty Department: _____ Date: _____
(Kurt Anderson, John Kling, or John Rasik)

SEI Department: _____ Date: _____
(Schuley Asari, Marc Cole, or David Speck)

DATE: April 12, 2010
TO: All Honda Sales, Service & Parts Managers
FROM: American Honda Parts and Service Divisions
RE: (Update #2) Recall/Stop Sale Campaign: 2007~2008 Odyssey and Element Soft Brake Pedal

On March 15, 2010, American Honda announced a Stop Sale order and Recall on all 2007~2008 Odyssey and Element models.

Any unsold units in used car inventory will need to be repaired prior to sale. American Honda Motor Co. will begin notifying Element customers on April 19th and Odyssey customers starting May 3rd to return their vehicle to a dealer for repair. The Odyssey customer mailing will also include a separate 2007~2008 torque converter Product Update notification. A revised Service Bulletin will be posted on May 3rd to support the torque converter Product Update campaign. Both campaign repairs should be performed on all 2007~2008 Odysseys. Vehicles sold prior to May 3rd will need to return for the Product Update campaign.

Note: All 2007~2008 Odyssey and Elements in your inventory are affected by this recall. You should not sell these vehicles until they have been repaired. Should an unrepaired vehicle cause an injury or damage because of the recalled item, the dealership will be solely responsible to the damaged party, and will be required to defend and indemnify American Honda for any resulting claims.

Basic Problem

During the self-check procedure, a vacuum is created in the modulator which can draw air into the system. When a sufficient amount of air has been drawn into the system the pedal will have extended travel with a soft feeling.

Campaign Information

A Service Bulletin will be posted tomorrow, April 13th, to support the Recall campaign. All in-stock inventory should be repaired immediately.

Parts Information

The tool used to install modulator sealing caps (T/N 07AAB-SHJ-A120) was auto-shipped to you April 08, 2010. Modulator sealing caps (P/N 57119-SHJ-305) and the sealant (P/N 08734-0012) used to adhere them are being shipped automatically to each dealer based on the number of vehicles sold by your dealership. Each dealer should receive caps and sealers on or about Tuesday, April 13th. The caps will arrive at your dealership via DSO truck while the sealer will be shipped separately directly from a drop-ship vendor. Additional caps are available via open order. Additional sealant is currently not available for order. We will let you know, by iN message, when the sealant is available for ordering.

Warranty Information

Warranty information specific to this Recall will be included in the Service Bulletin. Claims submitted without this specific coding will not register the vehicle as completed in the Warranty system.