Applies To: **2005 Odyssey EX-L Touring** – From VIN 5FNRL388.5B000325 thru 5FNRL388.5B133626

March 26, 2010

Product Improvement Campaign: Power Tailgate May Not Stay Open

BACKGROUND

Over time, the power tailgate support struts can lose internal pressure. If they lose enough pressure, the struts may not keep the tailgate up after you open it. A tailgate that lowers unintentionally could cause an injury.

CUSTOMER NOTIFICATION

NOTE: At the request of the National Highway Traffic Safety Administration (NHTSA), the customer notification letter identifies this campaign as a safety recall, not a product improvement campaign.

All owners of affected vehicles will be sent a notification of this product improvement campaign. An example of the customer notification is at the end of this service bulletin.

Not all vehicles within the VIN ranges are affected. To verify vehicle eligibility, you must check at least one of these items:

- The customer has a notification letter.
- The vehicle is shown as eligible on a VIN status inquiry.

In addition to the bulleted verification items, check for a punch mark above the 11th character of the engine compartment VIN. A punch mark in that location means the vehicle has already been repaired.

Some of the vehicles affected by this product improvement campaign may be in your used vehicle inventory. **These vehicles must be updated before they are sold.** To see if a vehicle is affected by this campaign, do a VIN status inquiry before selling it or returning it to a service customer.

Should an unrepaired vehicle that was in inventory, or that came in for service after this service bulletin was issued, cause an injury or property damage because of the campaigned 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.

CORRECTIVE ACTION

Replace both tailgate support struts.

PARTS INFORMATION

Tailgate Support Strut (two required):
P/N 74820-SHJ-A61

WARRANTY CLAIM INFORMATION

NOTE: **This product improvement campaign ends on September 30, 2011.** After that, the replacement cost of the tailgate support struts is the customer's responsibility.

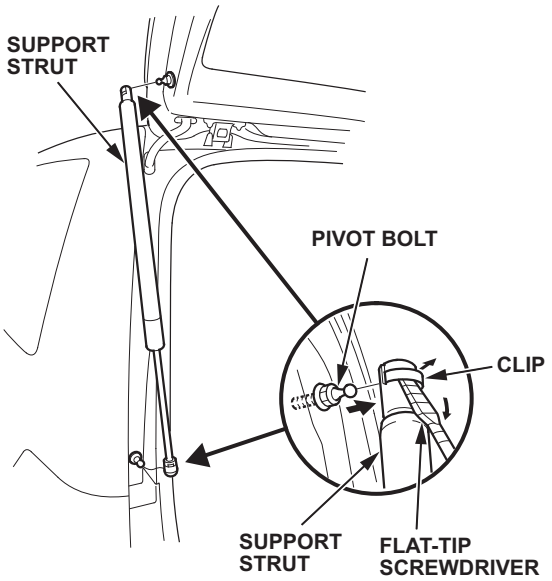
Operation Number:	8231Q2
Flat Rate Time:	0.2 hour
Failed Part:	P/N 74820-SHJ-A61
Defect Code:	5TG00
Symptom Code:	R2900
Template ID:	10-014A
Skill Level:	Repair Technician

REPAIR PROCEDURE

NOTE:

- Wear eye protection when you pry on the tailgate support strut clips.
- Have an assistant hold up the tailgate during the procedure.

1. Pry up the clip on both ends of the tailgate support struts with a flat-tip screwdriver. Then remove the struts by pulling them out of the upper and lower pivot bolts.



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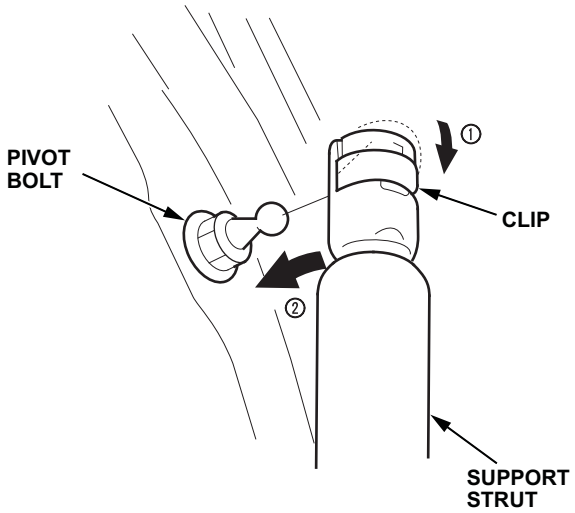
Skill Level
R
REPAIR

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.

2. With the clip on both ends of the new support struts flush to the strut body, install the new struts by pressing the strut ends into the upper and lower pivot bolts. Make sure both support struts are securely attached to the pivot bolts.



3. Center-punch a completion mark above the 11th character of the engine compartment VIN:

Center-punch here.

5FNRL3XXX5BXXXXXX

Example of Customer Letter

March 2010

Safety Recall: Power Tailgate May Not Stay Open

Dear Honda Odyssey Owner:

This notice is sent to you in voluntary accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?
Honda Motor Co., Ltd. has decided to conduct a safety recall on certain 2005 model year Odyssey Touring model vehicles equipped with a power-operated rear liftgate. The power liftgate gas struts may deteriorate unexpectedly early. Struts that have worn out prematurely may fail to hold the power liftgate in the fully open position, causing the power liftgate to close unexpectedly. Injury may result from a power liftgate closing unexpectedly when a person is within the closing path of the liftgate.

What should you do?
Please call any authorized Honda dealer to make an appointment to have the gas liftgate struts in your vehicle repaired. This work will be done *free of charge*. Please plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling. Please note that you must have this inspection and repair completed before the end of September, 2011.

Who to contact if you experience problems.
If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.
Honda Automobile Customer Service
Mail Stop 500-2N-7A
1919 Torrance Blvd.
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

You can also call the toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to *http://www.safercar.gov*.

What to do if you feel this notice is in error
Our records show that you are the current owner of a 2005 Odyssey involved in this campaign. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records.

If you previously paid to have the tailgate support struts replaced, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement for the eligibility requirements and the reimbursement procedure.

Lessor Information
Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have questions
If you have questions about this notice, or need help contacting a Honda dealer, please call Honda Automobile Customer Service at 800-999-1009, and select option 4.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

March 26, 2010

Dear Service Manager:

Honda Motor Co., Ltd., is announcing a product improvement campaign for certain 2005 Odyssey EX-L Touring models.

Over time, the power tailgate support struts can lose internal pressure. If they lose enough pressure, the struts may not keep the tailgate up after it's opened. A tailgate that lowers unintentionally could cause an injury.

Repair Strategy
The repair is to replace both tailgate support struts. For repair, affected vehicle, and warranty information, refer to Service Bulletin 10-014, *Product Improvement Campaign: Power Tailgate May Not Stay Open*.

Customer Notification
Customer will be sent a notification of this campaign the last week of March 2010. At the request of the National Highway Traffic Safety Administration (NHTSA), the customer notification letter identifies this campaign as a safety recall, not a product improvement campaign.

Before beginning work on a vehicle, verify its eligibility by checking at least one of these items:

- The customer has a notification letter.
- The vehicle is shown as eligible on a VIN status inquiry.

In addition, check for a punch mark above the 11th character of the engine compartment VIN. A punch mark in that location means this product improvement campaign has already been completed.

This product improvement campaign ends on September 30, 2011. After that, the replacement cost of the tailgate support struts is the customer's responsibility.

Some vehicles affected by this campaign may be in your used vehicle inventory. **These vehicles must be repaired before they are sold.** To see if a vehicle is affected by this campaign, do a VIN status inquiry before selling it or returning it to a service customer.

Should an unrepaired vehicle that was in inventory, or that came in for service after this service bulletin was issued, cause an injury or property damage because of the campaigned 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.

Parts Information
Tailgate support struts are available through open ordering.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division