

[Next Unread Message](#)[View Message](#)

Sent on	11	19	2017	Expires on	02	09	2018
From	Brad Ortloff, Manager of Auto Campaigns and Recalls						
Subject	UPDATE-Stop Sale/ Safety Recall:11-17 Ody 2nd Row Outer Seats Tip During Braking						

DATE: November 19, 2017

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: UPDATE – Stop Sale/Safety Recall: 2011–‘17 Odyssey Second Row Outer Seats Tip During Braking

On November 18, 2017, American Honda announced a **STOP SALE** and **Safety Recall** for **ALL** of the 2011-17 Odyssey vehicles. If the second row outer seats are improperly installed or positioned on the floor, the seats can remain unlatched and can tip forward under certain braking conditions which may lead to injuries. [Refer to your eResponsibility report or VIN inquiry to determine which units in your inventory are affected.](#)

Note: Failure to repair a vehicle as necessary prior to sale may subject your dealership to claims or lawsuits from the customer or anyone else harmed as a result of such failure.

Basic Concern

American Honda has decided that a defect, which relates to motor vehicle safety, exists in 2011-2017 model year Odyssey vehicles. The second row outer (outboard) seats can be placed in two positions, standard and wide. When installing or repositioning the seat to either mentioned positions, it is possible that the rear latch may not attach properly to the striker. An unlatched second row outer seat could tip forward during moderate to heavy braking increasing the risk of injury to an occupant, including a child seated in a LATCH installed child seat.

Campaign Information

The placeholder service bulletin 17-097, *Second Row Outer Seats Tip During Braking* has been posted on the Service Information System (SIS). The bulletin contains background information and instructions for installing/positioning second row outer seats and confirming that the seats are securely latched. American Honda will also send these instructions to all registered owners.

VIN Status Inquiry

The VIN inquiry system has been updated with all affected VINs. [Refer to your eResponsibility report or VIN inquiry to determine which units in your inventory are affected.](#)

Repair, Parts and Tools

Vehicles must remain on STOP SALE until a physical repair is performed. At this time, there is no physical remedy to address possible mispositioning of the seats and American Honda will update the service bulletin and notify dealers once a physical remedy becomes available. Therefore parts, tools, and a physical repair procedure are not available at this time.

Warranty

Warranty information is not applicable on service bulletin 17-097 at this time.

Customer Notification

American Honda will notify customers of the defect determination and provide instructions on the proper positioning and latching of the seats starting in mid-December. The instructions also are available to dealer personnel and customers on

INTERACTIVE NETWORK

the internet, and dealers should consider providing the instructions to the owners of any affected vehicles that come in for service.

As always, be sure to check VIN Status inquiry to determine eligibility for any open campaigns.

Click [here](#) for copy of 17-097.