



**AUTOMOBILE DIVISION**  
American Honda Motor Co., Inc.  
1919 Torrance Blvd., – P.O. Box 2215  
Torrance, CA 90509-9870

January 2019

NHTSA Recall 18V-795

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle: XXXXXXXXXXXXXXXXXXXX

Dear <First Name Last Name>,

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

### WHAT IS THE REASON FOR THIS NOTICE?

Honda has decided that a defect which relates to motor vehicle safety exists in certain 2018–2019 model year Odyssey vehicles. The mechanical components that open and close the power sliding doors could become stuck and prevent the power sliding doors from completely closing. A partially closed sliding door can unintentionally open during vehicle operation, increasing the risk of occupant injury. A “Door Open” warning message will appear in the Driver Information Interface (pictured at right) and the warning beeper will sound in the event of a partially closed sliding door.



### WHAT WILL HONDA DO?

The dealer will replace the rear latch assembly on both left and right power sliding doors for free.

### WHAT SHOULD YOU DO?

Please call any authorized Honda dealer and make an appointment to have the rear latch assembly on both left and right power sliding doors replaced for free. Once you make an appointment to repair your vehicle, be advised that the complete repair process may take approximately 1 hour 45 minutes. However, your dealer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information!

**If the “Door Open” warning message appears on the Driver Information Interface or you hear the warning beeper, please safely navigate the vehicle out of traffic, come to a complete stop, and close the power sliding door when it is safe to do so. If the warning message or beeping remains after closing the power sliding door, DO NOT DRIVE the vehicle, and call your local authorized Honda dealer to schedule a tow of your vehicle.**

### CHECK YOUR VEHICLE FOR OPEN RECALLS

You can check your vehicle’s eligibility for repair under this or any other recall. Please access the **Honda Recall Lookup** tool at [www.recalls.honda.com](http://www.recalls.honda.com) and enter your Vehicle Identification Number (VIN).

### OWNER INFORMATION

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title information, which indicate that you are the current owner of this vehicle. If this is not the case, or if any of the information is not correct, please complete, sign and return the Information Change Card and we will then update our records. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days

### DO YOU STILL HAVE MORE QUESTIONS?

**Should you have any questions about this recall, please contact your authorized Honda dealer.** Should you need additional assistance, you may contact American Honda’s Customer Support & Campaign Center at 1-888-234-2138, Twitter @HondaCustSvc, email or chat by going to <http://owners.honda.com/help/customer-relations>. You may also visit [www.recalls.honda.com](http://www.recalls.honda.com) to use “Ask Dave”, our 24/7 virtual agent.

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 the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE, Washington, DC 20590. Alternatively, you may call the NHTSA toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

We apologize for any inconvenience this recall may cause you.

Sincerely,

**American Honda Motor Co., Inc.**

Campaign #O36 / Service Bulletin #18-128