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Sent on 11 16 2021 **Expires on** 11 30 2021

From Parts and Service Division

Subject 2018-2020 Odyssey Rearview Camera - Dealer Part Retention Notice

INFORMATION ONLY

To: All Honda Service Managers/Advisors
From: Parts and Service Division
RE: 2018-2020 Odyssey Rearview Camera - Dealer Part Retention Notice

*****NOTICE & REMINDER TO DEALERS – WARRANTY PARTS RETENTION*****

Honda is investigating the **Odyssey Rearview Camera (Part number 39530-THR-A23)** issue. The camera was introduced to support Campaign Noncompliance Recall S/B 20-050 (dated July 29, 2020). As part of the investigation, we use the automatic warranty parts call-in system to collect rearview cameras for analysis.

Nearly half of the collected rearview cameras returned by dealers have been the incorrect camera/part number. We suspect that due to the large volume of rearview camera campaign replacements on the 18-20MY Odysseys, some of your dealerships may not be properly retaining parts, as indicated by the guidelines for warranty part retention.

We ask for your support in reminding dealers to continue to properly tag & storage the rearview cameras during the standard parts retainment period to support Honda's analysis efforts and swift quality recovery activity.

Thank you for your understanding and support!