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Sent on 10 02 2014 **Expires on** 10 16 2014
From Parts and Service Division
Subject Request for Visit: 2013-2014 Odyssey & Pilot Power Tailgate Inop

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2013-2014 Odyssey & Pilot Tailgate Inop

This message is solely directed to Honda dealership personnel; please handle accordingly.
Print this *iN* message and provide a copy to the Shop Foreman and all Service Advisors.

Background

American Honda (AHM) is investigating certain 2013-2014 Odysseys & Pilots with a complaint of the power tailgate inoperable. To fully understand the cause of this condition, AHM would like to inspect the vehicle prior to your attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

1. Must be able to duplicate the issue using the inside button and/or OFB for power tailgate operation.
2. Vehicle has not been involved in any collision.
3. No previous repair for this issue.

Action Required

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.

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