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Sent on	04	05	2016	Expires on	04	18	2016
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From	Parts and Service Division
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Subject	Request for Info: 2015-2016 Odyssey Front Suspension Noise
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Info: 2015-2016 Odyssey Front Suspension Noise

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

Background

American Honda (AHM) is investigating certain 2015-2016 Odysseys with a customer complaint of a squeaking noise from the front the suspension when going over bumps. To fully understand the cause of this condition, AHM would like to collect specific information from the vehicle prior to you 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 noise.
2. The noise must be isolated to front dampers.
3. First time & repeat complaints are accepted.

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.