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Sent on 09 21 2016 **Expires on** 09 29 2016

From Parts and Service Division

Subject Request for Parts: 2011-2016 Odyssey 2nd Row Seat Bottom Adjusters Not Locking

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Parts: 2011-2016 Odyssey 2nd Row Seat Bottom Adjusters Not Locking

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 2011-2016 Odysseys with a customer complaint of the 2nd row seat bottom adjusters not locking, allowing the seat to slide backward and forward. To fully understand the cause of this condition, AHM would like to collect specific parts 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. No previous repair to the seat bottom adjusters.

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.