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Sent on	05	18	2017	Expires on	06	01	2017
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From	Parts and Service Division
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Subject	Request for Visit: 2011-2016 Odyssey Sliding Door Inop
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2011-2016 Odyssey Sliding Door Inop

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 2011-2016 Odysseys with a customer complaint of the sliding door inop. To fully understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

1. Sliding door must be in one of the 2 conditions.
 - a. Cable is broken (if condition is found, please refrain from cycling door).
 - b. Stuck in partially open position & can't be closed with power or manual operation.
2. Vehicle has not been involved in any collision.
3. First time complaint only.
4. No repair has been attempted for this issue.

Action Required

If you have or know of such a vehicle, please call the 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.