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<b>Sent on</b>	06	22	2017	<b>Expires on</b>	06	23	2017
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<b>From</b>	Parts and Service Division
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<b>Subject</b>	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.