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Sent on	11	10	2017	Expires on	01	30	2018
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From	Brad Ortloff, Manager of Auto Campaigns and Recalls
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Subject	Product Update: 2018 Odyssey Rear Power Window Switches (All except LX)
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DATE: November 10, 2017

TO: All Honda Sales, Service & Parts Managers and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Product Update: 2018 Odyssey Rear Power Window Switches (All except LX)

Today, November 10, 2017, American Honda is announcing a **Product Update** for a limited number of 2018 Odyssey vehicles where under certain conditions, the rear window switch internal software enters an unstable condition and cannot recover, making the window switch inoperable. Check VIN Status to determine which units in your inventory are affected.

Note: Failure to repair a vehicle as necessary prior to sale may subject your dealership to claims or lawsuits from the customer or anyone else affected as a result of a failure.

Basic Concern

Due to incorrect software/program errors installed in the modules of the rear window switches, the respective rear window mechanisms may become inoperable in any position.

Campaign and Repair Information

Service bulletin 17-090 - *Product Update: 2018 Odyssey Rear Power Window Switches* has been posted on the Service Information System (SIS). Remove and replace rear window switches located on the power sliding doors with new parts that have the countermeasure software.

Parts

Parts are available at launch of this campaign.

Tools

No special or specific shop tools needed on this campaign.

Warranty

Detailed warranty information is available on service bulletin 17-090.

Customer Notification

American Honda expects to begin customer notification by mail in mid-December.

As always, be sure to check VIN Status inquiry to determine eligibility for any open campaigns.

Click [here](#) for copy of 17-090.