

[Next Unread Message](#)

**View Message**

**Sent on** 03 20 2018    **Expires on** 04 02 2018

**From** Parts and Service Division

**Subject** Request for Visit: 2018 Odyssey Sliding Door Reversal in Mid-Operation

**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
From: Technical Research & Support Group  
RE: Request for Visit: 2018 Odyssey Sliding Door Reversal in Mid-Operation

**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 Motor Co., Inc. (AHM) is investigating certain 2018 Odysseys with a customer complaint of the sliding door reversal during closing operation. 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. Must be able to duplicate the issue.
2. 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.