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Sent on	08	31	2018	**Expires on**	09	14	2018
From	Parts and Service Division						
Subject	Request for Visit: 2019 Odyssey Soft Brakes						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2019 Odyssey Soft Brakes

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 2019 Odysseys with a customer complaint of the brakes having a soft feel or having excessive pedal travel. 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. Mileage must be under 1,000 miles.
2. Inventory unit is also accepted.
3. No previous repairs to the brakes.

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.