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**Sent on** 10 17 2018 **Expires on** 10 30 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.