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<b>Sent on</b>	01	02	2019	<b>Expires on</b>	01	16	2019
<b>From</b>	Parts and Service Division						
<b>Subject</b>	Request for Parts: 2018-2019 Odyssey Power Tailgate Inop						

**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
From: Technical Research & Support Group  
RE: Request for Parts: 2018-2019 Odyssey Power Tailgate 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 2018-2019 Odysseys with customer complaint of power tailgate inop. To fully understand the cause of this condition, AHM would like to collect specific parts from 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 attempt has been made to repair this issue.

**Action Required**

If you have or know of such a vehicle, please call 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.