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Sent on	10	09	2019	Expires on	10	23	2019
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From	Parts and Service Division
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Subject	Request for Visit: 2019 Odyssey Sliding Door Inop Under Power
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2019 Odyssey Sliding Door Inop Under Power

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 sliding door not opening/closing under power or reversing during opening/closing operation. To better 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. For the sliding door not opening/closing under power issue, all 2019 Odysseys are accepted.
2. For the sliding door reversing during opening/closing operation issue, VIN must be after 5FNRL6H...KB022148.
3. Must be able to duplicate the issue.
4. 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.