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<b>Sent on</b>	01	07	2020	<b>Expires on</b>	01	21	2020
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<b>From</b>	Parts and Service Division
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<b>Subject</b>	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 *i/N* 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.