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Sent on	01	24	2020	Expires on	02	07	2020
From	Parts and Service Division						
Subject	Request for Visit: 2019 Odyssey Sliding Door Inop Under Power						

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 iV 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.