

February 14, 2020

Version 2

Power Sliding Door Reverses Direction When Closing

Supersedes 19-028, dated April 9, 2019, to revise the information highlighted in **yellow**.

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2018	Odyssey	ALL except LX	ALL
2019	Odyssey	ALL except LX	From VIN 5FNRL6H..KB000001 thru 5FNRL6H..KB022148

REVISION SUMMARY

Under REPAIR PROCEDURE, steps were added, and another step revised.

SYMPTOM

When closing the power sliding door, it reverses direction.

POSSIBLE CAUSE

There is a software issue that may falsely detect an obstruction causing the power sliding door to reverse direction while closing.

CORRECTIVE ACTION

Check for debris or damage on the sliding door rails, rollers, or along the pathway of the power sliding door that would prevent it from operating properly. If damage or debris is found, correct these issues first.

If there is no damage or debris visible, replace the printed circuit board (PCB) in the affected door's power sliding door motor (PSD).

PARTS INFORMATION

Part Name	Part Number	Quantity
Power Sliding Door PCB Kit (right side)	72019-THR-305	1
Power Sliding Door PCB Kit (left side)	72059-THR-305	1

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
7461K8	Replace the right power sliding door motor PCB module.	0.6 hr	03217	07403	A19028A	72010-THR-A02
7441E5	Replace the left power sliding door motor PCB module.	0.6 hr	03217	07403	A19028B	72050-THR-A02

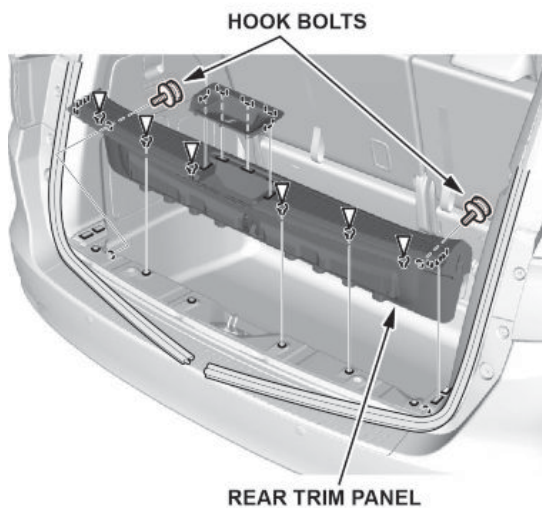
Skill Level: Repair Technician

REPAIR PROCEDURE

NOTE

The left side of the vehicle is shown. The right is similar.

1. Check for debris or damage on the sliding door rails, rollers, or along the pathway of the power sliding door that would prevent it from operating properly.
 - If damage or debris is found, this bulletin does not apply. Repair the damage or clear the debris per normal repair procedures.
 - If no damage or debris is found, go to step 2.
2. Remove the rear trim panel.
 - 2.1. **Set the third row seats upright.**

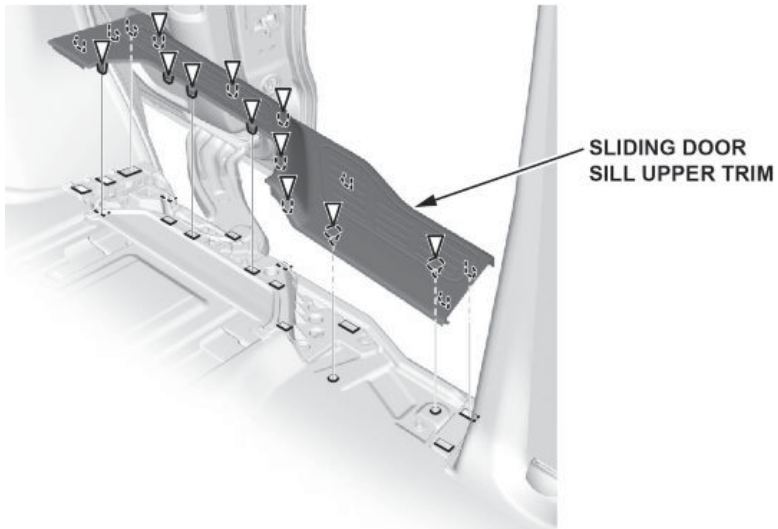


If necessary, use Special Tool 07AAA-SEPA100 to loosen the hook bolts.

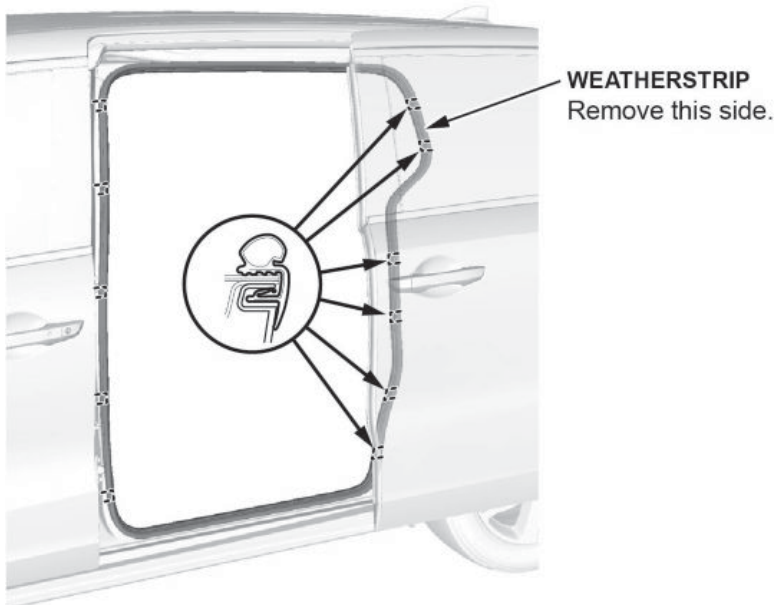


- 2.2. **Remove the weatherstrip as needed.**
- 2.3. **Remove the rear trim panel. If necessary, use special tool 07AAA-SEPA100 to remove the hook bolts.**
- 2.4. **Fold down and stow the third row seats.**

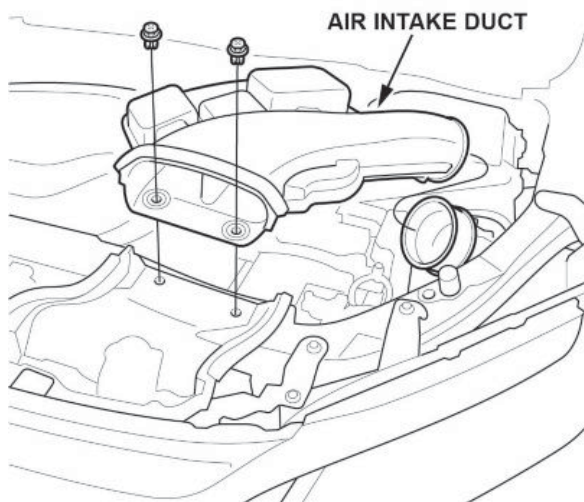
3. Remove the left sliding door sill upper trim.



4. Remove the weatherstrip along the left rear side trim panel as needed.



5. Remove the air intake duct.



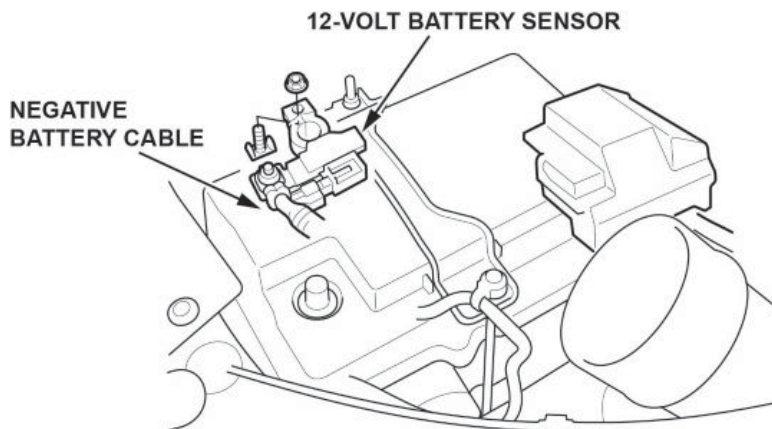
6. Disconnect the 12-volt battery.

6.1. Make sure the ignition is turned to OFF.

6.2. Disconnect and isolate the negative battery cable with the 12-volt battery sensor from the 12-volt battery.

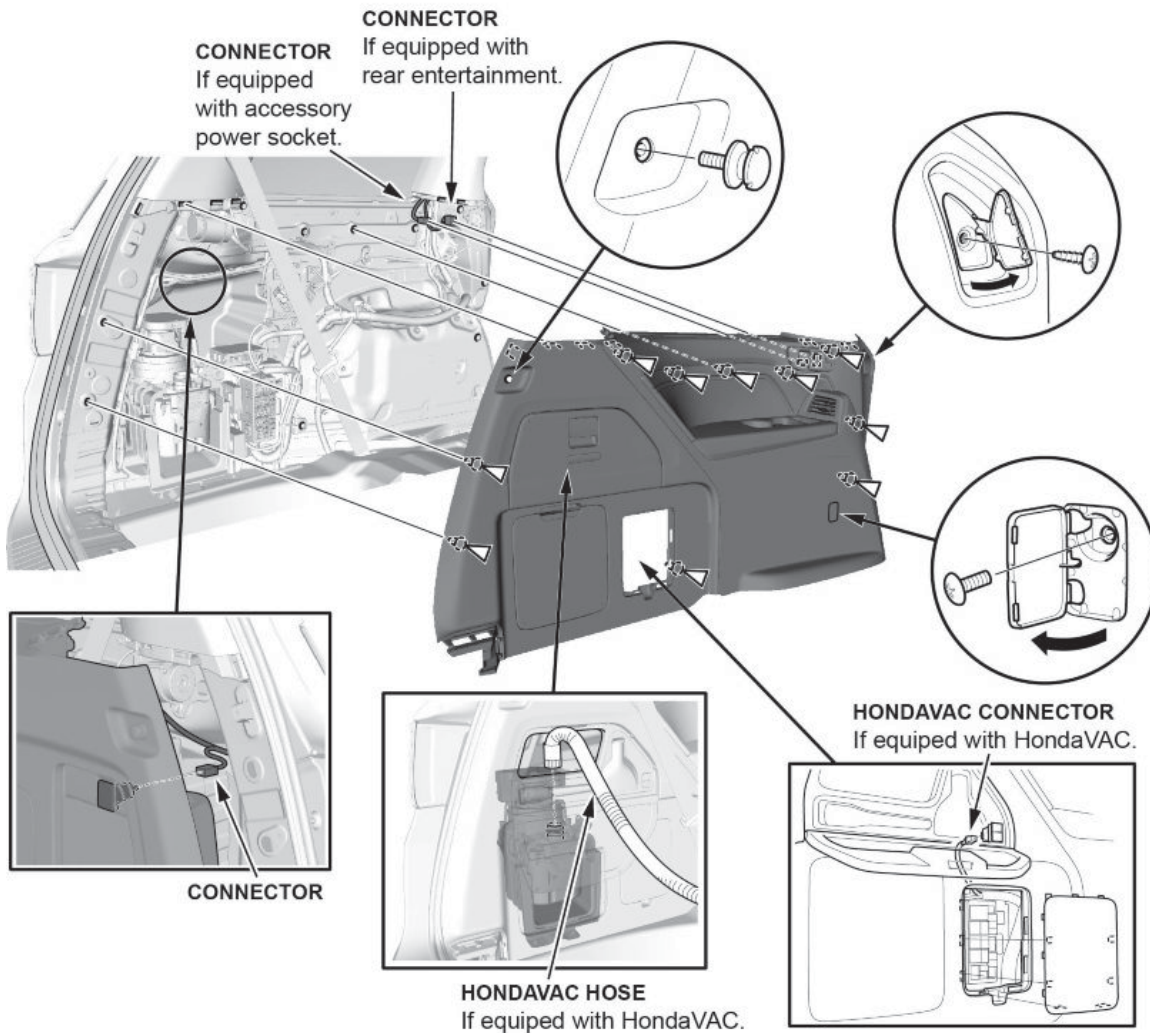
NOTICE

- Always disconnect the negative terminal first.
- To protect the battery sensor connector from damage, do not hold it when removing the terminal.
- Do not disconnect the 12-volt battery sensor from the cable.



7. *Left side PCB module replacement:* Remove the left side rear trim panel. In addition to removing the panel, do the following if it applies to the vehicle:

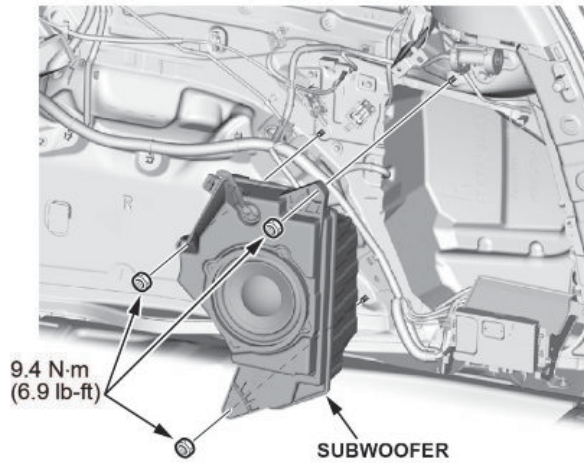
- Remove the shop vacuum hose from the vacuum, and disconnect the connector.
- Disconnect the rear entertainment connector.
- Disconnect the rear accessory power socket.



8. *Right side PCB module replacement:* Remove the right side trim panel, and disconnect the connector.

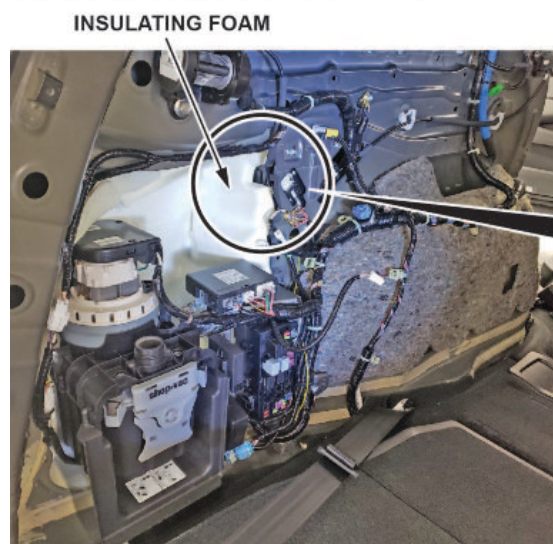
9. *Right side PCB module replacement:* Remove the subwoofer.

Right side only

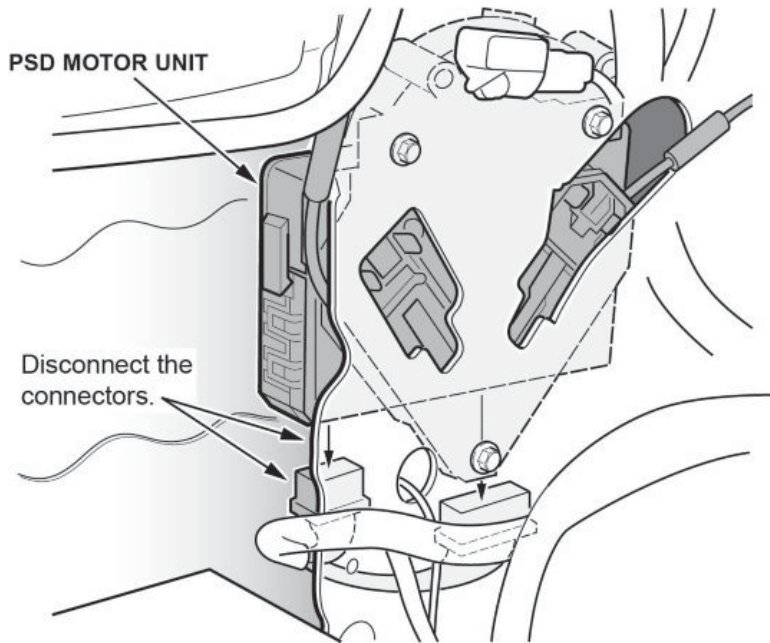


10. Fold the insulating foam out of the way so you can access the PSD motor.

Left side shown; Right side is similar



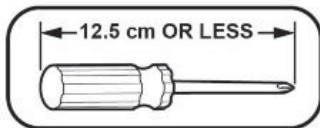
11. Disconnect the PSD motor unit connectors.



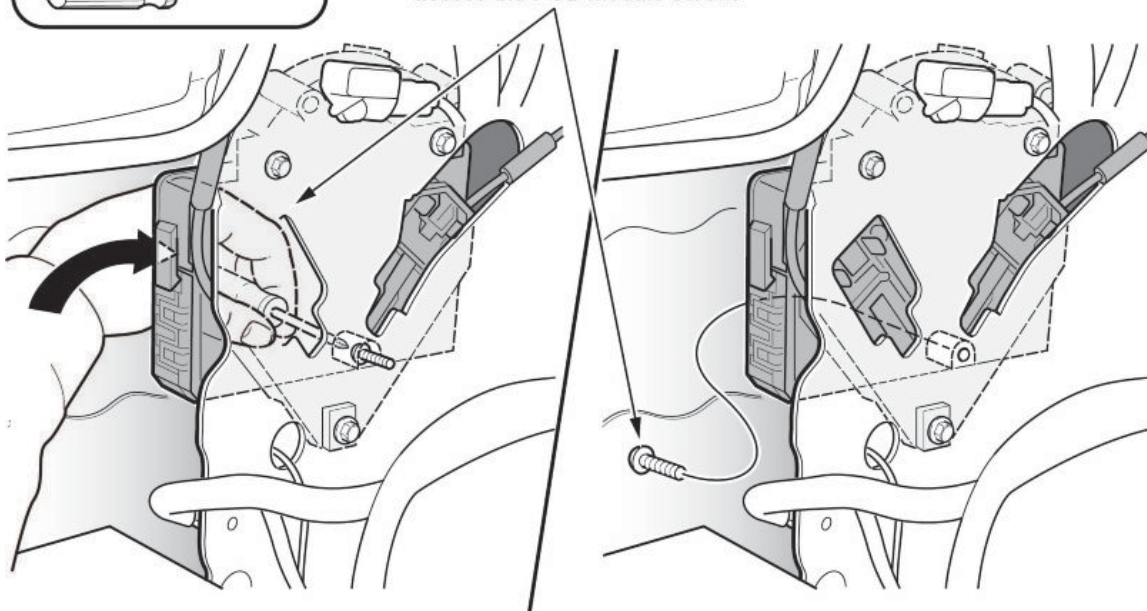
12. Remove the screw holding the PCB module.

NOTES

- Use a small #1 screwdriver that is less than 4.9 in. (12.5 cm) long. You will not be able to fit a larger screwdriver in the opening.
- You may need to use a mirror to locate the screw because it is located between the body and the motor unit.
- **Be very careful when removing the screw so that it is not lost** between the body and the fenderwell. A replacement screw is included in the kit in case you lose the original.



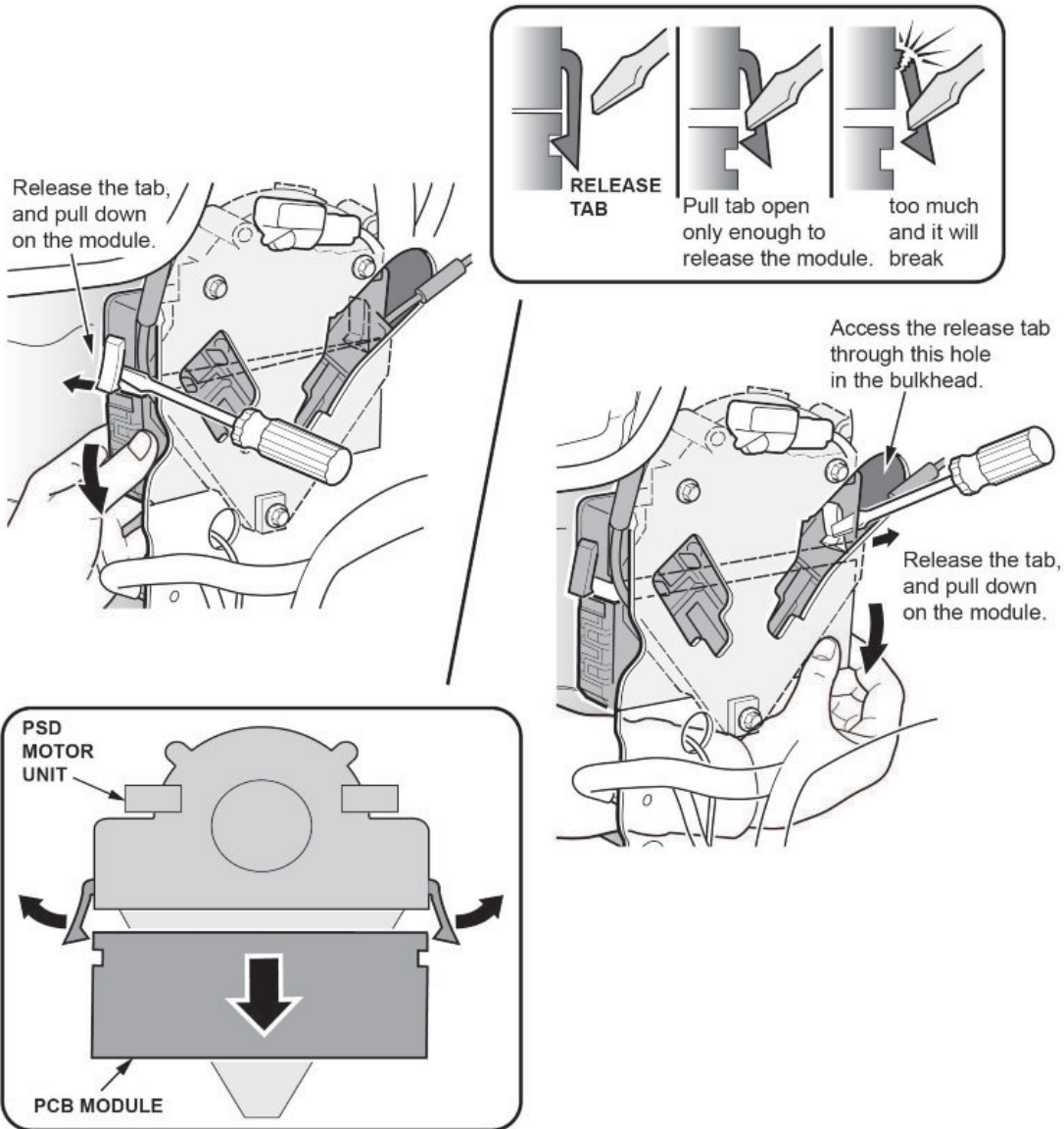
Reach inside the cavity to access the PCB module screw.



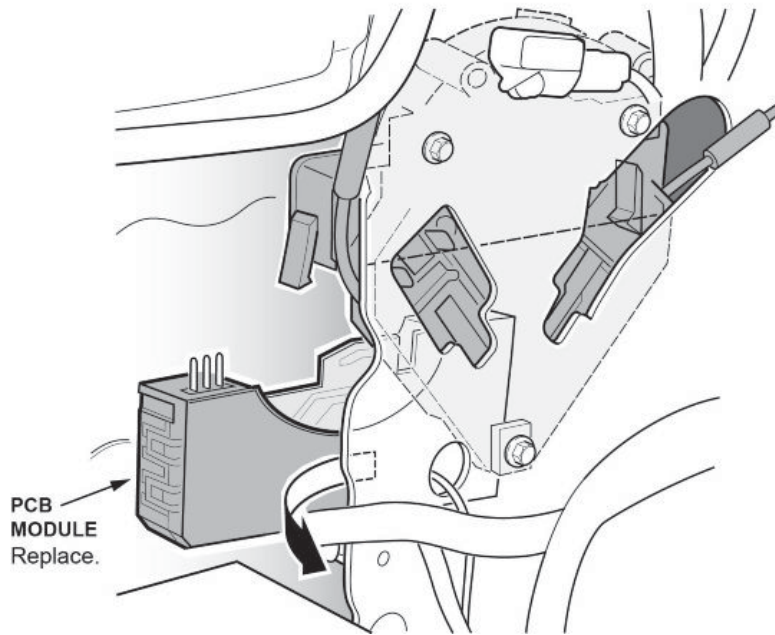
13. Release the PCB module from the motor unit by pulling the PCB module down while releasing the two tabs.

NOTES

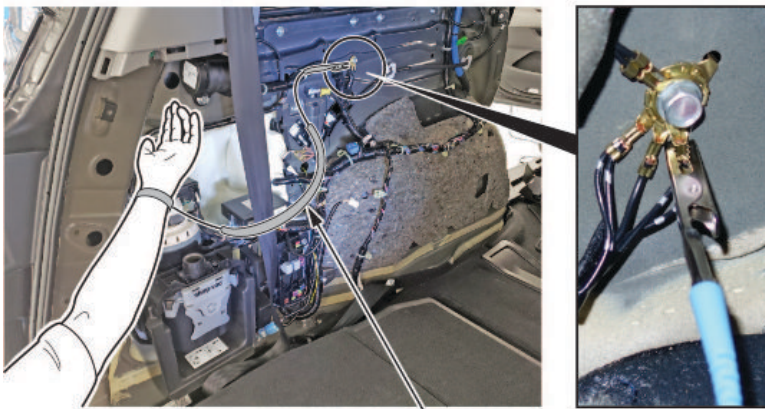
- **Be very careful releasing the tabs.** They are fragile and should not be opened more than a few millimeters because they may break.
- The PCB module is firmly installed in the motor unit and requires significant force to pull it out. Do not assume that the tabs are not open far enough because the tabs may break.



14. Remove the PCB module.



15. Place the anti-static (ESD) wrist strap included in the PCB kit on your bare arm, and attach it to a grounding screw before touching the new PCB.

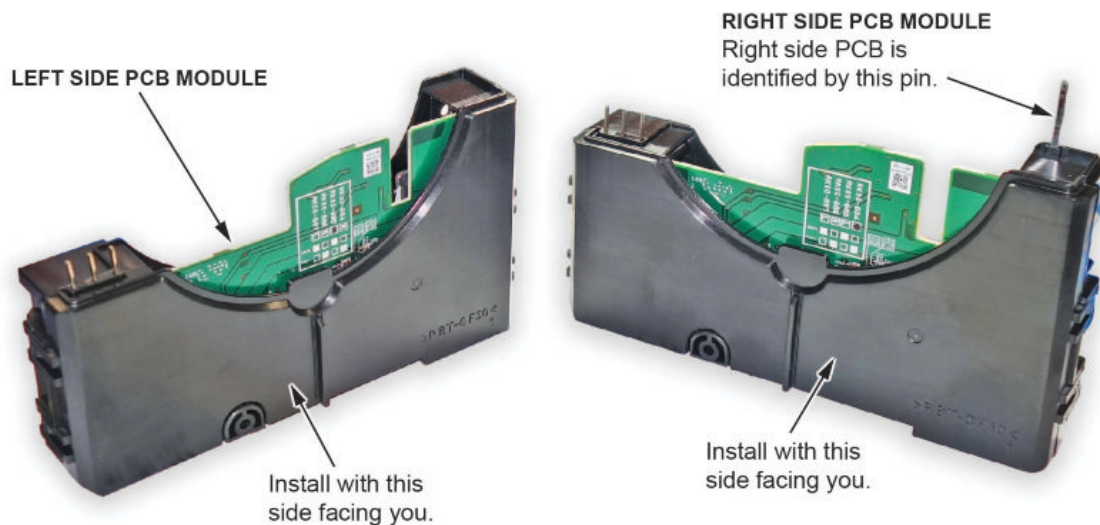


ESD WRIST STRAP

16. Insert the new PCB module into the motor unit assembly. Install the screw to secure the module.

NOTE

The left and right side PCB modules appear similar, but they are not interchangeable. Make sure you install the correct module in the correct side because if you do not, the power sliding doors will not work properly.



17. Connect the battery, and check that the door operates properly.

18. Install the remaining parts in the reverse order of removal.

END