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Sent on	03	03	2020	Expires on	03	17	2020
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From	Parts and Service Division
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Subject	Request for Parts: 2019 Odyssey Front Damper Noise
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Research & Support Group
 RE: Request for Parts: 2019 Odyssey Front Damper Noise

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 a noise while going over bumps or uneven road surfaces. The noise can be described as clunk, knock, click, or rattle. In addition, a creaking noise may be heard while turning. To better 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. Vehicle has not been in a collision.
3. No repair has been attempted for 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.