

[Next Unread Message](#)[View Message](#)

Sent on	04	07	2020	Expires on	04	21	2020
----------------	----	----	------	-------------------	----	----	------

From	Parts and Service Division
-------------	----------------------------

Subject	Request for Parts: 2019 Odyssey Front Automatic Door Locks Inop
----------------	-----------------------------------------------------------------

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Parts: 2019 Odyssey Front Automatic Door Locks Inop

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 front automatic door locks inop when using the door switch, key fob or the door handle sensors; only works manually when moving the door lock switch by hand. 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. VIN must be between 5FNRL6...KB004798 and 5FNRL6...KB094340.
2. Must be able to duplicate the issue.
3. No repair has been attempted for this issue.

Action Required

If a vehicle matching the description above comes into your dealership, please e-mail Technical Research & Support (TRS) at trs@ahm.honda.com. TRS will contact you to record certain vehicle information and provide you with further instructions.

Please be sure to include the following information in your e-mail.

E-mail Title:

1. Model Year (e.g. 2020)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Current Mileage

Thank you.