

Sent on 09 15 2022 Expires on 09 29 2022

From Technical Information & Support Group

Subject Request for Visit: 2021-2022 Odyssey Front Suspension Noise (ACTION REQUIRED)

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group
RE: Request for Visit: 2021-2022 Odyssey Front Suspension Noise (**ACTION REQUIRED**)

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 searching for certain 2021–2022 Odysseys with a customer complaint of front suspension noise diagnosed by the technician as coming from the front damper(s). 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. 2021 M/Y must be AFTER 5FNRL6H..MB035042.
2. Must be able to duplicate the noise
3. No previous replacement of front damper parts.
4. Vehicle has not been in a collision.
5. No repair has been attempted for this issue.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS) at tis@ahm.honda.com or call us at 800-880-1072 (Monday-Friday, 7am-5pm PST).

TIS 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.