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Sent on	09	12	2023	Expires on	09	26	2023
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From	Technical Information & Support Group
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Subject	Request for Visit: 2022-2024 Odyssey Sliding Door Upper Roller Noise
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: Request for Visit: 2022-2024 Odyssey Sliding Door Upper Roller Noise (**ACTION REQUIRED**)

This message is solely directed to Honda dealership personnel; please handle it 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 2022-2024 Odysseys with a customer complaint of a noise coming from power sliding door upper roller when driving or opening/closing the door(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. Must be able to duplicate the noise.
2. Noise can be heard from either while driving or opening/closing the door.
3. No previous removal of the sliding door.
4. No previous replacement of the upper roller.
5. Vehicle has not been involved in a collision.
6. 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. 2023)
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 reach you
4. Current Mileage
5. DPTS#

As a gesture of appreciation to the dealer personnel who identify and report a vehicle that meets the qualifiers, is accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring the dealer personnel with a VISA gift card. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.