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Sent on	03	21	2024	Expires on	04	04	2024
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From	Technical Information & Support Group
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Subject	Request for Parts: 2018-2024 Odyssey Front Damper Noise Over Bumps (ACTION REQD)
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Parts: 2018-2024 Odyssey Front Damper Noise Over Bumps (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 2018-2024 Odysseys with a customer complaint of front damper squeaking or creaking noise while driving over bumps. The noise maybe more pronounced while driving slowly over small bumps after heavy rain or a car wash. To better understand the cause of this condition, AHM would like to collect 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 noise (capture the noise in a video).
2. Noise must occur while driving over bumps.
3. Dampers are not leaking.
4. If possible, utilize ChassisEARs to isolate the noise to the dampers.
5. The vehicle has not been 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. 2024)
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
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 dealer personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.