

July 29, 2024

Version 2

## Squeak or Creak Noise from the Power Sliding Door

Supersedes 23-035, dated June 27, 2024, to revise the information highlighted in yellow.

### AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2023–24	Odyssey	ALL	ALL

### REVISION SUMMARY

- Under SYMPTOM and POSSIBLE CAUSE, information was updated.
- Under REPAIR PROCEDURE, information and images were updated in step 2.

### SYMPTOM

During warm weather and sun exposure, there is either a squeaking or rubbing noise coming from the power sliding door upper roller area (left or right) while driving over bumps or uneven surfaces.

### POSSIBLE CAUSE

As the body flexes, the upper plastic roller comes in contact with the sliding rail assembly causing a noise.

### CORRECTIVE ACTION

Adjust the power sliding door upper roller and the sliding door guides for the door making the noise.

### WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
8185A1	Adjust power sliding door.	0.3 hr	03001	03217	A24088A	72550-THR-A01
8185A2	Adjust both power sliding doors.	0.4 hr	03001	03217	A24088B	72550-THR-A01

Skill Level: Repair Technician

### INSPECTION PROCEDURE

1. Test drive the vehicle over bumps and uneven surfaces and compare the noise to the attached audio clip.

NOTE: Make sure the ambient temperatures are above 90° F.

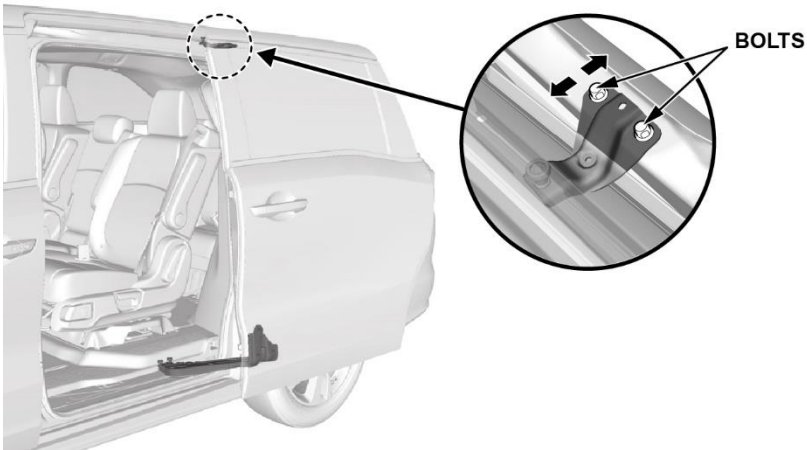
Click the button below to play audio clip:



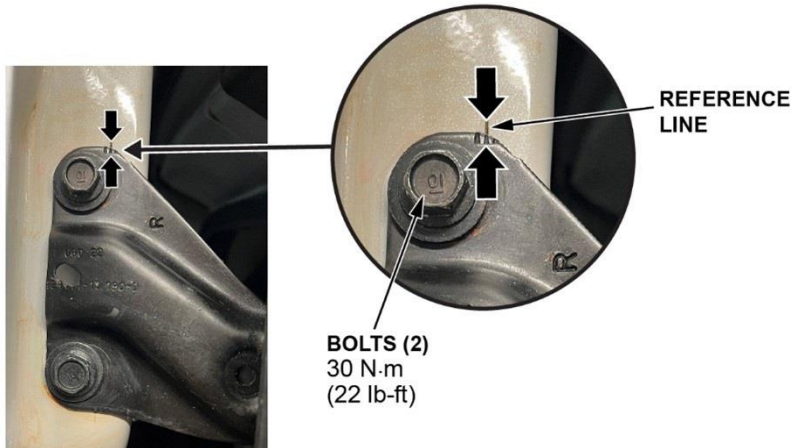
**CUSTOMER INFORMATION:** The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by “do-it-yourselfers,” and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

## REPAIR PROCEDURE

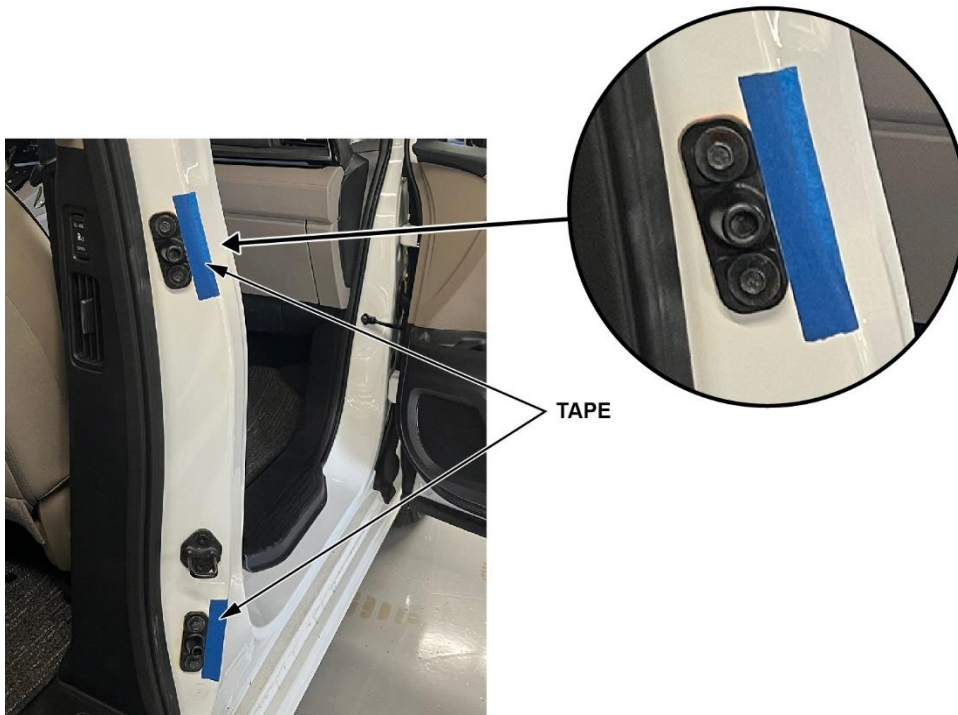
1. Open the sliding door on the side making noise and loosen the 2 bolts of the upper roller just enough to allow the roller to be adjusted.



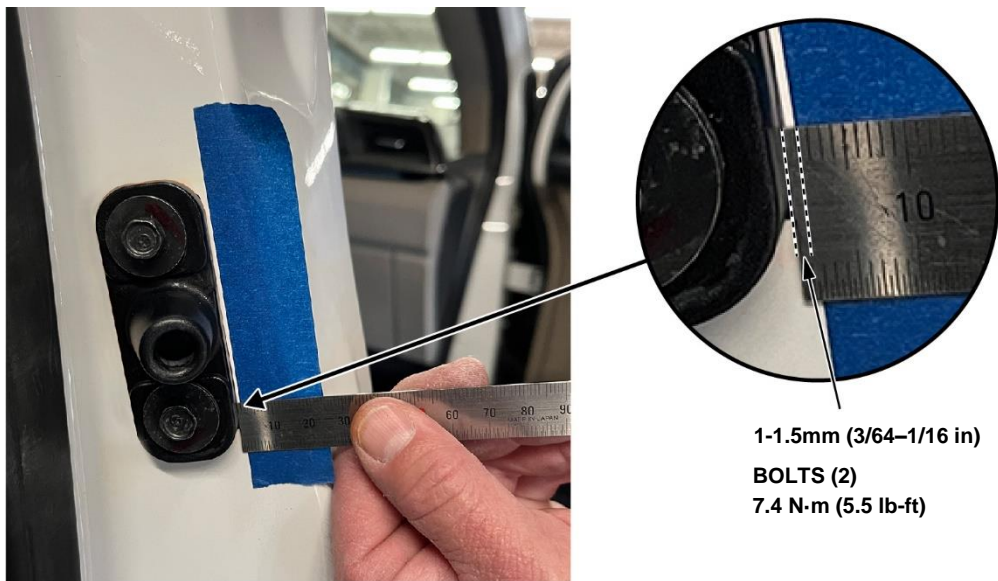
2. **Adjust the door** so the reference line on the upper roller matches the center line on the body, then tighten the 2 bolts.



3. Apply masking tape on the edge of both sliding door guides on the B-pillar.



4. Loosen the 2 bolts just enough to allow the guides to move.
5. Using a scale rule, push in both guides about **1–1.5 mm (3/64–1/16 in)**, then tighten the 2 bolts.



6. Close and open the door several times to make sure no other noises are present.