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Sent on	10	12	2026	**Expires on**	10	19	2026	
From	Technical Information & Support Group							
Subject	Request for Parts:2024-2027 Odyssey Sliding Door Latch Issue (ACTION REQUIRED)							

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group
RE: **Request for Parts: 2024-2027 Odyssey Sliding Door Latch Issue (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 2024-2027 Odysseys with a customer complaint of the rear sliding door latch being stuck, causing the door to remain open or closed. To better understand the cause of this condition, AHM would like to collect certain parts from the vehicle prior to attempting a repair of any kind besides diagnosing the issue to corrosion on the latch.

Qualifiers
AHM is interested ONLY if the vehicle meets the following requirements:

1. The rear sliding door latch issue MUST be traced to the corrosion on the latch causing the latch to be stuck (do not cut the cables during the removal of the latch).
2. MUST be able to capture 3 close-up photos of the corrosion on the rear sliding door latch mouth and latch body components– Click **HERE** for example photos.
3. Previous replacements of the rear sliding door latch (72610/72650) or rear control assy. (72622/72662) are NOT accepted.
4. Vehicle has not been involved in a collision.
5. No repair attempts during this current visit besides diagnosing the issue to the latch.

Action Required
If a vehicle matching the qualifiers above comes into your dealership, **CAPTURE 3 CLOSE- UP PHOTOS OF THE CORROSION CONDITION ON THE SLIDING REAR DOOR LATCH** & please e-mail Technical Information & Support (TIS) at **tis@ahm.honda.com**. or call us at 800-880-1072 (Monday-Friday, 6am-5pm PST). TIS will need 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. 2026)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN
5. RO Number
6. RO Open Date

E-Mail Body:

1. Dealer Name & Number
2. Your Name
3. Dealer City & State
4. Best Phone Number to be reached.
5. Current Mileage
6. Confirm that the vehicle meets qualifiers #1-#5 listed above and atttach 3 photos of the sliding door latch.
7. DPTS#

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

Thank you.