

## View Message

<b>Sent on</b>	03	26	2020	<b>Expires on</b>	04	02	2020
<b>From</b>	Parts and Service Division						
<b>Subject</b>	Request for Parts: 2019-2020 Odyssey Front Damper Noise						

**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
From: Technical Research & Support Group  
RE: Request for Parts: 2019-2020 Odyssey Front Damper Noise

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 investigating certain 2019-2020 Odysseys with a customer complaint of a noise while going over bumps or uneven road surfaces. The noise can be described as clunk, knock, click, or rattle. In addition, a creaking noise may be heard while turning. To better understand the cause of this condition, AHM would like to collect specific 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 issue.
2. Vehicle has not been in a collision.
3. No repair has been attempted for this issue.

**Action Required**

If a vehicle matching the description above comes into your dealership, please e-mail Technical Research & Support (TRS) at [trs@ahm.honda.com](mailto:trs@ahm.honda.com). TRS 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.