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Sent on	05	03	2021	Expires on	05	17	2021
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From	Parts and Service Division
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Subject	Request for Parts: 2019-2020 Odyssey Front Brake Vibration/Judder
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group (formerly TRS)
 RE: Request for Parts: 2019-2020 Odyssey Front Brake Vibration/Judder

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 searching for certain 2019-2020 Odysseys with a customer complaint of a vibration/judder in the front brakes when applying the brakes. 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. Brake discs have not been turned, the front pads & the calipers have not been replaced previously.
3. 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 - formerly TRS) at tis@ahm.honda.com. 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. 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.