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Sent on 04 18 2014 **Expires on** 05 02 2014
From Parts and Service Division
Subject Request for Visit: 2011-2014 Odyssey Power Sliding Doors Detaching from Rollers

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2011-2014 Odyssey Power Sliding Doors Detaching from Rollers (Zone 7)

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 (AHM) is investigating certain 2011-2014 Odysseys with a complaint of the power sliding doors detaching from rollers. To fully understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

1. Vehicle has not been involved in any collision.
2. Must be able to duplicate the issue.

Action Required

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.

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