



Campaign No.: N63  
March 2019

**Safety Recall Re-notification: Defective power sliding door rear latches**  
**2<sup>nd</sup> Notification - Parts are now available**

Dear Honda Odyssey owner:

Honda Canada has previously notified you that a defect, which relates to motor vehicle safety, exists in certain 2018 model year Odyssey vehicles. Please confirm the 17-digit Vehicle Identification Number (VIN) above matches the VIN on the upper left of your vehicle's dashboard.

***What is the problem?***

On some vehicles, certain components inside the rear latch assemblies on the power sliding doors may experience higher than normal friction during operation, causing the mechanism to become stuck. A stuck rear latch mechanism may restrict a sliding door from fully closing and latching. In rare circumstances, this condition may allow a sliding door to open unexpectedly, increasing the risk of injury to occupants, particularly those seated in the second and third rows. A "Door Open" warning message appears in the Driver Information Interface (pictured to the right) and the warning beeper will sound in the event of a partially closed sliding door.



To correct this issue, the rear latches on both power sliding doors must be replaced.

Initially you were notified that replacement parts were not available and that the power sliding feature on the sliding doors could be temporarily disabled. **At this time parts are available in sufficient quantities and the replacement of the rear latches on both sliding doors will be performed.**

***What should you do?***

Please contact your Honda dealer to schedule an appointment to have the recall service performed on your vehicle. The dealer will replace the rear latch assembly on both left and right power sliding doors free-of-charge. If you opted to have the power sliding feature disabled, the dealer will also re-enable it free-of-charge. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information!

**If the "Door Open" warning message appears on the Driver Information Interface or if you hear the warning beeper, please safely navigate the vehicle out of traffic, park the vehicle in a safe place, and close the power sliding door when it is safe to do so. If the warning message or beeping remains after closing the power sliding door, DO NOT DRIVE the vehicle and Call your local Honda dealer or Honda Roadside Assistance to request that your vehicle be towed to a dealer for service.**

***Who to contact if you experience problems or have questions?***

If you need assistance with locating a Honda dealer, or if your dealer is unable to make the necessary repair free of charge, please contact Honda Canada Customer Relations at 1-888-9HONDA9 (1-888-946-6329). You can also visit our website at [www.honda.ca](http://www.honda.ca) to locate a Honda dealer near you.

***Please help Honda Canada keep you informed:***

This notice was mailed to you according to the most current information we have available. If you no longer own this vehicle, or some information in this notice is incorrect, please contact Honda Canada Customer Relations at 1-888-9HONDA9 (1-888-946-6329) or forward this notice to the new owner.

We apologize for any inconvenience this Safety Recall may cause you. Thank you for your co-operation.

Sincerely,

Dave Jamieson  
Vice President, Parts and Service