



Transport Canada No.: 2020-343
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Safety Recall: Sliding Door Outer Handle Cable Replacement

Dear Honda owner:

This notice is in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Honda Motor Co. has determined that a defect which relates to motor vehicle safety exists in certain 2018 to 2020 model year Honda Odyssey vehicles.

What is the problem?

On certain 2018-2020 Odyssey vehicles, moisture may intrude into the sliding door outer handle cable, causing the cable to become inoperable at temperatures below freezing. This condition may restrict a sliding door from fully closing and latching. In rare circumstances, this condition may result in a door to open unexpectedly, increasing the risk of injury to occupants, particularly those seated in the second and third row seating positions.

To correct this issue, the vehicle's sliding door outer handle cables will be replaced with updated parts.

What should you do?

Please contact your Honda dealer to schedule an appointment to have the recall service performed on your vehicle. You can also visit www.honda.ca/dealerlocator to find a dealer in your region and schedule your appointment online. Your dealer will be able to give you an estimate of how long they will require your vehicle – usually less than a day. The recall service procedure will usually take less than two hours to complete. The dealer will perform the recall service free-of-charge.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information!

Who to contact if you experience problems or have questions?

If you need assistance or if your dealer is unable to perform the necessary service free of charge, please contact Honda Canada Customer Relations at 1-888-9HONDA9 (1-888-946-6329).

Please help Honda Canada keep you informed:

The notice was mailed to you according to the most current information we have available. If the vehicle is currently being leased and you are the lessor, please forward a copy of this notice to the lessee within 10 working days of receiving this notice. 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