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Sent on 10 06 2016 **Expires on** 10 20 2016

From Parts and Service Division

Subject Request for Visit: 2016 Odyssey Air Mix Motor Noise

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2016 Odyssey Air Mix Motor 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 (AHM) is investigating certain 2016 Odysseys with a customer complaint of a fast clicking noise from the HVAC when the ignition is turned on or the HVAC is started. 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 requirement:

1. First time complaint only.
2. Must be able to duplicate the fast clicking noise.

Action Required

If you have or know of such a vehicle, please call the 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.