

View Message

Sent on	10	21	2016	Expires on	10	31	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.