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**Sent on** 11 02 2016    **Expires on** 11 04 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.