

[Next Unread Message](#)[View Message](#)

Sent on	11	13	2018	Expires on	11	21	2018
----------------	----	----	------	-------------------	----	----	------

From	Parts and Service Division
-------------	----------------------------

Subject	Request for Info: 2018 Odyssey Heater Case Noise
----------------	--

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Research & Support Group
 RE: Request for Info: 2018 Odyssey Heater Case 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 Motor Co., Inc. (AHM) is investigating certain 2018 Odysseys with a customer complaint of a high-pitched noise coming from the heater case when heater fan is on. To fully understand the cause of this condition, AHM would like to collect specific information from the vehicle prior to you attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

1. VIN must be before 5FNRL6...JB047002.
2. Must be able to duplicate the issue.
3. No repair has been attempted for this issue.

Action Required

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