

PE04-018

Attachment Q2

Honda

4/23/04

Part 1 of 2

PE04-018 ATTACHMENT #Q2

Additional Information for Items "C" - Reports Involving a Crash, Injury or Fatality

JHLRD68483C013333 (reports filed under JHLRD68454[REDACTED])

Report type: Crash

Sources: (1) Customer contact N012004-01-0601224
(2) Dealer report 1300544

The vehicle had its first oil change on Oct. 26 at dealer. An engine compartment fire occurred on Oct. 31. Another vehicle hit the CR-V while it was on the side of the road. The dealer confirmed double-gasketing of the oil filter. The customer was traded into a 2004 CR-V, JHLRD68454 [REDACTED].

Additional Information for Items "D" - Reports Involving a Fire

JHLRD68483 [REDACTED] (reports filed under JHLRD68454 [REDACTED])

Report type: Fire

Sources: (1) Customer contact N012004-01-0601224
(2) Dealer report 1300544

The vehicle had its first oil change on Oct. 26. An engine compartment fire occurred on Oct. 31. Another vehicle hit the CR-V while it was on the side of the road. The dealer confirmed double-gasketing of the oil filter. The customer was traded into a 2004 CR-V, JHLRD68454 [REDACTED].

JHLRD684X3 [REDACTED]

Report type: Fire

Sources: (1) Customer contact N012003-09-1501490
(2) Dealer report 1238931

An engine compartment fire occurred three days after the dealer changed the oil. A vehicle inspection by Honda's District Parts and Service Manager (DPSM) indicated the oil filter gasket was not seated correctly, allowing oil to leak.

JHLRD78873 [REDACTED]

Report type: Fire

Sources: (1) Customer contact N042003-08-2001342
(2) Dealer report 1207542

An engine compartment fire occurred immediately after the dealer changed the oil. A vehicle inspection by Honda's District Parts and Service Manager (DPSM) indicated fire patterns consistent with a loose or misinstalled oil filter. The filter was removed during the inspection, but only one gasket was present.

JHLRD78823 [REDACTED]

Report type: Fire

Sources: (1) Customer contact N012003-09-1000771
(2) Dealer report 1238326

An engine compartment fire occurred immediately after the dealer changed the oil. The dealer confirmed double-gasketing of the oil filter.

Additional Information for Items "D" - Reports Involving a Fire (continued)

JHLRD78833 [REDACTED]

Report type: Fire

Sources: (1) Customer contact N012003-12-1900930
(2) Dealer report 1305002

An engine compartment fire occurred within 15 minutes of driving after the dealer changed the oil. The dealer confirmed double-gasketing of the oil filter. The old gasket was stuck to the engine block.

JHLRD78493 [REDACTED]

Report type: Fire

Sources: (1) Customer contact N012004-01-2201264
(2) Dealer report 1304488

The customer noticed the vehicle smoking after driving one-half mile. The dealer changed the oil two weeks prior to the fire. The vehicle is in the possession of the insurance company, and a vehicle inspection has not occurred.

SHSRD6841 [REDACTED]

Report type: Fire

Sources: (1) Customer contact N012003-03-1700590
(2) Dealer report 1163429

An engine compartment fire occurred one day after an oil change at Pep Boys. A Honda dealer confirmed the aftermarket oil filter gasket was pinched.

SHSRD6843 [REDACTED]

Report type: Fire

Sources: (1) Customer contact N012003-06-1300022
(2) Dealer report 1199761

An engine compartment fire occurred within one hour after the dealer changed the oil. A vehicle inspection by Honda's DPSM indicated the aftermarket oil filter was misinstalled.

SHSRD68413 [REDACTED]

Report type: Fire

Sources: (1) Customer contact N012003-09-3001494
(2) Dealer report 1255677

An engine compartment fire occurred two days after the customer changed the oil. A vehicle inspection by Honda's DPSM indicated an oil filter leak caused the fire.

SHSRD78833 [REDACTED]

Report type: Fire

Sources: (1) Customer contact N012003-11-1901078
(2) Dealer report 1276908

An engine compartment fire occurred on Oct. 26, 2003. The customer said Jiffy Lube changed the oil in May 2003. The vehicle was inspected by Honda's DPSM. Fire patterns indicated an oil filter leak. No direct information about the oil filter is available.

Additional Information for Items "D" - Reports Involving a Fire (continued)

SHSRD788X3 [REDACTED]

Report type: Fire

Sources: (1) Dealer report 1241238

An engine compartment fire occurred immediately after the dealer changed the oil. The dealer confirmed the oil filter gasket was distorted from torquing the filter.

SHSRD78823 [REDACTED]

Report type: Fire

Sources: (1) Dealer report 1303407

(2) Field report 5555

An engine compartment fire occurred three months after the dealer changed the oil. A vehicle inspection by Honda's DPSM found fire patterns consistent with a leaking oil filter. The oil filter was discard prior to the inspection.

SHSRD78813 [REDACTED]

Report type: Fire

Sources: (1) Customer contact N012003-10-2700570

(2) Dealer report 1262431

An engine compartment fire occurred on Oct. 25, 2003. The customer said the oil was changed in Oct. 23, 2003 by an independent. The vehicle was inspected by Honda's DPSM. Fire patterns indicated an oil filter leak. No direct information about the aftermarket oil filter is available.

SHSRD78853 [REDACTED]

Report type: Fire

Sources: (1) Customer contact N012003-10-0700026

(2) Dealer report 1251487

An engine compartment fire occurred six days after the dealer changed the oil. A vehicle inspection by Honda's DPSM found fire patterns consistent with a leaking oil filter. No direct information about the oil filter is available. (Dealer refuses responsibility.)

SHSRD78853 [REDACTED]

Report type: Fire

Sources: (1) Customer contact N012003-12-2900131

(2) Dealer report 1293753

An engine compartment fire occurred immediately after the dealer changed the oil. A vehicle inspection by Honda's DPSM found fire patterns consistent with a leaking oil filter. Access to the vehicle was limited because the dealer was not accepting responsibility.

SHSRD78853 [REDACTED]

Report type: Fire

Sources: (1) Customer contact N012003-10-2001388

(2) Dealer report 1262756

An engine compartment fire occurred six days after the dealer changed the oil. A vehicle inspection by Honda's DPSM found the oil filter was double-gasketed. The dealer's service history did not include any oil changes. The double-gasketed filter is attributed to customer error.

Additional Information for Items "D" - Reports Involving a Fire (continued)

SHSRD788X3 [REDACTED]

Report type: Fire

Sources: (1) Customer contact N012003-08-1101781
(2) Dealer report 1226192

An engine compartment fire occurred immediately after the dealer changed the oil. A vehicle inspection by Honda's DPSM found fire patterns consistent with an oil filter leak. No direct information about the oil filter is available. The dealer compensated the customer for lost personal items.

SHSRD78893 [REDACTED]

Report type: Fire

Sources: (1) Customer contact N012003-09-2200792
(2) Dealer report 1245904

An engine compartment fire occurred immediately after the dealer changed the oil (first oil change). A vehicle inspection by Honda's DPSM found the oil filter gasket was distorted. Fire patterns were consistent with an oil filter leak.

SHSRD78893 [REDACTED]

Report type: Fire

Sources: (1) Customer contact N012003-12-0300358
(2) Dealer report 1280955

An engine compartment fire occurred 14 days after the dealer changed the oil. The dealer said the oil filter gasket was loose. A vehicle inspection by Honda's DPSM indicated an oil filter leak caused the fire.

SHSRD78813 [REDACTED]

Report type: Fire

Sources: (1) Customer contact N012003-10-2300845
(2) Dealer report 1262572

An engine compartment fire occurred immediately after the dealer changed the oil. The dealer confirmed the oil filter was double-gasketed.

SHSRD77853 [REDACTED]

Report type: Fire

Sources: (1) Customer contact N012004-01-1200819
(2) Dealer report 1298573

An engine compartment fire occurred within approximately two weeks of the customer changing the oil. A vehicle inspection by Honda's DPSM found fire patterns consistent with a leaking oil filter. The filter was tight, but the DPSM was unable to remove it for inspection.

SHSRD78873 [REDACTED]

Report type: Fire

Sources: (1) Customer contact N012004-01-2801021
(2) Dealer report 1306837

An engine compartment fire occurred five months after the dealer changed the oil. A vehicle inspection by Honda's DPSM indicated the oil filter was extremely tight, and the gasket was distorted, allowing oil to leak.

Additional Information for Items "E" - Reports Involving Property Damage

SHSRD78853 [REDACTED]

Report type: Property Damage

Sources: (1) Claim letter PROD 47405

An engine compartment fire occurred six days after the dealer changed the oil. A vehicle inspection by Honda's DPSM found fire patterns consistent with a leaking oil filter. No direct information about the oil filter is available.

Additional Information for Items "G" - Lawsuits

SHSRD68433 [REDACTED]

Report type: Lawsuit

Sources: (1) Complaint PROD 47747

Plaintiff was driving and noticed flames from the wheel-well area. Vehicle suffered property damage, and plaintiff incurred towing and rental car expenses.

Parties to action: Robyn and Scott Reyna, Nally Brunswick Automobiles, American Honda Motor Co., Inc.

Caption: Robyn Reyna and Scott Reyna, Plaintiffs, v. Nally Brunswick Automobiles, Inc. and American Honda Motor Company, Inc., Defendant

Court: Superior Court of Glynn County, State of Georgia

Docket: CE04-00403-063

Filing date: March 19, 2004

Attachment Q4
Consumer Complaints

Case Details

Case ID : N012003-04-2500302 Division : Honda - Auto Condition : Closed Open Date : 4/25/2003 8:43:14 AM
 Case Originator : Heather Meginn Sub Division : Customer Relations Status : Closed Close Date : 6/2/2003 8:22:28 AM
 Case Owner : Candace Adargo Method : Mail Queue : Days Open : 38
 Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - PRODUCT ISSUE No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / JHLRE78853 [REDACTED]
 Model / Year : CR-V / 2003
 Model ID / Product Line : RD7883JW / A
 Miles / Hours :
 In Service Date : 12/30/2002
 Months in Use : 4
 Engine Number : K24A12021825
 Originating Dealer No. / Name : 207330 / LEE'S SUMMIT HONDA
 Selling Dealer No. / Name : 207390 / LEE'S SUMMIT HONDA
 Trim : 4WD EX
 No. of Doors : 5
 Transmission Code : 4AT
 Exterior Color : BL
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

Current Dealer Info :

Current Dealer No. / Name : 207330 / LEE'S SUMMIT HONDA
 Phone No. : 816-251-8700
 Address : 401 NE COLBERN RD.
 City / State / Zip : LEE'S SUMMIT, MO 64086
 Svc District / Sls District : 081 / EDB
 Warranty Labor Rate / Date : \$78.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Incd
206947	ROPER HONDA		

Involved Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Product	Operation	Labor Code	Labor Code Desc
N012003-04-2500302-1 / JOHN [REDACTED]	Subcase Close	Product Complaint	Operation	216	Thrl cable-auto
N012003-04-2500302-2 / JOHN [REDACTED]	Subcase Close	Service - Dealer	Workmanship	111	Lower Engine

Issue Details

Issue ID : NO12003-04-2500302-1
 Issue Originator : Candace Adargo
 Issue Owner : Candace Adargo
 Issue Title : JOHN ██████████ - PRODUCT COMPLAINT - OPERATION

Type 1 : Product Complaint
 Type 2 : Operation

Condition : Closed
 Status : Subcase Close
 Queue :

Wipbin :
 Open Date : 4/28/03 4:27:26 PM
 Close Date : 4/28/03 4:27:40 PM

Coding Info :

Labor Code / Desc : 216 / Thrl cable-auto
 Condition Code Desc : Other 216X
 Campaign Code / Desc : /
 Resolutions : Documented Concern
 Component Category : 10 - Power Train
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Issue Details

Issue ID : NO12003-04-2500302-2
 Issue Originator : Candace Adargo
 Issue Owner : Candace Adargo
 Issue Title : JOHN ██████████ SERVICE-DEALER-WORKMANSHIP

Type 1 : Service - Dealer
 Type 2 : Workmanship

Condition : Closed
 Status : Subcase Close
 Queue :

Wipbin :
 Open Date : 6/2/03 8:22:14 AM
 Close Date : 6/2/03 8:22:23 AM

Coding Info :

Labor Code / Desc : 111X / Lower Engine
 Condition Code Desc : Other 111X
 Campaign Code / Desc : /
 Resolutions : Documented Concern
 Component Category : 06 - Engine & Cooling Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Case History

Case ID : N012003-04-2500302

Case Title : [REDACTED] JOHN - PRODUCT ISSUE

*** CASE CREATE 4/25/03 8:43:14 AM, hmcginn

Contact - JOHN [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 4/25/03 8:43:14 AM, hmcginn, Action Type :

On 4/24/03 ACS received a letter from customer dated 4/18/03 regarding a product issue. On 4/17/03, the customer attempted to pass another vehicle on a 2 lane highway and when he put his foot on the gas pedal, there was nothing there. The customer states that he was tapping his foot frantically trying to locate the gas pedal when he inadvertently tapped the brake pedal, disconnecting the cruise control. The customer hit the resume button on the cruise control which allowed him to pass the car. The customer felt around with his hand for the gas pedal and found it laying flat on the floorboard and a cable sticking out. The vehicle was towed to Roper Honda where they fixed the disconnected throttle cable. The customer was told by the dealer that the problem was very likely caused by someone at the assembly plant not adjusting the cable properly causing it to disconnect. The customer thinks Honda should look into this.

*** CASE MODIFY 4/25/03 8:43:26 AM, hmcginn

into WIP default and Status of Solving.

*** CASE DISPATCH 4/25/03 8:43:29 AM, hmcginn

from WIP default to Queue Team C.

*** CASE RULE ACTION 4/26/03 7:43:29 AM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 4/27/03 7:43:29 AM, sa

Action Task - owners super - 48 hrs of rule Queue Escalation fired

*** CASE ACCEPT 4/28/03 12:02:12 PM, tran

from Queue Team C to WIP default.

*** CASE ASSIGN 4/28/03 12:02:25 PM, tran

N012003-04-2500302 to cadargo, WIP

*** CASE RULE ACTION 4/28/03 12:02:26 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 4/28/03 4:26:50 PM, cadargo

into WIP default and Status of Solving.

*** SUBCASE N012003-04-2500302-1 CREATE 4/28/03 4:27:26 PM, cadargo

Created in WIP Default with Due Date 4/28/2003 4:27:26 PM.

*** SUBCASE N012003-04-2500302-1 CLOSE 4/28/03 4:27:40 PM, cadargo

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/28/03 4:27:42 PM, cadargo

into WIP default and Status of Solving.

*** NOTES 5/14/03 3:28:39 PM, cadargo, Action Type : Call from Customer

I called and left customer a message on voicemail. I thanked him for his letter, and for informing us of his experience. I advised that his complaint has been documented for review by the appropriate depts within Honda. I advised that at this time the problem he encountered appears to be an isolated defect, but has been documented for future reference.

I invited customer to call me back if any further comments or questions.

*** CASE CLOSE 5/14/03 3:28:50 PM, cadargo

Case History

Case ID : N012003-04-2500302

Case Title : [REDACTED], JOHN - PRODUCT ISSUE

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 6/2/03 8:08:15 AM, cadargo
with Condition of Open and Status of Solving.

*** NOTES 6/2/03 8:19:11 AM, cadargo, Action Type : Call from Customer

Customer called to ask about the C/S survey he received. He asked which dealer it pertains to. I determined it is the ACS Customer Service Satisfaction Survey, pertaining to his contact with ACS.

Customer said he has an additional complaint. He said he had oil changed in Lee's Summit, MO prior to leaving on a trip. He said while out of town, he later smelled burnt oil, and had it checked out at WalMart, because there were no Honda dealers in the area. They found that the Drain Plug and the Filter were both loose, which caused oil to leak and get onto the underside of the vehicle.

I advised customer that his comments have been documented, and will be forwarded to dealer management.

Customer also reiterated the content of his original letter. He said aside from these two problems, he is very satisfied with the vehicle, and has recommended it to friends.

I thanked customer for his feedback.

*** CASE MODIFY 6/2/03 8:19:42 AM, cadargo
into WIP default and Status of Solving.

*** NOTES 6/2/03 8:21:06 AM, cadargo, Action Type : Dealer Communication

ATTN: SERVICE MANAGER
cc: General Manager

This customer contacted our office regarding the following issue(s):

Customer said he had oil changed in Lee's Summit, MO prior to leaving on a trip. He said while out of town, he later smelled burnt oil, and had it checked out at WalMart, because there were no Honda dealers in the area.

He said they found that the Drain Plug and the Filter were both loose, which caused oil to leak and get onto the underside of the vehicle.

I advised customer that his comments have been documented, and will be forwarded to dealer management.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Candace Adargo
Automobile Customer Service

*** CASE MODIFY 6/2/03 8:21:38 AM, cadargo
into WIP default and Status of Solving.

*** SUBCASE N012003-04-2500302-2 CREATE 6/2/03 8:22:14 AM, cadargo

Case History

Case ID : N012003-04-2500302

Case Title : [REDACTED] JOHN - PRODUCT ISSUE

Created in WIP Default with Due Date 6/2/2003 8:22:14 AM

*** SUBCASE N012003-04-2500302-2 CLOSE 6/2/03 8:22:23 AM, cadargo

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/2/03 8:22:28 AM, cadargo

Status = Closed, Resolution Code = Instruction Given, State = Open

Issue Details

Issue ID : N012003-09-1701335-1	Type 1 : Product Complaint	Condition : Closed	Wipbin :
Issue Originator : [REDACTED]	Type 2 : Operation	Status : Subcase Close	Open Date : 9/18/03 9:51:22 AM
Issue Owner : [REDACTED]		Queue :	Close Date : 9/18/03 11:01:30 AM
Issue Title : KIMBERLEE [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 110 / Upper Engine

Condition Code Desc :

Campaign Code / Desc : /

Resolutions : Documented Concern

Component Category : 06 - Engine & Cooling Sys

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	Reason

Case History

Case ID : N012003-09-1701335

Case Title ■■■■■ KIMBERLEE - *** (URGENT) *** ENGINE REPLACEMENT

*** CASE CREATE 9/17/03 2:55:07 PM, cstringf

Contact - KIMBERLEE ■■■■■ Priority - N/A, Status - Solving.

*** NOTES 9/17/03 2:55:08 PM, cstringf, Action Type :

Customer states that she took vehicle back to the dealer for the oil change and the recalls on the vehicle on Saturday. The customer got the vehicle back out of the dealership and she got on the freeway and smoke began to come out of the vehicle and the car stalled. She had the vehicle towed back to the dealer who stated that they would replace the engine. The vehicle is back at Norm Reeves and the customer does not trust the dealership.

*** NOTES 9/17/03 2:58:08 PM, cstringf, Action Type : Call from Customer

The customer wants the work to be done at Long Beach Honda. She has contacted Long beach Honda and they do not mind doing the work, however the customer needs to have the vehicle towed. I advised the customer that normally she should continue to work with the dealership that caused the issue, however I would forward case to CM for review. Vehicle is down.

*** CASE MODIFY 9/17/03 2:59:43 PM, cstringf
into WIP default and Status of Solving.*** CASE MODIFY 9/17/03 3:00:01 PM, cstringf
into WIP default and Status of Solving.*** CASE DISPATCH 9/17/03 3:00:08 PM, cstringf
from WIP default to Queue Team A.*** CASE MODIFY 9/17/03 3:00:18 PM, cstringf
into WIP default and Status of Solving.*** CASE YANKED 9/17/03 3:00:43 PM, cstringf
Yanked by cstringf into WIPbin default.*** CASE MODIFY 9/17/03 3:00:57 PM, cstringf
into WIP default and Status of Solving.*** CASE DISPATCH 9/17/03 3:01:05 PM, cstringf
from WIP default to Queue Team A.*** CASE YANKED 9/17/03 3:39:57 PM, dbertram
Yanked by dbertram into WIPbin default.*** CASE MODIFY 9/17/03 3:40:26 PM, dbertram
into WIP default and Status of Solving.*** CASE ASSIGN 9/17/03 3:40:29 PM, dbertram
N012003-09-1701335 to csimmons, WIP S*** CASE RULE ACTION 9/17/03 3:40:31 PM, sa
Action Task Assignee of rule Assign Notification fired*** SUBCASE N012003-09-1701335-1 CREATE 9/18/03 9:51:22 AM, csimmons
Created in WIP Default with Due Date 9/18/2003 9:51:22 AM.*** COMMIT 9/18/03 9:51:47 AM, csimmons, Action Type : N/A
Call Mike

Case History

Case ID : N012003-09-1701335

Case Title : ROSS, KIMBERLEE - *****URGENT***** ENGINE REPLACEMENT

***** CASE MODIFY 9/18/03 9:52:10 AM, esimmons**
into WIP default and Status of Solving.

***** NOTES 9/18/03 10:56:50 AM, esimmons, Action Type : Dealer Communication**
Attention Service Manager.

Dear Harold;

This is to confirm our earlier telephone conversation during which I advised you that Ms. Ross had contacted this office wanting to have the engine for her vehicle done at the service department of Long Beach Honda. You explained the circumstances and it was agreed the repair would be done at your service department.

The customer has been so advised.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Emmett Simmons
Automobile Customer Service
800-999-1009 X 118045

***** NOTES 9/18/03 10:59:08 AM, esimmons, Action Type : Call to Customer**

Ms. Ross contacted this office expressing her desire to have the service to her vehicle performed at Long Beach Honda instead of Norm Reeves Honda. It was determined the needed repairs was being done at the dealer's expense and would have to be performed at their service department. A voice message was left advising Ms. Ross of this matter. I invited a call back.

***** CASE FULFILL 9/18/03 10:59:13 AM, esimmons**
Fulfilled for KIMBERLEE due 09/18/2003 05:00:00 PM.

***** COMMIT 9/18/03 10:59:15 AM, esimmons, Action Type : N/A**
Close file

***** SUBCASE N012003-09-1701335-1 CLOSE 9/18/03 11:01:30 AM, esimmons**
Status = Solving, Resolution Code = Instruction Given

***** CASE MODIFY 9/18/03 11:01:35 AM, esimmons**
into WIP Daily Schedule and Status of Solving.

***** NOTES 9/18/03 3:33:13 PM, sfox, Action Type : Call from Customer**
Customer called in requesting to speak to her case manager.

Transferred to case manager's voicemail.

***** NOTES 9/18/03 3:52:40 PM, mmartina, Action Type : Call from Customer**

Customer called to speak to supervisor. Put customer on hold and discussed issue w/CM and supervisor. Customer must have repair done at dealer responsible for engine problem. Customer had terminated call when I went back to advise no further review to be done per supervisor.

***** NOTES 9/18/03 3:53:35 PM, esimmons, Action Type : Call to Customer**

Case History

Case ID : N012003-09-1701335

Case Title : [REDACTED], KIMBERLEE - *****URGENT***** ENGINE REPLACEMENT

I returned the call of Ms. [REDACTED]. I explained to her that I had spoken with the service manager at Norm Reeves Honda. I further explained that I had been advised the responsibility for the repair was that of Norm Reeves, being such, this office would/could not authorize the repairs to be made at another service department. Mr. Ross became argumentative, stating that she had spoken with the Bureau of Automobile Repairs and was told the vehicle could be repaired at another facility. I repeatedly attempted to explain to Ms. Ross where the responsibility in this matter lies, but she refused to accept that as being accurate.

***** CASE FULFILL 9/18/03 3:53:53 PM, esimmons**

Fulfilled for KIMBERLEE ROSS due 09/25/2003 12:00:00 AM.

***** COMMIT 9/18/03 3:54:03 PM, esimmons, Action Type : N/A**

Follow up with Harold/service

***** CASE MODIFY 9/18/03 3:54:25 PM, esimmons**

into WIP Daily Schedule and Status of Solving.

***** NOTES 9/18/03 4:15:52 PM, cadargo, Action Type : Call from Customer**

Customer called and asked to speak with supervisor (DB). I advised her that supervisor is not handling the case and she would need to speak with CM. She said the State Dept of Automotive Repair told her she has the right to speak with a supervisor, according to state law, because the information that dealer gave her conflicts with what case manager told her.

I consulted with supervisor (DB). He said it is not a mfr's issue, and no financial assistance provided by AHM, and that she must address this with dealer. The dealer who caused the damage is responsible for making the repairs.

Customer is upset because the dealer ruined her brand new car, and is not going to use 100% new parts. Dealer told her they would be using some new and some used parts to repair the engine. She wants dealer to put in a whole new engine. She purchased a brand new car and wants a brand new engine. She cannot believe that AHM thinks this is appropriate treatment of customers.

She said she does not want to speak with CM because he was awful to her, told her she doesn't know what she's talking about.

After consulting with supervisor a second time, I advised her that he would research her concerns and call her back tomorrow. Customer thanked.

***** NOTES 9/18/03 4:24:05 PM, dbertram, Action Type : Call to Dealer**

Called and talked to Christina the dealer SM and she states this vehicle came in for an oil change, and the tech working on the vehicle double gasketed the oil filter and all of the oil ran out of the engine. She states the dealer is willing to repair the engine. She states they are going to replace all of the damaged parts with new parts. However the whole engine does not need to be replaced. They are going to replace the whole short block, and this is normal repair procedure.

Lft customer VM requesting to speak with her.

***** CASE YANKED 9/18/03 4:27:11 PM, dbertram**

Yanked by dbertram into WIPbin default.

***** NOTES 9/19/03 10:39:02 AM, dbertram, Action Type : Call to Customer**

Spoke to customer and confirmed the dealer is going to repair the customer's engine, and they are going to replace all damaged components with new parts, but the engine parts that were not damaged they would not be replacing those. The customer's concern was she thought the dealer was going to replace her engine with a used one. We spoke about what would be done if this was a warrantable repair. Informed the dealer is doing the exact same thing. The customer was very appreciative of the information. I promised the customer after the repair that was done I would call back to ensure the customer was happy and then AHM was going to do something nice for her.

***** NOTES 9/23/03 10:40:07 AM, dbertram, Action Type : Call to Dealer**

Spoke to Mike Minell the dealer service director and he states they ended up replacing the complete engine due to the damage. They are currently test driving this vehicle. This vehicle might be ready today.

Case History

Case ID : N012003-09-1701335

Case Title [REDACTED] KIMBERLEE - ***(URGENT)*** ENGINE REPLACEMENT

*** NOTES 9/23/03 10:44:40 AM, dbertram, Action Type : Call to Customer

Left customer message updating her on the status of her vehicle.

*** NOTES 9/24/03 10:41:15 AM, dbertram, Action Type : Call to Customer

Spoke to the customer and informed her of the findings from the dealer in that they have replaced the customer's engine with all new parts. The customer should be getting her vehicle today. The customer is extremely happy with the follow-up.

*** NOTES 9/25/03 2:42:23 PM, dbertram, Action Type : Call to Customer

Spoke to customer and she states when she picked up her vehicle and drove it to work she noticed a burning smell. When she got to work, and opened up the hood it would not close. The customer could not rent a car because her driver's license is just out of date.

*** NOTES 9/29/03 9:41:40 AM, dbertram, Action Type : Call to Customer

Left Message for the customer requesting status.

*** NOTES 9/30/03 2:59:59 PM, dbertram, Action Type : Call to Customer

Spoke to customer and she states the vehicle is repaired. In an effort to promote customer satisfaction I offered to do something nice for her. Some examples offered were more servicing, and or a vehicle accessory. The customer said she will think about which she would prefer and get back to me.

*** NOTES 10/9/03 4:14:49 PM, dbertram, Action Type : Letter/Fax

September 13, 2002

[REDACTED]

Thank you for your patience while American Honda Motor Co. reviewed the issues surrounding your 2003 Honda CR-V (VIN JHLRD684X3C013768) engine replacement.

Because of your inconvenience and as a gesture of goodwill, we would like to pay for your 15,000-mile and your 30,000-mile services for your inconvenience. This is offered in an effort to promote customer satisfaction. This offer may not be readily understood by the dealer, if they have any questions or concerns, please have them contact me.

Please keep this letter with the vehicle until you would like to use it. We truly appreciate your business and are happy that you are a Honda owner.

Thank you for the opportunity to address your concerns.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

Dwayne Bertram
Supervisor
Automobile Customer Service
(800) 999-1009 x113974

Case History

Case ID : N012003-09-1701335

Case Title : [REDACTED] KIMBERLEE - ***(URGENT)*** ENGINE REPLACEMENT

File #N012003-09-1701335

*** CASE CLOSE 10/9/03 4:15:15 PM, dbertram

Status - Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012003-11-1400007 Division : Honda - Auto Condition : Closed Open Date : 11/14/2003 6:07:50
 Case Originator : Rebecca Collins (Team AB) Sub Division : Customer Relations Status : Closed Close Date : 11/26/2003 8:49:59
 Case Owner : Charisma Justis (Team HB) Method : Phone Queue : Days Open : 12
 Last Closed By : Charisma Justis (Team HB) Point of Origin : Customer Wipbin :
 Case Title : SANDRA - DEALER SERVICE COMPLAINT/WORKMANSHIP No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip :
 E-Mail :
 Svc District / Sls District :

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / JHEKD78809
 Model / Year : CR-V / 2003
 Model ID / Product Line : RD7883JW / A
 Miles / Hours : 4,700
 In Service Date : 09/12/2003
 Months In Use : 2
 Engine Number : K24A12004950
 Originating Dealer No. / Name : 208247 / GOODSON HONDA NORTH
 Selling Dealer No. / Name : 208247 / GOODSON HONDA NORTH
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : GB
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms : Miles / Months

Current Dealer Info :

Current Dealer No. / Name : 208247 / GOODSON HONDA NORTH
 Phone No. : 281-448-6331
 Address : 17350 NORTH FREEWAY
 City / State / Zip : HOUSTON, TX 77090
 Svc District / Sls District : 03C / C03
 Warranty Labor Rate / Date : \$78.00 /
 Agent Name : JAMES KING

Current Dealer Info :

Dealer #	Dealer Name	Agent Name	Review

3rd Party Info :

Party 1 : C.R. Party 3 : Not Applicable
 Party 2 : D.S.M. Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 2	Labor Code Desc
N012003-11-1400007-1 / SANDRA - E - SERVIC	Subcase Close	Service - Dealer Workmanship	110 Upper Engine

Issue Details

Issue ID : N012003-11-1400007-1	Type 1 : Service - Dealer	Condition : Closed	Wipbin :
Issue Originator : Charisma Justice	Type 2 : Workmanship	Status : Subcase Close	Open Date : 11/14/03 7:38:18 AM
Issue Owner : Charisma Justice		Queue :	Close Date : 11/26/03 7:41:52 AM
Issue Title : SANDRA [REDACTED] - SERVICE - DEALER - WORKMANSHIP			

Coding Info :

Labor Code / Desc : 110 / Upper Engine

Condition Code Desc : Scheduled Maint:1109

Campaign Code / Desc : /

Resolutions : Documented Concern

Component Category : 06 - Engine & Cooling Sys

Previously Published : NO

Fire Indicator : YES

Rollover Indicator : NO

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012003-11-1400007

Case Title : [REDACTED] SANDRA - DEALER SERVICE COMPLAINT/WORKMANSHIP

*** CASE CREATE 11/14/03 6:07:50 AM, roolli01

Contact = SANDRA [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 11/14/03 6:15:51 AM, roolli01

into WIP default and Status of Solving.

*** CASE MODIFY 11/14/03 6:19:22 AM, roolli01

into WIP default and Status of Solving.

*** NOTES 11/14/03 7:20:51 AM, roolli01, Action Type : Call from Customer

Customer took her vehicle in for service last week to Goodson Honda North #208247. Customer said not 5 minutes from the dealer, her check engine light came on and 3 people on the side of the road were yelling at her that her vehicle was on fire. Customer immediately pulled over and shut the engine off.

Customer said this caused the flames to go out. She called the dealer and had the vehicle towed back. They have kept the vehicle for a week for inspection.

It is still at the dealer. Customer called ACS for assistance with this matter as they are not able to tell her when she can have her vehicle back.

Advised customer this would be forwarded to a case manager for further assistance. Provided her with the case number and said she would be getting a call back within 24-48 hours.

*** CASE DISPATCH 11/14/03 7:22:23 AM, roolli01

from WIP default to Queue Team B.

*** CASE ACCEPT 11/14/03 7:37:49 AM, cjustis

from Queue Team B to WIP INCOMING DEFAULT.

*** SUBCASE N012003-11-1400007-1 CREATE 11/14/03 7:38:18 AM, cjustis

Created in WIP Default with Due Date 11/14/2003 7:38:18 AM.

*** CASE MODIFY 11/14/03 7:38:25 AM, cjustis

into WIP INCOMING DEFAULT and Status of Solving.

*** CASE 11/14/03 1:07:48 PM, cjustis

AMPAIGN TEMPLATE CHECK 11/14/2003 01:07:48 PM cjustis The following Campaign Template information was found 99-085C; 99-01 ACCO

*** CASE MODIFY 11/14/03 1:08:30 PM, cjustis

into WIP INCOMING DEFAULT and Status of Solving.

*** CASE MODIFY 11/14/03 1:08:34 PM, cjustis

into WIP INCOMING DEFAULT and Status of Solving.

*** COMMIT 11/14/03 1:14:13 PM, cjustis, Action Type : N/A

Made to SANDRA NOBLE due 11/17/2003 01:14:15 PM.

call dealer/customer

*** NOTES 11/14/03 1:15:48 PM, cjustis, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 11/17/2003

This customer contacted our office regarding the following issue(s):

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Case History

Case ID : N012003-11-1400007

Case Title : [REDACTED] SANDRA - DEALER SERVICE COMPLAINT/WORKMANSHIP

James,

We have received contact from this customer stating she'd recently left the dealership after a service visit, the vehicle caught on fire. It can not be determined from the limited details that the customer provided if this is a matter where a Honda part is to blame or if there was an actual fire affecting the vehicle, so please contact your DPSM (if he hasn't already been) and our office as well to review the matter further. I can be reached at (800) 999-1009 Ext 118065.

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Charisma Justis
Automobile Customer Service

- *** CASE MODIFY 11/14/03 1:16:03 PM, cjustis
into WIP INCOMING DEFAULT and Status of Solving.
- *** CASE CAMPAIGN LOOKUP 11/14/03 2:36:25 PM, cjustis
CAMPAIGN CHECK 11/14/2003 02:36:25 PM cjustis
No data found For VIN
- *** CASE CLAIMS LOOKUP 11/14/03 2:36:27 PM, cjustis
CLAIM HISTORY CHECK 11/14/2003 02:36:27 PM cjustis
No data found for VIN.

- *** CASE MODIFY 11/14/03 2:36:41 PM, cjustis
into WIP INCOMING DEFAULT and Status of Solving.

- *** NOTES 11/14/03 2:38:26 PM, cjustis, Action Type : Call to Dealer
A message has been left for the Service Manager, James King to contact me regarding this situation, with details.

- *** NOTES 11/14/03 2:46:45 PM, cjustis, Action Type : Field/DSM
A follow up call was placed to the DPSM for this area. Danny Fyffe and I asked if he'd been involved with a car fire situation at this dealership; he says no, he's not been contacted and when I explained the customer contends she'd just left after having a service done, THEN there was a fire/flames, he was surprised and advised that he'd try contacting this Service Manager as well.

I thanked him and asked that he or James contact me to advise of the details.

- *** CASE MODIFY 11/14/03 2:46:57 PM, cjustis
into WIP INCOMING DEFAULT and Status of Solving.
- *** CASE MODIFY 11/14/03 2:47:00 PM, cjustis
into WIP INCOMING DEFAULT and Status of Solving.
- *** CASE MODIFY 11/14/03 2:47:01 PM, cjustis
into WIP INCOMING DEFAULT and Status of Solving.
- *** CASE MODIFY 11/14/03 2:47:01 PM, cjustis
into WIP INCOMING DEFAULT and Status of Solving.
- *** NOTES 11/14/03 3:10:13 PM, cjustis, Action Type : Call from Dealer
James contacted me back stating the DPSM had just contacted his boss, and he confirmed this was an Express Service customer (she worked with the manager of

Case History

Case ID : N012003-11-1400007

Case Title : [REDACTED] SANDRA - DEALER SERVICE COMPLAINT/WORKMANSHIP

that division, Mr. [REDACTED] and she came in 11/12/03 for an oil change. When she left, she drove about 5 miles and was told the vehicle was on fire and they found the bolt of the gasket had stuck to the engine block; oil leaked got on the exhaust, on the oxygen sensor (melted that part) etc...

The customer contacted the Express Service manager the following day, they sent the oil change technician and manager and have the vehicle towed back to the customer. The customer was provided a rental and they did need to replace the oxygen sensor, the connector has been repaired and it is sitting on the service drive ready to go and there was no evidence of a fire - they've even raised the hood to show Ms. [REDACTED] and the vehicle is ready to be driven again.

I advised that this can occur, but I asked if there was an actual fire, and he says no - there was smoke from the oil getting on the vehicle, and there was steam coming from the oxygen sensor connector, so again there was no fire. He believes this matter is resolved and would like for me to follow up with him if Ms. Noble requires anything else.

*** CASE MODIFY 11/17/03 10:18:08 AM, cjustis
into WIP INCOMING DEFAULT and Status of Solving.

*** CASE MODIFY 11/17/03 10:18:43 AM, cjustis
into WIP INCOMING DEFAULT and Status of Solving.

*** NOTES 11/17/03 10:35:47 AM, cjustis, Action Type : Call from Customer

A voice message was received from this customer stating the matter has NOT been resolved to her satisfaction, she doesn't feel the vehicle is reliable and is looking for something further from Honda. She requested a call back at any of her contact numbers.

*** CASE MODIFY 11/17/03 10:35:57 AM, cjustis
into WIP INCOMING DEFAULT and Status of Solving.

*** CASE VSC LOOKUP 11/17/03 10:55:24 AM, cjustis
VSC-CUC CHECK 11/17/2003 10:55:24 AM cjustis
No data found for VIN.

*** NOTES 11/17/03 11:04:58 AM, cjustis, Action Type : Call to Customer

I returned Mrs. Noble's call regarding this vehicle concern and she says she's lost confidence in the vehicle and doesn't feel the dealership has any other option to help her aside from replacing the vehicle. She contends she's owned Honda vehicles since 1986, and couldn't understand that Honda would risk this type of relationship over this issue, so we should be able to assist her in getting it replaced.

As the customer explained to me the situation how she understood it, I wanted to clarify the concern wasn't that someone had failed to put oil in the vehicle, but it was a matter of the gaskets not being sealed properly, oil seeped out and for 3 miles her vehicle was running on an unacceptable amount of oil. I offered apologies as I can understand her concern with something as minor as a major headache over a routine oil change. The only thing the customer says she's looking for is another vehicle, and doesn't feel the dealership has done enough to try to make the situation right, since the manager hadn't offered anything, not a free oil change, follow up call or anything, and it made matters worse that no one in management has ever called HER; she's always had to initiate the calls.

Mrs. [REDACTED] advised that under no uncertain terms does she want this vehicle any longer, a vehicle that only has 4700k and paid \$22k for and she would like Honda's assistance in making this happen. I advised that we would surely communicate this back to Goodson Honda to see if there was something else they could do to restore confidence, such as mentioning an extension of the warranty on the engine, but the customer replied that she already had an extended warranty for 100,000 miles, so they either need to add another 100,000 miles (or Honda) on the warranty or replace the vehicle.

I advised I wasn't aware she had an extended warranty, and even though it would be at the dealer's discretion to have offered something like this, it would have been a strong suggestion that we'd ask them to consider but if there's already coverage I'm not sure what else the dealership could do to make her happy.

Case History

Case ID : N012003-11-1400007

Case Title : [REDACTED], SANDRA - DEALER SERVICE COMPLAINT/WORKMANSHIP

*** NOTES 11/17/03 11:26:00 AM, cjustis, Action Type : Call to Customer

I advised the best thing at this point was to have the Service Manager, James King contact her since I understand her second most dissatisfying feeling comes from no one contacting her. I do not believe anyone will have the answer to how much oil needs to be missing from the engine for the oil pressure light to come on, but I will relay this inquiry to James as well. Ms. Noble understood and will wait for someone to contact her.

*** CASE MODIFY 11/17/03 11:26:16 AM, cjustis
into WIP INCOMING DEFAULT and Status of Solving.

*** NOTES 11/17/03 11:28:36 AM, cjustis, Action Type : Call to Dealer

A follow up message was left for James asking that he contact me and/or the customer as soon as possible.

*** CASE MODIFY COMMITMENT 11/17/03 11:29:00 AM, cjustis
with SANDRA NOBLE due 11/19/2003 01:14:15 PM.

*** NOTES 11/17/03 2:12:13 PM, cjustis, Action Type : Call from Dealer

James and Leo called in via conference call regarding this customer and we all agreed the customer has grounds to be upset, but neither the dealership or Honda will entertain the thought of replacing the vehicle. Regarding the question of how much oil has to be missing to have the pressure light come on, there is no set standard, James replied, because we've not really tested something like that.

Leo addressed the oil level concern stating when the vehicle first got there, he pulled out the dipstick and it did appear to be about 1 1/2 quarts low, but again the amount of miles she'd driven wouldn't have caused any damage in that amount of time.

Further, I explained the customer's feeling that she'd not received contact from a manager without her initiating the call, and Leo replied that 11/13 he'd left two messages for Mrs. Noble on her work and cell phone numbers; it was Mr. Noble that called and he spoke with him the first time explaining what had happened and he never relayed this conversation back to Sandra.

I asked James to please contact the customer and see if there's anything further to be done in this matter, and to call me with the results of the conversation.

*** CASE MODIFY 11/17/03 2:12:32 PM, cjustis
into WIP INCOMING DEFAULT and Status of Solving.*** CASE MODIFY 11/17/03 2:12:38 PM, cjustis
into WIP INCOMING DEFAULT and Status of Solving.*** CASE MODIFY 11/17/03 2:13:00 PM, cjustis
into WIP INCOMING DEFAULT and Status of Solving.

*** NOTES 11/17/03 3:09:44 PM, cjustis, Action Type : Call from Dealer

James called back stating he had a 50 minute conversation with the customer and it ended with her requesting the owner, Bob Lang and stating she will be retaining legal counsel. He did offer to cover her 30,000 mile service as a goodwill gesture and she became upset at the offer and declined, stating she now wants to be refunded for her warranty then wants the dealership to provide one, according to Honda's recommendation.

I explained again to James how the word warranty came up, but under no uncertain terms did I mention the dealership would comply with a request like this. He states the customer is still using the term "fire" when he attempted to explain to her repeatedly there was no fire, and she and her husband inspected the vehicle under the hood and undercarriage.

He says they believe they've done all they can for this customer, and he even offered (before the 30k service) to have a technician go to her job in the future, periodically for the next few months or so, check the oil level and perform diagnostics to ensure the vehicle is operating as designed.

Case History

Case ID : N012003-11-1400007

Case Title : SANDRA - DEALER SERVICE COMPLAINT/WORKMANSHIP

I thanked him for taking the time to contact her today; He's prepared the owner for Mrs. [REDACTED]'s contact as she's ultimately wanting them to replace the vehicle.

*** CASE MODIFY 11/17/03 3:09:57 PM, cjustis

into WIP INCOMING DEFAULT and Status of Solving.

*** NOTES 11/17/03 4:09:55 PM, samith1, Action Type : Call from Customer

Customer called in to speak with her case manager. I explained that she had already left for the day, and that she could leave a voicemail message. She choose to do that.

*** NOTES 11/19/03 7:38:48 AM, cjustis, Action Type : Call from Customer

Three voice messages were received from Ms. [REDACTED] 11/18/03 asking for a call back.

*** NOTES 11/19/03 3:35:54 PM, cjustis, Action Type : Call to Customer

A detailed message was left for the customer asking for a call back and apologizing that its sometimes difficult to return a call the same day but she could call me to discuss any concerns she still has. There was also a message left at her home number.

*** CASE MODIFY COMMITMENT 11/19/03 3:36:13 PM, cjustis

with SANDRA NOBLE due 11/20/2003 01:14:15 PM.

*** CASE MODIFY 11/19/03 3:37:44 PM, cjustis

into WIP INCOMING DEFAULT and Status of Solving.

*** CASE MODIFY COMMITMENT 11/24/03 11:37:49 AM, cjustis

with SANDRA NOBLE due 11/24/2003 01:14:15 PM.

*** CASE MODIFY 11/25/03 2:04:13 PM, cjustis

into WIP INCOMING DEFAULT and Status of Solving.

*** SUBCASE N012003-11-1400007-1 CLOSE 11/26/03 7:41:52 AM, cjustis

Status = Solving, Resolution Code = Instruction Given

*** NOTES 11/26/03 7:53:18 AM, cjustis, Action Type : Call to Customer

A return call was placed to Ms. [REDACTED] from her voice message left this morning; I advised again that we were sorry to hear this situation has left her feeling so unhappy with her vehicle, but again there is no basis for the dealership to do anything further than the apology offered, the refund for the oil change and the offer to cover her 30k service as a goodwill gesture up to and including engine tear-down and vehicle replacement.

The customer states that she feels Honda isn't standing behind the product, and I advised that we've reviewed the matter as we should on he behalf because this is a dealership representing our name, but if the only concern she is having (recently addressed this week) is with a burning oil smell, there is no operation concern, check engine light or other indication of a problem with the engine to warrant anything further. This again was an unfortunate accident and I believe the dealership has done what is appropriate to address her concerns; we cannot expect the dealership to do anything further and I clarified when I mentioned "some things a dealership has done in the past to address a workmanship issue included a letter clearly documenting the event, and offer to review the matter in the future or in extreme situations, some type of warranty extension on the component in question" that was not an indication this dealership would comply with either.

Ms. [REDACTED] says she will be pursuing the matter further with the BBB or the Attorney General and says she's talked with the General Manager, Bob Lang but has never been given the name of the owner to further escalate the matter. I did review the dealer information in CICS and provided the name of the owner, cautioning I wasn't sure how up to date that information was and advised it was listed as R. Whitfield Ramonat and I've given her the PO Box address

Case History

Case ID : N012003-11-1400007

Case Title : SANDRA - DEALER SERVICE COMPLAINT/WORKMANSHIP

as well to write her complaint regarding Goodson Honda.

The customer thanked me for my time and is aware that there will be no additional review of the matter from our office.

*** NOTES 11/26/03 8:01:32 AM, cjustis, Action Type : Note-Resolution

Closing: ACS has documented this customer concern regarding a workmanship error while having an oil change completed. The customer's vehicle is currently operating as designed, no indications of a potential problem with the engine and Goodson has inspected the vehicle to ensure it is working properly. During a service visit, a technician either over-torqued or didn't tighten a gasket properly and that caused about 1 1/2 quarts of oil to spill out during a 3 mile period from leaving the dealership. The customer panicked, understandably so, thinking the vehicle was on fire but there never was a fire, only steam and smoke.

ACS has apologized but explained that we cannot ask the dealership to tear down the engine and replace it, extend her warranty on that part or replace the vehicle as there is no basis to assume there was any damage sustained with that amount of oil missing and the short distance driven.

Ms. Noble will be pursuing the matter legally if needed to seek the relief she's asking for.

*** NOTES 11/26/03 8:02:41 AM, cjustis, Action Type : Dealer Communication

ATTN: General/Service MANAGER

This customer contacted our office regarding the following issue(s):

FYI:

This was my last conversation with Ms. [REDACTED]; If you haven't processed it already, please send her the refund for the oil change and any documents available advising the offer of the 30k still stands if she's interested:

A return call was placed to Ms. [REDACTED] from her voice message left this morning; I advised again that we were sorry to hear this situation has left her feeling so unhappy with her vehicle, but again there is no basis for the dealership to do anything further than the apology offered, the refund for the oil change and the offer to cover her 30k service as a goodwill gesture up to and including engine tear-down and vehicle replacement.

The customer states that she feels Honda isn't standing behind the product, and I advised that we've reviewed the matter as we should on her behalf because this is a dealership representing our name, but if the only concern she is having (recently addressed this week) is with a burning oil smell, there is no operation concern, check engine light or other indication of a problem with the engine to warrant anything further. This again was an unfortunate accident and I believe the dealership has done what is appropriate to address her concerns; we cannot expect the dealership to do anything further and I clarified when I mentioned "some things a dealership has done in the past to address a workmanship issue included a letter clearly documenting the event, and offer to review the matter in the future or in extreme situations, some type of warranty extension on the component in question" that was not an indication this dealership would comply with either.

Ms. [REDACTED] says she will be pursuing the matter further with the BBB or the Attorney General and says she's talked with the General Manager, Bob Lang but has never been given the name of the owner to further escalate the matter. I did review the dealer information in CICS and provided the name of the owner, cautioning I wasn't sure how up to date that information was and advised it was listed as R. Whitfield Ramonat and I've given her the PO Box address as well to write her complaint regarding Goodson Honda.

The customer thanked me for my time and is aware that there will be no additional review of the matter from our office.

Case History

Case ID : N012003-11-1400007

Case Title : SANDRA - DEALER SERVICE COMPLAINT/WORKMANSHIP

This is for your information only and no response is required.

Thank you for your attention to this matter.

Charisma Justis
Automobile Customer Service

*** CASE MODIFY 11/26/03 8:02:50 AM, cjustis
into WIP INCOMING DEFAULT and Status of Solving.

*** CASE MODIFY 11/26/03 8:05:01 AM, cjustis
into WIP INCOMING DEFAULT and Status of Solving.

*** CASE CLOSE 11/26/03 8:05:02 AM, cjustis
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 11/26/03 8:48:49 AM, cjustis
with Condition of Open and Status of Solving.

*** NOTES 11/26/03 8:49:49 AM, cjustis, Action Type : Call from Dealer

James contacted me to confirm that the customer talked to the General Manager; Her refund for the oil change has been processed as well as a check for \$300+, the cost of what the 30k service would be so they have gone beyond what they feel was needed in this situation.

*** CASE MODIFY 11/26/03 8:49:58 AM, cjustis
into WIP INCOMING DEFAULT and Status of Solving.

*** CASE CLOSE 11/26/03 8:49:59 AM, cjustis
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012003-02-2800111 Division : Honda - Auto Condition : Closed Open Date : 2/28/2003 7:25:48 AM
 Case Originator : Thai Tran Sub-Division : Customer Relations Status : Closed Close Date : 3/6/2003 10:58:35 AM
 Case Owner : Ron Robbins Method : Phone Queue : Days Open : 6
 Point of Origin : Customer Wipbin :
 Case Title : ██████████ KEVIN - OIL LEAK ASSISTANCE/ DRIVEWAY DAMAGE No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : ██████████
 E-Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / SHSRD788 ██████████
 Model / Year : CR-V / 2003
 Model ID / Product Line : RD7883FW / A
 Miles / Hours : 4447
 In Service Date : 11/11/2002
 Months In Use : 3
 Engine Number : K24A12502307
 Originating Dealer No. / Name : 207291 / PHIL BACHMAN HONDA
 Selling Dealer No. / Name : 208006 / PARAMOUNT HONDA
 Trim : 4WD EX
 No. of Doors : 5
 Transmission Code : 4AT
 Exterior Color : WH
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

Current Dealer Info :

Current Dealer No. / Name : 208006 / PARAMOUNT HONDA
 Phone No. : 828-437-3181
 Address : 1600 BURKEMONT AVENUE
 City / State / Zip : MORGANTON, NC 28655
 Svc District / Sls District : 06K / E06
 Warranty Labor Rate / Date : \$58.00 /
 Agent Name : ALISON

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Incl.

Involved Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-02-2800111-1 / KEVIN	- PROD	Subcase Close	Product	111	Lower Engine

Issue Details

Issue ID: N012003-02-2800111-1	Type 1: Product	Condition: Closed	Wipbln:
Issue Originator: Ron Robbins	Type 2: Operation	Status: Subcase Close	Open Date: 3/6/03 10:58:11 AM
Issue Owner: Ron Robbins		Queue:	Close Date: 3/6/03 10:58:32 AM
Issue Title: KEVIN [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 111 / Lower Engine

Condition Code Desc : Oil Leak 1117

Campaign Code / Desc : /

Resolutions : Repaired/Warranty

Component Category :

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description

Case History

Case ID : N012003-02-2800111

Case Title : ██████████ KEVIN - OIL LEAK ASSISTANCE/ DRIVEWAY DAMAGE

*** CASE CREATE 2/28/03 7:25:48 AM, tran

Contact = KEVIN ██████████, Priority = N/A, Status = Solving.

*** NOTES 2/28/03 7:25:49 AM, tran, Action Type :

Mr. ██████████ took his vehicle into Paramount Honda ██████████ on Wednesday to have an oil change. Yesterday evening his wife found a big oil puddle in their car port. He took his vehicle into independent shop to have it inspected and was told the o-ring in the filter was cause of the leak. He took his vehicle back to Paramount Honda to have them inspect also. They also told him it was the o-ring in the filter. Mr. ██████████ wanted the dealer ship to clean the oil puddle in his car port because they installed the oil filter on his car. Alison (service manager) told him this was a manufacturer's defect and Paramount Honda is not responsible for the cleaning of his car port. She advised him to call AHM to request the cleaning be covered since the dealership determined it was a manufacturers defect. Mr. ██████████ wants his car port cleaned and is requesting AHM cover the cleaning expensca. I advised him that a case manager will review the case and contact him within 3-5 business days with further information.

*** CASE MODIFY 2/28/03 7:27:12 AM, tran

into WIP default and Status of Solving.

*** CASE MODIFY 2/28/03 7:27:17 AM, tran

into WIP default and Status of Solving.

*** CASE MODIFY 2/28/03 7:27:17 AM, tran

into WIP default and Status of Solving.

*** CASE DISPATCH 2/28/03 7:27:21 AM, tran

from WIP default to Queue Team G.

*** NOTES 2/28/03 7:31:29 AM, tran, Action Type : Call from Customer

Called Mr. ██████████'s home to get a daytime phone number and spoke to his wife. She says the service manager's name is Diane.

*** CASE YANKED 2/28/03 7:31:33 AM, tran

Yanked by tran into WIPbin default.

*** CASE MODIFY 2/28/03 7:31:51 AM, tran

into WIP default and Status of Solving.

*** CASE MODIFY 2/28/03 7:33:09 AM, tran

into WIP default and Status of Solving.

*** CASE DISPATCH 2/28/03 7:33:19 AM, tran

from WIP default to Queue Team G.

*** CASE RULE ACTION 3/1/03 7:33:19 AM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 3/2/03 7:33:19 AM, sa

Action Task - owners supvr - 48 hrs of rule Queue Escalation fired

*** CASE YANKED 3/3/03 6:28:31 AM, robbins

Yanked by robbins into WIPbin default.

*** NOTES 3/4/03 10:14:57 AM, robbins, Action Type : Call to Customer

Called customer to address his concerns.

Was adv that he will back in the office in about an hour and was asked to call back.

Case History

Case ID : N012003-02-2800111

Case Title : ██████████, KEVIN - OIL LEAK ASSISTANCE/ DRIVEWAY DAMAGE

Will adv customer that AHM does not normally cover incidental expenses, which this would be, however we can certainly consider goodwill assistance. I will ask customer to provide an estimate for the work, and then submit a request for assistance, in the form of reimbursement after services are completed.

*** CASE MODIFY 3/4/03 10:15:01 AM, robbins
into WIP default and Status of Solving.

*** NOTES 3/5/03 11:54:52 AM, sorwena, Action Type : Call from Customer
cust cld to speak with cm, cm not available. did advise call back time is 3-5 buss days , 5th buss day is this Friday. Customer ok with information provided he will wait for call back.

*** NOTES 3/6/03 10:52:42 AM, kpalmer, Action Type : Call from Customer
Customer called to speak with CM regarding case. Customer states that if he does not receive a call back by dinner time 3/07/03, he is going to pay to have somebody clean up his driveway.

I advised customer that the CM is not available at this time and added that the CM will be in contact with him either later today or by the close of business tomorrow. I further advised the customer that the normal time period to return calls is 3-5 working days, and added that this is the 4th working day since initially contacting AHM. Customer understood.

*** NOTES 3/6/03 10:58:04 AM, robbins, Action Type : Call to Customer
Called and spoke w/ customer

I adv that while the warranty would not normally cover an expense like this, I would be happy to submit a request for him if he were to submit a copy of a estimate for the cleaning job he needs.

Cust became irate that we would not cover this. I adv cust that this would technically fall under the category of an incidental expense which, as his warranty booklet states, AHM is not responsible for. I adv, however, that I was offering to look into assistance for him.

Cust remained irate, and states that the dir "wouldn't do nothin" and gave him our number. Cust began to blame dir for the issue. I adv cust that I can answer on behalf of the. I can only respond to a request of AHM. And our response is a willingness to review assistance after he submits an estimate. Cust was unwilling to take more time to get an estimate, and asked who he would call to get this done. I adv cust that I didn't know. Cust then mocked me for not knowing. I adv cust that I work for AHM, and am not familiar with who in his area to call for the cleanup of an oil spill. I adv cust that it may require some research on his part if he would like AHM to assist.

Cust then stated that Honda has lost his business and he is not going to let the dirship touch his car anymore.

I adv cust that I guess he was not willing to understand that we are attempting to assist, and that the choices he is making are certainly his to make.

Cust said he is sure of that and said goodbye, then disconnected the call.

!?

*** CASE MODIFY 3/6/03 10:58:06 AM, robbins
into WIP default and Status of Solving.

*** SUBCASE N012003-02-2800111-1 CREATE 3/6/03 10:58:11 AM, robbins
Created in WIP Default with Due Date 3/6/2003 10:58:11 AM.

*** SUBCASE N012003-02-2800111-1 CLOSE 3/6/03 10:58:32 AM, robbins
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/6/03 10:58:35 AM, robbins
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012003-11-2000350 Division : Honda - Auto Condition : Closed Open Date : 11/20/2003 8:57:54
 Case Originator : Dan Outten Sub Division : Customer Relations Status : Closed Close Date : 12/18/2003 7:47:03
 Case Owner : Julie Lifosjoe Method : Phone Queue : Days Open : 28
 Point of Origin : Customer Wipbiri :
 Case Title : ██████████ - DEALER SERVICE COMPLAINT No. of Attachments : 6

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : ██████████
 E-Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / SHSRD7887 ██████████
 Model / Year : CR-V / 2003
 Model ID / Product Line : RD78837W / A
 Miles / Hours : 3,000
 In Service Date : 11/11/2002
 Months In Use : 12
 Engine Number : K94A12502631
 Originating Dealer No. / Name : 208060 / GREENWICH HONDA
 Selling Dealer No. / Name : 208060 / GREENWICH HONDA
 Trim : 4WD EX
 No. of Doors : 5
 Transmission Code : 4AT
 Exterior Color : SI
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

Current Dealer Info :

Current Dealer No. / Name : 208060 / GREENWICH HONDA
 Phone No. : 203-622-0600
 Address : 289 MASON STREET
 City / State / Zip : GREENWICH, CT 06830
 Svc District / Sls District : 65R / F05
 Warranty Labor Rate / Date : \$85.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Incl.

Involved Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-11-2000350-1 / ██████████	Subcase Close	Product Complaint	Operation	214	Shift cable-auto
N012003-11-2000350-2 / ██████████	Subcase Close	Service - Dealer	Workmanship	111	Lower Engine

Issue Details

Issue ID : N012003-11-2000350-1 Type 1 : Product Complaint Condition : Closed Wipbin :
 Issue Originator : Holly Muhammad Type 2 : Operation Status : Subcase Close Open Date : 12/1/03 8:47:55 AM
 Issue Owner : Queue : Close Date : 12/18/03 7:47:00 AM
 Issue Title : ~~XXXXXXXXXX~~ PRODUCT COMPLAINT - OPERATION

Coding Info :

Labor Code / Desc : 214 / Shift cable-auto
 Condition Code Desc : Any 2140
 Campaign Code / Desc : /
 Resolutions : Referred to Dealer
 Component Category : 10 - Power Train
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	EO Reason

Issue Details

Issue ID : N012003-11-2000350-2 Type 1 : Service - Dealer Condition : Closed Wipbin :
 Issue Originator : Holly Muhammad Type 2 : Workmanship Status : Subcase Close Open Date : 12/4/03 10:47:41 AM
 Issue Owner : Holly Muhammad Queue : Close Date : 12/4/03 10:54:52 AM
 Issue Title : YICHUAF XIA - SERVICE DEALER WORKMANSHIP

Coding Info :

Labor Code / Desc : 111 / Lower Engine
 Condition Code Desc : Oil Leak 1117
 Campaign Code / Desc : /
 Resolutions : Referred to Dealer, Documented Concern
 Component Category : 06 - Engine & Cooling Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	EO Reason

Case History

Case ID : N012003-11-2000350

Case Title : ██████████ - DEALER SERVICE COMPLAINT

*** CASE CREATE 11/20/03 8:57:54 AM, doutten

Contact = ██████████, Priority = N/A, Status = Solving.

*** NOTES 11/20/03 8:57:54 AM, doutten, Action Type :

Cust is calling to report that she has had an accident as a result of the trans recall, on her vehicle. Cust is requesting compensation for this problem, since she did have an accident with the vehicle.

I asked the cust that if she had engaged the parking brake, and she said that she did. I asked the cust if the dealer had verified this problem on her car, and she stated that it will be looked at this coming Monday 11/24/03.

I told the cust that the dealer will need to identify the problem 1st, before any action could be taken. Cust reports the dealer is Greenwich Acura.

Cust reports that she has a problem with the dealer with a svc complaint. Cust reports that the dealer when doing the oil change, did not change out the crush washer, and she lost all of the oil out of her car. Cust reports the dealer did solve the problem for her, but she is still concerned about this, since the engine was driven without oil. Cust wants to know if she would qualify for an x-warr, for the problem that she had.

*** CASE MODIFY 11/20/03 8:58:13 AM, doutten

into WIP default and Status of Solving.

*** NOTES 11/20/03 8:58:56 AM, doutten, Action Type : Call from Customer

Cust states that compensation for the accident is not that important to her, but the x-warr for the mistake on the oil change is really her reason for calling

*** CASE MODIFY 11/20/03 8:59:11 AM, doutten

into WIP default and Status of Solving.

*** CASE DISPATCH 11/20/03 8:59:26 AM, doutten

from WIP default to Queue Team D.

*** CASE RULE ACTION 11/21/03 8:59:26 AM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 11/22/03 8:59:26 AM, sa

Action Task - owners supvr - 48 hrs of rule Queue Escalation fired

*** CASE ACCEPT 11/23/03 11:50:27 AM, jliforjo

from Queue Team D to WIP TEAM D CASES.

*** CASE ASSIGN 11/23/03 11:50:33 AM, jliforjo

N012003-11-2000350 to hmuhamma, WIP

*** CASE RULE ACTION 11/23/03 11:50:34 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 12/1/03 6:03:49 AM, hmuhamma

into WIP NEW CASES and Status of Solving.

*** CASE MODIFY 12/1/03 6:03:56 AM, hmuhamma

into WIP NEW CASES and Status of Solving.

*** CASE CAMPAIGN LOOKUP 12/1/03 6:07:29 AM, hmuhamma

CAMPAIGN CHECK 12/01/2003 06:07:29 AM hmuhamma

Case History

Case ID : N012003-11-2000350

Case Title : ██████████ - DEALER SERVICE COMPLAINT

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 2003-11-24; FX

03-047; P04; 03 CR-V SHIFT CABLE; ;

*** NOTES 12/1/03 6:11:55 AM, hmuhamma, Action Type : Call to Dealer

SM, Nini, stated that the customer came to the dealer on 11/27/03, RO 12774 at 8,049 miles. SM stated that the customer came to the dealer for an oil change, and to have the Throttle Cable Recall performed. SM stated that the recall has nothing to do with the parking brake. SM stated that the customer never mentioned the vehicle was in an accident.

I asked the SM stated if the Shift Cable Campaign was not performed on the vehicle. SM stated that no. SM stated that the SA, Rich, told him that the Shift Cable Campaign was not performed, because the customer did not mention, or present a second letter. SM stated that he will pull the file, so he can provide ACS with additional information. SM stated that there have not been any additional dealer visits.

*** CASE MODIFY 12/1/03 8:44:50 AM, hmuhamma

into WIP NEW CASES and Status of Solving.

*** SUBCASE N012003-11-2000350-1 CREATE 12/1/03 8:47:55 AM, hmuhamma

Created in WIP Default with Due Date 12/1/2003 8:47:55 AM.

*** COMMIT 12/1/03 8:48:15 AM, hmuhamma, Action Type :

Made to ██████████ 12/04/2003 08:48:18 AM.

DCS Follow-Up

*** SUBCASE N012003-11-2000350-1 NOTES 12/1/03 8:50:17 AM, hmuhamma, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 12/4/2003

This customer contacted our office regarding the following issue(s): I wanted to provide you with a friendly reminder pertaining to our conversation today. Please provide me with information as to why the second campaign (Shift Cable) was not performed at the customer's dealer visit.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action: Please provide me with additional information pertaining to the customer's dealer visit.

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Holly Muhammad

Automobile Customer Service

800-999-1009 Ext. 118040

*** CASE MODIFY 12/1/03 8:50:23 AM, hmuhamma

into WIP 208060 -Greenwich Honda and Status of Solving.

*** SUBCASE N012003-11-2000350-1 NOTES 12/1/03 8:50:38 AM, hmuhamma, Action Type : Call to Customer

I left the customer a voicemail requesting a returned phone call.

*** CASE MODIFY 12/1/03 8:51:11 AM, hmuhamma

into WIP 208060 -Greenwich Honda and Status of Solving.

*** NOTES 12/1/03 1:36:09 PM, hmuhamma, Action Type : Call to Dealer

Case History

Case ID : N012003-11-2000350

Case Title : ██████████ - DEALER SERVICE COMPLAINT

SD, Nini, stated that they would be happy to check the pin to determine if there is corrosion on the vehicle. SD stated that it is his understanding that the failure occurs when there is corrosion on the pin. SD stated that corrosion usually after the vehicle has been driven around the 30K range.

*** CASE MODIFY 12/1/03 1:36:14 PM, hmuhamma

into WIP 208060 -Greenwich Honda and Status of Solving.

*** CASE FULFILL 12/4/03 9:18:47 AM, hmuhamma

Fulfilled for YICHUAF XIA due 12/04/2003 08:48:18 AM.

*** COMMIT 12/4/03 9:18:49 AM, hmuhamma, Action Type : N/A

HAS SD MADE AN APPT FOR THE CUST?

*** CASE MODIFY 12/4/03 9:19:15 AM, hmuhamma

into WIP 208060 -Greenwich Honda and Status of Solving.

*** NOTES 12/4/03 9:20:46 AM, hmuhamma, Action Type : Call to Customer

I left the customer a voicemail requesting a returned phone call.

*** CASE MODIFY 12/4/03 9:20:49 AM, hmuhamma

into WIP 208060 -Greenwich Honda and Status of Solving.

*** NOTES 12/4/03 9:36:48 AM, hmuhamma, Action Type : Call to Dealer

SD, Nini, stated he has not been able to reach the customer. SD stated he will make another attempt.

*** CASE MODIFY 12/4/03 9:36:52 AM, hmuhamma

into WIP 208060 -Greenwich Honda and Status of Solving.

*** NOTES 12/4/03 10:44:28 AM, hmuhamma, Action Type : Call from Customer

Customer stated that she was in an accident approximately 1/2 of year ago. I asked the customer if I could please document the accident. Customer stated that the accident is not a concern of her. Customer stated that it did not cost her any money, there were no injuries, and her insurance did not go up.

Customer stated that the dealer, on a previous repair, forgot to change the ring after an oil change. Customer stated that all of her oil ran out of the vehicle. Customer stated she brought the vehicle back to the dealer, and they corrected their mistake. Customer stated that her vehicle is running fine, and she can not detect any damage; however, she would like the dealer to provide her with an extended warranty on the engine in the event she has problems in the future.

I explained to the customer that her contention is a workmanship issue between her and the dealer. I provided her with the name of the SD, Nini, as her dealer point of contact. I stated to the customer that in the interest of customer satisfaction, I will provide the SD with her request, and ask him to provide her with a follow-up call. Customer thanked me for my assistance, and declined further assistance from ACS.

*** SUBCASE N012003-11-2000350-2 CREATE 12/4/03 10:47:41 AM, hmuhamma

Created in WIP Default with Due Date 12/4/2003 10:47:41 AM.

*** SUBCASE N012003-11-2000350-2 NOTES 12/4/03 10:52:31 AM, hmuhamma, Action Type : Call to Dealer

I provided the SD, Nini, with the customer's current contention. SD stated he will consult with the customer, and confirmed the incident happened in July 2003. SD stated that the customer did not mention her request at the time. SD stated he will contact the customer, and resolve her contention. I confirmed the SD had the correct telephone number for the customer.

*** SUBCASE N012003-11-2000350-2 NOTES 12/4/03 10:53:34 AM, hmuhamma, Action Type : Note-Resolution

I provided the dealer with the customer's response. Customer declined further assistance from ACS. SD stated he will contact the customer, and resolve her

Case History

Case ID : N012003-11-2000350

Case Title : ██████████ - DEALER SERVICE COMPLAINT

contention.

*** SUBCASE N012003-11-2000350-1 NOTES 12/4/03 10:54:33 AM, hmuhamma, Action Type : Note-General

I asked the customer if she was positive about ACS not documenting her accident, which the customer stated yes. I am forwarding case to my Supervisor, for review/closure.

*** SUBCASE N012003-11-2000350-2 CLOSE 12/4/03 10:54:52 AM, hmuhamma

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/4/03 10:54:54 AM, hmuhamma

into WIP 208060 -Greenwich Honda and Status of Solving.

*** CASE FULFILL 12/4/03 10:54:59 AM, hmuhamma

Fulfilled for ██████████ A due 12/09/2003 12:00:00 AM.

*** CASE MODIFY 12/4/03 10:55:06 AM, hmuhamma

into WIP 208060 -Greenwich Honda and Status of Solving.

*** SUBCASE N012003-11-2000350-1 ASSIGN 12/4/03 10:55:28 AM, hmuhamma

N012003-11-2000350-1 to jlifosjo, WIP Ó

*** SUBCASE N012003-11-2000350-1 RULE ACTION 12/4/03 10:55:29 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 12/4/03 10:55:46 AM, hmuhamma

into WIP 208060 -Greenwich Honda and Status of Solving.

*** CASE MODIFY 12/4/03 10:56:06 AM, hmuhamma

into WIP 208060 -Greenwich Honda and Status of Solving.

*** CASE ASSIGN 12/4/03 10:56:18 AM, hmuhamma

N012003-11-2000350 to jlifosjo, WIP

*** CASE RULE ACTION 12/4/03 10:56:19 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012003-11-2000350-1 MODIFY 12/8/03 8:23:29 AM, jlifosjo

into WIP NEW CASES and Status of Solving.

*** CASE MODIFY 12/8/03 8:37:07 AM, jlifosjo

into WIP NEW CASES and Status of Solving.

*** CASE MODIFY 12/8/03 8:39:18 AM, jlifosjo

into WIP NEW CASES and Status of Solving.

*** CASE MODIFY 12/18/03 7:43:15 AM, jlifosjo

into WIP NEW CASES and Status of Solving.

*** CASE MODIFY 12/18/03 7:43:42 AM, jlifosjo

into WIP NEW CASES and Status of Solving.

*** NOTES 12/18/03 7:46:51 AM, jlifosjo, Action Type : Escalation

Reviewed case information. The customer's main concern is that the dealer may not have properly completed a maintenance service on her vehicle. The customer reiterated that this is the only concern she has at this time. She was referred to the dealer for follow up, and ACS advised the dealer of her concerns.

Case History

Case ID : N012003-11-2000350

Case Title : ██████████ F - DEALER SERVICE COMPLAINT

Closing case at this time.

*** CASE MODIFY 12/18/03 7:46:54 AM, jlifosjo
into WIP NEW CASES and Status of Solving.

*** SUBCASE N012003-11-2000350-1 CLOSE 12/18/03 7:47:00 AM, jlifosjo
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/18/03 7:47:03 AM, jlifosjo
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012003-04-2100599 Division : Honda - Auto Condition : Closed Open Date : 4/21/2003 9:30:11 AM
 Case Originator : Mawana Thomas Sub Division : Customer Relations Status : Closed Close Date : 4/23/2003 2:02:59 PM
 Case Owner : Joleen Zeleznicky Method : Phone Queue : Days Open : 2
 Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] LAURA - DEALERSHIP ISSUE No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / SHSRD78863 [REDACTED]
 Model / Year : CR-V / 2003
 Model ID / Product Line : RD7883JW / A
 Miles / Hours : 4,800
 In Service Date : 03/10/2003
 Months in Use : 1
 Engine Number : K24A12525015
 Originating Dealer No. / Name : 207612 / HARRISONBURG HONDA
 Selling Dealer No. / Name : 207612 / HARRISONBURG HONDA
 Trim : 4WD EX
 No. of Doors : 5
 Transmission Code : 4AT
 Exterior Color : GB
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

Current Dealer Info :

Current Dealer No. / Name : 207158 / RICHMOND HONDA CO.
 Phone No. : 804-745-0300
 Address : 7450 MIDLOTHIAN PKE
 City / State / Zip : RICHMOND, VA 23225
 Svc District / Sls District : 06R / C06
 Warranty Labor Rate / Date : \$62.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Address	Region

Involved Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID	Issue Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-04-2100599	[REDACTED]	PROD Subcase Close	Product Complaint	Operation	110	Upper Engine
N012003-04-2100599	[REDACTED]	PROD Subcase Close	Product Complaint	Operation	111	Lower Engine

Issue Details

Issue ID : N012003-04-2100599-1 Type 1 : Product Complaint Condition : Closed Wipbin :
 Issue Originator : Mawana Thomas Type 2 : Operation Status : Subcase Close Open Date : 4/21/03 9:32:32 AM
 Issue Owner : Mawana Thomas Queue : Close Date : 4/21/03 9:34:03 AM
 Issue Title : LAURA [REDACTED] - PRODUCT COMPLAINT - OPERATION

Coding Info :

Labor Code / Desc : 110 / Upper Engine
 Condition Code Desc : Other 110X
 Campaign Code / Desc : /
 Resolutions : Documented Concern
 Component Category : 06 - Engine & Cooling Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	Qty	Reason

Issue Details

Issue ID : N012003-04-2100599-2 Type 1 : Product Complaint Condition : Closed Wipbin :
 Issue Originator : Joleen Zeleznsky Type 2 : Operation Status : Subcase Close Open Date : 4/22/03 9:45:35 AM
 Issue Owner : Joleen Zeleznsky Queue : Close Date : 4/23/03 2:02:52 PM
 Issue Title : LAURA PORTER - PRODUCT COMPLAINT - OPERATION

Coding Info :

Labor Code / Desc : 111 / Lower Engine
 Condition Code Desc : Engine Block 1118
 Campaign Code / Desc : /
 Resolutions : Repaired/Warranty, Assist-VSC/HPE/Road
 Component Category : 06 - Engine & Cooling Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	Qty	Reason

Case History

Case ID : N012003-04-2100599

Case Title : ██████████, LAURA - DEALERSHIP ISSUE

*** NOTES 4/21/03 9:30:11 AM, mthomas, Action Type :

The cust stated that she brought her car to Richmond Honda on 04/18/03 for it's 1st service and oil change. The cust stated that everything appeared to be fine until she left the dealership. The cust stated that she drove 2/12 blocks, she lost all of her oil. The cust stated that she turned around to bring her car to the dealership and the check engine oil light came on. The cust stated that her engine started to knock. The cust stated that she took her back to the dealership, the service manager Johnny Willis informed her that there was a manufacture defect with the oil filters. The cust stated that the dealership

The cust stated that she's very concerned about the longevity of the life of the engine. The cust stated that this is her 2nd CR-V '97, and she's never had

The cust stated that she trust this dealership, the cust stated that she's brought her car to this dealership for the past 5 1/2 years and she's been very pleased with the service that she's received. The cust stated that she's very concerned about her safety as well as the engine. The cust stated that the service manager Johnny Willis informed her that he would stand behind this engine and provide her with a written warranty for 50,000 miles. The cust stated that Johnny inspected the vehicle and she was informed that there was no metal in the oil. Today they will inspect the vehicle by removing the pan and inspecting the bearing.

The cust overall concern is that going into a brand new engine will not be the same as an engine that's never had to be gone into (inspected). The cust stated that she would like a replacement vehicle. The cust stated that she's no longer confident in this vehicle stating that she heard a knock in the engine and she's sure that was metal to metal. I informed the cust that I could open a case for her and forward it to a case manager for review. I informed the cust that a case manager would follow up with her within 3-5 business days.

*** CASE CREATE 4/21/03 9:30:11 AM, mthomas

Contact - LAURA ██████████, Priority - N/A, Status - Solving.

*** SUBCASE N012003-04-2100599-1 CREATE 4/21/03 9:32:32 AM, mthomas

Created in WIP Default with Due Date 4/21/2003 9:32:32 AM.

*** SUBCASE N012003-04-2100599-1 CLOSE 4/21/03 9:34:03 AM, mthomas

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/21/03 9:34:17 AM, mthomas

into WIP default and Status of Solving.

*** CASE DISPATCH 4/21/03 9:34:30 AM, mthomas

from WIP default to Queue Team G.

*** CASE MODIFY 4/21/03 9:34:32 AM, mthomas

into WIP default and Status of Solving.

*** CASE YANKED 4/22/03 6:52:03 AM, robbins

Yanked by robbins into WIPbin default.

*** CASE ASSIGN 4/22/03 6:52:11 AM, robbins

N012003-04-2100599 to jzelezni, WIP J&□

*** CASE RULE ACTION 4/22/03 6:52:12 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 4/22/03 9:45:12 AM, jzelezni, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Case History

Case ID : N012003-04-2100599

Case Title : [REDACTED] LAURA - DEALERSHIP ISSUE

This customer contacted our office regarding the following issue(s):

The cust stated that she brought her car to Richmond Honda on 04/18/03 for it's 1st service and oil change. The cust stated that everything appeared to be fine until she left the dealership. The cust stated that she drove 2/12 blocks, she lost all of her oil. The cust stated that she turned around to bring her car to the dealership and the check engine oil light came on. The cust stated that her engine started to knock. The cust stated that she took her back to the dealership, the service manager Johnny Willis informed her that there was a manufacture defect with the oil filters. The cust stated that the dealership

The cust stated that she's very concerned about the longevity of the life of the engine. The cust stated that this is her 2nd CR-V '97, and she's never had

The cust stated that she trust this dealership, the cust stated that she's brought her car to this dealership for the past 5 1/2 years and she's been very pleased with the service that she's received. The cust stated that she's very concerned about her safety as well as the engine. The cust stated that the service manager Johnny Willis informed her that he would stand behind this engine and provide her with a written warranty for 50,000 miles. The cust stated that Johnny inspected the vehicle and she was informed that there was no metal in the oil. Today they will inspect the vehicle by removing the pan and inspecting the bearing.

The cust overall concern is that going into a brand new engine will not be the same as an engine that's never had to be gone into (inspected). The cust stated that she would like a replacement vehicle. The cust stated that she's no longer confident in this vehicle stating that she heard a knock in the engine and she's sure that was metal to metal.

Thank you for your attention to this matter.

Joleen Zeleznicky
Automobile Customer Service

*** SUBCASE N012003-04-2100599-2 CREATE 4/22/03 9:45:35 AM, jzelezni

Created in WIP Default with Due Date 4/22/2003 9:45:35 AM.

*** CASE MODIFY 4/22/03 9:48:45 AM, jzelezni

into WIP default and Status of Solving.

*** COMMIT 4/22/03 9:48:49 AM, jzelezni, Action Type : N/A

URGENT DEALER.

*** CASE MODIFY 4/22/03 9:50:11 AM, jzelezni

into WIP default and Status of Solving.

*** NOTES 4/22/03 1:15:29 PM, coculio, Action Type : Call from Customer

The customer asking a call ASAP b/c she is being pressured by the dlr. to take her vehicle out of the dealership. The customer asked if I saw the notes regarding her concerns and customer asking to replace her vehicle. I explained AHM would not be able to replace the vehicle but repair any necessary problem. I asked if a Honda dlr. confirmed she needs a new engine? The customer replied no but four other independant shop said she does. I asked if she had other Honda dlr. confirm if she does or not? The customer replied no.

I referred to wrnty booklet and explained AHM there is nothing confirming AHM will just replace a vehicle for a problem or when the customer request to. We are responsible to repair the vehicle. The customer felt this was not standing behind the product and I was not understanding her concerns. I tried to confirm

Case History

Case ID : N012003-04-2100599

Case Title : ██████████, LAURA - DEALERSHIP ISSUE

b/c she is afraid of problems with the engine due to the oil filter issue but I pointed out this is why the dealership has offered to provide a written warranty up to 50,000 miles. The customer said I was rude and wanted my name so I provided my first name only. I told the customer I don't see how I was rude when she requested to speak with someone right away b/c she said she was being pressured by the dr. so I apologized to the customer for trying to help her.

The customer said she just wants to speak with someone else and I again said it will be a 3 to 5 business days turn around time.

*** NOTES 4/22/03 1:21:18 PM, jzelezni, Action Type : Call from Customer

Spoke to John Willis the SM of dealer.

He states that o-ring around oil filter was distorted.

They stated that took of oil pan per customer and did not see bearing damage and their was noises.

THis happened on 4/18/03 and customer was provided rental vehicle.

Vehicle is still at dealer.

Dealer is not hearing any knocking noise.

Customer has not driven the vehicle since Friday.

Rental is good through tomorrow.

Will need to talk to customer.

*** CASE YANKED 4/23/03 7:12:43 AM, aluna

Yanked by aluna into WIPbin default.

*** CASE YANKED 4/23/03 8:37:49 AM, jzelezni

Yanked by jzelezni into WIPbin default.

*** NOTES 4/23/03 8:42:50 AM, jzelezni, Action Type : Call from Customer

Called and left message for customer at work number.

Left name and call back number.

*** CASE MODIFY 4/23/03 8:42:53 AM, jzelezni

into WIP default and Status of Solving.

*** NOTES 4/23/03 10:49:51 AM, jzelezni, Action Type : Call from Customer

Spoke to customer.

She expressed concern over the incident of the oil leaking out and her concerns for future engine damage and failure.

Explained that based on dealers findings right now there is no apparent damage to the engine.

Customer stated that she just wants some assurance that AH will stand behind the product.

Explained that AH will extend warranty on engines only to 7/100K/

Customer stated that she would need to think about the offer and get back to AH.

Stated that would be fine.

Will await her phone call.

*** CASE MODIFY 4/23/03 10:49:55 AM, jzelezni

into WIP default and Status of Solving.

*** NOTES 4/23/03 1:42:52 PM, jzelezni, Action Type : Call from Customer

Customer called and accepted the offer.

Will send her letter extending warranty on engine only for 7/100K.

*** NOTES 4/23/03 1:43:01 PM, jzelezni, Action Type : Letter/Fax

Case History

Case ID : N012003-04-2100599

Case Title : [REDACTED] LAURA - DEALERSHIP ISSUE

April 23, 2003

[REDACTED]
Gum Spring, VA 23065

Dear Ms. [REDACTED]

This is to confirm our commitment to stand behind the quality of your 2003 Honda CR-V, Vehicle Identification Number, SHSRD7886 [REDACTED]. As a goodwill gesture, American Honda Motor Co. would like to make the following offer. In addition to the original new vehicle warranty, Honda will warrant your engine under the same terms as the original new vehicle warranty for a total period of up to 7 years or 100,000 miles, which ever would occur first.

This offer of an extended warranty is solely for the purpose of your customer satisfaction, and does not extend any rights you may have under third party arbitration (as outlined in your Warranty Information booklet) past the normal warranty period. This offer is non-transferable to subsequent owners. It covers defects in materials and workmanship under normal use, provided American Honda's maintenance schedule is followed. It does not cover failures resulting from negligence or abuse.

All other warranties will remain in good standing and will be unaffected by the above offer. This would include your emission warranty. Please see your Warranty Booklet for further clarification of the original factory warranties.

This offer is not part of the manufacturer's warranty and therefore will not be found in Honda's database. To ensure that you receive the benefits this gesture was intended to provide keep this letter with your vehicle to serve as proof of this offer. If there are any questions, please request the Service Manager contact American Honda's Automobile Customer Service Department.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

Joleen Zeleznicky
Automobile Customer Service
N012003-04-2100599

*** NOTES 4/23/03 1:47:09 PM, jzelezni, Action Type : Call from Customer

Faxed and mailed letter.

Closing file.

*** CASE MODIFY 4/23/03 1:47:12 PM, jzelezni

into WIP default and Status of Solving.

*** SUBCASE N012003-04-2100599-2 CLOSE 4/23/03 2:02:52 PM, jzelezni

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/23/03 2:02:54 PM, jzelezni

into WIP default and Status of Solving.

*** CASE CLOSE 4/23/03 2:02:59 PM, jzelezni

Case History**Case ID : N012003-04-2100599****Case Title : ██████████, LAURA - DEALERSHIP ISSUE****Status - Closed, Resolution Code - Instruction Given, State - Open**

Case Details

Case ID : N012003-09-2500761 Division : Honda - Auto Condition : Closed Open Date : 9/25/2003 10:46:10
 Case Originator : Stephanie Durham Sub Division : Customer Relations Status : Closed Close Date : 10/23/2003 9:53:49
 Case Owner : Maria Martinez Method : Phone Queue : Days Open : 28
 Point of Origin : Customer Wipoint :
 Case Title : [REDACTED] MICHELLE - DEFECTIVE PART ISSU/EXT WARRANTY REQ/UE No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / SHSRD7852[REDACTED]
 Model / Year : CR-V / 2003
 Model ID / Product Line : RD7853PBW / A
 Miles / Hours : 9,569
 In Service Date : 03/26/2003
 Months In Use : 6
 Engine Number : K24A12529039
 Originating Dealer No. / Name : 206878 / KRENZEN HONDA
 Selling Dealer No. / Name : 206878 / KRENZEN HONDA
 Trim : 4WD LXS
 No. of Doors : 5
 Transmission Code : 4AT
 Exterior Color : GB
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

Current Dealer Info :

Current Dealer No. / Name : 206878 / KRENZEN HONDA
 Phone No. : 218-727-2905
 Address : 2500 MALL DRIVE
 City / State / Zip : DULUTH, MN 55811
 Svc District / Sls District : 08A / C08
 Warranty Labor Rate / Date : \$74.50 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Incl

Involved Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Product Complaint	Operation	111	Lower Engine
N012003-09-2500761-1 / MICHELLE [REDACTED]	Subcase Close	Product Complaint	Operation	111	Lower Engine

Issue Details

Issue ID : N012003-09-2500761-1
 Issue Originator : Marisa Martinez
 Issue Owner : Marisa Martinez
 Issue Title : ██████████

Type 1 : Product Complaint
 Type 2 : Operation

Condition : Closed
 Status : Subcase Close
 Queue :

Wipbin :
 Open Date : 9/25/03 4:18:25 PM
 Close Date : 10/23/03 9:53:46 AM

PRODUCT COMPLAINT - OPERATION

Coding Info :

Labor Code / Desc : 111 / Lower Engine

Condition Code Desc : Oil Leak 1117

Campaign Code / Desc : /

Resolutions : Documented Concern, Extended Coverage

Component Category : 06 - Engine & Cooling Sys

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

BO Reason

Case History

Case ID : N012003-09-2500761

Case Title [REDACTED] MICHELLE - DEFECTIVE PART ISSUE/EXT WARRANTY

*** CASE CREATE 9/25/03 10:46:10 AM, sduham

Contact = MICHELLE [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 9/25/03 10:46:11 AM, sduham, Action Type :

The customer states when he had his first oil change in July 2, 03 @ 4534 at the Krenzen Honda the gasket oil filter blew about 2 miles away from the dealer. The dealer came to the location with some oil and drove the car back to the dealership. The part was replaced, the car was inspected, he was told the gasket was defective. The factory rep was called and provided some info to the dealer to look for damage, no damage was found. The customer wants an extended warranty in the event something comes up later on. He says in the back of his mind he just doesn't feel good about this and will probably just sell it once the warranty is up if AHMC doesn't stand behind it's product. He was told his request has been documented and his request will be reviewed with no guarantees. He was told a cm will contact him in 3-5 business days.

*** CASE MODIFY 9/25/03 10:46:59 AM, sduham

into WIP default and Status of Solving.

*** CASE MODIFY 9/25/03 10:51:49 AM, sduham

into WIP default and Status of Solving.

*** CASE DISPATCH 9/25/03 10:51:54 AM, sduham

from WIP default to Queue Team C.

*** CASE ACCEPT 9/25/03 1:55:20 PM, mmartine

from Queue Team C to WIP MAIN.

*** COMMIT 9/25/03 4:17:22 PM, mmartine, Action Type :

Made to MICHELLE [REDACTED] due 09/29/2003 04:17:25 PM.

DCS Follow-Up

*** NOTES 9/25/03 4:17:53 PM, mmartine, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 9/29/2003

This customer contacted our office regarding the following issue(s):

The customer states when he had his first oil change in July 2, 03 @ 4534 at the Krenzen Honda the gasket oil filter blew about 2 miles away from the dealer. The dealer came to the location with some oil and drove the car back to the dealership. The part was replaced, the car was inspected, he was told the gasket was defective. The factory rep was called and provided some info to the dealer to look for damage, no damage was found. The customer wants an extended warranty in the event something comes up later on. He says in the back of his mind he just doesn't feel good about this and will probably just sell it once the warranty is up if AHMC doesn't stand behind it's product.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Please advise on diagnosis of oil gasket concern and discussion with DPSM.

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Marisa Martinez

Automobile Customer Service

Case History

Case ID : N012003-09-2500761

Case Title : [REDACTED], MICHELLE - DEFECTIVE PART ISSUE/EXT WARRANTY

*** SUBCASE N012003-09-2500761-1 CREATE 9/25/03 4:18:25 PM, mmartine

Created in WIP Default with Due Date 9/25/2003 4:18:25 PM.

*** CASE MODIFY 9/25/03 4:18:32 PM, mmartine

into WIP MAIN and Status of Solving.

*** CASE MODIFY 9/25/03 4:18:32 PM, mmartine

into WIP MAIN and Status of Solving.

*** NOTES 10/9/03 10:44:30 AM, mmartine, Action Type : Call to Dealer

Spoke to Sherry as SM Joe was not available. She confirmed that the customer did have an oil filter leak. The car was checked out and they didn't find any problems on the vehicle. It was a faulty filter. She stated the customer had wanted a warranty extension. I told her I'd offer one to the customer and wanted to advise SM Joe about it. Left voice mail for Joe that I would offer the warranty extension.

*** NOTES 10/9/03 10:46:02 AM, mmartine, Action Type : Call to Customer

Left message for customer to call me regarding warranty extension.

*** CASE FULFILL 10/9/03 12:10:11 PM, mmartine

Fulfilled for MICHELLE [REDACTED] due 09/29/2003 04:17:25 PM.

*** COMMIT 10/9/03 12:10:13 PM, mmartine, Action Type : N/A

customer call back?

*** NOTES 10/9/03 3:15:40 PM, mmartine, Action Type : Call from Dealer

Joe left voice mail. Left voice mail for him -I will offer a 7/100 mile warranty.

*** NOTES 10/13/03 2:17:41 PM, mmartine, Action Type : Call to Customer

Customer left voice mail - left voice mail for him to call me regarding assistance w/warranty.

*** CASE FULFILL 10/13/03 2:17:49 PM, mmartine

Fulfilled for MICHELLE [REDACTED] due 10/10/2003 12:00:00 AM.

*** COMMIT 10/13/03 2:17:51 PM, mmartine, Action Type : N/A

customer call back?

*** NOTES 10/15/03 9:29:09 AM, mmartine, Action Type : Call to Customer

Customer left voicemail. Left message for him to call me. Advised of my hours and asked if he had another phone number for me to reach him to please leave it if he gets my voice mail. Or leave a time that is good to call him.

*** NOTES 10/15/03 4:05:26 PM, mmartine, Action Type : Call to Customer

Customer left message. Called him back. Told him I could appreciate his concerns and would process a 7/100 warranty on the trans. He says there may not be anything wrong w/the vehicle but his is concerned about the reliability. I told him I'd like to see him regain his confidence in the vehicle and he said the warranty would definitely help with that. I told him I'd process the paperwork and provide him w/the contract number. Then Honda Care will send a packet of information.

*** CASE FULFILL 10/15/03 4:05:35 PM, mmartine

Fulfilled for MICHELLE [REDACTED] due 10/14/2003 12:00:00 AM.

*** COMMIT 10/15/03 4:05:40 PM, mmartine, Action Type : N/A

VSC completed?

*** CASE MODIFY 10/15/03 4:19:54 PM, mmartine

Attachment Q4

Dealer Reports

Tech Line Contact Report

TL Ref #: 1184548
 Created By: KEITHC
 Date Created: 05/13/2003
 Last Edited By: KEITHC
 # of Edits: 1

Code: Original Complaint: 1520 OIL LK @ REAR OF BLOCK
 Probable Cause; Solution: POSS BLOCK, INSPECT

Alt Codes: **Status:**

KB Source: **Title/Subject:** **Mileage:** 6577

Dealer #: 297485 Dir Sord: DAVE TZ: 0 Serv Ph: (425) 776-7675 Serv Mgr: JOHN ROYCE Dir Name: LYNNWOOD HONDA 22020 HIGHWAY 99 EDMONDS, WA 98026-8040 Phone: 425-776-7675 Fax #: (425) 672-0605 DSM Name: PHIL HEINZMAN Zone/Dist: 02 / A Phone: (800) 555-3495 - 17123	VIN: JHLRD6849 Year: 2003 Model: CR-V Tran: 4AT Trim/Grade: 2WD LX Doors: 6DR WD: 2 Fact: SAYAMA Country: JAP Desc: CR-V 6DR 2WD LX 4CYL 160.0HP 2.4L Acc: POWER STEERING, USA Engine #: Trans#: Em Type: W.O.#: Parts Req #:
---	--

Tech Line Suggests

Information from Dealer

05/13/03 13:39:23 KEITHC:----->ENGINE OIL LEAK, OIL FILTER AREA
 ----->CLEANED IT UP, CAN'T SEE THE LEAK
 POSS BLOCK

Tech Line Contact Report

T/L Ref #: 1240025 Created By: BOBE Date Created: 09/15/2003 Last Edited By: BOBE # of Edits: 1

Code: Original Complaint:
P1259 VTECH MALFNCTN,B1

Probable Cause; Solution:
OIL FILTER DOUBLE GASKET; WHO INSTALLED?

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 6191

Dealer #: 208586	VIN: JHLRD884X3	Em:
Dir Cont: ROBERT TZ: 0	Year: 2003	Model: CR-V
Serv Ph: (562) 809-3700	Tran: 4AT	Trim/Grade: 2WD LX
Serv Mgr: NAPOLEON	Doors: 5DR	WD: 2
	Fact: SAYAMA	Country: JAP
Dir Name: NORM REEVES HONDA SUPERSTORE	Desc: CR-V 5DR 2WD LX 4CYL 180.0HP 2.4L	
18500 STUDEBAKER ROAD	Acc: POWER STEERING, USA	
CERRITOS, CA 90701-5337	Engine #: _____	Trans#: _____
Phone: 562-402-3844 Fax #: (562) 809-7196	Em Type: _____	
DSM Name: ERIC CATHERINE Zone/Dist: D1 / G	W.O.#: _____	Parts Req #: _____
Phone: (800) 555-3495 - 18013		

Tech Line Suggests

Information from Dealer

09/15/03 10:34:51 BOBE:----->TOWED IN LOW ON OIL WITH A LOWER END KNOCKING
NS
ANY OIL LEAKS----->DOUBLE GASKET ON THE OIL FILTER
WHO CHANGED THE OIL FILTER----->DONT KNOW
FIND OUT, BECAUSE THEY WILL BE THE ONE PAYING
FOR THE ENG REPAIR----->
----->HAS A P1259 CODE
----->COMP IS 130,130,130,130
CHK CAM FOR SIZED IN HEAD----->
IF YEB, REPLACE HEAD ASSY AND S/B----->

Attachment Q4

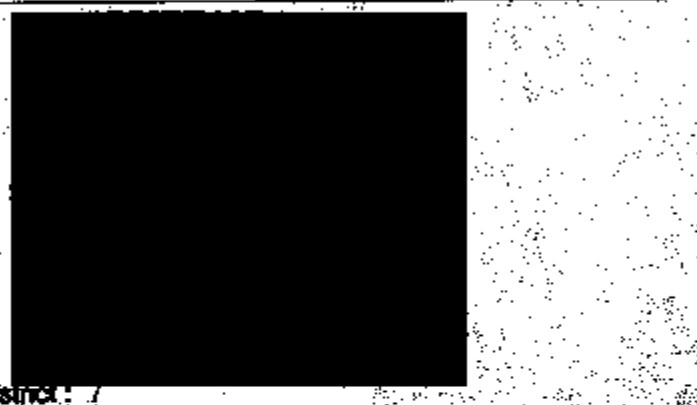
Crash Report

Case Details

Case ID : N012004-01-0601224 Division : Honda - Auto Condition : Closed Open Date : 1/6/2004 2:23:10 PM
 Case Originator : Sabra Brinkley Sub Division : Customer Relations Status : Closed Close Date : 1/29/2004 10:27:49
 Case Owner : Christina Griffin Method : Phone Queue : Days Open : 23
 Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] ANDRE - CAR FIRE HANSEL/TRADE UP VALUE CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip :
 E Mail :
 Svc District / Site District :



Product Info :

Unit Owner : [REDACTED] 16 T
 VIN Type / No. : US VIN JHLED68454 [REDACTED]
 Model / Year : CR-V / 2004
 Model ID / Product Line : RD6844PW / A
 Miles / Hours :
 In Service Date : 1/28/2003
 Months In Use : 2
 Engine Number : K24A13095143
 Originating Dealer No. / Name : 206558 / WINTER HONDA
 Selling Dealer No. / Name : 208111 / HANSEL HONDA
 Trim : 2WD LX
 No. of Doors : 5
 Transmission Code : 4AT
 Exterior Color : SI
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

Fire occurred in
 JHLRD68454 [REDACTED]
 Customer was traded into
 JHLRD68454 [REDACTED]

Current Dealer Info :

Current Dealer No. / Name : 208111 / HANSEL HONDA
 Phone No. : 707-769-4000
 Address : 1310 AUTO CENTER DRIVE
 City / State / Zip : PETALUMA, CA 94952
 Svc District / Site District : 11B / A01
 Warranty Labor Rate / Date : \$97.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Review Ind.

Involved Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

ISSUES :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012004-01-0601224-1 / [REDACTED]	Subcase Close	Product Complaint	Operation - "Safety"	745	Electrical test
N012004-01-0601224-2 / [REDACTED]	Subcase Close	Sales - Dealer	Sales Transaction		

Issue Details

Issue ID : N012004-01-0601224-1
 Issue Originator : Christina Griffin
 Issue Owner : Christina Griffin
 Issue Title : [REDACTED]

Type 1 : Product Complaint
 Type 2 : Operation - "Safety"
 S - PRODUCT COMPLAINT - OPERATION - "SAFETY"

Condition : Closed
 Status : Subcase Close
 Queue :

Wipbin :
 Open Date : 1/6/04 5:23:52 PM
 Close Date : 1/29/04 10:27:49 AM

Coding Info :

Labor Code / Desc : 745 / Electrical test
 Condition Code Desc : Car Fire 7451
 Campaign Code / Desc : /
 Resolutions : Provided Information
 Component Category : 06 - Engine & Cooling Sys
 Previously Published : NO
 Fire Indicator : YES
 Rollover Indicator : NO

Solution / Linked Resolution Info :

Solution ID	Resolution Title

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012004-01-0601224-2
 Issue Originator : Christina Griffin
 Issue Owner : Christina Griffin
 Issue Title : ANDRE RUYE - SALES - DEALER

Type 1 : Sales - Dealer
 Type 2 : Sales Transaction
 SALES TRANSACTION

Condition : Closed
 Status : Subcase Close
 Queue :

Wipbin :
 Open Date : 1/29/04 10:27:03 AM
 Close Date : 1/29/04 10:27:47 AM

Coding Info :

Labor Code / Desc : /
 Condition Code Desc :
 Campaign Code / Desc : /
 Resolutions : Provided Information
 Component Category : NA - Please Specify
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO

Solution / Linked Resolution Info :

Solution ID	Resolution Title

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012004-01-0601224

Case Title : [REDACTED] ANDRE -CAR FIRE HANSEL/TRADE UP VALUE CONCERN

*** CASE CREATE 1/6/04 2:23:10 PM, sbrinkle

Contact - ANDRE [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 1/6/04 2:23:42 PM, sbrinkle

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 1/6/04 2:23:47 PM, sbrinkle

CAMPAGN CHECK 01/06/2004 02:23:47 PM sbrinkle

No data found for VIN

*** NOTES 1/6/04 3:06:52 PM, sbrinkle, Action Type : Call from Customer

ACS checked for previous case history and found: none

ACS checked for open recalls and found: none

ACS received inbound call from customer stating discontent with dealer (208111) Hansel Honda. The customer states the vehicle was taken to dealer for first oil change on 10/26/03. The customer states on 10/31/03 the vehicle experienced a vehicle fire, which caused an accident. The customer states a police report was taken and the insurance has been contacted. The customer states the vehicle was towed back to dealer on 11/01/03. The customer states service manager - Eddie Parnel confirmed vehicle fire was related to a double gasket on the oil filter. The customer states Eddie Parnel advised that people make mistakes and advised the service manager would get the customer out of current vehicle and into an '04 without having to pay too much difference.

The customer states the difference between the customer current vehicle and the new '04 is \$3000. The customer states this is far too much of a difference to pay for an issue that was not caused by him. The customer states he has waited for weeks to hear back from service manager - Eddie Parnel and has not. The customer states he has attempted to speak with the owner of the dealer and has not been successful. The customer states has been given the run around. The customer states he was advised by the owner's secretary - Holly that a sales manager would contact to discuss this matter. The customer states it has been week and he has not heard from anyone. The customer states the only time he hears from the dealer is when he initiates the calls.

The customer states the fire departments insurance company paid for the customer to have the vehicle repaired. The customer states Eddie Parnel - Service manager is currently in possession for the past three weeks.

ACS apologized to the customer for the experience. ACS advised the customer dealerships are independently owned and operated. ACS advised the customer the is a dealer/customer dispute. ACS advised the customer AHM is not able to get involved however a case manager may be able to utilize its influence to open the lines of communication. ACS advised the customer ACS is not able to guarantee anything except this. The customer understood.

*** CASE MODIFY 1/6/04 3:07:36 PM, sbrinkle

into WIP default and Status of Solving.

*** CASE DISPATCH 1/6/04 3:07:58 PM, sbrinkle

from WIP default to Queue Team E.

*** CASE MODIFY 1/6/04 3:08:03 PM, sbrinkle

into WIP default and Status of Solving.

*** CASE ACCEPT 1/6/04 5:19:40 PM, cgriffin

from Queue Team E to WIP New/Default.

*** CASE MODIFY 1/6/04 5:20:46 PM, cgriffin

into WIP New/Default and Status of Solving.

Case History

Case ID : N012004-01-0601224

Case Title : [REDACTED] ANDRE -CAR FIRE HANSEL/TRADE UP VALUE CONCERN

*** COMMIT 1/6/04 5:21:02 PM, cgriffin, Action Type :

Made to ANDRE [REDACTED] due 01/09/2004 05:21:05 PM.

DCS Follow-Up

*** NOTES 1/6/04 5:23:47 PM, cgriffin, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 1/9/2004 5

This customer contacted our office regarding the following issue(s):

** CAMPAIGN CHECK 01/06/2004 02:23:47 PM shrinkle

No data found for VIN

*** NOTES 01/06/2004 15:06:52 shrinkle Action Type: Call from Customer

ACS checked for previous case history and found: none

ACS checked for open recalls and found: none

ACS received inbound call from customer stating discontent with dealer (208111) Hansel Honda. The customer states the vehicle was taken to dealer for first oil change on 10/26/03. The customer states on 10/31/03 the vehicle experienced a vehicle fire, which caused an accident. The customer states a police report was taken and the insurance has been contacted. The customer states the vehicle was towed back to dealer on 11/01/03. The customer states service manager - Eddie Parnel confirmed vehicle fire was related to a double gasket on the oil filter. The customer states Eddie Parnel advised that people make mistakes and advised the service manager would get the customer out of current vehicle and into an '04 without having to pay too much difference.

The customer states the difference between the customer current vehicle and the new '04 is \$3000. The customer states this is far too much of a difference to pay for an issue that was not caused by him. The customer states he has waited for weeks to hear back from service manager - Eddie Parnel and has not. The customer states he has attempted to speak with the owner of the dealer and has not been successful. The customer states has been given the run around. The customer states he was advised by the owner's secretary - Holly that a sales manager would contact to discuss this matter. The customer states it has been week and he has not heard from anyone. The customer states the only time he hears from the dealer is when he initiates the calls.

The customer states the fire departments insurance company paid for the customer to have the vehicle repaired. The customer states Eddie Parnel - Service manager is currently in possession for the past three weeks.

IN THE INTEREST OF CUSTOMER SATISFACTION WE WOULD LIKE TO RESOLVE THIS SITUATION AS SOON AS POSSIBLE. FURTHER INFORMATION IS REQUIRED TO REVIEW THIS CASE. WE WOULD APPRECIATE ANY INFORMATION YOU CAN PROVIDE WITH REGARD TO THIS CUSTOMER'S VEHICLE STATUS (condition, any damage or modifications) AND ANY PRIOR DPSM INVOLVEMENT WITH THIS CUSTOMER OR VEHICLE.

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Christina Griffin ext 118161

Automobile Customer Service

*** SUBCASE N012004-01-0601224-1 CREATE 1/6/04 5:23:52 PM, cgriffin

Created in WIP Default with Due Date 1/6/2004 5:23:52 PM.

Case History

Case ID : N012004-01-0601224

Case Title [REDACTED], ANDRE -CAR FIRE HANSEL/TRADE UP VALUE CONCERN

*** CASE MODIFY 1/6/04 5:24:36 PM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 1/6/04 5:25:01 PM, cgriffin
into WIP New/Default and Status of Solving.

*** NOTES 1/13/04 10:14:32 AM, cgriffin, Action Type : Note-General
Emailed the case to Jim Namey in engineering. Asked Jim if I should send the DPSM out to inspect the vehicle.

*** CASE MODIFY 1/13/04 10:16:25 AM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 1/19/04 10:26:10 AM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 1/19/04 10:26:13 AM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 1/19/04 10:31:31 AM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 1/19/04 10:31:43 AM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 1/19/04 10:31:51 AM, cgriffin
into WIP New/Default and Status of Solving.

*** NOTES 1/19/04 11:54:38 AM, cgriffin, Action Type : Call to Customer
L/M for the customer to contact me regarding his request. Direct ext# provided.

*** CASE MODIFY 1/19/04 11:54:43 AM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 1/19/04 11:54:52 AM, cgriffin
into WIP New/Default and Status of Solving.

*** NOTES 1/19/04 11:58:17 AM, cgriffin, Action Type : Field/DSM
L/M for DPSM Larry O'Brien to contact me regarding this customer. Direct ext# provided.

*** CASE MODIFY 1/19/04 2:04:43 PM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 1/21/04 1:21:39 PM, cgriffin
into WIP New/Default and Status of Solving.

*** NOTES 1/27/04 12:43:02 PM, jnguyen, Action Type : Call from Customer
The cust is calling for status. I advised the cust her CM is currently reviewing, however, is not available. I transferred to voicemail. The cust was satisfied. I asked if the customer received the VM on 1/19. The customer stated he did not. I verified the number and it was one digit off and updated.

*** NOTES 1/29/04 9:08:25 AM, cgriffin, Action Type : Call to Dealer
Spoke to SM Eddie Parnell regarding this customer. Eddie states the fire was due to the oil filter leaking onto the catalytic converter. I asked Eddie how this happened. Eddie states 5 days before the flash fire, the customer came in for an oil change. The tech that did the work did not remove the old oil filter gasket and it was doubled. The gasket became stuck to the engine block and this caused a flash fire under the hood. The fire signed the

Case History

Case ID : N012004-01-0601224

Case Title : ■■■■■, ANDRE -CAR FIRE HANSEL/TRADE UP VALUE CONCERN

under coat of the hood and damaged the wire harness. There was no body or paint damage to the vehicle. Eddie states the dlr absorbed the cost of repairs.

Eddie states another unfortunate ordeal the customer experienced was that someone hit the vehicle while on the side of the road. The guy that hit the vehicle had his insurance pay for the customer's body damage from the accident.

Eddie states due to the source of the flash fire the GM traded the customer into a new 2004 CR-V. The customer is upset b/c he had to participate in the trade and pay \$3000. Eddie states the reason for the cost was due to the customer upgrading to a 2004 instead of going to a 2003. The customer now has the 2004 CR-V and has had it since late November. Eddie states the incident w/the car fire was in October. I thanked Eddie for the information.

*** NOTES 1/29/04 9:11:24 AM, cgriffin, Action Type : Note-General

Please note that the customer is upset b/c he had to participate in the trade up into a new 2004 Honda CR-V. The dlr has repaired the vehicle and it was purchased by the Shop Foreman. The VIN that is listed in the case is for the 2004 CR-V. No inspection of the vehicle by the DPSM is needed.

*** CASE MODIFY 1/29/04 9:18:40 AM, cgriffin

into WIP New/Default and Status of Solving.

*** NOTES 1/29/04 10:21:38 AM, cgriffin, Action Type : Call from Dealer

Eddie also stated that the customer agreed to the \$3000 price participation and paid that amount. The customer was aware of the price difference in the 2003 CR-V and the 2004 CR-V.

*** NOTES 1/29/04 10:25:07 AM, cgriffin, Action Type : Call to Dealer

Spoke to the customer regarding his case. Customer states he does not believe he should have had to participate in getting a new vehicle. It was not his fault that the dlr caused the car fire. Customer states he feels if he is getting the short end of the stick. Customer stated he was promised that it would cost him nothing to upgrade to the 2004. He appreciates the dlr stepping up and placing him in a new vehicle however this should have been done at no cost to him.

Customer would like to know if there is a way AH can have the dealer redo the deal. Informed the customer that unfortunately AH does not take part in the sales of the vehicles. The dlrs are independently owned and operated and conduct their own sales practices. From what I am being told, the 2004 CR-V cost more than the 2003 and he agreed to pay this amount. Customer stated that he needed a car so he had to agree to the cost. It wasn't until after the agreement that he rethought the situation.

Informed the customer that he would need to resolve this matter w/the dlr. On his behalf I will notify the GM of his concerns. Customer said thank you.

*** NOTES 1/29/04 10:26:40 AM, cgriffin, Action Type : Dealer Communication

ATTN: SERVICE MANAGER/GENERAL MANAGER:

This customer contacted our office regarding the following issue(s):

Customer states he does not believe he should have had to participate in getting a new 2004 CR-V. It was not his fault that the dlr caused the car fire. Customer states he feels if he is getting the short end of the stick. Customer stated he was promised that it would cost him nothing to upgrade to the 2004. He appreciates the dlr stepping up and placing him in a new vehicle however this should have been done at no cost to him.

Customer would like to know if there is a way AH can have the dealer redo the deal. Informed the customer that unfortunately AH does not take part in the sales of the vehicles. The dlrs are independently owned and operated and conduct their own sales practices. From what I am being told, the 2004 CR-V

Case History

Case ID : N012004-01-0601224

Case Title : [REDACTED] ANDRE - CAR FIRE HANSEL/TRADE UP VALUE CONCERN

cost more than the 2003 and he agreed to pay this amount. Customer stated that he needed a car so he had to agree to the cost. It wasn't until after the agreement that he rethought the situation.

Informed the customer that he would need to resolve this matter w/the dlr. On his behalf I will notify the GM of his concerns. Customer said thank you.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Christina Griffin
Automobile Customer Service

- *** SUBCASE N012004-01-0601224-2 CREATE 1/29/04 10:27:03 AM, cgriffin
Created in WIP Default with Due Date 1/29/2004 10:27:03 AM.
- *** SUBCASE N012004-01-0601224-2 CLOSE 1/29/04 10:27:47 AM, cgriffin
Status = Solving, Resolution Code = Instruction Given
- *** SUBCASE N012004-01-0601224-1 CLOSE 1/29/04 10:27:49 AM, cgriffin
Status = Solving, Resolution Code = Instruction Given
- *** CASE CLOSE 1/29/04 10:27:49 AM, cgriffin
Status = Closed, Resolution Code = Instruction Given, State = Open

Attachment Q4

Property Damage Claims



Commerce Insurance

The Commerce Insurance Company

Citation Insurance Company

Members of The Commerce Group, Inc.

11 Gore Road, Webster, Massachusetts 01570 (508) 949-1800
www.commercoinsurance.com

RECEIVED
JAN 5 2004

MURRAY NORTH AMERICA
LAW DEPARTMENT

October 23, 2003

Automobile Customer Service
1919 Torrance Blvd
Torrance CA 90501

JAN - 5 2004

RE: Insured: Rober [REDACTED] *old case*
File #: TW6845- NCM948
Date of Loss: 10/6/2003
Claimant:

Dear Sir or Madam:

We are writing to inform you that the engine of our Insured's 03 Honda CR-V, VIN # SHSRD78853U128392, caught on fire on October 6, 2003. This letter is to put American Honda on notice that a possible mechanical defect was the cause of this incident.

If you have any questions, please contact me at 1-800-221-1805, ext. 5402.

Sincerely,

THE COMMERCE INSURANCE COMPANY

Daniel Wleniewski
Claims Adjuster

Attachment Q4

Lawsuits

LAW OFFICES
WHELCHER, BROWN, READDICK & BUMGARTNER, LLP
5 GLYNN AVENUE
P. O. BOX 880
BRUNSWICK, GEORGIA 31521-0820

J. THOMAS WHELCHER
RICHARD A. BROWN, JR. (Ga. & Fla.)
TERRY L. READDICK
JOHN E. BUMGARTNER
G. TODD GAYNE
RICHARD E. SHERWOOD
BRADLEY J. WATKINS
JOHN F. MCQUINN
LAURA B. ROBERTS
CHARLES J. MOUTON

(912) 284-8544 X31
FAX (912) 284-8587
E-MAIL: attorneys@whrblaw.com

ST. SIMONS ISLAND OFFICE
804 BRACKYVIEW DRIVE
SUITE 10-D
ST. SIMONS ISLAND, GA 31522
(912) 638-1174
FAX (912) 888-8585

Reply To Brunswick Office

March 24, 2004

VIA FEDERAL EXPRESS

Ms. Tanya Cyre
LAW DEPARTMENT
Honda North America, Inc.
700 Van Ness Avenue
Torrance, CA 90509-2206



Re: *Robyn [redacted] and Scott [redacted] v. American Honda Motor Co., Inc. and
Nalley Honda Motor Co., Inc.*
Superior Court of Glynn County
CV#: CEO4-00403-063

Dear Ms. Cyre:

Enclosed is a Complaint which was served upon Mr. Brown today as Registered Agent for American Honda.

Best regards.

Very truly yours,

WHELCHER, BROWN, READDICK & BUMGARTNER

Lori Aspinwall
Secretary to Richard A. Brown, Jr.

/lsa
Enclosures

SHERIFF'S ENTRY OF SERVICE

SC-88-2

Civil Action No. 2004-00403-063

Superior Court Magistrate Court
State Court Probate Court
Juvenile Court
Georgia, Glynn COUNTY

Date Filed March 19th 2004

Attorney's Address
Jim H. Fisher, Esq.
Jason D. Hergert-Boether, Esq.
Atlantic Ctr Plaza 1180 W. Peachtree St.
Atlanta, Georgia 30309

[Redacted] Plaintiff

VS.

Nalley Brunswick Automobiles, Inc. and
American Honda Motor Company, Inc.

Name and Address of Party to be Served
American Honda Motor Company, Inc.
Attn: Richard A. Brown, Jr.
5 Glynn Avenue
Brunswick, Ga. 31520

Defendant

Garnished

SHERIFF'S ENTRY OF SERVICE

PERSONAL

I have this day served the defendant _____ personally with a copy of the within action and summons.

NOTORIOUS

I have this day served the defendant _____ by leaving a copy of the action and summons at his most notorious place of abode in this County.

Delivered same into hands of _____ described as follows: age, about _____ years; weight, about _____ pounds; height, about _____ feet and _____ inches, domiciled at the residence of defendant.

CORPORATION

Served the defendant Nalley Brunswick Automobiles, Inc. a corporation by leaving a copy of the within action and summons with Richard A. Brown, Jr. in charge of the office and place of doing business of said Corporation in this County.

TACK & MAIL

I have this day served the above styled affidavit and summons on the defendant(s) by posting a copy of the same to the door of the premises designated in said affidavit, and on the same day of such posting by depositing a true copy of same in the United States Mail, First Class in an envelope properly addressed to the defendant(s) at the address shown in said summons, with adequate postage affixed thereon containing notice to the defendant(s) to answer said summons at the place stated in the summons.

NON EST

Diligent search made and defendant _____ not to be found in the jurisdiction of this Court.

This 21 day of March, 2004

[Signature] DEPUTY

SHERIFF DOCKET _____ PAGE _____

WHITE-COLOR CHAIRY-PLAINTIFF PINK-DEFENDANT

IN THE SUPERIOR COURT OF GLYNN COUNTY
STATE OF GEORGIA

[REDACTED]

Plaintiffs,

v.

NALLEY BRUNSWICK AUTOMOBILES,
INC. and AMERICAN HONDA
MOTOR COMPANY, INC.

Defendant.

CIVIL ACTION
FILE NO. CC04-002103-067
JURY TRIAL DEMANDED

COMPLAINT FOR DAMAGES

COMES NOW Plaintiff, [REDACTED] by and through their undersigned counsel, alleges the following:

PARTIES AND JURISDICTION

1.

The Defendant, Nalley Brunswick Automobiles, Inc. ("Nalley"), is a Georgia corporation registered to do business in the State of Georgia and is subject to the jurisdiction and venue of this Court. This Defendant may be served through its registered agent for service of process, Mark Hall, 178 Altama Connector, Brunswick, Glynn County, GA 31520.

2.

Defendant, American Honda Motor Company, Inc. ("American Honda"), is a foreign corporation registered to do business in the State of Georgia and is subject to the jurisdiction and venue of this Court. This Defendant may be served through its registered agent for service of process, Richard A. Brown, Jr., 5 Glynn Ave., Brunswick, Glynn County, GA 31520.

CLERK SUPERIOR COURT
GLYNN COUNTY, GEORGIA
04 MAR 19 PM 3
ORIGINAL FILED IN OFFICE

3.

Plaintiffs, Scott and Robyn [REDACTED], are and at all times relevant hereto were residents of St. Simons Island, Glynn County, Georgia.

FACTS, IN ALL COUNTS

4.

Paragraphs 1 through 3 are incorporated herein fully as if each count were restated in full.

5.

On or about April 22, 2003 Robyn and Scott [REDACTED] purchased a 2003 Honda model CRV-LX, identification number SHSRD6843 [REDACTED] 3, manufactured by Defendant American Honda from Defendant Nalley.

6.

On or about June 6, 2003 Scott [REDACTED] brought said vehicle to Defendant Nalley's place of business for routine service. At the time of its service by Defendant Nalley, Plaintiffs' car had fewer than 5000 miles on its odometer.

7.

On or about June 6, 2003, Robyn [REDACTED] was driving the vehicle in question and was exiting the parking lot of a Wendy's restaurant. As she pulled over, to let a fire truck pass, she noticed flames coming from the wheel-well of her Honda CRV-LX. These flames were also visible to the persons in the passing fire truck, who called in the car fire shortly after passing Ms. Reyna.

8.

As a result of the fire, Scott and Robyn [REDACTED] did suffer property damage to their Honda CRV-LX and other losses of money directly attributable to the fire, including, but not limited to,

the total value of the vehicle, payment of towing expenses, and payment of rental car expenses.

9.

Defendant Nalley, by and through its duly authorized agents, servants and/or employees, in disregard of their duties and obligations to the Plaintiffs and at variance with the prevailing standards, were guilty of negligence in the following particulars:

- (a) Failing to properly perform maintenance upon the Plaintiffs' vehicle; and
- (b) Failing to properly inspect the work performed upon the Plaintiffs' vehicle to insure that no extraneous debris was left in or around the engine compartment when maintenance on the Plaintiffs' vehicle was complete.

10.

On or about June 6, 2003, said vehicle did catch on fire as a direct result of any or all of the following, or any combination thereof:

- (a) the debris left in the engine compartment by Defendant Nalley, by and through its duly authorized agents, servants and/or employees;
- (b) the negligent design of the vehicle in question by Defendant American Honda, by and through its duly authorized agents, servants and/or employees; or
- (c) the negligent manufacture of the vehicle in question by Defendant American Honda, by and through its duly authorized agents, servants and/or employees.

COUNT I

NEGLIGENCE OF DEFENDANT NALLEY

11.

Paragraphs 1 through 10 are incorporated herein fully as if each were restated in full.

12.

Defendant Nalley owns and operates the service center where Plaintiffs' Honda CRV-LX had maintenance performed upon it.

13.

As the owner and operator of the service center, Defendant Nalley owes the Plaintiffs a duty of care in the performance of maintenance.

14.

Defendant Nalley breached this duty of care when its agents, employees and/or servants negligently left a shop rag or other flammable debris in the engine compartment of Plaintiffs' car after it was serviced.

15.

As a direct and consequential result of Defendant Nalley's breach of the duty owed to the Plaintiffs, Robyn and Scott [REDACTED] did suffer property damage and other monetary loss.

COUNT 2

NEGLIGENCE OF DEFENDANT AMERICAN HONDA

16.

Paragraphs 1 through 15 are incorporated herein fully as if each were restated in full.

17.

Defendant American Honda manufactured the Honda CRV-LX in question.

18.

As the manufacturer of the vehicle in question, Defendant American Honda owes the Plaintiffs a duty of care in the manufacture of its automobiles.

19.

Defendant American Honda breached this duty when its agents, employees and/or servants negligently designed the Honda CRV-LX in question.

20.

Defendant American Honda breached this duty when its agents, employees and/or servants negligently manufactured the Honda CRV-LX in question.

21.

As a result of the negligent design or manufacture, or both, of Plaintiff's automobile, Plaintiff has suffered property damage and other monetary loss.

COUNT THREE

STRICT LIABILITY OF DEFENDANT AMERICAN HONDA

22.

Paragraphs 1 through 21 are incorporated herein fully as if each were restated in full.

23.

Defendant American Honda is a manufacturer of consumer goods, and is strictly liable for manufacturing or design defects in its products.

24.

The Honda CRV-LX which is the subject of this suit has either a manufacturing or design defect, or both, which caused it to catch on fire.

25.

As a result of these defects, Plaintiff has suffered property loss and other monetary damages directly attributable to Defendant American Honda.

COUNT FOUR

**BREACH OF WARRANTIES EXPRESS AND IMPLIED
BY DEFENDANTS NALLEY AND AMERICAN HONDA**

26.

Paragraphs 1 through 25 are incorporated herein fully as if each were restated in full.

27.

Through the course of sale of the automobile in question, Defendant Nalley and American Honda represented or warranted the condition of the Plaintiffs' automobile. These warranties were both express and implied.

28.

Through its actions and the resulting fire, these express and implied warranties have been breached.

29.

The breach of these express and implied warranties has caused Plaintiffs to suffer property loss and other monetary loss.

COUNT FIVE

FAILURE BY DEFENDANTS NALLEY AND AMERICAN HONDA TO WARN PLAINTIFFS OF THE DANGEROUS CONDITION OF THE AUTOMOBILE

30.

Paragraphs 1 through 29 are incorporated herein fully as if each were restated in full.

31.

Through the course of the sale of the subject automobile, Defendants Nalley and American Honda failed to warn Plaintiffs about the defective condition of said automobile. Specifically, both Defendants failed to warn Plaintiffs that said automobile could catch on fire without warning and without cause.

32.

After the employees, servants or agents of Defendant Nalley negligently left a shop rag or other form of debris in the engine compartment of Plaintiffs' automobile, the same did fail to warn Plaintiffs as to the dangerous condition of said automobile.

Atlantic Center Plaza
1180 West Peachtree Street, N.W.
Suite 900
Atlanta, Georgia 30309
(404) 954-5000
(404) 954-5020 Fax

Attachment Q4

Fire Reports – Field/Dealer Reports

Tech Line Contact Report

T/L Ref #: **1300544** Created By: **JIMN** Date Created: **01/19/2004** Last Edited By: **JIMN** # of Edits: **6**

Code: Original Complaint:
0512 UNDERHOOD; OIL FILTER

Probable Cause; Solution:
DLR ERROR, 1 DAY AFTER OIL CHANGE, DPSM INFO?

Alt Codes: 0510

Status:

KB Source:

Title/Subject:

Mileage:

<p>Dealer #: 208111 Dir Cont: CHRISTINA GRIFFIN TZ: 0 Serv. Ph: (707) 769-4044 Serv Mgr: ED PARNELL Dir Name: HANSEL HONDA 1310 AUTO CENTER DRIVE PETALUMA, CA 94952- Phone: 707-769-4000 Fax #: (707) 769-4049 DSM Name: LARRY DEBEN Zone/Dist: 11/B Phone: (310) 781-5699 - 19006</p>	<p>VIN: JHLRD68483 [REDACTED] Year: 2004 Em: [REDACTED] Tran: 4AT Model: CR-V Doors: 5DR Trim/Grade: 2WD LX Fact: SAYAMA WD: 2 Desc: CR-V 5DR 2WD LX 4CYL 1600HP 2.4L Country: JAP Acc: POWER STEERING, USA Engine #: Trans: [REDACTED] Em Type: [REDACTED] W.O.#: Parts Req #: [REDACTED]</p>
--	---

Tech Line Suggests

Information from Dealer

01/19/04 08:56:41 JIMN:----->
C/R CONTACT#? (IF AVAILABLE)-----> N012004-01-0601244
C/R AGENT? (IF AVAILABLE)-----> CHRISTINA GRIFFIN
CUSTOMER NAME?----->
ADDRESS (IF AVAILABLE)----->
----->
PHONE (IF AVAILABLE)-----> DAY----->
-----> NIGHT----->
DATE OF FIRE/ACCIDENT?-----> 10/31/03
INSURANCE CO.----->
AGENT/PHONE#?----->
VEHICLE PRESENTLY LOCATED AT-----> DEALER?
ANY INJURIES?----->
DELIVERY DATE? (IF AVAILABLE)----->
OBTAIN REPAIR HISTORY (RECENT REPAIRS?)-----> OIL CHANGED AT HANSEL HONDA 208111 ON 10/26/03
IF FIRE, RECENT ACCIDENTS?----->
CUSTOMERS STATEMENT? (WHAT HAPPENED?)----->
FROM STATEMENT ON C/R CONTACT;

Fire occurred in
JHLRD68483 [REDACTED]. Customer
was traded into JHLRD68454 [REDACTED].

ACS received inbound call from customer stating discontent with dealer (208111) Hansel Honda. The customer states the vehicle was taken to dealer for first oil change on 10/26/03. The customer states on 10/31/03 the vehicle experienced a vehicle fire, which caused an accident. The customer states a police report was taken and the insurance has been contacted. The customer states the vehicle was towed back to dealer on 11/01/03. The customer states service manager -- Eddie Parnel confirmed vehicle fire was related to a double gasket on the oil filter. The customer states Eddie Parnel advised that people make mistakes and advised the service manager would get the customer out of current vehicle and into an '04 without having to pay too much difference.

The customer states the difference between the customer current vehicle and the new '04 is \$3000. The customer states this is far too much of a difference to pay for an issue that was not caused by him. The customer states he has waited for weeks to hear back from service manager -- Eddie Parnel and has not. The customer states he has attempted to speak

Tech Line Contact Report

T/L Ref#: 1300544 Created By: JMN Date Created: 01/19/2004 Last Edited By: JMN # of Edits: 6

with the owner of the dealer and has not been successful. The customer states has been given the run around. The customer states he was advised by the owner's secretary-- Holly that a sales manager would contact to discuss this matter. The customer states it has been week and he has not heard from anyone. The customer states the only time he hears from the dealer is when he initiates the calls.

The customer states the fire departments insurance company paid for the customer to have the vehicle repaired. The customer states Eddie Parnel--Service manager is currently in possession for the past three weeks.

ACS apologized to the customer for the experience. ACS advised the customer dealerships are independantly owned and operated. ACS advised the customer tha is a dealer/customer dispute. ACS advised the customer AHM is not able to get involved however a case manager may be able to utilize its influence to open the lines of communication. ACS advised the customer ACS is not able to guarantee anything except this. The customer understood.

01/19/04 09:01:07 JMN:----->

SENT B MAIL TO CHRISTINA;

I will start a file on it here but need the some information from your contact. I have cut and pasted a questionnaire that I fill out below. If you can provide as much information as you can from what you have from your case file.

To get the customer taken care of the usual procedure is to submit the claim to his insurance company and let them handle getting his car replaced or repaired. If they feel that it is the dealerships fault they will start the process of collecting from them. It is basicly the insurance companys responsibility to take care of the customer by law, but they have been known to try and not step up if someone else has admitted responsibility. In this case from your information it is the dealer that seems to be the problem here.

From the point of view on investigating the fire, has the car been repaired or does the customer have a new vehicle yet? Is it available at the dealer for the DPSM to photograph and inspect it? If it is available he should inspect it, document the damage, and send the information in to me for the file. If the vehicle is not available or been repaired then we will enter that information in the Techline contact and close it as accidental due to double gasket on the oil filter with no photos and no inspection based on the customers statements.

Let me know what you find out. If the DPSM is going to look at the car let me know who it is so I can make contact before the inspection. Thanks.

SENT B MAIL TO CHRISTINA, ASKED WHAT THE STATUS WAS ON THIS CASE

01/20/04 07:15:56 JMN:----->

CHRISTINA'S RESPONSE;

The dealer has placed the customer into a new 2004 Honda CR-V and the original CR-V has been repaired. The DPSM was not involved in this case, the dlr traded the customer into a new vehicle on their own. I have not received the customer's answers to the questions listed. I will fwd that information to you once received.

01/20/04 07:16:43 JMN:----->

SINCE THE CAR IS REPAIRED ALREADY AND THE DEALER HAS TAKEN RESPONSIBILITY FOR DOUBLE GASKETING THE OIL FILTER AND PUTTING THE CUSTOMER IN A NEW CAR. REQUEST FINAL AS ACCIDENTAL CAUSED BY DEALER ERROR DOUBLE GASKETING THE OIL FILTER.

01/22/04 15:00:08 RICHARDG:----->FINAL

Tech Line Contact Report

T/L Ref#: 1238931
 Created By: LARRYL
 Date Created: 09/11/2003
 Last Edited By: JIMN
 Fol Edits: 18

Code: Original Complaint: 0511 UNDERHOOD; OIL FILTER
 Probable Cause; Solution: DLR ERROR; FILTER GASKET DAMAGED; FIRE AFTER 3 DAYS
Alt Codes: 0500, 0510
 Status:
 Mileage: 3400
KB Source:
 Title/Subject:
 Mileage: 3400

Dealer#: 208276 Dir Cont: DAVID LICHLYTER TZ: 2 Serv. Pfr: (866) 838-4222 Serv Mgr: DAVID LICHLYTER Dir Name: RUSTY WALLACE HONDA 109 CALLAHAN DRIVE KNOXVILLE, TN 37912- Phone: 865-838-4222 Fax #: (865) 261-1084 DSM Name: Michael Murphy Zone/Dist: 07 / B Phone: (310) 781-6698 - 15141	VIN: JHLRD684X3 Err: Year: 2003 Model: CR-V Tran: 4AT Trim/Grade: 2WD LX Doors: 5DR WD: 2 Fact: SAYAMA Country: JAP Desc: CR-V 5DR 2WD LX 4CYL 180.0HP 2.4L Acc: POWER STEERING, USA Engine #: Trans#: Em Type: W.O.#: Parts Req #:
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Tech Line Suggests

Information from Dealer

09/11/03 14:05:26 IRIS:----->ENGINE FIRE
 09/11/03 14:05:31 LARRYL:----->DAVID, VEH CAUGH ON FIRES WHILE DRIVING,
 WHAT PART OF VEH----->UNDER THE HOOD,
 C/R CONTACT----->N012003-09-1501490
 CUSTOMER NAME?----->
 DATE OF OCCURENCE?----->9/5/03
 ANY INJURIES?----->NO
 DELIVERY DATE?----->7/17/03
 INSURANCE CO. NAME?----->LIBERTY MUTAL
 EXTENT OF DAMAGE?----->MINOR TO MAJOR DAMAGE, INSURANCE HAS ESTIMATED
 ----->\$7500
 OBTAIN REPAIR HISTORY----->PDI, AN OIL CHANGE, TRANS SHIFT CABLE UPDATE
 CONTACT LOCAL ZONE OFFICE----->
 FIRE REPORT SEND TO MODEL ENGINEER AND JIM N>
 WHO DOES CUST FEEL AT THIS TIME----->THE CUST WANTS VEH TO BE TOTALLED, THE
 ----->INSURANCE COMPANY WANT VEH REPAIRED
 CAN YOU TELL WERE THE FIRE STARTED----->THE ADJUSTER COULD NOT TELL WERE THE FIRE
 ----->STARTED, NO SIGNS OF MODIFICATION
 HOW LONG AGO WAS OIL CHANGED----->ABOUT 3 DAYS BEFORE FIRE
 IF POSS, CAN YOU GET PICTURES FROM BOTTOM SIDE
 AND FROM TOP SIDE----->
 EMAIL TO US AT TECHLINE@AEM.HONDA.COM
 09/16/03 08:02:39 JIMN:----->
 DPM IS MIKE MURPHEY, SENT LETTER WITH PHOTOGRAPHING INSTRUCTIONS. WAITING ON PHOTOS.
 09/16/03 14:18:18 LARRYL:----->
 CONTACT DLR, DID YOU GET ANY PICTURES?----->ED JOSEPH HAS CONTACTED ME, I SENT 2 ROLLS OF
 ----->35MM FILE AND 1 DISK OF DIGITAL PICS, THEY
 ----->WERE SENT OUT AT 1.30PM TODAY
 THANKS FOR INFO----->
 09/16/03 15:49:20 JIMN:----->
 WAITING FOR INFORMATION FROM EJ, WILL FOLLOW UP AFTER 8/22 WHEN I RETURN TO THE OFFICE.
 09/23/03 13:49:07 JIMN:----->

Tech Line Contact Report

T/L Ref#: 1208931 Created By: LARRYL Date Created: 09/11/2003 Last Edited By: JIMN # of Edits: 18

35MM PHOTOS AND DIGITAL PHOTOS ON A FLOPPY DISC TAKEN BY THE DEALER AND ARRIVED HERE. DPSM THERE ON 9/22 AND TOOK MORE PHOTOS WHICH WERE E MAILED HERE. WILL EVALUATE PHOTOS.

09/25/03 11:13:59 JIMN:----->

WILL EVALUATE PHOTOS ASAP.

09/29/03 11:07:40 JIMN:----->

EXAMINED 35 MM PHOTOS AND DIGITAL PHOTOS FROM FLOPPY DISC SENT FROM DPSM. FIRE PATTERNS INDICATE THE HOTTEST AREA IS FROM BETWEEN THE ENGINE AND THE BULKHEAD. THE FIRE STARTED DOWN LOW FROM UNDER THE CAR. THE PHOTOS OF THE AREA AROUND THE EXHAUST AND THE OIL FILTER SHOW SCORCHING AND SOOT DEPOSITS AROUND THE EXHAUST AND OIL ON THE LOWER SUBFRAME DIRECTLY BELOW THE OIL FILTER AREA. FIRE APPEARS TO BE FROM MIS INSTALLED OR DOUBLE GASKETED OIL FILTER. IF THE VEHICLE IS STILL AVAILABLE SUGGEST THE DPSM EXAMINE THE OIL FILTER AND GASKET TO CONFIRM.

10/01/03 09:14:55 JIMN:----->

MIKE MURPHY WILL RETURN TO THE DEALER AND INSPECT THE FILTER AND PHOTOGRAPH IT TOMORROW.

10/02/03 13:09:33 JIMN:----->

MIKE CALLED THIS MORNING AND SENT PHOTOS. ON HIS INSPECTION OF THE FILTER HE, USED A TORQUE WRENCH AND SAID THE BREAK AWAY TORQUE FOR THE FILTER WAS VERY LOW. THE FILTER CAME RIGHT OFF. IT WAS NOT DOUBLE GASKETED. THE SEAL WAS NOT SEATED CORRECTLY AND PARTIALLY OUT OF THE RECESS IN THE FILTER THAT IS SUPPOSED TO RETAIN IT. THE INNER PART OF THE GASKET IS THE PART THAT HAD SLIPPED OUT. MIKE WILL PRESERVE THE FILTER AND LEAVE IT WITH THE CAR. IF ANYTHING ELSE IS NECESSARY DAVID LICHLYTER IS THE SERVICE MANAGER.

10/02/03 13:09:14 JIMN:----->

AFTER EXAMINING THE PHOTO EVIDENCE AND THE DPSM'S REPORT THE CONCLUSION IS THE FILTER WAS MIS INSTALLED AND THE GASKET FAILED. THEN LEAKED ON THE CAT CONVERTER AND CAUSED THE FIRE. NO KNOWN MANUFACTURING DEFECTS. RECOMMEND REFER BACK TO THE DEALER OR CUSTOMERS INSURANCE COMPANY.

10/03/03 13:51:57 RICHARDG:----->Final

Tech Line Contact Report

T/L Ref#: 1207542	Created By: EDY	Date Created: 07/08/2003	Last Edited By: JIMN	# of Edits: 9
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Code: Original Complaint: 0511 UNDERHOOD; OIL FILTER	Probable Cause; Solution: DLR ERROR; OIL LEAK FROM FILTER; FIRE AFTER 1 DAY
Alt Codes: 0510	Status:
KB Source:	Mileage: 3717

Dealer #: 208987 Dir Cant: TZ: 3 Serv Ph: (631) 423-6145 Serv Mgr: MIKE RICHROATH Dir Name: HUNTINGTON HONDA 1055 E. JERICHO TRNPK HUNTINGTON, NY 11749 Phone: 631-423-8000 Fax #: (631) 423-8014 DSM Name: RUSSELL BERSE Zone/Dist: 05 / B Phone: (310) 781-8799 - 15124	VIN: JH4ERD78B7 Year: 2003 Model: CR-V Plant: CAT Trim/Grade: 4WD EX Doors: 5DR WD: 4 Bact: SAYAMA Country: JAP Desc: CR-V 5DR 4WD EX 4CYL 180.0HP 2.4L Acc: P/S, SUN ROOF, ABS, AIR BAG, USA Engine #: Trans#: Em Type: W.O.#: Parts Req #:
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Tech Line Suggests

Information from Dealer

07/08/03 09:16:30 EDY:----->REPORT FROM RUSS BURSE THE DPSM

CUSTOMER NAME?----->
 DATE OF OCCURENCE?----->6-28-03
 ANY INJURIES?----->
 DELIVERY DATE?----->
 INSURANCE CO. NAME?----->
 EXTENT OF DAMAGE?----->TOTAL LOSS
 OBTAIN REPAIR HISTORY----->
 CONTACT LOCAL ZONE OFFICE----->
 FIRE REPORT SEND TO MODEL ENGINEER AND EDY--->
 ACCIDENT SEND TO THE MODEL ENGINEER AND PI--->

07/08/03 09:17:25 EDY:----->RECEIVED CALL FROM RUSS INFORMING OF THIS FIRE. THE CUSTOMER TOOK THE VEHICLE IN FOR AN OIL CHANGE. SHE DROVE THE VEHICLE 2-3 MILES WHEN IT CAUGHT ON FIRE. RUSS TOOK PHOTOS AND WILL E-MAIL TO BOTH JIM AND I. RUSS SAYS THAT THERE IS OIL ON REAR CROSS MEMBER. RUSS GOT ABOUT 7 QTS OF WATER AND TWO QTS OF OIL FROM THE OIL PAN. THE VALVE COVER IS MELTED FROM THE HEAT. OIL FILLER CAP IS INTACT AND THE OIL FILTER WAS LOOSE. WILL EVALUATE THE PHOTOS WHEN WE GET THEM.

07/18/03 15:27:29 JIMN:----->
 PHOTOS ARRIVED AND WILL EVALUATE.

07/22/03 09:57:05 JIMN:----->EVALUATED THE INFORMATION FROM THE DPSM'S ON SITE OBSERVATIONS AND THE PHOTOS RECEIVED. THE FIRE PATTERNS ARE CONSISTANT FOR LOOSE OR MIS SEALED OIL FILTER. OIL FROM THE FILTER STAINED THE EXHAUST AT THE CAT CONVERTER AND THAT SEEMS TO BE THE SOURCE OF IGNITION. FIRE WAS IMMEDIATELY AFTER OIL AND FILTER CHANGE AT DEALER. THE DPSM SAYS THE OIL FILER WAS LOOSE. HE REMOVED IT AND SAID IT DID NOT HAVE A DOUBLE GASKET. THE CAR WAS TONED BACK TO THE DEALER THAT DID THE OIL CHANGE AND WAS IN THERE POSSESSION BEFORE THE DPSM INSPECTION SO IT MIGHT ME POSSIBLE THAT THEY LOOKED AT OR REMOVED THE SECOND GASKET BEFORE THE DPSM ARRIVED FOR HIS INSPECTION OR THAT THE FILTER WAS NOT TIGHTENED. THERE ARE NO OTHER KNOWN PROBLEMS FOR THIS VEHICLE. THE CONCLUSION IS THE LEAK FROM THE MIS INSTALLED OIL FILTER CAUSED THE FIRE. SINCE IS WAS ONLY A FEW MILES AFTER THE OIL CHANGE THE PROBLEM SHOULD BE REFERED BACK TO THE DEALERSHIP INSURANCE COMPANY. NOT MANUFACTURING DEFECT.

Tech Line Contact Report

T/L Ref # 1207542	Created By EDY	Date Created 07/08/2003	Last Edited By JIMN	# of Edits 9
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07/31/03 10:37:05 JIMN:----->

FROM MEETING; AMANDA DOESNT THINK THERE IS A C/R CONTACT ON THIS CAR. WILL REFER TO RG FOR
FINAL. AFTER FINAL WILL REFER BACK TO DPSM FOR HANDLING.

07/31/03 15:09:30 RICHARDG:----->FINAL

Tech Line Contact Report

T/L Ref #: 1298326
 Created By: JIMN
 Date Created: 09/10/2003
 Last Edited By: JIMN
 # of Edits: 11

Code: Original Complaint
 Probable Cause; Solution:
 0511 UNDERHOOD; OIL FILTER
 DLR ERROR; FILTER DOUBLE GASKETED; FIRE AFTER 1 DAY
Alt Code: 0510
 Status:
KB Source:
 Title/Subject:
 Mileage: 3000

Dealer #: 206176 Dir Cont: REBECCA COLLINS TZ: 0 Serv. Ph: (650) 766-7700 Serv Mgr: ERNIE PYER Dir Name: HONDA OF SERRAMONTE 495 SERRAMONTE BLVD COSTA MESA, CA 92626 Phone: 949-766-4888 Fax #: (650) 985-1194 DSM Name: Jaylen CLARK Zone/Dist: 11 / H Phone: - 14382	VIN: JHLRD78623 Year: 2003 Model: CR-V Tran: 4AT Tran/Grade: 4WD EX Body: SDR WD: 4 Fact: SAYAMA Country: JAP Desc: CR-V SDR 4WD EX 4CYL 160 DHP 2.4L Acc: P/S, SUN ROOF, ABS, AIR BAG, USA Engine #: Trans: Em Type: Parts Req: W.O.#:
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Tech Line Suggests

Information from Dealer

09/10/03 15:08:50 JIMN:----->REPORT FROM C/R CONTACT;
 CONTACT #----->N012003-09-1000771
 C/R AGENT-----
 CUSTOMER NAME-----
 CUST PHONE-----
 WORK-----
 ADDRESS-----



DATE OF FIRE----->9/10/03 (? REPORTED)

STATEMENT FROM C/R CONTACT;

" CUSTOMER WENT TO DEALER FOR RECALL WORK AND FOR AN OIL CHANGE. CUSTOMER TRAVELED ONLY A SHORT DISTANCE AND THE VEHICLE CAUGHT FIRE. THE VEHICLE DAMAGES INCURRED WAS THE EXTERIOR PARTS WERE MELTED, BUT THE MECHANICAL PARTS ARE FINE (ENGINE?) ERNIE THE SERVICE DIRECTOR AT THE DEALER SAID "THAT IS WAS THE OIL FILTER THAT CAUSED THE PROBLEM." THE CUSTOMER SAYS THAT SHE DOES NOT WANT THE VEHICLE ANYMORE. THE VEHICLE IS AT THE DEALER. CUSTOMER HAS CONTACTED HER INSURANCE CO, BUT THEY SAID THIS IS AN AHM RESPONSIBILITY AND WILL NOT COVER ANY DAMAGES.

09/10/03 15:19:18 JIMN:----->

SENT REQUEST TO AMANDA FOR DPSM AND VISIT DATE FOR PHOTOS.

09/11/03 07:12:40 JIMN:----->

DPSM IS JAYLEEN CLARK, SENT INSTRUCTION LETTER FOR PHOTOGRAPHS.

09/11/03 08:06:45 JIMN:----->

E-MAIL FROM JAYLEEN. SHE WAS AT THE DEALER YESTERDAY AND THE DEALER HAS TAKEN RESPONSIBILITY FOR THE FIRE. THEIR TECHNICIAN DOUBLE GASKETED THE OIL FILTER. SHE WILL CALL TO VERIFY THE NEED FOR PHOTOS.

09/11/03 09:24:40 JIMN:----->

CONTACTED DPSM, IF DEALER IS TAKING RESPONSIBILITY THEN NO NEED FOR INSPECTION AND PHOTOS. SENT FOR FINAL.

09/15/03 11:23:53 RICHARDG:----->FINAL...

Tech Line Contact Report

TAL Ref#: 1305002
 Created By: JIMN
 Date Created: 01/27/2004
 Last Edited By: JIMN
 # of Edits: 4

Code: Original Complaint: 0511 UNDERHOOD; OIL FILTER
 Probable Cause; Solution: DLR ERROR; DOUBLE GASKET OIL FILTER, 15 MIN
Alt Codes: 0510
 Status:
KB Source:
 Title/Subject:
 Mileage: 5000

Dealer #: 297826 Dir Cont: DAVID KITCHEN Ext: 2 Serv Ph: (812) 284-3003 Serv Mgr: NORM HUBBNER Dir Name: NEIL HUFFMAN HONDA 1607 GREENTREE BLVD. CLARKSVILLE, IN 47129 Phone: 812-284-3003 Fax #: (812) 286-8110 DSM Name: Larry Stipe Zone/Dist: 04 / J Phone: (800) 855-3495 - 15122	VIN: JHEDR97803 Em: Year: 2003 Model: CR-V Tran: 4AT Trim/Grade: 4WD EX Disc: SEI WD: 4 MA: HAYAMA Country: JAP Desc: CR-V 5DR 4WD EX 4CYL 160.0HP 2.4L Acc: P/S, SUN ROOF, ABS, AIR BAG, USA Engine #: Trans#: Em Type: W.O.#: Part/Req #:
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Tech Line Suggests

Information from Dealer

01/27/04 10:46:56 JIMN:----->
 CONTACT CREATED FOR INFORMATION PURPOSES. THE CAR HAS BEEN REPAIRED ALREADY.
 C/R CONTACT#? (IF AVAILABLE)----->N012003-12-1900930
 C/R AGENT? (IF AVAILABLE)----->DAVID KITCHEN
 CUSTOMER NAME?----->
 ADDRESS (IF AVAILABLE)----->
 ----->
 PHONE (IF AVAILABLE)-----DAY----->
 -----NIGHT----->
 DATE OF FIRE/ACCIDENT?----->12/17/03
 INSURANCE CO.----->
 AGENT/PHONE#?----->
 VEHICLE PRESENTLY LOCATED AT----->CUSTOMER HAS CAR?
 ANY INJURIES?----->NO
 DELIVERY DATE? (IF AVAILABLE)----->
 OBTAIN REPAIR HISTORY (RECENT REPAIRS?)----->OIL CHANGED AT DEALER 15 MINUTES BEFORE THE
 ----->FIRE

IF FIRE, RECENT ACCIDENTS?----->
 CUSTOMERS STATEMENT? (WHAT HAPPENED?)----->
 FROM C/R CONTACT;
 Customer called to say she took the vehicle to Neal Huffman Honda in Clarksville for her first oil change. Customer said she talked with Scott McCoy. Customer said that after the oil change the customer drove off and 15 minutes later she said flames started shooting from underneath the vehicle. Customer said that when pulled over to the side of the road the flames went out. Customer said no fire department or police was called.

Customer called back to the dealer and told them what happen. She said that the dealer told her over the phone there was nothing they could do about this matter. Customer said she had the vehicle towed to the dealer. Customer said that the dealership inspected the vehicle and explained that it apparently was there fault because they put a new oil filter gasket over the old, which caused the oil to leak out and catch fire.

Tech Line Contact Report

T/L Ref #: 1305002 Created By: JIMN Date Created: 01/27/2004 Last Edited By: JIMN # of Edits: 4

Customer said that the Dealership stated that it will take care of any external damage done to the engine and guarantee the work for up to 3 years.

Talked with Scott McCoy (SM). He said the matter is strictly between the customer and the dealership.

He said the vehicle has been repaired, road tested and determined to be operating like new, as it was originally designed. Scott said the dealership had performed an oil change service. He said the old oil filter gasket was stuck on the vehicle. He said the dealership technician placed the new oil filter gasket on top of the old one and then screwed on the oil filter. Scott said that because of the two gaskets, the oil leaked out and onto the catalytic converter, which then caused the oil to heat up and emit some flames from underneath the vehicle. Scott said only superficial damage was caused to the O2 Sensors and some miscellaneous wires.

Scott said that the dealership replaced the oil filter, the O2 Sensor and the wires. Scott said that the dealership compensated for her inconvenience. Scott said the dealer offered her a VSC but the customer said she has an extended warranty already. The dealership accommodated her request to be paid for one day of her missing work, and gave her free service maintenance up to 60,000 miles. Scott said the customer has already picked up the check for the one day of missed work.

Scott reiterated that this is between the customer and the dealership and not AHM. Scott said the customer has not requested any other information.

01/27/04 10:57:08 JIMN:----->

CONCLUSION;

THE VEHICLE EXPERIENCED A FIRE DUE TO THE DEALER THAT JUST SERVICED THE CAR. THE OLD OIL FILTER GASKET WAS LEFT ON THE ENGINE BLOCK AND IT WAS DOUBLE GASKET WHICH CAUSED THE LEAK ON THE HOT EXHAUST AND CAT CONVERTER. THE CAR IS REPAIRED AND THE DEALER HAS TAKEN RESPONSIBILITY. CREATED CASE FOR INFORMATIONAL PURPOSES ONLY. REQUEST FINAL.

02/05/04 11:41:23 RICHARDG:----->FINAL

Tech Line Contact Report

T/L Ref #: 1304488	Created By: JIMN	Date Created: 01/26/2004	Last Edited By: JIMN	# of Edits: 19
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Code: Original Complaint: 0510 UNDERHOOD; OIL FILTER
Probable Cause; Solution: DLR ERROR; FILTER DOUBLE GASKETED, 14 DAYS AFTR

Alt Codes: **Status:**
KB Source: **Title/Subject:** **Mileage:** 5000

Dealer #: 208072 Dir Cont: BRIAN PHILBIN, ACS TZ: -2 Serv. Ph: (808) 235-7586 Serv Mgr: LES KEEFER Dir Name: HONDA WINDWARD 45-671 KAMEHAMEHA HWY. KANELOE, HI 96744 Phone: 808-247-8544 Fax #: (808) 247-8840 DSM Name: ALAN CUNNINGHAM Zone/Dist: 02/E Phone: (800) 555-3495 - 18809	VIN: JHLRD78493 Year: 2003 Model: CR-V Tran: 4AT Trim/Grade: 4WD LX Doors: 5DR WD: 4 Fact: SAYAMA Country: JAP Desc: CR-V 5DR 4WD LX 4CYL 160.DHP 2.4L Acc: POWER STEERING, USA Engine #: Trans#: Em Type: W.O.#: Parts Req #:
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Tech Line Suggests

Information from Dealer

01/26/04 13:03:29 JIMN;----->
 C/R CONTACT#? (IF AVAILABLE)----->N012004-01-2201264
 C/R AGENT? (IF AVAILABLE)----->BRIAN PHILBIN
 CUSTOMER NAME?----->
 ADDRESS (IF AVAILABLE)----->
 ----->
 PHONE (IF AVAILABLE)-----DAY----->
 -----NIGHT----->
 DATE OF FIRE/ACCIDENT?----->1/11/04 5PM
 INSURANCE CO.----->ALLSTATE INSURANCE
 AGENT/PHONE#?----->BUDDY GELLER 808 256-8605
 POLICE REPORT?----->Police Report Number [REDACTED]
 VEHICLE PRESENTLY LOCATED AT----->vehicle is currently in the possession of his
 ----->insurance company.
 ANY INJURIES?----->NO
 DELIVERY DATE? (IF AVAILABLE)----->
 OBTAIN REPAIR HISTORY (RECENT REPAIRS?)----->OIL CHANGE AT WINDWARD HONDA 2 WEEKS BEFORE.
 IF FIRE, RECENT ACCIDENTS?----->
 CUSTOMERS STATEMENT? (WHAT HAPPENED?)----->
 DETAILS FROM C/R CONTACT;
 Customer states vehicle burned up on January 11, 2004 about 5pm, the weather was partly sunny. Customer states he had driven a 1/2 mile, when he smelled smoke. He noticed a smoke trail coming out of rear of vehicle and then he looked in front of the vehicle, and smoke came out the front, and up the dash. Customer states he then lost all power, customer could not get keys out of the ignition. Customer states he then jumped out of vehicle as it burned up. Customer states he had taken the vehicle to Honda Winward two weeks before for an oil change.

Customer is states the insurance is paying \$2300.00 less than the car note. Customer states vehicle was totaled out. Customer states the insurance will not pay for the items that were in the vehicle that he did not have a receipt for. Estimate of charges being handled by the insurance is \$19850.80. Customer does not know the location of the vehicle. Customer states

Tech Line Contact Report

T/L Ref #:	Created By:	Date Created:	Last Edited By:	# of Edits:
1304488	JIMN	01/28/2004	JIMN	19

Buddy will know. Customer states no pictures were taken in his presence.

Customer referred to Insurance Company for concerns regarding coverage. Customer understands. Closing case.

01/26/04 13:13:35 JIMN:----->

REFERED BACK TO DOUG AND BRIAN TO HAVE THE DP5M PHOTOGRAPH THIS CAR TO FINALIZE THAT THE CAR BURNED DUE TO ERROR IN THE DEALER OIL CHANGE.

01/29/04 11:56:10 JIMN:----->

FROM MEETING;

DOUG WILL FOLLOW UP TO FIND OUT WHERE THE CAR IS NOW AND ARRANGE FOR THE DP5M TO GO OUT AND PHOTO AND INSPECT THE CAR.

02/03/04 13:30:47 JIMN:----->

RESENT REQUEST FOR ALAN TO INSPECT CAR

02/05/04 10:50:57 JIMN:----->

ALAN CONTACTED ME AND IS READY TO INSPECT. WILL HAVE ACS LOCATE THE CAR AND GET PERMISSION. DISCUSSED THE PHOTO PROCESS FOR HIM TO USE TAKING THE PHOTOS. SENT E MAIL TO BRIAN TO FIND THE CAR.

02/15/04 09:09:08 JIMN:----->

LOCATION OF THE VEHICLE IS;

Insurance Auto Auction

91-445A Komoehana Street

Kapolei on Oahu

in Campbell Industrial Park

808-682-2858

02/16/04 09:09:56 JIMN:----->

SENT E MAIL TO ALAN C TO TELL HIM THE UNDERSIDE PHOTOS CAN BE TAKEN WITH A TOW TRUCK LIFT IF NECESSARY.

02/16/04 11:07:30 JIMN:----->

ADDITIONAL INFO SENT TO ALAN BY BRIAN AT ACE;

Also, for your reference again, the stock number at Insurance Auto Auction (IAA) is 461720 and the Allstate Insurance Agent is Buddy Geller. If you have any issues at IAA, Buddy indicates that he has requested access for you specifically at the yard. His phone number is 808-256-8605.

02/19/04 11:23:43 JIMN:----->

DP5M HAS LOCATION. SOME PROBLEMS WITH THE INSPECTION AREA NOT ALLOWING THE CAR TO BE LIFTED FOR INSPECTION. DOUG WILL FOLLOW UP. I WILL SEND E MAIL TO DP5M TO TELL HIM HE CAN HAVE TOW TRUCK LIFT FOR PHOTOS IF THE INSPECTION FACILITY WILL NOT LIFT FOR HIM.

03/04/04 13:18:04 JIMN:----->

ALAN WILL INSPECT THE CAR ON THE WEEK OF 3/7

03/10/04 10:50:24 JIMN:----->

ACS SENT;

LOCATED AT:

Insurance Auto Auction

91-445A Komoehana Street

Kapolei on Oahu

in Campbell Industrial Park

808-682-2858

STOCK NUMBER: 461720

03/11/04 10:58:19 JIMN:----->

PHONE MAIL FROM DP5M ALAN. HE IS TRYING TO GET PERMISSION TO MOVE THE CAR TO A DEALER FOR THE INSPECTION. WILL UPDATE ME.

03/18/04 10:07:49 JIMN:----->

BRIAN FROM ACS SENT E MAIL TO ALAN TO ASK FOR AN UPDATE. NO PHOTOS HAVE ARRIVED YET.

03/23/04 08:23:35 JIMN:----->

Tech Line Contact Report

T/L Ref #: 1304488	Created By: JIMN	Date Created: 01/28/2004	Last Edited By: JIMN	# of Edits: 19
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ASKED BRIAN PHILBIN ABOUT THIS CAR AND HE SAYS THAT HE HAS BEEN SENDING E MAILS TO THE DPSM
AN HAS NOT GOTTEN ANY REPLYs ABOUT THE PROGRESS ON THIS CAR. ON THE LAST E MAIL HE INCLUDED
THE AZM AND HOPES THAT WILL GET SOME RESPONSE. STILL WAITING ON PHOTOS.

03/25/04 14:14:57 JIMN:----->

NO REPLY, BRIAN SENT ANOTHER REQUEST.

03/29/04 17:11:23 JIMN:----->

SENT ANOTHER REQUEST TO BRIAN AND ADVISED THAT LEGAL WANTS THE PHOTOS TO SUBMIT TO NHTSA.
NEED AN EXPLANATION OR THE PHOTOS.

03/30/04 14:58:12 JIMN:----->

CAR TO BE INSPECTED ON 3/31? BRIAN PHILBIN WILL PROVIDE UPDATE.

04/01/04 10:48:16 RICHARDG:----->CR REPORTS ALAN C. TO INSPECT VEHICLE.

04/15/04 15:51:27 JIMN:----->

PHOTOS RECEIVED AND CLEARLY SHOW AN OIL FILTER WITH A DOUBLE GASKET. THE CASE WILL BE CLOSED
AS ACCIDENTAL AS A RESULT OF POOR WORKMANSHIP. FORWARDED THE RESULTS TO KATY RNDICOTT WITH
PHOTOS BECAUSE THIS WAS ONE OF THE CARS WHERE THE PHOTOS WERE REQUESTED BY NHTSA.

Tech Line Contact Report

T/L Ref#: 1100761
 Created By: EDY
 Date Created: 06/18/2003
 Last Edited By: JIMN
 # of Edits: 2

Code: Original Complaint: 0511 UNDERHOOD; A/M OIL FILTER
 Probable Cause; Solution: DLR ERROR; A/M OIL FILTER, FIRE AFTER 1 DAY

Alt Codes: 0510 **Status:** **Mileage:** 4600

KB Source:	Title/Subject:	Mileage:
Dealer #: 207706 Year: 2003 Model: CR-V		
Dir Cont: Tran: 4AT Trim/Grade: 2WD LX		
Serv. Ph: (912) 267-7000 Doors: 5DR WD: 2		
Serv Mgr: ROBERT STEWART Fact: SWINDON Country: ENG		
Dir Name: NALLEY HONDA Desc: CR-V 5DR 2WD LX 4CYL 160.0HP 2.4L		
178 ALTAMA CONNECTOR Acc: POWER STEERING, USA		
BRUNSWICK, GA 31525- Engine #: Trans#:		
Phone: 912-267-7000 Fax #: (912) 267-7120 Em Type:		
DSM Name: George Kelecheck Zone/Dist: 07 / H W.O.#: Parts Req #:		
Phone: (310) 761-6789 - 15107		

Tech Line Suggests

Information from Dealer

06/18/03 12:31:41 EDY:----->REPORT FROM PRINCESS RUSSELL INCR

CUSTOMER NAME?-----> [REDACTED]
 DATE OF OCCURENCE?----->6-6-03
 ANY INJURIES?----->
 DELIVERY DATE?----->4-22-03
 INSURANCE CO. NAME?----->GEORGIA FARM BUREAU MUTUAL INS. CO.
 AGENT, PAUL MCGAHEE 229 389-0500

EXTENT OF DAMAGE?----->
 OBTAIN REPAIR HISTORY----->
 CONTACT LOCAL ZONE OFFICE----->SEE CR FILE #N012003-06-130022 FC

FIRE REPORT SEND TO MODEL ENGINEER AND EDY--->
 ACCIDENT SEND TO THE MODEL ENGINEER AND PI--->

06/18/03 12:41:15 EDY:----->THIS VEHICLE BURNED WITHIN AN HOUR ..
 SERVICED BY NALLEY HONDA IN BRUNSWICK ON 6-6-03. THE INS. CO. HAS RETAINED THE SERVICE OF
 JIMMY POWELL, CFI OF ENGINEERING AND FIRE INVESTIGATIONS. THEY ARE GIVING US AN OPPORTUNITY
 TO BE AT THEIR FACILITY ON 6-26-03 TO JOIN THEM WITH THE INVESTIGATION.

06/20/03 09:47:43 EDY:----->PER DC, DPSM IS SCHEDULED TO TAKE PHOTOS.
 06/20/03 13:28:45 EDY:----->RECEIVED NEGATIVES AND DEVELOPED THE PHOTOS.
 THE FIRE IS IN THE ENGINE COMPARTMENT ON THE RIGHT SIDE. THE FIRE COULD HAVE COME FROM THE
 OIL FILTER AREA BUT WE DIDN'T GET AN UNDERSIDE PHOTOS TO VIEW THE SUSPECTED AREA. WE ALSO
 HAVE NO INFORMATION ON THE VEHICLE EXCEPT THE VEHICLE WAS IN FOR A SERVICE AT THE DLR PRIOR
 TO THE FIRE. WE SHOULD HAVE SOMEONE GET UNDERSIDE PHOTOS AS WELL AS FIND OUT WHAT WAS DONE
 TO THE VEHICLE WHILE AT THE DLR.

06/25/03 10:25:08 EDY:----->NO PHOTOS OR ANY OTHER INFORMATION AS OF YET.
 06/27/03 08:07:43 EDY:----->DOUG IN CR TO HAVE DPSM GO TAKE PHOTOS.

07/03/03 10:33:48 JIMN:----->
 DPSM LOCATED THE CAR NOW IN INSURANCE IMPOUND. WILL TAKE PHOTOS THE FIRST FEW DAYS OF NEXT
 WEEKS. WE WILL EXAMINE PHOTOS WHEN RECEIVED.

07/11/03 09:20:04 JIMN:----->
 FROM E MAIL

David Cathcart (DPSM in 70) will be in Tifton next Wednesday (7-16). I just left a message

Pursuit
 File

Tech Line Contact Report

T/L Ref #: 1199761 Created By: EDY Date Created: 08/13/2003 Last Edited By: JIMN # of Edits: 21

for David to call George to get the necessary details.

I did mention the importance of the underbody pictures in addition to the standard set of pictures per the Car Fire Handling instructions.

07/16/03 13:24:27 JIMN:----->

DAVE CALLED FROM THE CAR AND TOOK PHOTOS BY THROW AWAY CAMERA AND BY DIGITAL. HE WILL E MAIL DIGITAL AND SEND OTHER BY FED EX. HIS OBSERVATIONS WERE THAT THERE WAS A A/M OIL FILTER THAT THE DEALER USES ON THERE QUICK CHANGE SERVICE. THERE WAS NO OIL ON THE REAR CROSS MEMBER BUT THERE WAS OIL AND STAINING ON THE CAT CONVERTER AND IN THE AREA OF THE OIL FILTER. HIS IMPRESSION IS THAT THERE WAS A PROBLEM AFTER THE OIL CHANGE AND THE OIL ON THE HOT EXHAUST IS WHAT CAUSED THE FIRE. WILL REVIEW PHOTOS WHEN THEY ARRIVE AND UPDATE THEN.

07/17/03 15:13:52 JIMN:----->

DIGITAL PHOTOS RECEIVED. WAITING FOR 35MM PHOTOS THAT WERE SHIPPED TO DOUG COPELAND.

07/28/03 08:24:18 JIMN:----->

DOUG STILL WAITING FOR PHOTOS. WILL MAKE FINAL DECISION WHEN PHOTOS ARE EXAMINED.

07/28/03 10:29:27 JIMN:----->

ONE DISPOSABLE CAMERA DELIVERED BY DOUG. SENT FOR DEVELOPING.

07/31/03 10:53:48 JIMN:----->

EXAMINED THE PHOTOS AND THEY SHOW OIL ON THE OIL PAN AND THE CROSS MEMBER IN THE FRONT BY THE CAT CONVERTER. NO OTHER UNDERSIDE DAMAGE. FINAL CONCLUSION IS THAT THE FIRE WAS CAUSED BY OIL FROM MIS INSTALLED OIL FILTER IGNITED ON THE CAT CONVERTER. REFER BACK TO THE DEALERSHIP INSURANCE. NO MANUFACTURING DEFECT. REQUEST RG TO FINAL.

07/31/03 15:07:56 RICHARDG:----->FINAL

Tech Line Contact Report

T/L Ref #: **1255677** Created By: **JIMN** Date Created: **10/15/2003** Last Edited By: **JIMN** # of Edits: **20**

Code: **Original Complaint** Probable Cause; Solution: **CUST ERROR; LEAK AT OIL FILTER?; FIRE AFTER 2 DAYS**
 0511 **UNDERHOOD; A/M OIL FILTER** Status: **PHOTO***
 Alt Codes: **0510**

KB Source: Title/Subject: Mileage: **3000**

Dealer #: 207787 Dir Cont: TONY (HOS) TX: 3 Serv. Ph: (770) 534-0056 Serv Mgr: CURT SLOYER Dir Name: MILTON MARTIN HONDA 2420 BROWNS BRIDGE RD. GAINESVILLE, GA 30504 Phone: 770-534-0056 Fax: (770) 535-2312 DSP Name: MARK DIPIETRO Zone: 00101-07/E Phone: (310) 781-5050 - 16136	VIN: SHSRD69413W020149 Em: Year: 2003 Model: CR-V Tran: 4AT Trim/Grade: 2WD LX Doors: 5DR WD: 2 Fact: SWINDON Country: ENG Desc: CR-V 5DR 2WD LX 4CYL 160DHP 2.4L Acc: POWER STEERING, USA Engine #: Trans #: Em-Type: W.O.#: Parts Req #:
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Tech Line Suggests

Information from Dealer

10/15/03 14:39:59 JIMN, ----->CREATED FROM C/R CONTACT. THE CONTACT AND PHOTOS FROM THE DSPM ARRIVED TOGETHER. NO OPPORTUNITY TO CONTACT THE DSPM BEFORE OR DURING THE INSPECTION. RECEIVED ONE PHOTO CD AND A DISPOSABLE CAMERA SENT FOR DEVELOPMENT.

C/R CONTACT----->N012003-09-3001494
 AGENT----->TONY YUN
 CUSTOMER NAME?-----
 ADDRESS (IF AVAILABLE)-----
 PHONE (IF AVAILABLE)-----DAY-----
 -----NIGHT-----
 DATE OF FIRE/ACCIDENT?----->9/21/03 1:30 PM
 INSURANCE CO. NAME/AGENT?----->FARM BUREAU
 ----->DOUG NICHOLSON
 ----->706 776-6739
 CURRENTLY LOCATED----->GAINESVILLE SALVAGE
 ----->1602 ATHENS HIGHWAY
 ----->GAINESVILLE GA 30507
 ----->706 770 534-0850
 ANY INJURIES?----->
 DELIVERY DATE? (IF AVAILABLE)----->
 OBTAIN REPAIR HISTORY----->ON 9/20/03 THE CUSTOMER PERFORMED HIS OWN OIL
 ----->CHANGE WITH OIL AND FILTER HE BOUGHT FROM
 ----->WAL-MART
 DETAILS OF ACCIDENT/FIRE----->DETAILS FROM C/R CONTACT. FOR FULL TEXT REFER
 TO THE C/R CONTACT;
 * CUSTOMER'S SPOUSE CAROLYN CALLED AND STATES ON 9/21/03 APROX 1:30 PM, THE VEHICLE CAUGHT FIRE. CONDITIONS SUNNY ABOUT 80 DEG. FIRE OCCURED ON HIGHWAY 441 SOUTH GOING APROX 50 MPH. A MOTORCYCLE GOING THE OPPOSITE DIRECTION POINTS OUT THERE WAS SMOKE COMING FROM THE ENGINE. HE PULLED OVER AND TRIED TO OPEN THE HOOD. COULD NOT OPEN THE HOOD, HEARD AN EXPLOSION AND THE FRONT END JUST BURST INTO FLAMES. FIRE DEPARTMENT PUT OUT THE FIRE. INSURANCE INSPECTED AND STATES THE FIRE IS A TOTAL LOSS."
 CONTACTED MARK DIPIETRO DSPM AND ZONE ASST MANAGER JACK HERRING.

Tech Line Contact Report

T/L Ref#: 1255877 Created By: JIMN Date Created: 10/15/2003 Last Edited By: JIMN # of Edits: 20

10/15/03 15:01:19 JIMN:----->

SENT AN E MAIL TO TONY TO GET INFORMATION FROM THE CUSTOMER.
HIS REPLY,

On 09/20/03, Mr. Bowen states he performed his own oil change. He bought the oil (5W20) and filter from Wall-Mart. He states he drove the vehicle about 8-10 miles on that date and another 25 miles on the next day. He states everything was running O.K.

Mr. Bowen states the vehicle was running perfect before the fire. I hope this helps. Please let me know if you need any further assistance.

10/15/03 15:02:42 JIMN:----->

PHOTOS WILL BE SENT FOR DEVELOPMENT AND REVIEWED.

11/03/03 14:19:11 JIMN:----->

C/R GUIDELINES AVAILABLE FOR FIRE ON THE HONDASWB WERE NOT FOLLOWED. RECEIVED A CD WITH 22 PHOTOS AND A DISPOSIBLE CAMERA THAT HAD 27 PHOTOS. THE FIRE WAS UNDER HOOD AND BURNED UNDERHOOD EXTENSIVELY. THE INTERIOR HAD FIRE BUT STARTING FROM THE DASH BACK AND WAS A VICTIM OF THE UNDERHOOD FIRE. THE PHOTOS ARE CONSISTANT WITH FIRE AT THE REAR ENGINE AREA BUT THERE ARE NO UNDERSIDE PHOTOS TO CONFIRM THE SCORCHING FROM THE EXHAUST AND IF ANY EVIDENCE OF OIL ON THE UNDERBODY. BURN MARKS ON THE HOOD ARE HOTTEST AROUND WHERE THE OIL FILTER AND EXHAUST ARE. THE ONLY PHOTO OF THE OIL FILTER SHOW SCORCHING AND FIRE DAMAGE INDICATING THE FIRE WAS THAT LOW. NO PHOTOS OF THE EXHAUST SYSTEM ARE AVAILABLE. BECAUSE WITHOUT THE UNDERSIDE PHOTOS THE CAUSE CANT BE CONFIRMED IT WILL BE NECESSARY FOR THE DPSM TO RETURN AGAIN FOR THOSE PHOTOS.

11/03/03 14:54:00 JIMN:----->

WILL FORWARD TO AMANDA TO CONTACT JACK HERRING AZM AND MARK DI PIETRO FOR RETURN TO VEHICLE FOR THE MISSING UNDERSIDE PHOTOS. SHE WILL CONTACT ME WITH THE DATE THEY WILL BE RETURNING.

11/04/03 11:06:25 JIMN:----->

THE DPSM WILL RETURN FOR PHOTOS ON 11/10 OR 11/11 NEXT WEEK AND WILL GET UNDERSIDE PHOTOS. SENT E MAIL WITH DPSM LETTER FOR PHOTOS WITH MY CONTACT #.

11/05/03 07:51:06 JIMN:----->

E MAIL FROM MARK THE DPSM. INDICATES THE CAR HAS BEEN SOLD TO A AUTO SALE COMPANY IN NORTH CAROLINA, BUTLER AUTO SALES. WILL NEED DPSM IN THAT AREA TO CONTACT THEM AND GO TO PHOTO THE CAR AGAIN BEING SURE THE UNDERSIDE OF THE CAR IS TAKEN. WILL SEND INFO TO NEW DPSM WHEN THE NEXT VISIT IS ARRANGED. E MAIL TEXT AS FOLLOWS.

I apologize for skipping the underside vehicle pictures on this car. The salvage yard where it was stowed was very large, they led me to the vehicle on their property and then left me alone with it. As it was late in the day (on 10/6/03) I did not make the request for them to provide any lifting equipment, I don't know if they could have or not.

After Tony called me today I called the salvage yard immediately. They sold this unit on Monday, 11/3/03, to a company called Butler Auto Sales in western NC (Forest City?). I called Butler Auto Sales and they said AHM can inspect the car once it reaches their location (today or tomorrow). I called Tony back and he said he would review the case with his supervisor and let me know what to do. I could take a day to get the pictures early next week or we might be able to send the DPSM from the Charlotte area.

The attachment in your email, "DPSM letter on fire documentation," was new to me. It clearly stresses the need to pictures of the underside of the vehicles and I regret that I did not receive this notification before I inspected the car.

Let me know how you would like me to proceed from this point. Feel free to contact me on my cell phone, 678 - 644 - 0708.

FORWARDED TO TONY TO GET PHOTOS FROM THE NEW DPSM AND TO FORWARD ME THE DATE OF THE NEW INSPECTION.

Tech Line Contact Report

TL Ref#: 1255877 Created By: JIMN Date Created: 10/15/2003 Last Edited By: JIMN # of Edits: 20

11/06/03 14:50:44 JIMN:----->

E MAIL FROM TONY ABOUT THE DFSM VISIT.

Sorry about the confusion. Mark called me per speaking with his Zone Manager Jack Herring. Since the vehicle is out of his jurisdiction, Jack is requesting the rep in NC to go out and take the underside pictures. The rep's name is Kevin Shea @704-564-3156.

I contacted Kevin to advise him of the situation. Kevin states will contact Butler Auto and take the necessary pictures. I emphasized to Kevin we need the underside pictures only. He understood and states will take the pictures either on 11/11/03 or on 11/13/03 depending on his schedule.

11/11/03 10:29:54 JIMN:----->E MAIL FROM KEVIN;

I just wanted to let you know that I has spoken with Rodney at Butler Auto Salvage. Rodney explained that he could not guarantee that the CR-V would be available for me to take pictures of since he bought it at the auction to sell. He explained that if Honda wanted to keep it they should not have auctioned it. I told him I would try and reschedule to get their sooner than this Thursday. I have in fact rescheduled and will go there tomorrow - Tuesday the 11th. I spoke with him this afternoon and the car is still intact.

Thanks, Kevin

11/11/03 14:39:09 JIMN:----->

KEVIN SENT E MAIL WITH ATTACHED PHOTOS. THE PHOTOS SHOW THERE ARE TRACES OF OIL ON THE SUBFRAME AND THE ENGINE UNDER THE OIL FILTER. THE EXHAUST PIPE NEXT TO THE FILTER SHOWS SCORCHING AND PATTERNS OF DRIPPING ON THE EXHAUST WHEN IT WAS HOT. THE PIPE IS BLACK FROM SOOT AND THE CAT IS STAINED ALSO. ALL PATTERNS CONSISTANT FOR LEAK AT OIL FILTER CAUSING THE FIRE. SUGGEST REFER BACK TO THE CUSTOMERS INSURANCE COMPANY. NOT A MANUFACTURING DEFECT.

11/20/03 10:45:31 JIMN:----->

FROM MEETING; REQUEST FINAL

12/01/03 11:46:31 RICHARDG:----->FINAL

Tech Line Contact Report

TL Ref#: 1306887
 Created By: JIMN
 Date Created: 01/30/2004
 Last Edited By: JIMN
 # of Edits: 9

Code: Original Complaint: 0510 UNDERHOOD; OIL FILTER
 Probable Cause; Solution: DLR ERROR; LK @ FILTER, CHANGED 2 MONTHS BEFORE
Alt Codes: **Status:**

KB Source: **Title/Subject:** **Mileage:** 10000

Dealer#: 207893 Dir Cont: JOHN TE: 3 Serv. Ph: (978) 687-5000 Serv Mgr: JIM TAYLOR DE Name: COMMONWEALTH HONDA 8 COMMONWEALTH DRIVE LAWRENCE, MA 01841- Phone: 978-687-4866 Fax#: (978) 688-1088 DSM Name: John Sytulek Zone/Dist: 09 / J Phone: -15151	VIN: SH5RD78673 Em: Year: 2003 Model: CR-V Tran: 4AT Trim/Grade: 4WD EX Doors: 5DR WD: 4 Rep: SWINDON Country: ENG Desc: CR-V 5DR 4WD EX 4CYL 160.0HP 2.4L Acc: P/S, SUN ROOF, ABS, AIR BAG, USA Engine#: Trans#: Em Type: W.O.#: Parts Req #:
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Tech Line Suggests

Information from Dealer

01/30/04 10:27:41 JIMN:----->
 C/R CONTACT#? (IF AVAILABLE)----->N012004-01-2801021
 C/R AGENT? (IF AVAILABLE)----->
 CUSTOMER NAME?----->
 ADDRESS (IF AVAILABLE)----->
 ----->
 PHONE (IF AVAILABLE)-----DAY----->
 -----NIGHT----->
 ----->
 DATE OF FIRE/ACCIDENT?----->1/21/04 7AM
 INSURANCE CO.----->
 AGENT/PHONE#?----->
 VEHICLE PRESENTLY LOCATED AT----->COMMONWEALTH HONDA? 207893
 ANY INJURIES?----->NO
 DELIVERY DATE? (IF AVAILABLE)----->
 OBTAIN REPAIR HISTORY (RECENT REPAIRS?)----->SERVICED A COUPLE OF MONTHS BEFORE THE FIRE AT
 ----->COMMONWEALTH HONDA
 IF FIRE, RECENT ACCIDENTS?----->
 CUSTOMERS STATEMENT? (WHAT HAPPENED?)----->
 FROM C/R CONTACT; SEE CONTACT FOR DETAILS
 THE CUSTOMERS WIFE HAD JUST BEEN PARKING THE CAR AT WORK WHEN THE DOORS LOCKED AND THE
 VEHICLE BURST INTO FLAMES STARTING IN THE ENGINE AREA. THIS WAS IN THE PARKING GARAGE.
 VEHICLE WAS BEING DRIVEN INTO THE PARKING GARAGE AND IT STARTED TO FILL WITH SMOKE. CUST
 WIFE PARKED IT AWAY FROM OTHER CARS. FIRE AND SMOKE COMING FROM BOTH WHEEL WELLS. CUSTOMER
 WAS TOLD THAT THE VEHICLE WAS REPAIRABLE. CUSTOMER WANTS OUT OF THE CAR.

 THE DSM JOHN SYTULEK WAS CONTACTED FOR PHOTOS ON 1/28. HE SAID THAT HE WOULD BE THERE FOR
 MORE PHOTOS ON SAT (2/1) THE SERVICE MANAGER SAYS THAT THE VALVE COVER IS LEAKING AND THERE
 IS EXCESSIVE HEAT AROUND THE EXHAUST MANIFOLD.
 01/30/04 10:43:57 JIMN:----->
 TRIED TO CALL JOHN S AND GOT VOICE MAIL. LEFT MESSAGE. SENT E MAIL WITH CONTACT INFORMATION
 AND ASKED FOR THE PHOTOS TO BE FORWARDED HERE.

Tech Line Contact Report

T/L Ref #: **1306837** Created By: **JIMN** Date Created: **01/30/2004** Last Edited By: **JIMN** # of Edits: **9**

02/04/04 10:35:46 JIMN:----->

PHOTOS ARRIVED BY E MAIL FROM JOHN. SPOKE BY PHONE AND HE SAYS THAT A DEFINITE LEAK FROM THE OIL FILTER CAUSED THIS FIRE. HE REMOVED THE FILTER AND FOUND THAT IT WAS EXTREMELY TIGHT AND FOUND THAT IT WAS NOT DOUBLE GASKETED BUT THAT THE GASKET DID LOOK DISTORTED AND OUT OF SHAPE. EVIDENCE OF OIL UNDER THE CAR AND SCORCHING ON THE CAT CONVERTER. CAR SERVICED BEFORE AT COMMONWEALTH HONDA A FEW MONTHS BEFORE. HE WILL GET THE SERVICE HISTORY AND LET ME KNOW.

02/05/04 11:36:25 JIMN:----->

SENT E MAIL REQUESTING THE SERVICE RECORDS.

02/17/04 09:33:11 JIMN:----->

SENT FOLLOW UP E MAIL TO JOHN.

02/19/04 10:45:15 JIMN:----->

SERVICE RECORDS ARRIVED. CAR HAS HAD OIL CHANGED AT COMMONWEALTH AT 7,020 MILES ON 9/19/03. THROTTLE AND A/T CABLE UPDATES DONE, POWER WINDOW CONTROL UNIT RELEARNED FOR AUTO FUNCTION.

02/19/04 11:00:45 JIMN:----->

CONCLUSION;

THE DPSM REMOVED THE FILTER AND FOUND THE GASKET TO BE WAVY OR DISTORTED. HE NOTED THAT A DEFINITE LEAK FROM THE OIL FILTER CAUSED THIS FIRE. HE REMOVED THE FILTER AND FOUND THAT IT WAS EXTREMELY TIGHT AND FOUND THAT IT WAS NOT DOUBLE GASKETED BUT THAT THE GASKET DID LOOK DISTORTED AND OUT OF SHAPE. EVIDENCE OF OIL UNDER THE CAR AND SCORCHING ON THE CAT CONVERTER. FIRE PATTERNS ALSO INDICATE FIRE FROM OIL ON THE EXHAUST. REQUEST TO BE CLOSED AS ACCIDENTAL AND CASE BE CLOSED AS FINAL.

Tech Line Contact Report

T/L Ref #: 1276908	Created By: JIMN	Date Created: 11/26/2003	Last Edited By: JIMN	# of Edits: 13
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Code: Original Complaint: **0511 UNDERHOOD: OIL FILTER** Probable Cause; Solution: **LEAKING FILTER; PATTERN INDICATES OIL LEAK**
 Alt Codes: **0510** Status: _____ Mileage: **8440**
 KB Source: _____ Title/Subject: _____

Dealer #: NCA Dir Cont: SCOTT FULLER, HQS TE Serv. Ph: (310) 768-3800 Secy Mgr: Dir Name: Computer Affairs Phone: DSN Name: Phone:	VIN: SHSRD78831 Enc: Year: 2003 Model: CR-V Trim: 4AT Trim/Grade: 4WD EX Doors: 5DR WD: 4 Fact: SWINDON Country: ENG Desc: CR-V 5DR 4WD EX 4CYL 160 DHP 2.4L Acc: P/S, SUN ROOF, ABS, AIR BAG, USA Engine #: _____ Trans#: _____ Em Type: _____ W.O.#: _____ Part Req #: _____
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Tech Line Suggests

Information from Dealer

11/26/03 11:18:37 JIMN:----->
 CONTACT CREATED FROM INFORMATION FROM C/R CONTACT.
 SENT E MAIL BACK TO SCOTT TO GET;
 VIN #
 MILEAGE
 INSURANCE COMPANY PHONE AND CASE #
 LOCATION OF THE VEHICLE NOW.

C/R CONTACT#? (IF AVAILABLE)----->N012003-11-1901078
 C/R AGENT?----->SCOTT FULLER
 CUSTOMER NAME?----->
 ADDRESS (IF AVAILABLE)----->
 PHONE (IF AVAILABLE)----->DAY----->
 ----->NIGHT----->

DATE OF FIRE/ACCIDENT?----->10/26/03 APROX 5:15 pm TO 6:30 pm
 INSURANCE CO.----->STATE FARM
 AGENT/PHONE#?----->Clao Lowery claim# (460794629)
 ----->703-218-0565

VEHICLE PRESENTLY LOCATED AT----->
 ANY INJURIES?----->NO
 DELIVERY DATE? (IF AVAILABLE)----->

OBTAIN REPAIR HISTORY (RECENT REPAIRS)?----->when she drives her vehicle over bumps her door light will flash and then shut off. she had her brother take her vehicle to Jiffy Lube in May of 2003 to have the oil changed. The customer states that her vehicle had approximately 3650 miles on it when her brother had the oil changed

IF FIRE, RECENT ACCIDENTS?----->
 CUSTOMERS STATEMENT? (WHAT HAPPENED?)----->
 FROM C/R CONTACT;

*** NOTES 11/25/2003 10:58:48 sfuller Action Type: Call to Customer
 CM spoke with the customer and informed her that he was sorry to hear that her vehicle was damaged but that he was happy to hear she was okay. The customer thanked the CM for calling

Tech Line Contact Report

T/L Ref #: 1276908 Created By: JIMN Date Created: 11/26/2003 Last Edited By: JIMN # of Edits: 13

and stated that she has been very busy and unable to return his call. CM informed the customer that he would like to go over the fire incident with her to make sure that everything is accurate. CM asked the customer if she notified Criswell Honda about the fire that occurred in her vehicle. The customer states that she left the sales rep. that sold her the vehicle a vm regarding the fire incident. CM asked the customer if anyone at Criswell Honda called her back regarding this matter and was informed by the customer that she did not get a follow up call from anyone at Criswell Honda. CM asked the customer if her insurance company was notified. The customer informed the CM that she has State Farm insurance and that she has been working with a claim rep. by the name of Cleo Lowery. The customer provided the CM with her claim# (450794629). CM asked the customer when she last serviced her vehicle and what services were performed. The customer informed the CM that she had her brother take her vehicle to Jiffy Lube in May of 2003 to have the oil changed. The customer states that her vehicle had approximately 3650 miles on it when her brother had the oil changed. CM asked the customer if she recalls the date, time and location of the fire. The customer informed the CM that she was driving her vehicle on 10/26/03 between the hours of 5:15 pm and 6:30 pm. The customer states that it was raining out side and that she was waiting for the stop light to turn green when the fire occurred. CM asked the customer were the fire occurred and whether or not she recalls seeing smoke or fire first. The customer informed the CM that she saw orange yellow flames coming from underneath the front right side of her vehicle. The customer informed the CM that she then saw black gray smoke coming from underneath the vehicle. CM asked the customer how the fire was extinguished and was informed by the customer that the Fire dept. put the fire out. CM asked the customer if a report was made by the Fire dept. and was informed by the customer that the police dept. made out the fire inspection report. The customer states that she doesn't have a copy of the report but that the insurance company was provided a report by the police dept. CM asked the customer if she knows the name and contact number of the tow company that took her vehicle away. The customer informed the CM that Redmond Fleet services towed her vehicle away. The customer informed the CM that the contact number for the tow company is (703) 550-0080. The customer provided the CM with the mailing address to the tow company (8474 Terminal Rd. PO Box 1423, Newington, VA 22122). The customer states that her insurance company totaled her vehicle and will be paying her claim.

CM asked the customer if she was experiencing any problems with her vehicle prior to the fire incident. The customer informed the CM that when she drives her vehicle over humps her door light will flash and then shut off. CM asked the customer if she had this issue addressed at the dealership and was informed by the customer that she did not take the vehicle in to have the door light diagnosed. CM asked the customer if her vehicle has been parked for a lengthy amount of time. The customer informed the CM that her vehicle sat for 10 days in a drive way back in August because she was out of town. The customer informed the CM that her insurance has inquired as to whether or not anyone from AHM has contacted her about this issue. The customer states that the insurance company informed her that they will be in contact with AHM regarding this matter. CM thanked the customer for taking the time out and going over incident with him. CM informed the customer that he will be forwarding the case over to the tech dept. so that they can conduct there investigation regarding this matter. CM informed the customer that he would follow up with her once he gets more information on this case. The customer thanked the CM for his call back and stated that if there is any additional information he needs regarding this case to call her back.

12/03/03 15:16:20 JIMN:----->

SENT E MAIL TO THE DPSM ON 11/26 WITH REQUEST TO PHOTO. ASKED HIM TO CONTACT ME WITH DATE. SENT CONTACT INFO AND VEHICLE INFO.

12/04/03 15:06:59 JIMN:----->

FROM MEETING; WAITING FOR DPSM TO REPLY WITH INSPECTION DATE.

12/08/03 13:09:56 JIMN:----->

SENT REQUEST TO AMANDA TO FOLLOW UP ON AN INSPECTION DATE.

Tech Line Contact Report

TL Ref#: 1278808 Created By: JIMN Date Created: 11/26/2003 Last Edited By: JIMN # of Edits: 13

12/23/03 13:53:03 JIMN:----->

MILFORD LEFT PHONE MAIL FOR ME BUT I WAS NOT ABLE TO TALK TO HIM. HE SENT 2 DISPOSIBLE CAMERAS. I WILL DEVELOP ON JAN 5 AFTER WINTER BREAK AND WILL EVALUATE THE PHOTOS.

01/05/04 08:53:27 JIMN:----->

SENT PHOTOS FOR DEVELOPMENT.

01/14/04 17:07:27 JIMN:----->

EXAMINED PHOTOS. THE FIRE PATTERNS ARE CONSISTANT WITH FIRE FROM LEAKING OIL FILTER. THERE ARE SOME UNDERSIDE PHOTOS BUT NONE OF THE OIL FILTER AREA AND NO CLOSE UPS OF THE CAT CONVERTER. FIRE PATTERN HOTTEST ON THE REAR ENGINE COMPARTMENT ON THE PASS SIDE. EVEN WITH NO DIRECT INFORMATION ABOUT THE FILTER IT APPEARS THIS FIRE IS ACCIDENTAL FROM MIS INSTALLED OIL FILTER. CAR IS IN SNOW COVERED FIELD AND MAY BE DIFFICULT TO GET MORE INFORMATION ON THE FILTER. WILL DISCUSS CLOSE CASE AS ACCIDENTAL OR HAVE DPSM GO FOR DIRECT INSPECTION OF THE OIL FILTER AREA.

01/15/04 14:07:23 RICHARDG:----->FINAL

Tech Line Contact Report

T/L Ref #: 1241238	Created By: KEITHC	Date Created: 09/17/2003	Last Edited By: JIMN	# of Edits: 14
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Code: Original Complaint: **0511 UNDERHOOD; OIL FILTER** Probable Cause; Solution: **DLR ERROR; LEAK AT OIL FILTER; FIRE AFTER 1 DAY**
 Alt Codes: **0510, 1510, 1520** Status: _____ Mileage: **4955**
 KB Source: _____ Title/Subject: _____

Dealer #: 207848 Dir. Gmt: JON STONE TEL: 2 Serv. Ph: (910) 395-1118 Serv. Mgr: JOE PORTER Dir Name: STEVENSON HONDA 821 SOUTH COLLEGE ROAD WILMINGTON, NC 28403- Phone: 910-395-1118 Fax #: (910) 313-2708 DSM Name: PER BOLINGER Zone/Dist: 06 / N Phone: -18476	VIN: SHSRD788X Err: _____ Year: 2003 Model: CR-V Trans: 4AT Trim/Grade: 4WD EX Doors: 5DR WD: 4 Fact: SWINDON Country: ENG Desc: CR-V 5DR 4WD EX 4CYL 160.DHP 2.4L Acc: P/S, SUN ROOF, ABS, AIR BAG, USA Engine #: _____ Trans #: _____ Em Type: _____ W.O.#: _____ Parts Req #: _____
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Tech Line Suggests

Information from Dealer

09/17/03 06:16:26 ISIS:----->OIL LEAK AT FILTER CAR FIRE IN LESS THAN HALF MILE
 09/17/03 06:17:07 KEITHC:----->DID AN OIL CHANGE LAST NIGHT, FILTER LEAKED
 ----->AFTER CUST PICKED UP CAR
 ----->EXHAUST CAUGHT FIRE, THIS HAPPENED IN ABOUT 6
 ----->BLOCKS
 DOUBLE GASKET AT FILTER----->NO, SEAL BUNCHED UP FROM TORQUING FILTER
 TAKE PHOTOS----->
 09/17/03 07:02:14 LARRYL:----->NEED EMAIL ADDRESS
 GAVE INFO----->
 09/17/03 09:34:02 JOHNE:RCVD E-MAIL/ATTACHED PHOTOS/UPDATED FCS;PMD TO ALL T/L, SHOP & M/E.
 PENDED TO PAULI FOR PEND TO LEGAL
 09/17/03 16:53:22 PAULI:----->EMAIL COPY>COOR SVC
 09/24/03 15:12:36 JIMN:----->
 PRELIMINARY EXAMINATION OF THE DEALER PHOTOS SHOW OIL ON THE CAT AND THE AREA OF THE OIL
 FILTER. REQUEST DPSM PHOTOS. AZM IS GEORGE OPPEL AND DPSM PER BOLINGER.
 09/25/03 11:11:25 JIMN:----->
 AMANDA WILL FOLLOW UP ON DPSM AND REQUEST PHOTOS. WILL SEND DPSM LETTER WHEN CONFIRMED WHO
 WILL GO.
 09/25/03 13:33:33 JIMN:----->
 PER BOLINGER IS THE DPSM. HE WILL GO NEXT WEEK. THERE ARE PROBLEMS IN THE AREA WITH POWER
 OUTAGES AND HE WILL NOT BE ABLE TO GET THERE THIS WEEK.
 09/25/03 13:38:51 JIMN:----->
 CONTACTED THE DEALER AND JON STONE SAYS THAT THEY TOOK RESPONSIBILITY FOR THE OIL LEAK AND
 FIRE. THE CAR HAS BEEN REPAIRED AND RETURNED TO THE CUSTOMER.
 09/29/03 16:19:36 RICHARDG:----->FINAL

Tech Line Contact Report

TL Ref#: 1303407
 Created By: JIMN
 Date Created: 01/23/2004
 Last Edited By: JIMN
 # of Edits: 7

Code: Original Complaint: 0511 UNDERHOOD, OIL FILTER
 Probable Cause; Solution: DLR ERROR; LEAK AT FILTER, 3 MONTHS AFTR SERVICE
Alt Codes: 0510
 Status:
KB Source:
 Title/Subject:
 Mileage:

Dealer #: 208244 Dir Cont: MIKE REIDEL (DPSM) TZ: 8 Serv. Pk: (703) 880-0110 Serv Mgr: CHRIS ALLISON Dir Name: SHESBY HONDA 7434 RICHMOND HIGHWAY ALEXANDRIA, VA 22306- Phone: 703-880-0110 Fax #: (703) 880-0119 DSM Name: MICHAEL RIEDEL Zone/Dist: 08 / C Phone: - 18473	VIN: SHSRD7882 Err: Year: 2003 Model: CRV Trim: 4AT Trim/Grade: 4WD EX Doors: 5DR WD: 4 Plat: SWINDON Country: ENG Desc: CR-V 5DR 4WD EX 4CYL 180.0HP 2.4L Acc: P/S, SUN ROOF, ABS, AIR BAG, USA Engine #: Trans#: Em Type: W.O.#: Parts Req#:
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Tech Line Suggests

Information from Dealer

01/23/04 07:51:52 JIMN:----->
 DPSM CALLED IN CONTACT----->DPSM CELL PHONE; 301 537-8819
 C/R CONTACT#? (IF AVAILABLE)----->
 C/R AGENT? (IF AVAILABLE)----->
 CUSTOMER NAME?----->
 ADDRESS (IF AVAILABLE)----->
 ----->
 PHONE (IF AVAILABLE)-----DAY----->
 -----NIGHT----->
 DATE OF FIRE/ACCIDENT?----->1/17/04
 INSURANCE CO.----->
 AGENT/PHONE#?----->
 VEHICLE PRESENTLY LOCATED AT----->SHESBY HONDA 208244
 ANY INJURIES?----->
 DELIVERY DATE? (IF AVAILABLE)----->
 OBTAIN REPAIR HISTORY (RECENT REPAIRS?)----->RECENT OIL CHANGE AT DEALER
 IF FIRE, RECENT ACCIDENTS?----->
 CUSTOMERS STATEMENT? (WHAT HAPPENED?)----->DPSM STATEMENT;
 FIRE REPORTED BY MIKE REIDEL DPSM. CALLED ASKING IF I KNEW ABOUT A CRV FIRE AT THIS DEALER?
 THE DEALER HAD CALLED HIM ON A PROBLEM GETTING A REPLACEMENT HARNESS THAT WAS ON BACK ORDER.
 IT IS HIS UNDERSTANDING THAT THIS HAPPENED AFTER THE DEALER SERVICED THE CAR. THEY MAY HAVE
 CHANGED THE OIL FILTER ALREADY AND HE DID NOT KNOW IF THE OLD ONE WAS AVAILABLE. HE THINKS
 THEY ARE TAKING CARE OF THE REPAIR ON AN INTERNAL REPAIR ORDER. HE SAID THAT THEY HAD
 ALREADY STARTED THE REPAIR AND DID NOT KNOW HOW FAR THEY GOT. HE IS IN THE AREA AND WANTED
 TO KNOW IF HE SHOULD INSPECT AND PHOTOGRAPH? I ADVISED HIM TO PHOTOGRAPH AND WE WOULD OPEN A
 CONTACT HERE. AFTER HE INSPECTS THE VEHICLE HE WILL SEND THE PHOTOS AND HAVE MORE
 INFORMATION ON THE VEHICLE. WHEN HE INSPECTS I ASKED HIM TO MEASURE CLEARANCE ON THE OIL
 FILTER GASKET TO BLOCK SURFACE IN SEVERAL PLACES TO BE SURE THE FILTER IS SQUARE TO THE
 ENGINE SURFACE. HE WILL DO THIS, SEND PHOTOS AND INFORMATION BY E MAIL.
 01/26/04 10:33:22 JIMN:----->
 DPSM SENT E MAIL WITH PHOTO AND INFORMATION.
 THE CUSTOMERS STATEMENT;

Tech Line Contact Report

T/L Ref #: 1303407 Created By: JIMN Date Created: 01/23/2004 Last Edited By: JIMN # of Edits: 7

Car was sitting all day at grandparents house. Weather was cold, about 25-30 degrees outside. At about 6pm, she left and was followed by her grandfather. She was driving along surface streets and came to an intersection and sat for -2 minutes. Upon attempting to accelerate from the light, she noticed the car was sluggish and that there was smoke coming up from under the car. A passerby pulled up next to her and advised her that there was a fire coming from underneath the vehicle. She pulled over to the shoulder (on Braddock Rd), placed the vehicle in park, and the Oil and Battery indicators on the dash lit up. At the same time, the her "electrical system went out", the vehicles' door locks all locked and she continued to see smoke coming from under the car and from under the hood. She was able to unlock the car and get out. Upon exiting the car she looked and saw sparks coming from under the car. A fire/EMS crew arrived after her call, whereupon they opened the hood and disconnected the battery of the car. No materials were used to extinguish any flames. They noticed the 'huge' oil leak under the car and determined that the cause was a rapid evacuation of oil from the car. The car was towed in to the dealership at that time.

EXAMINATION OF DAMAGE TO THE VEHICLE;

The technician who had performed the oil change on October 25, was on hand to inspect the car upon it's arrival back at the dealership. He cleaned the underside of the vehicle and changed the oil at that time, not seeing any great amount of damage. The car was able to be restarted with no problem. The MIL light was on. Upon closer inspection he determined that the 2 HOS electrical leads were burned, as was the harness that connects them. There is some heat damage/melting that is visible on the lower center portion of the hood insulation. The insulation at the lower cowl also displays some nominal heat damage to the left and right of center. There is no other immediate visible damage.

01/26/04 10:35:06 JIMN:----->

CALLED THE DPEM FOR DETAILS;

THE OIL WAS CHANGED AND THE ORIGINAL FILTER WAS CHANGED AND THROWN AWAY BEFORE YOU ARRIVED

AT THE DEALER TO INSPECT?----->YES. THE CAR WAS STILL APART WAITING FOR SOME
----->PARTS THAT THEY HAD SOME TROUBLE LOCATING. YOU
----->CAN GET A PRETTY GOOD IDEA FROM LOOKING AT THE
----->PHOTOS.

DO YOU KNOW IF IT IS POSSIBLE THAT THE FILTER

WAS DOUBLE GASKETED?----->POSSIBLE. THE TECH THAT WAS WORKING ON IT WAS
----->THE SAME ONE THAT DID THE ORIGINAL OIL CHANGE.
----->HE MAY NOT HAVE WANTED TO ADMIT TO THE
----->MISTAKE. BUT THE CAR HAD OIL ON THE BOTTOM AND
----->THE PIPE WAS SCORCHED FROM THE OIL.

SO YOU THINK FROM THE EVIDENCE YOU SEE THAT IT WAS FROM THE OIL LEAKING BACK ONTO THE CAT CONVERTER?----->YES.

DID YOU REMOVE THE FILTER AND MEASURE THE CLEARANCE FROM GASKET TO BLOCK TO BE SURE THAT IT IS SQUARE AND EQUAL ON EACH SIDE OF THE FILTER?----->YES. I GOT .015 IN ON ONE SIDE AND THEN TRIED

----->TO MEASURE THE OTHER SIDE AND IT WAS VERY
----->CLOSE AT .022 IN.

DID YOU MEASURE AS I HAD ASKED? KEEPING ONE PERLER GAUGE ON ONE SIDE AND TRYING ANOTHER 180 DEGREES FROM THAT ONE?----->NO, I JUST TIGHTENED THE FILTER UNTIL IT ALMOST

----->CONTACTED AND THEN MEASURED IT.

DO YOU THINK THE FILTER MIGHT HAVE BEEN ABLE TO MOVE A LITTLE FROM THE CLEARANCE ON THE THREADS?----->DIDNT THINK ABOUT THAT, MAYBE.

FROM YOUR OBSERVATION OF HOW THE NEW FILTER

Tech Line Contact Report

TL Ref#: 1303407 Created By: JIMN Date Created: 01/23/04 Last Edited By: JIMN # of Edits: 7

GOES ON THAT THERE IS ANYTHING ABNORMAL ABOUT THIS CAR?----->

NO. THE FILTER SEEMS TO BE THE SAME AS ANY OTHER CAR THAT DOES NOT HAVE A PROBLEM.

IS THE DEALER TAKING RESPONSIBILITY FOR THE DAMAGES AND THE MISTAKE THAT CAUSED THE OIL LEAK?----->

YES. THEY ARE ALREADY IN THE PROCESS OF REPAIRING THE VEHICLE FOR THE CUSTOMER.

THANKS FOR THE INFO.

01/26/04 10:52:03 JIMN:----->

CONCLUSION;

THE PHOTOS FROM THE DPSM SHOW THE FIRE PATTERNS CONSISTANT WITH THAT OF OIL LEAKING FROM THE OIL FILTER BACK ONTO THE CAT CONVERTER CAUSING THE FIRE. THERE WAS OIL ON THE UNDERSIDE OF THE VEHICLE AND THE EXHAUST PIPE AND CAT WERE STAINED WITH OIL AND SOOT. THE DEALER GOT TO THE CAR AND DISPOSED OF THE FILTER THAT WAS ON THE CAR WHEN THE FIRE OCCURED BEFORE THE DPSM HAD A CHANCE TO INSPECT AND PHOTOGRAPH. NO WAY TO CONFIRM THAT IT WAS NOT DOUBLE GASKETED OR THAT THE GASKET WAS DAMAGED. THE DEALERSHIP IS TAKING RESPONSIBILITY FOR THE FIRE AND REPAIRING THE CAR. NO EVIDENCE OF MANUFACTURING DEFECT. REQUEST CASE BE REFERED BACK TO THE INSURANCE COMPANY AND THE CASE CLOSED AS FINAL.

02/05/04 11:43:27 RICHARDG:----->FINAL

DPSM DATA
FOR RAW DATA DETAIL REPORT

Date Issued: 2004-02-11 DSM: Last: [REDACTED]

First: Michael

ST: VA 06

Dist: 06C

Labor Operation: 111010 OIL SERVICE (7.5K, 22.5K, ETC.).

Model Year: 2003 Model: CRV

Body: Wagon

Style: EX

Engine: VTEC

Trans: AT

Vins: SHRD78823U122985 Mileage: 9950

Occurrence Date: 2004-01-17

Dealer Number: 208244 Dealer Name: SHEEY HONDA

Claim Number:

FQR ID: 5555

Attachments:

Complaint/symptom: fire and smoke from under vehicle

Probable Cause: oil evacuation from engine at oil filter base

Corrective Action: clean engine, replace o2 sensors and harnesses, change oil and filter, test driv
e and check for leaks.

Tech Line Contact Report

T/L Ref#: 1262481	Created By: JIMN	Date Created: 10/29/2003	Last Edited By: JIMN	# of Edits: 16
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Code: Original Complaint: 0511 UNDERHOOD; A/M OIL FILTER
 Probable Cause; Solution: CUST ERROR; LEAK @ OIL FILTER; FIRE AFTER 2 DAYS

Alt Codes: 0510 Status: Mileage: 10100

KB Sources:	Title/Subject:	Mileage:
Dealer #: NCA Dir Cont: RON RUBINOFF HCS VE Serv. Ph: (310) 793-8200 Serv Mgr: Dir Name: Consumer Affairs Phone: DSM Name: Phone:	VIN: SHSRD76813 Year: 2003 Tran: 4AT Doors: 5DR Fact: SWINDON Desc: CR-V 5DR 4WD EX 4CYL 160.0HP 2.4L Acc: P/S, SUN ROOF, ABS, AIR BAG, USA Engine #: Em Type: W.O.#:	Br: GR-V Model: GR-V TrimGrade: 4WD EX WD: 4 Country: ENG Transk: Parts Req #:

Tech Line Suggests

Information from Dealer

10/29/03 09:32:56 JIMN:----->
 C/R CONTACT----->N012003-10-2700570
 CUSTOMER NAME?----->
 ADDRESS (IF AVAILABLE)----->
 ----->
 PHONE (IF AVAILABLE)-----DAY----->
 -----NIGHT----->
 DATE OF FIRE/ACCIDENT?----->10/25/03 12:30 PM
 INSURANCE CO. NAME/AGENT?----->NATIONWIDE INSURANCE
 ----->DAN MC DONALD
 ----->302 322-8200
 ANY INJURIES?----->NONE KNOWN
 DELIVERY DATE? (IF AVAILABLE)----->
 OBTAIN REPAIR HISTORY----->
 DETAILS OF ACCIDENT/FIRE----->
 DETAILS FROM C/R CONTACT. FOR FULL TEXT REFER TO THE C/R CONTACT;
 *CUSTOMER SAID THAT HER VEHICLE CAUGHT FIRE ON SATURDAY. DRIVING ON I-95 WHEN SHE SAW SMOKE.
 PULLED OVER AND PUT THE VEHICLE IN NEUTRAL BECAUSE SHE WAS UNABLE TO PUT INTO PARK. COULD
 NOT TAKE THE KEYS OUT OF THE IGNITION OR TURN THE VEHICLE OFF. USED THE EMERGENCY BRAKE AND
 STEPPED AWAY AND SAW FIRE UNDER THE HOOD. POLICE TRIED EXTINGUISHER AND COULD NOT PUT OUT,
 FLAMES TOO STRONG. FIRE DEPT PUT OUT THE CAR EVENTUALLY. VEHICLE IS COMPLETELY BURNED.
 THE DPEM IS ROBERT CRAIG, CURRENTLY BILL HALLSWORTH IS HELPING OUT AND DONT KNOW WHO IS
 GOING TO GO OUT.
 10/29/03 10:26:27 JIMN:----->
 SENT E MAIL TO ROBERT CRAIG, BILL HALLSWORTH WITH PHOTO INSTRUCTIONS AND REQUEST TO INSPECT
 THE OIL FILTER GASKET IF POSSIBLE. LEFT VOICE MAIL FOR RON RUBINOFF IN C/R TO REQUEST INFO
 FROM CUSTOMER ON ANY RECENT SERVICE OR OIL CHANGE.
 10/29/03 10:38:47 JIMN:----->
 RON CALLED AND SAID THE CAR HAD JUST HAD THE OIL CHANGED AT AN INDEPENDENT SHOP (PENNYHILL
 AUTO) ON THE THURSDAY BEFORE THE FIRE (OCT 23).
 11/03/03 13:58:25 JIMN:----->
 BILL HALLSWORTH AND ROBERT CRAIG WILL GO TOMORROW AND PHOTO THE CAR AND INSPECT THE OIL

Tech Line Contact Report

TL Ref#: 1262431 Created By: JIMN Date Created: 10/29/2003 Last Edited By: JIMN # of Edits: 16

FILTER AREA. THEY CONTACTED THE INSURANCE INVESTIGATOR THAT HAS ALREADY LOOKED AT THE CAR. HIS NAME WAS JOHN ORE 302 325-8951.

11/04/03 11:01:18 JIMN:----->

SPOKE TO BILL AND ROBERT THIS MORNING AT THE SITE AND THEY HAVE ALL THE PHOTOS INCLUDING THE UNDERSIDE. THEY WERE NOT ABLE TO TRY AND SEE IF THE FILTER WAS LOOSE OR DOUBLE GASKETED DUE TO SAFETY CONCERNS OF THE IMPOUND LOT ABOUT WORKING UNDER THE CAR ON A FORK LIFT. THEY DID SEE SIGNS OF OIL ON THE UNDERSIDE OF THE CAR AROUND THE OIL FILTER AND THE UNDERSIDE OF THE CAR. ASKED IF IT APPEARED TO BE A FIRE FROM OIL ON THE CAT CONVERTER AND THEY THOUGHT SO. BILL WILL FED BX A DISC WITH PHOTOS TOMORROW. WILL EXAMINE PHOTOS WHEN THEY ARE RECEIVED.

11/04/03 13:45:20 JIMN:----->

RECEIVED PHOTOS BY E MAIL AND REVIEWED. THERE IS STAINING ON THE UNDERSIDE OF THE CAR, EXHAUST SYSTEM, AND ENGINE FROM OIL. THERE IS SCORCHING ON THE BOTTOM OF THE FILTER, THE EXHAUST PIPE OFF THE ENGINE, CAT CONVERTER AND THE BOTTOM OF THE CAR GETTING LESS AT THE REAR. DPM INDICATED THERE ARE OIL DROPLETS THERE ON THE REAR OF THE UNDERSIDE OF THE VEHICLE THAT WATER HAS CONDENSED ON THAT LOOKS LIKE SPOTS. THE OIL FILTER COULD NOT BE REMOVED FOR EXAMINATION BUT IT IS CLEAR THE OIL LEAK FROM THE FILTER BACK ONTO THE HOT EXHAUST CAUSED THE FIRE. THERE IS NO MANUFACTURING DEFECT AND THIS CAR SHOULD BE REFERRED BACK TO THE INDEPENDENT SHOP THAT CHANGED THE OIL OR CUSTOMER AND THEIR INSURANCE COMPANY.

11/12/03 16:59:26 RICHARDG:----->FINAL

Tech Line Contact Report

T/L Ref#: 1251487
 Created By: JIMN
 Date Created: 10/07/2003
 Last Edited By: JIMN
 # of Edits: 17

Code: Original Complaint: 0511 UNDERHOOD; OIL FILTER
 Probable Cause; Solution: DLR ERROR; FILTER LEAK @ SERVICE; FIRE AFTER 6 DAYS
Alt Codes: 0510
 Status: PHOTO*

KB Source:	Title/Subject:	Mileage: 8000
Dealer #: 207227	Year: 2003	Model: CR-V
Dir Cent: REBECCA HOS	Tran: 4AT	Trim/Grade: 4WD EX
Serv. Ph: (978) 864-3118	Colors: 5BR	WD: 4
Serv Mgr: MARK SOUDY	Fact: SWINDON	Country: ENG
Dir Name: THE HONDA BARN	Desc: CR-V 5DR 4WD EX 4CYL 160.0HP 2.4L	Acc: P/S, SUN ROOF, ABS, AIR BAG, USA
260 MAIN STREET	Engine #:	Trans#:
NORTH READING, MA 01864-1339	Em Type:	W.O.#:
Phone: 978-864-3118	Fax #: (978) 864-6948	Parts Req #:
DSPM Name: John Sytulek	Zone/Dist: 09 / J	
Phone: -15151		

Tech Line Suggests

Information from Dealer

10/07/03 13:38:33 JIMN:----->CREATED FROM C/R CONTACT
 C/R CONTACT----->N012003-10-07000026
 C/R AGENT-----
 CUSTOMER NAME?-----
 ADDRESS (IF AVAILABLE)-----
 PHONE (IF AVAILABLE)-----DAY-----
 NIGHT-----
 DATE OF FIRE/ACCIDENT?----->10/6/03
 INSURANCE CO. NAME/AGENT?----->
 ANY INJURIES?----->
 DELIVERY DATE? (IF AVAILABLE)----->
 OBTAIN REPAIR HISTORY----->OIL CHANGE 9/30/03
 DETAILS OF ACCIDENT/FIRE----->
 SUMMARY OF C/R CONTACT, SEE CONTACT FOR COMPLETE TEXT AND DETAILS.
 *CUSTOMER TOOK THE VEHICLE TO HONDA BARN FOR AND OIL CHANGE LAST WEEK 9/30/03 FOR AN OIL
 CHANGE. IT STARTED TO SMOKE YESTERDAY AND A FIRE BROKE OUT IN THE ENGINE COMPARTMENT. THE
 ENGINE ITSELF CAUGHT FIRE. FIRE DEPARTMENT SAID IT WAS FROM THE OIL. FIRE COMPLETELY
 ENGULFED THE VEHICLE AND IT IS COMPLETELY CHARRED. CUSTOMER HAS NOT CONTACTED THE DEALERSHIP
 OR INSURANCE YET. HAPPENED LAST NIGHT AROUND 10 PM. THIS IS HIS 4TH HONDA AND FEELS THIS IS
 A FREAK ACCIDENT AND FEELS THAT IT SHOULD BE INVESTIGATED.
 DSPM IS JOHN SYTULEK.
 10/07/03 14:20:12 JIMN:----->
 CALLED AND LEFT PHONE MAIL AND SENT E MAIL FOR JOHN DIRECTING HIM TO THE WEBSITE FOR PHOTO
 INSTRUCTIONS.
 10/09/03 10:11:31 JIMN:----->
 WAITING ON PHOTOS FROM DSPM.
 10/15/03 13:51:48 JIMN:----->
 RECEIVED 2 ROLLS OF 35MM AND WILL SEND FOR DEVELOPMENT.
 10/31/03 07:51:54 JIMN:----->
 FROM THE DSPM STATEMENTS AND EXAMINING THE PHOTOS HE SENT;

Tech Line Contact Report

TL Ref#: 1251487 Created By: JIMN Date Created: 10/07/2003 Last Edited By: JIMN # of Edits: 17

FIRE PATTERNS IN THE PHOTOS CONSISTANT WITH FIRE FROM REAR OF ENGINE COMPARTMENT.
HOT SPOTS ON HOOD IN REAR OVER AREA OF OIL FILTER AT THE CENTER REAR OF THE ENGINE.
OIL FILTER WAS SCORCHED AND HAS HEAT DAMAGE.
OIL RESIDUE UNDER THE CAR ON THE REAR OF THE ENGINE, THE TRANSMISSION, UNDERSIDE OF BODY AND THE LOWER REAR SUBFRAME.
THE CAT CONVERTER HAS SCORCHING PATTERN FROM THE FRONT TO THE BACK AS WELL AS THE UNDERSIDE OF THE CAR FROM THE ENGINE BACK.
THE REAR SECTION OF THE EXHAUST HAS FIRE PATTERN ON THE FRONT OF THE RESONATOR INDICATING FIRE FROM THE FRONT FROM THE OIL TRAVELING BACK ALONG THE BOTTOM OF THE CAR.
OIL FILTER WAS REMOVED BY THE DP6M AND THERE IS NO EVIDENCE OF THE OIL FILTER BEING DOUBLE GASKETED.
THERE WERE NO OTHER AREAS OF OIL LEAKING FROM ABOVE.
OIL LEAK CONCENTRATED IN THE AREA OF THE ENGINE NEAR THE OIL FILTER

CONCLUSION:

SEVERAL DAYS AFTER THE OIL CHANGE WAS DONE AT THE DEALER THE FILTER LEAKED AND OIL SPLASHED BACK ON THE HOT CAT CONVERTER. THE OUTSIDE OF THE FILTER DID NOT SHOW SIGNS OF LEAKAGE SO THE LEAK WAS FROM THE SEALING SURFACE BETWEEN THE FILTER AND THE ENGINE. NO SIGNS OF ANY OTHER OIL LEAKS. POSSIBLE THE FILTER WAS NOT TORQUED CORRECTLY AS SPECIFIED IN THE TIGHTENING INSTRUCTIONS ON THE FILTER OR THE GASKET WAS DAMAGED WHEN IT WAS INSTALLED CAUSING THE OIL LEAK AND THEN CAUSING THE FIRE. ORIGIN OF THE FIRE JUDGING FROM THE FIRE PATTERNS IS IN THE EXHAUST PIPE AT THE REAR OF THE ENGINE OR CAT CONVERTER. THE HEAT FROM THE HOT EXHAUST WAS THE IGNITION SOURCE AND THE OIL WAS THE FUEL FOR THE FIRE. THE EVIDENCE SUPPORTS THE CAUSE WAS ACCIDENTAL FROM THE INCORRECT INSTALLATION OF THE FILTER. REFER BACK TO THE CUSTOMER OR DEALERSHIP INSURANCE AS NOT A MANUFACTURING DEFECT.

11/06/03 11:46:06 JIMN:----->

INFORMATION FROM CRV ANALYST THAT THIS CAR HAS A COMPLAINT TO NHTSA FOR THE FIRE. THE COMMENT IS;

6 DAYS AFTER HAVING THROTTLE CABLE RECALL AND A/TSHIFT CABLE RECALL AND O/C, CAR BURST INTO FLAMES (TOTALLED) WHILE DRIVING 20-25 MPH. HONDA SAYS NOT DEFECT? CAR HAD 8200 MILES ON ODOMETER. NO EVIDENCE THAT OIL FROM O/C CAUSED FIRE. HONDA INVESTIGATIONS HAS NO ANSWER. FIRE STARTED OR WAS FIRST EVIDENT IN DRIVERS WHEEL WELL AREA.

11/19/03 08:45:15 JIMN:----->

CASE IS CLOSED AT CLIENT SERVICES. REQUEST FINAL.

11/20/03 10:45:59 JIMN:----->

CASE IS OPEN AGAIN AT CLIENT SERVICES. THE DEALER REFUSES TO TAKE RESPONSIBILITY AND WILL NO LONGER TALK TO C/R, HAS ENGAGED A LAWYER. THE CUSTOMER IS STILL PUSHING FOR A REASON FOR THE FIRE AND DOES NOT BELIEVE THAT THE CAR SHOULD EVER HAVE CAUGHT FIRE. AMANDA SAYS THAT A CONFERENCE CALL IS STILL TO BE ARRANGED WITH THE CUSTOMER. I TOLD HER THAT MY PARTICIPATION WOULD BE ONLY TO PRESENT THE PHYSICAL EVIDENCE OF THIS SPECIFIC CASE. ASKED HER TO INFORM ME OF THE TIME FOR THE CALL. JOHN CASANOVA SUGGESTED THAT AMANDA SPEAK TO BILL WILLEN BEFORE TALKING TO THE CUSTOMER AGAIN.

12/04/03 13:20:18 RICHARDG:----->FINAL

01/30/04 11:39:47 JIMN:----->

REQUESTED FROM RUBY IN C/R TO COPY THE FILE FOR JOHN TO USE AS INFORMATION IN SMALL CLAIMS COURT.

Tech Line Contact Report

T/L Ref #: 1293753
 Created By: JIMN
 Date Created: 01/06/2004
 Last Edited By: JIMN
 # of Edits: 5

Code: Original Complaint
 Probable Cause; Solution:
 0511 UNDERHOOD; OIL FILTER
 DLR ERROR; FIRE 5 MILES AFTER OIL CHANGE

Alt Codes: 0610
 Status:
 Mileage: 10521

KB Source: Title/Subject:	Mileage: 10521
Dealer#: NGS Dir Cont: JOE ROSE, DPCM Serv. Ph: (310) 783-3385 Serv Mgr: Dir Name: Consumer Affairs Phone: Fax#: DSM Name: Zone/Dist: / Phone:	VIN: SHSRD78853 Year: 2003 Em: Tran: 4AT Model: CR-V Doors: 5DR Trim/Grade: 4WD EX Fact: SWINDON WD: Country: ENG Desc: CR-V 5DR 4WD EX 4CYL 160.0HP 2.4L Acc: P/S, SUN, ROOF, ABS, AIR BAG, USA Engine#: Trans#: Em Type: W.O.#: Parts Req #:

Tech Line Suggests

Information from Dealer

01/06/04 08:28:23 JIMN:----->
 C/R CONTACT#? (IF AVAILABLE)----->N012003-12-2900131
 C/R AGENT? (IF AVAILABLE)----->PATRICIA EVANS
 CUSTOMER NAME?----->
 ADDRESS (IF AVAILABLE)----->
 PHONE (IF AVAILABLE)-----> DAY----->
 NIGHT----->
 DATE OF FIRE/ACCIDENT?----->12/17/03
 INSURANCE CO.----->TRAVELERS
 AGENT/PHONE#?----->Sonia Ceibold
 VEHICLE PRESENTLY LOCATED AT----->Traveler's Insurance, had the car towed to a
 salvage yard in Portland, ME.
 ANY INJURIES?----->NO
 DELIVERY DATE?(IF AVAILABLE)----->
 OBTAIN REPAIR HISTORY (RECENT REPAIRS?)----->The customer called because he has experienced
 a car fire with his leased 2003 Honda CR-V. The customer said that he took his car into
 Main Mall Honda on December 17, 2003 for his 10k maintenance (customer had 10,500 miles on
 his car). The dealership performed the maintenance and returned the car back to the
 customer.

After driving just five (5) miles down the road, the customer said that his engine began
 smoking and it caught on fire. The customer escaped from the car, but only before the whole
 car was destroyed due to the fire.

IF FIRE, RECENT ACCIDENTS?----->
 CUSTOMERS STATEMENT?(WHAT HAPPENED?)----->
 DETAILS OF DAMAGE TO THE VEHICLE?----->
 INFORMATION FROM THE C/R CONTACT:
 *** NOTES 12/29/2003 07:35:40 jjenkins Action Type: Call from Customer
 Dealership: Main Mall Honda
 Service Manager (Point of Contact): Chris Ward

Tech Line Contact Report

T/L Ref #: 1293753 Created By: JIMN Date Created: 01/08/2004 Last Edited By: JIMN # of Edits: 5

The customer called because he has experienced a car fire with his leased 2003 Honda CR-V. The customer said that he took his car into Main Mall Honda on December 17, 2003 for his 10k maintenance (customer had 10,500 miles on his car). The dealership performed the maintenance and returned the car back to the customer.

After driving just five (5) miles down the road, the customer said that his engine began smoking and it caught on fire. The customer escaped from the car, but only before the whole car was destroyed due to the fire. The customer did not say anything about being injured in this process, and the customer was very friendly throughout this entire conversation. I asked the customer if he has contacted his insurance company and he said he has. The customer said the insurance company, Traveler's Insurance, had the car towed to a salvage yard in Portland, ME. The customer does not know where the car is. He did tell me that his insurance agent's name is Sonia Ceibold, but he did not have her telephone number.

I informed the customer that Honda is working with short staff due to the holiday, and there is a possibility that he may not be contacted until after the New Year... possibly mid next week. The customer said that was fine. I informed the customer that the insurance company has to look at the vehicle, and he understood, he just wanted to call us in advance to speed the process up, as he feels this is a Honda error.

The customer will wait for the CM to call him back in regards to this problem. Like I said in the comment above, the customer was a very friendly person and said he does not have a problem waiting until mid next week for a call back. The customer thanked me for my assistance.

*** NOTES 12/29/2003 13:25:58 aharlan Action Type: Field/DEM
The DPEM (Joe Rose) was at this dealership and has taken pictures. I will forward a copy of this case down to auto engineering.

: Dealer Communication
ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 1/2/2004 9

This customer contacted our office regarding the following issue(s):
*** NOTES 12/29/2003 07:35:40 jjenkins Action Type: Call from Customer
Dealership: Main Mall Honda
Service Manager (Point of Contact): Chris Ward

The customer called because he has experienced a car fire with his leased 2003 Honda CR-V. The customer said that he took his car into Main Mall Honda on December 17, 2003 for his 10k maintenance (customer had 10,500 miles on his car). The dealership performed the maintenance and returned the car back to the customer.

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I informed the customer that Honda is working with short staff due to the holiday, and there is a possibility that he may not be contacted until after the New Year... possibly mid next week. The customer said that was fine. I informed the customer that the insurance company

Tech Line Contact Report

TL Ref#: 1293753 Created By: JIMN Date Created: 01/06/2004 Last Edited By: JIMN # of Edits: 6

has to look at the vehicle, and he understood, he just wanted to call us in advance to speed the process up, as he feels this is a Honda error.

The customer will wait for the CM to call him back in regards to this problem. Like I said in the comment above, the customer was a very friendly person and said he does not have a problem waiting until mid next week for a call back. The customer thanked me for my assistance.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

E MAIL SENT FROM THE DPSM WITH PHOTOS AND A PQR, Jim, to answer your question, no the dealer is not taking responsibility for this incident. I suspect that the customers' insurance co. will go after the dealers' insurance co. The customer has not contacted us either. If I was the subject technician, I would be nervous. The customer told the Service Advisor that he thought that the oil light came on, or flickered, before he was able to stop the car. The customer was not certain of this, however, as he had other things to worry about at the time. I was not able to do a check of the oil in the car as the dipstick was melted and I had only limited access to the car. I just filled out a report and took the pictures in case the customer got us involved in this.

If you need any other info, let me know.

01/06/04 11:05:42 JIMN:----->

EXAMINED 6 PHOTOS SENT BY THE DPSM. THERE WERE NO UNDERSIDE PHOTOS OF THE CAR BUT THE FIRE PATTERNS SHOW ENGINE COMPARTMENT IS THE AREA OF THE MOST DAMAGE. THE PATTERNS ON THE HOOD INDICATE A FIRE FROM THE REAR OF THE ENGINE AREA. THE DEALER HAD JUST DONE AN OIL CHANGE AND THE CAR WENT LESS THAN 5 MILES BEFORE THE FIRE OCCURED. EVEN WITHOUT THE UNDERSIDE PHOTOS THE FIRE APPEARS TO BE CONSISTANT WITH A MISINSTALLED OR LOOSE OIL FILTER. RECOMMEND THIS CASE CLOSE AS ACCIDENTAL UNLESS THE INSURANCE COMPANY SAYS SOMETHING OTHER THAN THE SERVICING DEALERS RESPONSIBILITY. THE DPSM IS OF THE SAME OPINION THAT THE FIRE WAS CAUSED BY THE DEALERS OIL CHANGE.

01/15/04 14:08:55 RICHARDG:----->FINAL

Tech Line Contact Report

TL Ref #: 1262756
 Created By: JIMN
 Date Created: 10/29/2003
 Last Edited By: JIMN
 # of Edits: 17

Code: Original Complaint: 0511 UNDERHOOD; OIL FILTER
 Probable Cause; Solution: CUST ERROR; OIL FILTER DOUBLE GASKET, 7 DAYS
Alt Codes: 0510
 Status:

KB Source:
 Title/Subject:
 Mileage: 4000

Dealer #: 207334 Dir Cont: CAROLINE CHOW, TZ: 3 Serv. Ph: (727) 848-0688 Serv Mgr: GAN HEMEREE Dir Name: GATEWAY RONDA 8428 U. S. 18 FORT RICHMOND, FL 34883 Phone: 727-848-0688 Fax #: (727) 847-0916 DSM Name: Robert R. Hall Zone/Dist: 07 / K Phone: - 18845	VIN: SH5RD78853 Year: 2003 Model: CR-V Trans: 4AT Trim/Grade: 4WD EX Doors: 5DR WD: 4 Fact: SWINGON Country: ENG Desc: CR-V 5DR 4WD EX 4CYL 160.0HP 2.4L Acc: P/S, SUN ROOF, ABS, AIR BAG, USA Engine #: Trans#: Em Type: W.O.#: Parts Req #:
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Tech Line Suggests

Information from Dealer

10/29/03 13:08:47 JIMN:----->
 C/R CONTACT#? (IF AVAILABLE)----->N012003-10-2001388
 C/R AGENT#? (IF AVAILABLE)----->CAROLINE CHOW
 CUSTOMER NAME?-----
 ADDRESS (IF AVAILABLE)-----
 PHONE (IF AVAILABLE)-----DAY-----
 -----NIGHT-->SAME
 DATE OF FIRE/ACCIDENT?----->10/17/03
 INSURANCE CO.----->HARTFORD INSURANCE
 AGENT/PHONE#?----->EILEEN MACALUSO, 800 637-5410 X61014
 POLICY#-----
 VEHICLE PRESENTLY LOCATED AT-----

 ANY INJURIES?----->NO
 DELIVERY DATE? (IF AVAILABLE)----->5/19/03
 OBTAIN REPAIR HISTORY (RECENT REPAIRS?)----->
 IF FIRE, RECENT ACCIDENTS?----->
 CUSTOMERS STATEMENT? (WHAT HAPPENED?)----->
 DETAILS FROM C/R CONTACT. FOR FULL TEXT REFER TO THE C/R CONTACT;
 TIM HOLDEN, SON IN LAW, CALLED ON CUSTOMERS BEHALF. W 727 869-3900 X138, H727 697-0358. ON
 10/17/03. AT ABOUT 10 AM MRS VAN DERPOEL DROVE THE VEHICLE FOR ABOUT 15 MIN AND PULLED OVER
 BECAUSE SOMEONE WAVED HER DOWN DUE TO THE VEHICLE SMOKING. SHE PULLED OVER AND GOT OUT OF
 THE CAR AND IT CAUGHT FIRE. REPORT WAS FILED WITH HERNANDO COUNTY SHERIFF. VEHICLE TOWED TO
 COPART IN TAMPA.
 C/R SPOKE TO DONALD LOGAN FOR PHOTOS AND HE WILL NOT BE IN FLORIDA UNTIL THE 2ND WEEK IN
 NOVEMBER. NO SERVICE WORK HAS BEEN PERFORMED ON THE VEHICLE.
 10/29/03 13:48:52 JIMN:----->
 REQUESTED CAROLINE CHOW GET CUSTOMER SERVICE INFORMATION. SENT E MAIL TO DONALD LOGAN WITH
 PHOTO INSTRUCTIONS AND REQUEST TO LET ME KNOW THE EARLIEST VISIT TIME TO THE VEHICLE.

Tech Line Contact Report

TL-Ref#: 1282756 Created By: JIMN Date Created: 10/29/03 Last Edited By: JIMN # of Edits: 17

10/31/03 11:45:06 JIMN:----->

DPEM SENT E MAIL INDICATING THAT HE WILL PHOTO IN THE 2ND WEEK IN NOV.

11/03/03 13:02:17 JIMN:----->

E MAIL FROM CAROLINE [REDACTED] SAID THAT THE CUSTOMER HAS NOT CHANGED THE OIL SINCE THE CAR IS NEW.

11/03/03 13:32:06 JIMN:----->

CALLED DANIEL AT GATEWAY HONDA AND CONFIRMED THAT THE 2 SAFETY RECALLS HAVE BEEN DONE AND THERE HAS BEEN NO OIL CHANGES THERE AT THAT DEALER. THE RECALLS WERE DONE ON 9/19/03. SENT REQUEST TO DOUG AND ANANDA TO GET THE DPEM THERE SOONER FOR PHOTOS.

11/03/03 14:27:23 JIMN:----->

CAROLINE CALLED AND THE DPEM WILL BE THERE ON MONDAY THE 10TH FOR THE PHOTOS. I STRESSED THE IMPORTANCE OF THE C/R GUIDELINES THAT I SENT AND THE UNDERSIDE PHOTOS.

11/04/03 15:44:21 JIMN:----->

E MAIL TO DPEM FROM CAROLINE;

"Here's the information regarding the vehicle the needs pictures to be taken on Monday 11/10/03.

Customer states that the adjuster information is as follows:

Rose Cotton x61106 transferred case to Eilsen Macaluso x61014 (800) 637-5410.

Called Hartford insurance and found where vehicle is physically at.

Vehicle is at salvage yard: Copart (Tampa)

12020 US Highway 301 South

Riverview, FL 33569

813-671-5550 Lot#3193053

11/06/03 15:52:49 JIMN:----->

CELL PHONE FOR DON LOGAN 615 584-9310

E MAIL FROM DON

I recently spoke with Rose Cotton (X61106), the investigating adjuster with Hartford Insurance. She indicated that she would contact the salvage yard to give me authorization to take pictures. I will contact COPART later today to coordinate my schedule so they can make the vehicle available for photographs on Monday. (11/10)

11/07/03 14:15:08 JIMN:----->

SPOKE TO DON LOGAN ABOUT THE VEHICLE AND THE SPECIFICS ON WHAT IS OF INTEREST TO PHOTOGRAPH AND TO EXAMINE. HE WILL BE THERE ON MONDAY TO TAKE PHOTOS.

11/11/03 10:20:28 JIMN:----->

DAN LOGAN INSPECTED AND PHOTOGRAPHED THE CAR. HE NOTED OIL ON THE UNDERSIDE AND ON THE AREA AROUND THE OIL FILTER. THE FILTER APPEARED TO BE A HONDA FILTER. HE REMOVED IT AND FOUND THAT THERE WERE TWO GASKETS ON THE FILTER. THIS DOES NOT FOLLOW THE CUSTOMERS STORY THAT THE OIL WAS NOT CHANGED SINCE NEW. HE IS SENDING ME PHOTOS BY DISC FED EX. WILL EXAMINE THE PHOTOS WHEN THEY ARRIVE.

11/17/03 16:23:27 JIMN:----->

REVIEWED THE PHOTOS.

THE FIRE PATTERNS ARE CONSISTANT WITH FIRE FROM THE OIL FILTER AREA.

THERE IS OIL ON THE UNDERSIDE OF ON THE BACK OF THE ENGINE BLOCK.

THERE IS OIL STAINING AND OIL RESIDUE ON THE EXHAUST PIPE AT THE BACK OF THE ENGINE.

THE OIL FILTER WAS REMOVED BY THE DPEM AND IT HAS 2 GASKETS.

THERE ARE NOT KNOWN CASES OF THE FACTORY MAKING A MISTAKE AND HAVING 2 GASKETS. THIS IS A SERVICE MISTAKE.

WHEN THE OLD GASKET HAS NOT BEEN REMOVED FROM THE LAST OIL CHANGE IT USUALLY FAILS IN A SHORT PERIOD OF TIME NOT 4000 MILES LATER.

THE CUSTOMER MAY NOT BE TELLING THE TRUTH FOR FEAR IT MIGHT EFFECT THE INSURANCE CLAIM.

THERE IS NO MANUFACTURING DEFECT JUST A MISTAKE WHERE THE OLD OIL FILTER GASKET WAS NOT REMOVED WHEN THE FILTER WAS CHANGED.

REQUEST FINAL.

11/20/03 10:42:19 JIMN:----->

Tech Line Contact Report

TL Ref #:	Created By:	Date Created:	Last Edited By:	# of Edits:
1262756	JIMN	10/29/2003	JIMN	17

FROM MEETING; DOUG WILL HANDLE REFERRING BACK TO CUSTOMER/INSURANCE.
12/01/03 11:49:51 RICHARDG:----->FINAL

Tech Line Contact Report

T/L Ref #: **1226192** Created By: **JIMN** Date Created: **08/15/2003** Last Edited By: **JIMN** # of Edits: **11**

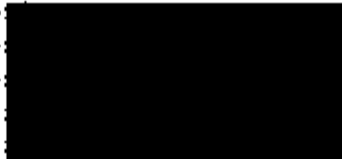
Code: Original Complaint: **0511 UNDERHOOD; OIL FILTER** Probable Cause; Solution: **DLR ERROR; MIS INSTALLED FILTER; FIRE AFTER 1 DAY**
 Alt Codes: **0510** Status:

KB Source:	Title/Subject:	Mileage: 2877
Dealer #: 208131	VIN: SMSRD788X	Err:
Dir Cont: NCA	Year: 2003	Model: CR-V
Serv. Ph: (508) 996-6800	Trans: 4AT	Trim/Grade: 4WD EX
Serv Mgr: DAVE WALLY	Doors: 5DR	WD: 4
Dr Name: BARRY'S DARTMOUTH HONDA	Plant: SWINDON	Country: ENG
26 STATE ROAD	Desc: CR-V 5DR 4WD EX 4CYL 160.0HP 2.4L	Acc: P/S, SUN ROOF, ABS, AIR BAG, USA
DARTMOUTH, MA 02747-	Engine #: _____	Trans#: _____
Phone: 508-996-6800	Fax #: (508) 990-8948	W.O.#: _____
DSM Name: DAN ENDELL	Zone/Dist: 09 / F	Parts Req #: _____
Phone: - 18870		

Tech Line Suggests

Information from Dealer

08/15/03 14:38:59 JIMN:----->CREATED FROM C/R CONTACT
 AGENT----->MARC ROESSLER
 CUSTOMER-----



DAY PHONE-----
 NIGHT-----
 STATEMENT FROM DPSM.

8/12/03: *FIELD REP DID SEE THE CAR BUT DID NOT TAKE PHOTOS. CUSTOMER HAD GONE TO THE DEALER FOR AN OIL CHANGE. AFTER 20 MIN OF DRIVING THE VEHICLE GOT HOT AND CAUGHT FIRE. VEHICLE IS TOTAL LOSS. PER DPSM ONE WAS INJURED AND THE CUSTOMERS INSURANCE CO HAD DETERMINED THAT THE CAUSE TO BE FROM THE OIL CHANGE DONE BY THE DEALER. CUSTOMER IN ANOTHER CR-V AND DEALER DID ASSIST BY REPLACING THE CUSTOMERS PERSONAL ITEMS.
 8/13/03: SER MANAGER CALLED C/R AND SAID THE CUSTOMER HAD NOT PICKED UP THE NEW CR-V YET. CUSTOMER HAD NOT RETURNED ANY CALLS TO THE DEALER. DEALER HAD PROVIDED A LOANER CAR AND THE CUSTOMER IS STILL DRIVING IT. DEALER GAVE THE CUSTOMER A CHECK FOR 1300.00 FOR LOST PERSONAL ITEMS THAT WERE IN THE VEHICLE WHEN IT CAUGHT FIRE. VEHICLE IS NO LONGER AT THE DEALER.

08/15/03 14:49:59 JIMN:----->QUESTION FOR NEXT MEETING; CLOSE THIS CASE OR PURSUE THE VEHICLE TO GET PHOTOS.

08/21/03 11:37:25 JIMN:----->
 FROM MEETING; AMANDA THINKS THAT KEVIN THE DPSM WAS GOING TO GET PHOTOS BUT UNWARE IF HE KNOWS THE CAR IS NO LONGER AT THE DEALER. WILL WAIT FOR UPDATE.

08/25/03 09:24:21 JIMN:----->
 RECEIVED A DISC OF PHOTOS FROM AMANDA. REVIEWED THE PHOTOS AND ALL ARE CONSISTANT WITH A FIRE FROM MIS INSTALLED OIL FILTER. THERE WERE NO UNDERCAR SHOTS BUT ALL THE OTHER VIEWS INDICATE A FIRE FROM THE REAR ENGINE AREA THAT WOULD BE CONSISTANT WITH THAT CONCLUSION. THE DEALER HAS ALREADY PAID FOR CUSTOMERS PERSONAL PROPERTY. ANOTHER CAR HAS BEEN ARRANGED WITH THE CUSTOMER. SUGGEST CLOSE AS FINAL AND C/R TO FOLLOW UP TO BE SURE THE CUSTOMER IS HAPPY.

08/25/03 11:51:22 RICHARDG:----->FINAL.

Tech Line Contact Report

T/L Ref#: 1245904
 Created By: JIMN
 Date Created: 09/25/2003
 Last Edited By: JIMN
 # of Edits: 16

Code: Original Complaint: 0511 UNDERHOOD; OIL FILTER
 Probable Cause; Solution: DLR ERROR; MIS INSTALLED FILTER, FIRE AFTER 1 DAY
Alt Codes: 0510
 Status: PHOTO*

KB Source:		Title/Subject:	Mileage: 6500
Dealer #: 207292	Dir Cont: MARC (MCS)	TZ: 3	VIN: SHSRD78693
Serv. Ph: (603) 886-9300	Serv. Mgr: GEORGE BARTUNEK		Year: 2003
Dir Name: PETERS HONDA OF NASHUA			Model: CR-V
300 AMHERST STREET			Tran: 4AT
NASHUA, NH 03083			Doors: 5DR
Phone: 603-886-9300	Fax: (603) 886-9336		WD: 4
DSM Name: John Sztulak	Zone/Distr: 0974		Fact: SWINDON
Phone: - 15151			Color: GRAY 5DR 4WD EX 4CYL 180.0HP 2.4L
			Acc: P/S, SUN ROOF, ABS, AIR BAG, USA
			Engine #:
			Em Type:
			W.O.#:
			Parts Ret #:

Tech Line Suggests

Information from Dealer

09/25/03 13:51:41 JIMN:----->
 CREATED FROM C/R CONTACT INFO.
 RCS CONTACT#----->M012003-09-2200792
 CUSTOMER NAME?----->
 ADDRESS (IF AVAILABLE)----->
 PHONE (IF AVAILABLE)----->DAY----->
 NIGHT----->
 DATE OF FIRE/ACCIDENT?----->9/16/03 6:15 PM
 INSURANCE CO. NAME/AGENT?----->AMICA INSURANCE
 ----->PAT LATIMER
 ----->600 329-1390
 ANY INJURIES?----->NO
 DELIVERY DATE? (IF AVAILABLE)----->
 OBTAIN REPAIR HISTORY----->HAD TWO RECALLS AND OIL CHANGE AT DEALER
 ----->BEFORE CAR CAUGHT FIRE
 DETAILS OF ACCIDENT/FIRE----->
 CUST STATED FROM C/R CONTACT; "FIRE STARTED FROM THE ENGINE COMPARTMENT. MOST OF FIRE DAMAGE TO ENGINE. VEHICLE WAS INTO PETERS HONDA OF NASHUA FOR TWO SAFETY RECALLS, TIRE ROTATION AND OIL CHANGE JUST BEFORE THE FIRE. LEAVING THE DEALER DRIVING ON HIWAY PEOPLE HONKED AND TRIED TO GET HER ATTENTION AND SOMEONE TOLD HER THE ENGINE WAS ON FIRE. CUSTOMER PULLED OVER AND GOT OUT. 911 CALLED AND FIRE DEPARTMENT PUT OUT FIRE. VEHICLE TOWED TO PETERS HONDA AND CUST SAID THE INSURANCE AND PETERS HONDA WOULD DO A THOROUGH INVESTIGATION. CONTACTED HONDA FINANCE AND FEELS THAT HE SHOULD NOT BE PAYING THE NOTE ON THE CAR THAT HAS BEEN INVOLVED IN A FIRE."
 CALLED AND LEFT MESSAGE FOR DARREN THE SERVICE MANAGER TO SEE IF THEY HAVE REPAIRED OR TAKEN RESPONSIBILITY FOR THE FIRE.
 09/29/03 07:41:15 JIMN:----->
 PHONE MAIL LEFT BY DARREN THE SERVICE MANAGER (EXT 287). THE INSURANCE CO ADJUSTER LOOKED AT THE CAR AND SAYS THAT THERE WAS NOTHING THE WE DID THAT CAUSED THE FIRE. CAR ONLY HERE FOR RECALLS AND THE OIL CHANGE. THE ADJUSTER WOULD NOT SAY WHAT HE THOUGHT THE CAUSE WAS FOR

Tech Line Contact Report

TYL Ref #: 1245904 Created By: JIMN Date Created: 09/25/2003 Last Edited By: JIMN # of Edits: 16

THIS FIRE. THE DPEM AND THE ZONE HAVE BEEN NOTIFIED OF THIS AND ARE STARTING THEIR PROCEDURES.

09/29/03 07:46:21 JIMN:----->

E MAILED LETTER FOR INSPECTION AND PHOTOS TO DPEM JOHN STULEK.

09/30/03 07:59:48 JIMN:----->

DPEM TO BE THERE TODAY FOR PHOTOS AND OIL FILTER INSPECTION.

10/02/03 10:58:27 JIMN:----->

DPEM CALLED AND WILL SEND PHOTOS TODAY. CELL # 860 966-1594. HIS OBSERVATIONS ARE THAT THE MAIN AREA OF HEAT IS FROM BETWEEN THE ENGINE AND THE BULKHEAD. MOST OF THE HEAT DAMAGE UP HIGH. THE OIL FILTER WAS TIGHT. IT WAS NOT DOUBLE GASKETED. HE EXAMINED THE FILTER AND THE GASKET WAS "WAVEY" TO MEAN SOMEWHAT DISTORTED. HE DID NOTE SOME LIQUID ON THE SUBFRAME BUT THOUGHT IT MIGHT BE THE BRAKE FLUID FROM THE MELTED RESV. WILL REVIEW THE INFORMATION AND THE PHOTOS WHEN IT ARRIVES.

10/07/03 09:31:43 JIMN:----->

NO PHOTO YET, SENT TO C/R FOR FOLLOW UP.

10/07/03 14:19:55 JIMN:----->

LEFT PHONE MAIL FOR JOHN

10/10/03 13:58:21 JIMN:----->

PHOTOS HERE NOW AND WILL EVALUATE. NO NEGATIVES SENT AND ONLY ONE COPY OF PHOTOS SENT.

10/10/03 14:04:04 JIMN:----->

DAMAGE TO THE CAR CONSISTANT WITH OIL FIRE CAUSED BY LEAKING OIL FILTER. THE HOOD IS BURNED BACK BY THE WINDSHIELD AREA. TOP OF ENGINE COMPARTMENT IS OK EXCEPT AT THE REAR OF THE MOTOR. THERE IS DAMAGE THERE TO WIRING AND HOSES. MASTER CYLINDER IS MELTED. SCORCHING ON THE BULKHEAD AND EXHAUST AT THE REAR OF THE ENGINE AND CAT CONVERTER. OIL ON THE SUBFRAMES AND ON THE EXHAUST SYSTEM. SIGNS OF OIL AS FAR BACK AS THE MUFFLER. FRONT OF MUFFLER STAINED WITH OIL. DPEM STATEMENT THAT INSPECTION OF THE OIL FILTER WAS THAT IT WAS TIGHT BUT THE FILTER GASKET WAS "WAVEY" OR DISTORTED. BELIEVE THE CAUSE FOR THIS FIRE WAS OIL ON THE EXHAUST FROM A MIS INSTALLED OIL FILTER. AT THIS TIME THERE ARE NO KNOWN MANUFACTURING DEFECTS WITH THE FILTER. SUGGEST REFER TO BACK TO THE DEALER/CUSTOMER INSURANCE COMPANY.

10/15/03 14:01:32 JIMN:----->

MIKIKU THE CRV ANALYST IN SEI GAVE ME SOME DATA THAT THIS CAR WAS REPORTED TO NHTSA. SHE RECEIVED THE DATA BY E MAIL FROM THERE NORMAL SEARCH OF NHTSA REPORTS.

10/16/03 13:54:31 RICHARDG:----->FINAL

Tech Line Contact Report

T/L Ref #: 1280955 Created By: JIMN Date Drafted: 12/05/2003 Last Edited By: JIMN # of Edits: 11

Code: Original Complaint:

0511 UNDERHOOD; OIL FILTER

Probable Cause; Solution:

DLR ERROR; MIS INSTALLED OIL FILTER, 14 DAY

Alt Codes: 0510

Status:

KB Source:

Title/Subject:

Mileage: 5394

<p>Dealer #: 207825 Dir Cont: DAVE-SERV TZ: 3 Serv. Ph: (914) 948-3306 Serv Mgr: DAVE DIGNA Dir Name: WHITE PLAINS HONDA 10 ROBERTSON AVENUE WHITE PLAINS, NY 10808 Phone: 914-428-6088 Fax #: (914) 948-0712 DSM Name: RENA BABZA Zone/Dist: 05 / F Phone: 18488</p>	<p>VIN: SHSRD78693 Err: Year: 2003 Model: CR-V Tran: 4AT Trim/Grade: 4WD EX Doors: 5DR WD: 4 Fact: SWINDON Country: ENG Desc: CR-V 5DR 4WD EX 4CYL 160.0HP 2.4L Acc: P/S, SUN ROOF, ABS, AIR BAG, USA Engine #: Trans#: Em Type: W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

12/05/03 10:27:36 JIMN:----->CREATED FROM INFO FORM C/R CONTACT
 C/R CONTACT#? (IF AVAILABLE)----->N012003-12-03000358
 C/R AGENT? (IF AVAILABLE)----->HOLLY MUHAMMAD
 CUSTOMER NAME?----->
 ADDRESS (IF AVAILABLE)----->
 ----->
 PHONE (IF AVAILABLE)-----DAY----->
 -----NIGHT----->
 DATE OF FIRE/ACCIDENT?----->11/21/03 8:55 AM
 INSURANCE CO.----->GRICO
 AGENT/PHONE#?----->JEFF SHUMAN, 917 418-8155
 POLICY----->9225660
 VEHICLE PRESENTLY LOCATED AT----->WHITE PLAINS HONDA
 ANY INJURIES?----->NO
 DELIVERY DATE? (IF AVAILABLE)----->8/4/03
 OBTAIN REPAIR HISTORY (RECENT REPAIRS?)----->11/7/03, THROTTLE CABLE, SHIFT CABLE RECALLS
 ----->OIL CHANGE 5393 MILES
 IF FIRE, RECENT ACCIDENTS?----->
 CUSTOMERS STATEMENT?(WHAT HAPPENED?)----->DRIVING THE VEHICLE THE CUSTOMER STATED THAT
 PEDESTRIANS YELLED AT HIM TO GET OUT OF THE CAR BECAUSE OF FIRE UNDERNEATH. FIRE WAS FROM
 THE ENGINE COMPARTMENT. THE HOOD WAS BURNED. FLAMES WERE SHOOTING OUT FROM THE ENGINE.
 POLICE REPORT WAS TAKEN. INTERIOR WAS NOT DAMAGED. WHITE FOAM WAS USED TO PUT OUT THE FIRE.
 WHEELS WERE LOCKED FROM THE FIRE AND THE CAR HAD TO BE FLAT BEDDED TO WHITE PLAINS HONDA.
 CUSTOMER SAW SOME LIQUID DRIPPING FROM THE ENGINE WHILE THE FIRE WAS BURNING. CUSTOMER
 PROVIDED COPY OF POLICE REPORT.
 DETAILS OF DAMAGE TO THE VEHICLE?----->HOOD BURNED, BULKHEAD SCORCHED, UNDERSIDE OF
 ----->CAR SCORCHED.
 12/05/03 10:45:22 JIMN:----->
 RECEIVED PHOTOS AND THE CONTACT THE SAME DAY AFTER THE DPDM WAS GONE FROM THE DEALER. HAD
 ENOUGH PHOTOS TO DETERMINE THE FIRE WAS FROM OIL LEAKING FROM THE OIL FILTER BACK ON TO THE
 CAT CONVERTER. SPOKE TO THE DPDM AND THE SERVICE MANAGER DAVE. DAVE SAYS THE INSURANCE
 COMPANY WAS DELAYED WITH THEIR INSPECTION. THEY WILL BE HERE ON MONDAY 12/8/03 TO INSPECT.

Tech Line Contact Report

T/L Ref #:
1260955

Created By:
JIMN

Date Created:
12/05/2003

Last Edited By:
JIMN

of Edits:
11

AFTER THE INSURANCE COMPANY HAS INSPECTED THE CAR, I HAVE INSTRUCTED DAVE TO CHECK THE OIL FILTER IS TIGHT. THEN TO REMOVE IT AND PHOTOGRAPH IT AND THE ENGINE BLOCK. AFTER THAT TAKE A NEW FILTER AND INSTALL IT ON THE THREADED EXTENSION FROM THE BLOCK. THEN TAKE 2 EQUAL SIZED FEELER GAUGES AND POSITION THEM AT 9 AND 3 O'CLOCK AND THEN TIGHTEN THE FILTER UNTIL IT JUST CONTACTS ONE OF THE GAUGES. SEE IF THE OTHER GAUGE IS STILL LOOSE. THEN REPEAT THE SAME AT 12 AND 6 O'CLOCK TO DETERMINE IF THE OIL FILTER IS CONTACTING THE BLOCK SURFACE EVENLY ON ALL SIDES AT THE SAME TIME. DAVE WILL PERFORM THESE TESTS AND CONTACT ME ON MONDAY.

DAVE'S FAX # IS [REDACTED]

RENA'S CELL IS [REDACTED]

12/10/03 13:35:23 JIMN:----->

CONTACTED DAVE AND BECAUSE OF SNOW STORMS THE INSURANCE IS DELAYED UNTIL THURSDAY FOR THEIR INSPECTION. HE WILL CHECK THE OIL FILTER MOUNTING THEN AND CALL.

12/23/03 13:45:57 JIMN:----->

DAVE LEFT ME A MESSAGE WHEN I WAS OUT OF OFFICE. HE SAID THAT HE WOULD BE CHECKING THE CAR SOON BECAUSE THE INSURANCE HAD ALREADY BEEN THERE TO PHOTOGRAPH. I WAS UNABLE TO CONTACT HIM BEFORE THE WINTER BREAK. WILL TRY AND FOLLOW UP AFTER JAN 5.

01/05/04 08:56:48 JIMN:----->

CALLED FOR DAVE, HE WILL RETURN IN 30 MIN, I WILL CALL AGAIN.

01/08/04 11:00:47 RICHARDG:----->FINAL

01/08/04 11:49:01 JIMN:----->

SPOKE TO DAVE THE SERVICE MANAGER ABOUT THE OIL FILTER MEASUREMENTS THAT WE REQUESTED BEFORE. HE SAID THEY CHECKED THE CLEARANCE ALL THE WAY AROUND THE FILTER AND IT WAS EQUAL. APPEARS THAT THE SEAL IS SQUARE WITH THE BLOCK SURFACE. THE CAR WAS TAKEN BACK BY THE INSURANCE COMPANY AND THEY HAVE PAID THE CUSTOMER. THE OIL CHANGE WAS JUST DONE BEFORE THE FIRE.

Tech Line Contact Report

T/L Ref #: **1262572** Created By: **JIMN** Date Created: **10/29/2003** Last Edited By: **JIMN** # of Edits: **8**

Code: **Original Complaint:**
0511 UNDERHOOD; OIL FILTER Probable Cause; Solution:
DLR ERROR; DOUBLE GASKET FILTER, FIRE AFTER 1DAY

Alt Codes: **0510**

Status:

KB Source:

Title/Subject:

Mileage:

<p>Dealer #: 206308</p> <p>Dir Cont: RON ROBBINS MGR T2: 3</p> <p>Serv. Ph: 301-218-8100</p> <p>Serv Mgr:</p> <p>Dir Name: HONDA OF BOWIE 2260 CRAIN HIGHWAY BOWIE, MD 20716-</p> <p>Phone: 301-218-8100 Fax: (301) 218-8668</p> <p>DSM Name: Bill E-mail: bill@honda.com</p> <p>Phone: 18470</p>	<p>VIN: 8HSR07801 Err:</p> <p>Year: 2003 Model: CR-V</p> <p>Tran: 4AT Trn/Grade: 4WD EX</p> <p>Doors: 5DR WD: 4</p> <p>Fact: SWINDON Country: ENG</p> <p>Desc: CR-V 5DR 4WD EX 4CYL 1600HP 2.3L</p> <p>Acc: P/S, SUN ROOF, ABS, AIR BAG, USA</p> <p>Engine #: Transf:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
--	--

Tech Line Suggests

Information from Dealer

10/29/03 11:14:11 JIMN:----->

CUSTOMER NAME?----->

C/R CONTACT#? (IF AVAILABLE)----->

ADDRESS (IF AVAILABLE)----->

PHONE (IF AVAILABLE)-----DAY-->

-----NIGHT-->

DATE OF FIRE/ACCIDENT?----->

INSURANCE CO.----->

AGENT/PHONE#?----->

VEHICLE PRESENTLY LOCATED AT----->HONDA OF BOWIE?

ANY INJURIES?----->NO

DELIVERY DATE? (IF AVAILABLE)----->

OBTAIN REPAIR HISTORY (RECENT REPAIRS?)----->OIL JUST CHANGED AT DEALER.

IF FIRE, RECENT ACCIDENTS?----->

CUSTOMERS STATEMENT? (WHAT HAPPENED?)----->

DETAILS FROM C/R CONTACT. FOR FULL TEXT REFER TO THE C/R CONTACT;

RECEIVED A FAX FROM THE CUSTOMER ON 10/21/03. CAR CAUGHT FIRE IMMEDIATELY AFTER AN OIL CHANGE AT HONDA OF BOWIE. IT IS THE CUSTOMERS UNDERSTANDING THAT HONDA OF BOWIE WILL ASSUME FULL RESPONSIBILITY FOR THE REPLACEMENT OF HER VEHICLE.

DPEM WAS AT THE DEALER AND AWARE OF THE VEHICLE. STATED THAT THE FIRE RESULTED IN A DOUBLE GASKET SITUATION IN WHICH THE DEALER HAS ADMITTED FAULT. STATES THAT THE MATTER WAS TURNED OVER TO THE DEALERS INSURANCE COMPANY.

10/30/03 17:30:13 RICHARDG:----->FINAL



Tech Line Contact Report

T/L Ref#: 1208573
 Created By: JIMN
 Date Created: 01/14/2004
 Last Edited By: JIMN
 Tot Edits: 11

Code: Original Complaint: 0511 UNDERHOOD, A/M OIL FILTER
 Probable Cause; Solution: CUST ERROR; FIRE 7 DAYS AFTER OIL CHANGED

Alt Codes: 0510
 Status:

KB Source:
 Title/Subject:
 Mileage: 3300

Dealer#: 207690 Dir Cont: MARC ROESSLER TZ: 2 Serv Ph: (617) 736-8599 Serv Mgr: PAUL GIBSON Dir Name: HERB CHANDLER/HONDA 1186 COMMONWEALTH AVE. BOSTON, MA 02134-4618 Phone: 617-731-0100 Fax #: (617) 686-8954 DSM Name: KEVIN PRETTNER Zone/Dist: 09/H Phone: (310) 781-6799 - 15149	VIN: 5HSHR47785 Err: Year: 2003 Model: CRV Tran: 04E Trim/Grade: 4WD EX Doors: 5DR WD: 4 Fact: SWINDON Country: ENG Desc: CR-V 5DR 4WD EX 4CYL 160.0HP 2.4L Acc: P/S, SUN ROOF, ABS, AIR BAG, USA Engine #: Trans#: Em Type: W.O.#: Parts Req#:
---	--

Tech Line Suggests

Information from Dealer

01/14/04 10:55:57 JIMN:----->
 C/R CONTACT#? (IF AVAILABLE)----->N12004-01-1200819
 C/R AGENT? (IF AVAILABLE)----->
 CUSTOMER NAME?----->
 ADDRESS (IF AVAILABLE)----->
 PHONE (IF AVAILABLE)----->DAY----->
 NIGHT----->
 DATE OF FIRE/ACCIDENT?----->1/7/04 6:40 AM
 INSURANCE CO.----->INCOMPASS INSURANCE OF BOSTON
 AGENT/PHONE#?----->STEFANY MCCABE 800 262 7255
 VEHICLE PRESENTLY LOCATED AT----->EMERGENCY TOWING
 ----->61 COPELAND ST
 ----->QUINCY, MA 02169
 ----->617 479-6677, NO CONTACT NAME
 ANY INJURIES?----->NO
 DELIVERY DATE? (IF AVAILABLE)----->
 OBTAIN REPAIR HISTORY (RECENT REPAIRS?)----->CUSTOMER DID HIS OWN OIL CHANGE ABOUT 1 1/2 TO
 2 WEEKS AGO.
 IF FIRE, RECENT ACCIDENTS?----->
 CUSTOMERS STATEMENT? (WHAT HAPPENED?)----->FIRE OCCURRED WHEN DRIVING ON 93N EXIT 9
 WILLARD ST QUINCY, MA
 DETAILS OF DAMAGE TO THE VEHICLE?----->
 01/14/04 11:02:44 JIMN:----->
 SENT CONTACT INFORMATION TO KEVIN PRETTNER.
 FIRE REPORT RECEIVED FROM C/R.
 REPORT SHOWS 3 MIN RESPONSE TIME AND THAT THE CAUSE OF THE FIRE IS UNDETERMINED.
 01/15/04 10:15:35 JIMN:----->
 JEFF BACKLIFF IS GOING TO PHOTO CAR. SENT E MAIL INFORMATION AND REQUEST TO INSPECT THE OIL
 FILTER AND MEASURE THE MOUNTING THE ENGINE BLOCK TO SEE IF THE SURFACE IS SQUARE.
 01/20/04 13:27:44 JIMN:----->
 THE CAR IS LOCATED AT

Tech Line Contact Report

T/L Ref#: 1208573

Created By: JIMN

Date Created: 01/14/2004

Last Edited By: JIMN

of Edits: 15

Insurance Auto Auction
10 turn Pike Road
West Bridge Water , MA 02379
508-588-7840
Stock Number 444650

01/21/04 13:22:02 JIMN:----->

JEFF CALLED FROM THE SCENE. THERE IS OIL ALL OVER THE ENGINE AREA AND UNDERCARRIAGE OF THE CAR. THERE IS SCORCHING ON THE EXHAUST PIPE AND STAINING ON THE CAT CONVERTER. HE IS FORWARDING ON THE PHOTOS THAT HE TOOK. THE FILTER WAS TIGHT AND HE WAS UNABLE TO REMOVE IT DUE TO IT BEING ON THE INSPECTION RACK WHICH IS MUCH TOO HIGH FOR HIM TO GET TO THE FILTER. HE SAID THE REAR OF THE ENGINE AREA WAS THE SOURCE OF THE OIL LEAK. WILL EXAMINE THE PHOTOS AND MAKE A FINAL DETERMINATION BUT LOOKS LIKE ACCIDENTAL DUE TO HIS INSTALLED OIL FILTER.

01/29/04 13:14:25 JIMN:----->

FROM MEETING,

AMANDA WILL FOLLOW UP WITH THE DPSM TO FIND OUT WHERE THE PHOTOS ARE. AFTER EXAMINING THEM TO CONFIRM THE DPSM STATEMENT AND OBSERVATIONS, WE WILL PROBABLY FINAL.

02/02/04 14:22:53 JIMN:----->

JEFF WILL MAIL THE CD WITH PHOTOS TO RUBY IN C/R. SHE WILL FORWARD ON TO ME.

02/03/04 13:53:53 JIMN:----->

RECEIVED PHOTOS AND EXAMINED. FIRE PATTERNS CONSISTANT WITH FIRE AT THE REAR OF THE ENGINE. THERE IS OIL ON THE LOWER COVER AT THE FRONT OF THE ENGINE. THERE IS OIL SPOTS NEAR THE CAT CONVERTER ON THE BODY. THE WIRE HARNESS IS HEAT DAMAGED TO THE O2 SENSOR AT THE CONVERTER. EVIDENCE OF OIL ON THE RIGHT OUTER AXLE AND KNUCKLE AREA. THERE IS STAINING ON THE EXHAUST PIPE LEAVING THE ENGINE AREA. THE OIL FILTER IS AFTERMARKET. SOME PHOTOS ARE NOT SO CLEAR OF THE AREA BUT THE DPSM STATEMENT AND THE OIL THAT EXISTS ON THE UNDERSIDE OF THE CAR ARE CONSISTANT WITH OIL LEAK FROM FILTER AREA THAT CAUGHT FIRE ON THE CAT CONVERTER. FIRE THEN SPREAD TO THE REST OF THE VEHICLE. FIRE IS ACCIDENTAL AND NOT A MANUFACTURING DEFECT.

02/05/04 11:44:51 RICHARDG:----->FINAL

Attachment Q6

NVS-213phk/PE04-018

American Honda Motor Co., Inc.
April 23, 2004

Attachment #Q6

List of labor operations, labor operation descriptions, problem codes, and problem code descriptions

Defect (Problem) Codes and Descriptions

004	Distorted, warped, sprung, or twisted.
005	Worn beyond factory service limits.
017	Cracked, but still in one piece.
018	Broken or chipped, in two or more pieces.
024	Welding/soldering broken or incomplete.
032	Inoperative.
03217	Malfunction, not operating.
051	Oil leak.
054	Restricted line or passage (air, oil, fuel, water).
067	Detached.
060	Leaking (coolant, gas, pressure, vacuum, freon, etc.).
062	Loose or poorly fitted.
072	Circuit remains closed.
074	Improper assembly or adjustment at factory.
07408	Improperly sealed.
076	Porous, incomplete or irregular casting.
07601	Faulty casting.
077	Improperly machined; too large, too small, out-of-round, not true, hole not drilled or not tapped.
081	Contamination of fuel, oil, or other fluids.
091	Poor performance.
099	Other.
999	Other.

Labor Operation Codes and Descriptions

110087	Straight time - upper engine base - repair - parts only
110099	Straight time - upper engine base - repair
110199	Straight time - upper engine base - replace
111087	Straight time - lower engine base - repair - parts only
111089	Straight time - lower engine base - repair
111170	Oil pan and/or gasket - replace
111199	Straight time - lower engine base - replace
121097	Straight time - fuel injection - repair - parts only
123505	Codes/operating data - retrieve/clear codes w/PGM tester
512140	Reservoir and/or filter -replace

Attachment Q7

NVS-213phk/PE04-018

American Honda Motor Co., Inc.
April 23, 2004

MIL Is On at PDI: '03 Civic Hybrid

On '03 Civic Hybrids, to prevent battery drain during shipping the No. 2 (10A) fuse (IMA), No. 3 (10A) fuse (Interior Light), and No. 9 (10A) fuse (Backup) are removed from the under-hood fuse/relay box and stored in the coin pocket.

Starting the engine with these fuses removed causes these things to happen:

- The BCM sets DTC P1600 (IMA system malfunction) (69) and DTC P1679 (RSCD signal circuit malfunction) (124) and turns on the MIL.
- The MCM sets IMA DTC P1634 (motor power inverter module signal circuit problem) (47) and turns on the IMA system indicator.

During PDI, make sure you do the fuse installation procedure in S/B 02-023, *2003 Civic Hybrid PDI and New Model Information*, found under PDI. When you do, you clear any stored DTCs, install the removed fuses, and charge up the IMA battery.

Hood Closing Tips: '00-02 Insight

On '00-02 Insights, if your customer complains that the hood is hard to close, here are some handy tips:

- Make sure the hood release cable is working smoothly. If the cable is damaged, it could stick in the released position and keep the hood from latching.
- Make sure you're *not* dropping the hood from too high up. To get that phenomenal fuel mileage, the Insight is made mostly from aluminum, and that includes the hood. This makes the hood very light and it tends to bounce before the latch has a chance to close. The hood should close properly if dropped from about 12 inches.
- If the hood is partially closed, be careful how hard you push down on it to finish closing the latch. The lightweight aluminum can be easily damaged.

SRS DTC 7-3: '01-02 Civic

On '01-02 Civics, if the SRS indicator comes on and SRS DTC 7-3 (Internal failure of the SRS unit) is set, replace the SRS unit.

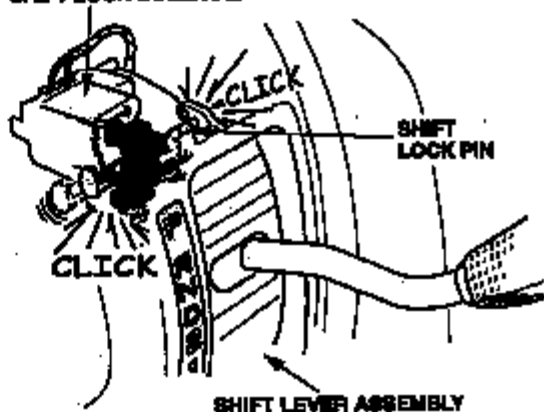
This Click From the Dashboard Is OK: '02 CR-V

On '02 CR-Vs with A/T, if your customer complains about clicking from the dashboard near the shift lever when the vehicle is slowing down, speeding up, or both, it's just the sound of the reverse lockout feature at work. It's a normal characteristic of the vehicle unique to these models.

The shift lock solenoid on the shift lever assembly retracts and extends a pin in the assembly to prevent accidental shifting to Reverse when the vehicle is moving forward above 5 mph. When the vehicle slows to around 2 mph, the solenoid energizes to retract the pin. When the vehicle accelerates forward, at around 4 mph the solenoid deenergizes and the pin extends.

The clicking is the solenoid kicking on and off as the vehicle slows down and speeds up. Just how annoying this clicking gets really depends on the noise level in the vehicle (radio, heater fan, road noise, etc.), your customer's hearing, and maybe what kind of a day he or she is having.

SHIFT LOCK SOLENOID



PGM Tester Software SN211: Something We Forgot

In our last issue of *ServiceNews*, we told you to check the fuel level in the tank if you're running the EVAP System Function Test and you get the message "Fuel vapor flow too high or too much fuel in tank." We covered what to do if the fuel level in the tank is *below* full, but we forgot to tell you what to do if the tank is full. Simply drain some of the fuel and rerun the test.

Rattling or Clicking in 2nd Gear: '01-02 Civic

If your customer has an M/T-equipped '01-02 Civic and complains of hearing a rattling or clicking when making right turns and accelerating in 2nd gear (it sounds like marbles rolling around in a tin can), the likely culprit is the reverse shift fork. If the detent ball sticks in the shift fork, reverse gear can move and grind against the 1st/2nd synchro hub. To fix the problem, replace the reverse shift fork (P/N 24230-PDW-000, H/C 6568653).

S/M Fix: Recommended MTF, '00-02 S2000

Step 4 on page 13-3 of the '00-02 S2000 S/M states "Always use Honda Manual Transmission Fluid (MTF-II)." There's just one problem with that statement: You *can't* get the stuff here in the U.S. Change your copies of the S/M to read "Always use Honda Manual Transmission Fluid (MTF)."

Cruise Control Actuator Software Updated

All '01 Civic 2-door vehicles produced after VIN 1HGEM2...1L016502, have updated cruise control actuator software. The good news is, if you're servicing one of these vehicles, you *don't* need to hassle with the cruise control learn procedure (see the January '01 *ServiceNews* article "Cruise Control Speed Too Low: '01 Civic 2-Door"). It's easy to spot one of these updated cruise control actuators when you're poking around under the hood: It's marked with the letters **EB** and a white dot or by the letters **EC** on the barcode label.

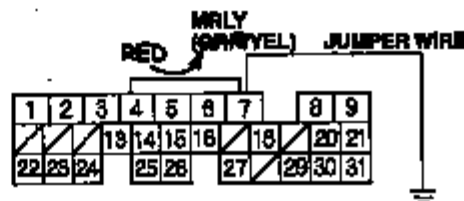
No "T" on Top Piston Ring Replacement for Passports

On '94-02 Passports, you'll notice there's no "T" on the replacement top piston ring to show you which side of the ring faces upward. That's because the new replacement ring can be installed with either side facing up. The second piston ring is still marked "T2," however, and it must be installed with that mark facing up.

S/M Fix: Fuel Pump Circuit Troubleshooting, '02 CR-V

On page 11-149 of the '02 CR-V S/M, the connector diagram in step 11 has the wrong wire color at terminal No. 7 for the PGM-FI Main Relay No. 1. Change the connector diagram to look like this:

ECM/PCM CONNECTOR E (31P)



Wire side of female terminals

Also, in step 17, change the text to read "Remove the jumper wire, and reconnect ECM/PCM connector E (31P)."

Engine Idle Varies or Surges: '01 Odyssey

On '01 Odysseys, a broken wire for the power steering pressure switch can cause the engine idle to vary or surge. To check for this, connect the PGM Tester, and start the engine. Go to DATA LIST, and watch the signal state of the Power Steering Pressure (PSP) Switch. If the idle varies when the signal changes from ON to OFF, look for a broken wire in the power steering pressure switch on the steering rack, and repair as needed.

Battery Repeatedly Dies: '00 Accord

If your customer complains that his or her '00 Accord's battery keeps dying, and you're at your wit's end trying to figure out what might be causing it, take a look at S/B 01-025, *Radiator and/or Condenser Fan Operates Continuously*, found under Engine Cooling. Follow the procedure, and check the radiator fan and condenser fan relays in the under-hood fuse/relay box. And while you're at it, also check the A/C compressor clutch relay next door. Any of these three relays can sometimes stick closed, and that can cause the battery to discharge.

Cellular Phones Can Cause Speaker Noise

Cellular phones can cause whining, popping, or thumping from the audio system speakers when they're used inside the vehicle. Throw in a 12-volt adapter, and these noises can reach a serious level.

The 12-volt adapter hardwires the transmitter to the power supply, creating radio frequency interference. Before replacing audio components, make sure you unplug any aftermarket cellular phone and 12-volt adapters.

Replace Broken Seat Belt Tongue Stopper Buttons

If the seat belt tongue stopper button is broken on any Honda model, *don't* replace the seat belt assembly, just replace the stopper button. Use this handy chart when ordering replacement stopper buttons. If the color you need *isn't* listed, think of replacing all four stopper buttons with a color that matches the seat belt and interior.

Color	Part Number	Honda Code
Black	04814-SP0-305ZA	4434718
Red	04814-SP0-305ZB	4434720
Taupe	04814-SP0-305ZC	4434734
Ivory	04814-SP0-305ZD	4434742
Green	04814-SP0-305ZE	4683851

Need some more info on seat belt tongue stopper buttons? Refer to these publications:

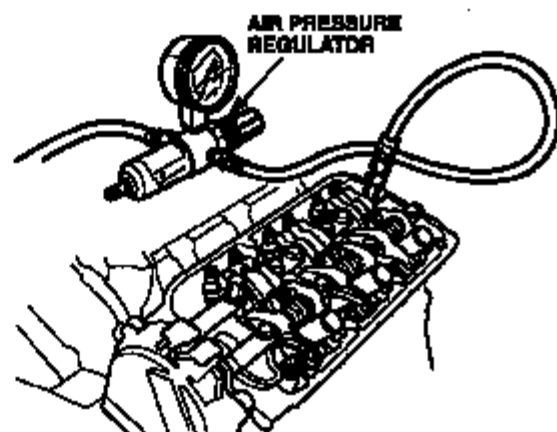
- PIB A01-0007, *Seat Belt Tongue Stopper*
- S/B 93-033, *Broken Seat Belt Tongue Stopper Button*, found under Body

Aligning Power Sliding Doors & Junction Switches

On '99-'02 Odyssey EXs, when doing any repair or adjustment to the power sliding doors, refer to S/B 99-072, *Sliding Door Alarm Beeps*, found under Body Electrical. Sliding doors or junction switches that *aren't* adjusted right can cause the doors or locks to work intermittently. And when you align the junction switch, use the dry-erase marker procedure in the S/B. *Don't* use the junction switch tool recommended in earlier issues of the S/B; it's *not* effective for this repair.

New Air Pressure Regulator for VTEC Rocker Arm Test

The Honda Tool and Equipment Program now has an air pressure regulator that's just the ticket when you're doing the VTEC rocker arm test in the S/M. It's rated at 150 psi, so it's capable of supplying more than enough air to move the rocker arm synchronizing pistons. Order T/N 07AAJ-PNAA100.



Avoiding Wind Noise From the Roof Rack: '02 CR-V

If you're installing an accessory roof rack on a '02 CR-V, here's a handy tip: Make sure the rubber inserts on the top of the crossbars lie flat. If the leading edge of the rubber insert (that's the edge toward the front of the vehicle) *doesn't* lie flat with the crossbar's surface, it can cause some nasty turbulence and wind noise during driving. There's a real simple fix for it though. If the leading edge sticks up, just remove the insert, and install it with the other edge facing forward.

Install New Oil Filters Properly to Prevent Leaks

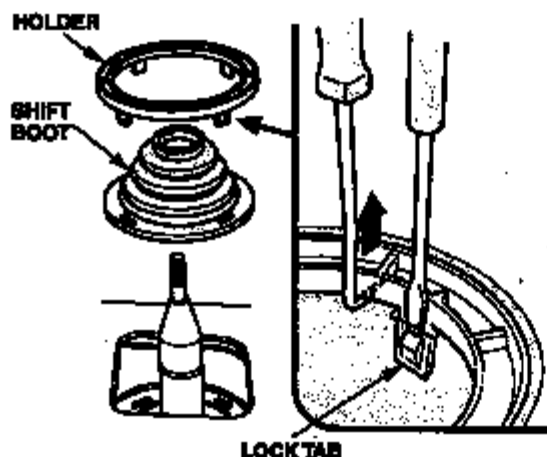
When installing a new Honda oil filter, make sure you torque the filter to the proper spec. This way you fully compress the filter's O-ring so there are no leaks. Torque specs are listed on the filter as well as in section 8 of the appropriate S/M.

Before you install a new oil filter, remember to inspect and clean the filter's threads and O-ring surfaces. And to keep the new O-ring from shearing when you torque the filter, smear a little engine oil on it. If the O-ring from the old filter is stuck to the engine block, scrape it off thoroughly, and wipe the surface clean. *Never* install a new oil filter with the old O-ring stuck to the block. The filter could come loose over time.

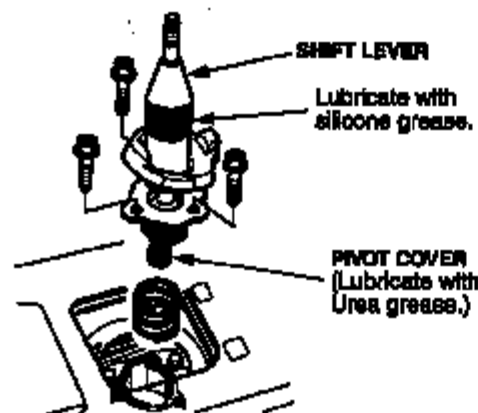
Gearshift Replacement Tips: '00-02 S2000

The '00-02 S2000 S/M is a little skimpy on info when it comes to replacing the gearshift mechanism (see pages 13-4 and 13-5). Here are some important tips to follow:

- To remove the boot holder, look for the arrowheads on the inside diameter of the holder; they indicate the location of the retaining clips underneath. To release each clip, insert a hook tool under the arrowhead, and lift slightly while releasing the lock tab on the clip with a flat-tip screwdriver. To reinstall the boot holder, line up the arrowheads on the holder with the slots in the shift boot, and press the holder into place.



- To install a new pivot cover (P/N 54111-S2A-003, H/C 6238794) onto the shift lever, you need to first heat the cover in boiling water; this softens the material and allows it to slip over the shift lever ball end without cracking. Once it's installed, dry it off, and lubricate it with Molykote M77 grease.

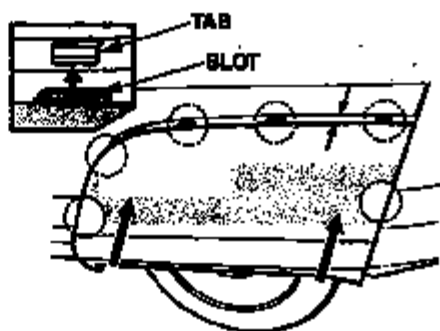


- Lubricate the shift lever with silicone grease as shown. This keeps it from squeaking as it rubs against the shift boot.

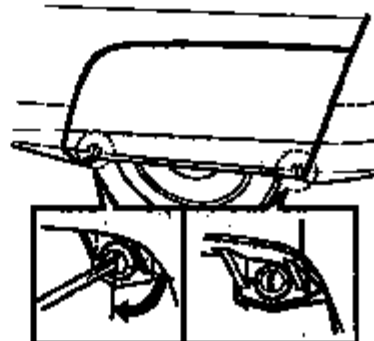
Installing Rear Fender Skirts: '00-02 Insight

Having a little trouble installing the rear fender skirts on an '00-02 Insight? Page 20-79 of the '00 Insight S/M doesn't really give you a lot of detail, so here's a good procedure that will help you make short work of it:

- Line up all the tabs and slots, and push the skirt upwards.



- Install the two stud fasteners. Turn each fastener 180 degrees, no more. (You know you've done it right when the small, round dot on the skirt lines up with the arrow on the fastener.)



- Tug lightly on the skirt to make sure the fastener is secure. If the fastener isn't secure, try turning it again, and check the retaining clip for damage. (The retaining clip can get damaged if you tighten the fastener too much.)
- Repeat steps 1 thru 3 for the other rear fender skirt.

HONDA ServiceNews

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