

PE04-018

**Attachment Q4**

**Fire Reports – Customer Complaints**

Honda

4/23/04

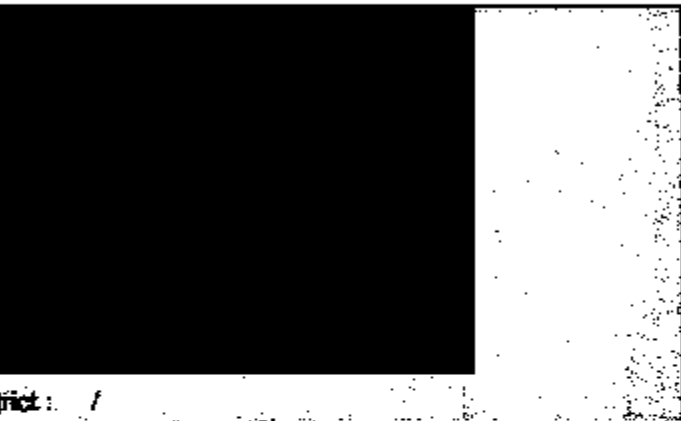
Part 2 of 2

**Case Details**

Case ID : N012003-09-1501490      Division : Honda - Auto      Condition : Closed      Open Date : 9/15/2003 1:09:34 PM  
 Case Originator : Amanda Hankin (Team HC)      Sub Division : Customer Relations      Status : Closed      Close Date : 10/6/2003 2:21:29 PM  
 Case Owner : Edward Hsu (Team AC)      Method : Phone      Queue :      Days Open : 21  
 Last Closed By : Edward Hsu (Team AC)      Point of Origin : Internal Information      Wipbin :  
 Case Title : [REDACTED], BRENDA - VEHICLE FIRE      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 : BRENDA I [REDACTED]  
 VIN Type / No. : US VIN / JHLRD684X3 [REDACTED]  
 Model / Year : CR-V / 2003  
 Model ID / Product Line : RD6843FW / A  
 Miles / Hours : 3,400  
 In Service Date : 07/17/2003  
 Months In Use : 2  
 Engine Number : K24A12067505  
 Originating Dealer No. / Name : 207152 / GARY FORCE HONDA  
 Selling Dealer No. / Name : 208278 / RUSTY WALLACE HONDA  
 Trim : 2WD LX  
 No. Of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : RE  
 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 : 208278 / RUSTY WALLACE HONDA  
 Phone No. : 865-938-4223  
 Address : 109 CALLAHAN DRIVE  
 City / State / Zip : KNOXVILLE, TN 37912  
 Svc District / Sls District : 07B / A57  
 Warranty Labor Rate / Date : \$62.00 /  
 Agent Name :

**Current Dealer Info :**

Dealer #	Dealer Name	Agent Name	Review

**3rd 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	Task / Code Desc
N012003-09-1501490-1 / BRENDA [REDACTED]	Subcase Close	Product Complaint	Operation - "Safety"	745	Electrical test

Spool Report

Run Date : 09/23/2004

## Issue Details

Issue ID : N012003-09-1501490-1	Type 1 : Product Complaint	Condition : Closed	Wipbin :
Issue Originator : Edward Hsu	Type 2 : Operation - "Safety"	Status : Subcase-Closed	Open Date : 9/16/03 10:50:49 AM
Issue Owner : Edward Hsu		Queue :	Close Date : 10/03 2:21:29 PM
Issue Title : BRENDA [REDACTED] - PRODUCT COMPLAINT - OPERATION -			

## Coding Info :

Labor Code / Desc 745 / Electrical-test

Condition Code Desc Car Fire 7451

Campaign Code / Desc :

Resolutions : Provided Information

Component Category : J1 - Electrical System

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	EQ	Notes

Spool Report

Run Date: 09/23/03

Case History

Case ID : N012003-09-1501490

Case Title : [REDACTED] RENDA - VEHICLE FIRE

\*\*\* CASE CREATE 9/15/03 1:09:34 PM, aharlan

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

\*\*\* NOTES 9/15/03 1:09:35 PM, aharlan, Action Type :

Techline referred this case to ACS. This vehicle's engine caught fire on 9-5-03 while driving. The insurance company has estimated the cost to repair will be \$7500.00, and the customer is requesting that they "total" the vehicle.

The dealer did an oil change and the Shift Cable Update 3 days prior to the fire. Service Engineering is requesting photos of the bottom and the top of the vehicle.

\*\*\* CASE MODIFY 9/15/03 1:09:45 PM, aharlan

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/15/03 1:11:21 PM, aharlan

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/15/03 1:11:51 PM, aharlan

into WIP default and Status of Solving.

\*\*\* NOTES 9/15/03 1:12:45 PM, aharlan, Action Type : Note-General

The DPSM for this dealer is Michael Murphy.

\*\*\* CASE DISPATCH 9/15/03 1:12:56 PM, aharlan

from WIP default to Queue Team B.

\*\*\* CASE ASSIGN 9/15/03 3:44:48 PM, kogawa

N012003-09-1501490 to chsu, WIP

\*\*\* CASE RULE ACTION 9/15/03 11:53:48 PM, ea

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 9/16/03 10:08:01 AM, chsu, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Techline referred this case to ACS. This vehicle's engine caught fire on 9-5-03 while driving. The insurance company has estimated the cost to repair will be \$7500.00, and the customer is requesting that they "total" the vehicle.

The dealer did an oil change and the Shift Cable Update 3 days prior to the fire. Service Engineering is requesting photos of the bottom and the top of the vehicle.

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

Thank you for your attention to this matter.

Edward Hsu

Automobile Customer Service

## Case History

Case ID: N012003-09-1501490

Case Title: [REDACTED], BRENDA - VEHICLE FIRE

\*\*\* CASE MODIFY 9/16/03 10:08:03 AM, chsu  
into WIP incoming and Status of Solving.

\*\*\* NOTES 9/16/03 10:15:59 AM, chsu, Action Type: Call to Dealer

Spoke to Service Mgr (SM) Dave who states DPSM Mike Murphy called him and asked him to take the pics of the vehicle. SM states DPSM Mike Murphy is currently in San Diego at a dealers mtg. SM states he has taken pics of the vehicle from every possible angle. SM states he has a disk full of digital pics as well as two rolls of film. SM states he will send them overnight delivery to Ed Josephson in ACS. SM states they should come in tomorrow.

\*\*\* CASE MODIFY 9/16/03 10:16:11 AM, chsu  
into WIP incoming and Status of Solving.

\*\*\* CASE MODIFY 9/16/03 10:16:23 AM, chsu  
into WIP incoming and Status of Solving.

\*\*\* CASE MODIFY 9/16/03 10:17:22 AM, chsu  
into WIP incoming and Status of Solving.

\*\*\* CASE MODIFY 9/16/03 10:17:40 AM, chsu  
into WIP incoming and Status of Solving.

\*\*\* NOTES 9/16/03 10:18:14 AM, chsu, Action Type: Note-General  
Vehicle is currently at Rusty Wallace Honda.

\*\*\* SUBCASE N012003-09-1501490-1 CREATE 9/16/03 10:50:40 AM, chsu  
Created in WIP Default with Due Date 9/16/2003 10:50:40 AM.

\*\*\* CASE MODIFY 9/16/03 10:50:58 AM, chsu  
into WIP incoming and Status of Solving.

\*\*\* CASE MODIFY 9/16/03 12:06:07 PM, chsu  
into WIP incoming and Status of Solving.

\*\*\* NOTES 9/16/03 12:46:13 PM, chsu, Action Type: Note-General  
Reviewed case status with Supervisors E.J and D.C.

\*\*\* NOTES 9/16/03 12:49:13 PM, chsu, Action Type: Call to Dealer

Spoke to SM Dave advising there are specific angles of pics that techline needs per normal operating procedures. Advised SM since the DPSM is unavailable, ACS is faxing over the angle pics required by techline. SM understood and states he talked to techline directly and was advised which angles they needed the most.

\*\*\* CASE MODIFY 9/16/03 12:49:17 PM, chsu  
into WIP incoming and Status of Solving.

\*\*\* NOTES 9/16/03 12:49:51 PM, chsu, Action Type: Note-General  
Sent fax to dealership.

\*\*\* CASE MODIFY 9/16/03 12:50:14 PM, chsu  
into WIP incoming and Status of Solving.

\*\*\* CASE MODIFY 9/16/03 12:50:19 PM, chsu  
into WIP incoming and Status of Solving.

\*\*\* NOTES 9/18/03 1:43:23 PM, chsu, Action Type: Note-General

## Case History

Case ID : N012003-09-1501490

Case Title : [REDACTED], BRENDA - VEHICLE FIRE

ACS received the package from the dealership containing two rolls of film and a floppy disk. Forwarding to Bug Dept.

\*\*\* CASE MODIFY 9/22/03 9:21:07 AM, chsu  
into WIP waiting and Status of Solving.

\*\*\* NOTES 9/24/03 8:59:15 AM, darnary, Action Type : Call from Customer

Joy Snider, with Liberty Mutual Insurance co. called requesting to speak with CM. I advised that the CM was unavailable and that he would return the call.

Joy's contact information is - 1-800-223-9704 ext 322 claim # 3910992.

\*\*\* NOTES 9/24/03 10:45:45 AM, chsu, Action Type : Note-Third Party

Left msg to discuss case with Joy S.

\*\*\* NOTES 9/24/03 10:49:32 AM, chsu, Action Type : Call to Dealer

Spoke to Asst SM Charles Hinkley who states DPSM Mike Murphy was at the dealership Monday taking pics of the car fire vehicle.

\*\*\* CASE MODIFY 9/24/03 12:04:26 PM, chsu

into WIP waiting and Status of Solving.

\*\*\* NOTES 9/24/03 12:05:11 PM, chsu, Action Type : Field/DSM

DPSM states he took pics and sent them to Jim N. in techline directly. DPSM standing by for further directions.

\*\*\* CASE MODIFY 9/24/03 12:05:16 PM, chsu

into WIP waiting and Status of Solving.

\*\*\* CASE MODIFY 9/25/03 7:18:48 PM, chsu

into WIP waiting and Status of Solving.

\*\*\* COMMIT 9/25/03 7:18:53 PM, chsu, Action Type : N/A

Made to BRENDA DUGGER due 10/10/2003 09:18:56 AM.

no further action needed- check with techline if still open

\*\*\* CASE MODIFY 9/25/03 7:19:31 PM, chsu

into WIP waiting and Status of Solving.

\*\*\* CASE FULFILL 9/30/03 1:27:54 PM, chsu

Fulfilled for BRENDA [REDACTED] due 10/10/2003 09:18:56 AM.

\*\*\* NOTES 9/30/03 1:34:12 PM, chsu, Action Type : Note-General

Supervisor DC advised techline needs additional pics. Techline needs pics focusing on the oil filter and notes on the tensions/gaskets/threads/etc. ACS will contact DPSM for follow up visit to dealership.

\*\*\* NOTES 9/30/03 1:35:04 PM, chsu, Action Type : Field/DSM

Left voicemail msg for DPSM advising of updated situation on case.

\*\*\* CASE MODIFY 9/30/03 1:35:07 PM, chsu

into WIP SERVICE and Status of Solving.

\*\*\* CASE MODIFY 9/30/03 1:35:15 PM, chsu

into WIP SERVICE and Status of Solving.

\*\*\* COMMIT 9/30/03 1:35:24 PM, chsu, Action Type : N/A

## Case History

Case ID : N012003-09-1501490

Case Title : [REDACTED], BRENDA - VEHICLE FIRE

Made to BRENDA [REDACTED] due 10/01/2003 01:35:26 PM.

follow up with DPSM

\*\*\* CASE MODIFY 9/30/03 1:35:48 PM, ehsu

into WIP SERVICE and Status of Solving.

\*\*\* NOTES 10/2/03 1:55:50 PM, ehsu, Action Type : Field/DSM

Spoke to DPSM Mike M. who states he received the msg and spoke to Jim in techline and visited the dealership this morning. DPSM states he emailed the digital pics to techline and Jim confirmed receipt. DPSM states it is taken care of now.

\*\*\* CASE MODIFY 10/2/03 1:56:09 PM, ehsu

into WIP SERVICE and Status of Solving.

\*\*\* CASE FULFILL 10/2/03 1:56:15 PM, ehsu

Fulfilled for BRENDA DUGGER due 10/01/2003 01:35:26 PM.

\*\*\* CASE MODIFY 10/2/03 1:56:25 PM, ehsu

into WIP SERVICE and Status of Solving.

\*\*\* COMMIT 10/2/03 1:56:45 PM, ehsu, Action Type : N/A

Made to BRENDA DUGGER due 10/17/2003 01:56:47 PM.

no further action needed- check with techline if still open

\*\*\* CASE MODIFY 10/2/03 1:57:01 PM, ehsu

into WIP SERVICE and Status of Solving.

\*\*\* NOTES 10/6/03 2:20:46 PM, ehsu, Action Type : Note-Third Party

Left voicemail for Joy Snider advising the eng dept found the fire was not caused by a manufacturer's defect and AHM will not be offering any assistance. Advised client to pursue the matter through the normal subrogation channels.

\*\*\* CASE MODIFY 10/6/03 2:20:51 PM, ehsu

into WIP SERVICE and Status of Solving.

\*\*\* CASE MODIFY 10/6/03 2:21:05 PM, ehsu

into WIP SERVICE and Status of Solving.

\*\*\* CASE MODIFY 10/6/03 2:21:21 PM, ehsu

into WIP SERVICE and Status of Solving.

\*\*\* SUBCASE N012003-09-1501490-1 CLOSE 10/6/03 2:21:29 PM, ehsu

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 10/6/03 2:21:29 PM, ehsu

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

**Spool Report**

Run Date: 02/25/2004

**Case Details**

Case ID : N012003-07-2100680	Division : Honda - Auto	Condition : Closed	Open Date : 7/21/2003 9:39:20 AM
Case Originator : Gabriel Orozco (Team HH)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/27/2003 8:44:50 AM
Case Owner : Julie Lifesjoe (Team HD)	Method : Phone	Queue :	Days Open : 6
Last Closed By : Julie Lifesjoe (Team HD)	Point of Origin : Customer	Wipbln :	
Case Title : [REDACTED], THOMAS - VEHICLE FIRE	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 : THOMAS [REDACTED] I OA  
 VIN Type / No. : US VIN / JHLRD7887[REDACTED]  
 Model / Year : CR-V / 2003  
 Model ID / Product Line : RD7883JW / A  
 Miles / Hours : 3,000  
 In Service Date : 04/14/2003  
 Months In Use : 3  
 Engine Number : K24A12040657  
 Originating Dealer No. / Name : 206967 / HUNTINGTON HONDA  
 Selling Dealer No. / Name : 206967 / HUNTINGTON HONDA  
 Trim : 4WD EX  
 No. Of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : RE  
 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 : 206967 / HUNTINGTON HONDA  
 Phone No. : 631-423-6300  
 Address : 1055 E. JERICHO TRNKE  
 City / State / Zip : HUNTINGTON, NY 11743  
 Svc District / Sls District : 05B / A05  
 Warranty Labor Rate / Date : \$86.00 /  
 Agent Name :

**Current Dealer Info :**

Dealer #	Dealer Name	Agent Name	Review

**3rd 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	
N012003-07-2100680-1 / THOMAS [REDACTED] - PRO	Subcase Close	Product Complaint	Operation - "Safety"	745	Electrical test



Special Report

Run Date: 07/29/03

## Issue Details

Issue ID : N012003-07-2100680-1	Type 1 : Product Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Lifoajoe	Type 2 : Operation - "Safety"	Status : Subcase Close	Open Date : 7/24/03 7:39:25 AM
Issue Owner : Julie Lifoajoe		Queue :	Close Date : 7/27/03 8:44:47 AM
Issue Title : THOMAS [REDACTED] - PRODUCT COMPLAINT - OPERATION -			

## Coding Info :

Labor Code / Desc 745 / Electrical test

Condition Code Desc Car Fire 7451

Campaign Code / Desc : /

Resolutions : Documented Concern

Component Category : H1 - Electrical System

Previously Published : NO

Fire Indicator : YES

Rollover Indicator : NO

## Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

## Parts Info :

Part Description

## Spool Report

## Case History

Case ID : N012003-07-2100680

Case Title : [REDACTED]; THOMAS - VEHICLE FIRE

\*\*\* CASE CREATE 7/21/03 9:39:20 AM, gorozco

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

\*\*\* CASE MODIFY 7/21/03 9:43:27 AM, gorozco

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/21/03 9:49:15 AM, gorozco

into WIP default and Status of Solving.

\*\*\* NOTES 7/21/03 10:14:11 AM, gorozco, Action Type : Call from Customer

Customer called to state his car caught on fire on July 5, 2003. There were no injuries. Customer is calling AHM to have this issue documented and to have an update on the delivery of the new replacement vehicle.

Customer had the vehicle towed to Huntington Honda # 206967, and they advised him they would replace the vehicle (change of collateral was the term used).

Customer wants to know the status of the replacement and when is he going to receive it.

Customer is still making payments on the vehicle and on the insurance coverage. Customer has not contacted his insurance provider because he states the dealer informed him they would bring resolution without the assistance of a "middleman".

Customer states dealer informed him a representative from AHM had inspected the vehicle and they (dealer) were just waiting for the authorization from AHM.

Customer is calling AHM for an update on the delivery of the replacement vehicle. I advised customer I did not have this information, but I would forward case to CM and he would review and provide information if available. Customer thanked me and no further assistance was necessary.

\*\*\* CASE MODIFY 7/21/03 10:14:26 AM, gorozco

into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 7/21/03 10:14:38 AM, gorozco

N012003-07-2100680 to rderudde, WIP □

\*\*\* CASE ASSIGN 7/21/03 1:45:22 PM, rderudde

N012003-07-2100680 to rrubinof, WIP ◉

\*\*\* CASE RULE ACTION 7/21/03 11:19:19 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE RULE ACTION 7/21/03 11:29:24 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE MODIFY 7/22/03 7:31:33 AM, rrubinof

into WIP default and Status of Solving.

\*\*\* NOTES 7/22/03 7:33:04 AM, rrubinof, Action Type : Note-General

Dispatched to wrong team. HUNTINGTON HONDA is in 5B. Dispatched to team D.

\*\*\* CASE DISPATCH 7/22/03 7:33:12 AM, rrubinof

from WIP default to Queue Team D.

\*\*\* CASE ACCEPT 7/22/03 3:10:12 PM, jlifosjo

from Queue Team D to WIP TEAM D CASES.

\*\*\* CASE ASSIGN 7/22/03 3:10:35 PM, jlifosjo

N012003-07-2100680 to jmccough, WIP

## Spool Report

Run Date: 02/23/2004

## Case History

Case ID : N012003-07-2100680

Case Title : [REDACTED], THOMAS - VEHICLE FIRE

\*\*\* CASE RULE ACTION 7/22/03 3:10:37 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 7/22/03 3:12:20 PM, jlifosjo, Action Type : Field/DSM

V/M to DPSM. Requested call back to discuss the details of this case.

Case was reviewed with Mediation on 7/21 and they had no knowledge of this customer's concerns.

\*\*\* NOTES 7/22/03 5:09:02 PM, esax, Action Type : Field/DSM

DPSM, Russ Berse, related the following concerning this case:

- Customer had first oil change at dealership.
- Immediately after driving out, vehicle caught fire - vehicle is totaled (nothing left of it except tires)
- Ed Yamamoto in AHM Engineering reviewed case/photos. No manufacturing defects were found that would have caused, or contributed to, the fire.
- Dealer is in process of replacing customer's vehicle.
- AHM has no involvement in this replacement
- Customer was instructed by dealer to contact her insurance company

\*\*\* CASE ASSIGN 7/23/03 7:15:19 AM, jmccaugh

N012003-07-2100680 to jlifosjo, WIP

\*\*\* CASE RULE ACTION 7/23/03 7:15:20 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* SUBCASE N012003-07-2100680-1 CREATE 7/24/03 7:39:25 AM, jlifosjo

Created in WIP Default with Due Date 7/24/2003 7:39:25 AM.

\*\*\* CASE MODIFY 7/24/03 7:39:55 AM, jlifosjo

into WIP NEW CASES and Status of Solving.

\*\*\* CASE MODIFY 7/24/03 7:40:05 AM, jlifosjo

into WIP NEW CASES and Status of Solving.

\*\*\* CASE MODIFY 7/27/03 8:39:14 AM, jlifosjo

into WIP NEW CASES and Status of Solving.

\*\*\* CASE MODIFY 7/27/03 8:39:26 AM, jlifosjo

into WIP NEW CASES and Status of Solving.

\*\*\* CASE MODIFY 7/27/03 8:44:36 AM, jlifosjo

into WIP NEW CASES and Status of Solving.

\*\*\* SUBCASE N012003-07-2100680-1 CLOSE 7/27/03 8:44:47 AM, jlifosjo

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 7/27/03 8:44:50 AM, jlifosjo

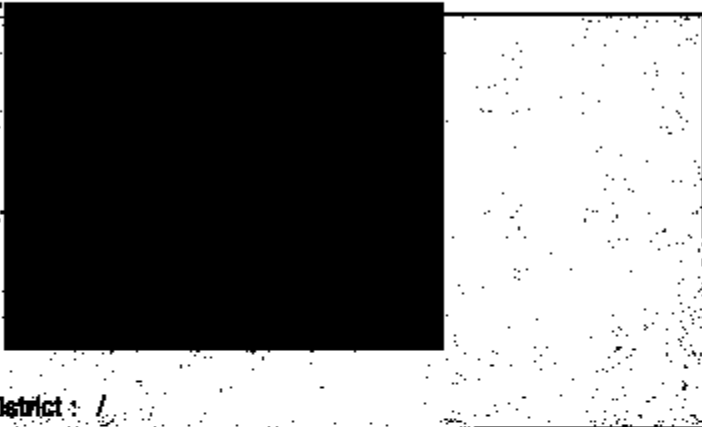
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012003-09-1000771      Division : Honda - Auto      Condition : Closed      Open Date : 9/10/2003 10:45:58  
 Case Originator : Rebecca Collins      Sub Division : Customer Relations      Status : Closed      Close Date : 9/18/2003 1:29:09 PM  
 Case Owner : Tina Crabtree      Method : Phone      Queue :      Days Open : 8  
 Point of Origin : Customer      Wipon :  
 Case Title : [REDACTED] DANNY - CAR FIRE      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 : MAGALENA [REDACTED]  
 VIN Type / No. : US VIN / JHLRD788230 [REDACTED]  
 Model / Year : CR-V / 2003  
 Model ID / Product Line : RD7883JW / A  
 Miles / Hours : 3,006  
 In Service Date : 06/05/2003  
 Months In Use : 3  
 Engine Number : K24A12057985  
 Originating Dealer No. / Name : 207451 / MARIN HONDA  
 Selling Dealer No. / Name : 208176 / HONDA OF SERRAMONTE  
 Trim : 4WD EX  
 No. of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : BK  
 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 : 208176 / HONDA OF SERRAMONTE  
 Phone No. : 650-758-4800  
 Address : 485 SERRAMONTE BLVD.  
 City / State / Zip : COLMA, CA 94014  
 Svc District / Site District : 117 / B01  
 Warranty Labor Rate / Date : \$108.00 /  
 Agent Name : ERNIE PYER

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.

Involved Party Info :

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

Case ID	Case Title	Product	Subcase	Product Complaint	Operation	111	Labor Cost
N012003-09-1000771-1	DANNY [REDACTED]	PROD	Subcase Close	Product Complaint	Operation	111	Lower Engine

## Issue Details

Issue ID : N012003-09-1000771-1

Type 1 : Product Complaint

Condition : Closed

Wipbin :

Issue Originator : Tina Crabtree

Type 2 : Operation

Status : Subcase Close

Open Date : 9/16/03 9:24:19 AM

Issue Owner : Tina Crabtree

Queue :

Close Date : 9/16/03 9:25:08 AM

Issue Title : DANNY [REDACTED] G - PRODUCT COMPLAINT - OPERATION

## Coding Info :

Labor Code / Desc : 111 / Lower Engine

Condition Code Desc : Oil Leak 1117

Campaign Code / Desc : /

Resolutions : Assist - Dealer 100%

Component Category : 06 - Engine &amp; 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	BO

Case History

Case ID : N012003-09-1000771

Case Title : ~~XXXXXXXXXX~~ DANNY - CAR FIRE

\*\*\* CASE CREATE 9/10/03 10:45:58 AM, rcolli01

Contact = DANNY ~~XXXXXXXXXX~~, Priority = N/A, Status = Solving.

\*\*\* NOTES 9/10/03 10:58:26 AM, rcolli01, Action Type : Call from Customer

Customer went to Honda of Scranton #208176 for the recall work and for an oil change. Customer traveled only a short distance and the vehicle caught on fire. The vehicle damages incurred was the exterior parts were melted, but the mechanical parts are fine. Ernie, the service director at the dealer said that it was the oil filter that caused the problem. The customer said she does not want the vehicle anymore. The vehicle is at the dealer. Customer has contacted her insurance company, but they said this is AHM's responsibility and will not cover any damages.

I advised the customer that this would be forwarded to a case manager for further follow up. Provided her with the case number and said she would get a call back in 3-5 business days.

Case also forwarded to supervisor, Amanda Harlan, due to fire case.

\*\*\* CASE MODIFY 9/10/03 10:58:34 AM, rcolli01

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/10/03 10:58:46 AM, rcolli01

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/10/03 10:58:52 AM, rcolli01

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 9/10/03 11:00:19 AM, rcolli01

from WIP default to Queue Team E.

\*\*\* NOTES 9/10/03 3:38:33 PM, aharlan, Action Type : Note-General

I walked a copy of this case down to the engineering department.

\*\*\* CASE ACCEPT 9/10/03 3:43:25 PM, cgriffin

from Queue Team E to WIP default.

\*\*\* CASE CAMPAIGN LOOKUP 9/10/03 3:43:35 PM, cgriffin

CAMPAIGN CHECK 09/10/2003 03:43:35 PM cgriffin

The following Campaign information was found  
03-044; P03; 03 CRV THROTTLE CABLE; 2003-09-08; FX  
03-047; P04; 03 CR-V SHIFT CABLE; 2003-09-08; FX

\*\*\* CASE MODIFY 9/10/03 3:45:20 PM, cgriffin

into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 9/10/03 3:45:22 PM, cgriffin

N012003-09-1000771 to tcrabtre, WIP -01 00:00

\*\*\* CASE RULE ACTION 9/10/03 3:45:23 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE MODIFY 9/11/03 10:08:20 AM, tcrabtre

into WIP Default and Status of Solving.

\*\*\* NOTES 9/11/03 10:09:37 AM, tcrabtre, Action Type : Call to Dealer

I left a message for Service Manager, Ernie Pyer to call me to fill in the details of this case. I also told him I would contact Jaleen about taking the photos that are needed for the fire report.

Case History

Case ID : N012003-09-1000771

Case Title : [REDACTED], DANNY - CAR FIRE

\*\*\* NOTES 9/11/03 10:16:47 AM, tcrabtre, Action Type : Field/DSM

I spoke to DPSM, Jaleen Clark. She spoke to Ernie Pyer and he said the dealership was taking full responsibility for the fire. The technician that changed the customer's oil put two gaskets on the oil filter. SAs a result, oil leaked out onto the catalytic converter, or another hot part of the exhaust system and caused the fire. She also said she spoke to Jim Narney and he said he was going to close his fire case, since the dealer was taking responsibility. I told Jaleen I had left a message for Ernie Pyer to call me and I would wait to hear what the dealer's resolution will be, before I close my case.

\*\*\* CASE MODIFY 9/11/03 10:16:50 AM, tcrabtre

into WIP Default and Status of Solving.

\*\*\* NOTES 9/16/03 9:24:08 AM, tcrabtre, Action Type : Note-Resolution

I received confirmation from Jim Narney in Engineering that the dealer has accepted full responsibility in this case. They replaced the customer's car. I was instructed to close this case. Cost ok.

\*\*\* SUBCASE N012003-09-1000771-1 CREATE 9/16/03 9:24:19 AM, tcrabtre

Created in WIP Default with Due Date 9/16/2003 9:24:19 AM.

\*\*\* SUBCASE N012003-09-1000771-1 CLOSE 9/16/03 9:25:08 AM, tcrabtre

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 9/16/03 9:25:10 AM, tcrabtre

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

\*\*\* CASE RBOPEN 9/16/03 4:28:18 PM, esimmons

with Condition of Open and Status of Solving.

\*\*\* NOTES 9/16/03 4:29:48 PM, esimmons, Action Type : Call from Customer

The customer called expressing concern because the case manager had not returned his calls. He sought information regarding this matter. I advised the customer of the information that had been entered today and suggested that he contact the representative at the dealership. He expressed acceptance and compliance.

\*\*\* CASE MODIFY 9/16/03 4:29:54 PM, esimmons

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 9/16/03 4:29:57 PM, esimmons

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

\*\*\* CASE RBOPEN 9/16/03 4:38:09 PM, hfinney

with Condition of Open and Status of Solving.

\*\*\* NOTES 9/16/03 4:41:50 PM, hfinney, Action Type : Call from Customer

I received inbound call from customer requesting to speak with CM. Customer states that CM needs to contact the Dealer for further information. I also transferred the customer to CM's voicemail.

\*\*\* CASE ASSIGN 9/16/03 4:42:53 PM, hfinney

N012003-09-1000771 to tcrabtre, WIP  "C"?

\*\*\* CASE RULE ACTION 9/16/03 4:42:54 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 9/17/03 2:53:22 PM, sdrcham, Action Type : Call from Customer

The customer is calling for the cm, she says she's left several messages. I told her I will give her a message directly.

\*\*\* CASE CAMPAIGN LOOKUP 9/17/03 5:33:34 PM, tcrabtre

Case History

Case ID : N012003-09-1000771

Case Title [REDACTED], DANNY - CAR FIRE

CAMPAIGN CHECK 09/17/2003 05:33:34 PM tcrabtre

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 2003-09-08; FX

03-047; P04; 03 CR-V SHIFT CABLE; 2003-09-08; FX

\*\*\* NOTES 9/17/03 5:44:37 PM, tcrabtre, Action Type : Call to Dealer

I spoke to Service Manager, Ernie Pyer and he said they were repairing the customer's car. He said they were not willing to replace it, but they would replace any damaged parts. I told him I would speak to the customer and see what they want at this point.

\*\*\* NOTES 9/17/03 5:49:29 PM, tcrabtre, Action Type : Call to Customer

I spoke to both customer, Danny and Maria [REDACTED]. Maria was driving the car when it caught fire. I told them that Honda of Serramonte accepted full responsibility for the fire damage, because their oil change was not completed properly. She said Ernie told her they had problems with the Honda oil filters and they were under investigation. I told her that was not the case. I explained that they would need to work out a satisfactory resolution directly with the dealer, since the fire was their responsibility. I told her I would call Ernie and let him know we spoke. I told her I would ask him to call her to let her know what they are willing to do for them.

\*\*\* NOTES 9/17/03 5:52:09 PM, tcrabtre, Action Type : Call to Dealer

I spoke to Ernie Pyer and he said he spoke to his General Manager. He said the dealership was willing to take their car in as a trade in, but they were not willing to repurchase it. I told him that was the only resolution the customers would be satisfied with. He said he would speak to his General Manager tomorrow and would let me know what they are willing to do.

\*\*\* NOTES 9/17/03 5:52:42 PM, tcrabtre, Action Type : Field/DSM

I left a message for DPSM, Jaleen Clark to call me about this case.

\*\*\* CASE MODIFY 9/17/03 5:54:48 PM, tcrabtre

into WIP Default and Status of Solving.

\*\*\* NOTES 9/18/03 12:52:30 PM, tcrabtre, Action Type : Call to Dealer

I spoke to Service Manager, Ernie Pyer and he said the dealer was going to trade the customer out of his car into another CR-V. He said they have been in contact with the customer and are in the process of working out the financing. Cust ok.

\*\*\* CASE CLOSE 9/18/03 1:29:09 PM, tcrabtre

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



Case Details

Case ID : N012003-12-1900930      Division : Honda - Auto      Condition : Closed      Open Date : 12/19/2003 3:24:49 PM  
 Case Originator: David Kitchen (Team HB)      Sub Division : Customer Relations      Status : Closed      Close Date : 1/29/2004 1:38:03 PM  
 Case Owner : Doug Copeland (Team HG)      Method : Phone      Queue :      Days Open : 41  
 Last Closed By : Doug Copeland (Team HG)      Point of Origin : Customer      Wipbin :  
 Case Title : STACY - DEALER COMPLAINT/FIRE      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 : STACY 8007  
 VIN Type / No. : US VIN / JHLRD78833  
 Model / Year : CR-V / 2003  
 Model ID / Product Line : RD7883JW / A  
 Miles / Hours : 5,000  
 In Service Date : 09/06/2003  
 Months In Use : 3  
 Engine Number : K24A12078377  
 Originating Dealer No. / Name : 207525 / NEIL HUFFMAN HONDA  
 Selling Dealer No. / Name : 207525 / NEIL HUFFMAN HONDA  
 Trim : 4WD EX  
 No. Of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : RE  
 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 : 207525 / NEIL HUFFMAN HONDA  
 Phone No. : 812-284-3003  
 Address : 1607 GREENTREE BLVD.  
 City / State / Zip : CLARKSVILLE IN 47129  
 Svc District / Site District : 04J / E04  
 Warranty Labor Rate / Date : \$75.00 /  
 Agent Name :

Current Dealer Info :

Dealer #	Dealer Name	Agent Name	Review

3rd Party Info :

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

ISSUES :

Issue ID / Title	Status	Issue Type 1			
N012003-12-1900930-1 / STACY L	Subcase Close	Service - Dealer	Workmanship	111	Lower Engine

Issue Details

Issue ID : N012003-12-1900930-1	Type 1 : Service - Dealer	Condition : Closed	Wipbln :
Issue Originator : David Kitchen	Type 2 : Workmanship	Status : Subcase Close	Open Date : 12/19/03 3:27:56 PM
Issue Owner : David Kitchen		Queue :	Close Date : 12/19/03 3:29:46 PM
Issue Title : STACY I [REDACTED] - SERVICE - DEALER - WORKMANSHIP			

**Coding Info :**

Labor Code / Desc 111 / Lower Engine

Condition Code Desc Oil Leak 1117

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	Qty	Unit Price	Total Price

## Case History

Case ID : ND12003-12-1900930

Case Title : ██████████ STACY - DEALER COMPLAINT/FIRE

\*\*\* CASE CREATE 12/19/03 3:24:49 PM, dkitchen

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

\*\*\* NOTES 12/19/03 3:24:49 PM, dkitchen, Action Type :

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.

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.

Customer said that she wants the dealership to perform an engine break down, inspect the inside of the engine to determine if there is any engine damage due to the oil coming and for the dealership to guarantee the engine for as long as she owns the vehicle.

I asked her what does she want AHM to do.

Customer said she will be contacting a lawyer about this matter because the dealership refuses to perform the inspection she is requesting. Customer said she just wanted to have this matter documented on file.

I gave her the case number and told customer I will forward this to the dealership as well.

\*\*\* CASE MODIFY 12/19/03 3:26:08 PM, dkitchen

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/19/03 3:26:32 PM, dkitchen

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/19/03 3:26:36 PM, dkitchen

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/19/03 3:26:42 PM, dkitchen

into WIP default and Status of Solving.

\*\*\* NOTES 12/19/03 3:27:22 PM, dkitchen, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

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.

Case History

Case ID : N012003-12-1900930

Case Title : ██████████ STACY - DEALER COMPLAINT/FIRE

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.

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.

Customer said that she wants the dealership to perform an engine break down, inspect the inside of the engine to determine if there is any engine damage due to the oil coming and for the dealership to guarantee the engine for as long as she owns the vehicle.

I asked her what does she want AHM to do.

Customer said she will be contacting a lawyer about this matter because the dealership refuses to perform the inspection she is requesting.

I gave her the case number and told customer I will forward this to the dealership as well.

This is for your information only.

Thank you for your attention to this matter.

David Kitchen

Automobile Customer Service

\*\*\* SUBCASE N012003-12-1900930-1 CREATE 12/19/03 3:27:56 PM, dkitchen

Created in WIP Default with Due Date 12/19/2003 3:27:56 PM.

\*\*\* CASE MODIFY 12/19/03 3:28:42 PM, dkitchen

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/19/03 3:28:57 PM, dkitchen

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/19/03 3:29:24 PM, dkitchen

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/19/03 3:29:32 PM, dkitchen

into WIP default and Status of Solving.

\*\*\* SUBCASE N012003-12-1900930-1 CLOSE 12/19/03 3:29:46 PM, dkitchen

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 12/19/03 3:29:48 PM, dkitchen

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 12/19/03 3:29:49 PM, dkitchen

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

\*\*\* CASE REOPEN 1/9/04 1:29:46 PM, damary

with Condition of Open and Status of Solving.

\*\*\* NOTES 1/9/04 1:47:43 PM, damary, Action Type : Call from Customer

## Case History

Case ID : N012003-12-1900930

Case Title : ██████████, STACY - DEALER COMPLAINT/FIRE

Customer called back and requested case notes that were taken by the previous case representative for legal purposes (to show her lawyer). I advised the customer that the case notes are internal documents that cannot be provided.

The customer stated that she was supposed to pick up some documents from her dealership after the New Year. The documents are supposed to state information on warranty/guarantees. The dealership advised her to pick up the documents after the New Year. The customer stated that she waited one week after the New Year and the documents were still not ready. The customer stated that this dealership needs to contact her regarding this concern and that she has made numerous attempts to get information out of them.

The customer stated that the dealership stated that would also pay her for the days of work she missed. The dealership stated that she would be contacted Thursday or Friday and the customer has not heard from the dealership yet. The customer is working with Scott McCoy.

I advised the customer that I would forward her case on to be reviewed. I advised the customer to continue working with her dealership. I advised the customer that it is possible that she will be receiving a call from AHM regarding the situation.

\*\*\* CASE MODIFY 1/9/04 1:48:40 PM, damary  
into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 1/9/04 1:48:45 PM, damary  
N012003-12-1900930 to dcoolan, WIP

\*\*\* CASE RULE ACTION 1/9/04 1:48:46 PM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* CASE RULE ACTION 1/16/04 3:24:49 PM, sa  
Action owner - 30 days of rule Case Closure fired

\*\*\* NOTES 1/23/04 3:23:03 PM, dlkchen, Action Type : Call to Dealer

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.

I informed Scott the customer is requesting information on the repair and says no one is calling her back.

Scott said he has been in touch with the customer. He said he realizes the customer feels that she wants more but stated the dealership has repaired the vehicle and compensated her well. Scott said the dealership is asking the customer to contact them instead of AHM if she has any questions.

Case History

Case ID : N012003-12-1900930

Case Title : ██████████ STACY - DEALER COMPLAINT/FIRE

I thanked him for the information.

\*\*\* CASE MODIFY 1/26/04 2:25:13 PM, dcopelan  
into WIP incoming and Status of Solving.

\*\*\* NOTES 1/29/04 1:37:02 PM, dcopelan, Action Type : Note-General

Reviewed case with mgmt team. Dealer has taken responsibility for double gasketing of the oil filter during the service and has repaired the vehicle. Closing file.

\*\*\* CASE MODIFY 1/29/04 1:37:57 PM, dcopelan  
into WIP incoming and Status of Solving.

\*\*\* CASE CLOSE 1/29/04 1:38:03 PM, dcopelan

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

**Case Details**

Case ID : N012004-01-2201264      Division : Honda - Auto      Condition : Closed      Open Date : 1/22/2004 1:21:50 PM  
 Case Originator : Robyn Mueller      Sub Division : Customer Relations      Status : Closed      Close Date : 4/12/2004 10:10:10  
 Case Owner : Brian Philbin      Method : Phone      Queue :      Days Open : 81  
 Point of Origin : Customer      Wipbin :

Case Title : 2E WINDWARD [REDACTED] FRANK - CAR FIRE / LOAN AMOUNT DIFFERENC      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 : FRANK [REDACTED]  
 VIN Type / No. : US VIN / JHLRD78493 [REDACTED]  
 Model / Year : CR-V / 2003  
 Model ID / Product Line : RD7843PW / A  
 Miles / Hours : 5,000  
 In Service Date : 10/03/2003  
 Months In Use : 3  
 Engine Number : K24A12085689  
 Originating Dealer No. / Name : 208072 / HONDA WINDWARD  
 Selling Dealer No. / Name : 208072 / HONDA WINDWARD  
 Trim : 4WD LX  
 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 : 208072 / HONDA WINDWARD  
 Phone No. : 808-247-8544  
 Address : 45-671 KAMEHAMEHA HWY.  
 City / State / Zip : KANEOHE, HI 96744  
 Svc District / Sls District : 02E / E02  
 Warranty Labor Rate / Date : \$89.00 /  
 Agent Name :

**Previous Dealers Info :**

Dealer #	Dealer Name	Agent Name	Review Ind.

**Involved Party Info :**

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

Issue ID / Title	Status	Issue Type	Issue Type 2	Labor Code	
N012004-01-2201264-1 / [REDACTED] - P	Subcase Close	Product Complaint	Operation	111	Lower Engine
N012004-01-2201264-2 / [REDACTED] PROD	Subcase Close	Product Complaint	Operation	311	Exhaust

## Issue Details

Issue ID : N012004-01-2201264-1	Type 1 : Product Complaint	Condition : Closed	Wipbin :
Issue Originator : Robyn Mueller	Type 2 : Operation	Status : Subcase Close	Open Date : 1/22/04 1:54:28 PM
Issue Owner : Brian Philbin		Queue :	Close Date : 1/22/04 5:00:17 PM
Issue Title : FRANK B. [REDACTED] - PRODUCT COMPLAINT - OPERATION			

## Coding Info :

Labor Code / Desc : 111 / Lower Engine

Condition Code Desc : Oil Pan/Plug 1115

Campaign Code / Desc : /

Resolutions : Documented Concern

Component Category : 06 - Engine & Cooling Sys

Previously Published : NO

Fire Indicator : YES

Rollover Indicator : NO

Cosmetic / Sound Quality Indicator : NO

## Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

## Parts Info :

Part No	Part Description	BO Reason

## Issue Details

Issue ID : N012004-01-2201264-2	Type 1 : Product Complaint	Condition : Closed	Wipbin :
Issue Originator : Brian Philbin	Type 2 : Operation	Status : Subcase Close	Open Date : 1/22/04 5:00:29 PM
Issue Owner : Brian Philbin		Queue :	Close Date : 1/26/04 9:00:13 AM
Issue Title : FRANK [REDACTED] - PRODUCT COMPLAINT - OPERATION			

## Coding Info :

Labor Code / Desc : 311 / Exhaust

Condition Code Desc : Other 311X

Campaign Code / Desc : /

Resolutions : Provided Information

Component Category : 06 - Engine & Cooling Sys

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Cosmetic / Sound Quality Indicator : NO

## Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

## Parts Info :

Part No	Part Description	BO Reason



Case History

Case ID : N012004-01-2201264

Case Title : 2B WINDWARD - ~~FRANK~~ FRANK - CAR FIRE / LOAN AMOUNT

\*\*\* CASE CREATE 1/22/04 1:21:50 PM, rmueller

Contact = FRANK ~~FRANK~~, Priority = N/A, Status = Solving.

\*\*\* NOTES 1/22/04 1:48:38 PM, rmueller, Action Type : Call from Customer

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

All state insurance contact Buddy Geller 808-256-8605

Police Report Number 04-015065

Customer states this is a lemon law under All State .

Advised customer I have documented his concern. Informed customer that this is the insurance responsibility and if the find AHM is responsible in anyway they will contact us.

Customer states Buddy will be calling soon.

Sent to supervisor for review.

Closed case.

\*\*\* CASE MODIFY 1/22/04 1:49:04 PM, rmueller  
into WIP default and Status of Solving.\*\*\* SUBCASE N012004-01-2201264-1 CREATE 1/22/04 1:54:28 PM, rmueller  
Created in WIP Default with Due Date 1/22/2004 1:54:28 PM.\*\*\* CASE MODIFY 1/22/04 1:55:04 PM, rmueller  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 1/22/04 1:55:32 PM, rmueller  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 1/22/04 1:55:32 PM, rmueller  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 1/22/04 1:57:02 PM, rmueller  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 1/22/04 1:57:02 PM, rmueller  
into WIP default and Status of Solving.

Case History

Case ID : N012004-01-2201264

Case Title : 2B WINDWARD - [REDACTED] FRANK - CAR FIRE / LOAN AMOUNT

- \*\*\* CASE MODIFY 1/22/04 1:57:40 PM, rmueller  
into WIP default and Status of Solving.
- \*\*\* CASE ASSIGN 1/22/04 1:58:02 PM, rmueller  
N012004-01-2201264 to rderudde, WIP
- \*\*\* CASE RULE ACTION 1/22/04 1:58:03 PM, sa  
Action Task Assignee of rule Assign Notification fired
- \*\*\* CASE MODIFY 1/22/04 1:58:10 PM, rmueller  
into WIP default and Status of Solving.
- \*\*\* CASE MODIFY 1/22/04 1:58:17 PM, rmueller  
into WIP default and Status of Solving.
- \*\*\* CASE MODIFY 1/22/04 1:58:22 PM, rmueller  
into WIP default and Status of Solving.
- \*\*\* CASE MODIFY 1/22/04 1:58:24 PM, rmueller  
into WIP default and Status of Solving.
- \*\*\* SUBCASE N012004-01-2201264-1 ASSIGN 1/22/04 2:50:04 PM, rmueller  
N012004-01-2201264-1 to rderudde, WIP
- \*\*\* SUBCASE N012004-01-2201264-1 RULE ACTION 1/22/04 2:50:05 PM, sa  
Action Task Assignee of rule Assign Notification fired
- \*\*\* CASE MODIFY 1/22/04 3:17:43 PM, rderudde  
into WIP default and Status of Solving.
- \*\*\* CASE DISPATCH 1/22/04 3:17:53 PM, rderudde  
from WIP default to Queue Team E.
- \*\*\* SUBCASE N012004-01-2201264-1 DISPATCH 1/22/04 3:18:03 PM, rderudde  
from WIP default to Queue Team E.
- \*\*\* CASE ACCEPT 1/22/04 4:24:19 PM, bphilbin  
from Queue Team E to WIP Hold.
- \*\*\* CASE MODIFY 1/22/04 4:24:55 PM, bphilbin  
into WIP Hold and Status of Solving.
- \*\*\* SUBCASE N012004-01-2201264-1 YANKED 1/22/04 4:25:28 PM, bphilbin  
Yanked by bphilbin into WIPbin NEW (Default).
- \*\*\* SUBCASE N012004-01-2201264-1 MODIFY 1/22/04 4:59:49 PM, bphilbin  
into WIP NEW (Default) and Status of Solving.
- \*\*\* SUBCASE N012004-01-2201264-1 CLOSE 1/22/04 5:00:17 PM, bphilbin  
Status = Solving, Resolution Code = Instruction Given
- \*\*\* SUBCASE N012004-01-2201264-2 CREATE 1/22/04 5:00:29 PM, bphilbin  
Created in WIP Default with Due Date: 1/22/2004 5:00:29 PM.

Case History

Case ID : N012004-01-2201264

Case Title : 2E WINDWARD - [REDACTED] FRANK - CAR FIRE / LOAN AMOUNT

\*\*\* CASE MODIFY 1/22/04 5:01:04 PM, bphilbin  
into WIP Hold and Status of Solving.

\*\*\* CASE MODIFY 1/26/04 9:02:23 AM, bphilbin  
into WIP Hold and Status of Solving.

\*\*\* NOTES 1/26/04 9:07:25 AM, bphilbin, Action Type : Call to Customer

Spoke to customer. Informed customer that I would like to clarify his request. Inquired as to whether his vehicle is currently in the possession of his insurance company.

Customer states that this is correct.

Inquired as to whether his request was for assistance to cover the gap between what his insurance company has offered and what he owes on the vehicle.

Customer states that this is correct.

Informed customer that the finance issue is entirely between he and his insurance company.

Informed customer that his insurance company, being in possession of the vehicle, would also be responsible for contacting AHM for any recompense regarding the vehicle.

Customer states that he understands and thanked me for the follow up.

\*\*\* NOTES 1/26/04 9:07:58 AM, bphilbin, Action Type : Note-Resolution

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

\*\*\* SUBCASE N012004-01-2201264-2 CLOSE 1/26/04 9:08:13 AM, bphilbin

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 1/26/04 9:08:15 AM, bphilbin

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

\*\*\* CASE REOPEN 1/27/04 2:20:23 PM, cakimmer

with Condition of Open and Status of Solving.

\*\*\* NOTES 1/27/04 2:30:36 PM, cakimmer, Action Type : Call from Customer

Insurance agent Buddy Geller, Allstate Insurance, 808-256-8605 contacted ACS on behalf of customer.

Customer is asking for compensation assistance.

Mr. Geller, stated that Allstate Insurance will pay the customer \$21,058.80 for his vehicle. Mr. Geller stated that the customer told him that his loan amount is \$22,255.59 leaving an unpaid balance of \$1196.79 that the customer has to pay. The auto loan is financed through First Hawaiian Bank.

Customer stated that he feels that he should not have to pay the difference since he wasn't responsible for the vehicle catching on fire and burning up.

Customer is seeking compensation assistance from AHMC for this amount.

Case History

Case ID : N012004-01-2201264

Case Title : 2B [REDACTED] D [REDACTED], FRANK - CAR FIRE / LOAN AMOUNT

I informed Mr. [REDACTED] that I would create a case for his customer (I gave him the case number) and that I would forward it to a case manager for review.  
I informed Mr. [REDACTED] that it would take 3-5 business days for a reply.

Mr. [REDACTED] stated that he will be expecting a call back.

I asked Mr. [REDACTED] if he had any more questions, he said no, thanked me, end of call.

\*\*\* CASE MODIFY 1/27/04 2:31:17 PM, cskinner  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 1/27/04 2:31:39 PM, cskinner  
from WIP default to Queue Team E.

\*\*\* NOTES 1/27/04 3:44:13 PM, bphilbin, Action Type : Call to Customer

Spoke to Buddy Geller - Buddy states that he would like the vehicle inspected by AHM. Buddy indicates that the vehicle is located at:

Insurance Auto Auction  
91-445A Komoehana Street  
Kapolei on Oahu  
in Campbell Industrial Park  
808-682-2858

Buddy states that he will return call with the stock number for the vehicle.

\*\*\* CASE ACCEPT 1/27/04 3:44:18 PM, bphilbin  
from Queue Team E to WIP Hold.

\*\*\* COMMIT 1/27/04 4:14:01 PM, bphilbin, Action Type : N/A  
Call DPSM - Windward - Car Fire

\*\*\* CASE FULFILL 1/28/04 12:31:32 PM, bphilbin  
Fulfilled for FRANK EASTES due 01/28/2004 11:00:00 AM.

\*\*\* COMMIT 1/28/04 12:31:35 PM, bphilbin, Action Type : N/A  
Await Stock # from Ins - Windward - Car Fire

\*\*\* CASE MODIFY 1/28/04 4:03:12 PM, bphilbin  
into WIP Urgent and Status of Solving.

\*\*\* CASE MODIFY 1/29/04 3:58:01 PM, bphilbin  
into WIP Urgent and Status of Solving.

\*\*\* CASE MODIFY 1/29/04 3:58:14 PM, bphilbin  
into WIP Urgent and Status of Solving.

\*\*\* NOTES 2/3/04 12:48:06 PM, cmccabe, Action Type : Call from Customer  
dlr called on behalf of this cust. The dlr is Michael Stoebner with Honda Winward.

\*\*\* NOTES 2/3/04 12:53:26 PM, cmccabe, Action Type : Call from Customer

Case History

Case ID : N012004-01-2201264

Case Title : 2E [REDACTED] - CAR FIRE / LOAN AMOUNT

Dir, Stoeber, left his cell number and he would like a call today. (808) 389-8544

\*\*\* CASE MODIFY COMMITMENT 2/3/04 1:09:01 PM, bphilbin  
with FRANK [REDACTED] due 02/06/2004 11:00:00 AM.

\*\*\* CASE MODIFY 2/3/04 1:42:28 PM, bphilbin  
into WIP Urgent and Status of Solving.

\*\*\* NOTES 2/5/04 2:13:25 PM, bphilbin, Action Type : Field/DSM

Spoke to Alan Cunningham, DPSM. Alan states that he went to IAA, where the vehicle is located and that they indicate that they are unable to allow him to review the vehicle because the yard is closed for an auction. Alan requests stock number and case number.

Informed Alan that Buddy [REDACTED], the Allstate Insurance rep, was to provide that information and that I will contact him again to acquire it.

\*\*\* NOTES 2/5/04 2:17:53 PM, bphilbin, Action Type : Call to Customer

Spoke to Buddy [REDACTED], Allstate Ins. Agent. Buddy states that - while he had also contacted IAA to authorize AHM's inspection - he had been contacted by Michael Stoeber, Sales manager at Honda Windward with regard to this case, and had provided him with the stock number. Buddy states that he presumed that the information would be supplied to the appropriate persons, as Michael had represented himself as the person in charge of this issue.

Informed Buddy that I will contact Michael for the information, but that our representative has gone to visit the yard, who indicated that they neither have the ability to show the vehicle to him today, nor a way to lift the vehicle for an inspection.

Buddy states that they should have a forklift to review the vehicle, but that he will contact them to make certain that they still have the authorization he had previously provided to them for AHM to inspect the vehicle.

\*\*\* NOTES 2/5/04 2:27:30 PM, bphilbin, Action Type : Call to Dealer

Left message for Michael Stoeber, Sales Manager, requesting return call with stock number provided to him by Buddy Geller.

\*\*\* CASE FULFILL 2/5/04 2:27:43 PM, bphilbin

Fulfilled for FRANK [REDACTED] due 02/06/2004 11:00:00 AM.

\*\*\* COMMIT 2/5/04 2:27:47 PM, bphilbin, Action Type : N/A

Await Stock # from Dir - Windward - Car Fire

\*\*\* CASE FULFILL 2/6/04 8:47:48 AM, bphilbin

Fulfilled for FRANK [REDACTED] due 02/06/2004 11:00:00 AM.

\*\*\* COMMIT 2/6/04 8:47:56 AM, bphilbin, Action Type : N/A

Await DPSM - Windward - Car Fire

\*\*\* NOTES 2/10/04 10:15:08 AM, bphilbin, Action Type : Field/DSM

Spoke to Alan Cunningham, DPSM. Informed Alan that, due to not having advance notice of his travelling to IAA, we were unable to obtain the information he needed in a timely manner and that Buddy Geller, Insurance Agent had provided the stock number to Michael Stoeber, Sales Manager at Honda Windward, rather than to ACS. Informed Alan that I will contact him again upon receiving information regarding access to the vehicle.

\*\*\* CASE MODIFY 2/10/04 10:32:26 AM, bphilbin

into WIP Urgent and Status of Solving.

\*\*\* NOTES 2/10/04 12:09:34 PM, bphilbin, Action Type : Call from Customer

Rec'd message from Buddy Geller, Insurance Agent. Buddy states that the stock number is 461720 and apologized for the lack of information regarding the

Case History

Case ID : N012004-01-2201264

Case Title : 2E WINDWARD - [REDACTED] FRANK - CAR FIRE / LOAN AMOUNT

vehicle's availability to be inspected. Buddy states that IAA can put the vehicle up on a forklift, but that they would be unable to allow AHM's representative to take photos underneath the vehicle due to liability issues. Buddy states that one of IAA's employees may be able to take the photos for him, but that they would not allow a non-employee to get under the vehicle.

\*\*\* CASE MODIFY 2/10/04 12:09:52 PM, bphilbin

into WIP Urgent and Status of Solving.

\*\*\* CASE MODIFY 2/10/04 12:45:32 PM, bphilbin

into WIP Urgent and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 2/11/04 9:32:35 AM, bphilbin

with FRANK [REDACTED] due 02/11/2004 01:00:00 PM.

\*\*\* CASE MODIFY COMMITMENT 2/11/04 11:01:05 AM, bphilbin

with FRANK [REDACTED] due 02/12/2004 01:00:00 PM.

\*\*\* CASE MODIFY COMMITMENT 2/12/04 10:36:36 AM, bphilbin

with FRANK [REDACTED] due 02/13/2004 01:00:00 PM.

\*\*\* NOTES 2/16/04 11:01:11 AM, bphilbin, Action Type : Note-General

Rec'd message from Engineering, indicating that the instructions for the DPSM are to utilize the hiring of a private tow truck to allow access to the underside of the vehicle.

\*\*\* NOTES 2/16/04 11:01:55 AM, bphilbin, Action Type : Field/DSM

Forwarded information to Alan Cunningham, DPSM, requesting information on when he plans to visit IAA and providing stock number and Allstate contact information.

\*\*\* CASE MODIFY COMMITMENT 2/16/04 11:02:13 AM, bphilbin

with FRANK [REDACTED] due 02/17/2004 11:00:00 AM.

\*\*\* CASE MODIFY COMMITMENT 2/17/04 10:34:46 AM, bphilbin

with FRANK [REDACTED] due 02/18/2004 11:00:00 AM.

\*\*\* CASE MODIFY COMMITMENT 2/18/04 12:07:55 PM, bphilbin

with FRANK [REDACTED] due 02/19/2004 11:00:00 AM.

\*\*\* CASE RULE ACTION 2/19/04 1:21:50 PM, sa

Action owner - 30 days of rule Case Closure fired

\*\*\* NOTES 2/26/04 2:32:25 PM, bphilbin, Action Type : Field/DSM

Left message for DPSM, requesting update on investigation.

\*\*\* CASE FULFILL 2/26/04 2:32:36 PM, bphilbin

Fulfilled for FRANK [REDACTED] due 02/19/2004 11:00:00 AM.

\*\*\* COMMIT 2/26/04 2:32:41 PM, bphilbin, Action Type : N/A

Await DPSM - Windward - Car Fire

\*\*\* CASE MODIFY COMMITMENT 3/1/04 1:48:14 PM, bphilbin

with FRANK [REDACTED] due 03/02/2004 11:00:00 AM.

\*\*\* NOTES 3/2/04 2:59:32 PM, bphilbin, Action Type : Field/DSM

Spoke to Alan Cunningham, DPSM. Alan states that, due to the necessity of obtaining extra equipment to inspect vehicle, he will not be able to arrange inspection until next week and will call upon completion.

Case History

Case ID : N012004-01-2201264

Case Title : 2E WINDWARD - ██████████, FRANK - CAR FIRE / LOAN AMOUNT

- \*\*\* NOTES 3/2/04 3:02:38 PM, bphilbin, Action Type : Note-General  
Sent notification to Supervisor Team regarding inspection status.
- \*\*\* CASE FULFILL 3/2/04 3:02:44 PM, bphilbin  
Fulfilled for FRANK ██████████ due 03/02/2004 11:00:00 AM.
- \*\*\* COMMIT 3/2/04 3:02:47 PM, bphilbin, Action Type : N/A  
Await DPSM - Windward - Car Fire
- \*\*\* CASE MODIFY COMMITMENT 3/9/04 10:34:40 AM, bphilbin  
with FRANK ██████████ due 03/10/2004 11:00:00 AM.
- \*\*\* CASE MODIFY COMMITMENT 3/10/04 10:19:29 AM, bphilbin  
with FRANK EASTES due 03/11/2004 11:00:00 AM.
- \*\*\* CASE MODIFY COMMITMENT 3/11/04 10:16:07 AM, bphilbin  
with FRANK ██████████ due 03/12/2004 11:00:00 AM.
- \*\*\* CASE MODIFY COMMITMENT 3/12/04 2:33:20 PM, bphilbin  
with FRANK ██████████ due 03/15/2004 11:00:00 AM.
- \*\*\* CASE MODIFY COMMITMENT 3/17/04 1:58:50 PM, bphilbin  
with FRANK ██████████ due 03/18/2004 11:00:00 AM.
- \*\*\* CASE MODIFY COMMITMENT 3/18/04 1:05:06 PM, bphilbin  
with FRANK ██████████ due 03/19/2004 11:00:00 AM.
- \*\*\* NOTES 3/22/04 9:11:25 AM, bphilbin, Action Type : Note-General  
Requested update from Alan Cunningham, DPSM regarding inspection.
- \*\*\* CASE MODIFY 3/22/04 9:11:33 AM, bphilbin  
into WIP Urgent and Status of Solving.
- \*\*\* COMMIT 3/22/04 9:16:21 AM, bphilbin, Action Type : N/A  
Await DPSM - Windward - Car Fire
- \*\*\* CASE FULFILL 3/22/04 9:16:33 AM, bphilbin  
Fulfilled for FRANK ██████████ due 03/19/2004 11:00:00 AM.
- \*\*\* CASE MODIFY COMMITMENT 3/24/04 9:50:51 AM, bphilbin  
with FRANK ██████████ due 03/25/2004 11:00:00 AM.
- \*\*\* CASE MODIFY COMMITMENT 3/25/04 12:31:12 PM, bphilbin  
with FRANK ██████████ due 03/26/2004 11:00:00 AM.
- \*\*\* NOTES 3/31/04 3:02:33 PM, bphilbin, Action Type : Call to Customer  
Spoke to Buddy Geller, Allstate Agent. Buddy states that he has authorized the vehicle to be moved by AHM to nearest dealership.
- \*\*\* NOTES 3/31/04 3:04:11 PM, bphilbin, Action Type : Field/DSM  
Spoke to Alan Cunningham, DPSM. Alan states that he received message indicating that vehicle would be available and inquires as to what time the vehicle is expected to arrive at dealership.

Case History

Case ID : ND12004-01-2201264

Case Title : 2E WINDWARD - [REDACTED], FRANK - CAR FIRE / LOAN AMOUNT

Informed Alan that, as indicated in communication from Engineering, it is his responsibility to obtain an outside towing service to tow the vehicle. Informed Alan that there was no indication at any time that the vehicle would be towed to Tony Honda by Allstate.

\*\*\* CASE FULFILL 3/31/04 3:04:17 PM, bphilbin

Fulfilled for FRANK [REDACTED] due 03/26/2004 11:00:00 AM.

\*\*\* COMMIT 3/31/04 3:04:20 PM, bphilbin, Action Type : N/A

Await DPSM - Windward - Car Fire

\*\*\* NOTES 4/1/04 1:25:41 PM, bphilbin, Action Type : Call to Customer

Rec'd photos from DPSM. Forwarded to Engineering.

\*\*\* CASE FULFILL 4/1/04 1:25:49 PM, bphilbin

Fulfilled for FRANK [REDACTED] due 04/01/2004 11:00:00 AM.

\*\*\* COMMIT 4/1/04 1:25:52 PM, bphilbin, Action Type : N/A

Close? - Windward - Car Fire

\*\*\* CASE MODIFY COMMITMENT 4/5/04 9:24:45 AM, bphilbin

with FRANK [REDACTED] due 04/09/2004 11:00:00 AM.

\*\*\* CASE CLOSE 4/12/04 10:10:10 AM, bphilbin

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



**Case Details**

Case ID : NO12003-03-1700590	Division : Honda - Auto	Condition : Closed	Open Date : 3/17/2003 9:42:15 AM
Case Originator : Chris Martin (Team AA)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/12/2003 7:49:05 AM
Case Owner : Chris Martin (Team AA)	Method : Phone	Queue :	Days Open : 56
Last Closed By : Chris Martin (Team AA)	Point of Origin : Dealer	Wipbin :	
Case Title : [REDACTED] PAUL - CAR FIRE		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 / Site District : /

**Product Info :**

Unit Owner : PAUL [REDACTED] APT  
 VIN Type / No. : US VIN / SHSRD68413 [REDACTED]  
 Model / Year : CR-V / 2003  
 Model ID / Product Line : RD6843PW / A  
 Miles / Hours :  
 In Service Date : 01/19/2003  
 Months In Use : 2  
 Engine Number : K24A12514220  
 Originating Dealer No. / Name : 208074 / ED MORSE HONDA OF FT. LAUDER  
 Selling Dealer No. / Name : 208074 / ED MORSE HONDA OF FT. LAUDERD  
 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

**Current Dealer Info :**

Current Dealer No. / Name : 208325 / HOLMAN HONDA OF FT.  
 Phone No. : 954-764-1100  
 Address : 590 NORTH FEDERAL HWY.  
 City / State / Zip : FT. LAUDERDALE, FL 33301  
 Svc District / Site District : 07P / 007  
 Warranty Labor Rate / Date : \$75.00 /  
 Agent Name :

**Current Dealer Info :**

Dealer #	Dealer Name	Agent Name	Revision
208074	ED MORSE HONDA OF FT. L		

**3rd Party Info :**

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

**ISSUES :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Case No.	Category
NO12003-03-1700590-1 / PAUL [REDACTED]	Subcase Close	Product Complaint	Operation - "Safety"	745	Electrical test
NO12003-03-1700590-2 / PAUL [REDACTED]	Subcase Close	Parts - AHM	Backord-Unit Down	737	Wire harness

**Issue Details**

Issue ID : N012003-03-1700590-1      Type 1 : Product Complaint      Condition : Closed      Wipbln :  
 Issue Originator : Chris Martin      Type 2 : Operation - "Safety"      Status : Subcase Close      Open Date : 3/17/03 4:06:31 PM  
 Issue Owner : Chris Martin      Queue :      Close Date : 3/31/03 1:09:38 PM  
 Issue Title : PAUL [REDACTED] - PRODUCT COMPLAINT - OPERATION - "SAFETY"

**Coding Info :**

Labor Code / Desc : 745 / Electrical test  
 Condition Code Desc : Car Fire 7451  
 Campaign Code / Desc : /  
 Resolutions : Documented Concern  
 Component Category : NA - Please Specify  
 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	BC Reason

**Issue Details**

Issue ID : N012003-03-1700590-2      Type 1 : Parts - AHM      Condition : Closed      Wipbln :  
 Issue Originator : Chris Martin      Type 2 : Backord-Unit Down      Status : Subcase Close      Open Date : 3/31/03 1:15:48 PM  
 Issue Owner : Chris Martin      Queue :      Close Date : 5/12/03 7:46:09 AM  
 Issue Title : PAUL [REDACTED] PARTS - AHM - BACKORD-UNIT DOWN

**Coding Info :**

Labor Code / Desc : 737 / Wire harness  
 Condition Code Desc : Any 7370  
 Campaign Code / Desc : /  
 Resolutions : Repaired/Cust. Pay  
 Component Category : 11 - Electrical System  
 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	BC Reason
32200-SCA-A00	WIRE HARNESS	Collision

Case History

Case ID : N012003-03-1700590

Case Title : [REDACTED] PAUL - CAR FIRE.

\*\*\* CASE CREATE 3/17/03 9:42:15 AM, cmartin

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

\*\*\* NOTES 3/17/03 9:42:16 AM, cmartin, Action Type : Call from Customer

Pete Saxon, Service Manager at Ed Morse Honda, called to inform Honda about a fire in this vehicle. Pete said that they don't have much detail about when or where the fire occurred. He said that the car was towed into the dealer and they observed an Orange oil filter with the gasket pinched. Pete's opinion is that Oil flew back and hit shield over catalytic converter. Fire was limited to the engine compartment and under the vehicle. Wires are melted and engine will not run. Pete said that he doesn't have any other details about when, where, or how the fire occurred. Mileage was unavailable because they cannot start the car to view the electronic odometer.

I asked Pete if he could take some photographs for us because the DPSM and all field staff will be unavailable through this week. He agreed. I faxed the DPSM fire photograph locations sheets from the Intranet to Pete. Additionally, I sent him the DPSM field fire report and asked him to fill it out to the best of his ability.

\*\*\* NOTES 3/17/03 1:31:17 PM, kortman, Action Type : Call from Customer

Customer called back about the car fire.

Customer was driving the vehicle on 3/16 in the afternoon and observed smoke coming from the hood and out the back of the vehicle. Customer states that he continued driving the vehicle to his girlfriends house while the vehicle was smoking. Customer put out the fire with the garden hose and called the fire. The vehicle was towed to Honda dealership where it remains. Customer inquired if Honda is at fault, will it be a warranty situation.

Customer states that the dealership advised that it is not their fault. Customer states that the Service Manager stated that Pep Boys installed the oil filter improperly and Pep Boys states they never heard of that and that oil does not start fires.

Advised customer to contact his insurance company and they will investigate. Customer states he is not going to pay \$500.00 deductible if Honda is to blame. Customer inquired if there is a recall on the wiring. Advised customer that the insurance company needs to be contacted. Customer states the only part of the vehicle effected by the fire was the engine.

\*\*\* NOTES 3/17/03 1:33:41 PM, kortman, Action Type : Call from Customer

Advised customer to contact insurance company and dealership for investigation. Customer stated several times he did not want to contact the insurance company and that he would not contact the insurance company as he did not want to pay \$500.00 deductible. Advised customer that the insurance company would investigate for the cause of the fire. Customer states will cause insurance company.

\*\*\* CASE MODIFY 3/17/03 4:05:36 PM, cmartin

into WIP Case Reviews and Status of Solving.

\*\*\* SUBCASE N012003-03-1700590-1 CREATE 3/17/03 4:06:31 PM, cmartin

Created in WIP Default with Due Date 3/17/2003 4:06:31 PM.

\*\*\* NOTES 3/17/03 4:11:40 PM, cmartin, Action Type : Note-General

Forwarded a copy of this case to Ed Yamamoto in engineering.

\*\*\* CASE MODIFY 3/17/03 4:26:48 PM, cmartin

into WIP Case Reviews and Status of Solving.

\*\*\* NOTES 3/18/03 9:43:53 AM, cmartin, Action Type : Call from Dealer

Pete Saxon called from the dealer. He said that he received the photo locations information. He wanted to confirm that all of these photos are necessary. I confirmed.

## Case History

Case ID : N012003-03-1700590

Case Title : [REDACTED] PAUL - CAR FIRE.

Pete also said that Pep Boys representatives also came by the dealership today to inspect the car. He said that they observed the pinched oil filter gasket. They wanted to remove the oil filter to confirm a "double gasket" condition, but Pete said that he did not allow them to touch the car without the customer's permission. I advised Pete that the customer did call ACS yesterday, indicating that Pep Boys was possibly declining responsibility. Pete said that he thinks they will pay for the repair through their insurance carrier.

\*\*\* NOTES 3/20/03 10:39:42 AM, cmartin, Action Type : Note-General

Received photographs via email from Pete Saxon at Ed Morse Honda. 6 emails were needed to contain all of the photos. I forwarded the photos to Ed Yamamoto.

Additionally, Pete faxed a completed DSM fire report. I physically walked a copy to Ed Yamamoto.

\*\*\* CASE MODIFY 3/20/03 10:39:49 AM, cmartin

into WIP Case Reviews and Status of Solving.

\*\*\* NOTES 3/28/03 7:20:24 AM, cmartin, Action Type : Note-General

Review of the photographs by engineering revealed that the fire was not the result of a defect. The most likely cause is the double gasketed aftermarket oil filter installed by Pep Boys.

\*\*\* NOTES 3/28/03 7:20:48 AM, cmartin, Action Type : Call to Dealer

Called Pete Saxon at dealer. Left message with receptionist.

\*\*\* CASE MODIFY 3/28/03 7:20:52 AM, cmartin

into WIP Case Reviews and Status of Solving.

\*\*\* NOTES 3/31/03 1:08:45 PM, cmartin, Action Type : Call to Dealer

Called Pete Saxon at Ed Morse. He said that the customer authorized repairs, but the engine harness is on backorder. (HC 7315302). I advised Pete that engineering looked at the photos and determined that there was no defect found to have caused the fire. I advised him to put the harness on a critical backorder because current status showed only an urgent order in the system. Their order is the only one on order in the country and there were no alternate part locations at other dealers and no other supercession parts to use an option.

\*\*\* SUBCASE N012003-03-1700590-1 CLOSE 3/31/03 1:09:38 PM, cmartin

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE N012003-03-1700590-2 CREATE 3/31/03 1:15:48 PM, cmartin

Created in WIP Default with Due Date 3/31/2003 1:15:48 PM.

\*\*\* CASE MODIFY 3/31/03 1:38:37 PM, cmartin

into WIP Case Reviews and Status of Solving.

\*\*\* NOTES 4/2/03 7:33:16 AM, cmartin, Action Type : Note-General

Checked part status for HC 7315302. No upgrade to critical b/o yet by dealer. There is still only 1 on b/o and none in transit.

\*\*\* NOTES 4/4/03 7:48:30 AM, cmartin, Action Type : Note-General

Checked parts b/o status. Order was upgraded to critical 4/3/03. Dealer number changed to 208325 (now Hofman Honda). Dealership sale was completed last week.

\*\*\* CASE MODIFY 4/4/03 7:49:05 AM, cmartin

into WIP Case Reviews and Status of Solving.

\*\*\* NOTES 4/14/03 2:35:36 PM, cmartin, Action Type : Note-General

Checked part status. It remains the only one on backorder for this part 7315302. No eta displayed. No comments from CBO listed in P088.

## Case History

Case ID : N012003-03-1700590

Case Title : [REDACTED] PAUL - CAR FIRE.

\*\*\* CASE RULE ACTION 4/14/03 11:04:05 PM, sa

Action owner - 30 days of rule Case Closure fired

\*\*\* NOTES 4/16/03 6:28:05 AM, cmartin, Action Type : Note-General

Called CBO hotline to review status of part. Talked to Jessica. She advised that she would forward to one of their analysts because she didn't see any ETA.

\*\*\* NOTES 4/16/03 8:45:30 AM, cmartin, Action Type : Note-General

Danielle from CBO called. She said that this part is sourced from Europe and she has no ETA. She agreed to do further research with the European supplier to find a possible ETA.

\*\*\* NOTES 4/22/03 8:57:33 AM, cadargo, Action Type : Call from Customer

Customer called, said dealer is waiting for rental authorization from ACS. After speaking with CM (CM), I advised customer that CM is still researching backordered part, and either CM or dealer will contact him later today regarding backordered part and rental request.

Customer became upset, said he doesn't understand why he has to wait until later today, because he's already been waiting 3 weeks for the part. I advised customer that an immediate status on backorder is not available right now. Customer hung up on me.

\*\*\* NOTES 4/22/03 1:38:59 PM, dwilli03, Action Type : Call from Customer

cust called and stated that he spoke to someone from AHM who told him that AHM would authorize a rental car... cust states that vehicle is down and dealer needs authorization... i informed cust that he must speak to RCM to get that authorization... i attempted to transfer cust to RCM Ext but cust was in a hurry to go to school and stated that he wants someone to call him ASAP... i left message with RCM....

\*\*\* NOTES 4/23/03 5:59:55 AM, cmartin, Action Type : Note-General

Called Danielle at CBO hotline. She said that they shipped the Japan part to the dealer as a test to see if it will work, but it will not fit. She said that they have been working with the DPSM as well. Danielle advised that she has inquired about a drop shipment from Europe, but has not heard back yet. There is currently no ETA.

\*\*\* NOTES 4/23/03 6:15:32 AM, cmartin, Action Type : Call to Dealer

Called Pete Saxon at Hollman Honda. He said that the customer indicated to him that he had called CA and Honda was going to offer a rental. I advised that we have not yet made that decision. He said that his DPSM, Ron Kulick, feels that we should not offer a rental. I advised that I will not rule it out as an option, but I will talk to Ron and look at all options.

Pete said that his technician is at the South Florida Training Center this week. I agreed to research the possibility of "borrowing" a part from a training center car.

\*\*\* NOTES 4/23/03 6:20:32 AM, cmartin, Action Type : Field/DSM

Called Ron Kulick, DPSM. Left message on his voicemail. (No answer on cell phone.) Updated him on current situation and asked him to look into the possibility of taking the part off of a training center car.

\*\*\* CASE MODIFY 4/23/03 6:20:35 AM, cmartin

into WIP Case Reviews and Status of Solving.

\*\*\* NOTES 4/23/03 7:58:24 AM, sfix, Action Type : Call from Customer

Customer called in requesting to speak to case manager.

Per EJ, informed customer that a case manager would call him back today regarding status of his case.

\*\*\* NOTES 4/23/03 8:37:47 AM, kortman, Action Type : Call from Customer

Barbara Alexander called from AHFC in reference to concern. Verified that there is a file open.

Case History

Case ID : N012003-03-1700590

Case Title : [REDACTED], PAUL - CAR FIRE.

Transferred to CMartin voice mail. Advised that case manager is looking into concern with dealership but is currently in a meeting.

\*\*\* NOTES 4/23/03 10:02:42 AM, cmartin, Action Type : Note-General

Called Barbara Alexander at AHFC (800-532-8120, ext 2929). Advised her of the situation. She said that the customer had not made his car payment and was refusing because his car is down at the dealer. She said that he did not reveal the nature of the repair.

\*\*\* NOTES 4/23/03 10:03:51 AM, cmartin, Action Type : Field/DSM

Called Ron Kulick, DPSM. He said that he will go to the training center today to speak to the tech from Holman Honda working on the car and to see if the training center has a part available. We agreed that if we cannot find an alternate solution today, we will authorize a rental for the customer.

\*\*\* CASE MODIFY 4/23/03 10:04:18 AM, cmartin

into WIP Case Reviews and Status of Solving.

\*\*\* NOTES 4/23/03 11:07:38 AM, cmartin, Action Type : Call to Customer

Called customer. Advised that we are working on locating the part. Customer said that Pep Boys' insurance company has been paying for the rental car for a month, but they are now threatening to stop payment. He said that he doesn't blame them because the repair would have been completed if the part was available. I agreed that the part should have been available sooner. Customer requested rental coverage from Honda. I advised that I cannot guarantee that to him now, and advised that Honda does not have rental coverage even under the warranty. I advised that we are exploring options for locating a part and should know more this afternoon.

\*\*\* NOTES 4/23/03 1:15:37 PM, cmartin, Action Type : Field/DSM

Ron Kulick, DPSM, called. He said that the training center has agreed to allow the use of their part. The tech from Holman Honda is at the training center this week and will remove the part on Friday for installation on Monday. Car should be ready by Tuesday. We agreed that we will authorize a rental if it is absolutely necessary. If Pep Boys will continue rental coverage through Tuesday, that would be better.

\*\*\* NOTES 4/23/03 1:29:33 PM, cmartin, Action Type : Call to Customer

Called customer and advised that we had located a part for his vehicle. I explained the source of the part and advised that this is our best option for a quick find of the part. Customer asked if we would cover for the rental for the remainder of the time. He said that Pep Boys is still paying for the rental, but not for the insurance charge of \$20/day. I advised that even if we provided a rental, he would be responsible for the cost of the insurance charge. Customer elected to stay in the Pep Boys rental. I advised that the car should be ready by Tuesday if everything goes as planned.

\*\*\* NOTES 4/23/03 1:31:40 PM, cmartin, Action Type : Call to Dealer

Called Pete Saxon at Holman Honda. He was already aware of the plan for the wire harness. I advised him of the request for rental and customer's decision to stay in the current car at Pep Boys expense. I advised that I had told the customer that the car should be done by Tuesday of next week. Pete said that is likely, but there could be other complications as they work to get the car started on Monday. He said that the car has not been started since the fire and they will not know of other potential problems until they start the car.

\*\*\* NOTES 4/29/03 8:20:37 AM, cmartin, Action Type : Call from Customer

Customer called and left message. He indicated that the car would not be ready by Tuesday and requested a rental car again.

\*\*\* NOTES 4/29/03 8:25:37 AM, cmartin, Action Type : Call to Dealer

Called Pete Saxon at dealer. He said that the wire harness was too difficult to remove from the training center car because it snakes throughout the engine compartment and into the dashboard. He said that his tech is currently manually rewiring the damaged section of harness himself as a temporary fix to get the car running. He said that they thought that they would have it completed by yesterday, but they found 8 more burned wires today, which will have to be patched. He said that they may get the patching done today, but the overall status of the repair is still an unknown until they try to start the car.

I advised Pete that I would authorize a rental car if they cannot get it all resolved today. He agreed to call the customer and offer a rental if the car cannot be completed by this afternoon.

Case History

Case ID : N012003-03-1700590

Case Title : [REDACTED] PAUL - CAR FIRE

\*\*\* NOTES 4/29/03 10:12:38 AM, cmartin, Action Type : Call to Customer

Called customer. He said he didn't have time to talk right now because he's at work. He said that he wants to know what Honda is going to do to compensate him for his loss in the repair delay. I advised that we will not offer anything to compensate for his inconvenience. I advised that we are actively searching for solutions to get his car running again (i.e. repair of the harness), but Honda is not responsible for this repair. I advised that the car fire was not caused by a fault in the vehicle or a fault by our dealer.

Customer said that we should just give him another car. I declined that request. He requested that I call him back in 10 minutes. I advised that I cannot because of a scheduled meeting. I advised customer to speak to Pete Saxon at the dealer for more info on the repair.

\*\*\* NOTES 5/2/03 7:58:58 AM, cmartin, Action Type : Call to Dealer

Called Pete Saxon at dealer. Left message on his voicemail requesting an update on the repair status.

\*\*\* NOTES 5/2/03 10:17:44 AM, cmartin, Action Type : Call from Dealer

Pete Saxon called from the dealer. He said that the car has been repaired since Wednesday. The customer has not picked it up yet because hasn't received the check from Pep Boys to allow him to pay for the repair.

He said that the customer has not told him when he intends to pick up the car.

\*\*\* NOTES 5/12/03 7:45:01 AM, cmartin, Action Type : Call to Dealer

Called Pete Saxon at dealer. He said that the customer picked up the car last week and he has not heard anything from the customer since then.

\*\*\* SUBCASE N012003-03-1700590-2 CLOSE 5/12/03 7:46:09 AM, cmartin

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 5/12/03 7:46:13 AM, cmartin

into WIP Case Reviews and Status of Solving.

\*\*\* CASE CLOSE 5/12/03 7:49:05 AM, cmartin

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

Case Details

Case ID : N012003-06-1300022      Division : Honda - Auto      Condition : Closed      Open Date : 6/13/2003 6:20:13 AM  
 Case Originator : Victor Agustin (Team HI)      Sub Division : Customer Relations      Status : Closed      Close Date : 8/14/2003 1:47:26 PM  
 Case Owner : Princess Russell (Team HF)      Method : Fax      Queue :      Days Open : 62  
 Last Closed By : Princess Russell (Team HF)      Point of Origin : Customer      Wipbin :  
 Case Title : [REDACTED] ROBYN - FIRE      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 / SHSRD6843 [REDACTED]  
 Model / Year : CR-V / 2003  
 Model ID / Product Line : RD6843PW / A  
 Miles / Hours : 4,200  
 In Service Date : 04/22/2003  
 Months In Use : 2  
 Engine Number : K2AA12532132  
 Originating Dealer No. / Name : 207706 / NALLEY HONDA  
 Selling Dealer No. / Name : 207706 / NALLEY HONDA  
 Trim : ZWB 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

Current Dealer Info :

Current Dealer No. / Name : 207706 / NALLEY HONDA  
 Phone No. : 912-267-7000  
 Address : 178 ALTAMA CONNECTOR  
 City / State / Zip : BRUNSWICK, GA 31525  
 Svc District / Sls District : 07H / G07  
 Warranty Labor Rate / Date : \$66.75 /  
 Agent Name :

Current Dealer Info :

Dealer#	Dealer Name	Review

3rd Party Info :

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

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Category
N012003-06-1300022-1 / ROBYN [REDACTED]	Subcase Close	Product Complaint	Operation - "Safety"	745	Electrical test



## Issue Details

Issue ID : N012003-06-1300022-1	Type 1 : Product Complaint	Condition : Closed	Wipbin :
Issue Originator : Karen ortman	Type 2 : Operation - "Safety"	Status : Subcase Close	Open Date : 6/13/03 8:48:02 AM
Issue Owner : Princess Russell		Queue :	Close Date : 8/14/03 1:47:26 PM
Issue Title : RBYN ████████ - PRODUCT COMPLAINT - OPERATION - "SAFETY"			

## Coding Info :

Labor Code / Desc 745 / Electrical test

Condition Code Desc Car Fire 7451

Campaign Code / Desc : /

Resolutions : Documented Concern

Component Category : 11 - Electrical System

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	Qty	Unit Price	Total Price

## Case History

Case ID : N012003-06-1300022

Case Title : [REDACTED] A, ROBYN - FIRE

\*\*\* CASE CREATE 6/13/03 6:20:13 AM, vagustin

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

\*\*\* NOTES 6/13/03 6:20:14 AM, vagustin, Action Type :

On 6/12/03 ACS received a fax from Paul McGahee of Georgia Farm Bureau Mutual Ins Co. regarding Cust product complaint. Mr. McGahee states they are currently investigating the fire loss which damaged Cust's '03 CRV, which burned within an hour of being Svc by Nalley Honda on 6/6/03. The vehicle only had a little over 4,600 miles on it at the time of the fire. Mr. McGahee notes they have obtained the Svc of Jimmy Powell, CFI of Engineering and Fire Investigations. The vehicle was examined on 6/11/03 and it was a non-destructive, so Honda can have an opportunity to be present. Mr. McGahee is serving Honda notice of a potential subrogation claim and that an examination which may involve dismantlement of debris as well as removal of any necessary will occur on 6/26/03. If AHM doesn't respond the examination will take place and Honda should notify their liability insurance carrier of the matter.

\*\*\* CASE MODIFY 6/13/03 6:20:24 AM, vagustin

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 6/13/03 6:22:18 AM, vagustin

from WIP default to Queue Team F.

\*\*\* CASE ACCEPT 6/13/03 8:47:47 AM, kortman

from Queue Team F to WIP default.

\*\*\* SUBCASE N012003-06-1300022-1 CREATE 6/13/03 8:48:02 AM, kortman

Created in WIP Default with Due Date 6/13/2003 8:48:02 AM.

\*\*\* CASE MODIFY 6/13/03 8:49:48 AM, kortman

into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 6/13/03 8:50:05 AM, kortman

N012003-06-1300022 to prussell, WIP

\*\*\* CASE RULE ACTION 6/13/03 8:50:06 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* SUBCASE N012003-06-1300022-1 ASSIGN 6/13/03 8:50:23 AM, kortman

N012003-06-1300022-1 to prussell, WIP

\*\*\* SUBCASE N012003-06-1300022-1 RULE ACTION 6/13/03 8:50:24 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 6/13/03 11:46:52 AM, prussell, Action Type : Field/DSM

sent email to Jack Herring asst zone mgr about this case and asking him to call me . c/c/ Ana Somomo/AHM/AM/HONDA@HONDAAM, Ed A@HONDAAM, Richard Graham/AHM/AM/HONDA@HONDAAM, John Casanova/HNA/AM/HONDA@HONDAAM

\*\*\* COMMIT 6/13/03 11:47:17 AM, prussell, Action Type : N/A

Made to ROBYN [REDACTED] A due 06/16/2003 11:47:20 AM.

fire update?

\*\*\* NOTES 6/13/03 11:52:46 AM, prussell, Action Type : Dealer Communication

ATTN: SERVICE MANAGER, Jason Bales and Ricky Jackson

RESOLUTION DUE DATE : 6/16/2003

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

Case History

Case ID : N012003-06-130022

Case Title : [REDACTED] ROBYN - FIRE

svc / car fire

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:

Hi!

Please call me at 800.999.1009 ext 118164 w/ any info that you have on this case. Also Please fax me all of the Ro's that you have in this file to 310.783.3785

Thanks

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.

Princess Russell  
Automobile Customer Service

\*\*\* CASE MODIFY 6/13/03 11:56:26 AM, prussell  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 6/13/03 11:56:33 AM, prussell  
into WIP default and Status of Solving.

\*\*\* NOTES 6/13/03 1:12:25 PM, prussell, Action Type : Call from Customer  
left VM message for Jack Herring as a back up to the e-mail per AS

\*\*\* CASE MODIFY 6/13/03 1:12:33 PM, prussell  
into WIP working and Status of Solving.

\*\*\* CASE MODIFY 6/16/03 9:20:46 AM, prussell  
into WIP working and Status of Solving.

\*\*\* NOTES 6/16/03 9:25:26 AM, prussell, Action Type : Field/DSM  
copy of email to George Kalecheck DPSM from Jack Herring, AZM c/c to ACS rep.

George,

Please use the method described in the 'Car Fire Handling' of the P & S Intranet and arrange and inspection, photos and work with Princess to be sure that the information and pictures (take some with a 'disposable' 35mm camera as well as digital) get into the proper place.

Questions, call me,

Jack

\*\*\* NOTES 6/16/03 9:30:42 AM, prussell, Action Type : Call from Customer

rec'd a call from John Casanova asking that copy of the file be forwarded to Ed Yamamoto and that insurance company be contacted to STOP destructive testing until AHM can inspect.

Special Report

## Case History

Case ID : N012003-06-1300022

Case Title : [REDACTED] A. ROBYN - FIRE

Sent copy of file to Ed by interoffice mail

\*\*\* NOTES 6/16/03 10:27:45 AM, prussell, Action Type : Call from Customer

The letter states that the vehicle is located at Sears Towing at 2716 Norwich Street in Brunswick GA. (912) 261-1259 and they have arranged for destructive testing on 6/26 @ 10:30 am if AHM does not respond.

Left message for Paul McGahce advising that we would like to postpone the testing until further notice.

spoke w/ John C. We need the DPSM to take the pics, get them to engineering and then we can get a date for destructive testing.

left message for the DPSM advising of the location of the car. Asked him to follow procedures as outlined by AZM in his e-mail and per John Casanova asked him to contact Ed Yamamoto when he is there inspecting the vehicle. Provided Ed Y's # (310) 783-3465. Asked DSM to call me w/ the info after his inspection.

spoke w/ Toby at the tow yard and he advised that Bill Mandrake w/ Crawford and company is coming out to look at the car today and they are planning to move it. I advised that we are sending someone to take pics of the car probably within the next two days. They do have a lift.

\*\*\* NOTES 6/16/03 10:38:59 AM, prussell, Action Type : Field/DSM

e-mail to DPSM to backup phone call.

Hi Georgell

The letter states that the vehicle is located at Sears Towing at 2716 Norwich Street in Brunswick GA. (912) 261-1259. We need you to take the pics, get them to engineering ASAP.

Please contact Ed Yamamoto when you are there inspecting the vehicle. Ed's # is (310) 783-3465. Also I would appreciate it if you call me w/ the info after your inspection.

I spoke w/ Toby at the tow yard and he advised that Bill Mandrake w/ Crawford and company is coming out to look at the car today and they are planning to move it, but it will take a few days to do the actual move. I advised that we are sending someone to take pics of the car probably within the next two days, if not we will let them know. They do have a lift so you can take the underside pics

Thanks

— Forwarded by Princess Russell/AHM/AM/HONDA on 06/16/2003 10:32 AM —

\*\*\* CASE MODIFY COMMITMENT 6/16/03 10:39:14 AM, prussell

with ROBYN REYNA due 06/18/2003 11:47:20 AM.

\*\*\* CASE MODIFY 6/16/03 10:39:18 AM, prussell

into WIP working and Status of Solving.

\*\*\* CASE MODIFY 6/17/03 9:35:49 AM, prussell

into WIP working and Status of Solving.

\*\*\* NOTES 6/17/03 9:40:21 AM, prussell, Action Type : Call from Customer

spoke w/ George Kelecheck, DPSM. he is going to take the pics today. He has left message for Ed Y. He spoke w/ Toby at the tow yard. They have arranged everything. he will take disposables and digitals.

## Case History

Case ID : N012003-06-130022

Case Title : [REDACTED] ROBYN - FIRE

rec'd a message from Paul McGahee that he rec'd my message asking them to stop destructive testing until we can inspect. He feels that the 10 days until 6/26 is enough time. They will hold off, but they need an idea of when we will be able to inspect. They are paying \$15.00 days storage and will have to move the vehicle soon due to cost of storage.

\*\*\* CASE MODIFY 6/17/03 9:40:28 AM, prussell  
into WIP working and Status of Solving.

\*\*\* NOTES 6/17/03 11:32:20 AM, prussell, Action Type : Call from Customer  
e-mailed a draft of letter to ask for postponement of destructive testing to John Casanova.

\*\*\* NOTES 6/17/03 1:43:31 PM, prussell, Action Type : HNA Law  
response from John Casanova about the letter:

John Casanova 06/17/2003 01:21 PM  To: Princess Russell/AHM/AM/HONDA@HONDAAM cc: Subject Re:

Great letter, mail it out

\*\*\* NOTES 6/17/03 2:35:47 PM, prussell, Action Type : Letter/Fax  
June 17, 2003

Paul McGahee  
Georgia Farm Mutual Insurance Company  
P.O. Box 1345  
Tifton, GA 31793

RE: Policy # [REDACTED] 9  
Scott A. and Robin [REDACTED]  
VIN # SHSRD6843 [REDACTED]

Dear Mr. McGahee,

We are in receipt of you letter date June 12, 2003 with regard to fire loss in Mr. and Mrs. [REDACTED]'s vehicle.

In your letter you advise that on June 26, 2003 you will conduct an examination of the vehicle, which may involve destructive testing, dismantling and removal of any unnecessary parts. We are requesting that you postpone the inspection, and any destructive testing, until we are able to send an engineering fire expert to be present at the inspection.

We have arranged for a field representative to take pictures of the vehicle. Upon receiving the pictures our engineering staff will do a preliminary analysis. Since our engineers are located in California, it will take time to arrange for their presence at the inspection, but we do not anticipate an excessive delay. We will notify you promptly, once we have analyzed the preliminary information, as to when the engineer will be available for the inspection.

Sincerely,  
American Honda Motor Co.

Spool Report

Run Date: 06/27/2004

Case History

Case ID : N012003-06-1300022

Case Title : [REDACTED], ROBYN - FIRE

Princess Russell  
Automobile Customer Services  
Ref # N012002-07-1000887

\*\*\* NOTES 6/17/03 2:43:14 PM, prussell, Action Type : Letter/Fax  
certified mail receipt #7001.1940.0000.1220.6678

\*\*\* CASE MODIFY 6/17/03 2:45:53 PM, prussell  
into WIP working and Status of Solving.

\*\*\* NOTES 6/18/03 8:32:13 AM, prussell, Action Type : Call from Customer  
left detailed message for Paul McGahee asking for postponement of destructive testing and faxed a copy of the letter to his office.

\*\*\* CASE MODIFY COMMITMENT 6/18/03 8:32:38 AM, prussell  
with ROBYN RHYNA due 06/26/2003 11:47:20 AM.

\*\*\* CASE MODIFY 6/18/03 8:32:47 AM, prussell  
into WIP working and Status of Solving.

\*\*\* NOTES 6/26/03 7:51:26 AM, asomoano, Action Type : Inspection  
Received Tech Line contact report. Was advised by E. Yamamoto that no undercarriage photos were taken of the vehicle and that DPSM would need to go back out for undercarriage photos.

I phoned DPSM (G. Kelecheck) who informed me that he spoke w/E. Yamamoto when he was out to take photos, and he told E.Y. that vehicle was at a salvage yard and there was no lift to put car up in the air, that E.Y. was made aware of this at the time and that it was his belief that this was acceptable with E.Y.

\*\*\* CASE MODIFY COMMITMENT 6/27/03 9:47:48 AM, prussell  
with ROBYN [REDACTED] due 07/02/2003 11:47:20 AM.

\*\*\* CASE MODIFY 6/27/03 9:47:54 AM, prussell  
into WIP working and Status of Solving.

\*\*\* NOTES 6/27/03 11:00:43 AM, hmeginn, Action Type : Letter/Fax

On 6/26/03 ACS received a letter dated 6/23/03 from Paul McGahee of the Georgia Farm Bureau Mutual Insurance Co. regarding previous issues.

\*\*\* NOTES 6/27/03 11:41:08 AM, dcopelan, Action Type : Field/DSM

I left a message for AZM asking for his involvement that the underside photos of the vehicle can be obtained. I also advised that, according to a fax received from the insurance company, they are making arrangements to move the car from its current location to Verastar Salvage located in Tifton, Georgia. The letter indicates that a date has not been set for moving the vehicle, however, once the date has been agreed upon, the insurance company specialist (Paul McGahee) will advise all parties of the move and address for Verastar Salvage. I will wait for a call back from AZM to coordinate and confirm direction.

\*\*\* NOTES 6/27/03 1:25:19 PM, prussell, Action Type : Call from Customer

rec'd a fax from Paul McGahee's office dated 6/23/03 confirming receipt of AHM correspondence. He advised that due to the ambiguity of this notice and the cost of storage at the vehicle current location they have advised the local adjuster this date to have the vehicle moved to Verastar Salvage in Tifton, GA. Once a date is agreed upon he will advise all parties listed and provide AHM with an address for Verastar.

Advised AS of the notice. She spoke w/ member of the fire team. I was advised that the pics for the underside were not taken and we need to get them. I advised the I was informed that there was lift at the tow yard and they had agreed to assist DSM in getting those pics. AS advised that they are working w/ DPSM to arrange to get the pics.

Special Report

Report Date: 06/27/2003

Case History

Case ID : N012003-06-1300022

Case Title : **ROBYN** ROBYN - FIRE

Doug Copeland came to me and asked me to contact Paul McGahee to determine the exact location of the vehicle at this time.

I left a message for Paul McGahee acknowledging receipt of his fax and advising that we need to get a few more pics to complete our preliminary analysis. Asked him to call me w/ info as to current location of the vehicle.

\*\*\* CASE MODIFY COMMITMENT 6/27/03 1:25:39 PM, prussell  
with ROBYN REYNA due 06/30/2003 11:47:20 AM.

\*\*\* CASE MODIFY 6/27/03 1:25:42 PM, prussell  
into WIP working and Status of Solving.

\*\*\* NOTES 6/27/03 2:09:39 PM, dcopelan, Action Type : Field/DSM

I spoke to AZM and advised that we are trying to confirm location of vehicle for additional photos of underside. He advised that DPSM will be somewhat in that area monday or tuesday. I advised that once the insurance company advises of the location we will notify both the DPSM and the AZM to make sure all involved are up to date. AZM agreed to assist with making sure DPSM will be able to perform inspection. AZM requested that case manager confirm that location has a lift available.

\*\*\* NOTES 6/30/03 8:40:04 AM, prussell, Action Type : Note-Third Party  
left another message for Paul McGahee requesting to know the current location of the vehicle.

\*\*\* CASE MODIFY COMMITMENT 6/30/03 8:52:16 AM, prussell  
with ROBYN REYNA due 07/02/2003 11:47:20 AM.

\*\*\* NOTES 7/1/03 9:21:07 AM, prussell, Action Type : Call from Customer

Rec'd message from Paul McGahee advising that the vehicle was moved on 6/24. The vehicle is located at Verstar, which is a secure location @ 368 Oak Ridge Church Road, Tifton, GA. Their telephone # is 229.386.2640. Since the location is secured whoever is going to take the pics needs to contact Mr. McGahee and he will make arrangements to meet them to take the pics. His number is 229.388.0500

Advised AS of the info she asked em to speak w/ DC. Spoke w/ DC and he advised that he will notify AZM and Ed Y.

\*\*\* CASE MODIFY 7/1/03 9:21:40 AM, prussell  
into WIP working and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 7/1/03 9:21:55 AM, prussell  
with ROBYN **REYNA** due 07/09/2003 11:47:20 AM.

\*\*\* CASE MODIFY 7/1/03 9:21:59 AM, prussell  
into WIP working and Status of Solving.

\*\*\* NOTES 7/1/03 2:59:13 PM, dcopelan, Action Type : Field/DSM

I spoke to both AZM and DPSM and advised of location of vehicle and procedures to contact ins. co. rep to make arrangements for inspection photos. I called Verstar and confirmed that they have a lift available to get the underside photos. I also advised DPSM that he should contact Ed Y. while on location to confirm needs are met.

Confirmation also sent by e-mail to both AZM and DPSM. DPSM advised probable eta would be 7/7 approximately.

\*\*\* CASE MODIFY COMMITMENT 7/8/03 11:20:33 AM, prussell  
with ROBYN REYNA due 07/16/2003 11:47:20 AM.

## Case History

Case ID : N012003-06-1300022

Case Title : ROBYN - FIRE

- \*\*\* CASE MODIFY 7/8/03 11:20:40 AM, prussell  
into WIP working and Status of Solving.
- \*\*\* CASE RULE ACTION 7/11/03 5:20:13 AM, sa  
Action owner - 30 days of rule Case Closure fired
- \*\*\* NOTES 7/11/03 12:43:40 PM, deopelan, Action Type : Field/DISM  
AZM called to inform that DPSM Mike Reidel would be going to that dealer today for pictures. DPSM will contact engineering when at dealer.
- \*\*\* NOTES 7/14/03 7:23:54 AM, deopelan, Action Type : Field/DISM  
Received an e-mail from David Cathcart stating that he will be inspecting the vehicle and wanted more info. I provided the location and the insurance co contact and asked that he also contact Ed y. when at the location to confirm needed pictures have been taken. I left my pb# and extension in case he has further questions. DSM advised he is on tight schedule but will try to get done asap.
- \*\*\* NOTES 7/15/03 2:50:33 PM, prussell, Action Type : Note-General  
checked notes for progress
- \*\*\* CASE MODIFY COMMITMENT 7/15/03 2:50:41 PM, prussell  
with ROBYN REYNA due 07/23/2003 11:47:20 AM.
- \*\*\* CASE MODIFY 7/15/03 2:50:45 PM, prussell  
into WIP working and Status of Solving.
- \*\*\* NOTES 7/22/03 10:02:43 AM, prussell, Action Type : Call from Customer  
checked notes for progress
- \*\*\* CASE MODIFY COMMITMENT 7/22/03 10:15:39 AM, prussell  
with ROBYN REYNA due 07/30/2003 11:47:20 AM.
- \*\*\* CASE MODIFY 7/22/03 10:15:43 AM, prussell  
into WIP working and Status of Solving.
- \*\*\* NOTES 7/25/03 9:06:39 AM, prussell, Action Type : Call from Customer  
advised AS that there have been no progress updates
- \*\*\* CASE MODIFY COMMITMENT 7/29/03 3:39:57 PM, prussell  
with ROBYN REYNA due 08/06/2003 11:47:20 AM.
- \*\*\* CASE MODIFY 7/29/03 3:40:02 PM, prussell  
into WIP working and Status of Solving.
- \*\*\* CASE ASSIGN 7/31/03 2:25:39 PM, prussell  
N012003-06-1300022 to asomoano, WIP
- \*\*\* CASE RULE ACTION 7/31/03 2:25:41 PM, sa  
Action Task Assignee of rule Assign Notification fired
- \*\*\* NOTES 7/31/03 2:39:49 PM, asomoano, Action Type : Note-General  
Received case update from D. Copeland. DPSM (David Cathcart) took photos of underside of vehicle. Dealer sent disp. camera to ACS (D. Copeland), who turned camera over to J. Narnee in Engineering for developing of photos. ACS will await final outcome of investigation by Engineering before closing case.
- \*\*\* CASE YANKED 8/4/03 7:16:32 AM, prussell  
Yanked by prussell into WIPbia default.



Case History

Case ID : N012003-06-1300022

Case Title : [REDACTED], ROBYN - FIRE

\*\*\* CASE MODIFY 8/4/03 7:21:03 AM, prussell  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 8/5/03 1:22:22 PM, prussell  
with ROBYN REYNA due 08/13/2003 11:47:20 AM.

\*\*\* CASE MODIFY 8/5/03 1:22:29 PM, prussell  
into WIP working and Status of Solving.

\*\*\* NOTES 8/12/03 12:11:37 PM, prussell, Action Type : Call from Customer  
checked for update

\*\*\* CASE MODIFY COMMITMENT 8/12/03 12:11:49 PM, prussell  
with ROBYN REYNA due 08/20/2003 11:47:20 AM.

\*\*\* CASE MODIFY 8/12/03 12:11:53 PM, prussell  
into WIP working and Status of Solving.

\*\*\* NOTES 8/13/03 9:01:49 AM, prussell, Action Type : Call from Customer

rec'd message from Paul McGahee of the GA farm bureau. He advised that he is calling w/ regard to our letter asking for ext of time to have a rep at the inspection. He advises that he did meet w/ Dave Cathcart, DPSM to take additional pics. He advised that our letter states that we would notify promptly of time when engineer would be available to attend inspection. They are going to reschedule inspection and are requesting that we contact promptly w/ date when engineer will be available or they will have to proceed w/ inspection and feels that a court will find that they have done everything necessary to accomodate.

AS is out today.

Forwarded message to Doug C.

spoke w/ Doug C and was advised that they are meeting tomorrow on this so do not do anything until I hear form him tomorrow.

\*\*\* CASE MODIFY 8/13/03 9:05:26 AM, prussell  
into WIP working and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 8/13/03 9:05:43 AM, prussell  
with ROBYN REYNA due 08/18/2003 11:47:20 AM.

\*\*\* NOTES 8/14/03 1:45:35 PM, prussell, Action Type : Call from Customer

spoke w/ Doug Copeland and he advised that the result of the meeting is that the engineering dept has been unable to find a cause of this fire that relates to a defect in material or workmanship. At this time we declined to be present at the investigation. Will advised Mr. McGahee

Left a detailed message for Mr. McGahee that we will not be attending the investigation at this time.

\*\*\* NOTES 8/14/03 1:47:17 PM, prussell, Action Type : Call from Customer

Was instructed by Doug Copeland to contact Mr. McGahee and advise that we will not attend the investigation and to close my case

\*\*\* SUBCASE N012003-06-1300022-1 CLOSE 8/14/03 1:47:26 PM, prussell

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 8/14/03 1:47:26 PM, prussell

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

Case Details

Case ID : N012003-09-3001494      Division : Honda - Auto      Condition : Closed      Open Date : 9/30/2003 12:15:58 PM  
 Case Originator : Tony Yun (Team HA)      Sub Division : Customer Relations      Status : Closed      Close Date : 11/20/2003 1:22:13 PM  
 Case Owner : Tony Yun (Team HA)      Method : Phone      Queue :      Days Open : 51  
 Last Closed By : Tony Yun (Team HA)      Point of Origin : Customer      Wipbin :      No. of Attachments : 0  
 Case Title : CLARENCE - VEHICLE CAUGHT ON FIRE

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 Dist :

Product Info :

Unit Owner : CLARENCE  
 VIN Type / No. : US VIN / SHSRD68413  
 Model / Year : CR-V / 2003  
 Model ID / Product Line : RD6843PW / A  
 Miles / Hours : 3,000  
 In Service Date : 05/18/2003  
 Months In Use : 4  
 Engine Number : K24A12540622  
 Originating Dealer No. / Name : 207486 / PHIL HUGHES HONDA  
 Selling Dealer No. / Name : 207787 / MILTON MARTIN HONDA  
 Trim : 2WD LX  
 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 : 207787 / MILTON MARTIN HONDA  
 Phone No. : 770-534-0086  
 Address : 2420 BROWNS BRIDGE RD.  
 City / State / Zip : GAINESVILLE, GA 30504  
 Svc District / Site District : 07E / D07  
 Warranty Labor Rate / Date : \$70.00 /  
 Agent Name :

Current Dealer Info :

Dealer #	Dealer Name	Agent Name	Review

3rd 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	Issue Type 3	Issue Type 4
N012003-09-3001494-1 / CLARENCE	Subcase Close	Product Complaint	Operation - "Safety"	737	Wire harness

Issue Details

Issue ID: N012003-09-3001494-1	Type 1: Product Complaint	Condition: Closed	Wipbin:
Issue Originator: Tony Yum	Type 2: Operation - "Safety"	Status: Subcase Close	Open Date: 9/30/03 1:17:41 PM
Issue Owner: Tony Yum		Queue:	Close Date: 11/20/03 1:22:13 PM
Issue Title: CLARENCE [REDACTED] - PRODUCT COMPLAINT - OPERATION -			

**Coding Info :**

Labor Code / Desc: 737 / Wire harness

Condition Code Desc: Any 7370

Campaign Code / Desc: /

Resolutions: Provided Information

Component Category: 11 - Electrical System

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	ECN/Revision

## Case History

Case ID : N012003-09-3001494

Case Title : [REDACTED] CLARENCE - VEHICLE CAUGHT ON FIRE

\*\*\* CASE CREATE 9/30/03 12:15:58 PM, tyun

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

\*\*\* CASE MODIFY 9/30/03 12:17:24 PM, tyun

into WIP default and Status of Solving.

\*\*\* NOTES 9/30/03 12:37:17 PM, tyun, Action Type : Call from Customer

Customer's spouse Carolyn called states on 09/21/03@approx 1:30PM the vehicle caught on fire. The accident occurred in Clarksville, GA. The weather condition was sunny @approx 80degrees. Customer states her husband was going to a flea market and decided to go back home due to the amount of traffic. states the accident occurred on Highway 441 South going approx 50MPH. Customer states there was a motorcycle going in the opposite direction who pointed to the customer that there was smoke coming from the engine. Customer states her husband immediately pulled over and tried to open his front hood. Customer states her husband for some reason could not open the hood and stepped back. Customer states her husband heard a explosion and the front end just bursted into flames. Customer states the fire department came and extinguished the fire. She also states her insurance company inspected the vehicle and advised the customer the vehicle is a total loss. Customer insurance company is Farm Bureau 706-776-6739- Agent's name is Doug Nicholson. The vehicle is currently at Whitehead Wrecker Service 706-776-1434.

Advised customer to contact her insurance company.

\*\*\* SUBCASE N012003-09-3001494-1 CREATE 9/30/03 1:17:41 PM, tyun

Created in WIP Default with Due Date 9/30/2003 1:17:41 PM.

\*\*\* NOTES 9/30/03 1:42:05 PM, tyun, Action Type : Call from Customer

Mr. [REDACTED] called states his insurance co picked up the vehicle and towed it to Gainesville Salvage 770-534-0850. Address is 1602 Athens Highway Gainesville, GA 30507. Customer states his adjustor are sending engineers to inspect the vehicle and determine the cause of damage.

\*\*\* NOTES 9/30/03 2:57:50 PM, tyun, Action Type : Field/DSM

Spoke with DPSM Mark to advise him of fire case. He asked me to E-Mail info to his attention. I also advised will cc copy to Assistant Zone Manager Jack Herring.

Also left message for Jack Herring to advise will E-Mail copy of accident file to his atn.

\*\*\* NOTES 10/8/03 1:50:35 PM, tyun, Action Type : Note-General

Sent copy of file to James Namey

\*\*\* NOTES 10/10/03 2:29:30 PM, tyun, Action Type : Note-General

Received pictures of car fire from DPSM Mark Dipietro. Forwarded pictures to Suprv Doug G who will forward to Jim Namey.

\*\*\* CASE RULE ACTION 10/28/03 12:15:58 PM, sa

Action owner - 30 days of rule Case Closure fired

\*\*\* NOTES 11/4/03 9:27:06 AM, tyun, Action Type : Note-General

Spoke with Suprv Amanda H, states Jim Namey needs DPSM to go back and take the underside pictures of the vehicle. Advise will contact my DPSM Mark D to advise.

\*\*\* NOTES 11/4/03 9:30:11 AM, tyun, Action Type : Field/DSM

Left message with DPSM Mark to advise will need underside pictures and to call me back.

\*\*\* NOTES 11/4/03 10:53:08 AM, tyun, Action Type : Field/DSM

Spoke with DPSM Mark D states will be @dealer 207787 on 11/10-11/11/03 and will take the underside pictures. I thanked Mark for his assistance and advised him to frwd the pictures to my atn.

Case History

Case ID : N012003-09-3001494

Case Title : [REDACTED] CLARENCE - VEHICLE CAUGHT ON FIRE

\*\*\* NOTES 11/4/03 11:47:33 AM, gwilliam, Action Type : Call from Customer  
Customer called for an update on her case.

I advised the customer that Tony had made several calls on her behalf today. I provided the customer with the ext. Tony was unavailable. Customer stated she would call back.

\*\*\* NOTES 11/4/03 12:14:58 PM, cstringf, Action Type : Call from Customer  
Customer's wife called to speak with CM. I transferred call to voicemail.

\*\*\* NOTES 11/4/03 2:24:28 PM, tyun, Action Type : Note-General  
DPSM Mark called back states vehicle was sold to a junkyard in Forest City, NC ( Zone 6). Mark states the vehicle was transported yesterday 11/03/03 and should arrive @Butler Auto Sales tomorrow 11/05/03. Phone #800-835-4645, contact person is Rodney. Mark states he spoke with Rodney and he is O.K. with someone from AHM inspecting the vehicle. Mark states he is 4 hours away from the location.

\*\*\* NOTES 11/5/03 9:08:22 AM, tyun, Action Type : Call from Customer  
Butler Auto Sales  
584 McSwain Rd.  
Forest City, NC 28043  
800-835-4645

\*\*\* NOTES 11/5/03 9:28:37 AM, tyun, Action Type : Field/DSM  
Spoke with DPSM Mark to advise him will need underside photos taken ASAP. He states will the make necessary arrangements and have the photos taken. I thanked Mark for his assistance.

\*\*\* NOTES 11/5/03 2:27:23 PM, tyun, Action Type : Field/DSM  
DPSM Mark called back states he spoke with his Assistant Zone Manager Jack Herring. Mark states since the vehicle is out of his jurisdiction, Jack is requesting Kevin Shea inspect and take the underside pictures of the vehicle. Kevin's #704-564-3156.

\*\*\* NOTES 11/5/03 3:33:04 PM, tyun, Action Type : Field/DSM  
Called and spoke with DPSM Kevin Shea @704-564-3156 to advise him of the situation. Asked Kevin to inspect and emphasized to take pictures of the underside of the vehicle. Kevin states will be able to inspect vehicle next week. I thanked Kevin for his assistance.

\*\*\* NOTES 11/20/03 9:43:56 AM, tyun, Action Type : Note-General  
Reviewed file with Suprv Dong C states there are traces of oil on the sub frame. Exhaust pipes next to the filter shows scorching patterns. All patterns are consistent for leak in oil filter causing the fire. Customer will need to contact his ins co. Not a manufactured defect.

\*\*\* NOTES 11/20/03 9:46:03 AM, tyun, Action Type : Call to Customer  
Left message for customer to call back.

\*\*\* NOTES 11/20/03 1:21:52 PM, tyun, Action Type : Call to Customer  
Spoke with Ms. Bowen to advise fire was not a manufactured caused condition and she will need to contact her ins co. Customer understood.  
Closing file.

\*\*\* CASE MODIFY 11/20/03 1:22:01 PM, tyun  
into WIP Working Contacts and Status of Solving.

\*\*\* SUBCASE N012003-09-3001494-1 CLOSE 11/20/03 1:22:13 PM, tyun  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 11/20/03 1:22:13 PM, tyun

**Case History**

Case ID : N012003-09-3001494

Case Title : [REDACTED] CLARENCE - VEHICLE CAUGHT ON FIRE

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

Case Details

Case ID : N012004-01-2801021      Division : Honda - Auto      Condition : Closed      Open Date : 1/28/2004 1:16:22 PM  
 Case Originator : Ron Rubinoff      Sub Division : Customer Relations      Status : Closed      Close Date : 4/2/2004 12:22:53 PM  
 Case Owner : Raby DeRudder      Method : Phone      Queue :      Days Open : 65  
 Point of Origin : Customer      Wipbin :  
 Case Title : 9J [REDACTED] JEFFERY- CAR FIRE      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 / Sis District : /

Product Info :

Unit Owner : JEFFREY [REDACTED]  
 VIN Type / No. : US VIN / SE8RD78873 [REDACTED]  
 Model / Year : CR-V / 2003  
 Model ID / Product Line : RD7883JW / A  
 Miles / Hours : 10,000  
 In Service Date : 01/20/2003  
 Months in Use : 12  
 Engine Number : K24A12516940  
 Originating Dealer No. / Name : 207893 / COMMONWEALTH HONDA  
 Selling Dealer No. / Name : 207893 / COMMONWEALTH 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 : 207893 / COMMONWEALTH HONDA  
 Phone No. : 978-687-3000  
 Address : 6 COMMONWEALTH DRIVE  
 City / State / Zip : LAWRENCE, MA 01841  
 Svc District / Sis District : 09J / C09  
 Warranty Labor Rate / Date : \$85.00 /  
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Review Ind.

Involved Party Info :

Party 1 : C.R.      Party 3 : Not Applicable  
 Party 2 : BBB      Party 4 : Not Applicable

Issue #	Issue ID / Title	Status	Issue Type 1	Issue Type 2	Label Code Desc
N012004-01-2801021-1	JEFFREY [REDACTED]	Subcase Close	Product Complaint	Operation	745 Electrical test

## Issue Details

Issue ID : N012004-01-2801021-1  
Issue Originator : Patricia Evans  
Issue Owner : Patricia Evans  
Issue Title : JEFFREY P. [REDACTED] - PRODUCT COMPLAINT - OPERATION

Type 1 : Product Complaint  
Type 2 : Operation

Condition : Closed  
Status : Subcase Close  
Queue :

Wipbin :  
Open Date : 1/28/04 1:47:19 PM  
Close Date : 3/4/04 6:34:59 AM

## Coding Info :

Labor Code / Desc : 745 / Electrical test

Condition Code Desc : Car Fine 7451

Campaign Code / Desc : /

Resolutions : Assist Denied, Documented Concern

Component Category : 11 - Electrical System

Previously Published : NO

Fire Indicator : YES

Rollover Indicator : NO

Cosmetic / Sound Quality Indicator : NO

## Solution / Linked Resolution Info :

Solution ID : Resolution Title :  
Solution Title :

## Parts Info :

BO Reason



Case History

Case ID : N012004-01-2801021

Case Title : 9J [REDACTED] JEFFERY- CAR FIRE

\*\*\* NOTES 1/28/04 1:16:22 PM, rubinof, Action Type : Call from Customer

Customer does not have his VIN number. He stated that he wanted to file a claim. The customer stated that his wife had been just parking their CR-V at work @ 10 minutes past 7 AM on 1/21/04 when the vehicle door locks locked and the vehicle burst into flames starting in the engine area. This occurred in the parking garage. I first stated that we are very sorry to hear of the car fire. I asked if the vehicle was recently serviced. Customer stated that it had been serviced at least a couple of months before the fire. Customer stated he was not sure of the mileage or exact date but the last service was performed at Commonwealth Honda. Customer stated the weather was fair and not an issue and his wife was driving the car into the parking garage and the vehicle started to fill up with smoke. The customer stated his wife parked it away from other cars and the fire and smoke was coming from both wheel wells. Customer stated all the lights started to flash a couple times and then everything went dead. The customer stated that his wife was still in the vehicle when the locks locked themselves. The customer stated his wife was able to unlock the rear door locks and climbed out of the vehicle. Customer stated there were half a dozen witnesses to this car fire. The customer stated they have contacted their insurance company and the vehicle is currently at Commonwealth Honda. The customer stated that he has been told that the vehicle is repairable. The customer stated he is leasing the vehicle and loves the CR-V and wanted to know how he can get out of this CR-V as there will always be a smell of smoke and get into a new CR-V. Advised that his request will be documented and forwarded to his RCM who will handle this case and get back to him in 24-48 business hours. Advised that AHM will have a factory rep take pictures of the vehicle for our engineering department and asked if that was ok. The customer stated that was fine with him.

\*\*\* CASE CREATE 1/28/04 1:16:22 PM, rubinof

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

\*\*\* NOTES 1/28/04 1:24:12 PM, rubinof, Action Type : Call from Customer

The customer stated that repairs have not begun yet however all the parts are at the dealership. The customer also did not have his VIN #. I asked the customer if we can halt all repairs on the vehicle until AHM has photos taken of the vehicle and conducts its investigation. The customer stated he was fine with that and asked that ACS please let Commonwealth Honda know.

\*\*\* CASE MODIFY 1/28/04 1:25:32 PM, rubinof

into WIP default and Status of Solving.

\*\*\* NOTES 1/28/04 1:28:28 PM, rubinof, Action Type : Call from Customer

Note: the customer believes the DPSM is involved already and that there is some type of debate going on between the DPSM and his insurance company on who is going to be responsible for the damage and repairs.

\*\*\* CASE MODIFY 1/28/04 1:28:38 PM, rubinof

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 1/28/04 1:28:47 PM, rubinof

from WIP default to Queue Team H.

\*\*\* CASE YANKED 1/28/04 1:31:36 PM, rderodde

Yanked by rderodde into WIPbin default.

\*\*\* CASE ASSIGN 1/28/04 1:31:52 PM, rderodde

N012004-01-2801021 to pevans, WIP

\*\*\* CASE RULE ACTION 1/28/04 1:31:53 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 1/28/04 1:46:44 PM, pevans, Action Type : Field/DSM

I called and left message for DPSM, John, providing him with car fire info.

\*\*\* SUBCASE N012004-01-2801021-1 CREATE 1/28/04 1:47:19 PM, pevans

Case History

Case ID : ND12004-01-2801021

Case Title : 9J [REDACTED] JEFFERY- CAR FIRE

Created in WIP Default with Due Date 1/28/2004 1:47:19 PM.

\*\*\* NOTES 1/28/04 2:05:41 PM, pevans, Action Type : Call to Dealer

I called and spoke to the SM and he states that DPSM John was there taking pictures on Saturday. The SM states that the valve cover gasket is leaking and there is excessive heat around the exhaust manifold.

\*\*\* NOTES 1/28/04 2:06:00 PM, pevans, Action Type : Field/DSM

Waiting for DPSM to return call.

\*\*\* COMMIT 1/28/04 2:06:05 PM, pevans, Action Type : N/A

cc

\*\*\* NOTES 1/29/04 8:13:55 AM, pevans, Action Type : Field/DSM

The DPSM John Sytalek called and stated that he is taking more photos of vehicle. He will forward them over tomorrow no later than Monday.

\*\*\* CASE MODIFY 1/29/04 8:15:45 AM, pevans

into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 1/29/04 8:15:47 AM, pevans

into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 1/29/04 2:36:18 PM, pevans

into WIP Default and Status of Solving.

\*\*\* COMMIT 1/29/04 2:36:24 PM, pevans, Action Type :

Made to JEFFREY ALLARD due 02/01/2004 02:36:26 PM.

DCS Follow-Up

\*\*\* NOTES 1/29/04 2:36:34 PM, pevans, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 2/1/2004 2

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

Customer does not have his VIN number. He stated that he wanted to file a claim. The customer stated that his wife had been just parking their CR-V at work @ 10 minutes past 7 AM on 1/21/04 when the vehicle door locks locked and the vehicle burst into flames starting in the engine area. This was in the parking garage. I first stated that we are very sorry to hear of the car fire. Asked if the vehicle was recently serviced. It had not been serviced at least a couple months before the fire before it was serviced last. Customer was not sure of the mileage or exact date. The last service was performed at Commonwealth Honda. Weather was fair and not an issue. Vehicle was being driven into the parking garage and the vehicle started to fill up with smoke. The customer wife parked it away from other cars. The fire and smoke was coming from both wheel wells. All the lights started to flash a couple times, and then everything went dead. The customer was still in the vehicle when the locks locked themselves. The customer was able to unlock the rear door locks and claimed out of the vehicle. Customer stated there were a half a dozen witnesses to this car fire. The customer has contacted their insurance company. The vehicle is currently at Commonwealth Honda. The customer stated that he has been told that the vehicle is repairable. The customer stated he is leasing the vehicle and loves the CR-V and wanted to know how he can get out of this CR-V as there will always be a smell of smoke and get into a new CR-V. Advised that his request will be documented and forwarded to his RCM who will handle this case and get back to him in 24-48 business hours. Advised that AHM will have a factory rep take pictures of the vehicle for our engineering department and asked if that was ok. The customer stated that was fine with him.

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

Case History

Case ID : N012004-01-2801021

Case Title : 9J [REDACTED] JEFFERY- CAR FIRE

Patricia Evans ext 118184  
Automobile Customer Service

\*\*\* CASE FULFILL 2/2/04 7:58:07 AM, pevans

Fulfilled for JEFFREY [REDACTED] due 01/29/2004 12:00:00 AM.

\*\*\* CASE FULFILL 2/2/04 7:58:11 AM, pevans

Fulfilled for JEFFREY ALLARD dne 02/01/2004 02:36:26 PM.

\*\*\* COMMIT 2/2/04 7:58:15 AM, pevans, Action Type : N/A

xx

\*\*\* NOTES 2/2/04 7:58:25 AM, pevans, Action Type : Call to Dealer

I called and left message with the DPSM to call back.

\*\*\* NOTES 2/2/04 8:00:39 AM, pevans, Action Type : Call to Customer

I called and left message for customer advising him that we are still reviewing file and we will contact him once we have information.

\*\*\* NOTES 2/2/04 9:27:19 AM, eclogg, Action Type : Call from Customer

The customer contacted ACS in request to speak to the case manager. I transferred the customer to the case manager's voicemail per customer request.

\*\*\* NOTES 2/2/04 10:26:39 AM, sjohns02, Action Type : Call from Customer

Customer called and request Pat. I advised customer that she was unable to speak to him and transferred him to voice mail.

\*\*\* NOTES 2/2/04 1:39:32 PM, pevans, Action Type : Call to Customer

I returned customer call and stated that as soon as I receive information, I will give him a call.

\*\*\* NOTES 2/3/04 7:24:03 AM, cmccabe, Action Type : Call from Customer

Cust called requesting to speak to another case manager. Cust states that he is renting a car that he is not getting reimbursed for. Cust would like a call ASAP. I informed the cust that I will leave a note on his CM desk and that everyone is usually in the office by 8:30 am. The cust understood.

\*\*\* NOTES 2/3/04 7:55:41 AM, pevans, Action Type : Field/DSM

John Sytulak the DPSM called and states that he met with the customer on Friday and advised him that the process could take up to several weeks. Customer wanted some assistance with a trade because he no longer wants the vehicle. John spoke to Commonwealth Honda and they agreed to place customer in a 04 CRV and appraise the 03 cr-v with no damage. However the customer is holding out for a \$50.00 difference which is basically the usage of 10,000 miles. John advised customer to contact his insurance company if he is not willing to work with the dealership.

John will e-mail pictures by the end of business day to Jim Narney.

\*\*\* NOTES 2/3/04 8:57:46 AM, lshelley, Action Type : Call from Customer

The customer called and asked to speak with a different CM. I informed him that P Evans is the CM assigned to his case and there is no other CM for him to speak with. I informed him that she returned his call yesterday and I gave him as much information as I could, but he was talking and would not give me the opportunity to continue speaking. Ultimately, I transferred him back into her voicemail.

\*\*\* NOTES 2/3/04 9:34:08 AM, adanley, Action Type : Call from Customer

The customer called to speak with the CM. The CM was unavailable so I transferred to the CM's voicemail.

\*\*\* CASE FULFILL 2/3/04 10:23:46 AM, pevans

Fulfilled for JEFFREY [REDACTED] due 02/03/2004 12:00:00 AM.

\*\*\* COMMIT 2/3/04 10:23:51 AM, pevans, Action Type : N/A

Case History

Case ID : N012004-01-2801021

Case Title : 9J [REDACTED] JEFFREY- CAR FIRE

CC

\*\*\* NOTES 2/3/04 10:24:04 AM, pevans, Action Type : Call to Customer

I RETURNED CUSTOMER'S 3 MESSAGES THAT WAS LEFT ON VOICE MAIL WITHIN A 5 MINUTE TIME FRAME SINCE 7:30 AM TODAY. I LEFT MESSAGE ON VOICE MAIL AND ALL THE INFORMATION RECEIVED FROM DPSM HAS BEEN CONVEYED TO THE CUSTOMER. CUSTOMER WAS ADVISED AGAIN, THAT WE DO NOT HAVE ANY INFORMATION AS OF YET REGARDING THE OUTCOME OF THE CAR FIRE. ONCE WE RECEIVE THAT INFORMATION HE WILL BE CONTACTED. CUSTOMER WAS ALSO ADVISED THAT HE NEEDS TO CONTACT HIS INSURANCE COMPANY IF HE IS NOT WILLING TO WORK WITH THE DEALER.

\*\*\* NOTES 2/3/04 2:40:08 PM, pevans, Action Type : Call from Dealer

I called and spoke to Tish the Assistant Service Manager and she states that when the vehicle was brought into the dealership, the rep inspected the car at that time and advised the customer that this will be taken care of as a warranty claim. When the insurance company came out to inspect the car, the dealership turned the insurance company away and told them that the repairs is going to be under warranty. The dpsm advised the dealership several days later that customer will have to contact his insurance company again and have them come out to inspect the car.

Tish stated the customer was advised by his insurance company that the rental will no longer be covered. Customer is now in a enterprise rental and wants to know if AHM is going to cover the rental until a decision has been made. I advised Tish that we will not pay for the rental. Tish has already advised customer that he will need to contact his insurance company again.

\*\*\* NOTES 2/4/04 7:46:16 AM, pevans, Action Type : Call to Customer

I called and left message for customer advising him that we will not be able to assist with rental.

\*\*\* CASE FULFILL 2/4/04 7:46:25 AM, pevans

Fulfilled for JEFFREY [REDACTED] due 02/04/2004 12:00:00 AM.

\*\*\* COMMIT 2/4/04 7:46:28 AM, pevans, Action Type : N/A

cc

\*\*\* NOTES 2/4/04 8:34:30 AM, pevans, Action Type : Call from Customer

Customer called and left message on voice mail stating that he contacted his insurance company again and they are reluctant to come back out because the dealerships initially turned them away and informed the adjuster that the repairs would be covered under warranty. Customer's insurance company will not come back out and customer states that he feels stuck.

\*\*\* NOTES 2/4/04 8:36:32 AM, pevans, Action Type : Escalation

Advised Supervisor of case situation.

\*\*\* NOTES 2/4/04 1:28:29 PM, pevans, Action Type : Call from Dealer

Scott the sales manager called and wanted to know what was going on. I provided Scott with information and advised him also that customer will need to contact his insurance company. Scott stated that he will contact John Sytulek.

\*\*\* CASE FULFILL 2/9/04 7:44:27 AM, pevans

Fulfilled for JEFFREY [REDACTED] due 02/06/2004 12:00:00 AM.

\*\*\* COMMIT 2/9/04 7:44:31 AM, pevans, Action Type : N/A

tit

\*\*\* CASE FULFILL 2/13/04 10:27:58 AM, pevans

Fulfilled for JEFFREY [REDACTED] due 02/12/2004 12:00:00 AM.

\*\*\* COMMIT 2/13/04 10:28:01 AM, pevans, Action Type : N/A

Case History

Case ID : N012004-01-2801021

Case Title : 9J [REDACTED] JEFFERY- CAR FIRE

hh

\*\*\* NOTES 2/13/04 10:28:17 AM, pevans, Action Type : Field/DSM

Advised to contact the DPSM and have him fax over customer's service history. I called and left a voice mail message for John Sytulek.

\*\*\* NOTES 2/17/04 1:46:59 PM, tpurvis, Action Type : Letter/Fax

On 2/17/04 received a fax pertaining to the previous issue.

Forwarded to the CM.

\*\*\* NOTES 2/18/04 7:01:44 AM, pevans, Action Type : Call from Customer

Received service history. Forward invoices to Jim Narny.

\*\*\* COMMIT 2/18/04 7:15:57 AM, pevans, Action Type : N/A

ff

\*\*\* CASE FULFILL 2/18/04 7:16:11 AM, pevans

Fulfilled for JEFFREY [REDACTED] due 02/17/2004 12:00:00 AM

\*\*\* NOTES 2/18/04 7:16:18 AM, pevans, Action Type : Call to Customer

I called and spoke to customer and advised him that at this time there is no information available.

\*\*\* NOTES 2/23/04 7:25:54 AM, pevans, Action Type : Call from Customer

The customer called and left message on voice mail stating that his insurance company has completed the inspection and found a defective sensor underneath the dash board. Will send Jim Narny and e-mail.

\*\*\* NOTES 2/24/04 6:23:46 AM, pevans, Action Type : Field/DSM

Response from our engineering dept.

The final result for this case should be discussed and closed at the fire meeting this Thursday, unless any new information comes to our attention. After that time there should be something official that will allow you to close your case.

\*\*\* NOTES 2/24/04 7:07:55 AM, pevans, Action Type : Call to Customer

I called and spoke to customer and advised him that his information has been forwarded. Customer stated okay.

\*\*\* CASE FULFILL 2/24/04 8:57:51 AM, pevans

Fulfilled for JEFFREY [REDACTED] due 02/20/2004 12:00:00 AM

\*\*\* COMMIT 2/24/04 8:57:56 AM, pevans, Action Type : N/A

dd

\*\*\* CASE RULE ACTION 2/25/04 1:16:22 PM, sa

Action owner - 30 days of rule Case Closure fired

\*\*\* CASE MODIFY 3/1/04 7:06:04 AM, pevans

into WIP 9J and Status of Solving.

\*\*\* CASE MODIFY 3/1/04 11:12:25 AM, pevans

into WIP 9J and Status of Solving.

\*\*\* CASE FULFILL 3/1/04 11:12:32 AM, pevans

Fulfilled for JEFFREY [REDACTED] due 02/26/2004 12:00:00 AM

\*\*\* COMMIT 3/1/04 11:12:38 AM, pevans, Action Type : N/A

Case History

Case ID : N012004-01-2801021

Case Title : 9J [REDACTED] JEFFERY- CAR FIRE

F:P

\*\*\* NOTES 3/1/04 11:48:04 AM, rabchll2, Action Type : Call from Customer

Customer called in requesting to speak with the Vice President. I advised that ACS would be the dept. that he would direct his concerns to. The customer indicated that the car fire occurred in 1/04, and that he has not obtained a decision from AHM. I advised that I would forward his complaint to the CM involved in the case. Customer became argumentative to advise that he wanted to speak with a Supervisor to escalate his case. Advised customer that I will advise his CM of this info. to discuss with her supervisor. Customer indicated that he wanted to write a letter to Marketing. I advised that his correspondence would be directed to ACS with regards to the car fire. Advised customer that I did not have any info. to provide regarding his case, but that he would need to speak directly with his CM. Customer asked for my name which I provided. He advised that he would be referring to my name in his letter to note that I refused to transfer him to a supervisor. I advised that his CM would need to review his request to speak with her supervisor. Customer said okay and disconnected the call.

\*\*\* NOTES 3/1/04 1:18:47 PM, pevans, Action Type : Field/DSM

I spoke to John Sytulek the DSPM and advised him that our engineering dept. has not provided any information as to what caused the fire. I advised that hopefully we should have some information later this week. John states that he will contact customer and reiterate information.

\*\*\* NOTES 3/1/04 1:19:51 PM, pevans, Action Type : Call from Customer

Customer left voice mail stating that waiting until the end of the week is unacceptable and requested to escalate to my supervisor.

\*\*\* NOTES 3/1/04 1:21:43 PM, pevans, Action Type : Call from Customer

I received a call from Corey Evans over at Honda Finance on behalf of customer.

I called and left Corey a message advising him there is no information as of yet and that hopefully we should have some information by the end of the week.

\*\*\* COMMIT 3/1/04 2:08:11 PM, pevans, Action Type : N/A

Made to JEFFREY [REDACTED] due 03/02/2004 12:00:00 AM.

dd

\*\*\* NOTES 3/1/04 2:08:26 PM, pevans, Action Type : Call to Customer

I reviewed case with supervisor and advised me to contact customer and let him know that she will be contacting him in the morning.

\*\*\* NOTES 3/2/04 8:09:00 AM, pevans, Action Type : Note-Technical

Received response for car fire:

The cause of the fire was determined by AHM engineering that it was not caused by a manufacturing defect.

\*\*\* NOTES 3/2/04 9:01:50 AM, pevans, Action Type : Call to Customer

I called and spoke to customer and advised him the fire was not related to a manufacturing defect. Customer was advised that he will need to contact his insurance company. Customer requested denial in writing and would like it to faxed. I advised customer that I will get back to him with an answer for denial in writing.

\*\*\* NOTES 3/3/04 1:10:02 PM, pevans, Action Type : Call to Customer

I called and left message for customer to provide fax number so that I can send Car fire letter in writing.

\*\*\* NOTES 3/3/04 1:10:28 PM, pevans, Action Type : Letter/Fax

March 3, 2004

Case History

Case ID : N012004-01-2801021  
Lawrence, MA 01841

Case Title : 9J ALLARD JEFFERY- CAR FIRE

Dear Mr. [REDACTED]

Thank you for allowing American Honda Motor Co. the opportunity to address your concerns regarding your 2003 Honda CR-V, VIN SHRD78873 [REDACTED] specifically as they relate to the vehicle fire.

Upon inspection and review, American Honda Motor Company has determined the cause of the fire not to be related to a manufacturing defect.

Once again, we thank you for affording us the opportunity to address your concerns. Should you have any questions regarding this, or any other matter, please contact me directly at 1-800-999-1009, extension 118184.

Sincerely,

SERVICE OPERATIONS  
AMERICAN HONDA MOTOR CO., INC.

Pat Evans  
Regional Case Manager  
File No. N012004-01-2801201

\*\*\* NOTES 3/4/04 6:34:25 AM, pevans, Action Type : Letter/Fax  
Letter was faxed to customer as per request to 671 789 3094.

\*\*\* SUBCASE N012004-01-2801021-1 CLOSE 3/4/04 6:34:59 AM, pevans  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 3/4/04 6:35:02 AM, pevans  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 3/5/04 1:01:59 PM, rderudde  
with Condition of Open and Status of Solving.

\*\*\* CASE MODIFY 3/5/04 1:02:31 PM, rderudde  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 3/5/04 1:02:35 PM, rderudde  
into WIP default and Status of Solving.

\*\*\* NOTES 3/5/04 1:22:41 PM, rderudde, Action Type : Field/DSM  
Jeff, Zone Mgr., called in stating that the customer is calling the dealer and is very upset and he would like for me to call Charlie the owner of the company and Jim Taylor, GM.

\*\*\* NOTES 3/5/04 2:40:47 PM, tpurvis, Action Type : Letter/Fax  
On 3/5/04 received a fax pertaining to the previous issue.  
Forwarded to the CM.

\*\*\* NOTES 3/5/04 2:52:54 PM, rderudde, Action Type : Call to Dealer

I spoke to Charlie and Jim and advised them that I would call the customer today to try and explain AHM's position. The dealer stated that the customer

Case History

Case ID : N012004-01-2801021

Case Title : 9J [REDACTED] JEFFERY- CAR FIRE

was not happy with ACS's response.

\*\*\* NOTES 3/5/04 2:53:50 PM, rderudde, Action Type : Call to Customer

I spoke to the customer and he stated that he has a report from Northern Eastern Technical Svc. that his insurance company provided to him. He stated that his insurance company hired them to investigate the fire and they state in their report that the cause of the fire was due to a high resistance condition occurring in the crankshaft sensor/oil control solenoid circuit wiring resulting in electrical overheating, resulting in fire. The customer stated that he does not feel like he is getting customer service because we are just referring him to his insurance company. He stated that he has been a long time Honda owner and a good customer at Commonwealth Honda for about 10 years now. I advised him that I would review his case again because we did not have the report from Northern Eastern Technical Svc. but that I can't guarantee anything at this time but the right of a second review. The customer said that he is looking for AHM to pay for the damages and put him into another vehicle with no cost to him and he will not accept anything else. He stated he will be out of town and to call him back on Friday.

\*\*\* NOTES 3/8/04 1:51:41 PM, rderudde, Action Type : Note-General

Peggy from Metropolitan Insurance Co. called and left a message on Pat's voice mail. I called her back stating that I am working the case and provided her my extension number.

\*\*\* NOTES 3/12/04 10:15:05 AM, rderudde, Action Type : Field/DSM

Called Zone Mgr. and updated him on the status of the case.

\*\*\* NOTES 3/12/04 1:24:37 PM, rderudde, Action Type : Call from Customer

The customer called this morning and left me a message to call him back at home.

\*\*\* NOTES 3/12/04 1:27:37 PM, rderudde, Action Type : Note-General

I provided a copy of the report from Northern Eastern Technical Svc. to the engineering dept. for review and they stated that AHM's decision still stands and that the report is inaccurate.

\*\*\* NOTES 3/12/04 1:35:56 PM, rderudde, Action Type : Call to Customer

I advised the customer that I did show the report to AHM's engineers and our decision still stands and that the cause of the fire was NOT caused by a manufacturing defect. The customer stated that he can't believe that AHM does not have an appeal process and he would like a copy of the report from our engineers stating the cause of the fire along with their credentials. I advised the customer that I was not able to provide him that information and that I was sorry that we could not meet his expectations but that he would need to go through his insurance company and they will subrogate with AHM if they feel it is a manufacturing defect. The customer stated that he will have to go through an attorney and sue AHM. I apologized again, he said that he still can't believe that AHM does not have an appeal process.

\*\*\* NOTES 3/12/04 1:42:37 PM, rderudde, Action Type : Note-Third Party

Peggy from Metropolitan Ins. called back. She left a voice message to call her back at 800-854-6011 ext. 3304.

\*\*\* NOTES 3/12/04 1:43:27 PM, rderudde, Action Type : Note-General

Left a message for Peggy at the insurance co. that I was returning her call.

\*\*\* NOTES 3/15/04 9:53:31 AM, rderudde, Action Type : Note-General

I called and left another voice message for Peggy at the insurance co.

\*\*\* NOTES 3/15/04 12:11:05 PM, rderudde, Action Type : Note-General

I returned Peggy's call and she asked if AHM is still denying to repair the customer's vehicle under warranty. I advised her that AHM's decision still stands and we are not going to cover the damages under warranty because AHM has determined that this is not a defect. Peggy advised me that AHM will be hearing from them, Metropolitan Ins. She asked for AHM's address so I provided it to her.

\*\*\* NOTES 3/15/04 12:12:01 PM, rderudde, Action Type : Call from Customer

The customer called and left a voice message on Pat's voicemail stating that he wanted a denial letter from AHM pursuant to his conversation with me. (Ruby)



Case History

Case ID : N012004-01-2801021

Case Title : 9J [REDACTED] JEFFERY- CAR FIRE

He asked to fax it to [REDACTED]

\*\*\* NOTES 3/16/04 2:33:08 PM, rderudde, Action Type : Letter/Fax

Faxed the following letter approved by John C. in HNA law.

March 15, 2004

Dear Mr. [REDACTED]

Thank you for allowing American Honda Motor Co. the opportunity to address your concerns regarding your 2003 Honda CR-V, VIN SHRD78673 [REDACTED] specifically as they relate to the vehicle fire.

Pursuant to our discussion in regards to a second review of your concern regarding the cause of your vehicle's fire, American Honda Motor Company has still determined the cause of the fire not to be related to a manufacturing defect.

Once again, we thank you for affording us the opportunity to address your concerns.

Sincerely,

SERVICE OPERATIONS  
AMERICAN HONDA MOTOR CO., INC.

Ruby DeRudder  
Automobile Customer Service  
File No. N012004-01-2801201

\*\*\* CASE CLOSE 3/16/04 2:33:50 PM, rderudde

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

\*\*\* CASE REOPEN 3/25/04 11:43:07 AM, hmeginn

with Condition of Open and Status of Solving.

\*\*\* NOTES 3/25/04 11:43:55 AM, hmeginn, Action Type : Letter/Fax

On 3/23/04 ACS received a letter from customer dated 3/17/04 regarding previous issues.

\*\*\* CASE DISPATCH 3/25/04 11:44:05 AM, hmeginn

from WIP default to Queue Team H.

\*\*\* CASE ACCEPT 3/26/04 6:11:41 AM, rderudde

from Queue Team H to WIP default.

\*\*\* CASE ASSIGN 3/26/04 6:27:07 AM, rderudde

N012004-01-2801021 to pevans, WIP □ "Ap

Case History

Case ID : N012004-01-2801021

Case Title : 9J [REDACTED] JEFFERY- CAR FIRE

\*\*\* CASE RULE ACTION 3/26/04 6:27:08 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 3/26/04 4:42:26 PM, hmcginn, Action Type : Letter/Fax

On 3/26/04 ACS received a letter from customer dated 3/17/04 regarding previous issues.

\*\*\* CASE ASSIGN 3/29/04 6:07:26 AM, pevans

N012004-01-2801021 to rderudde, WIP

\*\*\* CASE RULE ACTION 3/29/04 6:07:27 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE YANKED 3/30/04 7:51:59 AM, vagustin

Yanked by vagustin into WIPbin default

\*\*\* NOTES 3/30/04 7:53:54 AM, vagustin, Action Type : Letter/Fax

On 3/30/04 ACS received a BBB call record #HON0437672 regarding issues in previous notes.

Resolution Sought:

"To be made financially 'whole'. I have lost over 5,500 in equity on this vehicle &amp; had to purchase an equal value car to replace it which is costing me \$86 more per month for 60 months."

\*\*\* CASE ASSIGN 3/30/04 7:54:02 AM, vagustin

N012004-01-2801021 to rderudde, WIP 0[c]

\*\*\* CASE RULE ACTION 3/30/04 7:54:03 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 3/31/04 6:40:12 AM, rderudde, Action Type : Call to Customer

I called the customer and advised him that I was responding to his letters that he sent to the executive offices at AHM. He stated that he has sent hundreds of letters to AHM. I advised him that his letter has been received by the management at AHM and our final position on his case still remains the same and AHM has not seen any manufacturing defects and he would need to go through his insurance company. He stated that he has gone to his attorney and they currently have a forensic looking at the evidence and once the report comes out it will be given to the news media, NHTSA, and the attorney general's office. He stated that NHTSA is working with the forensic company and they are very interested since this is the 6th Honda CRV that has caught on fire. He stated that everyone is most interested in the fact that his wife was caught locked in the car while the car was on fire and Honda is going to look very bad when they discover that the cause of the fire was a defect. I apologized to the customer and he asked me for a letter in writing stating that this is AHM's final position. I advised him that I would send him a letter in the mail. The customer stated that he will wait for the forensic report and take this up with his lawyer and AHM's lawyers.

\*\*\* CASE MODIFY 4/1/04 7:18:37 AM, rderudde

into WIP Ruby and Status of Solving.

\*\*\* NOTES 4/2/04 12:22:01 PM, rderudde, Action Type : Letter/Fax

Sent the following letter approved by HNA law.

April 1, 2004

Case History

Case ID : N012004-01-2801021

Case Title : 9J [REDACTED] JEFFERY- CAR FIRE

Dear Mr. [REDACTED]

This letter is in response to the several letters you have sent to American Honda Motor Company. Thank you for allowing us the opportunity to address your concerns regarding your 2003 Honda CR-V, VIN SHRD78873 [REDACTED] specifically as they relate to the vehicle fire.

In the interest of customer satisfaction, American Honda has once again reviewed your request for assistance. Again, we respectfully advise that our previous decision stands and no assistance will be offered.

American Honda has determined the cause of the fire not to be related to a manufacturing defect.

Once again, we thank you for affording us the opportunity to address your concerns.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

Ruby DeRudder  
Automobile Customer Service  
File No. N012004-01-2801021

\*\*\* NOTES 4/2/04 12:22:43 PM, rderudde, Action Type : Note-General

Closing case, no assistance is being provided.

\*\*\* CASE CLOSE 4/2/04 12:22:53 PM, rderudde

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

Case Details

Case ID : N012003-11-1901078 Division : Honda - Auto Condition : Closed Open Date : 11/19/2003 1:10:25 PM  
 Case Originator : Brian Fledger (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 1/15/2004 10:47:13  
 Case Owner : Scott Fuller (Team EG) Method : Phone Queue : Days Open : 57  
 Last Closed By : Scott Fuller (Team EG) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] BORIE - FIRE CASE / REQUEST FOR ASSISTANCE 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 / Sis District :

Product Info :

Unit Owner : BORIE [REDACTED]  
 VIN Type / No. : US VIN / SHSRD78933 [REDACTED]  
 Model / Year : CR-V / 2003  
 Model ID / Product Line : RD78E3JW / A  
 Miles / Hours : 8,440  
 In Service Date : 02/19/2003  
 Months In Use : 9  
 Engine Number : K24A12522813  
 Originating Dealer No. / Name : 208301 / CRISWELL HONDA  
 Selling Dealer No. / Name : 208301 / CRISWELL HONDA  
 Trm : 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 : 208301 / CRISWELL HONDA  
 Phone No. : 240-864-0880  
 Address : 19525 AMARANTH DRIVE  
 City / State / Zip : GERMANTOWN, MD 20874  
 Svc District / Sis District : 06A / A06  
 Warranty Labor Rate / Date : \$84.00 /  
 Agent Name :

Current Dealer Info :

Dealer No.	Dealer Name	Agent Name	Region

3rd Party Info :

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

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Issue Type 3	Issue Type 4
N012003-11-1901078-1 / BORIE [REDACTED]	PR Subcase Close	Product Complaint	Operation - "Safety"	743	Electrical test

## Issue Details

Issue ID : N012003-11-1901078-1	Type 1 : Product Complaint	Condition : Closed	Wipbin :
Issue Originator : Scott Fuller	Type 2 : Operation - "Safety"	Status : Subcase Close	Open Date : 11/20/03 6:13:37 AM
Issue Owner : Scott Fuller		Queue :	Close Date : 1/15/04 10:47:09 AM
Issue Title : BORIE [REDACTED] PRODUCT COMPLAINT - OPERATION -			

## Coding Info :

Labor Code / Desc 745 / Electrical test

Condition Code Desc Car Fire 7451

Campaign Code / Desc : /

Resolutions : Assist Denied

Component Category : 11 - Electrical System

Previously Published : NO

Fire Indicator : YES

Rollover Indicator : NO

## Solution / Linked Resolution Info :

Solution ID: Resolution Title:

Solution Title:

## Parts Info :

F8B 93 000

## Case History

Case ID : N012003-11-1901078

Case Title : [REDACTED], BORIE - FIRE CASE / REQUEST FOR ASSISTANCE

\*\*\* CASE CREATE 11/19/03 1:10:25 PM, bpledger

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

\*\*\* NOTES 11/19/03 1:10:25 PM, bpledger, Action Type :

The customer stated that 09/26/03 the vehicle caught on fire between 5:15 and 6:30 pm at the intersection of crown royal and van don in Alexandria, VA. The customer stated that vehicle front end was burned through to the dash board. The customer stated that the insurance company was contacted. The customer provided the address and phone # State Farm Insurance, P.O. Box 9052, Charlottesville, VA, 22906-9052. The customer stated that the vehicle was totaled. The customer also stated that she lost 6 cds in the cd changer and a pair of prescription sunglasses. The customer stated that there was no problem with the vehicle operation before the incident. The customer stated that it was slightly damp with some minor showers. The customer stated that the fire department extinguished the fire. The customer stated that she was making a left hand turn when she noticed the flames. The customer stated that police did arrive but she does not have a copy of the report to provide AHM. The customer stated that the vehicle was inspected by Criswell Honda in Germantown, MD. The customer stated that she was not aware of the service manager name at the dealer. The customer stated that she did have the address of the tow company Redmond Fleet Services, 8474 Terminal Rd, Alexandria, VA. The customer stated that there were no pictures taken of the vehicle damage.

The customer is requesting that her personal items be replaced ( 6cds and a pair of prescription sunglasses) and her rental expenses be reimbursed.

\*\*\* NOTES 11/19/03 1:12:42 PM, bpledger, Action Type : Call from Customer

I advised the customer that I would forward her concerns to a case manager who would contact her within 3-5 business days regarding the incident and her request for assistance. The customer thanked me for my help.

\*\*\* CASE MODIFY 11/19/03 1:16:51 PM, bpledger

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 11/19/03 1:16:51 PM, bpledger

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 11/19/03 1:16:56 PM, bpledger

from WIP default to Queue Team G.

\*\*\* CASE YANKED 11/19/03 1:38:42 PM, sfuller

Yanked by sfuller into WIPbin Default.

\*\*\* NOTES 11/20/03 6:07:00 AM, sfuller, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer stated that 09/26/03 the vehicle caught on fire between 5:15 and 6:30 pm at the intersection of crown royal and van don in Alexandria, VA. The customer stated that vehicle front end was burned through to the dash board. The customer stated that the insurance company was contacted. The customer provided the address and phone # State Farm Insurance, P.O. Box 9052, Charlottesville, VA, 22906-9052. The customer stated that the vehicle was totaled. The customer also stated that she lost 6 cds in the cd changer and a pair of prescription sunglasses. The customer stated that there was no problem with the vehicle operation before the incident. The customer stated that it was slightly damp with some minor showers. The customer stated that the fire department extinguished the fire. The customer stated that she was making a left hand turn when she noticed the flames. The customer stated that police did arrive but she does not have a copy of the report to provide AHM. The customer stated that the vehicle was inspected by Criswell Honda in Germantown, MD. The customer stated that she was not aware of the service manager name at the dealer. The customer stated that she did have the address of the tow company Redmond Fleet Services, 8474 Terminal Rd, Alexandria, VA. The customer stated that there were no pictures taken of the vehicle damage. The customer is requesting that her personal items be replaced ( 6cds and a pair of prescription sunglasses) and her rental expenses be reimbursed.

Case History

Case ID : N012003-11-1901078

Case Title : [REDACTED], BORIE - FIRE CASE / REQUEST FOR ASSISTANCE

Thank you for your attention to this matter.

Scott Fuller

Automobile Customer Service Case Manager

\*\*\* SUBCASE N012003-11-1901078-1 CREATE 11/20/03 6:13:37 AM, sfuller

Created in WIP Default with Due Date 11/20/2003 6:13:37 AM.

\*\*\* CASE MODIFY 11/20/03 6:13:49 AM, sfuller

into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 11/20/03 6:13:54 AM, sfuller

into WIP Default and Status of Solving.

\*\*\* NOTES 11/21/03 1:49:40 PM, sfuller, Action Type : Call to Customer

CM left the customer a vm requesting a call back.

\*\*\* CASE MODIFY 11/21/03 1:49:44 PM, sfuller

into WIP 1st call needed and Status of Solving.

\*\*\* NOTES 11/24/03 9:53:45 AM, sfuller, Action Type : Call from Customer

CM left the customer a vm requesting a call back.

\*\*\* NOTES 11/24/03 9:59:01 AM, sfuller, Action Type : Call to Dealer

CM spoke with Chris (SA) regarding information on this customers vehicle. CM was informed that Criswell Honda does not have any information showing that the customers vehicle was brought in to due to fire. CM thanked Chris for his time and asked what contact number he has for this customer. CM reviewed the contact numbers he had in CRMS with the information he was provided by Criswell Honda and found the information to be the same.

\*\*\* NOTES 11/24/03 10:03:01 AM, sfuller, Action Type : Note-General

The following letter was mailed out to the customer:

November 24, 2003

Dear Mr./Ms. [REDACTED]

I have been unable to contact you by phone to discuss your concerns regarding your 2003 Honda CR-V.

Please contact me by telephone at (800) 999-1009, Ext. 118026, Pacific Standard Time, 6:00am - 2:30pm, Monday - Friday.

If we do not hear from you in 3 days, we will presume the matter has been resolved and close your file until future contact.

Sincerely,

## Case History

Case ID : N012003-11-1901078

Case Title : [REDACTED], BORIE - FIRE CASE / REQUEST FOR ASSISTANCE

AMERICAN HONDA MOTOR CO., INC.

Scott Fuller  
Automobile Customer Services  
N012003-11-1901078

\*\*\* CASE MODIFY 11/24/03 10:04:24 AM, sfuller  
into WIP Monday and Status of Solving.

\*\*\* NOTES 11/25/03 9:31:54 AM, sfuller, Action Type : Field/DSM

CM left a vm with the DPSM, Milford Barfield to find out if he was aware of the fire incident that occurred with this customers vehicle. CM awaiting a call back from the DPSM.

\*\*\* NOTES 11/25/03 10:50:48 AM, 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 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# (460794629). 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 bumps 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.

\*\*\* NOTES 11/25/03 10:52:05 AM, sfuller, Action Type : Field/DSM



## Case History

Case ID : N012003-11-1901078

Case Title : [REDACTED] BORIE - FIRE CASE / REQUEST FOR ASSISTANCE

CM received a call from DPSM, Milford Barfield regarding this fire case. CM was advised by the DPSM that he was not notified that this customer's vehicle was in a fire.

\*\*\* CASE MODIFY 11/25/03 11:57:01 AM, sfuller  
into WIP Monday and Status of Solving.

\*\*\* CASE MODIFY 11/26/03 2:02:18 PM, sfuller  
into WIP Monday and Status of Solving.

\*\*\* CASE MODIFY 12/1/03 5:54:45 AM, sfuller  
into WIP Monday and Status of Solving.

\*\*\* CASE ASSIGN 12/1/03 5:54:52 AM, sfuller  
N012003-11-1901078 to dcopelan, WIP

\*\*\* CASE RULE ACTION 12/1/03 11:17:28 PM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* CASE RULE ACTION 12/17/03 1:10:25 PM, sa  
Action owner - 30 days of rule Case Closure fired

\*\*\* CASE ASSIGN 12/22/03 9:05:57 AM, dcopelan  
N012003-11-1901078 to sfuller, WIP D

\*\*\* CASE RULE ACTION 12/22/03 9:05:58 AM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 1/9/04 10:15:15 AM, sfuller, Action Type : Note-Technical

Per Jim Narney, he has received the photo's from Milford Barfield (DPSM) for this customer's case. Mr. Narney is awaiting for the picture's to be developed. Will advise once photo's are developed

\*\*\* CASE MODIFY 1/9/04 10:15:24 AM, sfuller  
into WIP Fire and Status of Solving.

\*\*\* NOTES 1/15/04 10:46:15 AM, sfuller, Action Type : Note-General

CM was advised by tech -support has concluded its examination of the information provided to them regarding this matter. Per tech support AHM has determined that no product defect caused the fire to occur on the customer's vehicle. Per tech-support, AHM will not participate with any repairs needed on this vehicle.

\*\*\* SUBCASE N012003-11-1901078-1 CLOSE 1/15/04 10:47:09 AM, sfuller  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 1/15/04 10:47:11 AM, sfuller  
into WIP Fire and Status of Solving.

\*\*\* CASE MODIFY 1/15/04 10:47:12 AM, sfuller  
into WIP Fire and Status of Solving.

\*\*\* CASE CLOSE 1/15/04 10:47:13 AM, sfuller

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

Case Details

Case ID : N012003-10-2700570 Division : Honda - Auto Condition : Closed Open Date : 10/27/2003 8:18:45  
 Case Originator : Gyasi Williams (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 11/6/2003 2:47:23 PM  
 Case Owner : Ron Rubinoff (Team HE) Method : Phone Queue : Days Open : 10  
 Last Closed By : Ron Rubinoff (Team HE) Point of Origin : Customer Wipbln :  
 Case Title : [REDACTED], ANDREW - VEHICLE FIRE 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] 110  
 VIN Type / No. : US VIN / SHSRD78813[REDACTED]  
 Model / Year : CR-V / 2003  
 Model ID / Product Line : RD7883JW / A  
 Miles / Hours : 10,100  
 In Service Date : 03/22/2003  
 Months In Use : 7  
 Engine Number : K24A12530451  
 Originating Dealer No. / Name : 207027 / UNION PARK HONDA  
 Selling Dealer No. / Name : 207027 / UNION PARK HONDA  
 Trim : 4WD EX  
 No. Of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : RE  
 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 : 207027 / UNION PARK HONDA  
 Phone No. : 302-658-7245  
 Address : 1704 PENNSYLVANIA AVE.  
 City / State / Zip : WILMINGTON, DE 19806  
 Svc District / Sls District : 05K / 005  
 Warranty Labor Rate / Date : \$70.00 /  
 Agent Name :

Current Dealer Info :

Dealer #	Dealer Name	Agent Name	Role

3rd 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	Issue Type 3	Issue Type 4
N012003-10-2700570-1 / ANDREW [REDACTED] R	Subcase Close	Product Complaint	Operation - "Safety"	745	Electrical test

## Issue Details

Issue ID : N012003-10-2780570-1

Type 1 : Product Complaint

Condition : Closed

Wipbin :

Issue Originator : Gyasi Williams

Type 2 : Operation - "Safety"

Status : Subcase Close

Open Date : 10/27/03 8:46:00 AM

Issue Owner : Gyasi Williams

Queue :

Close Date : 10/27/03 8:49:06 AM

Issue Title : ANDREW [REDACTED] - PRODUCT COMPLAINT - OPERATION -

## Coding Info :

Labor Code / Desc 745 / Electrical test

Condition Code Desc Car Fire 7451

Campaign Code / Desc : /

Resolutions : Documented Concern

Component Category : 11 - Electrical System

Previously Published : NO

Fire Indicator : YES

Rollover Indicator : NO

## Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

## Parts Info :

PartNo.	Part Description	Qty	Unit

Case History

Case ID : N012003-10-2700570

Case Title : [REDACTED] ANDREW - VEHICLE FIRE

\*\*\* CASE CREATE 10/27/03 8:18:45 AM, gwilliam

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

\*\*\* NOTES 10/27/03 8:43:42 AM, gwilliam, Action Type : Call from Customer

Customer states that her vehicle caught fire Saturday. Customer was driving on I-95 when she saw smoke. Moderate weather, slightly windy, easy day. She pulled over and put the vehicle in Neutral because she was unable to put the vehicle in Park. Customer could not take keys out or turn the vehicle off. Customer used the Emergency brake and stepped away and saw fire under the hood. Off duty police tried to use extinguisher, but the blaze was too strong. Eventually, Fire department, Ambulance and Police arrived and extinguished the fire, but not before the vehicle was completely burned. Called claims department on Saturday. Adjuster would look at the vehicle Today or Tomorrow. Customer has no information just yet. First sign of a problem was sign of smoke. Occurred about 12:30PM.

B&F Towing in Wilmington or New Castle, DE is where the vehicle is.  
302-328-4146

Nationwide Insurance is the customer's insurance agent.  
Dan McDonald  
302-322-8200

I advised the customer that I would forward her concern to a CM who would contact her within 3-5 business days, if not sooner. I advised her that her insurance would look into the causes of the fire and AHM definitely takes an interest in these matters. I provided her with a Case ID.

\*\*\* CASE MODIFY 10/27/03 8:44:51 AM, gwilliam  
into WIP default and Status of Solving.\*\*\* SUBCASE N012003-10-2700570-1 CREATE 10/27/03 8:46:00 AM, gwilliam  
Created in WIP Default with Due Date 10/27/2003 8:46:00 AM.\*\*\* SUBCASE N012003-10-2700570-1 MODIFY 10/27/03 8:48:56 AM, gwilliam  
into WIP default and Status of Solving.\*\*\* SUBCASE N012003-10-2700570-1 CLOSE 10/27/03 8:49:06 AM, gwilliam  
Status = Solving, Resolution Code = Instruction Given\*\*\* CASE MODIFY 10/27/03 8:49:39 AM, gwilliam  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 10/27/03 8:49:39 AM, gwilliam  
into WIP default and Status of Solving.\*\*\* CASE DISPATCH 10/27/03 8:49:54 AM, gwilliam  
from WIP default to Queue Team H.\*\*\* CASE YANKED 10/27/03 9:01:12 AM, rderudde  
Yanked by rderudde into WIPbin default.\*\*\* CASE MODIFY 10/27/03 9:05:31 AM, rderudde  
into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 10/27/03 9:05:36 AM, rderudde

Case History

Case ID : N012003-10-2700570

Case Title : ██████████, ANDREW - VEHICLE FIRE

N012003-10-2700570 to rrubinof, WIP

\*\*\* NOTES 10/27/03 9:10:26 AM, rderudde, Action Type : Note-General

DPSM is Robert Craig. Currently Bill Hallsworth is helping out in this area so at this time we do not know which DPSM will be taking the photos.

\*\*\* NOTES 10/27/03 9:47:44 AM, rrubinof, Action Type : Note-General

Delivered a copy of the case to the auto engineering Car Fire Specialist, Jim Namey. He requested to have the customer asked where the vehicle was last serviced. It is unknown at this time what Honda dealership the customer will be bringing the vehicle to.

\*\*\* CASE CAMPAIGN LOOKUP 10/27/03 10:07:39 AM, rrubinof

CAMPAIGN CHECK 10/27/2003 10:07:39 AM rrubinof

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 2003-09-10; FX

03-047; P04; 03 CR-V SHIFT CABLE; 2003-09-10; FX

\*\*\* NOTES 10/27/03 10:16:35 AM, rrubinof, Action Type : Call to Customer

Spoke to Mr. ██████████ who stated that the vehicle is a total loss and everything was melted including the aluminum, engine. I asked Mr. ██████████ where the vehicle was last serviced. Mr. ██████████ stated the vehicle was last serviced @ Penny Hill Auto Service where the oil was changed on an unknown date or mileage.

Mr. ██████████ stated his wife drives the vehicle and has it serviced so she would be better suited to answer our questions. Mr. ██████████ stated he will have his wife contact me ASAP. Mr. ██████████ stated the vehicle is currently at a salvage yard where it was towed to by a tow company called B &amp; F Towing. Mr. ██████████ did not have the address or phone number of the towing co. or the address or phone of the salvage yard. I asked Mr. ██████████ if we could have the vehicle towed to his local Honda dealership and he did not have a problem with that as long as the insurance co. allowed for it to be released.

\*\*\* NOTES 10/27/03 10:22:50 AM, aharlem, Action Type : Note-General

\*\*\* NOTES 10/27/03 10:31:59 AM, rrubinof, Action Type : Field/DSM

The DPSM covering Joe Gresh's district 5k is out of town in AZ for a deal meeting until 10/31 and the new DPSM, Rob has is not available at this time. Advised supervisors of situation and was told after they checked that we can wait until next week when the DPSM's are back for the digital pictures to be taken.

\*\*\* NOTES 10/27/03 10:40:19 AM, rrubinof, Action Type : Field/DSM

LM for the DPSM's, Bill Hallsworth and Robert Craig advising them of the car fire and need for digital pictures to be taken.

\*\*\* NOTES 10/27/03 10:52:39 AM, jjenkins, Action Type : Call from Customer

Customer called back and wanted to speak to the CM. CM unavailable, transferred to VM.

\*\*\* NOTES 10/27/03 2:39:02 PM, rrubinof, Action Type : Field/DSM

Received a call from DPSM, Bill Hallsworth who stated he would be able to inspect the car fire vehicle on 11/4, 11/6 or 11/7. Bill stated that he will take the new DPSM, Rob Craig with him as well. Advised Bill that I will let him know as soon as I have a phone number for the junk yard where the vehicle was down at.

\*\*\* NOTES 10/27/03 2:40:01 PM, rrubinof, Action Type : Call to Customer

Called the customer and LM again with a family member.

\*\*\* CASE MODIFY 10/27/03 2:40:06 PM, rrubinof

into WIP Monday and Status of Solving.

\*\*\* NOTES 10/27/03 2:55:12 PM, rrubinof, Action Type : Call from Customer

Mrs. Farley called back and stated the vehicle is now in the possession of B &amp; F Towing @ phn # 302-328-4146. B &amp; F Towing is located @

## Case History

Case ID : N012003-10-2700570

Case Title : [REDACTED] ANDREW - VEHICLE FIRE

449 Old Airport Road, Newcastle DE. Mrs [REDACTED] stated that the last service performed on the vehicle was an oil change last Thursday 10/23/03 @ 10,100 miles @ Penny Hill Auto Service. Asked the customer if AHM can have a factory representative inspect and take digital photos of the vehicle. The customer stated that was fine with her and that it was ok if the vehicle is flat bodded to Union Park Honda for the inspection if it is necessary. Informed the customer that I would follow up with her once the review has been concluded.

\*\*\* NOTES 10/27/03 3:01:27 PM, rubinof, Action Type : Field/DISM

Called the DPSM, Bill Hallsworth and LM indicating the phn # to B & F Towing and the address of where the vehicle is currently at. Advised the DPSM the customer is fine with any of the dates he proposed for the inspection and that she did not mind if the vehicle needs to be taken to Union Park Honda. did advised the DPSM that the last service was an oil change on 10/23/03 at in independent garage.

\*\*\* CASE RULE ACTION 10/27/03 11:28:04 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 10/29/03 10:41:27 AM, rubinof, Action Type : Note-General

Spoke to Jim Narney and informed him that the customer did indicate that the oil had been changed at an independent garage on 10/23/03 and that the DPSM's Bill Hallsworth and Robert Craig will both be investigating the fire and taking pictures the first week of November.

\*\*\* CASE MODIFY 10/29/03 10:41:34 AM, rubinof

into WIP Monday and Status of Solving.

\*\*\* NOTES 10/30/03 8:20:07 AM, rubinof, Action Type : Call from Customer

Received a VM from Niki [REDACTED]. She indicated that her vehicle is being moved down the street to her insurer's storage yard @ 417 Old Airport Road, Newcastle, DE 19720. The insurer is Nationwide Insurance. Advised DPSM of the change of vehicle location via VM.

\*\*\* NOTES 11/4/03 8:13:17 AM, rubinof, Action Type : Note-Third Party

Received a VM from a Mr. John Ore of Nationwide Insurance Co. @ 302 325-8951. Mr. Ore indicated that he was with the Special Investigation Unit of Nationwide Insurance Co. and advised that the vehicle is now at Joe Horisk Salvage yard.

\*\*\* NOTES 11/4/03 8:13:48 AM, rubinof, Action Type : Field/DISM

The DPSM, Bill Hallsworth was made aware of this and provided the phn # to Mr. [REDACTED] for more information.

\*\*\* NOTES 11/4/03 2:55:26 PM, rubinof, Action Type : Note-General

Received the following message from Jim Narney of Engineering. Vehicle Fire investigation. Was advised by supervisor that the fire investigation has been

Ron,

The DPSM's Robert Craig and Bill Hallsworth went to the vehicle and completed the photos that I needed. They show that there is no manufacturing defect but that the fire was caused by oil on the exhaust system from a mis installed oil filter. The case should be referred back to the independent shop or the customer's insurance. Bill indicated that the insurance investigator wanted to proceed with there own testing. That will be ok, but if they find something different than our findings that they do feel is a defect, then caution them to preserve the evidence in case we will want to examine their findings. Let me know if you need any other details. I have attached the Techline contact for your review.

\*\*\* NOTES 11/4/03 2:57:27 PM, rubinof, Action Type : Call to Customer

Called the customer at all three numbers and was unsuccessful in reaching the customer. LM at home number.

\*\*\* CASE MODIFY 11/4/03 2:57:43 PM, rubinof

into WIP Monday and Status of Solving.

\*\*\* NOTES 11/5/03 6:38:05 AM, rubinof, Action Type : Note-Third Party

Spoke to John Ore of Nationwide insurance as he called today requesting the results of the investigation by Hodna. Advised Mr. Ore that the Honda Engineering

## Case History

Case ID : N012003-10-2700570

Case Title : ██████████, ANDREW - VEHICLE FIRE

dept. determined that there was no manufacturing defect found but that the fire was caused by oil on the exhaust system from a mis installed oil filter installed by the independent garage teh customer uses. Advised Mr Ore that the customer will be referred back to the independent garage and her insurance company at this time. Mr. Ore stated he was going to conduct an additional investigation. Advised that will be ok, but if they find something different than our findings that they do feel is a defect, to please preserve the evidence in case we will want to examine their findings.

\*\*\* NOTES 11/5/03 6:41:24 AM, rubinof, Action Type : Call to Customer

Called the customer and spoke to Niki Farley and advised that there is no manufacturing defect found at the conclusion of the Honda investigation but that the fire was caused by oil on the exhaust system from a mis installed oil filter by the independent garage. Referred the customer back to the independent shop or the customer's insurance. She understood and thanked me. Closing case at this time.

\*\*\* CASE CLOSE 11/5/03 6:41:40 AM, rubinof

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

\*\*\* CASE REOPEN 11/6/03 8:28:01 AM, rubinof

with Condition of Open and Status of Solving.

\*\*\* NOTES 11/6/03 9:51:02 AM, rubinof, Action Type : Call from Customer

Mrs. ██████████ called back requesting that ACS send her a letter stating in writing what was told to her over the phone and who @ Honda made the decision. Advised the customer that a letter will be sent to her stating that Honda made the decision and that there were no manufacturing defects found with the vehicle. She thanked me.

\*\*\* NOTES 11/6/03 10:28:57 AM, rubinof, Action Type : Field/DSM

The DPSM, Bill Hallsworth called and stated he received a call from the customer's Insurance Agent, John Ore requesting a letter form AHM indicating the conclusion of the Honda investigation. I told the DPSM that the customer just called today requesting the same type of letter. The DPSM requested that we CC Mr. Ore as well. Advised the DPSM that I will do so and that a letter has already been drafted and is under review by Legal.

\*\*\* NOTES 11/6/03 10:31:13 AM, rubinof, Action Type : Note-Third Party

Spoke to Mr. John Ore of Nationwide Insurance and advised him that he will be CC'd the letter that will be sent to the customer. He provided me with an address of 910 West Basin Road, New Castle, DE 19720

\*\*\* NOTES 11/6/03 2:38:00 PM, rubinof, Action Type : Letter/Fax

Sent letter after it was approved through Honda legal dept.

November 6, 2003



Thank you for contacting American Honda and affording us with the opportunity to investigate your recent car fire. Per your request, Honda has determined that there was no sign of a manufacturing defect, that caused the subject fire.

We are very sorry for your loss.

Respectfully,

Case History

Case ID : N012003-10-2700570

Case Title : ██████████, ANDREW - VEHICLE FIRE

American Honda Motor Co.

Ron Rubinoff  
Regional Case Manager  
Automobile Customer Service  
800-999-1009 ext. 118055  
Case # N012003-10-2700570

Cc Mr. John Ore of Nationwide Insurance

\*\*\* CASE CLOSE 11/6/03 2:47:23 PM, rrubinof

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



Case Details

Case ID : N012003-10-0700026      Division : Honda - Auto      Condition : Re - Open      Open Date : 10/7/2003 6:07:49 AM  
 Case Originator : Rebecca Collins (Team AB)      Sub Division : Customer Relations      Status : Solving      Close Date : 1/16/2004 7:55:13 AM  
 Case Owner : Ruby DeRudder (Team HH)      Method : Phone      Queue :      Days Open : 139  
 Last Closed By : Ruby DeRudder (Team HH)      Point of Origin : Customer      Wipain : Ruby  
 Case Title : [REDACTED], SANDRA/ROBERT - 93\*\*URGENT\*\*/CAR FIRE      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 : SANDRA [REDACTED]  
 VIN Type / No. : US VIN / SH5RD78853 [REDACTED]  
 Model / Year : CR-V / 2003  
 Model ID / Product Line : RD7883FW / A  
 Miles / Hours : 8,000  
 In Service Date : 03/31/2003  
 Months In Use : 7  
 Engine Number : K24A12532983  
 Originating Dealer No. / Name : 207227 / THE HONDA BARN  
 Selling Dealer No. / Name : 207227 / THE HONDA BARN  
 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 : 207227 / THE HONDA BARN  
 Phone No. : 978-664-3118  
 Address : 260 MAIN STREET  
 City / State / Zip : NORTH READING, MA 01864  
 Svc District / Sls District : 089 / C09  
 Warranty Labor Rate / Date : \$75.00 /  
 Agent Name :

Current Dealer Info :

Dealer #	Dealer Name	Agent Name	Review

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Product	Issue Type 2	Laboc Code	Laboc Description
N012003-10-0700026-1 / SANDRA [REDACTED]	Subcase Close	Product Complaint	Operation - "Safety"	745	Electrical test

Issue Details

Issue ID : N012003-10-0700026-1	Type 1 : Product Complaint	Condition : Closed	Wipbin :
Issue Originator : Latsefah Lintz	Type 2 : Operation - "Safety"	Status : Subcase Close	Open Date : 10/9/03 7:18:22 AM
Issue Owner : Latsefah Lintz		Queue :	Close Date : 10/21/03 1:21:55 PM
Issue Title : SANDRA [REDACTED] PRODUCT COMPLAINT - OPERATION -			

**Coding Info :**

Labor Code / Desc 745 / Electrical test

Condition Code Desc Car Fire 7451

Campaign Code / Desc : /

Resolutions : Documented Concern

Component Category : 11 - Electrical System

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

## Case History

Case ID : N012003-10-0700026

Case Title : SANDRA/ROBERT - 9J \*\*URGENT\*\*/CAR FIRE

\*\*\* CASE CREATE 10/7/03 6:07:49 AM, rcolli01

Contact - SANDRA/ROBERT Priority = N/A, Status = Solving.

\*\*\* CASE MODIFY 10/7/03 6:18:14 AM, rcolli01

into WIP default and Status of Solving.

\*\*\* NOTES 10/7/03 6:18:35 AM, rcolli01, Action Type : Call from Customer

Customer took the vehicle to Honda Barn #207227 for an oil change last week, 9/30/03 for an oil change. Customer said that it started to smoke yesterday and a fire broke out in the engine compartment. He said that he engine itself caught on fire. The fire department said it was from the oil. Customer said that it fire completely engulfed the vehicle and it is completely charred. Customer has not contacted the dealership or his insurance company yet as it just happened late last night around 10pm. Customer said this is his 4th Honda and feels this is a freak accident and would like this investigated.

Customer is also seeking a rental. I advised the customer to contact the dealer and see if they can provide a loaner or rental for him right away. I said that this would be escalated to an urgent case and assigned to a case manager. Provided him with the case manager and said he would get a call back within 24-48 hours. Customer was okay with that.

\*\*\* CASE MODIFY 10/7/03 6:18:59 AM, rcolli01

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 10/7/03 6:22:16 AM, rcolli01

from WIP default to Queue Team H.

\*\*\* CASE ASSIGN 10/7/03 7:19:54 AM, jnguyen

N012003-10-0700026 to rmbinof, WIP employee2user = ?

\*\*\* CASE RULE ACTION 10/7/03 7:19:55 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE YANKED 10/7/03 7:22:59 AM, jnguyen

Yanked by jnguyen into WIPin DEFAULT.

\*\*\* CASE ASSIGN 10/7/03 7:23:10 AM, jnguyen

N012003-10-0700026 to lliutz, WIP

\*\*\* CASE RULE ACTION 10/7/03 7:23:11 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* COMMIT 10/9/03 7:15:22 AM, lliutz, Action Type : N/A

Made to SANDRA/ROBERT on 10/09/2003 07:19:10 AM

check with Casanova or Amanda

\*\*\* NOTES 10/9/03 7:18:14 AM, lliutz, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/9/2003

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

Customer took the vehicle to Honda Barn #207227 on 9/30/03 for an oil change. Customer said that it started to smoke yesterday and a fire broke out in the engine compartment. He said that he engine itself caught on fire. The fire department said it was from the oil. Customer said that it fire completely engulfed the vehicle and it is completely charred.

## Case History

Case ID : N012003-10-0700026

Case Title : SANDRA/ROBERT - 9J \*\*URGENT\*\*/CAR FIRE

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:

HAS THE CUSTOMER CONTACTED YOU AND BROUGHT THE VEHICLE IN YET? IF SO, HAVE YOU INFORMED THE 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.

Lateefah Lintz  
Automobile Customer Service  
800-999-1009 X118141

\*\*\* SUBCASE N012003-10-0700026-1 CREATE 10/9/03 7:18:22 AM, llintz  
Created in WIP Default with Due Date 10/9/2003 7:18:22 AM.

\*\*\* CASE MODIFY 10/9/03 7:20:41 AM, llintz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 10/9/03 7:21:44 AM, llintz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 10/9/03 7:22:40 AM, llintz  
into WIP default and Status of Solving.

\*\*\* NOTES 10/9/03 7:43:56 AM, llintz, Action Type : Field/DSM

I left a message for DPSM-John Sytulek (860-966-1594) advising of the incident and the need for pictures to be taken by him. I asked that he call me back.

\*\*\* NOTES 10/9/03 7:45:19 AM, llintz, Action Type : Call to Dealer

I called The Honda Barn and spoke to Mark, the Service Manager. He state the vehicle was brought in about 2 days ago. The customer's insurance company already inspected the vehicle. The General Manager has been in contact with DPSM-John Sytulek. He has not come to take photographs yet.

\*\*\* NOTES 10/9/03 1:46:17 PM, dsaskey, Action Type : Call from Customer

The customer called back to speak with her CM. She was unavailable so I transferred her to VM.

\*\*\* NOTES 10/16/03 9:19:46 AM, llintz, Action Type : Call to Customer

I spoke to the customer on 10/9. (Call not documented). I advised the customer the DPSM would be out to take pictures of the vehicle and send them to AHM for review. I told the customer that more information would be provided to her once the photos have been sent to AHM. She states that her insurance company inspected the vehicle, and have not come up with a determination as to what caused the fire. She states that they have talked about the payoff for the vehicle. She also advised me the Fire Dept. was unaware of the cause either. They told her that there were puddles of oil up the hill that she came down from.

\*\*\* NOTES 10/16/03 9:20:13 AM, llintz, Action Type : Field/DSM

I received a message from DPSM-John Sytulek. He states that he did take photos of this vehicle and sent them in to AHM already.

\*\*\* NOTES 10/17/03 10:30:47 AM, cadargo, Action Type : Call from Customer

Robert Rio called for case status; he said he has never heard back from CM, and would like to speak with a supervisor. I advised that CM is addressing his concerns, and is waiting for some information before calling him back. Advised that CM received the message he left her this morning, and did speak with his wife a few days ago. Customer said he would like call back today.

\*\*\* NOTES 10/20/03 10:39:36 AM, llintz, Action Type : Call from Customer

## Case History

Case ID : N012003-10-0700026

Case Title : [REDACTED], SANDRA/ROBERT - 9J \*\*URGENT\*\*/CAR FIRE

I received a call from the customer requesting an update. I advised the customer I did not have any new information for him, but would try to find out the status and call him back. I told him that he should be going through his insurance company. He told me that he is, however they are only going to give him \$20000 for the vehicle and this will not be enough to buy a new CR-V. He states that he has been driving Honda for 20 years and this will be his last if AHM does not help him get another vehicle by paying for the amount not covered by the insurance money. I apologized for the length of time it has taken and told him I will call him back.

\*\*\* NOTES 10/20/03 10:40:02 AM, Ilinz, Action Type : HNA Law

I left a message for Attorney-John Cassanova in HNA Law Dept.

\*\*\* CASE MODIFY COMMITMENT 10/20/03 10:40:24 AM, Ilinz

with SANDRA/ROBERT [REDACTED] due 10/21/2003 07:19:10 AM

\*\*\* NOTES 10/21/03 12:05:40 PM, Ilinz, Action Type : HNA Law

HNA Law referred me to the Supervisor in ACS.

\*\*\* NOTES 10/21/03 12:07:13 PM, Ilinz, Action Type : Note-General

I reviewed the case with Supervisor-Amanda. She states it was determined that the fire was not due to a manufacturing defect. I will contact the customer and advise him to deal with his insurance company.

\*\*\* NOTES 10/21/03 1:20:12 PM, Ilinz, Action Type : Call to Customer

I called the customer and advised him there was no manufacturing defect that caused the fire in his vehicle. I told the customer that he would have to contact his insurance company as they are responsible for investigating the matter. I told the customer that if the insurance company feels the fire was due to product fault, they will have to subrogate a claim through Honda Legal. The customer told me that he is an attorney and will be filing suit against AHM and The Honda Barn.

\*\*\* NOTES 10/21/03 1:20:40 PM, Ilinz, Action Type : Field/DSM

I left a message for DPSM-John Sytulek advising of the outcome of this case.

\*\*\* CASE MODIFY 10/21/03 1:20:58 PM, Ilinz

into WIP commitments and Status of Solving.

\*\*\* SUBCASE N012003-10-0700026-1 CLOSE 10/21/03 1:21:55 PM, Ilinz

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 10/21/03 1:21:55 PM, Ilinz

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

\*\*\* CASE REOPEN 10/23/03 1:26:47 PM, jjenkins .

with Condition of Open and Status of Solving.

\*\*\* NOTES 10/23/03 1:29:32 PM, jjenkins, Action Type : Call from Customer

Customer called back yelling and saying he is going to sue everybody. The customer said if we did an investigation and we decided it is not Honda's fault, then who's fault is it? Customer was just wanting an answer on the research we did... customer said that he wants to know what we researched.

Customer began the conversation yelling, but calmed down. I told the customer I would pass this on to the correct team. Customer said he would like a call back... he only wants the extra little bit amount of money to make up the difference of a new car.

\*\*\* CASE MODIFY 10/23/03 1:30:58 PM, jjenkins

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 10/23/03 1:31:02 PM, jjenkins

## Case History

Case ID : N012003-10-0700026

Case Title : SANDRA/ROBERT - 9J \*\*URGENT\*\*/CAR FIRE

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

\*\*\* CASE REOPEN 10/28/03 3:59:21 PM, hmcginn  
with Condition of Open and Status of Solving.

\*\*\* NOTES 10/28/03 4:01:01 PM, hmcginn, Action Type : Letter/Fax

On 10/27/03 ACS received a letter from Daniel Wisniewski of Commerce Insurance dated 10/23/03 regarding previous issues.

\*\*\* CASE ASSIGN 10/28/03 4:01:15 PM, hmcginn  
N012003-10-0700026 to Ilintz, WIP

\*\*\* CASE RULE ACTION 10/28/03 4:01:16 PM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* CASE 11/3/03 6:21:11 AM, Ilintz

AMPAIGN TEMPLATE CHECK 11/03/2003 06:21:10 AM Ilintz The following Campaign Template information was found 03-044A; 03 CR-V TH

\*\*\* NOTES 11/3/03 7:05:54 AM, Ilintz, Action Type : Letter/Fax

On 10/27/03, ACS received a letter dated 10/23/03 from Commerce Insurance with File# TW6845-NC M948. The letter states they are writing to inform AHM that the engine of their insured's CR-V caught fire on 10/6 and the letter is to put AHM on notice that a possible mechanical defect was the cause of the incident. The letter is written by Daniel Wisniewski-Claims Adjuster 800-221-1605 x5402.

\*\*\* CASE RULE ACTION 11/4/03 6:07:49 AM, sa  
Action owner - 30 days of rule Case Closure fired

\*\*\* NOTES 11/5/03 9:17:46 AM, jjenkins, Action Type : Call from Customer

The customer called back very upset. He said Honda is trying to avoid him in this situation. I transferred him to the CM voicemail as she was unavailable.

\*\*\* NOTES 11/6/03 6:19:56 AM, Ilintz, Action Type : Call from Customer

I received a message from the customer stating he will be filing suit if AHM does not provide him with a copy of the investigation report.

\*\*\* NOTES 11/6/03 6:21:47 AM, Ilintz, Action Type : Call to Customer

I called the customer and left him a message. I told him that I have received his messages. I advised the customer that AHM has determined the cause of the fire was not due to a manufacturing defect and he should follow up with his insurance company who is investigating the matter, as they should. I also informed the customer that his request for a copy of AHM's investigation report is an internal, proprietary document, therefore we are unable to provide him a copy.

\*\*\* NOTES 11/6/03 7:17:20 AM, Ilintz, Action Type : Call from Customer

I received a call back from the customer. He states this will be his final attempt to communicate with AHM on this matter before going to court. I explained to the customer that AHM has conducted an investigation and the fire was not caused by a product defect. I told the customer that his insurance company is investigating the matter, as they should. He states his insurance company has already given him \$20,000 for a new vehicle, but he purchased this vehicle for \$23,000. He can't understand why AHM won't help a long-time Honda and Acura owner by offering \$1500 so that he may purchase a new vehicle. He also states that if the dealer is at fault, AHM should advise him of such, so that he can go after them. I advised the customer that the money is not an issue in this case. I told him that whether the outstanding dollar amount was \$100 or \$3000, AHM is not responsible for the loss, nor are we responsible for conducting an investigation on behalf of all parties involved. AHM has determined that it is not responsible for the incident and it is up to his insurance company now to determine who was. The customer thanked me for my time. He states he will be filing suit and never buying another Honda product.

\*\*\* NOTES 11/7/03 1:22:31 PM, Ilintz, Action Type : Field/DSM

## Case History

Case ID : N012003-10-0700026

Case Title : SANDRA/ROBERT - 9J \*\*URGENT\*\*/CAR FIRE

I called DPSM-John Sytulek. He states he was just at The Honda Barn this morning and he met with the GM-Linda Murphy. The dealership got the Rio's into an 04 CR-V at cost. He believes the only difference was \$600. He states he is almost positive the customer is in another vehicle now. The dealership stepped up to the plate in the interest of the customer's satisfaction. They even provided a rental until they were able to deliver the customer a new vehicle. I advised John I would follow up with Linda Murphy at The Honda Barn.

\*\*\* NOTES 11/7/03 1:24:01 PM, lhintz, Action Type : Call to Dealer

I called The Honda Barn and left a message for GM-Linda Murphy.

\*\*\* NOTES 11/7/03 2:38:39 PM, lhintz, Action Type : Call to Dealer

Returning the dealer's call. I spoke to GM-Linda Murphy. I told her that I was informed by DPSM-John Sytulek that the customer was put into a new 04 CR-V, however the customer failed to mention this to me in my last conversation with him. She states that this is not true and the customer is still in a rental being provided by The Honda Barn. She accused me of not talking to the customer about the matter and I explained to her that I have expressed AHM's position to the customer on more than one occasion. She told me that Honda is not stepping up to the plate and unless I am calling to help her, help the customer she saw no reason to talk to me. I told Linda that I did not call to argue with her, I was simply calling for clarification on the present status of the customer getting a new vehicle. She told me that AHM's attorney's would be hearing from theirs regarding this matter.

\*\*\* CASE ASSIGN 11/7/03 2:45:00 PM, lhintz

N012003-10-0700026 to rderudde, WIP CURRENT TIMESTAMP

\*\*\* CASE RULE ACTION 11/7/03 2:45:01 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 11/10/03 10:51:45 AM, rderudde, Action Type : Field/DSM

I called the Asst. Zone Mgr., Roger Q., and advised him of ACS's conversation with the GM of the dealer. I advised him that if he would like to speak to the leader of the fire inspection then he may contact him. (I provided him his extension) Roger thanked me for the information.

\*\*\* NOTES 11/10/03 10:57:42 AM, rderudde, Action Type : Note-Resolution

Closing case. The customer has been advised that the fire was not due to a manufacturing defect and has been advised to go through his insurance company. The customer is not happy that AHM is not advising him of how the fire started and said that he is going to go through an attorney. The GM, Linda Murphy, at Honda Barn is not willing to speak to ACS in regards to this issue unless AHM takes responsibility of the fire and she also stated that they are going to go through their attorneys on this issue and they are taking care of the customer.

\*\*\* CASE MODIFY 11/10/03 11:03:29 AM, rderudde

into WIP Ruby and Status of Solving.

\*\*\* CASE CLOSE 11/10/03 11:03:37 AM, rderudde

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

\*\*\* CASE REOPEN 11/19/03 1:15:29 PM, hmcginn

with Condition of Open and Status of Solving.

\*\*\* NOTES 11/19/03 1:16:16 PM, hmcginn, Action Type : Letter/Fax

On 11/18/03 ACS received a letter from customer dated 11/13/03 regarding previous issues.

\*\*\* CASE DISPATCH 11/19/03 1:16:38 PM, hmcginn

from WIP default to Queue Team H.

\*\*\* CASE YANKED 11/20/03 6:34:17 AM, rderudde

Yanked by rderudde into WIPbin default.

\*\*\* CASE MODIFY 11/20/03 6:34:40 AM, rderudde

## Case History

Case ID : N012003-10-0700026

Case Title : SANDRA/ROBERT - 9J \*\*URGENT\*\*/CAR FIRE

into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 11/20/03 6:35:05 AM, rderadde

N012003-10-0700026 to Iintz, WIP een installed.

\*\*\* CASE RULE ACTION 11/20/03 6:35:07 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 11/20/03 2:13:13 PM, Iintz, Action Type : Field/DSM

I called DPSM-John Sytulek and advised him the case has been reopened due to additional contact from the customer. I asked if he knew how the matter was resolved and if the customer is in a new Honda through this dealership. He states that he would like to speak to the dealership directly for details and he will call me back tomorrow.

\*\*\* NOTES 11/25/03 8:33:26 AM, Iintz, Action Type : Field/DSM

I called the DPSM, John, and advised him that the customer has two issues: he is looking for Honda to pay him \$1860 for the difference between his insurance pay out and the price of his new 2004 CRV and he wants to know what caused the fire to his vehicle. I asked the DPSM to please follow up with the dealer to find out what happened because we were under the impression that Linda, GM, took care of the customer. I asked him to find out if the dealer is willing to assist with the customer's monetary request. John stated that he will do the best he can and get back with Lateefah or myself.

\*\*\* NOTES 11/26/03 12:37:20 PM, Iintz, Action Type : Field/DSM

I received a message from DPSM-John Sytulek. He spoke to Linda Murphy, the General Manager of The Honda Barn. She advised him they (the dealership) do not believe there is anything that AHM can do to recover from this situation. According to Linda, the customer feels AHM did not act fast enough and in their favor. She advised John the \$1800 the customer seeks would help, but the customer wants to know what caused the fire. John states the dealership assumed AHM would replace the vehicle and accept responsibility for the fire, therefore, they traded the customer into an 04 CR-V from their inventory, paid for a rental until the new vehicle was delivered and paid for all of the accessories on the vehicle. The customer was out of pocket approx. \$1800.

\*\*\* NOTES 11/26/03 12:41:53 PM, Iintz, Action Type : Call to Customer

I left a message for Mr. [REDACTED] at work. I called the evening number and Mrs. Rio wanted to speak to me regarding the matter. I informed her that we are in receipt of their additional correspondence. I told her that AHM's investigation was not being conducted to determine the cause of the fire. I explained that AHM investigated the matter to determine if it was caused by a defect and the outcome was that there was no evidence that product failure was the cause of the incident. I explained that the insurance company is the party that would investigate to determine the cause, that way they can subrogate through the party, if any, they believe to be responsible. She informed me the insurance company is still investigating. She thanked me for responding to the letter, but advised she and her husband plan to pursue the matter legally. I told her that I would be happy to discuss with her husband, what I just discussed with her and that I left a message for him at work.

\*\*\* COMMIT 11/26/03 12:43:21 PM, Iintz, Action Type : N/A

## CALL AND CLOSE

\*\*\* NOTES 11/26/03 2:28:33 PM, Iintz, Action Type : Call to Customer

Returning the customer's call. I spoke to Mr. [REDACTED]. I informed him that AHM's position regarding the matter is the same. I advised him that the investigation conducted by AHM was not done to determine what caused the fire, rather if the fire was due to a defect. I explained to him again that the insurance company should be conducting an investigation to determine the cause of the fire. I also informed the customer that the \$1800 he was out of pocket is less than the amount of depreciation of the vehicle due to use. He states that the help that The Honda Barn has given him at this point is still not enough for him not to pursue this further. He states that AHM should have given goodwill to help a long time customer to begin with. He states that he has found at least three other similar cases and he will be taking the matter to court.

\*\*\* CASE CLOSE 11/26/03 2:29:48 PM, Iintz

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



Case History

Case ID : N012003-10-0700026

Case Title : [REDACTED] SANDRA/ROBERT - 9J \*\*URGENT\*\*/CAR FIRE

\*\*\* CASE REOPEN 1/13/04 1:07:20 PM, hmeginn  
with Condition of Open and Status of Solving.

\*\*\* NOTES 1/13/04 1:09:26 PM, hmeginn, Action Type : Letter/Fax

On 1/12/04 ACS received a Statement of Small Claim and Notice of Trial from the Woburn District Court regarding previous issues.

\*\*\* CASE DISPATCH 1/13/04 1:09:49 PM, hmeginn  
from WIP default to Queue Team H.

\*\*\* CASE YANKED 1/13/04 1:26:58 PM, rderudde  
Yanked by rderudde into WIPbin default.

\*\*\* NOTES 1/16/04 7:55:02 AM, rderudde, Action Type : HNA Law  
Forwarded on documents to HNA law. Closing case.

\*\*\* CASE CLOSE 1/16/04 7:55:13 AM, rderudde  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 1/20/04 7:46:38 AM, vagustin  
with Condition of Open and Status of Solving.

\*\*\* NOTES 1/20/04 7:47:45 AM, vagustin, Action Type : Letter/Fax

On 1/20/04 ACS received a Statement of Small Claim and Notice of Trial from the Woburn District Court forwarded by HNA Law regarding issues in previous notes.

\*\*\* CASE DISPATCH 1/20/04 7:48:54 AM, vagustin  
from WIP default to Queue Team H.

\*\*\* CASE YANKED 1/20/04 12:09:21 PM, rderudde  
Yanked by rderudde into WIPbin default.

\*\*\* NOTES 1/20/04 2:39:02 PM, rderudde, Action Type : Note-General

I confirmed with the Mediation Dept. that we need to send out a DPSM to appear at the trial court date for Mr. Rio.

I called John S., DPSM, and advised him that we need him to appear in court on 6/8/04. He asked me to inter-office the small claims notice of trial to him at the Zone Office. I advised him that I will keep the case open until we find out what happens on 6/8/04.

Sent the documents by Inter-office today.

\*\*\* NOTES 1/23/04 9:56:41 AM, rmaeller, Action Type : Call from Customer

Customer called in to speak with cm. Unable to transfer call cm was transferred to Acura. Advised customer the new cm will contact him today. Printed case and left on Supervisor's Desk.

\*\*\* NOTES 1/23/04 2:58:41 PM, rderudde, Action Type : Call to Customer

I called the customer at his evening number and his wife provided me his cell phone number. (617) 834-6221

I left a voice message on his cell phone advising him that I was returning his call and he can reach me at 1-800-999-1009 ext. 115041.

\*\*\* NOTES 1/26/04 2:59:00 PM, rderudde, Action Type : Call from Customer

The customer left a voice message on Friday asking me to please call him back.

Case History

Case ID : N012003-10-0700026

Case Title : SANDRA/ROBERT - 9J \*\*URGENT\*\*/CAR FIRE

\*\*\* NOTES 1/26/04 3:00:47 PM, rderudde, Action Type : Call to Customer

I called his cell phone and there was no answer, so I called his house line and advised his wife that I will call him first thing in the morning. His wife said to call him at work because he gets there around 9:00.

\*\*\* NOTES 1/27/04 6:12:00 AM, rderudde, Action Type : Call to Customer

Mr. Rio stated that he just wanted to advise AHM that he has now heard of 7 other same like vehicles (2003 CRV) that have caught on fire and he feels that this is a problem and just wanted to voice his concern and nothing else. I thanked him for his input and advised him that I would document it and he said that he currently has a lawsuit against AHM. I advised him that we did receive the notice for the small claims and the court date is in June.

No further assistance is being requested from Mr. Rio at this time.

\*\*\* CASE MODIFY 2/4/04 7:30:52 AM, rderudde

into WIP Ruby and Status of Solving.

Case Details

Case ID : N012003-12-2900131      Division : Honda - Auto      Condition : Closed      Open Date : 12/29/2003 7:16:17  
 Case Originator : James Jenkins (Team CC)      Sub Division : Customer Relations      Status : Closed      Close Date : 1/20/2004 9:51:52 AM  
 Case Owner : Patricia Evans (Team HE)      Method : Phone      Queue :      Days Open : 22  
 Last Closed By : Patricia Evans (Team HE)      Point of Origin : Customer      Wipbln :  
 Case Title : [REDACTED] STEVEN - 9K MAINE MALL HONDA/ CAR FIRE      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 / Site District : [REDACTED]

Product Info :

Unit Owner : STEVEN [REDACTED]  
 VIN Type / No. : US VIN / SHSRD78853 [REDACTED]  
 Model / Year : CR-V / 2003  
 Model ID / Product Line : RD7883JW / A  
 Miles / Hours : 10,500  
 In Service Date : 04/25/2003  
 Months In Use : 8  
 Engine Number : K24A12538287  
 Originating Dealer No. / Name : 206786 / MAINE MALL HONDA  
 Selling Dealer No. / Name : 206786 / MAINE MALL HONDA  
 Trim : 4WD EX  
 No. Of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : GN  
 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 : 206786 / MAINE MALL HONDA  
 Phone No. : 207-774-1429  
 Address : 255 MAINE MALL ROAD  
 City / State / Zip : SOUTH PORTLAND, ME 04106  
 Svc District / Site District : 09K / 689  
 Warranty Labor Rate / Date : \$79.00 /  
 Agent Name :

Current Dealer Info :

Dealer #	Dealer Name	Agent Name	Review

3rd 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	Labo Code	Equip Code
N012003-12-2900131-1 / STEVEN [REDACTED] PRODU	Subcase Close	Product Complaint	Operation	745	Electrical test

## Issue Details

Issue ID : N012003-12-2900131-1	Type 1 : Product Complaint	Condition : Closed	Wipbin :
Issue Originator : Patricia Evans	Type 2 : Operation	Status : Subcase Close	Open Date : 12/30/03 9:22:38 AM
Issue Owner : Patricia Evans		Queue :	Close Date : 1/20/04 9:51:48 AM
Issue Title : STEVEN [REDACTED] - PRODUCT COMPLAINT - OPERATION			

## Coding Info :

Labor Code / Desc 745 / Electrical test

Condition Code Desc Car Fire 7451

Campaign Code / Desc : /

Resolutions : Provided Information

Component Category : 11 - Electrical System

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	Qty

## Case History

Case ID : ND12003-12-2900131

Case Title : [REDACTED] STEVEN - 9K MAINE MALL HONDA/ CAR FIRE

\*\*\* CASE CREATE 12/29/03 7:16:17 AM, jjenkins  
Contact = STEVEN [REDACTED] Priority = N/A, Status = Solving.

\*\*\* CASE MODIFY 12/29/03 7:17:14 AM, jjenkins  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/29/03 7:22:21 AM, jjenkins  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/29/03 7:22:39 AM, jjenkins  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/29/03 7:24:54 AM, jjenkins  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/29/03 7:25:09 AM, jjenkins  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/29/03 7:25:12 AM, jjenkins  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/29/03 7:25:18 AM, jjenkins  
into WIP default and Status of Solving.

\*\*\* NOTES 12/29/03 7:35:40 AM, 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.

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.

\*\*\* CASE MODIFY 12/29/03 7:35:42 AM, jjenkins  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/29/03 7:35:46 AM, jjenkins

## Case History

Case ID : N012003-12-2900131

Case Title : [REDACTED] STEVEN - 9K MAINE MALL HONDA/ CAR FIRE

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/29/03 7:36:03 AM, jjenkins

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/29/03 7:36:29 AM, jjenkins

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 12/29/03 7:36:44 AM, jjenkins

from WIP default to Queue Team H.

\*\*\* CASE YANKED 12/29/03 7:38:38 AM, rderudde

Yanked by rderudde into WIPbin default.

\*\*\* CASE MODIFY 12/29/03 7:38:57 AM, rderudde

into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 12/29/03 7:39:02 AM, rderudde

N012003-12-2900131 to pevans, WIP

\*\*\* CASE RULE ACTION 12/29/03 7:39:03 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 12/29/03 1:25:58 PM, aharlan, Action Type : Field/DSM

The DPSM (Joe Rose) was at this dealership and has taken pictures. I will forward a copy of this case down to auto engineering.

\*\*\* SUBCASE N012003-12-2900131-1 CREATE 12/30/03 9:22:38 AM, pevans

Created in WIP Default with Due Date 12/30/2003 9:22:38 AM.

\*\*\* COMMIT 12/30/03 9:22:44 AM, pevans, Action Type : N/A

cc

\*\*\* COMMIT 12/30/03 9:23:12 AM, pevans, Action Type :

Made to STEVEN ELDER dne 01/02/2004 09:23:15 AM.

DCS Follow-Up

\*\*\* NOTES 12/30/03 9:23:23 AM, pevans, Action Type : 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.

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

## Case History

Case ID : N012003-12-2900131

Case Title : [REDACTED], STEVEN - 9K MAINE MALL HONDA/ CAR FIRE

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.

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

Patricia Evans ext 118184  
Automobile Customer Service

\*\*\* CASE FULFILL 1/2/04 10:58:57 AM, pevans

Fulfilled for STEVEN [REDACTED] due 01/02/2004 12:00:00 AM.

\*\*\* CASE FULFILL 1/2/04 10:59:01 AM, pevans

Fulfilled for STEVEN [REDACTED] due 01/02/2004 09:23:15 AM.

\*\*\* COMMIT 1/2/04 10:59:05 AM, pevans, Action Type : N/A

cc

\*\*\* NOTES 1/7/04 12:24:43 PM, pevans, Action Type : Call from Customer

Called and left message for customer advising him that we are still investigating his claim and will call as soon as we hear something.

\*\*\* CASE FULFILL 1/7/04 12:24:48 PM, pevans

Fulfilled for STEVEN [REDACTED] due 01/06/2004 12:00:00 AM.

\*\*\* COMMIT 1/7/04 12:24:52 PM, pevans, Action Type : N/A

cc

\*\*\* NOTES 1/9/04 6:49:46 AM, pevans, Action Type : Call to Customer

I called and left message for customer advising him that we are still reviewing file.

\*\*\* CASE FULFILL 1/9/04 6:49:54 AM, pevans

Fulfilled for STEVEN [REDACTED] due 01/08/2004 12:00:00 AM.

\*\*\* COMMIT 1/9/04 6:49:56 AM, pevans, Action Type : N/A

cc

\*\*\* NOTES 1/16/04 9:42:15 AM, pevans, Action Type : Note-General

Received information from inspection. The fire was not related to any factory defects. I was advised that customer will have to contact his insurance company.

\*\*\* NOTES 1/16/04 9:42:37 AM, pevans, Action Type : Call to Customer

I called and left message for customer to call back.

Case History

Case ID : N012003-12-2900131

Case Title : ██████████, STEVEN - 9K MAINE MALL HONDA/ CAR FIRE

\*\*\* NOTES 1/16/04 9:43:12 AM, pevans, Action Type : Call to Dealer

I called and left message for service manager providing him with information.

\*\*\* NOTES 1/20/04 7:41:29 AM, pevans, Action Type : Call to Customer

I called and left message for customer to call back.

\*\*\* CASE FULFILL 1/20/04 7:41:40 AM, pevans

Fulfilled for STEVEN ELDER due 01/16/2004 12:00:00 AM

\*\*\* COMMIT 1/20/04 7:41:44 AM, pevans, Action Type : N/A

cc

\*\*\* NOTES 1/20/04 9:51:21 AM, pevans, Action Type : Call to Customer

I called and spoke to customer and he states that although the dealership is clearly at fault, he feels that there is a design flaw that when the oil leaked over and caused the whole vehicle to catch on fire. Customer stated that he will never purchase another vehicle again.

\*\*\* SUBCASE N012003-12-2900131-1 CLOSE 1/20/04 9:51:48 AM, pevans

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 1/20/04 9:51:52 AM, pevans

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

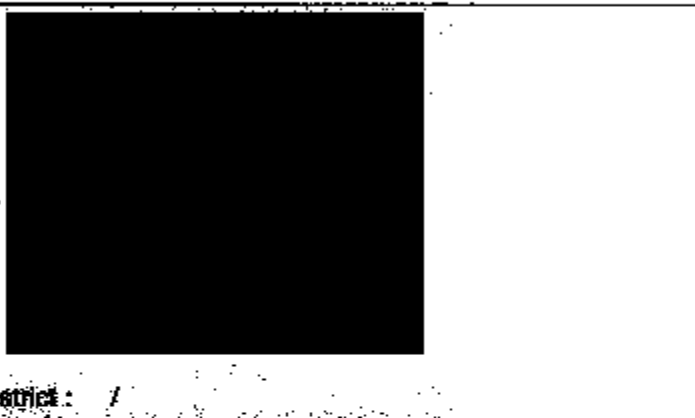


Case Details

Case ID : N012803-10-2001389 Division : Honda - Auto Condition : Closed Open Date : 10/20/2003 11:02:33  
 Case Originator : Gabriela Alba (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 12/3/2003 8:28:15 AM  
 Case Owner : Ana Somosino (Team HF) Method : Phone Queue : Days Open : 44  
 Last Closed By : Ana Somosino (Team HF) Point of Origin : Customer Wipbln :  
 Case Title : ██████████ DERPOEL, WILLIAM - CAR FIRE 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 / Sis District :



Product Info :

Unit Owner : WILLIAM ██████████ 1382  
 VIN Type / No. : US VIN / SHSRD78853██████████  
 Model / Year : CR-V / 2003  
 Model ID / Product Line : RD78831W / A  
 Miles / Hours : 4,000  
 In Service Date : 05/19/2003  
 Months in Use : 5  
 Engine Number : K24A12538286  
 Originating Dealer No. / Name : 208158 / CHARLOTTE HONDA  
 Selling Dealer No. / Name : 207450 / TAMPA HONDA LAND  
 Trim : 4WD EX  
 No. of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : GN  
 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 :  
 Phone No. :  
 Address :  
 City / State / Zip :  
 Svc District / Sis District :  
 Warranty Labor Rate / Date :  
 Agent Name :

Current Dealer Info :

Dealer #	Dealer Name	Agent Name	Review

3rd 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	Lab Code	Lab
N012003-10-2001388-1 / WILLIAM ██████████	Subcase Close	Product Complaint	Operation - "Safety"	745	Electrical test

Spool Report

Run Date : 02/23/2004

## Issue Details

Issue ID : N012003-10-2001388-1	Type 1 : Product Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Chow	Type 2 : Operation - "Safety"	Status : Subcase Close	Open Date : 10/20/03 3:36:18 PM
Issue Owner : Ana Sommano		Queue :	Close Date : 12/3/03 8:28:15 AM
Issue Title : WILLIAM [REDACTED] - PRODUCT COMPLAINT - OPERATION			

## Coding Info :

Labor Code / Desc 745 / Electrical test

Condition Code Desc Car Fire 7451

Campaign Code / Desc : /

Resolutions : Provided Information, Documented Condition

Component Category : U - Electrical System

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: N012003-10-2001388

Case Title: [REDACTED] WILLIAM - CAR FIRE

\*\*\* CASE CREATE 10/20/03 11:02:33 AM, galbu

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

\*\*\* NOTES 10/20/03 11:02:34 AM, galbu, Action Type :

Tim Holden (son-in-law) called on customer's behalf. He can be reached at (W) 727/ 869-3900 X138 or (H) 727/697-0358.

He stated that on 10/17/03 at 10AM the vehicle was being driven by Mrs. [REDACTED] for about 15 minutes and she pulled over because someone waved her down, due to the fact that the vehicle was smoking. She pulled over, got out of the car, and it caught fire.

A report was filed with the Hernando County Sheriff's Dept, report number not available.

Hartford Insurance, Claim #PA1236223, Adjuster is Randy Solt (800) 637-5410 X61090, Policy [REDACTED]

The vehicle was towed to Copart, and has not been inspected at this time.

Customer contacted AHM because the vehicle is new and under warranty. They believe that the fire may be related to a vehicle defect. I advised customer that the info has been documented and will remain on record with AHM. I explained that they would need to work with their insurance company towards a resolution at this time. I also advised that AHM will conduct an investigation as well. Customer understood and was appreciative of info. He understands that they will need to work with insurance company at this time.

\*\*\* CASE MODIFY 10/20/03 11:03:09 AM, galbu

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 10/20/03 11:03:19 AM, galbu

into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 10/20/03 11:03:54 AM, galbu

N012003-10-2001388 to ochow, WIP [REDACTED]

\*\*\* SUBCASE N012003-10-2001388-1 CREATE 10/20/03 3:36:18 PM, ochow

Created in WIP Default with Due Date 10/20/2003 3:36:18 PM

\*\*\* COMMIT 10/20/03 3:37:18 PM, ochow, Action Type : N/A

Made to WILLIAM [REDACTED] due 10/22/2003 03:37:19 PM.

call jim namey; doug or amanda have info?

\*\*\* CASE RULE ACTION 10/20/03 11:34:08 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE MODIFY COMMITMENT 10/27/03 7:16:54 AM, ochow

with WILLIAM [REDACTED] due 10/28/2003 03:37:19 PM

\*\*\* NOTES 10/27/03 7:20:18 AM, ochow, Action Type : Call to Customer

Called number once on 10/24 and again today but both times, the number is busy. Will call again.

\*\*\* NOTES 10/27/03 2:05:53 PM, ochow, Action Type : Call to Customer

Called customer to followup with car fire. I advised that she will need to work with her insurance company. Customer states that the adjuster information is as follows:

Rose Cotton x61106 transferred case to Eileen Macaluso x61014 (800) 637-5410.

Called Hartford insurance and found where vehicle is physically at.

Spool Report

Run Date: 02/27/2004

## Case History

Case ID: N012003-10-2001388

Case Title: [REDACTED] WILLIAM - CAR FIRE

Vehicle is at salvage yard: Copart (Tampa)

12020 US Highway 301 South  
Riverview, FL 33569  
813-671-5550 Lot#3193053

\*\*\* NOTES 10/27/03 2:07:31 PM, cchow, Action Type : Field/DSM

Called and spoke to DPSM, Donald Logan and he will be glad to take pictures however, he will not be in FL until the 2nd week of November. I will let Jim Narney know about this situation.

\*\*\* NOTES 10/27/03 2:22:14 PM, cchow, Action Type : Note-Technical

Will interoffice to Jim Narney. MS: 500-2S-702

\*\*\* NOTES 10/29/03 11:17:49 AM, cchow, Action Type : Note-General

Sent email to Jim Narney regarding case and asked for guidance since DPSM will not be in the district until the 2nd week of November.

\*\*\* CASE MODIFY COMMITMENT 10/29/03 2:16:51 PM, cchow

with WILLIAM VAN DERPOEL due 10/31/2003 03:37:19 PM

\*\*\* CASE CAMPAIGN LOOKUP 10/29/03 2:21:36 PM, cchow

CAMPAIGN CHECK 10/29/2003 02:21:36 PM cchow

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 2003-09-17; FX

03-047; P04; 03 CR-V SHIFT CABLE; 2003-09-17; FX

\*\*\* NOTES 10/29/03 3:30:00 PM, cchow, Action Type : Call to Customer

Customer states that she had recall work done on the September 17th for throttle cable and shift cable done at Gateway Honda.

\*\*\* NOTES 11/3/03 2:21:21 PM, asommano, Action Type : Note-General

Case Mgr. to contact DPSM, need photos taken ASAP, two weeks is not acceptable.

\*\*\* NOTES 11/4/03 3:34:38 PM, cchow, Action Type : Field/DSM

Called Donald Logan, DPSM, and he will be in FL to take pictures on Monday 11/10/03. I advised Jim Narney of this at AHM and it is fine.

I will email Don Logan the information for taking the pictures of the vehicle.

\*\*\* NOTES 11/5/03 10:45:47 AM, cchow, Action Type : Field/DSM

Donald Logan called to obtain selling dealer information and to find more service history. I provided that information: Tampa Honda Lead 207450. Don states that he will call dealership and also call nearby local dealerships to find more information regarding service history. Don states that he will be in touch. I thanked.

\*\*\* CASE MODIFY COMMITMENT 11/17/03 10:56:13 AM, cchow

with WILLIAM VAN DERPOEL due 11/19/2003 03:37:19 PM

\*\*\* NOTES 11/17/03 11:00:33 AM, cchow, Action Type : Field/DSM

Spoke to Donald and he states that he's taken pictures and forwarded his findings to Jim Narney at AHM. I thanked for the information and will talk to Jim to followup with case handling.

\*\*\* CASE RULE ACTION 11/17/03 11:25:18 PM, ea

Action owner - 30 days of rule Case Closure fired

\*\*\* NOTES 11/20/03 3:43:20 PM, cchow, Action Type : Note-Resolution

Case History

Case ID : N012003-10-2001388

Case Title : ██████████, WILLIAM - CAR FIRE

Received final request from supervisor Doug Copeland on behalf of Jim Narney. There is no manufacturing defect related to the cause of the fire. It was found that there is oil on the underside of on the back of the engine block and there is oil staining and oil residue on the exhaust pipe at the back of the engine. The oil filter was removed by the DPSM and it has 2 gaskets. There are no known cases of the factory making a mistake and having two gaskets.

\*\*\* NOTES 11/20/03 3:50:15 PM, cchow, Action Type : Call to Customer

Called customer and advised her of the above findings of the vehicle fire. Customer understood and will contact insurance company. Customer also just purchased a 2004 Pilot. I congratulated customer on new purchase and customer thanked. Closing case.

\*\*\* CASE MODIFY 11/20/03 3:52:51 PM, cchow

into WIP Working and Status of Solving.

\*\*\* CASE ASSIGN 11/20/03 3:52:55 PM, cchow

N012003-10-2001388 to asomoano, WIP

\*\*\* CASE RULE ACTION 11/20/03 3:52:56 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* SUBCASE N012003-10-2001388-1 ASSIGN 11/20/03 3:53:07 PM, cchow

N012003-10-2001388-1 to asomoano, WIP

\*\*\* SUBCASE N012003-10-2001388-1 RULE ACTION 11/20/03 3:53:08 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE MODIFY 12/3/03 8:27:55 AM, asomoano

into WIP ANA-DEFAULT and Status of Solving.

\*\*\* CASE CLOSE 12/3/03 8:28:15 AM, asomoano

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

\*\*\* SUBCASE N012003-10-2001388-1 CLOSE 12/3/03 8:28:15 AM, asomoano

Status = Solving, Resolution Code = Instruction Given

**Case Details**

Case ID : N012003-08-1101781      Division : Honda - Auto      Condition : Closed      Open Date : 8/11/2003 4:07:36 PM  
 Case Originator : Eulaad Williams      Sub Division : Customer Relations      Status : Closed      Close Date : 11/7/2003 3:27:51 PM  
 Case Owner : Marc Rocca      Method : Phone      Queue :      Days Open : 88  
 Point of Origin : Customer      Wipbin :  
 Case Title : [REDACTED] - CAR FIRE (DPSM / CALL INSURANCE COMPANY)!!! 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 : [REDACTED]

**Product Info :**

Unit Owner : PAULINE [REDACTED] 59  
 VIN Type / No. : US VIN / SHSRD788X3 [REDACTED]  
 Model / Year : CR-V / 2003  
 Model ID / Product Line : RD7883JW / A  
 Miles / Hours : 2,877  
 In Service Date : 05/10/2003  
 Months In Use : 3  
 Engine Number : K24A12539438  
 Originating Dealer No. / Name : 208131 / BARRY'S DARTMOUTH HONDA  
 Selling Dealer No. / Name : 208131 / BARRY'S DARTMOUTH HONDA  
 Trxn : 4WD EX  
 No. of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : RE  
 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 : 208131 / BARRY'S DARTMOUTH HONDA  
 Phone No. : 508-996-6800  
 Address : 26 STATE ROAD  
 City / State / Zip : DARTMOUTH, MA 02747  
 Svc District / Sls District : 09F / 009  
 Warranty Labor Rate / Date : \$75.00 /  
 Agent Name :

**Previous Dealers Info :**

Dealer #	Dealer Name	Agent Name	Review Ind.

**Involved Party Info :**

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

Issue #	Status	Issue Type 1	Issue Type 2	Label Back	Label
N012003-08-1101781-1 / PAULINE [REDACTED]	Subcase Close	Product Complaint	Accident/Injury	110	Upper Engine

## Issue Details

Issue ID : N012003-08-1101781-1	Type 1 : Product Complaint	Condition : Closed	Wipbin :
Issue Originator : Marc Rocasler	Type 2 : Accident/Injury	Status : Subcase Close	Open Date : 8/12/03 2:41:36 PM
Issue Owner : Marc Rocasler		Queue :	Close Date : 9/9/03 1:06:23 PM
Issue Title : PAULINE [REDACTED] PRODUCT COMPLAINT - ACCIDENT/INJURY			

## Coding Info :

Labor Code / Desc : 110 / Upper Engine

Condition Code Desc : Scheduled Maint 1109

Campaign Code / Desc : /

Resolutions : Documented Concern

Component Category : 06 - Engine &amp; Cooling Sys

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

## Solution / Linked Resolution Info :

Solution ID : Resolution Title

Solution Title :

## Parts Info :

: EG: [REDACTED]

Case History

Case ID : N012003-08-1101781

Case Title : [REDACTED] PAULINE - CAR FIRE (DPSM / CALL INSURANCE)

\*\*\* NOTES 8/11/03 4:07:36 PM, ewilliam, Action Type :

Customer stated that she bought vehicle at Barry Dartmouth Honda and took vehicle in for oil change at 2,877 miles. Date of incident was June 28, 2003, approximately 1:15p.m. Upon leaving the dealership, while traveling on Route 195 in Dartmouth highway, customer noticed smoke coming from the back of the vehicle. Customer then began to notice black smoke coming from the ventilation system and engine. Immediately after customer notice the smoke she witness flames coming from the engine.

Customer stated that she pulled vehicle over on the road and proceeded out of the vehicle. After customer pulled over she called 911. Massachusetts state police was first on the scene, and then Down of Dartmouth Fire Department District 3 arrived on the scene.

Customer stated that the weather was clear and reasonable.

Customer provided insurance information.

Premier Insurance P.O. BOX 70 Fall River, MA. 02722 508.675.4000 Claudette Schoonover is customer insurance agent.

Customer stated that the extent of damages was totally loss, complete interior was involve. Front seats and steering wheel and console was melted. Front tires had exploded. All exterior was burned off except the back wheel.

Dealership where customer purchased vehicle :

26 State Road North Dartmouth, MA. 02747 508.996.6800

She spoke with assistant manager Jean Abbatemattio who advised customer to have vehicle towed to dealership.

Vehicle was towed to the Dartmouth dealership. Scott Torres Service Manager was involved with customer a few days later and also Tricia manager of the dealership who is no longer Honda employee.

I informed customer that I would pass this case to a case manager who handles cases in his region and who would work with the customer and the dealership to resolve this issue for the customer. I informed customer that I could not guarantee the results of the case manager's investigation, but that a case manager would contact him within 3-5 business days. I provided customer with case number and confirmed contact information.

Customer will mail a copy of Fire Department Inspection Report and pictures which was taken of the vehicle.

\*\*\* CASE CREATE 8/11/03 4:07:36 PM, ewilliam

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

\*\*\* CASE MODIFY 8/11/03 4:11:55 PM, ewilliam

into WIP default and Status of Solving.

\*\*\* NOTES 8/11/03 4:12:50 PM, ewilliam, Action Type : Manager

The case has been printed and given to Ruby for review and handling.

\*\*\* CASE MODIFY 8/11/03 4:13:57 PM, ewilliam

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/11/03 4:15:05 PM, ewilliam

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/11/03 4:15:08 PM, ewilliam

into WIP default and Status of Solving.



Case History

Case ID : N012003-08-1101781

Case Title : [REDACTED] PAULINE - CAR FIRE (DPSM / CALL INSURANCE)

\*\*\* CASE MODIFY 8/11/03 4:15:08 PM, ewilliam  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/11/03 4:15:40 PM, ewilliam  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/11/03 4:15:40 PM, ewilliam  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/11/03 4:16:04 PM, ewilliam  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/11/03 4:16:04 PM, ewilliam  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 8/11/03 4:16:10 PM, ewilliam  
from WIP default to Queue Team F.

\*\*\* NOTES 8/11/03 4:45:38 PM, sstanley, Action Type : Call from Customer

Customer called to ask for the case #. I gave customer the case # and advised that a CM will be calling back in 3-5 business days. Customer understood.

\*\*\* CASE YANKED 8/12/03 6:02:06 AM, rderudde  
Yanked by rderudde into WIPbin default.

\*\*\* CASE ASSIGN 8/12/03 6:02:28 AM, rderudde  
N012003-08-1101781 to mroessle, WIP

\*\*\* CASE RULE ACTION 8/12/03 6:02:30 AM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* COMMIT 8/12/03 12:11:30 PM, mroessle, Action Type :  
Made to PAULINE MCDEVITT due 08/15/2003 12:11:35 PM.  
DCS Follow-Up

\*\*\* NOTES 8/12/03 12:18:52 PM, mroessle, Action Type : Dealer Communication  
ATTN: SERVICE MANAGER                      RESOLUTION DUE DATE : 8/15/2003

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:

Customer has called our office re: her vehicle that caught on fire. Is the vehicle still at your dealership? Has the DPSM been contacted?

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.

Marc Roessler  
Automobile Customer Service

\*\*\* CASE MODIFY 8/12/03 12:18:55 PM, mroessle  
into WIP default and Status of Solving.

Case History

Case ID : N012003-08-1101781

Case Title : [REDACTED] PAULINE - CAR FIRE (DPSM / CALL INSURANCE)

\*\*\* CASE MODIFY 8/12/03 1:21:20 PM, mroessle  
into WIP default and Status of Solving.

\*\*\* NOTES 8/12/03 1:45:10 PM, mroessle, Action Type : Field/DSM

Spoke to the field rep and he said he did see the vehicle but did not take pictures. Customer had gone to the dlr. for an oil change. After 20min. of driving the vehicle got hot and caught on fire. Vehicle was a total loss. Per DPSM no one was injured and the customers insurance company had determined the cause to be from the oil change done by the dlr. Customer is already in another CRV and the dlr. did assist by replacing customer personal belongings and groceries.

\*\*\* NOTES 8/12/03 1:47:42 PM, mroessle, Action Type : Field/DSM

Vehicle is no longer at the dlr.

\*\*\* SUBCASE N012003-08-1101781-1 CREATE 8/12/03 2:41:36 PM, mroessle

Created in WIP Default with Due Date 8/12/2003 2:41:36 PM.

\*\*\* CASE MODIFY 8/12/03 2:41:53 PM, mroessle  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/12/03 2:42:20 PM, mroessle  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/12/03 2:44:01 PM, mroessle  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/12/03 2:44:02 PM, mroessle  
into WIP default and Status of Solving.

\*\*\* NOTES 8/13/03 7:09:48 AM, hwebb, Action Type : Call from Customer

Transferred to case manager for assistance.

\*\*\* NOTES 8/13/03 10:03:34 AM, mroessle, Action Type : Call from Dealer

SM called and he informed me the customer has not picked up their new CRV at this time. Customer has not returned any calls to the dlr. Dlr. has provided the customer a loaner vehicle and she is still driving it. Dlr. also gave the customer a check for \$1300- for lost personal items that were in the vehicle when it caught on fire. Vehicle is no longer at the dlr.

\*\*\* NOTES 8/13/03 1:47:29 PM, mroessle, Action Type : Call to Customer

Left vm for the customer to call me

\*\*\* NOTES 8/14/03 7:45:56 AM, mroessle, Action Type : Call to Customer

Left vm at work for the customer to call me.

Called home number and left msg. with a family member to have her call me.

\*\*\* CASE MODIFY 8/14/03 7:46:01 AM, mroessle  
into WIP THURSDAY and Status of Solving.

\*\*\* NOTES 8/14/03 9:36:23 AM, mroessle, Action Type : Call from Customer

Customer said she has out of pocket expenses that she will incur such as registration, sales tax, and vehicle depreciation. Insurance did cut her a check but it was not for the full amount for a new vehicle. Customer said the difference is about \$3,000-.

salvage yard: Myrick in Taunton, MA customer does not have the address, tel or contact

Case History

Case ID : N012003-08-1101781

Case Title : [REDACTED] PAULINE - CAR FIRE (DPSM / CALL INSURANCE)

insurance info: Premier Insurance box 71  
Fall River, MA 02722

insurance contact: Claudette Schoonover tel 508-675-4000

\*\*\* CASE MODIFY 8/14/03 9:38:22 AM, mroessle  
into WIP THURSDAY and Status of Solving.

\*\*\* NOTES 8/14/03 3:15:05 PM, mroessle, Action Type : Call from Customer

Customer expects either Honda or the dr. to make up the difference in the cost of the new vehicle. Customer thought the drs. are employees or franchises and we have some responsibility and or clout over them. Advised the customer they are not a franchise. Explained the relationship we have with the drs. Advised her either I or someone else will be in touch with her.

\*\*\* NOTES 8/14/03 3:20:39 PM, mroessle, Action Type : Note-General  
sent Email to Amanda

\*\*\* CASE MODIFY 8/14/03 3:20:42 PM, mroessle  
into WIP THURSDAY and Status of Solving.

\*\*\* CASE MODIFY 8/15/03 2:05:38 PM, mroessle  
into WIP THURSDAY and Status of Solving.

\*\*\* CASE MODIFY 8/15/03 2:06:05 PM, mroessle  
into WIP THURSDAY and Status of Solving.

\*\*\* CASE MODIFY 8/15/03 2:06:11 PM, mroessle  
into WIP THURSDAY and Status of Solving.

\*\*\* CASE MODIFY 8/15/03 2:06:16 PM, mroessle  
into WIP THURSDAY and Status of Solving.

\*\*\* CASE MODIFY 8/15/03 2:06:36 PM, mroessle  
into WIP THURSDAY and Status of Solving.

\*\*\* NOTES 8/18/03 10:06:32 AM, mroessle, Action Type : Note-Third Party  
left vm for the insurance company to call me

\*\*\* NOTES 8/21/03 11:02:49 AM, mroessle, Action Type : Field/DSM

Kevin Prettner had gone tot the vehicle but was not able to get any assistance in taking the photos. He took 90 rolls of film he has sent the pictures over night

\*\*\* CASE MODIFY 8/21/03 11:03:10 AM, mroessle  
into WIP MONDAY and Status of Solving.

\*\*\* CASE CLAIMS LOOKUP 8/27/03 1:10:45 PM, mroessle  
CLAIM HISTORY CHECK 08/27/2003 01:10:45 PM mroessle  
No data found for VIN.

\*\*\* NOTES 9/8/03 8:05:41 AM, mroessle, Action Type : Call to Customer

Called the customer and she did ended up purchasing the CRV. Customer did not have her vin number with her but she will call me back

Case History

Case ID : N012003-08-1101781

Case Title : [REDACTED] PAULINE - CAR FIRE (DPSM / CALL INSURANCE

\*\*\* NOTES 9/8/03 8:41:17 AM, mroessle, Action Type : Call from Customer

Vin for new CRV SHSRD78863U146237. Customer ended up losing money but she does not know how much. offered her a 5/60 Honda Care extended warranty. Customer said she thank you but she would like to spk to her husband first.

\*\*\* CASE MODIFY 9/8/03 8:41:30 AM, mroessle  
into WIP MONDAY and Status of Solving.\*\*\* CASE MODIFY 9/8/03 8:41:31 AM, mroessle  
into WIP MONDAY and Status of Solving.\*\*\* CASE RULE ACTION 9/8/03 11:29:59 PM, sa  
Action owner - 30 days of rule Case Closure fired

\*\*\* NOTES 9/9/03 7:33:24 AM, mroessle, Action Type : Call to Customer

Called the customer and asked if she has spoken to her husband reg the offer we have given them

\*\*\* NOTES 9/9/03 7:34:36 AM, mroessle, Action Type : Call to Customer  
previous note was a vin\*\*\* SUBCASE N012003-08-1101781-1 CLOSE 9/9/03 1:06:23 PM, mroessle  
Status = Solving, Resolution Code = Instruction Given\*\*\* CASE CLOSE 9/9/03 1:06:23 PM, mroessle  
Status = Closed, Resolution Code = Instruction Given, State = Open\*\*\* CASE REOPEN 11/7/03 3:25:54 PM, mroessle  
with Condition of Open and Status of Solving.

\*\*\* NOTES 11/7/03 3:27:44 PM, mroessle, Action Type : Call from Customer

Customer requesting a seven year 100k Honda Care on her new vehicle. Got authorization to provide the additional coverage.

\*\*\* CASE CLOSE 11/7/03 3:27:51 PM, mroessle

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

Case Details

Case ID : N012003-09-2200792 Division : Honda - Auto Condition : Closed Open Date : 9/22/2003 10:05:42  
 Case Originator : Eiland Williams (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 10/29/2003 1:18:53 PM  
 Case Owner : Marc Rossler (Team HH) Method : Phone Queue : Days Open : 37  
 Last Closed By : Marc Rossler (Team HH) Point of Origin : Customer Whobin :  
 Case Title : THOMAS \*\*\*\*\* VEHICLE FIRE URGENT \*\*\*\*\* 10/17 CALL CUST No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : THOMAS/PAM  
 VIN Type / No. : US VIN / SHSRD7889  
 Model / Year : CR-V / 2003  
 Model ID / Product Line : RD78833W / A  
 Miles / Hours : 5,500  
 In Service Date : 09/23/2003  
 Months In Use : 3  
 Engine Number : K24A12546988  
 Originating Dealer No. / Name : 207222 / PETERS HONDA OF NASHUA  
 Selling Dealer No. / Name : 207222 / PETERS HONDA OF NASHUA  
 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 : 207222 / PETERS HONDA OF NASHUA  
 Phone No. : 603-886-9300  
 Address : 300 AMHERST STREET  
 City / State / Zip : NASHUA, NH 03063  
 Svc District / Sls District : 091 / D09  
 Warranty Labor Rate / Date : \$70.00 /  
 Agent Name :

Current Dealer Info :

Dealer #	Dealer Name	Agent Name	Review

3rd 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
N012003-09-2200792-1 /	Subcase Close	Product Complaint	Operation - "Safety"	745	Electrical test

## Issue Details

Issue ID : N012003-09-2280792-1	Type 1 : Product Complaint	Condition : Closed	Wipbin :
Issue Originator : Enhy DeRudder	Type 2 : Operation - "Safety"	Status : Subcase Close	Open Date : 9/22/03 10:36:53 AM
Issue Owner : Marc Roessler		Queue :	Close Date : 10/16/03 3:07:53 PM
Issue Title : THOMAS/PAM [REDACTED] - PRODUCT COMPLAINT - OPERATION -			

## Coding Info :

Label Code / Desc : 745 / Electrical test

Condition Code Desc : Car Fire 7451

Campaign Code / Desc : /

Resolutions : Documented Concern

Component Category : 11 - Electrical System

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	BD Number

Spool Report

Run Date : 02/23/2004

Case History

Case ID : N012003-09-2200792

Case Title : [REDACTED] THOMAS -\*\*\*\*\* VEHICLE FIRE URGENT\*\*\*\*\*10/17 CALL CUSTOMER

\*\*\* CASE CREATE 9/22/03 10:05:42 AM, ewilliam

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

\*\*\* NOTBS 9/22/03 10:05:42 AM, ewilliam, Action Type :

Customer Insurance Company Information

Amica Insurance

Manchester New Hampshire Address no street address available at this time

800.329.1390 Agent Pat Latimer

Date of Incident September 16, 2003

6:15 p.m.

Nashua, New Hampshire on the state highway Route 101A.

Pamela [REDACTED]

Customer stated that the fire started from the engine department. He stated that the windshield is gone. Customer stated that most of the fire just damaged the engine. Fire department was able to put fire out fast because customer had sun roof open and his windows were down. He stated that the interior didn't catch fire, it was just mostly damaged from the water.

Customer took vehicle to Peters Honda of Nashua#207222. Vehicle was in for two safety recalls, oil change and tire rotation. Upon leaving the dealership while traveling on Route 101 A she noticed cars honking their horn trying to get her attention to pull over because her engine was on fire. Customer then immediately pulled over and got out of vehicle. 911 had already been alerted by passing vehicle who pulled over to help assist.

Fire Department was Nashua Fire Department

Customer has been in contact with AHM Customer Relations Manager Heather Asang at Peters Honda of Nashua

Telephone 603.579.5202

Vehicle was towed to Peters Honda of Nashua.

Customer stated that his insurance company as well as Peter's Honda is going to due a thorough investigation.

Customer stated that he contact the Honda Finance department because his car note is due and customer feels that he shouldn't be paying on a vehicle that was involved in a fire. Customer stated that Honda Finance suggest that he contact our offices regarding this issue.

I informed customer that I would pass this case to a case manager who handles cases in his region and who would work with the customer and the dealership to resolve this issue for the customer. I informed customer that I could not guarantee the results of the case manager's investigation, but that a case manager would contact him within 3-5 business days. I provided customer with case number and confirmed contact information.

\*\*\* CASE MODIFY 9/22/03 10:07:03 AM, ewilliam

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/22/03 10:12:04 AM, ewilliam

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/22/03 10:12:04 AM, ewilliam

into WIP default and Status of Solving.

## Case History

Case ID: N012003-09-2200792

Case Title: [REDACTED] THOMAS .\*\*\*\*\* VEHICLE FIRE URGENT\*\*\*\*\*10/17 CALL CUSTOMER

\*\*\* CASE DISPATCH 9/22/03 10:12:12 AM, ewilliam  
from WIP default to Queue Team H.

\*\*\* CASE YANKED 9/22/03 10:35:33 AM, rderudde  
Yanked by rderudde into WIPbin default.

\*\*\* SUBCASE N012003-09-2200792-1 CREATE 9/22/03 10:36:53 AM, rderudde  
Created in WIP Default with Due Date 9/22/2003 10:36:53 AM.

\*\*\* CASE MODIFY 9/22/03 10:37:24 AM, rderudde  
into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 9/22/03 10:37:27 AM, rderudde  
N012003-09-2200792 to mroesale, WIP □

\*\*\* SUBCASE N012003-09-2200792-1 ASSIGN 9/22/03 10:37:36 AM, rderudde  
N012003-09-2200792-1 to mroesale, WIP □

\*\*\* NOTES 9/22/03 11:59:09 AM, rderudde, Action Type : Note-General  
John Sytnlik is the DPSM for District 9J.

\*\*\* NOTES 9/22/03 1:35:02 PM, mroesale, Action Type : Field/DSM  
Left vm for John Sytnlik the DPSM to call me

\*\*\* CASE MODIFY 9/22/03 1:42:59 PM, mroesale  
into WIP default and Status of Solving.

\*\*\* CASE RULE ACTION 9/22/03 11:29:10 PM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* SUBCASE N012003-09-2200792-1 RULE ACTION 9/22/03 11:29:11 PM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* CASE MODIFY 9/23/03 6:29:52 AM, mroesale  
into WIP TUESDAY and Status of Solving.

\*\*\* CASE MODIFY 9/23/03 6:36:21 AM, mroesale  
into WIP TUESDAY and Status of Solving.

\*\*\* NOTES 9/23/03 2:57:51 PM, mroesale, Action Type : Field/DSM  
Spoke to the DPSM and he is taking pictures today and will be sending them to Engineering

\*\*\* CASE YANKED 9/25/03 2:47:30 PM, ewilliam  
Yanked by ewilliam into WIPbin default.

\*\*\* CASE MODIFY 9/25/03 2:47:55 PM, ewilliam  
into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 9/25/03 2:48:31 PM, ewilliam  
N012003-09-2200792 to mroesale, WIP □166□

\*\*\* CASE RULE ACTION 9/25/03 2:48:32 PM, sa  
Action Task Assignee of rule Assign Notification fired



## Case History

Case ID : N012003-09-2200792

Case Title : [REDACTED] THOMAS -\*\*\*\*\* VEHICLE FIRE URGENT\*\*\*\*\*10/17 CALL CUSTOMER

\*\*\* CASE MODIFY 9/25/03 3:33:32 PM, mroessle  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/25/03 3:33:33 PM, mroessle  
into WIP default and Status of Solving.

\*\*\* NOTES 9/26/03 10:31:30 AM, sfox, Action Type : Call from Customer  
Customer called in requesting to speak to his case manager.

Transferred to case manager's voicemail.

\*\*\* NOTES 9/30/03 6:11:09 AM, mroessle, Action Type : Call from Customer  
Customer insurance company said the brake motor cylinder was the cause of the fire based on pictures they have taken

\*\*\* CASE MODIFY 9/30/03 6:53:07 AM, mroessle  
into WIP THURSDAY and Status of Solving.

\*\*\* NOTES 10/2/03 7:20:42 AM, mroessle, Action Type : Field/DSM  
DPSM has left a vm stating the insurance company feels the fire is do to a product defect.

\*\*\* CASE MODIFY 10/9/03 7:21:06 AM, mroessle  
into WIP THURSDAY and Status of Solving.

\*\*\* NOTES 10/9/03 7:25:55 AM, mroessle, Action Type : Field/DSM  
DPSM sent photos by US Mail Express

tracking information (#ER487848500US) for the photographs. They were delivered at 12:56 p.m. on October 7th.

\*\*\* NOTES 10/9/03 9:49:49 AM, mroessle, Action Type : Call to Customer  
Spoke to the Husband and he does not understand why we are not able to just give him another car. Customer said the insurance settled the claim but would not tell me what the amount was other than it was less than the cost of a replacement vehicle. Advised him it is much more complicated than that. Informed the customer we had just gotten the pictures last night. Customer wants to be updated on the progress. Informed him I will call him Next Friday and then every Friday after. Customer said thank you.

\*\*\* CASE MODIFY 10/9/03 9:50:25 AM, mroessle  
into WIP THURSDAY and Status of Solving.

\*\*\* CASE MODIFY 10/9/03 9:50:37 AM, mroessle  
into WIP THURSDAY and Status of Solving.

\*\*\* NOTES 10/9/03 1:18:19 PM, jjenkins, Action Type : Call from Customer  
This customer called back saying she wants urgent information now. She said she is fed up with waiting, and she said she is losing her cool. Customer said she has been making payments on a car that she doesn't have.

I will transfer to the CM.

\*\*\* NOTES 10/10/03 1:53:34 PM, mroessle, Action Type : Call to Customer  
left vm for the customer saying that I have rec. her msg. and that I am her point of contact in reg to there issue. Informed them I have no other name or number to provide them. As soon as I have any new information I will provide it to them.

\*\*\* CASE MODIFY 10/15/03 1:47:09 PM, mroessle

## Case History

Case ID : N012003-09-2200792

Case Title : THOMAS -\*\*\*\*\* VEHICLE FIRE URGENT\*\*\*\*\*10/17 CALL CUSTOMER

into WIP FRIDAY and Status of Solving.

\*\*\* NOTES 10/16/03 8:50:27 AM, mrocsale, Action Type : Manager

The Zone Manager, Jeff Le Clair, called and he got a call from the CIM asking him what we are doing with the car fire and are we going to assist the Customer. Advised him I will get back to him on Thursday after the fire team gets out of their meeting. He said to call him in the afternoon with a up date. Customer is harassing the dealer.

\*\*\* NOTES 10/16/03 9:25:32 AM, sfcox, Action Type : Call from Customer

Customer called in requesting the President of AHM's name, AHM's mailing address, and fax number.

Provided customer with AHM's mailing address and fax number. I offered to transfer customer to his case manager, but he declined.

\*\*\* NOTES 10/16/03 2:58:57 PM, mrocsale, Action Type : Manager

Spoke to Jeff LeClair the Zone 9 Manager and informed him the fire has been determined not to be the result of a manufacture defect. Advised Jeff that was all I was told. Jeff informed me he will advise the dir. and the DPSM.

\*\*\* NOTES 10/16/03 3:03:46 PM, mrocsale, Action Type : Call to Customer

Called the husband and informed him the our fire investigation has determined the cause not to be the results of manufacture defect. Customer asked if it has been determined to be the fault of the dir. Informed him again our fire investigation has determined the cause not to be the results of manufacture defect. Customer will inform his wife

\*\*\* CASE CLOSE 10/16/03 3:07:53 PM, mrocsale

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

\*\*\* SUBCASE N012003-09-2200792-1 CLOSE 10/16/03 3:07:53 PM, mrocsale

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE REOPEN 10/21/03 1:42:26 PM, sbrinkle

with Condition of Open and Status of Solving.

\*\*\* NOTES 10/21/03 1:47:57 PM, sbrinkle, Action Type : Letter/Fax

ACS received 2 page fax from customer dated 10/20/03. Fax was received 10/20/03.

Customer stated in writing experience with dealer and CR-V engine fire.

Customer states matter will soon be settled by insurance company.

\*\*\* CASE ASSIGN 10/21/03 1:49:05 PM, sbrinkle

N012003-09-2200792 to mrocsale, WIP

\*\*\* CASE RULE ACTION 10/21/03 1:49:06 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 10/22/03 1:36:51 PM, mrocsale, Action Type : Call to Customer

Called the customer and they are very surprised I and was the one who called them back and had no new information to give them. Customer is very unhappy with Honda

\*\*\* CASE CLOSE 10/22/03 1:36:56 PM, mrocsale

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

\*\*\* CASE REOPEN 10/29/03 7:07:59 AM, vagustin

## Spool Report

## Case History

Case ID : N012003-09-2200792

Case Title : [REDACTED], THOMAS -\*\*\*\*\* VEHICLE FIRE URGENT\*\*\*\*\*10/17 CALL CUSTOMER

with Condition of Open and Status of Solving.

\*\*\* NOTES 10/29/03 7:08:38 AM, vagustin, Action Type : Letter/Fax

On 10/27/03 ACS received a letter forwarded by the Executive Office dated 10/20/03 regarding issues in previous notes.

\*\*\* CASE MODIFY 10/29/03 7:09:10 AM, vagustin  
into WIP default and Status of Solving.\*\*\* CASE ASSIGN 10/29/03 7:09:32 AM, vagustin  
N012003-09-2200792 to mrocsale, WIP\*\*\* CASE RULE ACTION 10/29/03 7:09:34 AM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 10/29/03 9:15:18 AM, ngago, Action Type : Letter/Fax

On 10/28/2003 ACS received a duplicate letter from the customer that was forwarded from the Executive Office, John Petas dated 10/20/03 regarding previous issue.

\*\*\* NOTES 10/29/03 9:15:55 AM, ngago, Action Type : Letter/Fax  
Case will be entered on the Executive Report.

\*\*\* NOTES 10/29/03 1:18:43 PM, mrocsale, Action Type : Call to Customer

I called Mr. Condon and informed him that AHM has received his letters addressed to the executive office in regards to his dissatisfaction that ACS will not advise him of why the fire occurred. I informed the customer that AHM has determined that the vehicle fire was not due to a defect and he will need to go through his insurance company. The customer said he finally settled with his insurance company and they may be calling AHM.

Closing case

\*\*\* CASE CLOSE 10/29/03 1:18:53 PM, mrocsale

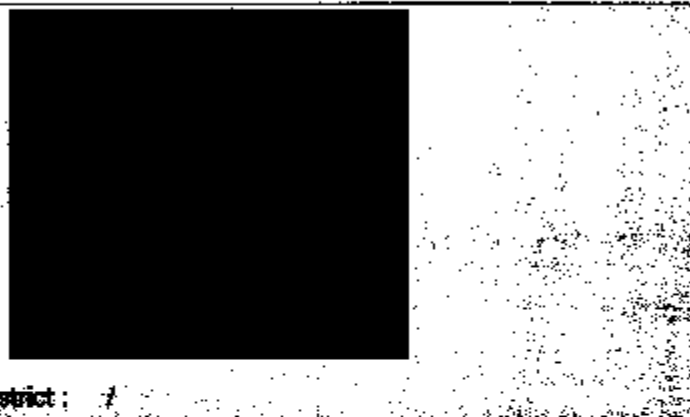
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012003-12-0300358 Division : Honda - Auto Condition : Closed Open Date : 12/3/2003 8:51:23 AM  
 Case Originator : Gyesi Williams (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 1/26/2004 3:31:06 PM  
 Case Owner : Julie Lifosjoe (Team ED) Method : Phone Queue : Days Open : 54  
 Last Closed By : Julie Lifosjoe (Team ED) Point of Origin : Customer Within :  
 Case Title : HERMAN - FIRE CASE/URGENT/VEHICLE FIRE/RENTAL REQUEST 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 : HERMAN 165  
 VIN Type / No. : US VIN / SHSRD78893  
 Model / Year : CR-V / 2003  
 Model ID / Product Line : ED78893W / A  
 Miles / Hours : 6072  
 In Service Date : 08/05/2003  
 Months In Use : 4  
 Engine Number : K24A12557619  
 Originating Dealer No. / Name : 206719 / PARAGON THE HOUSE OF HONDA  
 Selling Dealer No. / Name : 207825 / WHITE PLAINS 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 : 207825 / WHITE PLAINS HONDA  
 Phone No. : 914-428-0880  
 Address : 10 ROBERTSON AVENUE  
 City / State / Zip : WHITE PLAINS, NY 10606  
 Svc District / Sls District : 05F / F05  
 Warranty Labor Rate / Date : \$69.00 /  
 Agent Name :

Current Dealer Info :

Dealer #	Dealer Name	Agent Name	Result

3rd 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	
N012003-12-0300358-1 / HERMAN	Subcase Close	Product Complaint	Operation - "Safety"	745	Electrical test

## Issue Details

Issue ID : N912003-12-0300358-1	Type 1 : Product Complaint	Condition : Closed	Wipbin :
Issue Originator : Holly Muhammad	Type 2 : Operation - "Safety"	Status : Subcase Close	Open Date : 12/3/03 12:55:10 PM
Issue Owner : Julie Lifstoe		Queue :	Close Date : 1/26/04 3:30:22 PM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> PRODUCT COMPLAINT - OPERATION - "SAFETY"			

## Coding Info :

Labor Code / Desc 745 / Electrical test

Condition Code Desc Car Fire 7451

Campaign Code / Desc : /

Resolutions : Documented Concern

Component Category : 11 - Electrical System

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	Qty
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Case History

Case ID : ND12003-12-0300358

Case Title : ██████████, HERMAN - FIRE CASE/URGENT/VEHICLE FIRE/RENTAL REQUEST

\*\*\* CASE CREATE 12/3/03 8:51:23 AM, gwilliam

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

\*\*\* CASE CAMPAIGN LOOKUP 12/3/03 8:51:40 AM, gwilliam

CAMPAIGN CHECK 12/03/2003 08:51:40 AM gwilliam

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 2003-11-07; FX

03-047; P04; 03 CR-V SHIFT CABLE; 2003-11-07; FX

\*\*\* CASE CAMPAIGN LOOKUP 12/3/03 9:26:23 AM, gwilliam

CAMPAIGN CHECK 12/03/2003 09:26:23 AM gwilliam

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 2003-11-07; FX

03-047; P04; 03 CR-V SHIFT CABLE; 2003-11-07; FX

\*\*\* NOTES 12/3/03 9:27:39 AM, gwilliam, Action Type : Call from Customer

Customer called and stated the his vehicle caught fire on November 21. Customer was driving home to White Plains on a one way street when pedestrians started yelling at him to get out of the vehicle because the saw smoke and fire. Customer states that when he got out of the vehicle there was fire under the engine which was smoldering. Customer states the hood was burned. Customer states that flames were shooting out of the engine. Customer was on a one-way street and pulled into a Lincoln/Mercury dealer on S. Lexington Ave. Police report lists 215 S. Lexington Ave. Customer states the interior was not at all damaged. Customer states EMS, Fire Department, and Police arrived shortly after the customer left the vehicle. The fire was put out about 8:55 by the fire department report. Customer also received the police report today. White Foam was used to extinguish the fire, either by EMS or the Fire Department. Customer's most recent service done prior to the fire was the recall work done at White Plains Honda on Nov. 7th. The dealership also changed the oil with this service. Customer has had no other service performed on this vehicle since he purchased the vehicle. Customer states that the weather was mild. Customer's vehicle's wheels were locked from the fire and the vehicle had to be flat-bed towed to White Plains Honda, in White Plains, NY. Vehicle is at White Plains Honda's repair shop on 31 Westmoreland Ave. The vehicle cannot be moved on its own as a result of the vehicle fire. Customer's insurance does not provide rental assistance.

Customer is requesting a rental vehicle. Geico took a look at the vehicle Monday Morning (12/1/03) and requested that the dealership take the vehicle apart to find out the cause of the fire. Customer went in today to check on the vehicle and it has not been moved yet. Customer does not know how long it will take to pair down the vehicle.

Customer also stated that he saw some liquid dripping from the engine while the fire was burning.

Customer spoke with Heather Pabellon at the Service Department for White Plains @ 914-948-3305, who is charge of this customer's case.

I advised the customer that I would forward his concern to a CM who will contact him within 1-2 business days, no guarantees. I provided him his case ID. I explained to the customer that there is no provision for rental vehicles within his warranty, however, exceptions are made on a case by case basis. I advised the customer AHM takes any vehicle fire seriously and that is why I spent that time gathering information from him. I informed him that AHM is pleased that he was not injured in any way, and a CM will contact him to see if there is any assistance that we can provide. Customer thanked me for my assistance.

\*\*\* CASE MODIFY 12/3/03 9:27:54 AM, gwilliam

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/3/03 9:28:07 AM, gwilliam

Spool Report

Run Date: 02/24/2004

Case History

Case ID : N012003-12-0300358

Case Title : [REDACTED] HERMAN - FIRE CASE/URGENT/VEHICLE FIRE/RENTAL REQUEST

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/3/03 9:28:12 AM, gwilliam

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/3/03 9:28:12 AM, gwilliam

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 12/3/03 9:28:25 AM, gwilliam

from WIP default to Queue Team D.

\*\*\* CASE YANKED 12/3/03 12:30:24 PM, hnuhamma

Yanked by hnuhamma into WIPbin NEW CASES.

\*\*\* NOTES 12/3/03 12:36:35 PM, hnuhamma, Action Type : Field/DSM

I left the DPSM, R.B., a detailed voicemail advising her of the customer, and that it is a Fire Case. I asked the DPSM to let me know when she will be at the dealer for inspection.

\*\*\* SUBCASE N012003-12-0300358-1 CREATE 12/3/03 12:55:10 PM, hnuhamma

Created in WIP Default with Due Date 12/3/2003 12:55:10 PM.

\*\*\* NOTES 12/3/03 1:01:37 PM, hnuhamma, Action Type : Escalation

I made my Supervisor, J.L., that I have a Car Fire. J.L. asked me to notify FE of the vehicle. I stated to my Supervisor that I left the DPSM a voicemail.

\*\*\* SUBCASE N012003-12-0300358-1 NOTES 12/3/03 1:13:45 PM, hnuhamma, Action Type : Call to Customer

I introduced myself to the customer as his RCM. I asked the customer if he could fax me a copy of his of his Police Report and Fire Report, which the customer stated yes. I provided the customer with my fax number. Customer stated that he will need a rental soon; however, he will wait as long as he can. I explained to the customer that I can not authorize a rental at this time; however, he can elect to rent a vehicle, and if AHM determines there is a manufacturing defect, he would be entitled to reimbursement.

Customer stated that the vehicle is currently at White Plains Honda since November 21, 2003. Customer stated that his insurance company, Geico Insurance Company inspected the vehicle on 12/1/03, and asked White Plains to take the vehicle apart, and to contact them so the vehicle can be inspected again.

Customer provided me with the following insurance information:

Geico: Policy Number 9225660

Customer stated he has speaking with Mr. Jeff Shuman, 917-418-8155, whom went to the dealer to inspect the vehicle, and authorized tear-down.

I asked the customer if he had the name of the towing company, which he stated no. Customer stated he will provide ACS with the name of the towing company once he receives the bill.

Customer stated that the closest address where the fire occurred was 215 S. Lexington Avenue White Plains, N, which is a one-way street. Customer stated that the fire occurred at approximately 8:55 AM EST, and the weather was clear.

I provided the customer with my name, toll-free number, and direct extension.

\*\*\* CASE MODIFY 12/3/03 1:13:49 PM, hnuhamma

into WIP NEW CASES and Status of Solving.

## Case History

Case ID : N012003-12-0300358

Case Title : ██████████ HERMAN - FIRE CASE/URGENT/VEHICLE FIRE/RENTAL REQUEST

\*\*\* NOTES 12/3/03 1:19:51 PM, hmuhamma, Action Type : Field/DSM

DPSM, R.B., received my message, and stated that the customer's insurance company should provide him with a rental.

\*\*\* SUBCASE N012003-12-0300358-1 NOTES 12/3/03 1:21:29 PM, hmuhamma, Action Type : Field/DSM

I left the DPSM, R.B., a voicemail requesting a returned phone call, advising me as to when she will be at the dealer to inspect the vehicle.

\*\*\* CASE MODIFY 12/3/03 1:21:35 PM, hmuhamma

into WIP NEW CASES and Status of Solving.

\*\*\* SUBCASE N012003-12-0300358-1 NOTES 12/3/03 1:31:37 PM, hmuhamma, Action Type : Call to Dealer

SD, stated that the vehicle arrived to the dealer on 11/21/03, RO 146230 at 6,072 miles via flat bed tow by RJT Motorist Service 914-948-1100.

Service Director, Dave, contacted Geico, and spoke with Jeff Shuman. SD stated that Mr. Shuman asked them to pull the vehicle to tear down the vehicle.

SD stated that the gasket on the oil filter blew out, which hit the catalytic converter starting the fire. SD stated that they just started inspecting the vehicle today, and have not contacted tech-line. SD stated that they contacted Geico that they have completed the tear-down of the vehicle. SD stated that Geico is going to send their insurance adjuster to the dealer on 12/5/03.

I asked the SD to fax me a copy of all of the customer's repair orders today, which he stated he would.

\*\*\* CASE MODIFY 12/3/03 1:31:42 PM, hmuhamma

into WIP NEW CASES and Status of Solving.

\*\*\* NOTES 12/3/03 1:32:30 PM, hmuhamma, Action Type : Letter/Fax

I received a 5 page fax from the customer.

\*\*\* CASE MODIFY 12/3/03 1:35:03 PM, hmuhamma

into WIP NEW CASES and Status of Solving.

\*\*\* NOTES 12/3/03 1:35:45 PM, hmuhamma, Action Type : Field/DSM

I left the DPSM a voicemail informing her that I will be available until 5:30 EST.

\*\*\* CASE MODIFY 12/3/03 1:35:50 PM, hmuhamma

into WIP NEW CASES and Status of Solving.

\*\*\* NOTES 12/3/03 1:38:28 PM, hmuhamma, Action Type : Note-General

I notified the FE, J.N., about the case, and cced my Supervisor, and the DPSM.

\*\*\* CASE MODIFY 12/3/03 1:38:32 PM, hmuhamma

into WIP NEW CASES and Status of Solving.

\*\*\* NOTES 12/3/03 1:40:37 PM, hmuhamma, Action Type : Field/DSM

DPSM, R.B., stated that the insurance company is going to take care of the rental per the Service Director, Dave, at White Plains. DPSM stated that he will inspect the vehicle on 12/4/03, and provide me with the results of the inspection.

\*\*\* CASE MODIFY 12/3/03 1:40:40 PM, hmuhamma

into WIP NEW CASES and Status of Solving.

\*\*\* COMMIT 12/3/03 1:40:43 PM, hmuhamma, Action Type : N/A

URGENT GET RESULTS OF THE DPSM'S INSPECTION

\*\*\* NOTES 12/3/03 1:42:36 PM, hmuhamma, Action Type : Call to Customer



Special Report

## Case History

Case ID : N012003-12-0300358

Case Title : [REDACTED] HERMAN - FIRE CASE/URGENT/VEHICLE FIRE/RENTAL REQUEST

I confirmed with the customer receipt of the fax, and thanked him.

\*\*\* CASE MODIFY 12/3/03 1:42:41 PM, hmuhamma  
into WIP NEW CASES and Status of Solving.

\*\*\* NOTES 12/3/03 2:26:31 PM, hmuhamma, Action Type : Letter/Fax  
I received repair orders from White Plains Honda.

\*\*\* SUBCASE N012003-12-0300358-1 NOTES 12/3/03 2:27:00 PM, hmuhamma, Action Type : Note-General  
I provided the FR with all of the documents I have via inter-office mail.

\*\*\* CASE MODIFY 12/3/03 2:27:55 PM, hmuhamma  
into WIP NEW CASES and Status of Solving.

\*\*\* NOTES 12/4/03 8:31:12 AM, hmuhamma, Action Type : Field/DSM

DPSM, R.B., stated she is currently at the dealer inspecting the vehicle. DPSM stated she is taking digital pictures of the vehicle, and will e-mail them to me. DPSM stated she will make an attempt to take some pictures at the fire scene.

\*\*\* CASE MODIFY 12/4/03 8:31:17 AM, hmuhamma  
into WIP \*\*URGENT CAR DOWN and Status of Solving.

\*\*\* NOTES 12/5/03 6:09:56 AM, hmuhamma, Action Type : Field/DSM  
DPSM provided ACS with digital pictures. I am currently printing pictures, and will forward to tech-line.

\*\*\* NOTES 12/5/03 6:10:47 AM, hmuhamma, Action Type : Field/DSM  
I left the DPSM a voicemail confirming receipt of pictures, and requested a returned phone call.

\*\*\* NOTES 12/5/03 6:11:28 AM, hmuhamma, Action Type : Note-General  
I provided Tech-line, J.N., with the pictures provided by the DPSM of the customer's vehicle.

\*\*\* NOTES 12/5/03 6:39:53 AM, hmuhamma, Action Type : Escalation  
My Supervisor, J.L., was away from the office, and will not be in. I consulted with Supervisor, R.D., whom advised me to involve Supervisor, A.H.

\*\*\* NOTES 12/5/03 6:47:55 AM, hmuhamma, Action Type : Note-General  
I provided Supervisor, A.H., with a copy of all the documents I have received, and a copy of the case. I provided A.H. with a copy of the digital pictures the DPSM provided ACS.

\*\*\* CASE MODIFY 12/5/03 7:07:52 AM, hmuhamma  
into WIP \*\*URGENT CAR DOWN and Status of Solving.

\*\*\* NOTES 12/5/03 9:40:06 AM, hmuhamma, Action Type : Note-Technical  
J.N. received the pictures. J.N. is requesting additional pictures from the underside of the vehicle. In addition, he needs pictures around the oil filter, and the exhaust pipe. Also, J.N. needs any oil on the underside of the car or the back of the engine.

\*\*\* NOTES 12/5/03 10:04:23 AM, hmuhamma, Action Type : Field/DSM  
I provided the DPSM with tech-line's response. DPSM stated that the additional pictures she sent, which I forwarded to J.N., show the areas of the vehicle he needs additional pictures for. DPSM stated she will contact J.N. to ensure the additional pictures provided are sufficient.

\*\*\* NOTES 12/5/03 10:09:28 AM, hmuhamma, Action Type : Call to Customer  
I stated to the customer that I wanted to provide him with a follow-up call pertaining to his case. I stated to the customer that his insurance company rescheduled the inspection for 12/8/03. Customer thanked me for touching bases with him.

\*\*\* CASE MODIFY 12/5/03 10:09:32 AM, hmuhamma

## Case History

Case ID : N012003-12-0300358

Case Title : HERMAN - FIRE CASE/URGENT/VEHICLE FIRE/RENTAL REQUEST

into WIP \*\*URGENT CAR DOWN and Status of Solving.

\*\*\* CASE FULFILL 12/5/03 10:09:36 AM, hmuhamma

Fulfilled for HERMAN due 12/04/2003 12:00:00 AM.

\*\*\* COMMIT 12/5/03 10:09:38 AM, hmuhamma, Action Type : N/A

CALL SD TO DOCUMENT GEICO INSPECTION

\*\*\* CASE MODIFY 12/5/03 10:12:08 AM, hmuhamma

into WIP \*\*URGENT CAR DOWN and Status of Solving.

\*\*\* NOTES 12/5/03 10:33:56 AM, hmuhamma, Action Type : Note-Technical

J.N. confirmed receipt of the photos, and does not require any additional pictures.

\*\*\* CASE MODIFY 12/5/03 10:34:02 AM, hmuhamma

into WIP \*\*URGENT CAR DOWN and Status of Solving.

\*\*\* CASE MODIFY 12/5/03 10:34:07 AM, hmuhamma

into WIP \*\*URGENT CAR DOWN and Status of Solving.

\*\*\* CASE MODIFY 12/5/03 10:35:38 AM, hmuhamma

into WIP \*\*URGENT CAR DOWN and Status of Solving.

\*\*\* NOTES 12/8/03 8:12:40 AM, hmuhamma, Action Type : Call to Customer

I explained to the customer that I am waiting to hear from the dealer pertaining to GEICO's inspection. I explained to the customer that I was contacting him to advise that I am still monitoring his case. Customer thanked me for the follow-up call, because the dealer has not contacted him.

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

into WIP \*\*URGENT CAR DOWN and Status of Solving.

\*\*\* NOTES 12/9/03 7:02:38 AM, hmuhamma, Action Type : Call from Customer

Customer called, and stated that the inspector who came to the dealer the first time is on vacation. Customer is requesting ACS contact the dealer, and find out the status of his case.

\*\*\* CASE MODIFY 12/9/03 7:02:47 AM, hmuhamma

into WIP \*\*URGENT CAR DOWN and Status of Solving.

\*\*\* NOTES 12/11/03 2:19:46 PM, hmuhamma, Action Type : Note-Third Party

Mike, from Geico, left me a voicemail requesting information pertaining to Honda's position.

Mike stated he can be reached at 800-645-7550 Ext. 5114 (policy number 0015380550101090).

\*\*\* NOTES 12/11/03 2:21:04 PM, hmuhamma, Action Type : Escalation

My Supervisor stated that Honda has not finished with the investigation at this time. My Supervisor said to advise GEICO of the said, and to advise them AHM will provide them with a response after the completion of the investigation.

\*\*\* NOTES 12/11/03 2:22:00 PM, hmuhamma, Action Type : Note-Technical

I returned Mike's, from GEICO) call, and left a voicemail requesting a returned phone call. I provided Mike with my hours of availability.

\*\*\* CASE MODIFY 12/11/03 2:22:06 PM, hmuhamma

into WIP \*\*URGENT CAR DOWN and Status of Solving.

\*\*\* NOTES 12/12/03 5:54:07 AM, hmuhamma, Action Type : Call to Dealer

Spool Report

Run Date: 12/23/03

Case History

Case ID : N012003-12-0300358

Case Title : HERMAN - FIRE CASE/URGENT/VEHICLE FIRE/RENTAL REQUEST

SA, Gordon, stated the SM, Dave, is not available. I left a message requesting a returned phone call.

\*\*\* CASE MODIFY 12/12/03 5:54:12 AM, hmuhamma

into WIP \*\*URGENT CAR DOWN and Status of Solving.

\*\*\* NOTES 12/15/03 8:42:26 AM, hmuhamma, Action Type : Call to Dealer

SD, Dave, stated that the insurance company inspected the vehicle on 12/11/03, and told him to get the vehicle running then call them. SD stated that he ordered the parts on 12/12/03, and advised the customer. SD stated that the customer authorized them to proceed with repairing the vehicle. SD stated that he has not received any information from Honda pertaining to the cause of failure.

\*\*\* CASE MODIFY 12/15/03 8:42:30 AM, hmuhamma

into WIP \*\*URGENT CAR DOWN and Status of Solving.

\*\*\* CASE MODIFY 12/15/03 8:42:31 AM, hmuhamma

into WIP \*\*URGENT CAR DOWN and Status of Solving.

\*\*\* CASE FULFILL 12/15/03 9:09:56 AM, hmuhamma

Fulfilled for HERMAN ROTH due 12/08/2003 12:00:00 AM.

\*\*\* COMMIT 12/15/03 9:10:00 AM, hmuhamma, Action Type : N/A

PERFORM CASE REVIEW/CALL CUST

\*\*\* CASE MODIFY 12/15/03 9:10:26 AM, hmuhamma

into WIP \*\*URGENT CAR DOWN and Status of Solving.

\*\*\* NOTES 12/17/03 7:22:11 AM, ewilliam, Action Type : Call from Customer

Customer called requesting to speak with CM. CM was currently taking in bound calls. She advised me to inform customer that she will be contacting him today in regards to his case. I transferred customer to CM voicemail.

\*\*\* NOTES 12/17/03 10:46:59 AM, hmuhamma, Action Type : Call to Customer

Customer stated that the dealer, customer did not want to provide the name, admitted to him they are at fault, and GEICO stated they were told the same. Customer stated that the dealer advised him that the gasket was not installed properly when the oil was changed. Customer stated that when the dealer changed the oil they put a new filter on it, and the gasket was loose causing the oil to leak out on to the catalytic converter causing the fire. Customer stated that GEICO provided him with a rental allowance of \$25.00 per day, and he is paying the difference. Customer stated that the dealer advised him that the vehicle should be up and running by 12/24/03, and then GEICO will inspect the vehicle a third time.

I stated to the customer that as soon as I receive an official response from AHM I will provide him with a follow-up call.

\*\*\* CASE MODIFY 12/17/03 10:47:04 AM, hmuhamma

into WIP \*\*URGENT CAR DOWN and Status of Solving.

\*\*\* CASE FULFILL 12/17/03 10:47:11 AM, hmuhamma

Fulfilled for HERMAN due 12/17/2003 12:00:00 AM.

\*\*\* COMMIT 12/17/03 10:47:13 AM, hmuhamma, Action Type : N/A

HAVE I RECEIVED OFFICIAL RESPONSE FROM AHM?

\*\*\* CASE MODIFY 12/17/03 10:48:21 AM, hmuhamma

into WIP \*\*URGENT CAR DOWN and Status of Solving.

\*\*\* CASE MODIFY 12/17/03 10:48:22 AM, hmuhamma

into WIP \*\*URGENT CAR DOWN and Status of Solving.

## Case History

Case ID : N012003-12-0300358

Case Title : HERMAN - FIRE CASE/URGENT/VEHICLE FIRE/RENTAL REQUEST

\*\*\* NOTES 12/29/03 1:52:19 PM, sjolms02, Action Type : Call from Customer

Customer called and wanted to speak with Holly in regards to the status of his case. Holly advised me to inform the customer that the engineering department will return on January 5, 2004 and at that time she would be able to give him additional information in regards to this matter. The customer stated that he wanted Holly to contact the GM of White Plains Honda. Per customer the GM has been trying to contact Holly but Holly is not returning the calls. I informed the customer that only if the GM left a message on Holly's voice mail that Holly would be able to return his call. Per customer he was not sure if the dealership left a message for Holly to call the dealership.

I advised the customer that after 1/5/04 Holly would contact him with further information. The customer thanked me and I ended the call.

\*\*\* NOTES 12/30/03 1:17:28 PM, eclogg, Action Type : Call from Customer

Transferred customer to case manager per customer request.

\*\*\* NOTES 12/30/03 1:24:45 PM, hmuhamma, Action Type : Call from Customer

Customer stated that the repairs have just about been completed; however, he does not want to accept the vehicle. Customer stated that the vehicle is not right, and he wants a new vehicle. I explained to the customer that I have not received a response from our product engineers, and waiting for a response. I stated to the customer that as soon as I receive a response, I will provide him with a follow-up call.

I apologized to the customer for the wait, and assured him that I will provide him with an update once I received a response from tech-line.

\*\*\* CASE FULFILL 12/30/03 1:24:55 PM, hmuhamma

Fulfilled for HERMAN due 12/22/2003 12:00:00 AM.

\*\*\* COMMIT 12/30/03 1:24:58 PM, hmuhamma, Action Type : N/A

WAITING FOR RESULTS FROM FIRE COMMITTEE!

\*\*\* CASE MODIFY 12/30/03 1:26:58 PM, hmuhamma

into WIP FIRE CASES and Status of Solving.

\*\*\* CASE MODIFY 12/30/03 1:26:58 PM, hmuhamma

into WIP FIRE CASES and Status of Solving.

\*\*\* CASE RULE ACTION 12/31/03 8:51:23 AM, sa

Action owner - 30 days of rule Case Closure fired

\*\*\* NOTES 1/9/04 10:29:49 AM, hmuhamma, Action Type : Call from Customer

Customer left me a voicemail stating that the vehicle has been repaired. Customer stated that he does not want the vehicle. Customer stated that he attempted to trade the vehicle in; however, Mark Wappo (GSM), declined due to the vehicle being damaged.

Customer wants to know what AHM is going to do.

\*\*\* CASE MODIFY 1/9/04 10:29:55 AM, hmuhamma

into WIP FIRE CASES and Status of Solving.

\*\*\* NOTES 1/9/04 10:35:51 AM, hmuhamma, Action Type : Call to Customer

Customer stated that he picked the vehicle up. Customer stated that the heater is not working properly. Customer stated that the heater runs high and low. Customer stated that he spoke to the Attorney General's Office, and he is going to send in a claim. I asked the customer to take the vehicle to the dealer to have his heater inspected.

Customer stated that GSM, Wappo, said he can not accept his vehicle as a trade due to the history. Customer stated that Mr. Wappo said the vehicle

## Case History

Case ID : N012003-12-0300358

Case Title : ██████████, HERMAN - FIRE CASE/URGENT/VEHICLE FIRE/RENTAL REQUEST

is damaged. Customer stated that now he has a car he can not trade in. Customer stated that he wants a new vehicle.

I apologized to the customer, and stated that as soon as I receive Honda's response, I will provide him with an update.

\*\*\* CASE MODIFY 1/9/04 10:35:56 AM, hmuhamma  
into WIP FIRE CASES and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 1/9/04 10:36:11 AM, hmuhamma  
with HERMAN ROTH due 01/16/2004 12:00:00 AM.

\*\*\* CASE MODIFY 1/9/04 10:36:16 AM, hmuhamma  
into WIP FIRE CASES and Status of Solving.

\*\*\* CASE MODIFY 1/9/04 10:36:17 AM, hmuhamma  
into WIP FIRE CASES and Status of Solving.

\*\*\* CASE MODIFY 1/9/04 10:36:25 AM, hmuhamma  
into WIP FIRE CASES and Status of Solving.

\*\*\* NOTES 1/16/04 8:13:00 AM, hmuhamma, Action Type : Escalation

I asked Supervisor, D.C., if he had an update pertaining to the customer's case. D.C. asked me to contact J.N. for an update.

\*\*\* NOTES 1/16/04 8:13:38 AM, hmuhamma, Action Type : Note-General

Contacted tech-line, J.N., for a case update, and waiting for a response.

\*\*\* COMMIT 1/16/04 8:13:47 AM, hmuhamma, Action Type : N/A

HAS J.N. PROVIDED CASE UPDATE?

\*\*\* CASE MODIFY 1/16/04 8:14:06 AM, hmuhamma  
into WIP FIRE CASES and Status of Solving.

\*\*\* SUBCASE N012003-12-0300358-1 NOTES 1/20/04 10:23:05 AM, hmuhamma, Action Type : Note-Technical

Tech-line stated that they have completed their investigation, and there is not a manufacturing defect. Customer is to be referred to their insurance company.

\*\*\* SUBCASE N012003-12-0300358-1 NOTES 1/20/04 10:28:48 AM, hmuhamma, Action Type : Call to Customer

I explained to the customer that I was advised the car fire was not as a result of a manufacturing defect. Customer stated that the vehicle has been repaired, and he has possession of it. Customer stated that there was an odor, however, the dealer was able to remove the smell. Customer stated that he concerned with the resale value of the vehicle. Customer stated that he will file a claim against the Attorney General's Office against White Plains Honda. Customer thanked me for the follow-up call, and declined further assistance from ACS.

\*\*\* SUBCASE N012003-12-0300358-1 NOTES 1/20/04 10:29:17 AM, hmuhamma, Action Type : Escalation

Forwarding case to my Supervisor, J.L., for her review prior to closing.

\*\*\* CASE MODIFY 1/20/04 10:29:23 AM, hmuhamma  
into WIP FIRE CASES and Status of Solving.

\*\*\* CASE FULFILL 1/20/04 10:29:26 AM, hmuhamma  
Fulfilled for HERMAN ROTH due 01/16/2004 12:00:00 AM.

\*\*\* CASE FULFILL 1/20/04 10:29:31 AM, hmuhamma  
Fulfilled for HERMAN ROTH due 01/20/2004 12:00:00 AM.

\*\*\* CASE MODIFY 1/20/04 10:29:38 AM, hmuhamma

## Spool Report

Print Date: 1/26/04

## Case History

Case ID : N012003-12-0300358

Case Title : [REDACTED] IERMAN - FIRE CASE/URGENT/VEHICLE FIRE/RENTAL REQUEST

into WIP FIRE CASES and Status of Solving.

\*\*\* SUBCASE N012003-12-0300358-1 ASSIGN 1/20/04 10:29:54 AM, hmuhamma

N012003-12-0300358-1 to jlifosjo, WIP

\*\*\* SUBCASE N012003-12-0300358-1 RULE ACTION 1/20/04 10:29:55 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE MODIFY 1/20/04 10:30:07 AM, hmuhamma

into WIP FIRE CASES and Status of Solving.

\*\*\* CASE ASSIGN 1/20/04 10:31:00 AM, hmuhamma

N012003-12-0300358 to jlifosjo, WIP

\*\*\* CASE RULE ACTION 1/20/04 10:31:01 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE MODIFY 1/26/04 3:29:44 PM, jlifosjo

into WIP NEW CASES and Status of Solving.

\*\*\* SUBCASE N012003-12-0300358-1 CLOSE 1/26/04 3:30:22 PM, jlifosjo

Status = Solving, Resolution Code = Instruction Given

\*\*\* NOTES 1/26/04 3:31:01 PM, jlifosjo, Action Type : Escalation

Reviewed case notes and coding. Closing case at this time due to inspection results from AHM engineers.

\*\*\* CASE MODIFY 1/26/04 3:31:04 PM, jlifosjo

into WIP NEW CASES and Status of Solving.

\*\*\* CASE CLOSE 1/26/04 3:31:06 PM, jlifosjo

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

Case Details

Case ID : N012003-10-2300845      Division : Honda - Auto      Condition : Closed      Open Date : 10/23/2003 10:57:04  
 Case Originator : Natasha Gago (Team HI)      Sub Division : Customer Relations      Status : Closed      Close Date : 11/10/2003 2:39:18 PM  
 Case Owner : Doug Copeland (Team HG)      Method : Phone      Queue :      Days Open : 18  
 Last Closed By : Doug Copeland (Team HG)      Point of Origin : Customer      Wipbin :  
 Case Title : [REDACTED] ANNIE DALE - DEALER 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 Dist : [REDACTED]

Product Info :

Unit Owner : ANNIE DALE [REDACTED]  
 VIN Type / No. : US VIN / SHSRD78813 [REDACTED]  
 Model / Year : CR-V / 2003  
 Model ID / Product Line : RD7883JW / A  
 Miles / Hours :  
 In Service Date : 08/18/2003  
 Months In Use : 2  
 Engine Number : K24A12564252  
 Originating Dealer No. / Name : 208308 / HONDA OF BOWIE  
 Selling Dealer No. / Name : 208308 / HONDA OF BOWIE  
 Trim : 4WD EX  
 No. Of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : BK  
 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 : 208308 / HONDA OF BOWIE  
 Phone No. : 301-218-3100  
 Address : 2260 CRAIN HIGHWAY  
 City / State / Zip : BOWIE, MD 20716  
 Svc District / Sls District : 068 / B06  
 Warranty Labor Rate / Date : \$89.50 /  
 Agent Name :

Current Dealer Info :

Dealer #	Dealer Name	Agent Name	Review

3rd Party Info :

Party 1 : National Review      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 Description
N012003-10-2300845-1 / ANNIE DALE [REDACTED]	S Subcase Close	Service - Dealer	Treatment - Negative		
N012003-10-2300845-2 / ANNIE DALE [REDACTED]	P Subcase Close	Product Complaint	Operation - "Safety"	745	Electrical test

Spool Report

Run Date : 02/28/2004

## Issue Details

Issue ID : N012003-10-2380845-1      Type 1 : Service - Dealer      Condition : Closed      Wipbin :  
 Issue Originator : Ron Robbins      Type 2 : Treatment - Negative      Status : Subcase Close      Open Date : 10/24/03 7:36:54 AM  
 Issue Owner : Ron Robbins      Queue :      Close Date : 10/24/03 10:28:43 AM  
 Issue Title : ANNEDALE [REDACTED] - SERVICE - DEALER - TREATMENT -

## Coding Info :

Labor Code / Desc /

Condition Code Desc  
 Campaign Code / Desc : /  
 Resolutions : Documented Concern  
 Component Category : NA - Please Specify  
 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	BO Reason

## Issue Details

Issue ID : N012003-10-2380845-2      Type 1 : Product Complaint      Condition : Closed      Wipbin :  
 Issue Originator : Ron Robbins      Type 2 : Operation - "Safety"      Status : Subcase Close      Open Date : 10/24/03 10:25:07 AM  
 Issue Owner : Doug Copeland      Queue :      Close Date : 11/10/03 2:39:18 PM  
 Issue Title : ANNEDALE [REDACTED] - PRODUCT COMPLAINT - OPERATION -

## Coding Info :

Labor Code / Desc : 745 / Electrical test

Condition Code Desc : Gas Fire 7451  
 Campaign Code / Desc : /  
 Resolutions : Documented Concern  
 Component Category : H1 - Electrical System  
 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 : N012003-10-2300845

Case Title : ANNTEDALE - DEALER ISSUE

\*\*\* CASE CREATE 10/23/03 10:57:04 AM, ngago

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

\*\*\* NOTES 10/23/03 10:57:04 AM, ngago, Action Type :

On 10/21/2003 ACS received a fax from customer regarding a dealer issue. Customer is sending AHM copies of letters she have sent to Honda of Bowie in hopes Honda can provide her some assistance in this matter. Customers vehicle caught fire and burned immediately following an oil change and car wash at of Bowie's service center. It is customers understanding that Honda of Bowie will assume full responsibility for replacement of her vehicle.

She respectfully request the following:

- \* resolution of this issue by COB, Friday, October 24, 2003 or at least a plan of action in writing by COB, Friday, October 24, 2003
- \* copies of original documents relating to original transaction that were lost in the fire.
- \* written statement that Honda of Bowie intends to assume all responsibility for replacement of the vehicle
- \* original auto loan Honda Financial Services Loan - payoff amount paid in full
- \* \$1500 deposit she paid on original vehicle returned to her
- \* \$240 to replace personal items lost in fire

\*\*\* CASE MODIFY 10/23/03 10:58:56 AM, ngago

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 10/23/03 10:58:59 AM, ngago

from WIP default to Queue Team G.

\*\*\* CASE YANKED 10/24/03 6:16:04 AM, robbins

Yanked by robbins into WIPbin default.

\*\*\* COMMIT 10/24/03 7:35:35 AM, robbins, Action Type : N/A

IS this Dir issue resolved?

\*\*\* CASE MODIFY 10/24/03 7:35:50 AM, robbins

into WIP default and Status of Solving.

\*\*\* NOTES 10/24/03 7:36:28 AM, robbins, Action Type : Dealer Communication

ATTN: ED, ASST SERVICE MANAGER

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

Is this issue being addressed by the dealership management?

Please let me know - 800-999-1009 x118036

On 10/21/2003 ACS received a fax from customer regarding a dealer issue. Customer is sending AHM copies of letters she have sent to Honda of Bowie in hopes Honda can provide her some assistance in this matter. Customers vehicle caught fire and burned immediately following an oil change and car wash at of Bowie's service center. It is customers understanding that Honda of Bowie will assume full responsibility for replacement of her vehicle.

She respectfully request the following:

- \* resolution of this issue by COB, Friday, October 24, 2003 or at least a plan of action in writing by COB, Friday, October 24, 2003
- \* copies of original documents relating to original transaction that were lost in the fire.

Spool Report

Run Date: 10/24/03

Case History

Case ID : N012003-10-2300845

Case Title : [REDACTED], ANNIE DALE - DEALER ISSUE

- \* written statement that Honda of Bowie intends to assume all responsibility for replacement of the vehicle
- \* original auto loan Honda Financial Services Loan - payoff amount paid in full
- \* \$1500 deposit she paid on original vehicle returned to her
- \* \$240 to replace personal items lost in fire

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

Thank you for your attention to this matter.

Ron Robbins  
Automobile Customer Service

- \*\*\* CASE MODIFY 10/24/03 7:36:30 AM, robbins  
into WIP default and Status of Solving.
- \*\*\* CASE MODIFY 10/24/03 7:36:45 AM, robbins  
into WIP default and Status of Solving.
- \*\*\* SUBCASE N012003-10-2300845-1 CREATE 10/24/03 7:36:54 AM, robbins  
Created in WIP Default with Due Date 10/24/2003 7:36:54 AM.
- \*\*\* CASE MODIFY 10/24/03 7:36:58 AM, robbins  
into WIP default and Status of Solving.
- \*\*\* NOTES 10/24/03 10:21:13 AM, robbins, Action Type : Field/DSM  
Spoke to DPSM  
He was at the dealership yesterday. I asked if he was aware of this issue.  
He states that he is  
The fire resulted from a double gasket situation, in which the dealer admitted fault  
He states they have turned the matter over to their insurance  
  
I thanked him for info.
- \*\*\* NOTES 10/24/03 10:22:12 AM, robbins, Action Type : Call from Customer  
Called customer, left msg thanking her for sending copies of the letters to our attention.  
I adv that I understand from our factory rep that the dlr has admitted fault and has turned this matter over to insurance.  
I adv that I will keep this matter on record and will keep her letters on file.
- \*\*\* CASE MODIFY 10/24/03 10:22:15 AM, robbins  
into WIP HOT and Status of Solving.
- \*\*\* NOTES 10/24/03 10:22:34 AM, robbins, Action Type : Note-General  
Submitting copies of case to supervisor and to engineering for review, per sup.
- \*\*\* CASE MODIFY 10/24/03 10:22:37 AM, robbins  
into WIP HOT and Status of Solving.
- \*\*\* SUBCASE N012003-10-2300845-2 CREATE 10/24/03 10:25:07 AM, robbins  
Created in WIP Default with Due Date 10/24/2003 10:25:07 AM.

Case History

Case ID : N012003-10-2300845

Case Title : [REDACTED] ANNIE DALE - DEALER ISSUE

- \*\*\* CASE MODIFY 10/24/03 10:25:58 AM, robbins  
into WIP HOT and Status of Solving.
- \*\*\* CASE MODIFY 10/24/03 10:28:25 AM, robbins  
into WIP HOT and Status of Solving.
- \*\*\* SUBCASE N012003-10-2300845-1 CLOSE 10/24/03 10:28:43 AM, robbins  
Status = Solving, Resolution Code = Instruction Given
- \*\*\* CASE MODIFY 10/24/03 10:28:48 AM, robbins  
into WIP HOT and Status of Solving.
- \*\*\* CASE ASSIGN 10/24/03 10:28:52 AM, robbins  
N012003-10-2300845 to dcopelan, WIP tjeC! □"□ N66
- \*\*\* CASE RULE ACTION 10/24/03 10:28:53 AM, sa  
Action Task Assignee of rule Assign Notification fired
- \*\*\* SUBCASE N012003-10-2300845-2 ASSIGN 10/24/03 10:29:05 AM, robbins  
N012003-10-2300845-2 to dcopelan, WIP □teC!6~p
- \*\*\* SUBCASE N012003-10-2300845-2 RULE ACTION 10/24/03 10:29:06 AM, sa  
Action Task Assignee of rule Assign Notification fired
- \*\*\* NOTES 11/10/03 2:34:40 PM, dcopelan, Action Type : Note-General  
Reviewed case for content and coding. Closing file.
- \*\*\* CASE MODIFY 11/10/03 2:39:14 PM, dcopelan  
into WIP incoming and Status of Solving.
- \*\*\* SUBCASE N012003-10-2300845-2 CLOSE 11/10/03 2:39:18 PM, dcopelan  
Status = Solving, Resolution Code = Instruction Given
- \*\*\* CASE CLOSE 11/10/03 2:39:18 PM, dcopelan  
Status = Closed, Resolution Code = Instruction Given, State = Open

## Case Details

Case ID : N012004-01-1200819      Division : Honda Auto      Condition : Closed      Open Date : 1/12/2004 10:13:39  
 Case Originator : Heather McGinn (Team HI)      Sub Division : Customer Relations      Status : Closed      Close Date : 1/27/2004 7:56:52 AM  
 Case Owner : Matt Roessler (Team HH)      Method : Fax      Queue :      Days Open : 15  
 Last Closed By : Matt Roessler (Team HH)      Point of Origin : Customer      Wipbin :  
 Case Title : TOMMY - 94 HERB CHAMBERS HONDA/VEHICLE FIRE      No. of Attachments :

## 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 :  
 VIN Type / No. : US VIN / SHSRD7785  
 Model / Year : CR-V / 2003  
 Model ID / Product Line : RD7783JW / A  
 Miles / Hours : 3,300  
 In Service Date : 09/22/2003  
 Months In Use : 4  
 Engine Number : K24A12569020  
 Originating Dealer No. / Name : 207659 / HERB CHAMBERS HONDA  
 Selling Dealer No. / Name : 207659 / HERB CHAMBERS HONDA  
 Trim : 4WD EX  
 No. Of Doors : 5  
 Transmission Code : SMT  
 Exterior Color : RB  
 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 : 207659 / HERB CHAMBERS HONDA  
 Phone No. : 617-731-0100  
 Address : 1186 COMMONWEALTH ST  
 City / State / Zip : BOSTON, MA 02134  
 Svc District / Site District : 09H / C09  
 Warranty Labor Rate / Date : \$89.00 /  
 Agent Name :

## Current Dealer Info :

Dealer #	Dealer Name	Agent Name	Rating

## 3rd 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	Count	Category
N012004-01-1200819-1 / TOMMY - PRODUCT	Subcase Close	Product Complaint	Operation - "Safety"	745	Electrical test

Issue Details

Issue ID : NO12004-01-1200819-1	Type 1 : Product Complaint	Condition : Closed	Wipbin :
Issue Originator : Marc Roessler	Type 2 : Operation - "Safety"	Status : Subcase Close	Open Date : 1/13/04 3:33:08 PM
Issue Owner : Marc Roessler		Queue :	Close Date : 1/27/04 7:56:52 AM
Issue Title : TOMMY [REDACTED] - PRODUCT COMPLAINT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc 745 / Electrical test

Condition Code Desc Car Fire 7451

Campaign Code / Desc : /

Resolutions : Documented Concern

Component Category : 11 - Electrical System

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

Case History

Case ID : N012004-01-1200819

Case Title : TOMMY - 9H HERB CHAMBERS HONDA/VEHICLE FIRE

## \*\*\* NOTES 1/12/04 10:13:39 AM, hmcginn, Action Type :

On 1/9/04 ACS received a fax from customer regarding a vehicle fire. On 1/7/04, the customer's '03 CRV caught on fire. The vehicle is a total loss. The customer states that the origin of the fire was under the hood. The customer states that luckily, he and his baby got out alive. The customer would like to know why his brand new CRV caught on fire. The customer believes that this is a safety issue that should be addressed immediately to protect other '03 CRV owners. The customer would like a response ASAP.

## \*\*\* CASE CREATE 1/12/04 10:13:39 AM, hmcginn

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

## \*\*\* CASE MODIFY 1/12/04 10:14:08 AM, hmcginn

into WIP default and Status of Solving.

## \*\*\* CASE DISPATCH 1/12/04 10:14:14 AM, hmcginn

from WIP default to Queue Team H.

## \*\*\* CASE YANKED 1/13/04 6:21:24 AM, rderudde

Yanked by rderudde into WIPbin default.

## \*\*\* CASE MODIFY 1/13/04 6:21:33 AM, rderudde

into WIP default and Status of Solving.

## \*\*\* CASE ASSIGN 1/13/04 6:21:36 AM, rderudde

N012004-01-1200819 to mrocasale, WIP

## \*\*\* CASE RULE ACTION 1/13/04 6:21:37 AM, sa

Action Task Assignee of rule Assign Notification fired

## \*\*\* NOTES 1/13/04 3:28:51 PM, mrocasale, Action Type : Call to Customer

Called the customer and the vehicle is at a junk yard

## Emergency Towing

61 Copeland st  
Quincy, MA 02169  
617-479-6677

Contact: No name

Customer said the it happened on 01/07/2004 at around 6:40AM. Customer said the fire occurred while he was driving to 93N exit 9 entrance on 40 Willard St. Quincy, MA. The vehicle has about 3,300 miles on it. Customer said he did his own oil change about 1 1/2 to 2 weeks ago. Customer stated his child was in the vehicle at the time of the fire. Customer did file a fire report and gave it to his insurance company. Customer said the insurance company is still investigating the fire. Customer will fax over the copy of the fire report.

## Customer insurance company

Incompass Insurance of Boston  
PO box 9184  
Quincy, MA 02269  
800-262-7255  
Contact: Stefany McCabe

Case History

Case ID : N012004-01-1200819

Case Title : TOMMY - 9H HERB CHAMBERS HONDA/VEHICLE FIRE

- \*\*\* CASE MODIFY 1/13/04 3:29:14 PM, mroessle  
into WIP default and Status of Solving.
- \*\*\* CASE MODIFY 1/13/04 3:29:23 PM, mroessle  
into WIP default and Status of Solving.
- \*\*\* CASE MODIFY 1/13/04 3:29:33 PM, mroessle  
into WIP default and Status of Solving.
- \*\*\* SUBCASE N012004-01-1200819-1 CREATE 1/13/04 3:33:08 PM, mroessle  
Created in WIP Default with Due Date 1/13/2004 3:33:08 PM.
- \*\*\* CASE MODIFY 1/13/04 3:35:39 PM, mroessle  
into WIP default and Status of Solving.
- \*\*\* NOTES 1/13/04 3:36:10 PM, mroessle, Action Type : Nots-General  
Supervisor walked down case to engineering.
- \*\*\* CASE MODIFY 1/13/04 3:36:47 PM, mroessle  
into WIP default and Status of Solving.
- \*\*\* CASE MODIFY 1/13/04 3:36:53 PM, mroessle  
into WIP default and Status of Solving.
- \*\*\* CASE MODIFY 1/13/04 3:37:00 PM, mroessle  
into WIP default and Status of Solving.
- \*\*\* CASE MODIFY 1/13/04 3:37:09 PM, mroessle  
into WIP default and Status of Solving.
- \*\*\* NOTES 1/14/04 9:39:46 AM, turvis, Action Type : Letter/Fax  
On 1/14/04 received a fax pertaining to the previous issue.  
Forwarded to the CM.
- \*\*\* NOTES 1/14/04 1:49:57 PM, mroessle, Action Type : Field/DSM  
Kevin Pretzner the DPSM said Jeff Rackdiff will be the DPSM taking pictures because the location of the vehicle is in his district.
- \*\*\* NOTES 1/14/04 3:00:29 PM, hmcginn, Action Type : Letter/Fax  
On 1/14/04 ACS received a letter from customer dated 1/9/04 regarding previous issues.
- \*\*\* NOTES 1/20/04 1:42:58 PM, mroessle, Action Type : Note-Third Party  
Called the insurance company an the vehicle is now at the following yard. Insurance company is investigating the fire.

Insurance Auto Auction  
10 turn Pike Road  
West Bridge Water , MA 02379

508-588-7840

Stock Number 444690

Case History

Case ID : N012004-01-1200819

Case Title : ■■■ TOMMY - 9H HERB CHAMBERS HONDA/VEHICLE FIRE

\*\*\* CASE MODIFY 1/20/04 2:00:41 PM, mroessle  
into WIP WEDNESDAY and Status of Solving.

\*\*\* CASE MODIFY 1/21/04 10:08:24 AM, mroessle  
into WIP WEDNESDAY and Status of Solving.

\*\*\* NOTES 1/27/04 7:56:33 AM, mroessle, Action Type : Call to Customer

Spoke to the customer and informed him our investigation has concluded and that it determined not to be a defect in workmanship or materials. Customer

\*\*\* CASE MODIFY 1/27/04 7:56:48 AM, mroessle  
into WIP TUESDAY and Status of Solving.

\*\*\* CASE CLOSE 1/27/04 7:56:52 AM, mroessle

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

\*\*\* SUBCASE N012004-01-1200819-1 CLOSE 1/27/04 7:56:52 AM, mroessle

Status = Solving, Resolution Code = Instruction Given