

PE05-047

HONDA

11/14/2005

ATTACHMENT Q2

(Q2 PART A OF C)

PART 1 OF 5

Attachment Q2

PE05-047 Request No. 2
Warranty Lawsuit Summaries

Caption	Don-Juan Goode vs. American Honda Motor Co., Inc.
Court	Superior Court of California, County of San Mateo
Docket No.	CIV443416
Date AH Served	12/10/2004
Vehicle	2002 VFR 8002, JH2RC46102M4 [REDACTED]
Summary	Plaintiff claims engine not starting and repeatedly dying.

Caption	Stuart Kirk vs. Honda North America, Inc. et.al.
Court	Superior Court of California, Los Angeles County, Southwest District
Docket No.	YC050535
Date AH Served	3/18/2005
Vehicle	2002 VFR, JH2RC46462M [REDACTED]
Summary	Plaintiff claims unit has been in for repairs at least two times, as well as out of service in possession of an authorized repair facility for more than 43 days. Claims engine is causing sudden, unexpected stalling under normal use, in addition to other problems.

Caption	Neil Robertson vs. American Honda Motor Co., et. al.
Court	Superior Court of California, Los Angeles County Central District
Docket No.	BC285596
Date AH Served	11/20/02
Vehicle	2002 Honda VFR, JH2RC46162M [REDACTED]
Summary	Plaintiff claims a defective engine, which stalls at highway speeds. Vehicle has been in for repairs three separate times within 18 months. Claimant was in an accident on 9/8/02 – while changing from 2 nd to 1 st to negotiate slow speed right hand turn, let out clutch and light throttle simultaneously applied, when engine unexpectedly died and rear wheel locked up. Caused rear wheel to lose traction and bike skidded out from under him onto the right side.

Attachment Q4

Consumer Complaints

Case Report - M042005-07-2500776

Site/Caller Summary:

Site ID: 361625378

Site Name/Address:

HOLLYWOOD, FL

Time Zone:

None

Caller Name:

Caller Phone:

Alternate Phone:

Alt. Site ID:

Alt. Site Name/Address:

Alt. Contact Name:

Case Summary:

Case Title: - VFR800 - WIRE HARNESS - SHORT

ID: M042005-07-2500776

Call Type: Problem

Severity: N/A

Priority: N/A

Condition/Status: Closed/Closed

Part Description: MMCRC4612

Part Number: MMCRC4612

Product Serial Number: JH2RC46162M

Contract:

Case History:

*** HPP CHECK 07/25/2005 10:21:19 AM arios

The following HPP information was found

; FM2002000003906; ; 105503; 2003-01-19;
2007-01-19; ACTIVE

*** WARRANTY Check 07/25/2005 10:21:19 AM arios

01/18/2002; 01/18/2002; 01/18/2002; 01/18/2003;
; Yes; No; 01/19/2003; 01/19/2007; ; No; ;

*** CAMPAIGN CHECK 07/25/2005 10:21:23 AM arios

The following Campaign information was found

VFR800#1; L70; VFR800/A BATTERY DISCHARGE; 2002-12-07; FX
VFR#2; P13; '02 VFR800/A SEAT RAIL PUD; 2004-07-10; FX

*** CLAIM CHECK 07/25/2005 10:25:19 AM arios

The following Claim History information was found

0; 2002-08-15; 105503; 005411; 510; 611899 ; @STRAIGHT TIME L/O DRIVER

*** CLAIM CHECK 07/25/2005 10:28:18 AM arios

The following Claim History information was found

0; 2002-08-15; 105503; 005411; 510; 611899 ; @STRAIGHT TIME L/O DRIVER

Case History (Continued):

*** CLAIM CHECK 07/25/2005 10:28:28 AM arios
The following Claim History Information was found
0; 2002-08-15; 105503; 005411; 510; 611899 ; ©STRAIGHT TIME L/O DRIVER

*** NOTES 07/25/2005 10:33:02 arios Action Type: Call from Customer
TT PAUL CLARK

C states he has had four electrical failures with the unit in the past and wants to know when we will admit we have a problem, C states his engine dies out and his headlights as well , C states this has happened to him in the past as well.

C states it first occurred at 18000 mi, C states the sub harness shorts out, and the main fuse blew, C states shortly after the ECM went out and most recently he experienced the same things, C states the ground ECM wire burned up and the wire harness as well. C states he will get rid of unit if we don't put out a permanent fix.

We thank him for his feedback. It sounds like dlr has been taking care of his unit. claims for prior repairs.

C states he wants to be notified when we do something about this know concern.
We informed C that if a recall is to come, he will be notified in writing,

*** SUBCASE M042005-07-2500776-1 7/25/2005 10:33:39 AM arios

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	07/25/2005 10:35:44 AM	arios	Status = ...
Subcase Close	07/25/2005 10:35:44 AM	arios	Number = ...
Modify	07/25/2005 10:35:39 AM	arios	into WIP ...
Modify	07/25/2005 10:35:12 AM	arios	into WIP ...
Modify	07/25/2005 10:35:04 AM	arios	into WIP ...
Subcase Create	07/25/2005 10:33:39 AM	arios	Number = ...
Modify	07/25/2005 10:33:11 AM	arios	into WIP ...
Notes	07/25/2005 10:33:02 AM	arios	TT PAUL C...
Modify	07/25/2005 10:28:32 AM	arios	into WIP ...
Claims lookup	07/25/2005 10:28:28 AM	arios	CLAIM CHE...
Claims lookup	07/25/2005 10:28:18 AM	arios	CLAIM CHE...
Claims lookup	07/25/2005 10:25:19 AM	arios	CLAIM CHE...
Campaign lookup	07/25/2005 10:21:23 AM	arios	CAMPAIGN ...
HPP lookup	07/25/2005 10:21:19 AM	arios	HPP CHECK...
Extended warran	07/25/2005 10:21:19 AM	arios	WARRANTY ...
Create	07/25/2005 10:19:37 AM	arios	Contact =...

Case Report - M042004-06-0201289

Site/Caller Summary:

Site ID: 342963611
Site Name/Address: [REDACTED]
OAK VIEW, CA [REDACTED]
Time Zone: None
Caller Name: [REDACTED]
Caller Phone: [REDACTED]
Alternate Phone: [REDACTED]

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: [REDACTED] - VFR800A - ENGINE ISSUES
ID: M042004-06-0201289
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4642
Part Number: MMCRC4642
Product Serial Number: JH2RC46462M400230
Contract:

Case History:

*** NOTES 06/02/2004 15:20:14 jlmiller Action Type: Call from Customer
Cust called HRS stating that he took his VRF800 to dlr # 105080.

Cust stated that his engine kept dying on the road and he would start it then it would die again.

Cust stated that dlr replaced tip over sensor. Cust also stated that on the way home it died again. 7 times w/in 25 miles.

Cust stated that his engine has died over a total of 20 times.

Cust has been contacting Eric at dlr to indicate on how to solve the prob. Cust. states that dlr is unable to detect the prob.

Cust states that it has been well over 2 months since the tip over was replaced and something needs to be done.

Cust stated that it could be a defect.

Advised cust that HRS would have a specialist follow up w/dlr. Also advise cust that the turnaround time would be 24 to 48 hrs.

*** NOTES 06/02/2004 16:53:17 arodrigu Action Type: Note-General
TL notes state possible harness issue, intermittent and dlr is to call back w/findings -

Case History (Continued):

will call cust tomorrow.

*** COMMIT 06/02/2004 16:53:38 arodrigu Action Type: N/A

*** SUBCASE M042004-06-0201289-1 6/2/2004 4:54:45 PM arodrigu

*** HPP CHECK 06/03/2004 04:37:12 PM arodrigu
No HPP Information was found

*** WARRANTY Check 06/03/2004 04:37:12 PM arodrigu
12/28/2002; 12/28/2002; 12/30/2002; ; 12/28/2002; 12/28/2003; ;
; No; No; ; ; No; ; ;
; ;

*** NOTES 06/03/2004 16:43:31 arodrigu Action Type: Call to Dealer
Dlr/Eric (105080) sys that DSM/01B autho'd bank angle sensor to be replaced as G/W as an attempt to resolve cust's issue but when part was replaced - cust continued to have same issue. Dlr sys he has tried contacting DSM since 5/27 and has not heard from him, sys the dlr has NOT been able to duplicate issue themselves but cust sys it is intermittent and dlr believes him, sys cust is OOW and nothing further was promised.

Adv'd CR would try to contact DSM to adv.

*** NOTES 06/03/2004 16:46:31 arodrigu Action Type: Field/DSM
TT DSM/01B and adv'd dlr info.

DSM sys will try to give him a call tomorrow.

*** NOTES 06/03/2004 16:48:16 arodrigu Action Type: Call to Customer
Left mssg w/custs wife (Carol Ann) req'g call back.

*** COMMIT 06/03/2004 16:48:34 arodrigu Action Type: N/A

*** COMMIT 06/03/2004 04:48:36 PM arodrigu Action Type: Update Commitment
Call dlr for f/u, then cust.

*** NOTES 06/04/2004 08:59:38 mmehaffi Action Type: Call from Customer
Cust seeking to speak with Angie
Transferred to Darrin

*** NOTES 06/04/2004 09:00:37 arodrigu Action Type: Call from Customer
Adv'd cust that dlr should be in contact w/DSM now and he should have update after that.

Cust sys great, he just wants his bike repaired.

*** NOTES 06/04/2004 10:14:47 tlamping Action Type: Call from Customer
DSM inspecting m/c at dealer today.

Case History (Continued):

*** COMMIT 06/07/2004 14:55:10 arodrigu Action Type: N/A

*** COMMIT 06/07/2004 02:55:13 PM arodrigu Action Type: Update Commitment
Call dlr for f/u, then cust.

*** NOTES 06/08/2004 16:51:12 arodrigu Action Type: Call to Dealer
TT dlr/Eric, sys he spoke w/DSM and DSM was willing to look into assisting dlr find what is wrong w/bike since it still has not been duplicated and cust is OOW but recently rcv'd letter from cust pointing finger at dlr and sys he feels he has not done anything but try to help cust, sys himself and owner are hurt by letter and will be calling cust tomorrow to adv dlr will no longer be assisting cust with investigation. Dlr sys bike has nit even been at dlr since April anyway and they do not wish to have bike back at dlr.

Adv'd dlr I will f/u w/him tomorrow afternoon if cust does not call first.

*** COMMIT 06/08/2004 16:52:11 arodrigu Action Type: N/A

*** COMMIT 06/08/2004 04:52:12 PM arodrigu Action Type: Update Commitment
Call dlr for f/u, then cust.

*** NOTES 06/09/2004 12:41:43 arodrigu Action Type: Call to Dealer
Dlr/Eric sys he adv'd cust of dlr not wishing to investigate this issue on his MCY any longer and sys he has also adv'd DSM, sys cust was upset but did adv cust that it was mostly due to cust's letter.

*** NOTES 06/09/2004 13:02:51 arodrigu Action Type: Call to Customer
TT cust re: dlrs decision and cust sys his letter was not a "disturbing" letter and req'd CR fax # to send any correspondence to dlr so that CR would have on file, also asking what he should do now.

Adv'd cust of fax # and adv'd cust that at this point his contention has yet to be duplicated by a dlr but if he feels there is an issue with his bike he would need to take to another dlr.

Cust sys he will call and inform CR of which dlr he has taken it to once he decides.

*** COMMIT 06/09/2004 13:04:59 arodrigu Action Type: N/A

*** COMMIT 06/09/2004 01:05:00 PM arodrigu Action Type: Update Commitment
Cust take to dlr?

*** NOTES 06/09/2004 16:15:16 arodrigu Action Type: Note-General
Rcv'd fax (letters from cust to dlr). - Attached.

*** COMMIT 06/14/2004 14:22:27 arodrigu Action Type: N/A

*** COMMIT 06/14/2004 02:22:29 PM arodrigu Action Type: Update Commitment
Cust take to dlr?

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
HPP lookup	06/03/2004 04:37:12 PM	alara1	HPP CHECK...
Extended warran	06/03/2004 04:37:12 PM	alara1	WARRANTY ...
Modify	06/03/2004 04:35:25 PM	alara1	into WIP ...
Modify	06/03/2004 04:35:16 PM	alara1	into WIP ...
Modify	06/02/2004 04:55:44 PM	alara1	into WIP ...
Subcase Create	06/02/2004 04:54:45 PM	alara1	Number = ...
Commit	06/02/2004 04:53:38 PM	alara1	Made to S...
Notes	06/02/2004 04:53:17 PM	alara1	TL notes ...
Accept	06/02/2004 04:50:07 PM	alara1	from Queu...
Dispatch	06/02/2004 03:25:00 PM	sbooker	from WIP ...
Accept	06/02/2004 03:24:13 PM	sbooker	from Queu...
Dispatch	06/02/2004 03:20:57 PM	jlmiller	from WIP ...
Modify	06/02/2004 03:20:24 PM	jlmiller	into WIP ...
Notes	06/02/2004 03:20:14 PM	jlmiller	Cust call...
Modify	06/02/2004 02:34:26 PM	jlmiller	into WIP ...
Create	06/02/2004 02:27:15 PM	jlmiller	Contact =...

Attachments to Case:

File Name	Location
stuart kirk	X:\CRMS\MC Division\Customer Relations\dmassrey\stuart kirk.tif

Case Report - M042005-05-0202470

Site/Caller Summary:

Site ID: 366402723
Site Name/Address: [REDACTED]

SMYRNA, GA [REDACTED]

Time Zone: None
Caller Name: [REDACTED]
Caller Phone: [REDACTED]
Alternate Phone: [REDACTED]

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: MOLKNER, TODD - VFR800 SADDLE BAG INFO
ID: M042005-05-0202470
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4612
Part Number: MMCRC4612
Product Serial Number: JH2RC46182M [REDACTED]
Contract:

Case History:

*** NOTES 05/02/2005 15:07:07 jlmiller Action Type: Call from Customer
cust states he bought saddle bags from dlr 105020 last Aug. by mail
cust states since he has had the bags, they leak every time it rains or he washes the bike
cust states the dlr by his home referred him to Honda for assist
cust is wanting to know what can be done, because this is a defect

advised cust a case specialist would contact him in 2-3 business days

*** NOTES 05/05/2005 09:55:40 bolsin Action Type: Note-Technical
spoke to Scott in accessories, he states that AH has never made any claims that the hard luggage " are water tight ", states they are rubber sealed to ensure a tight seal, to prevent wear, suggested that the customer use the optional trunk bags or wrap his belongings in a plastic bag for more protection.

*** NOTES 05/05/2005 09:56:26 bolsin Action Type: Call to Customer
called the customer at the # provided, advised in a VM that AH is requesting a call back, provided the HRS #.

*** SUBCASE M042005-05-0202470-1 5/5/2005 9:56:48 AM bolsin

*** NOTES 05/05/2005 10:36:28 arios Action Type: Call from Customer
Called for bill , transferred to VM, emailed personnel

*** NOTES 05/06/2005 09:40:30 jjohnson Action Type: Call from Customer
cust called for Bill
transferred call to VM

*** CLAIM CHECK 05/06/2005 10:08:52 AM bolsin
The following Claim History information was found
0; 2002-08-05; 104002; 017516; 510; 615145 ; IGNITION SWITCH OR IGNITION/STEERING LOCK

*** HPP CHECK 05/06/2005 10:11:44 AM bolsin
No HPP information was found

*** WARRANTY Check 05/06/2005 10:11:44 AM bolsin
07/31/2002; 07/31/2002; 07/31/2002; ; 07/31/2002; 07/31/2003; ; No;
No; ; ; No; ; ; ;

Case History (Continued):

*** CLAIM CHECK 05/06/2005 10:13:00 AM bolsin
The following Claim History information was found
0; 2002-08-05; 104002; 017516; 510; 615145 ; IGNITION SWITCH OR IGNITION/STEERING LOCK

*** HPP CHECK 05/12/2005 02:48:33 PM bolsin
No HPP information was found

*** WARRANTY Check 05/12/2005 02:48:33 PM bolsin
07/31/2002; 07/31/2002; 07/31/2002; ; 07/31/2002; 07/31/2003; ; ; No;
No; ; ; ; No; ; ; ;

*** CLAIM CHECK 05/12/2005 02:48:49 PM bolsin
The following Claim History information was found
0; 2002-08-05; 104002; 017516; 510; 615145 ; IGNITION SWITCH OR IGNITION/STEERING LOCK

*** NOTES 05/12/2005 14:56:54 bolsin Action Type: Call to Customer
called the customer , he states that his VFR is RED, states he also needs a key blank.

*** NOTES 05/18/2005 14:36:05 bolsin Action Type: Note-Third Party
spoke to Scott P. he states that there are NO key blanks ava.

*** HPP CHECK 05/23/2005 08:33:04 AM bolsin
No HPP information was found

*** WARRANTY Check 05/23/2005 08:33:04 AM bolsin
07/31/2002; 07/31/2002; 07/31/2002; ; 07/31/2002; 07/31/2003; ; ; No;
No; ; ; ; No; ; ; ;

*** CAMPAIGN CHECK 05/23/2005 08:33:07 AM bolsin
The following Campaign information was found
VFR800#1; L70; VFR800/A BATTERY DISCHARGE; 2002-11-23; FX
VFR#2; P13; '02 VFR800/A SEAT RAIL PUD; 2004-08-28; FX

*** NOTES 05/23/2005 08:37:43 bolsin Action Type: Call to Customer
called the customer at hm, advised the customer that AH does NOT have key blanks for you for your saddlebags.
advised the customer that I have NOT heard back from accessories that they have a spare LEFT saddlebag for you,
will follow up later.

customer continues to claim that there is a " Know issue in the wire harness ".

advised the customer that AH will doc the concerns, advised will be out of the office for the next 2 weeks.

*** NOTES 05/27/2005 10:08:32 arios Action Type: Call from Customer
EXPLAINED TO c/ that bill is out the office, we can make sure he gets message, will xfer to bill VM, c
understood and had more feedback for bill (saddle bags)

*** NOTES 06/20/2005 14:55:45 bolsin Action Type: Note-Third Party
called Scott P. in accesories, advised in a VM I was wondering IF he found that left saddlebag? asked for a call
back.

*** NOTES 06/27/2005 14:08:45 bolsin Action Type: Note-General
received the spare used saddlebag from Scot P. part in good used condition, great for a G/W gift.

*** NOTES 06/27/2005 14:09:35 bolsin Action Type: Call to Customer
called the customer on the cell, VM states that this # had been disconnected.

*** NOTES 06/29/2005 08:12:34 bolsin Action Type: Field/DSM
DSM called in (Ray) states that he was at a dlr and this customer came up to him and started explaining to him
his concerns that AH is " hiding a defect in the charging system of the VFR800 ", DSM states that it may be wise
to follow up with Fred W. about the customers concerns with the wiring from the ALT. to the battery. advised the
DSM HRS will keep you updated.

*** NOTES 07/05/2005 07:38:39 bolsin Action Type: Note-Technical
spoke to Chris C. QIC , he states taht he knows of no concerns with the wiring harness of a stock VFR800.
thanked.

*** NOTES 07/07/2005 06:51:33 mmeier Action Type: Call from Customer
Cust called to spk with Bill

Case History (Continued):

Transferred to VM
Cust requested supervisor if received VM again
Advsd request can be put in for supervisor but it will be 1-2 business days before someone can get back to him

*** NOTES 07/13/2005 14:44:28 kpierce Action Type: Call from Customer
Cust seeking to talk to Bill ***
Transferred to VM
Sent e-mail message also

Cust really seeking to know any new updated info found on the wiring harness concern he is having.

*** NOTES 07/15/2005 07:40:11 bolsin Action Type: Call to Customer
called the customer at hm, he states that he is in the middle of some work, states that he will call me back later today.

*** NOTES 07/15/2005 09:48:20 bolsin Action Type: Call from Customer
customer called in, states that he is returning AH's call, asking IF AH has had any sort of concerns with the wire harness? advised the customer after research with the QIC, advised the customer that AH does " not have a concern with OEM VRF800's in the area of his concerns " (wire harness) advised the customer that his higher wattage bulbs caused his concern (per the T/L) .

advised the customer that AH appreciates the LOL, advised that AH will send you a G/W left saddlebag, confirmed the customers address.

customer happy with HONDA, advised " keep it stock, add gas, ride ". thanked.

*** NOTES 08/05/2005 10:24:00 bolsin Action Type: Note-General
shipped the customer his G/W left saddlebag from the acces. dept.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	08/05/2005 10:25:35 AM	bolsin	Status = Closed, Resoluti...
Subcase Close	08/05/2005 10:25:35 AM	bolsin	Number = M042005-05-02024...
Modify	08/05/2005 10:24:05 AM	bolsin	into WIP cases and Status...
Notes	08/05/2005 10:24:00 AM	bolsin	shipped the customer his ...
Modify	08/02/2005 02:28:18 PM	bolsin	into WIP cases and Status...
Modify	07/29/2005 10:13:26 AM	bolsin	into WIP cases and Status...
Modify	07/29/2005 10:13:23 AM	bolsin	into WIP cases and Status...
Modify	07/29/2005 09:59:30 AM	bolsin	into WIP cases and Status...
Modify	07/15/2005 09:48:29 AM	bolsin	into WIP cases and Status...
Notes	07/15/2005 09:48:20 AM	bolsin	customer called in, state...
Modify	07/15/2005 07:40:14 AM	bolsin	into WIP cases and Status...
Notes	07/15/2005 07:40:11 AM	bolsin	called the customer at hm...
Notes	07/13/2005 02:44:28 PM	kpierce	Cust seeking to talk to B...
Notes	07/07/2005 06:51:33 AM	mmeier	Cust called to spk with B...
Modify	07/05/2005 07:42:07 AM	bolsin	into WIP cases and Status...
Modify	07/05/2005 07:42:02 AM	bolsin	into WIP cases and Status...
Notes	07/05/2005 07:38:39 AM	bolsin	spoke to Chris C. QIC , h...
Modify	06/30/2005 09:11:29 AM	bolsin	into WIP cases and Status...
Modify	06/29/2005 08:12:39 AM	bolsin	into WIP cases and Status...
Notes	06/29/2005 08:12:34 AM	bolsin	DSM called in (Ray) sta...
Modify	06/29/2005 07:53:03 AM	bolsin	into WIP cases and Status...
Modify	06/29/2005 07:50:34 AM	bolsin	into WIP cases and Status...
Modify	06/27/2005 02:09:38 PM	bolsin	into WIP cases and Status...
Notes	06/27/2005 02:09:35 PM	bolsin	called the customer on th...
Modify	06/27/2005 02:08:49 PM	bolsin	into WIP cases and Status...
Notes	06/27/2005 02:08:45 PM	bolsin	received the spare used s...
Modify	06/20/2005 02:55:49 PM	bolsin	into WIP cases and Status...
Notes	06/20/2005 02:55:45 PM	bolsin	called Scott P. in acceso...
Rule Action	05/30/2005 02:02:15 PM	sa	Action owner - 30 days of...
Notes	05/27/2005 10:08:32 AM	arios	EXPLAINED TO c/ that bill...
Modify	05/23/2005 08:37:47 AM	bolsin	into WIP cases and Status...
Notes	05/23/2005 08:37:43 AM	bolsin	called the customer at hm...
Campaign lookup	05/23/2005 08:33:07 AM	bolsin	CAMPAIGN CHECK 05/23/2005...
HPP lookup	05/23/2005 08:33:04 AM	bolsin	HPP CHECK 05/23/2005 08:3...
Extended warran	05/23/2005 08:33:04 AM	bolsin	WARRANTY Check 05/23/2005...
Modify	05/23/2005 08:32:04 AM	bolsin	into WIP cases and Status...
Modify	05/23/2005 08:12:20 AM	bolsin	into WIP cases and Status...
Modify	05/18/2005 02:37:37 PM	bolsin	into WIP cases and Status...
Notes	05/18/2005 02:36:05 PM	bolsin	spoke to Scott P. he stat...
Modify	05/12/2005 02:57:00 PM	bolsin	into WIP cases and Status...
Notes	05/12/2005 02:56:54 PM	bolsin	called the customer , he ...
Claims lookup	05/12/2005 02:48:49 PM	bolsin	CLAIM CHECK 05/12/2005 02...
HPP lookup	05/12/2005 02:48:33 PM	bolsin	HPP CHECK 05/12/2005 02:4...
Extended warran	05/12/2005 02:48:33 PM	bolsin	WARRANTY Check 05/12/2005...
Modify	05/06/2005 12:06:59 PM	bolsin	into WIP cases and Status...
Claims lookup	05/06/2005 10:13:00 AM	bolsin	CLAIM CHECK 05/06/2005 10...
HPP lookup	05/06/2005 10:11:44 AM	bolsin	HPP CHECK 05/06/2005 10:1...

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Extended warran	05/06/2005 10:11:44 AM	bolsin	WARRANTY Check 05/06/2005...
Claims lookup	05/06/2005 10:08:52 AM	bolsin	CLAIM CHECK 05/06/2005 10...
Notes	05/06/2005 09:40:30 AM	jjohnson	cust called for Bill••tra...
Notes	05/05/2005 10:36:28 AM	arios	Called for bill , transfe...
Modify	05/05/2005 09:57:36 AM	bolsin	into WIP M04 cases and St...
Subcase Create	05/05/2005 09:56:48 AM	bolsin	Number = M042005-05-02024...
Notes	05/05/2005 09:56:26 AM	bolsin	called the customer at th...
Notes	05/05/2005 09:55:40 AM	bolsin	spoke to Scott in accesso...
Modify	05/05/2005 08:46:43 AM	bolsin	into WIP M04 cases and St...
Accept	05/05/2005 08:44:39 AM	bolsin	from Queue MC Tor bolsin ...
Rule Action	05/04/2005 04:43:46 PM	sa	Action Task - owners supv...
Rule Action	05/03/2005 04:43:46 PM	sa	Action Task - Current Own...
Dispatch	05/02/2005 05:43:46 PM	sbooker	from WIP IN BOX to Queue ...
Accept	05/02/2005 05:43:14 PM	sbooker	from Queue MC Motorcycle...
Dispatch	05/02/2005 03:07:14 PM	jlmiller	from WIP Open Cases to Qu...
Notes	05/02/2005 03:07:07 PM	jlmiller	cust states he bought sad...
Modify	05/02/2005 03:04:34 PM	jlmiller	into WIP Open Cases and S...
Modify	05/02/2005 03:04:06 PM	jlmiller	into WIP Open Cases and S...
Create	05/02/2005 03:02:15 PM	jlmiller	Contact = TODD MOLKNER, P...

Case Report - M012003-09-1600151

Site/Caller Summary:

Site ID: 364044847
Site Name/Address: [REDACTED]
BULLARD, TX [REDACTED]
Time Zone: None
Caller Name: [REDACTED]
Caller Phone: [REDACTED]
Alternate Phone: [REDACTED]
Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: CRAIG, ROGER - VFR800 WARRANTY CONCERN(ELECTRICAL)
ID: M012003-09-1600151
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4642
Part Number: MMCRC4642
Product Serial Number: JH2RC46422M [REDACTED]
Contract:

Case History:

***NOTES LOG 09/16/2003 07:28:13 AM dcjones
TT cust and he indicated that his unit has been at dlr 105661 and he took it there for an electrical issue. Cust indicated that they are charging cust \$590.00 for replacing four or five relays and a headlight switch. Cust indicated that he has modulators on the front and rear lights and the dlr indicated that they could not prove that was the reason for his electrical issue, but since cust modified the unit, he would have to pay for the repairs. Cust indicated he had a problem with the dlr assuming the modulators where the problem and making forcing full responsibility for the repair on him.

Cust indicated that he should not automatically be at fault for something that is not proven. Cust also added that his main contention is that his unit will stall on him, and cut out. Advised cust that AHM would contact the dlr in hopes of gathering more information that will help explain the dlr's position, and advised cust AHM would be in contact with him. Cust understood.

*** NOTES 09/16/2003 07:29:03 dcjones Action Type: Note-General
TECH LINE NOTES

***NOTES LOG 08/29/2003 09:03:09 AM nhenkel
Complaint:
electric issue

Contention:
cus contends that the unit will just shut off
dlr states that the unit will shut down
dlr states that the unit has headl light and tail light flasher
dlr has removed all the accessories from the unit but the abs and fi light are flickering
dlr states that the relays for the head light will flicker really fast
has all the ground been checked ? no have not checked

Recommendation:
advised dlr to check all grounds for the unit

*** SUBCASE M012003-09-1600151-1 9/16/2003 7:30:37 AM dcjones

*** COMMIT 09/16/2003 07:32:44 dcjones Action Type: N/A

*** NOTES 09/16/2003 11:48:03 dcjones Action Type: Call to Dealer
TT Jeff (SM) and he indicated that the cust's aftermarket wiring for his modulators caused a great portion of his electrical failure. SM indicated that the cust feels the diagnosis time should be covered under warranty as

Case History (Continued):

well as the labor time. SM indicated that is why cust called AHM CR because he does not want to pay for the repairs.

*** NOTES 09/16/2003 12:56:11 dcjones Action Type: Call to Customer

TT cust and explained to him that AHM would not participate in the repair because the cause of the repair is the aftermarket modulators that cust installed on unit. Explained to cust that AHM is not responsible for any part that he installs on the unit or any part that malfunctions due to an after market part that cust installed on unit. Cust understood and indicated that he would not hook up the modulators to his unit again and wants to know if the problem still persists, does this mean the dlr was looking in the wrong directions. Advised cust that until the dlr finds a part proven to be defective in material or factory workmanship, under the normal use for the applicable warranty period, there is no warranty concern. Cust understood and AHM closed case.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	09/16/2003 12:56:28 PM	dcjones	Status = Closed, Resoluti...
Subcase Close	09/16/2003 12:56:28 PM	dcjones	Number = M012003-09-16001...
Notes	09/16/2003 12:56:11 PM	dcjones	TT cust and explained to ...
Notes	09/16/2003 11:48:03 AM	dcjones	TT Jeff (SM) and he indic...
Modify	09/16/2003 07:32:49 AM	dcjones	into WIP In Box and Statu...
Subcase Create	09/16/2003 07:30:37 AM	dcjones	Number = M012003-09-16001...
Notes	09/16/2003 07:29:03 AM	dcjones	TECH LINE NOTES*****N...
Notes	09/16/2003 07:28:13 AM	dcjones	TT cust and he indicated ...
Create	09/16/2003 07:28:13 AM	dcjones	Contact = ROGER CRAIG, Pr...

Case Report - M012005-07-2701056

Site/Caller Summary:

Site ID: 369985772

Site Name/Address:

MOUNT HOLLY, NJ

Time Zone:

None

Caller Name:

Caller Phone:

Alternate Phone:

Alt. Site ID:

Alt. Site Name/Address:

Alt. Contact Name:

Case Summary:

Case Title: CLAAR, MARK - VFR800 PRODUCT COMPLAINT(WIRE HARNESS BURNT)

ID: M012005-07-2701056

Call Type: Problem

Severity: N/A

Priority: N/A

Condition/Status: Open/Solving

Part Description: MMCRC4612

Part Number: MMCRC4612

Product Serial Number: JH2RC46152M

Contract:

Case History:

*** CLAIM CHECK 07/27/2005 01:26:39 PM rcruz

The following Claim History information was found

0; 2002-04-01; 104824; 010135; 510; 413180A ; MIRROR (LEFT)

*** HPP CHECK 07/27/2005 01:27:34 PM rcruz

No HPP information was found

*** WARRANTY Check 07/27/2005 01:27:34 PM rcruz

03/20/2002; 03/20/2002; 03/21/2002; ; 03/20/2002; 03/20/2003; ;

; No; No; ; ; No; ; ;

*** SUBCASE M012005-07-2701056-1 7/27/2005 1:56:01 PM rcruz

*** NOTES 07/27/2005 14:36:32 rcruz Action Type: Call from Customer

CC to voice is total displeasure with his 2003 VFR800 and it's electrical issues(see case history).

cust contention.....on the 16th of July while riding 4th day of a trip, his bike would not restart after gasing up. the bike was looked at by friends, it would stop running once the start button was let go, some relays were removed(did not explain which- rode home in rain with no headlight or tail lights), which allowed the bike to run.

cust states that he has been having issues with his bike since new, he also reference ECM PUD and the stator PUD.

Case History (Continued):

cust stated that some of the red wires were browned, some harness connections were melted together and also suggested that we (MT03) look at VFR Internet threads that show other owners having the same issues.

cust also informed us that he has TT DSM Todd and informed that AH will replace any parts even though unit no longer has wrnty, but cust informed us that unless replacement parts have been redesigned he does not want unit.

we informed cust that we will research concern(TT dlr and DSM) and f/u once info is given.

cust stated that he was looking into buy another motorcycle and it will definitely not be a Honda after the recent experiences he has had with this bike and thanked AH for the assistance.

*** COMMIT 07/27/2005 14:36:49 rcruz Action Type: N/A

f/u dlr and DSM Crews

*** NOTES 07/28/2005 07:48:52 rcruz Action Type: Field/DSM
left VM for DSM requesting advisement on cust case.

*** FULFILL 07/28/2005 12:27:04 rcruz Action Type: N/A

*** NOTES 07/28/2005 12:51:27 rcruz Action Type: Call to Dealer

TT SM Allen at dlr104638 in regards to cust unit for f/u.

we asked Allen to give us a brief overview of the cust unit(what caused failure, what fix is needed and last time he TT DSM)

Allen informed us that DSM visited dlr last thursday, front connection melted, DSM approved repairs under wrnty and also informed us that DSM has not seen bike.

Allen also informed us that he believes the fix is removing ground front connection and adding another ground to the frame.

we thanked Allen for info.

*** NOTES 07/28/2005 12:51:48 rcruz Action Type: Call to Customer

CC,left VM for call back.

*** NOTES 07/29/2005 06:58:37 rcruz Action Type: Call from Customer

late entry from 7/28/05

TT cust in regards to case for f/u.

we informed cust that his case is being researched, his unit will be fixed by AH under GW wrnty and informed cust that we will f/u after new info is gained.

we also did caution that research does not mean any of his previous requests will be met.

cust thanked AH for info, he also informed us that he drafted a letter to the and sent it to the NHTSA.

*** NOTES 07/29/2005 07:01:01 rcruz Action Type: Field/DSM

we rec'd VM from DSM Crews confirming that unit's sub harness, main harness, fuse box will be repaired under GW wrnty and also informed us that case is being researched.

*** NOTES 07/29/2005 12:15:05 rcruz Action Type: Call to Customer

TT cust in regards to unit for f/u.

we informed cust that AH is actively investigating the wire harness failure on his unit and

Case History (Continued):

offered to have his unit inspected by AH's tech staff.

cust agreed to have his unit inspected, also wanted to convey his over all disappointment with Honda to the point that he will no longer purchase another Honda product. cust has had to cancel riding trips, the bike has been at the dlr for a month, the riding season is only a few months(Northeast) and even if he gets the bike back he will not trust it because the repair did not remedy why it happens. cust also requested that he be given an additional 3yrs of wrnty

we apologized to cust for concern, advised that AH is willing to look at his bike in an effort to address his concerns and informed hin that inspection is to take place in 2wks. we also informed cust that we will make the request after unit's inspection and resolution has been met.

cust wanted to make sure that AH understand the magnitude in which ownership of his bike has changed his perspective on Honda products and consumer concern. cust also stated that if this failure happens again legal action will be taken.

we informed cust that we will keep him informed on any changes or updates to case and inspections.

cust thanked MT03 for assistance and apologized if he came across rude or abrasive.

*** NOTES 08/25/2005 08:45:27 rcruz Action Type: Field/DSM

DO NOT SHARE WITH CUST

e-mail from DSM Crews

Myself and 3 Japan engineers replaced the wiring harness on the unit on 8-8-05 so the engineers could test the harness for a melting connector issue.

The dealer completed the repair (reinstalled fairing and test rode) that week and the customer picked up that weekend. No more info than that.

TC

*** NOTES 08/25/2005 08:46:29 rcruz Action Type: Call to Customer

CC, left VM for call back

*** NOTES 08/30/2005 13:42:12 jthames Action Type: Call from Customer

Cust called to speak with Randy.

Transferred to VM.

*** NOTES 08/30/2005 14:11:57 rcruz Action Type: Call to Customer

TT cust in regards to unit and repairs at dlr104638 for f/u.

we asked cust for an update on repairs to his unit.

cust informed us that he picked up the bike a wk ago, but hasn't road it much at all and seems to run fine. the wire harness, rear sub harness, O2 sensors by passes were all taken and new ones replaced by the Japanese techs, that did a great job.

cust asked if AH has made a decision and also requested an extended wrnty.

we informed cust that we have not heard anything as of yet, informed him that we cannot say if extended wrnty can be offered and suggested that cust wait until a clear decision is made, at which time we can discuss extended wrnty.

cust thanked AH for the call, informed us that he will take the bike on a long ride in a few wks and is looking forward to our call once a decision is made.

we informed cust that we will f/u after info pertaining to case is gained.

Activity Summary:

Activity	Date/Time	Originator	Additional Information

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Notes	08/30/2005 02:11:57 PM	rcruz	TT cust i...
Notes	08/30/2005 01:42:12 PM	jthames	Cust call...
Notes	08/25/2005 08:46:29 AM	rcruz	CC, left ...
Notes	08/25/2005 08:45:27 AM	rcruz	DO NOT SH...
Rule Action	08/24/2005 12:24:32 PM	sa	Action ow...
Notes	07/29/2005 12:15:05 PM	rcruz	TT cust i...
Notes	07/29/2005 07:01:01 AM	rcruz	we recv'd...
Notes	07/29/2005 06:58:37 AM	rcruz	late entr...
Notes	07/28/2005 12:51:48 PM	rcruz	CC, left V...
Notes	07/28/2005 12:51:27 PM	rcruz	TT SM All...
Fulfill	07/28/2005 12:27:04 PM	rcruz	Fulfilled...
Notes	07/28/2005 07:48:52 AM	rcruz	left VM f...
Commit	07/27/2005 02:36:49 PM	rcruz	Made to M...
Notes	07/27/2005 02:36:32 PM	rcruz	CC to voi...
Subcase Create	07/27/2005 01:56:01 PM	rcruz	Number = ...
HPP lookup	07/27/2005 01:27:34 PM	rcruz	HPP CHECK...
Extended warran	07/27/2005 01:27:34 PM	rcruz	WARRANTY ...
Claims lookup	07/27/2005 01:26:39 PM	rcruz	CLAIM CHE...
Modify	07/27/2005 01:25:32 PM	rcruz	into WIP ...
Modify	07/27/2005 01:25:13 PM	rcruz	into WIP ...
Create	07/27/2005 01:24:32 PM	rcruz	Contact =...

Case Report - M042005-08-0100507

Site/Caller Summary:

Site ID:
Site Name/Address:

BENSON, AZ

Time Zone:
Caller Name:
Caller Phone:
Alternate Phone:

None

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: [REDACTED] VFR800A - TECH SUPPORT / DEALER LOCATION
ID: M042005-08-0100507
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4642
Part Number: MMCRC4642
Product Serial Number: JH2RC46442M [REDACTED]
Contract:

Case History:

*** SUBCASE M042005-08-0100507-1 8/1/2005 7:16:46 AM mmeier

*** NOTES 08/01/2005 07:19:34 mmeier Action Type: Call from Customer

Cust called in reference to repairs on unit

Cust said that battery is completely fried and he is on vacation

Cust is no longer under warranty and wanted to know if AHM could give tech support as most dlrs are closed on Mondays

Advsd cust that CR cannot provide tech support and he will need to get into dlrship

Provided cust with names of alternate dealers that may be open on Mondays

Cust had no further question

*** SUBCASE M042005-08-0100507-2 8/1/2005 7:20:45 AM mmeier

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	08/01/2005 07:21:05 AM	mmeier	Status = Closed, Resoluti...
Subcase Close	08/01/2005 07:21:05 AM	mmeier	Number = M042005-08-01005...
Subcase Close	08/01/2005 07:21:03 AM	mmeier	Number = M042005-08-01005...
Modify	08/01/2005 07:20:57 AM	mmeier	into WIP default and Stat...
Subcase Create	08/01/2005 07:20:45 AM	mmeier	Number = M042005-08-01005...
Notes	08/01/2005 07:19:34 AM	mmeier	Cust called in reference ...
Subcase Create	08/01/2005 07:16:46 AM	mmeier	Number = M042005-08-01005...
Create	08/01/2005 07:16:35 AM	mmeier	Contact = MATT FOSCUE, Pr...

No attachment to Case.

Case Report - M012004-09-2201543

Site/Caller Summary:

Site ID:
Site Name/Address:

FREMONT, CA

Time Zone:
Caller Name:
Caller Phone:
Alternate Phone:

None

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: [REDACTED] VFR800A WIRING HARNESS HAS MELTED 2X
ID: M012004-09-2201543
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4642
Part Number: MMCRC4642
Product Serial Number: JH2RC46492M [REDACTED]
Contract:

Case History:

*** NOTES 09/22/2004 17:07:04 pballard Action Type: Call from Customer
Customer states that his bike is in the shop for the exact same problem
He states that this time it has been w/the dealer for about 20 days.

He states that the wiring harness has burnt up and there is no known
reason as to why this has happened.

He states that the dlr informed him that AHM has told dlr to replace the harness
and the stator. He states that the DSM has been out to take pics

Customer states that all of this has caused the bike to stop and has caused
him a considerable expense because he has had to miss trips or rent bikes.

He feels that the engine cutting out is a safety issue.

Advised the customer that a call will be placed to the DSM and to the dlr and a call back to him.

*** NOTES 09/27/2004 13:23:30 csexton Action Type: Call from Customer
Cust requesting case holder - n/a took message and forwarded pink slip.

*** NOTES 09/27/2004 13:36:59 pballard Action Type: Call to Dealer
Spoke with dealer. SM states that they were instructed by TL to replace the entire wiring harness and some
gaskets.

*** NOTES 09/28/2004 10:55:27 pballard Action Type: Note-Technical
LATE NOTE ENTRY:

Spoke with TL rep yesterday 9/27/04. Asked why could this happen 2x with the wireharness melting?
Rep stated that they are not sure why this happened. They have checked all wires and there is no pinch
in any wires. The only thing that it could be is some accessories or after market parts that may have been
put on the bike. But all wires were checked. That is why TL authorized replacement of the wire harness.

*** NOTES 09/28/2004 10:55:44 pballard Action Type: Call to Customer
Left a msg for the customer to call back .

*** NOTES 09/30/2004 10:35:19 rcruz Action Type: Call from Customer
CC for Pat..trnf'd to VM and sent email.

*** NOTES 09/30/2004 11:05:54 pballard Action Type: Call from Customer
Customer returned call made.
explained to customer that TL and mechanics

Case History (Continued):

are not sure what caused this problem.

*** NOTES 09/30/2004 11:08:12 pballard Action Type: Call to Dealer
Spoke with dlr. Joe stated that he is no longer waiting on parts, but almost finished with the bike. He stated that the repair was done correctly and everything seems to be ok.

*** NOTES 10/01/2004 10:48:11 pballard Action Type: Field/DSM
LATE NOTE ENTRY:

Spoke with Phil Clark on 9/30/04. He stated that he was aware of the customers melting harness wires. DSM stated that customer does have aftermarket headlights on the bike and that could be causing the problem, and maybe not. But at this point, DSM said that AHM will pick up the repair for the customer.

*** NOTES 10/05/2004 17:06:50 pballard Action Type: Call from Customer
Recvd call from customer. Customer still wants to know why this has happened. Explained that DSM does not know why this has happened. Customer would like for DSM to call him.

*** NOTES 10/05/2004 17:08:19 pballard Action Type: Field/DSM
Left a msg for DSM to call cust.

*** NOTES 10/21/2004 09:33:04 pballard Action Type: Call to Dealer
Spoke with Evan. He stated that the case was closed on Oct 8. Customer does have bike.

#####CLOSING CASE#####

*** SUBCASE M012004-09-2201543-1 10/21/2004 9:33:13 AM pballard

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	10/21/2004 09:36:52 AM	pballard	Status = Closed, Resoluti...
Subcase Close	10/21/2004 09:36:52 AM	pballard	Number = M012004-09-22015...
Subcase Create	10/21/2004 09:33:13 AM	pballard	Number = M012004-09-22015...
Notes	10/21/2004 09:33:04 AM	pballard	Spoke with Evan. He stat...
Rule Action	10/20/2004 03:58:38 PM	sa	Action owner - 30 days of...
Notes	10/05/2004 05:08:19 PM	pballard	Left a msg for DSM to cal...
Notes	10/05/2004 05:06:50 PM	pballard	Recvd call from customer...
Notes	10/01/2004 10:48:11 AM	pballard	LATE NOTE ENTRY:***Spoke...
Notes	09/30/2004 11:08:12 AM	pballard	Spoke with dlr. Joe stat...
Notes	09/30/2004 11:05:54 AM	pballard	Customer returned call ma...
Modify	09/30/2004 10:59:09 AM	pballard	into WIP CASES TO CLOSE a...
Notes	09/30/2004 10:35:19 AM	rcruz	CC for Pat..trnf'd to VM ...
Notes	09/28/2004 10:55:44 AM	pballard	Left a msg for the custom...
Notes	09/28/2004 10:55:27 AM	pballard	LATE NOTE ENTRY:***Spoke...
Notes	09/27/2004 01:36:59 PM	pballard	Spoke with dealer. SM st...
Notes	09/27/2004 01:23:30 PM	csexton	Cust requesting case hold...
Modify	09/24/2004 01:49:45 PM	pballard	into WIP HAM and Status o...
Notes	09/22/2004 05:07:04 PM	pballard	Customer states that his ...
Create	09/22/2004 04:58:38 PM	pballard	Contact = CHRIS HAMPTON, ...

Case Report - M032004-11-1900747

Site/Caller Summary:

Site ID:
Site Name/Address:

SOUTH PASADENA, CA

Time Zone:
Caller Name:
Caller Phone:
Alternate Phone:

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: VFR800A ELECTRICAL CONCERN BLOWS FUSES
ID: M032004-11-1900747
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4642
Part Number: MMCRC4642
Product Serial Number: JH2RC46462M
Contract:

Case History:

*** NOTES 11/19/2004 15:37:19 cmayeda Action Type: Field/DSM
DSM Tom Schmeling is at 102794. He states:

Discussed motorcycle's concern and advised repairs. Motorcycle blows headlight fuse every couple of months and has started blowing the main fuse also. According to 102794, this has been an ongoing concern since the bike was new. Repairs needed will be goodwill - parts and labor. To replace wiring harness if needed.

*** SUBCASE M032004-11-1900747-1 11/19/2004 3:37:38 PM cmayeda

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	01/04/2005 04:53:34 PM	cmayeda	Status = Closed, Resoluti...
Modify	01/04/2005 04:53:33 PM	cmayeda	into WIP Cases and Status...
Subcase Close	01/04/2005 04:53:32 PM	cmayeda	Number = M032004-11-19007...
Yanked	01/04/2005 04:51:34 PM	cmayeda	Yanked by cmayeda into WI...
Rule Action	12/17/2004 12:10:58 PM	sa	Action owner - 30 days of...
Rule Action	11/19/2004 04:23:00 PM	sa	Action Task Assignee of r...
Assign	11/19/2004 04:22:59 PM	cmayeda	M032004-11-1900747 to ts...
Modify	11/19/2004 04:22:54 PM	cmayeda	into WIP Cases and Status...
Modify	11/19/2004 03:40:01 PM	cmayeda	into WIP Cases and Status...
Subcase Create	11/19/2004 03:37:38 PM	cmayeda	Number = M032004-11-19007...
Modify	11/19/2004 03:37:22 PM	cmayeda	into WIP Cases and Status...
Notes	11/19/2004 03:37:19 PM	cmayeda	DSM Tom Schmeling is at 1...
Modify	11/19/2004 12:11:56 PM	cmayeda	into WIP Cases and Status...
Modify	11/19/2004 12:11:34 PM	cmayeda	into WIP Cases and Status...
Modify	11/19/2004 12:11:14 PM	cmayeda	into WIP Cases and Status...
Create	11/19/2004 12:10:58 PM	cmayeda	Contact = KERMEN CARR, Pr...

No attachment to Case.

Case Report - M012002-09-0900963

Site/Caller Summary:

Site ID:
Site Name/Address:

FRAMINGHAM, MA

Time Zone:
Caller Name:
Caller Phone:
Alternate Phone:

None

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: B/O WIRING HARNES
ID: M012002-09-0900963
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4612
Part Number: MMCRC4612
Product Serial Number: JH2RC46152M
Contract:

Case History:

*** NOTES 09/09/2002 10:24:46 mmorgan Action Type: Call from Customer
Cust called and said that his VFR800 has been in the dealer ship for about 20 days now.
Cust said that he would like to write a letter to us requesting that we buy his motorcycle back. I asked cust what happened. Cust said that the head light and the gauges do not work. Cust said that one day he went to start the bike and they would not come on.

According to the cust they can keep replacing fuses and they keep blowing. According to the cust the dealer is waiting for a new wiring harness. I told cust that it appears that we have the wiring harness in stock. I told cust that I would like to call the dealer and velfy what they are waiting for and see what is going on. Cust said that would be great.

P071 PC1021-1 GENERAL PARTS INQUIRY 09/09/02

** INVENTORY **

HC: 6980932 PART NO: 32100-MCW-L00 DESC: WIRE HARNESS
PRODUCT: M CROSS SHIP: CPC: MOD: 10/17/01 ORIGIN DATE: 10/01
INTRCHG: 0 DEALER NET: 168.02 S/S FRWD: TECH MEMO NO:
SOURCE: 3 SUGG. RETL: 305.49 S/S BKWD: MEMO EXPIR:
1ST ETA: 09/09**** 100%: TTL QTY: 4 CRITICAL BO FLAG: 9
REFERRAL CD:

STK	TAG	INSP	MTD	PRIME
PC	CD	NT	PC	O/H DLR B/O & S/A I/T O/O DEMD BIN LOC
10	Z	1	0	0 0 0 0 05NG20E
70	Z	1	0	0 0 0 0 14KH04JC

*** NOTES 09/09/2002 10:50:03 mmorgan Action Type: Call from Customer
Called dealer and spoke with Ali (sm). I told Ali that I spoke with the cust today about

Case History (Continued):

his VFR800. I told Ali that according to the cust you are waiting for a wiring harness. Ali said that they are. I told Ali that we have those in stock, but I have not been able to find an order for you. Ali(with an attitude) said that they ordered it on the 3rd. I asked Ali if he can check with his PM. I asked Ali if he does not find a order to please order the harness on an urgent order.

I asked Ali when did the cust bring the unit to them. Ali stated that they have had it since 8/17/2002. I asked Ali what they found. Ali said that they thought that it was the kill switch, but it was not so now they think that it is a short in the wiring harness.

I told Ali that the cust called us asking us to buy his motorcycle back because the unit has been down for 20 days. I told cust that the cust is trying to pursue the lemon law. I told Ali if he could check on the order today it would be good.

Ali said (again with attitude) that they have other units that they are working on that they can not receive parts, maybe they all should be lemon lawed. I told Ali that this does not help this customer.

I said that I will follow up with him in a day. Ali said " he can't wait".

*** NOTES 09/09/2002 11:39:20 mmorgan Action Type: Call to Customer
Called cust and told him that I called the dealer and told them that we do have the harnesses and asked them to check and verify that the order was placed. I told cust that I will follow up with the dealer tomorrow and make sure they have placed an order. Cust said thanks.

*** NOTES WITH COMMITMENT 09/09/2002 11:40:03 mmorgan Action Type: Dealer Communication
ATTN: DEALER PRINCIPAL

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

TIMELINESS OF REPAIR

Please review at your earliest convenience.

NO DCS response is required from you. However, we know that you will have a strong interest in resolving this issue(s).

Thank you for your kind attention to this matter.

Matt MH-15
(MC HRS) Motorcycle Honda Rider Support / (310) 532-9811

*** NOTES 09/09/2002 11:59:06 mmorgan Action Type: Call from Dealer
Ali (sm) called from dealer and said that they have the tracking number and the part was ordered on the 6th. I asked Ali what number they have on order, he gave me part #31200-mca-L10

PC1011-1 DEALER ORDER INQUIRY BY HONDA CODE 09/09/02
HC: 7011059 PART NO: 32100-MCW-L10 DESC: WIRE HARNESS
FRWD SUPRSD HC: 0000000 BKWD SUPRSD HC: 0000000
B *ORD SHIP B/O* ALLO ETA/INVC UNIT DISC
C DEALER ORD REF QTY QTY QTY SHIP NUMBER STAT DATE DATE/IND PRICE %
103215 D8230906 1 1 0 80090614506 REL 09/06 09/06 171.48 0.0

After looking at the part # I discovered that the dealer did order the harness, but they ordered the harness for the ABS model. I relayed this info to Ali. He said that he would check into it.

Case History (Continued):

I told Ali they should have ordered 32100-MCW-L00 (non abs) and not 32100-MCW-L10 (ABS model)

*** FULFILL 09/09/2002 11:59:18 mmorgan

*** NOTES 09/10/2002 08:53:00 mmorgan Action Type: Call from Customer
The correct wiring harness is now on order:

PC1011-1 DEALER ORDER INQUIRY BY HONDA CODE 09/10/02
HC: 6980932 PART NO: 32100-MCW-L00 DESC: WIRE HARNESS
FRWD SUPRSD HC: 0000000 BKWD SUPRSD HC: 0000000
B *ORD SHIP B/O* ALLO ETA/INVC UNIT DISC
C DEALER ORD REF QTY QTY QTY SHIP NUMBER STAT DATE DATE/IND PRICE %
103215 U8400910 1 1 0 80 ALO 09/10 168.02 0.0

*** NOTES 09/10/2002 11:57:39 mmorgan Action Type: Call from Customer
Cust called looking for an update: I told cust that the harness is leaving out warehouse today and it is shipping next day air so the dealer should have it tomorrow. Cust said thank you very much.

*** NOTES 09/11/2002 14:03:51 mmorgan Action Type: Call to Dealer
order shipped and has been received by dealer:

PC1011-1 DEALER ORDER INQUIRY BY HONDA CODE 09/11/02
HC: 6980932 PART NO: 32100-MCW-L00 DESC: WIRE HARNESS
FRWD SUPRSD HC: 0000000 BKWD SUPRSD HC: 0000000
B *ORD SHIP B/O* ALLO ETA/INVC UNIT DISC
C DEALER ORD REF QTY QTY QTY SHIP NUMBER STAT DATE DATE/IND PRICE %
103215 U8400910 1 1 0 80091014413 REL 09/10 09/10 168.02 0.0

I spoke with Mike (parts) he put his hands on it. I told Mike thanks.

*** NOTES 09/11/2002 14:04:50 mmorgan Action Type: Call to Customer
Called cust and told him that the dealer did receive the wiring harness today. Cust thanked me for my help.

*** NOTES 09/16/2002 13:27:33 mmorgan Action Type: Call to Dealer
Called dealer and spoke with Ali (sm) he stated that they did install the wiring harness and the cust has picked the unit up. I told Ali thanks.

*** NOTES 09/16/2002 13:30:26 mmorgan Action Type: Call to Customer
Called cust and asked if everything is ok. Cust said that everything is ok and he wanted to thank me for my time. I told cust no problem. I told cust to have a good day.

*** SUBCASE M012002-09-0900963-1 9/16/2002 1:31:27 PM mmorgan

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Rule Action	10/21/2002 09:14:30 AM	sa	Action ow...

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Rule Action	10/07/2002 09:14:30 AM	sa	Action ow...
Subcase Close	09/16/2002 01:32:47 PM	mmorgan	Number = ...
Closed	09/16/2002 01:32:47 PM	mmorgan	Status = ...
Subcase Create	09/16/2002 01:31:27 PM	mmorgan	Number = ...
Notes	09/16/2002 01:30:26 PM	mmorgan	Called cu...
Notes	09/16/2002 01:27:33 PM	mmorgan	Called de...
Modify	09/11/2002 02:05:19 PM	mmorgan	into WIP ...
Modify Commitme	09/11/2002 02:05:16 PM	mmorgan	with JON ...
Notes	09/11/2002 02:04:50 PM	mmorgan	Called cu...
Notes	09/11/2002 02:03:51 PM	mmorgan	order shi...
Modify Commitme	09/10/2002 11:57:59 AM	mmorgan	with JON ...
Notes	09/10/2002 11:57:39 AM	mmorgan	Cust call...
Notes	09/10/2002 08:53:00 AM	mmorgan	The corre...
Modify	09/09/2002 11:59:26 AM	mmorgan	into WIP ...
Fulfill	09/09/2002 11:59:18 AM	mmorgan	Fulfilled...
Notes	09/09/2002 11:59:06 AM	mmorgan	Ali (\$m) ...
Modify	09/09/2002 11:40:09 AM	mmorgan	into WIP ...
Notes	09/09/2002 11:40:03 AM	mmorgan	ATTN: DEA...
Commit	09/09/2002 11:40:03 AM	mmorgan	Made to J...
Notes	09/09/2002 11:39:20 AM	mmorgan	Called cu...
Notes	09/09/2002 10:50:03 AM	mmorgan	Called de...
Modify	09/09/2002 10:36:08 AM	mmorgan	into WIP ...
Notes	09/09/2002 10:24:46 AM	mmorgan	Cust call...
Create	09/09/2002 10:14:30 AM	mmorgan	Contact =...

Case Report - M042004-08-3100827

Site/Caller Summary:

Site ID:
Site Name/Address:

363118435

DELAND, FL

Time Zone:
Caller Name:
Caller Phone:
Alternate Phone:

None

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: [REDACTED] VRF800 ELECTRICAL PROBLEMS
ID: M042004-08-3100827
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4612
Part Number: MMCRC4612
Product Serial Number: JH2RC46192M [REDACTED]
Contract: [REDACTED]

Case History:

*** CAMPAIGN CHECK 08/31/2004 11:01:13 AM rcruz
The following Campaign information was found
VFR800#1; L70; VFR800/A BATTERY DISCHARGE; ;
VFR#2; P13; '02 VFR800/A SEAT RAIL PUD; ;

*** CAMPAIGN CHECK 08/31/2004 11:01:43 AM rcruz
The following Campaign information was found
VFR800#1; L70; VFR800/A BATTERY DISCHARGE; ;
VFR#2; P13; '02 VFR800/A SEAT RAIL PUD; ;

*** NOTES 08/31/2004 11:30:15 rcruz Action Type: Call from Customer
CC in regards to PUD on his unit and a running issue he has.

cust stated the following..
during a ride the front electrical headlight plug began to smoke.
cust than separated the exposed wires and retaped them.

cust contends that after taping the headlight wires the Fuel injecton began to not function correctly and was wondering if this is a known issue through TL.
the cust contends that the FI system would turnoff when the headlights were turned on or the turn signals were on.

MT03 advised the unit would have to be taken to a dlr for inspection and follow with TL on any prior history of this same issue.
also advised cust that if he require any more assistance to give MCS a call.

cust needed no more assistance and case closed.

*** SUBCASE M042004-08-3100827-1 8/31/2004 11:30:31 AM rcruz

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	08/31/2004 11:30:50 AM	rcruz	Status = Closed, Resoluti...
Subcase Close	08/31/2004 11:30:50 AM	rcruz	Number = M042004-08-31008...
Modify	08/31/2004 11:30:42 AM	rcruz	into WIP Def In Box and S...
Subcase Create	08/31/2004 11:30:31 AM	rcruz	Number = M042004-08-31008...
Notes	08/31/2004 11:30:15 AM	rcruz	CC in regards to PUD on h...

Activity Summary (Continued):

<u>Activity</u>	<u>Date/Time</u>	<u>Originator</u>	<u>Additional Information</u>
Modify	08/31/2004 11:08:22 AM	rcruz	into WIP Def In Box and S...
Campaign lookup	08/31/2004 11:01:43 AM	rcruz	CAMPAIGN CHECK 08/31/2004...
Campaign lookup	08/31/2004 11:01:13 AM	rcruz	CAMPAIGN CHECK 08/31/2004...
Create	08/31/2004 10:58:57 AM	rcruz	Contact = KEVIN MATZAT, P...

Case Report - M042005-06-2900448

Site/Caller Summary:

Site ID:
Site Name/Address:

[REDACTED]
REDMOND, WA [REDACTED]

Time Zone:
Caller Name:
Caller Phone:
Alternate Phone:

None
[REDACTED]

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: [REDACTED] - 2002 VFR800 - MELTED WIRE HARNESS
ID: M042005-06-2900448
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4612
Part Number: MMCRC4612
Product Serial Number: JH2RC46132M [REDACTED]
Contract:

Case History:

*** NOTES 06/29/2005 09:38:19 jthames Action Type: Call from Customer
Cust called stating that his wire harness had melted and that he heard it was a common issue.
Advised Cust that this is not a known issue to Honda.
Advised Cust that his Dlr has contacted techline and his concerns were documented.
Advised Cust that his concerns would again be documented as relates to this phone call.

Cust stated that he feels the issue to be a safety issue as the lights on his unit fail unexpectedly.
Advised Cust again that his concerns would be documented.
Cust stated that he would follow up with a letter to AHM and NHTSA.

Cust needed no further assistance.
Thanked Cust for calling.

*** SUBCASE M042005-06-2900448-1 6/29/2005 9:39:32 AM jthames

*** NOTES 06/29/2005 09:40:19 jthames Action Type: Note-Technical
***NOTES LOG 06/24/2005 03:17:50 PM bdeal
Complaint:
melted wire harness

Contention:
Dlr states ground cap melted.
Has the wire harness ever been manipulated in any way?
" no "
How did this happen?
" customer was riding, saw smoke , it quit running a couple times, gauges went blank and rode into dealer.

Recommendation:
Advised dlr to send photos for evaluation.

*** SUBCASE M022005-06-2401180-1 6/24/2005 3:17:54 PM bdeal

*** NOTES 06/24/2005 15:26:39 bdeal Action Type: Call from Dealer
What type headlight bulbs are in this unit?
They all appear to be stock.
Dlr states unit is owned by a 60 year old customer.
Dlr states bike is all stock.
Dlr states unit has stock charging system all stock unit.

Case History (Continued):

*** NOTES 06/28/2005 09:36:51 bdeal Action Type: Call to Dealer
Rec'D E-Mail from dlr:

• "Remko" <Remko@i-90motorsports.com> 06/25/2005 01:20 PM • To: "HONDA TECH" <mcdealersup@ahm.honda.com> cc:
Subject: Fw: BERNIE•

Thank you,

Remko Oosterhof
service manager

----- Original Message -----

From: Remko
To: HONDA TECH
Sent: Saturday, June 25, 2005 8:50 AM
Subject: ATTN: BERNIE

DEALER # 105145
VIN # JH2RC46132M [REDACTED]
MILES 5025

After close inspection unit has a battery tender lead.
unit has a flasher unit that I guess runs the rear turn signals as running lights at half power so they are dim
when bike is running. this unit is wired separately outside of harness and right to bulbs in rear of bike? and
it just replaced the stock flasher? I did not tear into it further till you tell me what you want me to do. I
can look further into this if Honda would like. other that that unit is completely stock?

Thank you,

Remko Oosterhof
service manager

Advised dlr after talking with product specialist this is not a mfg defect and the harness has been manipulated
not Honda warranty when after market products induced into electrical system.
Advised dlr this will be a customer pay issue.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	06/29/2005 09:40:52 AM	jthames	Status = Closed, Resoluti...
Subcase Close	06/29/2005 09:40:51 AM	jthames	Number = M042005-06-29004...
Modify	06/29/2005 09:40:26 AM	jthames	into WIP default and Stat...
Notes	06/29/2005 09:40:19 AM	jthames	***NOTES LOG 06/24/2005 0...
Subcase Create	06/29/2005 09:39:32 AM	jthames	Number = M042005-06-29004...
Notes	06/29/2005 09:38:19 AM	jthames	Cust called stating that ...
Modify	06/29/2005 09:33:08 AM	jthames	into WIP default and Stat...
Create	06/29/2005 09:33:02 AM	jthames	Contact = AVRON ZWILLING,...

Case Report - M012005-08-3101487

Site/Caller Summary:

Site ID: 377746294

Site Name/Address:

MOUNTAIN VIEW, CA

Time Zone:

None

Caller Name:

Caller Phone:

Alternate Phone:

Alt. Site ID:

Alt. Site Name/Address:

Alt. Contact Name:

Case Summary:

Case Title: - VFR800 - BUZZING NOISE FROM METER PANEL / WON'T START

ID: M012005-08-3101487

Call Type: Problem

Severity: N/A

Priority: N/A

Condition/Status: Closed/Closed

Part Description: MMCRC4613

Part Number: MMCRC4613

Product Serial Number: JH2RC46163M

Contract:

Case History:

*** HPP CHECK 08/31/2005 04:19:22 PM jpetas

No HPP information was found

*** WARRANTY Check 08/31/2005 04:19:22 PM jpetas

07/03/2003; 07/03/2003; 07/09/2003; ; 07/03/2003; 07/02/2004; ;

; No; No; ; ; No; ; ;

; ;

*** CAMPAIGN CHECK 08/31/2005 04:19:30 PM jpetas

The following Campaign information was found

1; P65; '02-'04 PCV LEAK RECALL; ; RR

*** CLAIM HISTORY CHECK 08/31/2005 04:19:32 PM jpetas

No data found for VIN.

*** CAMPAIGN CHECK 08/31/2005 04:23:40 PM jpetas

The following Campaign information was found

1; P65; '02-'04 PCV LEAK RECALL; ; RR

*** NOTES 08/31/2005 16:42:33 jpetas Action Type: Call from Customer

Customer states that when he turns the key to the on position, he hears a buzzing sound behind the meter panel; When he tries to start the bike, it will turn over but never fire up. Cust states that he knows of other owners where the same thing is happening. They

Case History (Continued):

suggested to take out the fuse to the headlamp. When the customer does that, the engine turns over and starts up fine, (but has no headlight). Customer is wondering if there is any recalls or campaigns on his unit. Advised customer that the only recall on his unit is the PCV recall which states that we got a RR or response received notice which means that some non owner sent it back to us. Cust stated that he did move and we entered his new phone number and address into our system. Cust wants to know if AHM is going to address this problem since there are "so many other people he has heard of" with this bike having the same problem and would like a PCV recall notice sent to his new address. Advised customer that I would TT the model specialist regarding this issue and get back to him on Friday. Cust understood and stated that he does have an appointment next week to take the unit to the dealer. Thanked customer for the call.

*** SUBCASE M012005-08-3101487-1 8/31/2005 4:43:24 PM jpetas

*** COMMIT 08/31/2005 16:48:04 jpetas Action Type: N/A

Have customer take his unit into dlr call Chris

*** COMMIT 08/31/2005 04:48:20 PM jpetas Action Type: Update Commitment

Have customer take his unit into dlr call Chris

*** NOTES 09/02/2005 10:02:39 jpetas Action Type: Call to Customer

Called customer and let him know that our model specialist for the VFR is out product testing and won't be back until Tuesday. Customer stated that he does have an appointment to take his unit into the dlr on Tuesday. Advised customer to take the unit in and we can go from there. Cust appreciated the call back and wished a nice weekend. Thanked customer for the call and wished him a great holiday as well.

*** FULFILL 09/02/2005 10:02:48 jpetas Action Type: N/A

*** COMMIT 09/02/2005 10:03:10 jpetas Action Type: N/A

TT Chris or JJ and call customer

*** COMMIT 09/02/2005 10:03:14 AM jpetas Action Type: Update Commitment

TT Chris or JJ and call customer

*** COMMIT 09/06/2005 09:14:54 jpetas Action Type: N/A

*** COMMIT 09/06/2005 09:14:57 AM jpetas Action Type: Update Commitment

TT Chris or JJ and call customer

*** COMMIT 09/07/2005 08:47:27 AM jpetas Action Type: Update Commitment

Look out for cust call

*** NOTES 09/07/2005 09:38:29 jpetas Action Type: Call to Customer

Called customer and asked him to call AHM once his bike is at the dealership. Thanked customer for his time.

*** COMMIT 09/07/2005 09:38:39 jpetas Action Type: N/A

*** COMMIT 09/07/2005 09:38:41 AM jpetas Action Type: Update Commitment

Look out for cust call

Case History (Continued):

*** NOTES 09/07/2005 09:47:49 jlmiller Action Type: Call from Customer
cc for john
xfered john

*** NOTES 09/07/2005 10:05:07 jpetas Action Type: Call from Customer
Customer called and let us know that his unit is at the dealership as of yesterday. Thanked customer for the call and advised him that I would contact the SM and get back to him. Customer understood.

*** NOTES 09/07/2005 10:06:24 jpetas Action Type: Call to Dealer
TT Murray in service. Murray stated that he replace a bunch of fuses and the unit does not buzz anymore and it starts up fine. Advised Murray I would TT the customer and gather some more info.

*** NOTES 09/07/2005 10:09:00 jpetas Action Type: Call to Customer
TT customer and customer stated that as soon as he heard the buzzing noise a little while ago it's done it ever since and once, the bike cut out completely on him on the freeway. Customer is concerned that even though the unit works alright now, it might cut out on him at night and that could be very dangerous. Advised customer I would TT TL about this. Thanked customer for his time.

*** NOTES 09/07/2005 10:23:59 jpetas Action Type: Note-Technical
TT Chris the model specialist and he advised the dlr to definetly call TL about this issue. Thanked Chris for his help.

*** NOTES 09/07/2005 10:25:10 jpetas Action Type: Call to Dealer
TT Murray in service and let him know that it's very important for him to call TL about this VFR. Murray understood and will call TL when he gets a chance. Thanked Murray for his help.

*** FULFILL 09/07/2005 10:35:45 jpetas Action Type: N/A

*** COMMIT 09/07/2005 10:36:07 jpetas Action Type: N/A

Check for TL notes

*** NOTES 09/08/2005 10:44:34 jpetas Action Type: Note-Technical

TechLine Notes as Follows:

***NOTES LOG 09/07/2005 10:52:58 AM amackenz
Complaint:
unit would not start

Contention:
customer states that the unit would not start with the head light fuse installed
dealer states that they received the unit with out the headlight fuse installed
dealer states that they put the fuse in to duplicate the problem and the unit has had no problems
dealer states the unit is in great shape and is very clean

Recommendation:
advised the dealer to find out if the customer had washed the unit prior to the mishap or if anything was done with the unit before the no start condition to see if the

Case History (Continued):

dealer may be able to recreate the problem
dealer to call back with findings

*** SUBCASE M022005-09-0700861-1 9/7/2005 10:52:59 AM amackenz

*** NOTES 09/07/2005 11:08:02 jritenou Action Type: Call from Dealer
Dir stated that they have spoken to the cust.
Dir stated that the cust uses a damp cloth to clean the unit.
Dir stated that the cust stated that the unit has popped the headlight fuse twice.
Is the fuse blown now? No
Dir stated that the unit is running now.
Have you inspected the 18P blue connector under the left fairing.

Advised dir to inspect the 18P blue connector under the left cowl.
Advised dir to look for any abnormal burn marks, corrosion, or anything that looks wrong with that connector.

*** NOTES 09/07/2005 13:26:13 jritenou Action Type: Call from Dealer
Dir stated that they have inspected the 18P blue connector and the connector is fine.
Dir stated that they connections was loose and it did snap together when they inspected the unit.
Does the unit still pop the fuse? Not sure have check.

Advised dir to test the unit and see if the fuse is still blowing.
Dir to call back with findings.

*** COMMIT 09/08/2005 10:44:49 jpetas Action Type: N/A

*** COMMIT 09/08/2005 10:44:51 AM jpetas Action Type: Update Commitment
Check for TL notes

*** COMMIT 09/09/2005 09:23:16 jpetas Action Type: N/A

*** COMMIT 09/09/2005 09:23:17 AM jpetas Action Type: Update Commitment
Check for TL notes

*** NOTES 09/13/2005 11:39:54 jpetas Action Type: Call to Dealer
TT John in service. he stated that the 18p Blue connector was loose and they checkd over the bikes electrical system, started that unit a number of times and the unit operates fine.
John states that the cust p/u his bike on Friday or Saturday and hasn't called back as of yet. Thanked John for his time and his help.

*** NOTES 09/13/2005 11:41:49 jpetas Action Type: Call from Customer
Left a VM on cust phone advising cust to call AHM at his earliest convenience.

*** COMMIT 09/13/2005 13:52:43 jpetas Action Type: N/A

Case History (Continued):

*** COMMIT 09/13/2005 01:52:43 PM jpetas Action Type: Update Commitment
Call cust then close case

*** NOTES 09/16/2005 10:06:33 jpetas Action Type: Call to Customer
Called cust and he stated that the bike runs perfect now and hasn't had any problems since he got it back from the dlr. Cust states that he rides the bike every day with no problems. Cust appreciated all the help. Thanked cust for being a loyal Honda Owner, (His 2nd VFR, also had an 89'), and advised him to call AHM in the future if he ever has any questions or concerns.

CLOSING CASE*****

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	09/16/2005 10:06:49 AM	jpetas	Status = ...
Subcase Close	09/16/2005 10:06:49 AM	jpetas	Number = ...
Notes	09/16/2005 10:06:33 AM	jpetas	Called cu...
Modify Commitme	09/13/2005 01:52:43 PM	jpetas	with PATR...
Notes	09/13/2005 11:41:49 AM	jpetas	Left a VM...
Notes	09/13/2005 11:39:54 AM	jpetas	TT John l...
Modify	09/12/2005 03:45:13 PM	jpetas	into WIP ...
Modify	09/12/2005 11:24:49 AM	jpetas	into WIP ...
Modify	09/12/2005 11:24:11 AM	jpetas	into WIP ...
Modify Commitme	09/09/2005 09:23:17 AM	jpetas	with PATR...
Modify	09/09/2005 09:22:50 AM	jpetas	into WIP ...
Modify Commitme	09/08/2005 10:44:49 AM	jpetas	with PATR...
Notes	09/08/2005 10:44:34 AM	jpetas	TechLin.
Commit	09/07/2005 10:36:07 AM	jpetas	Made to P...
Fulfill	09/07/2005 10:35:45 AM	jpetas	Fulfilled...
Notes	09/07/2005 10:25:10 AM	jpetas	TT Murray...
Notes	09/07/2005 10:23:59 AM	jpetas	TT Chris ...
Notes	09/07/2005 10:09:00 AM	jpetas	TT custom...
Notes	09/07/2005 10:06:24 AM	jpetas	TT Murray...
Notes	09/07/2005 10:05:07 AM	jpetas	Customer ...
Notes	09/07/2005 09:47:49 AM	jlmiller	cc for jo...
Modify Commitme	09/07/2005 09:38:40 AM	jpetas	with PATR...
Notes	09/07/2005 09:38:29 AM	jpetas	Called cu...
Modify Commitme	09/06/2005 09:14:54 AM	jpetas	with PATR...
Commit	09/02/2005 10:03:10 AM	jpetas	Made to P...
Fulfill	09/02/2005 10:02:48 AM	jpetas	Fulfilled...
Notes	09/02/2005 10:02:39 AM	jpetas	Called cu...
Commit	08/31/2005 04:48:04 PM	jpetas	Made to P...
Modify	08/31/2005 04:43:38 PM	jpetas	into WIP ...
Subcase Create	08/31/2005 04:43:24 PM	jpetas	Number = ...
Modify	08/31/2005 04:43:12 PM	jpetas	into WIP ...
Notes	08/31/2005 04:42:33 PM	jpetas	Customer ...
Campaign lookup	08/31/2005 04:23:40 PM	jpetas	CAMPAIGN ...
Claims lookup	08/31/2005 04:19:32 PM	jpetas	CLAIM HIS...
Campaign lookup	08/31/2005 04:19:30 PM	jpetas	CAMPAIGN ...
HPP lookup	08/31/2005 04:19:22 PM	jpetas	HPP CHECK...
Extended warran	08/31/2005 04:19:22 PM	jpetas	WARRANTY ...
Create	08/31/2005 04:19:07 PM	jpetas	Contact =...

Case Report - M042005-06-0201182

Site/Caller Summary:

Site ID: 365870688

Site Name/Address:

SAN DIEGO, CA

Time Zone:

None

Caller Name:

Caller Phone:

Alternate Phone:

Alt. Site ID:

Alt. Site Name/Address:

Alt. Contact Name:

Case Summary:

Case Title: - VFR800A - PLUG BEHIND LEFT HEADLIGHT MELTED / CST REQ GOODWILL

ID: M042005-06-0201182

Call Type: Problem

Severity: N/A

Priority: N/A

Condition/Status: Open/Solving

Part Description: MMCRC4643

Part Number: MMCRC4643

Product Serial Number: JH2RC46493M

Contract:

Case History:

*** NOTES 06/02/2005 14:28:30 smunoz Action Type: Call from Customer

Cst called regarding a problem he is having with his front headlights on his MC.

Cst said he replaced his right headlight bulb on 5/20/05 and on 5/30/05 noticed that the left headlight was out so cst took his MC to Fun Bike Center (#103534) to replace the bulb on 6/1/05.

Cst said when he took it to dealer, the dealer noticed that the plug behind left light was melted.

Cst said that the dealer already ordered regulator rectifier and 1 wiring harness and as of now, he is responsible for the repairs.

Cst is looking to get goodwill on the repairs if possible.

Adv cst that we will send his case to a specialist and they will review it and follow up with him within 1-2 business days.

Adv cst that we cannot guarantee that it will be able to be covered under goodwill but that the specialist will be able to discuss further with him.

Cst understood.

*** NOTES 06/06/2005 09:09:13 kplierce Action Type: Call from Customer

Cust seeking to talk to Faith

Transferred to VM

Sent e-mail message also

*** NOTES 06/06/2005 15:16:46 fmadriga Action Type: Call to Customer

lft msg requesting cust return call to CR

Case History (Continued):

*** COMMIT 06/06/2005 15:17:04 fmadriga Action Type: N/A

call cust

*** NOTES 06/06/2005 15:38:41 fmadriga Action Type: Call from Customer

TT cust

informed cust that I have not had a chance to TT SM

will call SM and call cust back

cust states that is fine

*** SUBCASE M042005-06-0201182-1 6/6/2005 3:39:10 PM fmadriga

*** NOTES 06/08/2005 10:17:40 fmadriga Action Type: Call to Dealer

called SM Ian

TT Ian inquired on status of custs unit

Ian states that unit has been repaired and returned to cust

inquired on what was found to be wrong with unit

SM states that the regulator rectifier was shorting out causing needed repairs

inquired if SM is aware of what was cause of failure to rectifier

SM states he is not sure exact cause, but is familiar with this being a problem on these units

inquired why no request for assistance

SM states that unit was clearly out of warranty

informed SM that cust was about a month out warranty

certainly could have requested assist

SM now that he looks back states that maybe GW should have been requested

will follow up with TL analyst

*** NOTES 06/08/2005 10:29:06 fmadriga Action Type: Note-General

TT TL analyst

TL analyst will review and return call to CR

*** COMMIT 06/08/2005 10:29:29 fmadriga Action Type: N/A

Follow up

*** FULFILL 06/08/2005 10:30:56 fmadriga Action Type: N/A

*** NOTES 06/08/2005 11:01:12 kpierce Action Type: Call from Customer

Cust seeking to talk to Faith

Transferred to VM

Sent e-mail message also

*** NOTES 06/10/2005 13:33:09 kpierce Action Type: Call from Customer

Cust seeking to talk to Faith

Transferred to VM

Sent e-mail message also

*** NOTES 06/10/2005 13:43:41 fmadriga Action Type: Call to Dealer

SM is unavail

lft msg requesting SM return call to CR

Case History (Continued):

*** NOTES 06/10/2005 14:13:52 fmadriga Action Type: Call from Dealer
Ian called
Ian states that he spoke to TL and requested assistance regarding reg/rec
Ian inquired with CR as to what CR was informed of
informed Ian that CR was calling in regards to CUST
cust called in regards to the reg/rec needing replacement
Ian states that he will call cust and schedule to bring unit in
thanked Ian
will follow up with cust 06-16-05

*** COMMIT 06/10/2005 14:14:06 fmadriga Action Type: N/A

*** COMMIT 06/10/2005 02:14:08 PM fmadriga Action Type: Update Commitment
Follow up

*** NOTES 06/14/2005 15:55:41 fmadriga Action Type: Call from Customer
TT cust
cust was inquiring on status/update of coverage
informed that Ian SM is to call him to schedule to bring unit in so that SM can contact TL
for test/resolutions
informed that Ian will be calling cust in about 1 hour (called SM while cust held)
Cust thanked
will follow up with cust 06-17-05

*** COMMIT 06/14/2005 15:55:52 fmadriga Action Type: N/A

*** COMMIT 06/14/2005 03:55:55 PM fmadriga Action Type: Update Commitment
Follow up

*** NOTES 06/17/2005 11:34:06 fmadriga Action Type: Call from Customer
called cust
Lft msg inquiring if SM Ian has called cust requesting cust return call to CR

*** COMMIT 06/17/2005 14:23:41 fmadriga Action Type: N/A

*** COMMIT 06/17/2005 02:23:43 PM fmadriga Action Type: Update Commitment
Follow up

*** NOTES 06/20/2005 10:11:04 acaro Action Type: Call from Customer
Cust Called,
Cust requested to speak with Analyst (Faith)
Transferred call to VM.

*** NOTES 06/21/2005 13:07:02 fmadriga Action Type: Call to Dealer
called dlr
TT Ian
inquired if he has contacted TL dpt regarding custs unit
Ian states he has not had a chance but he will do so this after noon
will call dlr and follow up on 6-22
thanked SM

Case History (Continued):

*** COMMIT 06/21/2005 13:07:10 fmadriga Action Type: N/A

*** COMMIT 06/21/2005 01:07:11 PM fmadriga Action Type: Update Commitment
Follow up

*** NOTES 06/22/2005 15:21:06 fmadriga Action Type: Call to Dealer
called dlr
lan is unavail
will call for SM 6-22-05

*** COMMIT 06/22/2005 15:42:04 fmadriga Action Type: N/A

*** COMMIT 06/22/2005 03:42:07 PM fmadriga Action Type: Update Commitment
Follow up

*** HPP CHECK 06/22/2005 04:10:03 PM fmadriga
No HPP information was found

*** WARRANTY Check 06/22/2005 04:10:03 PM fmadriga
04/15/2004; 04/15/2004; 04/20/2004; ; 04/15/2004; 04/15/2005; ;
; No; No; ; ; ; No; ; ;
; ;

*** HPP CHECK 06/22/2005 04:12:56 PM fmadriga
No HPP information was found

*** WARRANTY Check 06/22/2005 04:12:56 PM fmadriga
04/15/2004; 04/15/2004; 04/20/2004; ; 04/15/2004; 04/15/2005; ;
; No; No; ; ; ; No; ; ;
; ;

*** NOTES 06/22/2005 16:38:40 fmadriga Action Type: Call from Customer
cust called
cust states that he is having wierd abnormalities with unit
cust is requesting that we offer him extended warranty on his unit
informed cust that AH does not offer extended warranty as compensation to loss of use or
loss of time of M/C
informed cust that he is able to purchase HPP from date of purchase up to 1 year from date
of purchase
cust is now 2 1/2 months roughly out of warranty and now wants warranty extension
cust states that he did not need to purchase warranty cause he was NOT having problem with
his unit
cust states that had he known that he was going to have concerns he would have purchased
extended warranty
explained to cust that is why it is offered for purchase.....incase you are out of warranty
and a manufacturing defect or failure is found with unit
inquired if cust has taken unit back to dirshp for inspection since he has recvd unit back
from dirshp after repairs
cust states that he called dlr and informed of abnormalities
cust was repeating each sentence CR would state
cust kept asking CR to explain
informed cust of our obligation is to repair or replace any part that is proven to be
defective in material or manufacturing workmanship
cust inquired on my supervisor
gave info

Case History (Continued):

cust is requesting a call back from my supervisor
informed he is on vacation, but request will be sent
it will take 1-2 bus days from his return to call cust back
cust states then Faith what you will do is you will follow up with Ian SM and I will await
a supervisor call back
cust demands that I call Ian when I get off phone with cust and gather info and get the
extended warranty for his unit
informed cust that a review of case with supervisor will be made and supervisor will call
cust back
cust is recording to himself " while requesting a follow up with SM at dirshp and
supervisor, Faith became combative and argumentative "
I also asked cust to record that it is illegal to record calls and Faith will now be
releasing call

*** NOTES 06/23/2005 11:22:53 fmadriga Action Type: Note-General
Emailed Steve D supervisor and informed of cust request

*** COMMIT 06/23/2005 11:23:22 fmadriga Action Type: N/A

*** COMMIT 06/23/2005 11:23:24 AM fmadriga Action Type: Update Commitment
Follow up from Supervisor

*** NOTES 06/28/2005 14:30:14 fmadriga Action Type: Note-General
will review with supervisor

*** COMMIT 06/28/2005 14:30:28 fmadriga Action Type: N/A

*** COMMIT 06/28/2005 02:30:30 PM fmadriga Action Type: Update Commitment
Follow up from Supervisor Review

*** NOTES 06/28/2005 15:05:06 sdyer Action Type: Call to Customer
TT cust I said that I was calling to honor his request to TT a supervisor. Cust said that
now the unit has developed an issue where it intermittently has the ABS light come on. Cust
said that this recently started and he now wants to purchase HPP. I said that 10 weeks
after the factory warr. expires HPP cannot be sold to him because the unit has now developed
a problem. cust said that AHM has not heard the last from him. I said that any future or
further inquiries to AHM would be fwd to me and I would convey the same info. to him. Cust
hung up.

*** NOTES 07/13/2005 14:54:11 sdyer Action Type: Call to Customer
cust letter and parts he sent to AHM were fwd to this analyst by Art upon his transfer from
this dept. i called and TT cust once more and conveyed same info as before. No AHM
assistance offered at this time and cust was not eligible to buy HPP. I asked cust if he
wanted parts returned , He said that he did.

Parts sent to cust

*** NOTES 10/12/2005 13:58:02 jnodes Action Type: Field/DSM
PER DSM:
DSM and HNA Law sat with cust and his attorney, resolution is to reimburse cust by \$ 627.73
as GW.
Cust agrees to Withdraw law suit.
Check req filed

Case History (Continued):

*** SUBCASE M042005-06-0201182-2 10/12/2005 1:58:36 PM jnodes

*** CHECK REQUISITION SUBMISSION 10/12/2005 03:03:36 PM by mbeaubie
Subcase ID : M042005-06-0201182-2
Total Amount : \$627.73
Check Req. # : 12,970

*** NOTES 10/14/2005 15:48:41 dmassrey Action Type: Note-General
Check # [REDACTED] dated 10/14/2005 in the amount of \$627.73 received and was given to case holder for mailing.

*** NOTES 10/20/2005 08:19:26 csexton Action Type: Note-General
Sent reimbursement check and letter to cust on 10/19/05:

October 19, 2005

[REDACTED]
San Diego, CA [REDACTED]

Dear [REDACTED]

This letter is in response to your discussion with American Honda and your attorney regarding your 2003 VFR800A.

As agreed in that conversation, American Honda has enclosed a check in the amount of \$627.73 as a goodwill gesture. While we understand that this does not make up for the time and aggravation of waiting, we hope that it shows our concern in regards to this matter.

Thank you for allowing us to review your situation and wish you many hours of enjoyable riding.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

Chris MT83
Motorcycle Customer Support Department

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Notes	10/20/2005 08:19:26 AM	csexton	Sent reim...
Notes	10/14/2005 03:48:41 PM	dmassrey	Check #15...
Add Attachment	10/13/2005 01:19:44 PM	dmassrey	Added att...
Modify	10/12/2005 03:03:44 PM	mbeaubie	into WIP ...
Rule Action	10/12/2005 02:17:31 PM	sa	Action Ta...
Assign	10/12/2005 02:17:30 PM	jnodes	M042005-0...
Modify	10/12/2005 02:17:08 PM	jnodes	into WIP ...
Subcase Create	10/12/2005 01:58:36 PM	jnodes	Number = ...
Notes	10/12/2005 01:58:02 PM	jnodes	PER DSM:...
Reopen	10/12/2005 01:55:26 PM	jnodes	with Cond...

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Closed	07/13/2005 03:06:55 PM	sdyer	Status = ...
Notes	07/13/2005 02:54:11 PM	sdyer	cust lett...
Reopen	07/13/2005 02:51:43 PM	sdyer	with Cond...
Subcase Close	06/29/2005 09:24:49 AM	fmadriga	Number = ...
Closed	06/29/2005 09:24:49 AM	fmadriga	Status = ...
Modify	06/29/2005 09:22:31 AM	fmadriga	into WIP ...
Notes	06/28/2005 03:05:06 PM	sdyer	TT cust l...
Modify	06/28/2005 02:30:32 PM	fmadriga	into WIP ...
Modify Commitme	06/28/2005 02:30:28 PM	fmadriga	with TORR...
Notes	06/28/2005 02:30:14 PM	fmadriga	will revi...
Modify	06/23/2005 11:25:42 AM	fmadriga	into WIP ...
Modify Commitme	06/23/2005 11:23:22 AM	fmadriga	with TORR...
Modify	06/23/2005 11:23:05 AM	fmadriga	into WIP ...
Notes	06/23/2005 11:22:53 AM	fmadriga	Emailed S...
Modify	06/22/2005 04:39:14 PM	fmadriga	into WIP ...
Modify	06/22/2005 04:38:54 PM	fmadriga	into WIP ...
Notes	06/22/2005 04:38:40 PM	fmadriga	cust call...
HPP lookup	06/22/2005 04:12:56 PM	fmadriga	HPP CHECK...
Extended warran	06/22/2005 04:12:56 PM	fmadriga	WARRANTY ...
HPP lookup	06/22/2005 04:10:03 PM	fmadriga	HPP CHECK...
Extended warran	06/22/2005 04:10:03 PM	fmadriga	WARRANTY ...
Modify	06/22/2005 03:42:09 PM	fmadriga	into WIP ...
Modify Commitme	06/22/2005 03:42:04 PM	fmadriga	with TORR...
Modify	06/22/2005 03:41:57 PM	fmadriga	into WIP ...
Notes	06/22/2005 03:21:06 PM	fmadriga	called dl...
Modify	06/22/2005 03:18:21 PM	fmadriga	into WIP ...
Modify Commitme	06/21/2005 01:07:10 PM	fmadriga	with TORR...
Notes	06/21/2005 01:07:02 PM	fmadriga	called dl...
Notes	06/20/2005 10:11:04 AM	acaro	Cust Call...
Modify Commitme	06/17/2005 02:23:41 PM	fmadriga	with TORR...
Modify	06/17/2005 11:34:10 AM	fmadriga	into WIP ...
Notes	06/17/2005 11:34:06 AM	fmadriga	called cu...
Modify	06/14/2005 03:56:21 PM	fmadriga	into WIP ...
Modify	06/14/2005 03:56:06 PM	fmadriga	into WIP ...
Modify Commitme	06/14/2005 03:55:52 PM	fmadriga	with TORR...
Notes	06/14/2005 03:55:41 PM	fmadriga	TT cust ...
Modify	06/10/2005 02:14:15 PM	fmadriga	into WIP ...
Modify Commitme	06/10/2005 02:14:06 PM	fmadriga	with TORR...
Modify	06/10/2005 02:13:59 PM	fmadriga	into WIP ...
Notes	06/10/2005 02:13:52 PM	fmadriga	lan calle...
Modify	06/10/2005 01:43:48 PM	fmadriga	into WIP ...
Notes	06/10/2005 01:43:41 PM	fmadriga	SM is una...
Notes	06/10/2005 01:33:09 PM	kpierce	Cust seek...
Notes	06/08/2005 11:01:12 AM	kpierce	Cust seek...
Modify	06/08/2005 10:32:26 AM	fmadriga	into WIP ...
Fulfill	06/08/2005 10:30:56 AM	fmadriga	Fulfilled...
Notes	06/08/2005 10:29:06 AM	fmadriga	TT TL ana...
Notes	06/08/2005 10:17:40 AM	fmadriga	called SM...
Modify	06/06/2005 03:39:16 PM	fmadriga	into WIP ...
Subcase Create	06/06/2005 03:39:10 PM	fmadriga	Number = ...
Modify	06/06/2005 03:38:55 PM	fmadriga	into WIP ...
Modify	06/06/2005 03:38:46 PM	fmadriga	into WIP ...
Notes	06/06/2005 03:38:41 PM	fmadriga	TT cust ...
Accept	06/06/2005 03:16:52 PM	fmadriga	from Queu...
Notes	06/06/2005 03:16:46 PM	fmadriga	lft msg r...
Notes	06/06/2005 09:09:13 AM	kpierce	Cust seek...
Rule Action	06/04/2005 02:25:52 PM	sa	Action Ta...
Rule Action	06/03/2005 02:25:52 PM	sa	Action Ta...
Dispatch	06/02/2005 03:25:52 PM	sbooker	from WIP ...
Accept	06/02/2005 03:25:23 PM	sbooker	from Queu...
Dispatch	06/02/2005 02:28:41 PM	smunoz	from WIP ...
Modify	06/02/2005 02:28:37 PM	smunoz	into WIP ...
Notes	06/02/2005 02:28:30 PM	smunoz	Cst calle...
Modify	06/02/2005 02:20:02 PM	smunoz	into WIP ...

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Create	06/02/2005 02:18:10 PM	smunoz	Contact =...

Attachments to Case:

File Name	Location
tmelling M042005-06-0201182	X:\CRMS\MC Division\Customer Relations\2005 Cases\tmelling M042005-06-0201182.tif

Case Report - M042004-10-2601327

Site/Caller Summary:

Site ID: IND338918
Site Name/Address: [REDACTED]
BEAVERTON, OR [REDACTED]

Time Zone: None
Caller Name: [REDACTED]
Caller Phone: [REDACTED]
Alternate Phone: [REDACTED]

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: [REDACTED] - 2003 VFR800 HEADLIGHTS GO OUT
ID: M042004-10-2601327
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4613
Part Number: MMCRC4613
Product Serial Number: JH2RC46153M [REDACTED]
Contract:

Case History:

*** NOTES 10/26/2004 15:05:36 kperce Action Type: Note-Technical

***NOTES LOG 10/26/2004 02:13:50 PM sgehrke

Complaint:

Headlights would go out

Contention:

Dealer states they verified. Dealer found fairing sub-harness corrosion and poor pin fit at blue 22 pin connector on left side of fairing. Dealer cleaned corrosion and corrected pin fit/diaelectric greased (9/21/04). Customer called and had lights go out again while riding. Unit not in shop yet.

Recommendation:

Advised Dealer to inspect repair and verify complaint. Call back with findings.

*** HPP CHECK 10/26/2004 03:05:43 PM kperce

The following HPP information was found

; NV2003000000416; GREEN ; RAWLEY ; 105412; 2004-04-12;
2008-04-12; ACTIVE

*** WARRANTY Check 10/26/2004 03:05:43 PM kperce

04/12/2003; 04/12/2003; 04/18/2003; ; 04/12/2003; 04/11/2004; ;
; Yes; No; 04/12/2004; 04/12/2008; ; No; ; ;
; ;

Case History (Continued):

*** CAMPAIGN CHECK 10/26/2004 03:05:45 PM kpierce
No data found for VIN

*** CLAIM CHECK 10/26/2004 03:05:55 PM kpierce
The following Claim History information was found
0; 2004-09-21; 105089; 036144; 510; 611499 ; STRAIGHT TIME L/O DRIVER

*** NOTES 10/26/2004 15:39:53 kpierce Action Type: Call from Customer
Cust states the following:
the unit has a concern with the connector on the left side of the unit having corrosion.
unit was at the dlr about a month ago and it was cleaned but the concerns have come up again.
the headlights will go out and the cust will have to tap the connector to get them to turn back on .
one time when the cust turned on the blinker the unit stalled
cust feels that the unit was not repaired right the first time.
MCS advised cust to take the unit to the dlr for diag.
cust is unsure what if any dlr the unit will go to.
cust wants unit repaired.
MCS advised that a Honda dlr would have to diag the unit before a repair can be made.
MCS advised cust that the concerns have been noted and if/when he take the unit to a dlr to call MCS back and follow up can be made.
Concerns addressed pending cust call.

*** SUBCASE M042004-10-2601327-1 10/26/2004 3:40:22 PM kpierce

*** NOTES 11/08/2004 14:26:44 jliller Action Type: Call from Customer
Cust states he received the survey and he is very dissatisfied of the results he received.....there was no resolution on this issue.
Cust claims he issue is still reoccurring and was told that if it dosent happen while its at the dlr they cannot fix it, cust states this is a safety concern and the dlr already knows where the prob. is coming from.Cust would like his bike headlight issue to be repaired and resolved.
Cust states he will take his bike to the current dlr on MON, the 1st dlr he went to was informed that the dlr filed chapter 11.

Advised cust a case specialist would contact him in 1-2 business days.

*** NOTES 11/12/2004 13:53:30 smadden Action Type: Call to Dealer
Spoke with Murry, SM with Honda Peninsula, dealer 103997, but he is not familiar with this customer. Advised we were not sure if the bike was there or not. Murry asked what the problem was. Replied the headlights would go out and when he turned the blinker on the bike would stall. Advised we would get clarification as to what dealer was involved and if we needed him again, we would call.

*** NOTES 11/12/2004 13:55:27 smadden Action Type: Call to Customer
LM for customer advising we are specialist assigned but stated we do not know which dealer his bike is at. Asked for call back to know this information so we can contact the dealer and try to assist in reaching resolution.

*** COMMIT 11/12/2004 14:03:08 smadden Action Type: N/A

Heard back from customer?

*** NOTES 11/19/2004 11:47:01 smadden Action Type: Call to Customer

Case History (Continued):

Left second msg for customer asking for call back.

*** COMMIT 11/19/2004 11:47:13 smadden Action Type: N/A

*** COMMIT 11/19/2004 11:47:14 AM smadden Action Type: Update Commitment
Send letter

*** NOTES 11/30/2004 08:59:52 smadden Action Type: Letter/Fax
Sent the following letter to customer:

November 30, 2004

[REDACTED]
San Jose, CA [REDACTED]

Dear Clay,

This letter is in response to your existing case regarding your 2003 VFR800 with us at American Honda. We have tried to reach you at (408) 460-3060 without success. Please accept our sincere apologies.

If you have already resolved this issue, please disregard this letter. If you require further assistance, please call us at your convenience. Our toll-free telephone number is: (866) 784-1870, 6:30 A.M. - 5:00 P.M. (PST), Monday through Friday.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

Selena (MT96)
Motorcycle Customer Support Department

*** COMMIT 11/30/2004 09:00:06 smadden Action Type: N/A

*** COMMIT 11/30/2004 09:00:07 AM smadden Action Type: Update Commitment
Close case

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	12/21/2004 11:11:33 AM	smadden	Status = ...
Modify	12/21/2004 11:11:31 AM	smadden	Into WIP ...
Modify	11/30/2004 09:00:09 AM	smadden	Into WIP ...
Modify Commitme	11/30/2004 09:00:06 AM	smadden	with CLAY...
Notes	11/30/2004 08:59:52 AM	smadden	Sent the ...
Rule Action	11/23/2004 02:49:50 PM	sa	Action ow...

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Modify	11/19/2004 11:47:16 AM	smadden	into WIP ...
Modify Commitme	11/19/2004 11:47:13 AM	smadden	with CLAY...
Notes	11/19/2004 11:47:01 AM	smadden	Left seco...
Modify	11/12/2004 02:03:16 PM	smadden	into WIP ...
Notes	11/12/2004 01:55:27 PM	smadden	LM for cu...
Notes	11/12/2004 01:53:30 PM	smadden	Spoke wit...
Accept	11/09/2004 12:09:05 PM	smadden	from Queu...
Dispatch	11/08/2004 05:35:58 PM	sbooker	from WIP ...
Accept	11/08/2004 05:35:05 PM	sbooker	from Queu...
Dispatch	11/08/2004 02:27:01 PM	jlmiller	from WIP ...
Notes	11/08/2004 02:26:44 PM	jlmiller	Cust stat...
Modify	11/08/2004 02:21:53 PM	jlmiller	into WIP ...
Reopen	11/08/2004 02:17:59 PM	jlmiller	with Cond...
Subcase Close	10/26/2004 03:40:31 PM	kpierce	Number = ...
Closed	10/26/2004 03:40:31 PM	kpierce	Status = ...
Subcase Create	10/26/2004 03:40:22 PM	kpierce	Number = ...
Notes	10/26/2004 03:39:53 PM	kpierce	Cust stat...
Claims lookup	10/26/2004 03:05:55 PM	kpierce	CLAIM CHE...
Campaign lookup	10/26/2004 03:05:45 PM	kpierce	CAMPAIGN ...
HPP lookup	10/26/2004 03:05:43 PM	kpierce	HPP CHECK...
Extended warran	10/26/2004 03:05:43 PM	kpierce	WARRANTY ...
Notes	10/26/2004 03:05:36 PM	kpierce	***NOTES ...
Modify	10/26/2004 03:04:20 PM	kpierce	into WIP ...
Modify	10/26/2004 02:53:22 PM	kpierce	into WIP ...
Create	10/26/2004 02:49:50 PM	kpierce	Contact =...