

PE05-047

HONDA

11/14/2005

ATTACHMENT Q2

(Q2 PART B OF C)

PART 2 OF 5

Case Report - M012005-06-0201452

Site/Caller Summary:

Site ID:
Site Name/Address:

BEAVERTON, OR

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

None

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

Case Summary:

Case Title: - VFR800 - HEADLIGHTS GOING OUT
ID: M012005-06-0201452
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Open/Solving
Part Description: MMCRC4613
Part Number: MMCRC4613
Product Serial Number: JH2RC46153M
Contract:

Case History:

*** COMMIT 09/16/2005 10:25:19 AM dduhigg Action Type: Update Commitment
F/u on parts

*** COMMIT 09/20/2005 09:43:17 dduhigg Action Type: N/A

*** COMMIT 09/20/2005 09:43:19 AM dduhigg Action Type: Update Commitment
F/u on parts

*** NOTES 09/20/2005 09:52:41 dduhigg Action Type: Call to Dealer
Called dlr spoke with Matt asked if the cust came in to pick
his unit up. Matt stated that he did. He stated that there was a little
issue when he got there because the unit was missing a turn signal assembly
which he personally never seen because the unit came in taken apart but stated that
he took one off of a new unit and gave it to him. He states that the cust was happy when he
left.
Thanked dlr for the update.

*** COMMIT 09/20/2005 09:52:55 AM dduhigg Action Type: Update Commitment
Call cust

*** NOTES 09/21/2005 09:58:04 dduhigg Action Type: Call to Customer

Case History (Continued):

Called cust lm on vm

*** COMMIT 09/21/2005 09:58:13 dduhigg Action Type: N/A

*** COMMIT 09/21/2005 09:58:14 AM dduhigg Action Type: Update Commitment
Call cust

*** COMMIT 09/23/2005 08:20:31 dduhigg Action Type: N/A

*** COMMIT 09/23/2005 08:20:32 AM dduhigg Action Type: Update Commitment
Call cust

*** NOTES 09/26/2005 13:33:34 dduhigg Action Type: Call to Customer
Called cust no answer.

*** COMMIT 09/26/2005 13:33:43 dduhigg Action Type: N/A

*** COMMIT 09/26/2005 01:33:45 PM dduhigg Action Type: Update Commitment
Call cust

*** COMMIT 09/28/2005 10:45:05 dduhigg Action Type: N/A

*** COMMIT 09/28/2005 10:45:09 AM dduhigg Action Type: Update Commitment
Call cust

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Modify	09/28/2005 10:45:10 AM	dduhigg	into WIP ...
Modify Commitme	09/28/2005 10:45:05 AM	dduhigg	with RAWL...
Modify	09/26/2005 01:33:46 PM	dduhigg	into WIP ...
Modify Commitme	09/26/2005 01:33:43 PM	dduhigg	with RAWL...
Modify	09/26/2005 01:33:37 PM	dduhigg	into WIP ...
Notes	09/26/2005 01:33:34 PM	dduhigg	Called cu...
Modify Commitme	09/23/2005 08:20:31 AM	dduhigg	with RAWL...
Modify	09/21/2005 09:58:15 AM	dduhigg	into WIP ...
Modify Commitme	09/21/2005 09:58:13 AM	dduhigg	with RAWL...
Modify	09/21/2005 09:58:07 AM	dduhigg	into WIP ...
Notes	09/21/2005 09:58:04 AM	dduhigg	Called cu...
Modify	09/20/2005 09:52:56 AM	dduhigg	into WIP ...
Modify	09/20/2005 09:52:44 AM	dduhigg	into WIP ...
Notes	09/20/2005 09:52:41 AM	dduhigg	Called dl...
Modify	09/20/2005 09:43:21 AM	dduhigg	into WIP ...
Modify Commitme	09/20/2005 09:43:17 AM	dduhigg	with RAWL...
Modify	09/20/2005 09:43:08 AM	dduhigg	into WIP ...
Modify	09/16/2005 10:25:20 AM	dduhigg	into WIP ...
Modify Commitme	09/16/2005 10:25:17 AM	dduhigg	with RAWL...
Modify	09/16/2005 10:25:05 AM	dduhigg	into WIP ...
Modify	09/16/2005 10:24:52 AM	dduhigg	into WIP ...
Modify	09/16/2005 10:24:52 AM	dduhigg	into WIP ...
Notes	09/16/2005 10:24:48 AM	dduhigg	Called cu...
Notes	09/16/2005 10:23:27 AM	dduhigg	Called dl...
Modify	09/14/2005 03:10:26 PM	dduhigg	into WIP ...

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Modify Commitme	09/14/2005 03:10:23 PM	dduhigg	with RAWL...
Notes	09/14/2005 03:10:17 PM	dduhigg	Called dl...
Modify	09/14/2005 08:11:20 AM	dduhigg	into WIP ...
Modify	09/14/2005 08:08:52 AM	dduhigg	into WIP ...
Modify	09/13/2005 01:56:41 PM	dduhigg	into WIP ...
Modify Commitme	09/13/2005 01:56:38 PM	dduhigg	with RAWL...
Modify	09/13/2005 01:56:32 PM	dduhigg	into WIP ...
Notes	09/13/2005 01:56:28 PM	dduhigg	Called dl...
Modify	09/12/2005 12:11:07 PM	dduhigg	into WIP ...
Modify Commitme	09/12/2005 12:11:03 PM	dduhigg	with RAWL...
Modify	09/12/2005 12:10:58 PM	dduhigg	into WIP ...
Notes	09/12/2005 12:10:50 PM	dduhigg	Called dl...
Modify Commitme	09/01/2005 01:13:54 PM	dduhigg	with RAWL...
Modify	08/31/2005 12:26:25 PM	dduhigg	into WIP ...
Modify	08/31/2005 12:26:20 PM	dduhigg	into WIP ...
Modify Commitme	08/31/2005 12:26:14 PM	dduhigg	with RAWL...
Modify	08/31/2005 12:26:05 PM	dduhigg	into WIP ...
Notes	08/31/2005 12:26:01 PM	dduhigg	Called dl...
Modify	08/31/2005 08:38:35 AM	dduhigg	into WIP ...
Notes	08/31/2005 08:38:32 AM	dduhigg	PC1011-1 ...
Modify	08/31/2005 08:38:24 AM	dduhigg	into WIP ...
Modify	08/31/2005 08:38:16 AM	dduhigg	into WIP ...
Modify	08/30/2005 03:01:08 PM	dduhigg	into WIP ...
Modify Commitme	08/30/2005 03:01:02 PM	dduhigg	with RAWL...
Modify	08/30/2005 03:00:57 PM	dduhigg	into WIP ...
Modify	08/29/2005 09:52:40 AM	dduhigg	into WIP ...
Modify Commitme	08/29/2005 09:52:33 AM	dduhigg	with RAWL...
Modify	08/26/2005 01:48:11 PM	dduhigg	into WIP ...
Modify	08/26/2005 01:45:14 PM	dduhigg	into WIP ...
Notes	08/26/2005 01:45:06 PM	dduhigg	PC1011-1 ...
Modify	08/26/2005 01:38:15 PM	dduhigg	into WIP ...
Modify	08/26/2005 01:38:53 PM	dduhigg	into WIP ...
Notes	08/26/2005 01:36:33 PM	dduhigg	P071 PC10...
Modify	08/26/2005 01:36:22 PM	dduhigg	into WIP ...
Modify	08/26/2005 01:36:20 PM	dduhigg	into WIP ...
Modify	08/26/2005 01:35:32 PM	dduhigg	into WIP ...
Modify Commitme	08/26/2005 01:35:27 PM	dduhigg	with RAWL...
Modify	08/26/2005 01:35:14 PM	dduhigg	into WIP ...
Notes	08/26/2005 01:35:11 PM	dduhigg	Spoke wit...
Notes	08/26/2005 01:34:34 PM	dduhigg	Spoke wit...
Modify	08/26/2005 01:33:29 PM	dduhigg	into WIP ...
Notes	08/26/2005 01:33:24 PM	dduhigg	Spoke wit...
Modify	08/23/2005 12:36:14 PM	dduhigg	into WIP ...
Modify Commitme	08/23/2005 12:36:10 PM	dduhigg	with RAWL...
Modify	08/23/2005 12:35:45 PM	dduhigg	into WIP ...
Notes	08/23/2005 12:35:40 PM	dduhigg	Called dl...
Modify Commitme	08/18/2005 03:43:00 PM	dduhigg	with RAWL...
Modify	08/18/2005 01:37:31 PM	dduhigg	into WIP ...
Modify Commitme	08/18/2005 01:37:27 PM	dduhigg	with RAWL...
Modify	08/18/2005 01:37:21 PM	dduhigg	into WIP ...
Notes	08/18/2005 01:37:19 PM	dduhigg	Called dl...
Modify	08/16/2005 09:08:04 AM	dduhigg	into WIP ...
Notes	08/16/2005 09:08:01 AM	dduhigg	RCVD E-ma...
Modify	08/16/2005 09:07:38 AM	dduhigg	into WIP ...
Modify Commitme	08/16/2005 09:07:35 AM	dduhigg	with RAWL...
Modify	08/16/2005 09:07:28 AM	dduhigg	into WIP ...
Notes	08/16/2005 09:07:25 AM	dduhigg	Called dl...
Modify	08/12/2005 08:52:50 AM	dduhigg	into WIP ...
Modify Commitme	08/12/2005 08:52:48 AM	dduhigg	with RAWL...
Modify	08/12/2005 08:52:39 AM	dduhigg	into WIP ...
Notes	08/12/2005 08:52:36 AM	dduhigg	Called CB...
Modify	08/11/2005 11:00:34 AM	dduhigg	into WIP ...
Modify	08/11/2005 11:00:32 AM	dduhigg	into WIP ...
Notes	08/11/2005 11:00:29 AM	dduhigg	PC1011-1 ...

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Modify Commitme	08/11/2005 11:00:07 AM	dduhigg	with RAWL...
Modify	08/11/2005 11:00:00 AM	dduhigg	into WIP ...
Notes	08/11/2005 10:59:58 AM	dduhigg	Called dl...
Modify	08/11/2005 10:47:14 AM	dduhigg	into WIP ...
Modify	08/11/2005 10:47:12 AM	dduhigg	into WIP ...
Notes	08/11/2005 10:47:10 AM	dduhigg	Spoke wit...
Notes	08/11/2005 10:35:45 AM	dmarks	CC for Da...
Modify	08/09/2005 04:02:38 PM	dduhigg	into WIP ...
Notes	08/09/2005 04:02:36 PM	dduhigg	Called dl...
Notes	08/09/2005 04:00:58 PM	dduhigg	Rcvd VMM ...
Notes	08/09/2005 01:24:46 PM	jlmiller	cc for da...
Modify	08/05/2005 03:32:19 PM	dduhigg	into WIP ...
Modify Commitme	08/05/2005 03:32:16 PM	dduhigg	with RAWL...
Modify	08/05/2005 03:32:10 PM	dduhigg	into WIP ...
Modify	08/05/2005 03:31:19 PM	dduhigg	into WIP ...
Notes	08/05/2005 03:30:46 PM	dduhigg	Called dl...
Modify	08/04/2005 10:35:06 AM	dduhigg	into WIP ...
Modify Commitme	08/04/2005 10:35:01 AM	dduhigg	with RAWL...
Modify	08/03/2005 03:57:01 PM	dduhigg	into WIP ...
Notes	08/03/2005 03:56:58 PM	dduhigg	Parts nee...
Modify	08/03/2005 03:55:24 PM	dduhigg	into WIP ...
Modify	08/03/2005 03:55:01 PM	dduhigg	into WIP ...
Notes	08/03/2005 03:54:59 PM	dduhigg	Called dl...
Modify	08/03/2005 02:54:14 PM	dduhigg	into WIP ...
Modify Commitme	08/03/2005 02:54:11 PM	dduhigg	with RAWL...
Modify	08/03/2005 02:54:05 PM	dduhigg	into WIP ...
Modify	08/03/2005 02:53:59 PM	dduhigg	into WIP ...
Notes	08/03/2005 02:53:55 PM	dduhigg	Called cu...
Modify	08/03/2005 02:47:30 PM	dduhigg	into WIP ...
Notes	08/03/2005 02:17:21 PM	arios	cc for da...
Notes	08/03/2005 01:24:54 AM	jlmiller	cc for da...
Notes	08/03/2005 11:03:08 AM	smunoz	Cst calle...
Modify	08/03/2005 10:33:23 AM	dduhigg	into WIP ...
Notes	08/03/2005 10:32:38 AM	dduhigg	Called cu...
Notes	08/03/2005 10:31:21 AM	dduhigg	Reviewed ...
HPP lookup	08/03/2005 10:29:06 AM	dduhigg	HPP CHECK...
Extended warran	08/03/2005 10:29:06 AM	dduhigg	WARRANTY ...
Modify	08/02/2005 03:57:01 PM	dduhigg	into WIP ...
Modify	07/29/2005 12:49:28 PM	dduhigg	into WIP ...
Modify	07/29/2005 12:42:27 PM	dduhigg	into WIP ...
Notes	07/29/2005 12:42:24 PM	dduhigg	Spoke wit...
Notes	07/29/2005 12:41:33 PM	dduhigg	Spoke wit...
Notes	07/29/2005 12:36:57 PM	dduhigg	Called cu...
Notes	07/29/2005 12:22:53 PM	dduhigg	Spoke wit...
Notes	07/29/2005 10:26:32 AM	mmeler	Cust call...
Modify	07/29/2005 10:23:42 AM	dduhigg	into WIP ...
HPP lookup	07/29/2005 10:08:50 AM	dduhigg	HPP CHECK...
Extended warran	07/29/2005 10:08:50 AM	dduhigg	WARRANTY ...
Modify	07/28/2005 09:26:03 AM	dduhigg	into WIP ...
Modify Commitme	07/28/2005 09:25:59 AM	dduhigg	with RAWL...
Modify	07/26/2005 09:58:16 AM	dduhigg	into WIP ...
Modify Commitme	07/26/2005 09:58:13 AM	dduhigg	with RAWL...
Modify	07/26/2005 09:58:07 AM	dduhigg	into WIP ...
Notes	07/26/2005 09:58:02 AM	dduhigg	Late Note...
Modify	07/25/2005 11:57:31 AM	dduhigg	into WIP ...
Notes	07/25/2005 11:40:43 AM	arios	Called fo...
Notes	07/25/2005 10:59:00 AM	dduhigg	Spoke wit...
Modify	07/22/2005 04:03:26 PM	dduhigg	into WIP ...
Modify	07/22/2005 04:03:23 PM	dduhigg	into WIP ...
Notes	07/22/2005 04:03:21 PM	dduhigg	Called DS...
Notes	07/22/2005 03:54:20 PM	dduhigg	Spoke wit...
Notes	07/22/2005 03:23:08 PM	dduhigg	Spoke wit...
Notes	07/22/2005 02:43:39 PM	smunoz	Cst calle...
Modify	07/22/2005 01:06:39 PM	dduhigg	into WIP ...

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Notes	07/22/2005 01:06:36 PM	dduhigg	Rcvd VMM ...
Modify	07/22/2005 01:04:56 PM	dduhigg	into WIP ...
Modify	07/22/2005 01:02:56 PM	dduhigg	into WIP ...
Modify	07/22/2005 01:02:47 PM	dduhigg	into WIP ...
Notes	07/22/2005 01:02:43 PM	dduhigg	Spoke wit...
Notes	07/22/2005 11:26:31 AM	kpierce	Cust seek...
Modify	07/22/2005 10:29:36 AM	dduhigg	into WIP ...
Notes	07/22/2005 10:29:26 AM	dduhigg	Called DS...
Modify	07/21/2005 02:56:40 PM	dduhigg	into WIP ...
Modify Commitme	07/21/2005 02:56:37 PM	dduhigg	with RAWL...
Modify	07/21/2005 02:56:32 PM	dduhigg	into WIP ...
Notes	07/21/2005 02:56:28 PM	dduhigg	Called DS...
Modify	07/20/2005 01:04:40 PM	dduhigg	into WIP ...
Modify Commitme	07/20/2005 01:04:37 PM	dduhigg	with RAWL...
Notes	07/20/2005 01:04:24 PM	dduhigg	Spoke wit...
Modify	07/19/2005 04:00:44 PM	dduhigg	into WIP ...
Modify Commitme	07/19/2005 04:00:41 PM	dduhigg	with RAWL...
Modify	07/19/2005 04:00:33 PM	dduhigg	into WIP ...
Notes	07/19/2005 04:00:30 PM	dduhigg	Called cu...
Modify	07/19/2005 04:00:19 PM	dduhigg	into WIP ...
Modify	07/19/2005 03:55:17 PM	dduhigg	into WIP ...
Notes	07/19/2005 03:55:13 PM	dduhigg	Late note...
Modify	07/18/2005 09:34:31 AM	dduhigg	into WIP ...
Notes	07/18/2005 09:34:28 AM	dduhigg	Called dl...
Modify	07/14/2005 09:34:14 AM	dduhigg	into WIP ...
Notes	07/14/2005 09:34:10 AM	dduhigg	Called dl...
Modify	07/12/2005 03:10:26 PM	dduhigg	into WIP ...
Rule Action	07/12/2005 03:03:42 PM	sa	Action Ta...
Assign	07/12/2005 03:03:41 PM	fmadriga	M012005-0...
Rule Action	07/11/2005 08:20:15 AM	sa	Action Ta...
Assign	07/11/2005 08:20:14 AM	acaro	M012005-0...
Modify	07/11/2005 08:20:03 AM	acaro	into WIP ...
Modify	07/11/2005 08:14:05 AM	acaro	into WIP ...
Notes	07/11/2005 08:14:00 AM	acaro	Cust call...
Modify	07/11/2005 07:53:28 AM	acaro	into WIP ...
Reopen	07/11/2005 07:50:29 AM	acaro	with Cond...
Subcase Close	06/10/2005 04:56:12 PM	fmadriga	Number = ...
Closed	06/10/2005 04:56:12 PM	fmadriga	Status = ...
Modify	06/10/2005 04:56:01 PM	fmadriga	into WIP ...
Subcase Create	06/10/2005 04:53:36 PM	fmadriga	Number = ...
Modify	06/10/2005 04:53:23 PM	fmadriga	into WIP ...
Modify	06/10/2005 04:53:13 PM	fmadriga	into WIP ...
Notes	06/10/2005 04:53:09 PM	fmadriga	called cu...
Modify Commitme	06/10/2005 01:33:01 PM	fmadriga	with RAWL...
Modify	06/10/2005 01:32:55 PM	fmadriga	into WIP ...
Notes	06/10/2005 01:32:39 PM	fmadriga	called cu...
Modify Commitme	06/08/2005 10:39:07 AM	fmadriga	with RAWL...
Modify	06/08/2005 10:38:06 AM	fmadriga	into WIP ...
Notes	06/08/2005 10:38:04 AM	fmadriga	Lft msg r...
Commit	06/06/2005 11:36:42 AM	fmadriga	Made to R...
Notes	06/06/2005 11:36:29 AM	fmadriga	called cu...
Modify	06/02/2005 05:06:10 PM	fmadriga	into WIP ...
HPP lookup	06/02/2005 04:58:00 PM	fmadriga	HPP CHECK...
Extended warran	06/02/2005 04:58:00 PM	fmadriga	WARRANTY ...
Create	06/02/2005 04:57:53 PM	fmadriga	Contact =...

Case Report - M012004-04-1901062

Site/Caller Summary:

Site ID:
Site Name/Address:

DAYTON, OH

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

None

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

Case Summary:

Case Title: VFR800 TURN SIGNAL KILLS ENGINE
ID: M012004-04-1901062
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4613
Part Number: MMCRC4613
Product Serial Number: JH2RC46133M
Contract:

Case History:

*** NOTES 04/19/2004 11:13:33 spakkala Action Type: Call from Customer
Cust is concerned that he has an electrical problem with his unit and he is nearly out of warranty. Cust wanted us to document his situation now so we will take his situation into consideration after he is out of warranty.

Cust explained that he changed the time on his clock, which led to the headlight going out. Following that, he heard a buzzing noise in the headlight. Finally, when he used the turn signal after the unit was running, it killed the engine. Since that time, cust has been experiencing this problem intermittently.

Informed cust that he should take his unit to his dlr.

*** NOTES 04/19/2004 11:18:15 spakkala Action Type: Call from Customer
Cust states he is not anxious to take his unit to dlr because he feels they may take a long time and not solve the problem as it is intermittent. Cust stated he may just purchase HPP and wait a while longer before he deals with this.

*** SUBCASE M012004-04-1901062-1 4/19/2004 11:18:30 AM spakkala

*** NOTES 06/18/2004 08:50:17 jjohnson Action Type: Call from Customer
Cust wanted to let AHM that he is still having the same problem (listed above), but he's going to take MC into dlr soon. Cust wanted to send AHM a letter stating his problem with the M/C. Provided mailing address for Torrance. Cust thanked MT28 for info.

*** NOTES 06/29/2004 08:14:06 sdenne Action Type: Call from Customer
Cust called in regarding case.
MT80 took message and will forward to MA66.

*** NOTES 06/29/2004 08:19:14 sdenne Action Type: Call from Customer
called regarding a parts order that is still on order.
As you can see this case was opened in April.
states that this is not the first time that he has had to wait for a part to come in from Japan.
stated that he would like AHM to pay for the part ordered as well as expedited mail.

*** NOTES 06/29/2004 12:34:24 sdyer Action Type: Call from Customer
TT cust he said that the unit is at Sporty, Honda Cust goes by Kurt. He said that part needed to repair the unit is on B/O I said that i would assist as poss. and C.B. w/ info. as avail.

Case History (Continued):

*** SUBCASE M012004-04-1901062-2 6/29/2004 12:35:52 PM sdyer

*** NOTES 06/29/2004 12:49:38 sdyer Action Type: Note-General
TT Sarah CBO group she said that she would TT Japan and see if they could drop ship part to dlr.

*** NOTES 06/30/2004 10:26:33 sdyer Action Type: Note-General
from CBO group

Steve,

Good afternoon! I wanted to let you know that we did request drop shipment on this part Japan has 1 pc. I haven't heard back as to if they are shipping them for sure but I will let you know.

Sara Leugers
Critical Back Order Department
American Honda Motor Co.

*** NOTES 06/30/2004 12:04:39 pnassimb Action Type: Call from Customer
Cust calling for SteveD...transferred to Denise

*** NOTES 07/01/2004 14:05:54 jfrederi Action Type: Call from Customer
Cust called for Steve mt56.
Transferred to Pat.

*** NOTES 07/01/2004 14:06:24 pballard Action Type: Call from Customer
transferring customer to case holder.

*** NOTES 07/07/2004 08:00:26 jrickard Action Type: Call from Customer
Cust called for analyst, unavailable, MT85 offered to LM.
Cust requesting call back with availability of part #32100-MCW-L00.

*** NOTES 07/07/2004 12:11:30 sdyer Action Type: Note-General
F.U. w Sarah CBO group she said that Japan said that the part was too big to drop ship She ckd and found that the box was indeed size one ans small enough to drop ship to the dlr. She is going to F,U. and c.B.

*** NOTES 07/07/2004 12:19:32 sdyer Action Type: Call to Customer
TT Cust and updated him as to the latest procurement info.

*** NOTES 07/08/2004 16:22:04 sdyer Action Type: Call to Customer
TT cust I confirmed with him that the part needed had been drop shipped from Japan

*** NOTES 07/12/2004 09:58:57 sdyer Action Type: Call to Dealer
TT Doug at the dlr. he said that part had not arrived as of yet.

*** NOTES 07/13/2004 12:27:56 sdyer Action Type: Call to Dealer
TT Doug at the dlr. cust part is there unit is the next one up.

*** NOTES 07/21/2004 10:39:20 arodrigu Action Type: Call from Customer
Cust req'g to speak w/MT56.
Adv'd cust that case holder is not avail but msg could be left.
Cust says he would like to thank him personally for the wonderful job he did and cust is very happy and would also like to send in a letter for a job well done.
Adv'd cust that CR will forward msg to MT56.

*** NOTES 07/21/2004 12:39:41 sdyer Action Type: Call to Customer
TT cust he P.U. the unit and it is running great. He apprec. the info and assist.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	07/22/2004 10:01:46 AM	sdyer	Status = Closed, Resoluti...
Subcase Close	07/22/2004 10:01:45 AM	sdyer	Number = M012004-04-19010...
Modify	07/22/2004 10:01:34 AM	sdyer	into WIP Back-order parts...
Notes	07/21/2004 12:39:41 PM	sdyer	TT cust he P.U. the unit ...
Notes	07/21/2004 10:39:20 AM	alaral	Cust req'g to speak w/MT5...
Notes	07/13/2004 12:27:56 PM	sdyer	TT Doug at the dlr. cust ...
Notes	07/12/2004 09:58:57 AM	sdyer	TT Doug at the dlr. he sa...
Notes	07/08/2004 04:22:04 PM	sdyer	TT cust I confirmed with ...

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Notes	07/07/2004 12:19:32 PM	sdyer	TT Cust and updated him a...
Notes	07/07/2004 12:11:30 PM	sdyer	F.U. w Sarah CBO group sh...
Notes	07/07/2004 08:00:26 AM	jrickard	Cust called for analyst, ...
Notes	07/01/2004 02:06:24 PM	pballard	transferring customer to ...
Notes	07/01/2004 02:05:54 PM	jfrederi	Cust called for Steve mt5...
Notes	06/30/2004 12:04:39 PM	pnassimb	Cust calling for SteveD....
Notes	06/30/2004 10:26:33 AM	sdyer	from CBO group***Steve,...
Notes	06/29/2004 12:49:38 PM	sdyer	TT Sarah CBO group she sa...
Subcase Create	06/29/2004 12:35:52 PM	sdyer	Number = M012004-04-19010...
Notes	06/29/2004 12:34:24 PM	sdyer	TT cust he said that the ...
Yanked	06/29/2004 12:32:49 PM	sdyer	Yanked by sdyer into WIPb...
Notes	06/29/2004 08:19:14 AM	sdenne	██████████ called regardi...
Notes	06/29/2004 08:14:06 AM	sdenne	Cust called in regarding ...
Reopen	06/24/2004 02:08:25 PM	dmassrey	with Condition of Open an...
Closed	06/18/2004 08:50:24 AM	jjohnson	Status = Closed, Resoluti...
Notes	06/18/2004 08:50:17 AM	jjohnson	Cust wanted to let AHM th...
Reopen	06/18/2004 08:48:10 AM	jjohnson	with Condition of Open an...
Subcase Close	04/19/2004 11:19:27 AM	spakkala	Number = M012004-04-19010...
Closed	04/19/2004 11:19:27 AM	spakkala	Status = Closed, Resoluti...
Subcase Create	04/19/2004 11:18:30 AM	spakkala	Number = M012004-04-19010...
Notes	04/19/2004 11:18:15 AM	spakkala	Cust states he is not anx...
Notes	04/19/2004 11:13:33 AM	spakkala	Cust is concerned that he...
Create	04/19/2004 11:05:17 AM	spakkala	Contact = ██████████ Pri...

Case Report - M042005-06-0300436

Site/Caller Summary:

Site ID: IND412339

Site Name/Address:

PALATINE, IL

Time Zone:

None

Caller Name:

Caller Phone:

Alternate Phone:

Alt. Site ID:

Alt. Site Name/Address:

Alt. Contact Name:

Case Summary:

Case Title: 2003 VFR800 - BUZZING NOISE IN FRONT / ELECTRICAL PROBLEM

ID: M042005-06-0300436

Call Type: Problem

Severity: N/A

Priority: N/A

Condition/Status: Closed/Closed

Part Description: MMCRC4613

Part Number: MMCRC4613

Product Serial Number: JH2RC46143M

Contract:

Case History:

*** HPP CHECK 06/03/2005 09:09:57 AM jjohnson

No HPP information was found

*** WARRANTY Check 06/03/2005 09:09:57 AM jjohnson

04/10/2003; 04/10/2003; 04/12/2003; ; 04/10/2003; 04/09/2004; ;

; No; No; ; ; No; ; ;

; ;

*** CAMPAIGN CHECK 06/03/2005 09:12:41 AM jjohnson

The following Campaign information was found

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

*** CLAIM HISTORY CHECK 06/03/2005 09:13:15 AM jjohnson

No data found for VIN.

*** NOTES 06/03/2005 09:32:23 jjohnson Action Type: Call from Customer

cust stated that a year ago he heard a buzzing noise from the front of the M/C. He also thought he smelt something electrical burning. Cust took M/C to dlr for repair. Cust paid for the repair. Cust stated that he no longer has the buzzing noise, but the burning smell has returned. Cust claims that he read online that Honda has been having problems with that. Cust wanted to know if AHM would cover it. We informed cust that he is 14 months outside of warranty, so coverage is not guaranteed. We suggested that cust take M/C to a dlr for inspection. Cust wanted to know if AHM would pay for the inspection. Once again we explained that he is outside of warranty, so we cannot guarantee any type of assistance.

Case History (Continued):

Cust asked that we document his call. We informed cust that we already were. Cust asked what we were documenting. We informed cust that we were documenting what he told us. Cust ended call.

*** SUBCASE M042005-06-0300436-1 6/3/2005 9:32:39 AM jjohnson

*** SUBCASE M042005-06-0300436-2 6/3/2005 9:34:02 AM jjohnson

*** NOTES 06/14/2005 11:38:31 jjohnson Action Type: Note-Technical

***NOTES LOG 06/09/2005 08:43:56 AM amackenz

Complaint:

main fuse starting to burn

Contention:

the 30a fuse is turning brown-

resistance check on the ground wires is good

the blue connector is starting to melt together

where is that blue connector?.... its the one with the hot wire going to the main fuse

dealer states that he has talked to T/L before and many of them have heard of this problem-

and good willed the repair for the unit

unit has no HPP and only one claim- one year out of warranty

Recommendation:

advised dealer:

can not find a blue connector with a hot wire going to the main fuse-

look into the problem further and call back with your findings

*** SUBCASE M022005-06-0900265-1 6/9/2005 8:44:00 AM amackenz

*** NOTES 06/13/2005 10:23:13 rdale Action Type: Call from Dealer

Dir called Dan

dir asked to speak to MT39

advised dir that presently...she is not a vallable

Dir stated they are working with MT39 regarding the possibility of obtaining some goodwill towards the repair of this unit

Wht is wrong with the unit? Dir stated they have determined the 18P Bu connector for the H/lt assy has been melting

Why? it's overheating

That connector is for the H/lt and front t/sigs...are there any extra lights on this unit?

no

Why would this connector melt? don't know...but the wire for the 30 Amp main fuse is also melted

Internal note: the R/W wire for the 30amp main fues also runs to the 18P Bu connector and exits this connector on the BI/W tracer...to be distributed around the unit

What is the key off draw? don't know

What is the key on draw? don't know

what is the break even speed? don't know

Advised dir that my assistance is strictly technical in nature...cust is responsible for all repairs

advised dir that I would like to determine if they have an exceptionally high amp draw causing wires/connectors to melt

Case History (Continued):

Advised dlr to call back with findings/observations

*** NOTES 06/13/2005 15:04:55 amackenz Action Type: Call from Dealer

UPDATE:

Key off amp:

Key on amp:

break even speed:

didn't do the amperage test.

fuel pump relay lead:

key on, engine off w/ fuel pump running- 0 amps

engine running, fuel pump running: 11.9 amps at all times

faulty part is found as the ground lead in the harness which has too much resistance

Advised dealer:

until we have an amperage test AHM cannot asses what may

be making some of the components melt-

dealer to call back with main fuse amperage draw tests

*** NOTES 06/14/2005 12:00:01 jjohnson Action Type: Call from Customer

Cust called to demand Honda cover his problem. Informed cust that dlr is still working on the M/C to determine the problem. Cust stated that we are incorrect, that the dlr already knows what the problem is. Cust stated that he has already contact NHTSA about this. Cust repeated his story to analyst many times. He stated that the dlr has a personal grudge against him because he cancelled his extended warranty. He stated that he had this problem before and the dlr did not try to fix it, they only replaced the burnt wires. Cust feels that Honda should cover the repair, because dlr did not fix problem while warranty was current. Cust stated that he's read online that many VFR owners have this problem. Cust wanted to direct analyst to a non-Honda web site. We informed cust that AHM does not base their decisions on what is said on non-Honda Internet chat rooms. Cust demanded that we note everything he said. Informed cust that we would note his issue and forward his case to a specialist for review. We explained that he will receive a call back in 1 to 2 business days. Cust demanded that analyst read back the notes analyst is taking, word for word. Informed cust that the case notes were not currently typed. Cust stated that he would wait. Informed cust that analysts notes are private to AHM, and we will not read him our case notes. Cust stated that we don't have that right. Informed cust that we did, and we are not going to read him case notes that have not even been typed yet. Cust demanded a manager. Informed cust that we are not going to forward him to a manager simply because he's upset that he can't read our case notes. We offered again to have a specialist call him back. Cust finally agreed.

*** Follow up needed with dlr and techline to see if this issue will be covered. Cust does not appear that he would accept good will as it was intended. ***

*** COMMIT 06/15/2005 08:44:28 arodrigu Action Type: N/A

Call dlr EARLY.

*** COMMIT 06/15/2005 16:42:34 arodrigu Action Type: N/A

*** COMMIT 06/15/2005 04:42:37 PM arodrigu Action Type: Update Commitment
Call dlr EARLY!!!!

*** NOTES 06/16/2005 10:08:47 arodrigu Action Type: Call to Dealer

Called dlr and was left on hold for a ridiculous amount of time (twice), had to call back and left an urgent mssg for service dept req'g a follow up on this issue (receptionist rude,

Case History (Continued):

not sure if srvc dept will get mssg).

*** NOTES 06/16/2005 13:40:46 arodrigu Action Type: Call to Dealer
Req'd f/u from the dlr.

Dlr Dan says he is waiting on "you guys".

Adv'd dlr that the TL notes indicate that he was given recommendations and dlr is to call TL w/follow up.

Dlr very rude, says that he was supposed to call TL today or tomorrow but from the indication he got from TL this repair will not be covered under warranty anyway.

Adv'd dlr that CR is calling which is a different department, if he calls TL..CR can follow up by way of TL notes and won't have to call dlr for TL follow up.

Dlr says he will call today or tomorrow, when ever he has time.

Thanked dlr for his assist.

*** NOTES 06/16/2005 13:43:05 arodrigu Action Type: Call to Customer
Called cust and adv'd that MT53 now has his case and is waiting on TL/dlr follow up - will call cust when that is avail.

*** COMMIT 06/16/2005 13:43:23 arodrigu Action Type: N/A

*** COMMIT 06/16/2005 01:43:24 PM arodrigu Action Type: Update Commitment
F/U EARLY.

*** NOTES 06/20/2005 11:46:50 acaro Action Type: Call from Customer
Cust Called,
Cust requested to speak with Analyst (Angie)
Transferred call to VM.

*** NOTES 06/20/2005 16:20:50 arodrigu Action Type: Call to Customer
Cust says the dlr just keeps telling him that he is "playing phone tag w/Honda".

Empathized w/cust's situation and adv'd that TL is waiting for dlr to call back w/his findings but will call cust when update is avail.

*** COMMIT 06/20/2005 16:23:34 arodrigu Action Type: N/A

*** COMMIT 06/20/2005 04:23:36 PM arodrigu Action Type: Update Commitment
F/U EARLY!!!

*** NOTES 06/21/2005 09:13:57 arodrigu Action Type: Call to Dealer
Dlr Dan says he has left a message for TL to call back but will call again today.

*** COMMIT 06/21/2005 09:14:05 arodrigu Action Type: N/A

Case History (Continued):

*** COMMIT 06/21/2005 09:14:07 AM arodrigu Action Type: Update Commitment
F/U EARLY!!!

*** NOTES 06/21/2005 11:24:38 jlmiller Action Type: Call from Customer
cc for angle
xfered to vm

*** NOTES 06/23/2005 12:20:50 dmassrey Action Type: Letter/Fax
Letter received - see attached.

*** NOTES 06/23/2005 16:19:41 arodrigu Action Type: Field/DSM
Left detailed mssg for DSM adv'g dlr not contacting TL - issue is not getting resolved -
asked for recommendations or that he TT the dlr. Adv'd MT53 will return to office 6/28/05.

*** NOTES 06/23/2005 16:21:48 arodrigu Action Type: Note-General
Notes left on 06/21/2005 11:24:38 (above) - cust was called back but it was not documented -
cust just wanted to adv that his letter he sent was tracked and it was rcv'd by AH. (noted
above).

*** COMMIT 06/23/2005 16:28:14 arodrigu Action Type: N/A

*** COMMIT 06/23/2005 04:28:15 PM arodrigu Action Type: Update Commitment
F/U EARLY.

*** NOTES 06/28/2005 14:54:18 arodrigu Action Type: Field/DSM
DSM left mssg adv'g he is not sure if dlr/5821 is in his district and asked for a call
back.

Left mssg for DSM adv'g that CRMS is showing that he is the DSM for this dlr and req'd
another call back.

*** COMMIT 06/28/2005 14:54:38 arodrigu Action Type: N/A

*** COMMIT 06/28/2005 02:54:41 PM arodrigu Action Type: Update Commitment
F/U EARLY!!!

*** NOTES 06/30/2005 09:05:55 arodrigu Action Type: Note-General
TT Steve/MT56 yesterday and was adv'd that CRMS/CICS are incorrect and 02E is not the DSM
but rather 02D is. Will call correct DSM.

*** NOTES 06/30/2005 09:09:37 arodrigu Action Type: Field/DSM
Left detailed mssg for DSM on direct extension (could not get through on cell phone).

*** COMMIT 06/30/2005 15:12:05 arodrigu Action Type: N/A

*** COMMIT 06/30/2005 03:12:05 PM arodrigu Action Type: Update Commitment
F/U EARLY!!!

*** NOTES 07/05/2005 09:36:17 arodrigu Action Type: Field/DSM
DSM left mssg stating that the MC was repaired and the cust has it back already?

Case History (Continued):

*** NOTES 07/05/2005 13:15:22 arodrigu Action Type: Call to Dealer
Dlr said he TT the DSM and told him that he had left several mssgs for TL and never heard back from them but is now waiting on cust to bring his bike back since he needed it for the holiday weekend. Dlr very frustrated and did not wish to provide much information.

*** NOTES 07/05/2005 13:29:31 arodrigu Action Type: Field/DSM
Adv'd DSM of dlr issue.

DSM says cust can either take back to the dlr or he can take it to dlr/5331 and TT Rob - DSM says he is only avail early next week for the entire month if a dlr visit is needed.

*** NOTES 07/05/2005 13:42:43 arodrigu Action Type: Call to Dealer
TT dlr Rob, says he will at least discuss issue w/cust (as CR could not technically explain details) so that he can decide if he would accept this cust's work. Asked that CR ask cust to call him.

*** NOTES 07/05/2005 13:44:55 arodrigu Action Type: Call to Customer
Left mssg for cust req'g follow up (when and where he will take his MC to dlr).

*** COMMIT 07/05/2005 13:45:49 arodrigu Action Type: N/A

*** COMMIT 07/05/2005 01:45:51 PM arodrigu Action Type: Update Commitment
F/U w/cust.

*** NOTES 07/06/2005 07:57:54 arios Action Type: Call from Customer
late entree -----

C called for angie on 06/05/05 , transferred to VM,
Emailed personnel

*** NOTES 07/06/2005 13:06:29 arodrigu Action Type: Call to Customer
Left mssg for cust adv'g CR would like to discuss either taking bike back to dlr/5821 or a new dlr, req'd call back.

*** COMMIT 07/06/2005 13:06:38 arodrigu Action Type: N/A

*** COMMIT 07/06/2005 01:06:39 PM arodrigu Action Type: Update Commitment
F/U w/cust.

*** NOTES 07/06/2005 13:50:44 jthames Action Type: Call from Customer
Cust called to speak with Angle.
Transferred to VM.

*** NOTES 07/07/2005 09:33:04 jlmiller Action Type: Call from Customer
cc for angle
xfered to vm

*** NOTES 07/07/2005 09:35:01 arodrigu Action Type: Call from Customer

Case History (Continued):

Cust left vo mail stating that the MC is already back at the dlr and CR may call them for a f/u.

*** NOTES 07/07/2005 09:38:41 arodrigu Action Type: Field/DSM

Left mssg for DSM adv'g that MC is at dlr/5821 again and CR would like to req assist from DSM in resolving this issue. Req'd call back.

*** NOTES 07/07/2005 09:42:27 arodrigu Action Type: Call to Customer

Called cust and adv'd that CR is req'g that DSM assist now that MC is back at the dlr and CR will call cust when an update is avail.

Cust says he took MC out of dlrship to have it painted but it is now back at the dlr and he appreciates AH's involvement.

*** COMMIT 07/07/2005 09:42:45 arodrigu Action Type: N/A

*** COMMIT 07/07/2005 09:42:47 AM arodrigu Action Type: Update Commitment
F/U EARLY.

*** NOTES 07/11/2005 10:37:18 arodrigu Action Type: Field/DSM

DSM left mssg stating that he is avail for a dlr visit if needed on Wednesday 7/13/05 and will not be avail the week after for approx 3 weeks (vacation).

*** NOTES 07/11/2005 10:39:07 arodrigu Action Type: Call to Dealer

Dir says he did get a hold of TL (not showing this documented yet) this morning and has a few things to go over and will then call them back.

Adv'd dlr that if he needs assistance from DSM to please tell CR now since he will be avail this Wednesday and will not be avail after that.

Dir says OK.

*** NOTES 07/11/2005 10:41:16 arodrigu Action Type: Field/DSM

Left DSM mssg adv'g of dlr's conversation.

*** COMMIT 07/11/2005 10:41:32 arodrigu Action Type: N/A

*** COMMIT 07/11/2005 10:41:34 AM arodrigu Action Type: Update Commitment
F/U w/TL notes EARLY.

*** NOTES 07/11/2005 11:12:01 mmeler Action Type: Call from Customer

Cust called to spk with Angie
Transferred to VM

*** NOTES 07/12/2005 09:38:02 arodrigu Action Type: Note-General

Sent req for f/u to TL/Allison/MT39, via e-mail.

*** NOTES 07/12/2005 14:48:55 arodrigu Action Type: Call to Customer

Adv'd cust that CR is in contact w/dlr and they have confirmed that they were able to get a

Case History (Continued):

hold of TL - CR is now waiting on complete diag and when this is avail CR will call cust.

Cust appreciative.

*** COMMIT 07/12/2005 14:49:06 arodrigu Action Type: N/A

*** COMMIT 07/12/2005 02:49:07 PM arodrigu Action Type: Update Commitment
F/U w/TL notes EARLY.

*** NOTES 07/12/2005 16:01:19 arodrigu Action Type: Note-General
Per TL, currently working on a "fix" for custs issue.

*** COMMIT 07/12/2005 16:01:34 arodrigu Action Type: N/A

*** COMMIT 07/12/2005 04:01:35 PM arodrigu Action Type: Update Commitment
F/U w/TL notes EARLY.

*** NOTES 07/14/2005 11:21:13 arodrigu Action Type: Note-General
*** NOTES 07/12/2005 12:32:08 amackenz Action Type: Call from Dealer
update:
dealer states;
key off: .238 millamps
brake even speed: 1200 RPM's
charging @ idle

main fuse B is the one browning
it is the plastic part is deformed and brown

advised dlr I would look into the problem for a possible solution
internal note:
need to ask if the head light turns off when starting the unit and
what the key on draw is...
also need to know if the red/ yellow wire is burned at all as well

*** COMMIT 07/14/2005 14:20:05 arodrigu Action Type: N/A

*** COMMIT 07/14/2005 02:20:09 PM arodrigu Action Type: Update Commitment
F/U w/TL notes EARLY!!!

*** NOTES 07/15/2005 13:37:37 arodrigu Action Type: Call to Dealer
Dir says he is very frustrated that he cannot get a response from AH, says he is awaiting a
call back from TL.

Adv'd that TL/MT39 was not avail and this is why CR was calling dlr, apologized and adv'd
that CR will try to follow up w/TL Monday.

*** NOTES 07/15/2005 13:39:39 arodrigu Action Type: Note-General
Sent urgent req for assist to TL/MT39, via e-mail.

Case History (Continued):

*** COMMIT 07/15/2005 13:39:54 arodrigu Action Type: N/A

*** COMMIT 07/15/2005 01:39:56 PM arodrigu Action Type: Update Commitment
F/U w/TL EARLY!!!

*** NOTES 07/18/2005 14:41:42 arodrigu Action Type: Note-General
Sent another req for an update to TL.

*** COMMIT 07/18/2005 14:41:50 arodrigu Action Type: N/A

*** COMMIT 07/18/2005 02:41:52 PM arodrigu Action Type: Update Commitment
F/U w/TL EARLY!!!

*** NOTES 07/18/2005 14:47:27 arodrigu Action Type: Note-General
TL looking into this - will call CR back.

*** NOTES 07/18/2005 14:57:16 arodrigu Action Type: Note-General
TL says they have TT the dlr and dlr should be sending photos tomorrow, TL hopes to have unit repaired by this week.

*** COMMIT 07/18/2005 14:57:59 arodrigu Action Type: N/A

*** COMMIT 07/18/2005 02:58:01 PM arodrigu Action Type: Update Commitment
F/U w/TL EARLY!!!

*** NOTES 07/20/2005 11:18:10 arodrigu Action Type: Call from Customer
Cust left vc mail stating that dlr is telling him that Honda is now requesting pictures, says this is taking too long and he is sorry but if this unit is not covered by AH he will just have to pick it up and take it "higher to the DOT or something".

*** NOTES 07/20/2005 11:20:29 arodrigu Action Type: Note-General
F/U req to TL, via e-mail.

*** NOTES 07/20/2005 14:30:36 arodrigu Action Type: Call to Customer
Adv'd cust that CR is following up w/TL and when update is avail CR will call cust back.
Cust appreciative.

*** COMMIT 07/20/2005 14:30:47 arodrigu Action Type: N/A

*** COMMIT 07/20/2005 02:30:48 PM arodrigu Action Type: Update Commitment
F/U w/TL EARLY!!!

*** NOTES 07/21/2005 10:52:38 arodrigu Action Type: Note-General
Left vc mail msg for TL/MT39 req'g urgent call back for follow up on this unit.

*** COMMIT 07/21/2005 10:52:46 arodrigu Action Type: N/A

Case History (Continued):

*** COMMIT 07/21/2005 10:52:48 AM arodrigu Action Type: Update Commitment
F/U w/TL EARLY!!!

*** NOTES 07/21/2005 16:22:12 arodrigu Action Type: Note-General
TL/Allison says that she has rcv'd pictures and she is currently having this issue reviewed,
will adv CR when update is avail.

*** COMMIT 07/21/2005 16:22:21 arodrigu Action Type: N/A

*** COMMIT 07/21/2005 04:22:23 PM arodrigu Action Type: Update Commitment
F/U w/TL EARLY!!!

*** NOTES 07/22/2005 13:52:31 arodrigu Action Type: Note-General
TL says that pic's were taken to management, MC has excessive "extra" wiring (speaker wiring
- after market accessory wiring) which is also touching a bolt that is attached to the frame
that cust would need a whole new wire harness which would not be covered anyway. Says she
cannot even spend any extra time on this case until unit is put back to stock. Says she will
enter her documentation today and call dlr after.

*** NOTES 07/25/2005 10:15:41 arodrigu Action Type: Note-General
*** NOTES 07/25/2005 08:29:08 amackenz Action Type: Call from Dealer
UPDATE:
TT Dan and advised that the unit will have to be returned
back to stock before AHM can help, advised dealer
that this would not be warrantable and is a customer pay situation

Dealer thank me for my time and said it was OK

*** NOTES 07/25/2005 08:29:24 amackenz Action Type: Call from Dealer
UPDATE:
Spoke with Dan
advised dealer that the customer is going to have
to put the wiring back to stock before AHM can help
advised dealer that this is not warrantable through AHM
and the customer will have to pay for those repairs

Dealer said and thank me for my time

*** COMMIT 07/25/2005 10:26:36 arodrigu Action Type: N/A

*** COMMIT 07/25/2005 10:26:38 AM arodrigu Action Type: Update Commitment
F/U w/cust EARLY!!!

*** NOTES 07/26/2005 09:23:56 arodrigu Action Type: Call to Customer
Left mssg for cust adv'g that CR is aware that dlr has been adv'd that the MC needs to be
returned back to stock in order to assist w/diagnosis, req'd call back.

*** COMMIT 07/26/2005 09:24:07 arodrigu Action Type: N/A

Case History (Continued):

*** COMMIT 07/26/2005 09:24:08 AM arodrigu Action Type: Update Commitment
F/U w/cust EARLY.

*** NOTES 07/27/2005 10:31:09 arodrigu Action Type: Call to Customer
Returned cust's call and had to lv a mssg req'g call back.

*** NOTES 07/27/2005 10:58:50 jlmiller Action Type: Call from Customer
cc for angle
xferred to vm and sent e-mail

*** NOTES 07/27/2005 11:46:32 jjohnson Action Type: Call from Customer
cust called for Angie
transferred call to VM

*** NOTES 07/27/2005 16:34:38 arodrigu Action Type: Call from Customer
Cust left vc mail stating that the "extra" wires were from a power commander but says that he has been having issues prior to the installation of the power commander, says the dir told him they may call their DSM to "over turn" info from TL but if not he will just pay out of his own pocket, cust very upset.

*** NOTES 07/28/2005 15:17:22 arodrigu Action Type: Field/DSM
Left DSM FYI mssg asking for recommendation.

*** NOTES 07/28/2005 15:19:20 arodrigu Action Type: Call to Customer
Called cust and adv'd that his mssg was rcv'd and that CR has left a mssg for the DSM, when CR has an update the cust will be called.

Cust says that is appreciated.

*** COMMIT 07/28/2005 15:19:32 arodrigu Action Type: N/A

*** COMMIT 07/28/2005 03:19:34 PM arodrigu Action Type: Update Commitment
F/U EARLY.

*** NOTES 08/02/2005 13:54:19 alara1 Action Type: Field/DSM
Left DSM another mssg req'g call back.

*** COMMIT 08/02/2005 13:54:28 alara1 Action Type: N/A

*** COMMIT 08/02/2005 01:54:30 PM alara1 Action Type: Update Commitment
F/U EARLY.

*** NOTES 08/02/2005 15:01:32 alara1 Action Type: Field/DSM
DSM left mssg stating that he may be able to look at unit as he is "around" that area but CR will need to call him to req this.

*** NOTES 08/02/2005 15:04:37 alara1 Action Type: Call to Dealer
Dir very frustrated, says cust already picked up the bike, says he did adv TL of after market wiring and had bike sitting in his shop waiting for an answer from TL and in the end only rcv'd a "we won't help because of wiring", says he wasted time and upset the cust over

Case History (Continued):

something TL already knew.

Empathized w/dlrs situation and adv'd CR will adv DSM and if there is anything else that can be done it will be up to DSM.

*** NOTES 08/02/2005 15:07:30 alara1 Action Type: Field/DSM
Left detailed mssg for DSM req'g call back.

*** NOTES 08/04/2005 10:10:54 alara1 Action Type: Field/DSM
DSM says that model specialist/J.J. wants to take a look at this bike, says this may be an incentive for the cust to take the bike back.

*** NOTES 08/04/2005 10:15:11 alara1 Action Type: Call to Dealer
Dealer Dan says that he TT his DSM and he will be looking at the bike next week.

Asked dlr when the cust is supposed to bring his bike in.

Dlr says "sometime next week".

*** NOTES 08/04/2005 10:16:25 alara1 Action Type: Call to Customer
Left cust mssg req'g follow up.

*** COMMIT 08/04/2005 10:17:18 alara1 Action Type: N/A

*** COMMIT 08/04/2005 10:17:20 AM alara1 Action Type: Update Commitment
F/U EARLY.

*** NOTES 08/04/2005 13:46:58 jnodes Action Type: Call from Customer
cust called for Angie (MT53) transferred to her VM

*** NOTES 08/04/2005 13:52:48 alara1 Action Type: Call from Customer
Cust left vc mail adv'g he will take the MC to the dlr sometime Monday 8/8/05.

*** NOTES 08/05/2005 13:57:57 alara1 Action Type: Note-General
Per JJ, need to verify w/cust that bike will be there on Monday as there will be engineers coming from Japan to inspect and repair bike on Tuesday.

*** NOTES 08/05/2005 14:06:04 alara1 Action Type: Call to Customer
Left mssg for cust req'g urgent call back to verify that bike will be at dlr on Monday.

*** COMMIT 08/05/2005 14:06:17 alara1 Action Type: N/A

*** COMMIT 08/05/2005 02:06:19 PM alara1 Action Type: Update Commitment
F/U EARLY!!!

*** NOTES 08/05/2005 14:31:02 arios Action Type: Call from Customer

Called for angela , transferred to VM,
Emailed personnel

Case History (Continued):

*** NOTES 08/05/2005 15:34:30 alara1 Action Type: Call from Customer
Cust left vo mail stating that he will have bike at dlr on Monday around 1 or 2 p.m.

*** NOTES 08/08/2005 13:14:56 alara1 Action Type: Call to Dealer
Dlr says that the cust has not dropped his MC off as of yet.

*** NOTES 08/08/2005 13:18:18 alara1 Action Type: Call to Customer
Cust says he could not get the bike there earlier but says if the dlr is open or closed he will leave the bike there tonight.

Asked cust to set it up with dlr.

*** NOTES 08/08/2005 13:19:59 alara1 Action Type: Note-General
Info forwarded to Model Specialist/JJ.

*** COMMIT 08/08/2005 13:21:34 alara1 Action Type: N/A

*** COMMIT 08/08/2005 01:21:36 PM alara1 Action Type: Update Commitment
F/U EARLY!!!

*** NOTES 08/09/2005 12:42:48 alara1 Action Type: Call to Customer
Cust says he dropped off MC this morning.

*** NOTES 08/09/2005 12:43:04 alara1 Action Type: Field/DSM
Adv'd DSM that MC is at dlrship.

*** NOTES 08/10/2005 13:25:16 alara1 Action Type: Field/DSM
Left DSM mssg req'g follow up.

*** COMMIT 08/10/2005 13:25:27 alara1 Action Type: N/A

*** COMMIT 08/10/2005 01:25:29 PM alara1 Action Type: Update Commitment
F/U EARLY.

*** NOTES 08/11/2005 10:22:11 alara1 Action Type: Field/DSM
TT DSM, says that the bike will need to be put back to stock and cust will need to discuss that w/the dlr (regarding all parts and repair), says that the engineers brought parts w/them (sub & main harness & blue connector), says dlr will need to order the red wire that was melted and the solenoid and will have to enter a claim for that + labor.

*** NOTES 08/11/2005 10:25:00 alara1 Action Type: Call to Dealer
Left dlr Dan a mssg req'g update on repair.

*** COMMIT 08/11/2005 10:25:07 alara1 Action Type: N/A

*** COMMIT 08/11/2005 10:25:09 AM alara1 Action Type: Update Commitment

Case History (Continued):

F/U EARLY.

*** NOTES 08/12/2005 13:46:37 alara1 Action Type: Call to Customer
TT cust, says the dlr adv'd him that engineers have gone out to inspect his unit along with the DSM and that they took his parts with them, says he is happy about that and his faith has been restored by Honda, says there is also new staff at the dlr that he is very happy with and they have been updating him on repair.

Adv'd CR would follow up.

*** COMMIT 08/12/2005 13:51:27 alara1 Action Type: N/A

*** COMMIT 08/12/2005 01:51:29 PM alara1 Action Type: Update Commitment
F/U EARLY.

*** NOTES 08/17/2005 11:05:10 alara1 Action Type: Call to Dealer
Dlr says he is waiting on parts but that parts are not on B/O.

*** COMMIT 08/17/2005 11:05:19 alara1 Action Type: N/A

*** COMMIT 08/17/2005 11:05:21 AM alara1 Action Type: Update Commitment
F/U EARLY.

*** NOTES 08/23/2005 15:18:27 alara1 Action Type: Call to Dealer
Dlr Dan says he was unaware that he could not rcv parts from AH because "we have an issue with our account through you guys and I was unaware", says he ordered the parts through another dlr and should have them in a few days, says the cust is a "happy camper".

*** COMMIT 08/23/2005 15:18:41 alara1 Action Type: N/A

*** COMMIT 08/23/2005 03:18:42 PM alara1 Action Type: Update Commitment
F/U EARLY.

*** NOTES 08/29/2005 16:37:29 alara1 Action Type: Call to Customer
Cust says dlr may be done w/repair by the end of the week.

Adv'd CR would like to call him next week for f/u then.

*** COMMIT 08/29/2005 16:37:51 alara1 Action Type: N/A

*** COMMIT 08/29/2005 04:37:53 PM alara1 Action Type: Update Commitment
F/U EARLY.

*** NOTES 09/06/2005 11:25:59 alara1 Action Type: Call to Dealer
Dlr says that MC was repaired and cust has already picked it up.

*** NOTES 09/06/2005 13:02:23 alara1 Action Type: Call to Customer
Cust says his issue is resolved.

Activity Summary:

Activity	Date/Time	Originator	Additional Information

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Closed	09/06/2005 01:02:32 PM	alara1	Status = ...
Notes	09/06/2005 01:02:23 PM	alara1	Cust says...
Notes	09/06/2005 11:25:59 AM	alara1	Dir says ...
Modify Commitme	08/29/2005 04:37:51 PM	alara1	with MARK...
Notes	08/29/2005 04:37:29 PM	alara1	Cust says...
Modify Commitme	08/23/2005 03:18:41 PM	alara1	with MARK...
Notes	08/23/2005 03:18:27 PM	alara1	Dir Dan s...
Modify Commitme	08/17/2005 11:05:20 AM	alara1	with MARK...
Notes	08/17/2005 11:05:10 AM	alara1	Dir says ...
Modify Commitme	08/12/2005 01:51:27 PM	alara1	with MARK...
Notes	08/12/2005 01:46:37 PM	alara1	TT cust, ...
Modify Commitme	08/11/2005 10:25:07 AM	alara1	with MARK...
Notes	08/11/2005 10:25:00 AM	alara1	Left dir ...
Notes	08/11/2005 10:22:11 AM	alara1	TT DSM, s...
Modify Commitme	08/10/2005 01:25:27 PM	alara1	with MARK...
Notes	08/10/2005 01:25:16 PM	alara1	Left DSM ...
Notes	08/09/2005 12:43:04 PM	alara1	Adv'd DSM...
Notes	08/09/2005 12:42:48 PM	alara1	Cust says...
Modify Commitme	08/08/2005 01:21:34 PM	alara1	with MARK...
Notes	08/08/2005 01:19:59 PM	alara1	Info forw...
Notes	08/08/2005 01:18:18 PM	alara1	Cust says...
Notes	08/08/2005 01:14:56 PM	alara1	Dir says ...
Notes	08/05/2005 03:34:30 PM	alara1	Cust left...
Notes	08/05/2005 02:31:02 PM	arios	Called .
Modify Commitme	08/05/2005 02:06:17 PM	alara1	with MARK...
Notes	08/05/2005 02:06:04 PM	alara1	Left msgg...
Notes	08/05/2005 01:57:57 PM	alara1	Per JJ, n...
Notes	08/04/2005 01:52:48 PM	alara1	Cust left...
Notes	08/04/2005 01:46:58 PM	jnodes	cust call...
Modify Commitme	08/04/2005 10:17:18 AM	alara1	with MARK...
Notes	08/04/2005 10:16:25 AM	alara1	Left cust...
Notes	08/04/2005 10:15:11 AM	alara1	Dealer Da...
Notes	08/04/2005 10:10:54 AM	alara1	DSM says ...
Notes	08/02/2005 03:07:30 PM	alara1	Left deta...
Notes	08/02/2005 03:04:37 PM	alara1	Dir very ...
Notes	08/02/2005 03:01:32 PM	alara1	DSM left ...
Modify Commitme	08/02/2005 01:54:28 PM	alara1	with MARK...
Notes	08/02/2005 01:54:19 PM	alara1	Left DSM ...
Modify Commitme	07/28/2005 03:19:33 PM	alara1	with MARK...
Notes	07/28/2005 03:19:20 PM	alara1	Called cu...
Notes	07/28/2005 03:17:22 PM	alara1	Left DSM ...
Notes	07/27/2005 04:34:38 PM	alara1	Cust left...
Notes	07/27/2005 11:46:32 AM	jjohnson	cust call...
Notes	07/27/2005 10:58:50 AM	jlmiller	cc for an...
Notes	07/27/2005 10:31:09 AM	alara1	Returned ...
Modify Commitme	07/26/2005 09:24:07 AM	alara1	with MARK...
Notes	07/26/2005 09:23:56 AM	alara1	Left msgg...
Modify Commitme	07/25/2005 10:26:36 AM	alara1	with MARK...
Notes	07/25/2005 10:15:41 AM	alara1	*** NOTES...
Notes	07/22/2005 01:52:31 PM	alara1	TL says t...
Modify Commitme	07/21/2005 04:22:21 PM	alara1	with MARK...
Notes	07/21/2005 04:22:12 PM	alara1	TL/Alliso...
Modify Commitme	07/21/2005 10:52:46 AM	alara1	with MARK...
Notes	07/21/2005 10:52:38 AM	alara1	Left vc m...
Modify Commitme	07/20/2005 02:30:47 PM	alara1	with MARK...
Notes	07/20/2005 02:30:36 PM	alara1	Adv'd cus...
Notes	07/20/2005 11:20:29 AM	alara1	F/U req t...
Notes	07/20/2005 11:18:10 AM	alara1	Cust left...
Modify Commitme	07/18/2005 02:57:59 PM	alara1	with MARK...
Notes	07/18/2005 02:57:16 PM	alara1	TL says t...
Notes	07/18/2005 02:47:27 PM	alara1	TL lookin...
Modify Commitme	07/18/2005 02:41:50 PM	alara1	with MARK...
Notes	07/18/2005 02:41:42 PM	alara1	Sent anot...
Modify Commitme	07/15/2005 01:39:55 PM	alara1	with MARK...

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Notes	07/15/2005 01:39:39 PM	alara1	Sent urge...
Notes	07/15/2005 01:37:37 PM	alara1	Dir says ...
Modify Commitme	07/14/2005 02:20:05 PM	alara1	with MARK...
Notes	07/14/2005 11:21:13 AM	alara1	*** NOTES...
Modify Commitme	07/12/2005 04:01:34 PM	alara1	with MARK...
Notes	07/12/2005 04:01:19 PM	alara1	Per TL, c...
Modify Commitme	07/12/2005 02:49:06 PM	alara1	with MARK...
Notes	07/12/2005 02:48:55 PM	alara1	Adv'd cus...
Notes	07/12/2005 09:38:02 AM	alara1	Sent req ...
Notes	07/11/2005 11:12:01 AM	mmeier	Cust call...
Modify Commitme	07/11/2005 10:41:32 AM	alara1	with MARK...
Notes	07/11/2005 10:41:16 AM	alara1	Left DSM ...
Notes	07/11/2005 10:39:07 AM	alara1	Dir says ...
Notes	07/11/2005 10:37:18 AM	alara1	DSM left ...
Modify Commitme	07/07/2005 09:42:45 AM	alara1	with MARK...
Notes	07/07/2005 09:42:27 AM	alara1	Called cu...
Notes	07/07/2005 09:38:41 AM	alara1	Left msgg...
Notes	07/07/2005 09:35:01 AM	alara1	Cust left...
Notes	07/07/2005 09:33:04 AM	jlmiller	cc for an...
Notes	07/06/2005 01:50:44 PM	jthames	Cust call...
Modify Commitme	07/06/2005 01:06:38 PM	alara1	with MARK...
Notes	07/06/2005 01:06:29 PM	alara1	Left msgg...
Notes	07/06/2005 07:57:54 AM	arios	late entr...
Modify Commitme	07/05/2005 01:45:49 PM	alara1	with MARK...
Notes	07/05/2005 01:44:55 PM	alara1	Left msgg...
Notes	07/05/2005 01:42:43 PM	alara1	TT dir Ro...
Notes	07/05/2005 01:29:31 PM	alara1	Adv'd DSM...
Notes	07/05/2005 01:15:22 PM	alara1	Dir said ...
Notes	07/05/2005 09:36:17 AM	alara1	DSM left ...
Rule Action	07/01/2005 08:17:24 AM	sa	Action ow...
Modify Commitme	06/30/2005 03:12:05 PM	alara1	with MARK...
Notes	06/30/2005 09:09:37 AM	alara1	Left deta...
Notes	06/30/2005 09:05:55 AM	alara1	TT Steve/...
Modify Commitme	06/28/2005 02:54:38 PM	alara1	with MARK...
Notes	06/28/2005 02:54:18 PM	alara1	DSM left ...
Modify Commitme	06/23/2005 04:28:14 PM	alara1	with MARK...
Notes	06/23/2005 04:21:48 PM	alara1	Notes lef...
Notes	06/23/2005 04:19:41 PM	alara1	Left deta...
Rule Action	06/23/2005 12:32:42 PM	sa	Action Ta...
Assign	06/23/2005 12:32:41 PM	dmassrey	M042005-0...
Add Attachment	06/23/2005 12:32:33 PM	dmassrey	Added att...
Modify	06/23/2005 12:31:00 PM	dmassrey	into WIP ...
Yanked	06/23/2005 12:30:45 PM	dmassrey	Yanked by...
Notes	06/23/2005 12:20:50 PM	dmassrey	Letter re...
Notes	06/21/2005 11:24:38 AM	jlmiller	cc for an...
Modify Commitme	06/21/2005 09:14:05 AM	alara1	with MARK...
Notes	06/21/2005 09:13:57 AM	alara1	Dir Dan s...
Modify Commitme	06/20/2005 04:23:34 PM	alara1	with MARK...
Notes	06/20/2005 04:20:50 PM	alara1	Cust says...
Notes	06/20/2005 11:46:50 AM	acaro	Cust Call...
Modify Commitme	06/16/2005 01:43:23 PM	alara1	with MARK...
Notes	06/16/2005 01:43:05 PM	alara1	Called cu...
Notes	06/16/2005 01:40:46 PM	alara1	Req'd f/u...
Notes	06/16/2005 10:08:47 AM	alara1	Called dl...
Modify Commitme	06/15/2005 04:42:34 PM	alara1	with MARK...
Commit	06/15/2005 08:44:28 AM	alara1	Made to M...
Accept	06/15/2005 08:37:27 AM	alara1	from Queu...
Dispatch	06/14/2005 02:14:36 PM	sbooker	from WIP ...
Accept	06/14/2005 01:56:25 PM	sbooker	from Queu...
Dispatch	06/14/2005 12:00:16 PM	jjohnson	from WIP ...
Modify	06/14/2005 12:00:08 PM	jjohnson	into WIP ...
Notes	06/14/2005 12:00:01 PM	jjohnson	Cust call...
Notes	06/14/2005 11:38:31 AM	jjohnson	***NOTES ...
Reopen	06/14/2005 11:38:07 AM	jjohnson	with Cond...

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Subcase Close	06/03/2005 09:34:23 AM	jjohnson	Number = ...
Closed	06/03/2005 09:34:23 AM	jjohnson	Status = ...
Subcase Close	06/03/2005 09:34:21 AM	jjohnson	Number = ...
Modify	06/03/2005 09:34:15 AM	jjohnson	into WIP ...
Subcase Create	06/03/2005 09:34:02 AM	jjohnson	Number = ...
Subcase Create	06/03/2005 09:32:39 AM	jjohnson	Number = ...
Notes	06/03/2005 09:32:23 AM	jjohnson	cust stat...
Modify	06/03/2005 09:18:33 AM	jjohnson	into WIP ...
Create	06/03/2005 09:17:24 AM	jjohnson	Contact =...

Attachments to Case:

File Name	Location
mfurman M042005-06-0300436	X:\CRMS\MC Division\Customer Relations\2005 Cases\mfurman M042005-06-0300436.tif

Case Report - M012005-06-0701359

Site/Caller Summary:

Site ID:
Site Name/Address:

[REDACTED]
[REDACTED]
ONTARIO, CA

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

None
[REDACTED]
[REDACTED]

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

Case Summary:

Case Title: [REDACTED] VFR800 - SHORT IN WIRE HARNESS, HPP COVERAGE
ID: M012005-06-0701359
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4613
Part Number: MMCRC4613
Product Serial Number: JH2RC46183M [REDACTED]
Contract:

Case History:

*** HPP CHECK 06/07/2005 04:13:33 PM jpetas
No HPP information was found

*** WARRANTY Check 06/07/2005 04:13:33 PM jpetas
06/21/2003; 06/21/2003; 07/01/2003; ; 06/21/2003; 06/20/2004; ;
; No; No; ; ; ; No; ; ;
; ;

*** HPP CHECK 06/07/2005 04:16:03 PM jpetas
No HPP information was found

*** WARRANTY Check 06/07/2005 04:16:03 PM jpetas
06/21/2003; 06/21/2003; 07/01/2003; ; 06/21/2003; 06/20/2004; ;
; No; No; ; ; ; No; ; ;
; ;

*** HPP CHECK 06/07/2005 04:18:22 PM jpetas
No HPP information was found

*** WARRANTY Check 06/07/2005 04:18:22 PM jpetas
06/21/2003; 06/21/2003; 07/01/2003; ; 06/21/2003; 06/20/2004; ;
; No; No; ; ; ; No; ; ;
; ;

Case History (Continued):

*** SUBCASE M012005-06-0701359-1 6/7/2005 4:19:47 PM jpetas

*** SUBCASE M012005-06-0701359-2 6/7/2005 4:20:27 PM jpetas

*** NOTES 06/07/2005 16:24:45 jpetas Action Type: Call from Customer

Cust called regarding short in wire harness. Advised Cust that he is out of Manufactures Warranty.

Advised cust he would have to pay for a wire harness. Cust states he purchased an extended warranty.

No HPP coverage is found. Advised Cust he should check his paperwork to see what he is covered for.

Cust thanked MCS and hung up.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	06/07/2005 04:25:24 PM	jpetas	Status = ...
Subcase Close	06/07/2005 04:25:24 PM	jpetas	Number = ...
Subcase Close	06/07/2005 04:24:58 PM	jpetas	Number = ...
Notes	06/07/2005 04:24:45 PM	jpetas	Cust call...
Modify	06/07/2005 04:22:02 PM	jpetas	into WIP ...
Modify	06/07/2005 04:21:09 PM	jpetas	into WIP ...
Subcase Create	06/07/2005 04:20:27 PM	jpetas	Number = ...
Subcase Create	06/07/2005 04:19:47 PM	jpetas	Number = ...
HPP lookup	06/07/2005 04:18:22 PM	jpetas	HPP CHECK...
Extended warran	06/07/2005 04:18:22 PM	jpetas	WARRANTY ...
HPP lookup	06/07/2005 04:16:03 PM	jpetas	HPP CHECK...
Extended warran	06/07/2005 04:16:03 PM	jpetas	WARRANTY ...
Modify	06/07/2005 04:14:49 PM	jpetas	into WIP ...
HPP lookup	06/07/2005 04:13:34 PM	jpetas	HPP CHECK...
Extended warran	06/07/2005 04:13:34 PM	jpetas	WARRANTY ...
Create	06/07/2005 04:13:25 PM	jpetas	Contact =...

Case Report - M042004-06-0700896

Site/Caller Summary:

Site ID:
Site Name/Address:

FT. WORTH, TX

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

None

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

Case Summary:

Case Title: VFR800 BLOWN FUSE
ID: M042004-06-0700896
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4613
Part Number: MMCRC4613
Product Serial Number: JH2RC46143M
Contract:

Case History:

*** CAMPAIGN CHECK 06/07/2004 10:49:44 AM kpierce
No data found for VIN

*** HPP CHECK 06/07/2004 10:55:52 AM kpierce
No HPP information was found

*** WARRANTY Check 06/07/2004 10:55:52 AM kpierce
01/24/2003; 01/24/2003; 01/27/2003; ; 01/24/2003; 01/24/2004; ; No;
No; ; ; No; ; ; ;

*** NOTES 06/07/2004 11:10:57 kpierce Action Type: Call from Customer
Cust states the following:
In march the unit would not start so he took it to the dlr. At that time the dlr replaced a blown fuse.
Cust states that 2 weeks ago he was 500 miles from home and the unit would stall out when he would take his hand off the start button.
Cust states that you can't hear the fuel pump and the relay has a flutter.
Cust states that he got a trailer to get the unit home and when he looked at it found that the fuse was melted and some wires were burnt. Cust states that he did some work on the fuse and wires and got the unit to run.

HRS advised cust to get the unit to the his dlr. Cust seeking good will on the repair. HRS advised that this is a request that can be looked into with guarantee of the outcome. Advised cust to let the SM at his dlr also know if this. HRS advised that the cust will have to give authorization for the diagnosis. Cust states that he understands.

HRS advised that this case will be sent to a case specialist for follow up with the dlr and with him. HRS advised that it will take about 24-48 hours for the specialist to return his call.

*** NOTES 06/10/2004 16:20:53 fmadriga Action Type: Call from Customer
lft msg requesting cust return call

*** COMMIT 06/10/2004 16:22:38 fmadriga Action Type: N/A
did cust take to dlr

*** HPP CHECK 06/11/2004 08:42:25 AM fmadriga
No HPP information was found

*** WARRANTY Check 06/11/2004 08:42:25 AM fmadriga
01/24/2003; 01/24/2003; 01/27/2003; ; 01/24/2003; 01/24/2004; ; No;
No; ; ; No; ; ; ;

*** NOTES 06/11/2004 08:47:05 fmadriga Action Type: Call from Customer
cust states that he does not understand what may have went wrong

Case History (Continued):

cust states that he had the same concern a few months ago and dlr had resolved, but problem reoccurred
cust states that he TT SM and SM informed him that they will inspect by tuesday
will follow up with SM and cust on 06-16-04

*** COMMIT 06/14/2004 15:47:52 fmadriga Action Type: N/A

*** COMMIT 06/14/2004 03:47:54 PM fmadriga Action Type: Update Commitment
did cust take to dlr

*** COMMIT 06/15/2004 16:23:51 fmadriga Action Type: N/A

*** COMMIT 06/15/2004 04:23:52 PM fmadriga Action Type: Update Commitment
did cust take to dlr

*** NOTES 06/16/2004 15:18:25 fmadriga Action Type: Call to Dealer
TT dlr
dlr informed that cust has not brought unit to dlrshp since March
will contact customer

*** NOTES 06/16/2004 15:19:26 fmadriga Action Type: Call to Customer
Lft msg requesting cust return call

*** COMMIT 06/16/2004 15:19:33 fmadriga Action Type: N/A

*** COMMIT 06/16/2004 03:19:34 PM fmadriga Action Type: Update Commitment
did cust take to dlr

*** NOTES 06/17/2004 13:35:12 sdenne Action Type: Call from Customer
Cust called for MT40.
MT80 transferred call to MA66.

*** NOTES 06/17/2004 13:52:54 fmadriga Action Type: Call from Customer
cust states that unit is at dlrshp
cust states that dlrshp has been keeping cust updated on unit
cust is thankful that AH is willing to cover repairs, but cust would really like to get to main cause of
repairs
will contact SM and follow up with cust
cust is very thankful for all assistance from AH and dlrshp

*** COMMIT 06/17/2004 13:53:02 fmadriga Action Type: N/A

*** COMMIT 06/17/2004 01:53:03 PM fmadriga Action Type: Update Commitment
did cust take to dlr

*** NOTES 06/23/2004 15:29:15 fmadriga Action Type: Call to Dealer
called dlr SM is not currently avail
lft msg requesting SM to return call

*** COMMIT 06/23/2004 15:29:23 fmadriga Action Type: N/A

*** COMMIT 06/23/2004 03:29:24 PM fmadriga Action Type: Update Commitment
did cust take to dlr

*** NOTES 06/23/2004 15:37:41 jlmiller Action Type: Call from Customer
Dlr called for Faith
x-ferred cust to Faith

*** HPP CHECK 06/23/2004 03:40:56 PM fmadriga
No HPP information was found

*** WARRANTY Check 06/23/2004 03:40:56 PM fmadriga
01/24/2003; 01/24/2003; 01/27/2003; ; 01/24/2003; 01/24/2004;
No; ; ; No; ; ; ;

; No;

Case History (Continued):

*** NOTES 06/23/2004 15:49:38 fmadriga Action Type: Call to Customer
TT SM
SM informed that the wire harness was no good causing needed repairs
SM states that cust is on vacation, cust is aware of repairs needed
will follow up with cust

*** SUBCASE M042004-06-0700896-1 6/23/2004 4:44:23 PM fmadriga

*** COMMIT 06/25/2004 16:10:23 fmadriga Action Type: N/A

*** COMMIT 06/25/2004 04:10:27 PM fmadriga Action Type: Update Commitment
did cust take to dlr

*** NOTES 07/01/2004 16:37:24 fmadriga Action Type: Call to Customer
called cust
lft msg requesting cust to return call

*** COMMIT 07/01/2004 16:37:35 fmadriga Action Type: N/A

*** COMMIT 07/01/2004 04:37:37 PM fmadriga Action Type: Update Commitment
did cust take to dlr

*** NOTES 07/06/2004 15:33:05 fmadriga Action Type: Call to Customer
lft msg requesting cust to return call

*** COMMIT 07/06/2004 15:33:18 fmadriga Action Type: N/A

*** COMMIT 07/06/2004 03:33:20 PM fmadriga Action Type: Update Commitment
did cust take to dlr

*** NOTES 07/08/2004 15:30:35 fmadriga Action Type: Call from Customer
cust called states that he has put about 200miles on unit since recving unit back
cust states the 30amp fuse by battery that had previously melted and cust is concerned this may happen again
cust states that there are 2 wires by battery and one is turning colors from getting to hot these wires were
just replaced
cust questioned what he should do
Informed cust that if he is having concerns he should take unit to autho Honda dlr to have inspected and a
determination made
cust states that he is not sure if he will be able to take soon
but will be contacting dlr today
will follow up with cust in 2 weeks
cust states that is fine

*** COMMIT 07/08/2004 15:30:47 fmadriga Action Type: N/A

*** COMMIT 07/08/2004 03:30:50 PM fmadriga Action Type: Update Commitment
did cust take to dlr

*** NOTES 07/26/2004 10:58:37 fmadriga Action Type: Call from Customer
Lft msg requesting cust to return call

*** COMMIT 07/26/2004 11:03:48 fmadriga Action Type: N/A

*** COMMIT 07/26/2004 11:03:52 AM fmadriga Action Type: Update Commitment
did cust take to dlr

*** NOTES 08/03/2004 16:36:03 fmadriga Action Type: Call to Customer
Lft msg requesting cust to return call

*** NOTES 08/04/2004 11:30:19 fmadriga Action Type: Call to Customer
called cust
cust states that he has not had any further concerns
cust does feel that he may have same issue in near future
informed cust that if his concerns have been resolved, then case will be closed
if cust does experience concerns then cust can contact Autho Honda dlr
cust thanked for assistance

Case History (Continued):

thanked cust

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	08/04/2004 11:31:21 AM	fmadriga	Status = Closed, Resoluti...
Subcase Close	08/04/2004 11:31:15 AM	fmadriga	Number = M042004-06-07008...
Notes	08/04/2004 11:30:19 AM	fmadriga	called cust••cust states ...
Modify	08/03/2004 04:36:08 PM	fmadriga	into WIP default and Stat...
Notes	08/03/2004 04:36:03 PM	fmadriga	Lft msg requesting cust t...
Modify	08/03/2004 04:35:42 PM	fmadriga	into WIP default and Stat...
Modify Commitme	07/26/2004 11:03:48 AM	fmadriga	with CHRIS HAYDEN due 08/...
Modify	07/26/2004 10:58:44 AM	fmadriga	into WIP default and Stat...
Notes	07/26/2004 10:58:37 AM	fmadriga	Lft msg requesting cust t...
Modify	07/08/2004 03:30:58 PM	fmadriga	into WIP default and Stat...
Modify Commitme	07/08/2004 03:30:47 PM	fmadriga	with CHRIS HAYDEN due 07/...
Notes	07/08/2004 03:30:35 PM	fmadriga	cust called states that h...
Modify Commitme	07/06/2004 03:33:18 PM	fmadriga	with CHRIS HAYDEN due 07/...
Notes	07/06/2004 03:33:05 PM	fmadriga	lft msg requesting cust t...
Modify	07/06/2004 03:32:42 PM	fmadriga	into WIP default and Stat...
Rule Action	07/05/2004 09:48:50 AM	sa	Action owner - 30 days of...
Modify	07/01/2004 04:38:30 PM	fmadriga	into WIP default and Stat...
Modify Commitme	07/01/2004 04:37:35 PM	fmadriga	with CHRIS HAYDEN due 07/...
Notes	07/01/2004 04:37:24 PM	fmadriga	called cust••lft msg requ...
Modify	07/01/2004 03:45:25 PM	fmadriga	into WIP default and Stat...
Modify	07/01/2004 02:46:46 PM	fmadriga	into WIP default and Stat...
Modify	06/25/2004 04:10:31 PM	fmadriga	into WIP default and Stat...
Modify Commitme	06/25/2004 04:10:23 PM	fmadriga	with CHRIS HAYDEN due 06/...
Modify	06/23/2004 04:44:45 PM	fmadriga	into WIP default and Stat...
Modify	06/23/2004 04:44:40 PM	fmadriga	into WIP default and Stat...
Subcase Create	06/23/2004 04:44:23 PM	fmadriga	Number = M042004-06-07008...
Modify	06/23/2004 03:49:40 PM	fmadriga	into WIP default and Stat...
Notes	06/23/2004 03:49:38 PM	fmadriga	TT SM••SM informed that t...
HPP lookup	06/23/2004 03:40:56 PM	fmadriga	HPP CHECK 06/23/2004 03:4...
Extended warran	06/23/2004 03:40:56 PM	fmadriga	WARRANTY Check 06/23/2004...
Notes	06/23/2004 03:37:41 PM	jlmliller	Dlr called for Faith••x-f...
Modify Commitme	06/23/2004 03:29:23 PM	fmadriga	with CHRIS HAYDEN due 06/...
Notes	06/23/2004 03:29:15 PM	fmadriga	called dlr SM is not curr...
Modify Commitme	06/17/2004 01:53:02 PM	fmadriga	with CHRIS HAYDEN due 06/...
Modify	06/17/2004 01:52:56 PM	fmadriga	into WIP default and Stat...
Notes	06/17/2004 01:52:54 PM	fmadriga	cust states that unit is ...
Notes	06/17/2004 01:35:12 PM	sdenne	Cust called for MT40.••MT...
Modify Commitme	06/16/2004 03:19:33 PM	fmadriga	with CHRIS HAYDEN due 06/...
Notes	06/16/2004 03:19:26 PM	fmadriga	Lft msg requesting cust r...
Notes	06/16/2004 03:18:25 PM	fmadriga	TT dlr ••dlr informed tha...
Modify Commitme	06/15/2004 04:23:51 PM	fmadriga	with CHRIS HAYDEN due 06/...
Modify	06/15/2004 04:23:45 PM	fmadriga	into WIP default and Stat...
Modify	06/14/2004 03:47:58 PM	fmadriga	into WIP default and Stat...
Modify Commitme	06/14/2004 03:47:52 PM	fmadriga	with CHRIS HAYDEN due 06/...
Modify	06/11/2004 08:47:44 AM	fmadriga	into WIP default and Stat...
Modify	06/11/2004 08:47:39 AM	fmadriga	into WIP default and Stat...
Notes	06/11/2004 08:47:05 AM	fmadriga	cust states that he does ...
HPP lookup	06/11/2004 08:42:26 AM	fmadriga	HPP CHECK 06/11/2004 08:4...
Extended warran	06/11/2004 08:42:26 AM	fmadriga	WARRANTY Check 06/11/2004...
Modify	06/10/2004 04:22:45 PM	fmadriga	into WIP default and Stat...
Commit	06/10/2004 04:22:38 PM	fmadriga	Made to CHRIS HAYDEN due ...
Modify	06/10/2004 04:22:05 PM	fmadriga	into WIP default and Stat...
Notes	06/10/2004 04:20:53 PM	fmadriga	lft msg requesting cust r...
Accept	06/07/2004 04:33:14 PM	fmadriga	from Queue MC Tor fmadrig...
Dispatch	06/07/2004 11:54:37 AM	cmayeda	from WIP Cases to Queue M...
Accept	06/07/2004 11:54:08 AM	cmayeda	from Queue MC Motorcycle...
Dispatch	06/07/2004 11:11:12 AM	kpierce	from WIP open cases to Qu...
Notes	06/07/2004 11:10:57 AM	kpierce	Cust states the following...
Modify	06/07/2004 11:02:39 AM	kpierce	into WIP open cases and S...
HPP lookup	06/07/2004 10:55:52 AM	kpierce	HPP CHECK 06/07/2004 10:5...
Extended warran	06/07/2004 10:55:52 AM	kpierce	WARRANTY Check 06/07/2004...
Campaign lookup	06/07/2004 10:49:44 AM	kpierce	CAMPAIGN CHECK 06/07/2004...
Create	06/07/2004 10:48:50 AM	kpierce	Contact = CHRIS HAYDEN, P...

Case Report - M042005-07-2201180

Site/Caller Summary:

Site ID:

Site Name/Address:

CLEARWATER, 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 - ELECTRICAL PROBLEM / WEB

ID:

M042005-07-2201180

Call Type:

Problem

Severity:

N/A

Priority:

N/A

Condition/Status:

Closed/Closed

Part Description:

MMCRC4613

Part Number:

MMCRC4613

Product Serial Number:

JH2RC46113M

Contract:

Case History:

*** CAMPAIGN CHECK 07/22/2005 02:46:47 PM arios

The following Campaign information was found

1; P65; '02-'04 PCV LEAK RECALL; 2005-02-24; FX

*** CLAIM CHECK 07/22/2005 02:48:19 PM arios

The following Claim History information was found

0; 2005-02-18; 105120; 501791; 510; 712911 ; '02-'04 VFR800 PCV LEAKAGE RECALL, INSPECTION (P65J)

*** NOTES 07/22/2005 14:55:54 arios Action Type: Call from Customer

C states he saw on the vfrdiscussion.com website that we are documenting C feedback regarding a know electrical issue. C states the main wire harness and its connectors on the L side burn out, and symptoms are the head lights going out and fuel injection light turning on and motor starts to cut out.

C states he experienced this at about 15,600 mi, and he repaired wire himself, he connected the wires directly, connector was removed.

We informed C that we appreciate the feedback and thanked him.

*** SUBCASE M042005-07-2201180-1 7/22/2005 3:42:04 PM arios

Activity Summary:

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Closed	07/25/2005 07:49:59 AM	arios	Status = ...
Subcase Close	07/25/2005 07:49:59 AM	arios	Number = ...
Modify	07/25/2005 07:49:54 AM	arios	into WIP ...
Modify	07/22/2005 03:42:09 PM	arios	into WIP ...
Subcase Create	07/22/2005 03:42:04 PM	arios	Number = ...
Notes	07/22/2005 02:55:54 PM	arios	C states ...
Modify	07/22/2005 02:55:49 PM	arios	into WIP ...
Claims lookup	07/22/2005 02:48:19 PM	arios	CLAIM CHE...
Campaign lookup	07/22/2005 02:46:47 PM	arios	CAMPAIGN ...
Create	07/22/2005 02:46:42 PM	arios	Contact =...

Attachment Q4

Field/Dealer Reports

Case Report - M022004-04-2001073

Site/Caller Summary:

Site ID: 268439759
Site Name/Address: THOUSAND OAKS HONDA SUZUKI
2594 E THOUSAND OKS BL
THOUSAND OAKS, CA 91362

Time Zone: None
Caller Name: MARTIN TECH
Caller Phone: 90017050577
Alternate Phone:

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

Case Summary:

Case Title: QPD-105080 - VFR800A - CODE 11-ENGINE CUTS OUT
ID: M022004-04-2001073
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4642
Part Number: MMCRC4642
Product Serial Number: JH2RC46462M [REDACTED]
Contract:

Case History:

***NOTES LOG 04/20/2004 12:35:57 PM adefranz

Complaint:
Code 11-engine cuts out

Contention:
Dir. states the engine will cut out and when the Cust. cycles the key it will start again.
Have you been able to replicate the problem? "No"
Dir. states the MC will flash a code 11
Have you started the troubleshooting for the code 11? "No"
Has the MC ever been crashed? "Yes I think so."

Recommendation:

Advised to troubleshoot for code 11
Advised that the engine cutting out may be a separate issue and they should may want to test the bank angle sensor.

*** SUBCASE M022004-04-2001073-1 4/20/2004 12:36:04 PM adefranz

*** NOTES 04/29/2004 11:16:19 ccompise Action Type: Call from Dealer
dir states they have diagnosed and found no reason for code 11
dir states unit does not have any other codes
dir states they have not tested BAS

Case History (Continued):

dir asking for recommendation

advised to test BAS and call with findings

advised to check connections

advised to call with findings

*** NOTES 05/05/2004 10:41:16 ccompise Action Type: Call from Dealer

dir states they have tested BAS and no issue, operates normally

dir states they have not had issue return

has code come back? No

*** NOTES 05/05/2004 10:51:02 ccompise Action Type: Call from Dealer

have you replaced speed sensor? No, did not test bad, cleared codes has not come back

unit has a stop switch issue? It works, no issue there

advised I would consult PS and call with findings

*** NOTES 05/06/2004 09:04:57 ccompise Action Type: Call from Dealer

advised dir and stated unit stop switch, ign switch, BAS

advised to swap parts if available

advised possible harness issue, intermittent

advised cust needs to autho repairs at this time

advised to call when/if issue is identified

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	06/11/2004 07:57:39 AM	rsealey	Status = ...
Reopen	06/08/2004 03:43:59 PM	rsealey	with Cond...
Closed	05/06/2004 09:05:08 AM	ccompise	Status = ...
Modify	05/06/2004 09:05:07 AM	ccompise	Into WIP ...
Modify	05/06/2004 09:05:01 AM	ccompise	into WIP ...
Notes	05/06/2004 09:04:57 AM	ccompise	advised d...
Modify	05/05/2004 03:32:06 PM	ccompise	into WIP ...
Modify	05/05/2004 10:52:19 AM	ccompise	into WIP ...
Modify	05/05/2004 10:52:09 AM	ccompise	into WIP ...
Notes	05/05/2004 10:51:02 AM	ccompise	have you ...
Notes	05/05/2004 10:41:16 AM	ccompise	dir state...
Reopen	05/05/2004 10:40:13 AM	ccompise	with Cond...
Closed	04/29/2004 11:16:25 AM	ccompise	Status = ...
Modify	04/29/2004 11:16:21 AM	ccompise	into WIP ...
Notes	04/29/2004 11:16:19 AM	ccompise	dir state...
Reopen	04/29/2004 11:07:15 AM	ccompise	with Cond...
Subcase Close	04/20/2004 12:37:20 PM	adefranz	Number = ...
Closed	04/20/2004 12:37:20 PM	adefranz	Status = ...
Modify	04/20/2004 12:37:15 PM	adefranz	into WIP ...
Subcase Create	04/20/2004 12:36:04 PM	adefranz	Number = ...
Notes	04/20/2004 12:35:57 PM	adefranz	Complaint...
Create	04/20/2004 12:35:56 PM	adefranz	Contact =...

Case Report - M022004-03-3101184

Site/Caller Summary:

Site ID: 268439759
Site Name/Address: THOUSAND OAKS HONDA SUZUKI
2594 E THOUSAND OKS BL
THOUSAND OAKS, CA 91362

Time Zone: None
Caller Name: MARTIN TECH
Caller Phone: 90017050577
Alternate Phone:

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

Case Summary:

Case Title: QPD-R-105080 - VFR800A - CODE 11, ENGINE CUTS OUT?
ID: M022004-03-3101184
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4642
Part Number: MMCRC4642
Product Serial Number: JH2RC46462M [REDACTED]
Contract:

Case History:

***NOTES LOG 03/31/2004 03:47:00 PM bjohnson
Complaint: Code 11, engine cuts out?

Contention: Dlr states it's one long and one short blink, but the customer says
intermittantly, the engine will stall.
Under what condition??-----Customer didn't say.

Recommendation: Advised dlr to follow troubleshooting procedures for checking code 11, ask
customer for more info on the cutting out issue.

*** SUBCASE M022004-03-3101184-1 3/31/2004 3:47:14 PM bjohnson

*** NOTES 04/02/2004 07:52:29 bjohnson Action Type: Call from Dealer
Martin states he was able to get more info from the customer about the engine cutting out.
Customer says the first time it happened, he was riding on a bumpy road, and it was if the
engine cut off switch was turned to 'off'. Customer states it would not re-start until he
turned the key off and on a few times. But, it also happened on a smooth road as well.
Advised dlr to first clear the code 11, then test ride on a bumpy road, see if you can
duplicate the issue, and see if the code comes back.

Activity Summary:

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Closed	04/02/2004 07:52:35 AM	bjohnson	Status = ...
Modify	04/02/2004 07:52:33 AM	bjohnson	into WIP ...
Notes	04/02/2004 07:52:29 AM	bjohnson	Martin st...
Reopen	04/01/2004 04:41:49 PM	bjohnson	with Cond...
Subcase Close	03/31/2004 03:48:13 PM	bjohnson	Number = ...
Closed	03/31/2004 03:48:13 PM	bjohnson	Status = ...
Subcase Create	03/31/2004 03:47:14 PM	bjohnson	Number = ...
Notes	03/31/2004 03:47:00 PM	bjohnson	Complaint...
Create	03/31/2004 03:46:59 PM	bjohnson	Contact =...

Case Report - M022005-02-0300420

Site/Caller Summary:

Site ID: 268439509
Site Name/Address: MOTIONS HONDA KAW SUZUKI YAMAHA
333 N COBB PKWY
MARIETTA, GA 30062

Time Zone: None
Caller Name: ALLAN TECH
Caller Phone: 30017011339
Alternate Phone:

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

Case Summary:

Case Title: 104933 - VFR800-ZZ5- DIM HEAD LAMPS
ID: M022005-02-0300420
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 LOG 02/03/2005 09:12:21 AM rdale
Complaint:

Contention:
cust added higher wattage h/lt bulbs and burned out the wire harness
so...the cust let the smoke out of the system? looks like it
dlr stated they have replaced several components of the system...but, the h/lamps are not operating properly
What is the problem? the lamps are dim
Where is the voltage drop? don't know
OK...what is the voltage on the W/Bl wire leading to the h/lamps? about 6 volts
With the head light relay removed and the ignition switch "on"...what is the voltage on the Bl/R wire? about 6
volts
With the ignition switch "on"...what is the voltage on the wire harness side of fuse "F"? didn't check

Recommendation:
Advised dlr to check for source voltage at fuse "F"...if the voltage is still approx 6 volts...work your way
back to the ignitions switch on the R/Bl wire...and if necessary...the R wire to the starter solenoid and the
main 30amp fuse...and then to the battery
advised dlr that once the voltage drop has been located...determine root cause and eliminate
Advised dlr to call back with findings/observations

*** HPP CHECK 02/03/2005 09:12:40 AM rdale
No HPP information was found

*** WARRANTY Check 02/03/2005 09:12:40 AM rdale
07/31/2002; 07/31/2002; 07/31/2002; ; 07/31/2002; 07/31/2003; ; No;
No; ; ; No; ; ; ;

*** SUBCASE M022005-02-0300420-1 2/3/2005 9:12:49 AM rdale

*** NOTES 02/03/2005 10:34:58 rdale Action Type: Call from Dealer
called dlr and spoke to Greg

Dlr stated that Allen was out to lunch
Advised dlr that I will try to call back later

*** NOTES 02/03/2005 14:37:48 bjohnson Action Type: Call from Dealer

Case History (Continued):

Allan states he gets 1.8 volts measuring from the G wire at the relay to battery ground with everything on.
Dlr states he gets battery voltage on the power side of the headlight bulb connector.
Advised dlr voltage is getting to the bulb, but it seems that there's high resistance on the ground side.
Advised dlr it sounds like it needs a new wire harness.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	02/03/2005 03:45:36 PM	rdale	Status = Closed, Resoluti...
Modify	02/03/2005 03:45:33 PM	rdale	into WIP Default and Stat...
Reopen	02/03/2005 03:45:16 PM	rdale	with Condition of Open an...
Closed	02/03/2005 02:37:54 PM	bjohnson	Status = Closed, Resoluti...
Modify	02/03/2005 02:37:53 PM	bjohnson	into WIP Follow up, techn...
Notes	02/03/2005 02:37:48 PM	bjohnson	Allan states he gets 1.8 ...
Reopen	02/03/2005 02:34:38 PM	bjohnson	with Condition of Open an...
Closed	02/03/2005 10:35:02 AM	rdale	Status = Closed, Resoluti...
Modify	02/03/2005 10:35:00 AM	rdale	into WIP Default and Stat...
Notes	02/03/2005 10:34:58 AM	rdale	called dlr and spoke to G...
Reopen	02/03/2005 10:33:00 AM	rdale	with Condition of Open an...
Closed	02/03/2005 09:13:13 AM	rdale	Status = Closed, Resoluti...
Modify	02/03/2005 09:13:08 AM	rdale	into WIP Default and Stat...
Subcase Close	02/03/2005 09:13:07 AM	rdale	Number = M022005-02-03004...
Subcase Create	02/03/2005 09:12:49 AM	rdale	Number = M022005-02-03004...
Extended warran	02/03/2005 09:12:41 AM	rdale	WARRANTY Check 02/03/2005...
HPP lookup	02/03/2005 09:12:40 AM	rdale	HPP CHECK 02/03/2005 09:1...
Notes	02/03/2005 09:12:21 AM	rdale	Complaint: *****Contenti...
Create	02/03/2005 09:12:21 AM	rdale	Contact = ALLAN TECH, Pri...

Case Report - M022003-08-2900470

Site/Caller Summary:

Site ID: 366017050
Site Name/Address: TYLER HONDA
4301 W HIGHWAY 31
TYLER, TX 75709

Time Zone: None
Caller Name: KYLE TECH
Caller Phone: 40017092992
Alternate Phone:

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

Case Summary:

Case Title: 105661 - VFR800A - ELECTRIC ISSUE
ID: M022003-08-2900470
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4642
Part Number: MMCRC4642
Product Serial Number: JH2RC46422M
Contract: [REDACTED]

Case History:

***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 M022003-08-2900470-1 8/29/2003 9:03:11 AM nhenkel

*** NOTES 11/04/2003 09:12:42 ccompise Action Type: Call from Dealer
Jeff @ dlr called stating he charged the cust \$500 labor for diagnosing the above problem
dlr states MH12 denied any warranty assistance, cust installed headlight/tail light flasher accessory
dlr states now unit was fixed at H&W Honda and covered under HPP, for the same problem
dlr states cust has since cancelled check to them for diagnostic work

I advised the case does not state that MH12 "denied" any warranty work
advised MH12 advised dlr to "check all grounds for the unit", and that is all
advised there appears to be no follow up by his dlr on case

dlr is adamant MH12 denied any assistance because of the accessory installed
dlr states he is very upset and wants someone to call him concerning this

advised I would have DSM call

*** NOTES 11/04/2003 09:18:44 ccompise Action Type: Call from Dealer
called DSM cell and left VM stating to call me ASAP concerning cust and both dlrs

*** NOTES 11/04/2003 15:12:45 ccompise Action Type: Call from Dealer
TT MA98 and he stated he has TT Jeff as well as M050.
MA98 stated dlr is going through legal channels with HNA, concerning issues

Case History (Continued):

advised I would document

*** NOTES 11/04/2003 15:22:21 ccompise Action Type: Call from Dealer
called dlr and followed up
dlr states he did TT MO50 and MA98, and he is working with HNA to resolve issue

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	11/04/2003 03:22:26 PM	ccompise	Status = Closed, Resoluti...
Modify	11/04/2003 03:22:24 PM	ccompise	into WIP default and Stat...
Notes	11/04/2003 03:22:21 PM	ccompise	called dlr and followed u...
Modify	11/04/2003 03:14:51 PM	ccompise	into WIP default and Stat...
Modify	11/04/2003 03:12:49 PM	ccompise	into WIP default and Stat...
Notes	11/04/2003 03:12:45 PM	ccompise	TT MA98 and he stated he ...
Modify	11/04/2003 09:29:24 AM	ccompise	into WIP default and Stat...
Modify	11/04/2003 09:18:47 AM	ccompise	into WIP default and Stat...
Notes	11/04/2003 09:18:44 AM	ccompise	called DSM cell and left ...
Modify	11/04/2003 09:16:19 AM	ccompise	into WIP default and Stat...
Modify	11/04/2003 09:12:51 AM	ccompise	into WIP default and Stat...
Notes	11/04/2003 09:12:42 AM	ccompise	Jeff @ dlr called stating...
Reopen	11/04/2003 09:05:05 AM	ccompise	with Condition of Open an...
Closed	08/29/2003 09:03:31 AM	nhenkel	Status = Closed, Resoluti...
Subcase Close	08/29/2003 09:03:29 AM	nhenkel	Number = M022003-08-29004...
Subcase Create	08/29/2003 09:03:11 AM	nhenkel	Number = M022003-08-29004...
Create	08/29/2003 09:03:09 AM	nhenkel	Contact = KYLE TECH, Prio...
Notes	08/29/2003 09:03:09 AM	nhenkel	Complaint: **electric iss...

Case Report - M022003-10-2301156

Site/Caller Summary:

Site ID: 268438864
Site Name/Address: H & W HONDA & YAMAHA
3709 E END BLVD
MARSHALL, TX 75670

Time Zone: None
Caller Name: HOWARD TECH
Caller Phone: 20017024847
Alternate Phone:

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

Case Summary:

Case Title: 104486 - VFR800A - ELECTRICAL PROBLEMS HPP
ID: M022003-10-2301156
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 10/23/2003 12:55:04 PM jyee

Complaint:
electrical problems

Contention:

dealer says gas tank retaining strap hot, and both headlight relays are buzzing, and headlights are dim
unit had headlight and taillight flashers at one time when at dealer 105661, seem to have been removed.
when brake lights hit, rear (but not front) turn signals come on dimly, and brake light and meter panel go on dimly
dealer says it will stop if r/h combo switch or unplugging both H/L relays.
dealer unplugged ECM, ABS control module, fuel pump and reg/rect disconnected, and fuel tank removed
dealer ran separate ground from battery, no changes.
dealer has checked harness under tank for bare wires.

Recommendation:

advised problem may be related to customer installed and removed accessories
advised dealer check if gas tank getting power through fuel pump or bare wire.

*** SUBCASE M022003-10-2301156-1 10/23/2003 12:55:06 PM jyee

*** NOTES 10/23/2003 14:18:24 ccompise Action Type: Call from Dealer
dlr states under tank there is a ground junction with 8-10 Grn wires 4 are burnt
dlr states unit needs wire harness replaced
dlr asking for recommendation

advised I would consult above tech and call with determination

dlr agreed

*** NOTES 10/23/2003 14:39:10 jyee Action Type: Call from Dealer

RECOMMENDATION:

advised dealer:
will give customer benefit of the doubt, assume accessories not to blame
advised dealer replace harness under HPP if accessories not re-installed.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	10/31/2003 12:53:51 PM	bjohnson	Status = Closed, Resoluti...

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Modify	10/31/2003 12:53:37 PM	bjohnson	into WIP Follow up, techn...
Reopen	10/31/2003 12:46:50 PM	bjohnson	with Condition of Open an...
Closed	10/23/2003 02:47:31 PM	jyee	Status = Closed, Resoluti...
Notes	10/23/2003 02:39:10 PM	jyee	RECOMMENDATION:••advised ...
Reopen	10/23/2003 02:35:26 PM	jyee	with Condition of Open an...
Closed	10/23/2003 02:25:34 PM	ccompise	Status = Closed, Resoluti...
Modify	10/23/2003 02:25:32 PM	ccompise	into WIP default and Stat...
Modify	10/23/2003 02:22:25 PM	ccompise	into WIP default and Stat...
Notes	10/23/2003 02:18:24 PM	ccompise	dlr states under tank the...
Reopen	10/23/2003 02:08:56 PM	ccompise	with Condition of Open an...
Closed	10/23/2003 12:55:56 PM	jyee	Status = Closed, Resoluti...
Modify	10/23/2003 12:55:53 PM	jyee	into WIP default and Stat...
Subcase Close	10/23/2003 12:55:51 PM	jyee	Number = M022003-10-23011...
Subcase Create	10/23/2003 12:55:06 PM	jyee	Number = M022003-10-23011...
Create	10/23/2003 12:55:04 PM	jyee	Contact = HOWARD TECH, Pr...
Notes	10/23/2003 12:55:04 PM	jyee	Complaint: ••electrical p...