

HONDA

American Honda Motor Co., Inc.
1918 Torrance Boulevard
Torrance, CA 90501-2748
Phone (310) 785-2000

Handwritten: 8/29/05

August 24, 2005

NVS-213gwm
PE05-048

Vertical stamp: AUG 25 PM 2:15

Mr. Jeffrey Quandt, Chief
Vehicle Control Division
Office of Defects Investigation
U.S. DEPARTMENT OF TRANSPORTATION
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

Dear Mr. Quandt:

In reply to your letter dated July 18, 2005, we are submitting a partial response regarding alleged failure of the front suspension coil spring in model year 2001 Acura MDX vehicles.

1. State, by model and model year, the number of subject vehicles Honda has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Honda, state the following:
 - A. Vehicle identification number (VIN);
 - B. Date of manufacture;
 - C. Date warranty coverage commenced; and
 - D. The state in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, titled "PRODUCTION DATE." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

Response:

The data elements "a" through "d" are filed on the enclosed CD.

Model	Year	Count
MDX	2001	44,198

Source: Units file containing information on all vehicles received from the factories, including vehicles sold to dealers and Honda's company car inventory.
As of: 07/31/2005

2. State the number of each of the following, received by Honda, or of which Honda is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
- A. Consumer complaints, including those from fleet operators;
 - B. Field reports, including dealer field reports;
 - C. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - D. Property damage claims;
 - E. Third-party arbitration proceedings where Honda is or was a party to the arbitration; and
 - F. Lawsuits, both pending and closed, in which Honda is or was a defendant or codefendant.

For subparts "a" through "f" state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Honda's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Response:

The total number of reports for items "a" and "b" are stated in the table below. Honda did not identify any relevant reports for items "c" through "f" in its review.

Note: Honda does not have any MDX fleets.

MDX	2001	7	6	0	0	0	0

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.
As of: 07/31/2005

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
- A. Honda's file number or other identifier used;
 - B. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - C. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - D. Vehicle's VIN, or if not know, make, model and year;
 - E. Vehicle's mileage at time of incident;
 - F. Incident date;
 - G. Report or claim date;
 - H. Spring and/or tire position (driver or passenger side);
 - I. Whether a crash is alleged;
 - J. Whether property damage is alleged;
 - K. Number of alleged injuries, if any; and
 - L. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, titled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

Response:

The data elements "a" through "l" are filed on the enclosed CD.

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.
As of: 07/31/2005

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Honda used for organizing the documents.

Response: See Attachment #Q4.

The documents are organized by category and within each category by the last six digits of the VIN.

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.
As of: 07/31/2005

6. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Honda to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for goodwill services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- A. Honda's claim number;
- B. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- C. VIN;
- D. Repair date;
- E. Vehicle mileage at time of repair;
- F. Spring and/or tire position (driver or passenger side);
- G. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- H. Labor operation number;
- I. Problem code;
- J. Replacement part number(s) and description(s);
- K. Concern stated by customer; and
- L. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, titled "WARRANTY DATA." See Enclosure 1 Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

Response:

The data elements "a" through "l" are filed on the enclosed CD.

Model	Model Year	Warranty Claims	Extended Warranty Claims	Goodwill Services
MDX	2001	33	24	0

Source(s): Warranty claim data for MY2001 MDX.
As of: 07/31/2005

6. Describe in detail the search criteria used by Honda to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Honda on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) related to the alleged defect that Honda offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

Response: See Attachment # Q6

Search Criteria: Using 2001 MDX warranty data, claims were pulled based on the front suspension coil spring and shock absorber part numbers. The contention text description was reviewed for each claim to identify broken springs.

Coding and descriptions are listed in the attachment.

Warranty Coverage: The 2001 MDX is covered by a new vehicle limited warranty for four years or 50,000 miles, whichever comes first. Under the terms of the new vehicle limited warranty, Honda will repair or replace any part that is defective in material or workmanship under normal use. This warranty covers all systems except emission control systems, accessories, battery or tires, which have their own warranties. Honda has not issued extended warranty coverage related to the alleged defect in the 2001 MDX.

7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Honda has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Honda is planning to issue within the next 120 days.

Response:

Honda has issued service information related to suspension noise but not coil spring breakage.

Honda will publish a recall communication within the next five days, but a first draft has not been produced yet.

8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Honda. For each such action, provide the following information:
- A. Action title or identifier;
 - B. The actual or planned start date;
 - C. The actual or expected end date;
 - D. Brief summary of the subject and objective of the action;
 - E. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
 - F. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

Response:

Honda is still in the process of gathering relevant information.

9. Describe all modifications or changes made by, or on behalf of, Honda in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
- A. The date or approximate date on which the modification or change was incorporated into vehicle production;
 - B. A detailed description of the modification or change;
 - C. The reason(s) for the modification or change;
 - D. The part numbers (service and engineering) of the original component;
 - E. The part number (service and engineering) of the modified component;
 - F. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
 - G. When the modified component was made available as a service component; and
 - H. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Honda is aware of which may be incorporated into vehicle production within the next 120 days.

Response:

Honda is still in the process of gathering relevant information.

10. State the number of each of the components of the following that Honda has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (including the cut-off date for sales, if applicable):

- A. Front coil spring or springs; and
- B. Any kits, brackets, shields, or other parts designed to prevent spring contact with tires.

Response: See Attachment #Q10.

- A. Refer to the attachment.
- B. No kits have been sold, but the spring is included in the shock absorber assembly (refer to the attachment). Honda has not created any components to prevent spring contact with tires.

Note: Honda retains monthly parts demand history for two years and annual history for five years.

11. Furnish Honda's assessment of the alleged defect in the subject vehicle, including:

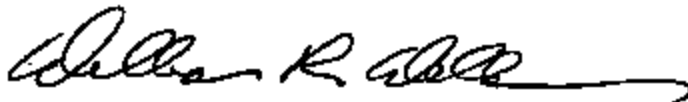
- A. The causal or contributory factor(s);
- B. The failure mechanism(s);
- C. The failure mode(s);
- D. The risk to motor vehicle safety that it poses;
- E. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
- F. The reports included with this inquiry.

Response:

Honda's quality committee made a defect determination on August 22, 2005. We will initiate a recall of certain 2001-2002 MDX vehicles in the Salt Belt region of the United States and install new front suspension coil springs with improved corrosion resistance.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.



William R. Willen
Managing Counsel
Product Regulatory Office

WRW:ke

Attachments

Attachment Q4

Case Details

Case ID : N032005-05-2500730	Division : Honda - Auto	Condition : Closed	Open Date : 5/25/2005 10:59:01 AM
Case Originator : April Lindsay	Sub Division : Satellite Center	Status : Closed	Close Date : 6/16/2005 2:58:51 PM
Case Owner : [REDACTED]	Method : Phone	Queue :	Days Open : 22
	Point of Origin : Customer	Wipbin :	
Case Title : 03G-WALGREN, DAVID - REIMBURSEMENT REQUEST		No. of Attachments : 0	

Site / Contact Info :

Site Name : DAVID WALGREN 1420
 Dealer No. :
 Site Phone No. : 763-757-6497
 Contact Name : DAVID WALGREN
 Day Phone No. : 763-757-6497
 Evening Phone No. : 763-757-6497
 Cell / Pager No. :
 Fax No. :
 Address : 14206 UPLANDER ST NW
 City / State / Zip : ANDOVER, MN 55304
 E Mail :
 Svc District / Site District : /

Product Info :

Unit Owner : DAVID WALGREN 1420
 VIN Type / No. : US VIN / 2HNYD18601E [REDACTED]
 Model / Year : MDX / 2001
 Model ID / Product Line : YD1861JNW / B
 Miles / Hours : 66,000
 In Service Date : 10/16/2000
 Months In Use : 55
 Engine Number : J35A31002189
 Originating Dealer No. / Name : 251280 / WHITE BEAR ACURA
 Selling Dealer No. / Name : 251280 / WHITE BEAR ACURA
 Trim : TOURPKG
 No. of Doors : 5
 Transmission Code : 5AT
 Exterior Color : GN
 Roadside Service Coverage :
 Factory Warranty Start / End Date : /
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start/End Date : /
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date : /
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Site District : /
 Warranty Labor Rate / Date : /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Received

Involved Party Info :

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

Issues :

Issue ID / Title	Status	Description	Issue Type 1	Issue Type 2	Labo Code	Labo Code Desc
N032005-05-2500730-1 / DAVID WALGREN - WAR	Subcase Close	Information	Warranty	Claim Assistance		
N032005-05-2500730-2 / DAVID WALGREN - WAR	Subcase Close	Information	Warranty	Transportation Claim		

Issue Details

Issue ID : N032005-05-2500730-1
 Issue Originator :
 Issue Owner :
 Issue Title : DAVID WALGREN - WARRANTY - CLAIM ASSISTANCE

Disposition Information
 Type 1 : Warranty
 Type 2 : Claim Assistance

Condition : Closed
 Status : Subcase Close
 Queue :

Wipbin :
 Open Date : 5/25/2005 12:03:24 PM
 Close Date : 5/25/2005 12:03:40 PM

Coding Info :

Labor Code / Desc : /
 Condition Code Desc :
 Campaign Code / Desc : /
 Temperament Cold
 Resolutions : Provided Information
 Component Category : NR - No Category Found
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032005-05-2500730-2
 Issue Originator :
 Issue Owner :
 Issue Title : DAVID WALGREN - WARRANTY - TRANSPORTATION CLAIM

Disposition Information
 Type 1 : Warranty
 Type 2 : Transportation Claim

Condition : Closed
 Status : Subcase Close
 Queue :

Wipbin :
 Open Date : 6/7/2005 4:25:08 PM
 Close Date : 6/16/2005 2:58:51 PM

Coding Info :

Labor Code / Desc : /
 Condition Code Desc :
 Campaign Code / Desc : /
 Temperament Cold
 Resolutions : Forwarded to AHFC
 Component Category : NA - Please Specify
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032005-05-2500730

Case Title : 03G-WALGREN, DAVID - REIMBURSEMENT REQUEST

*** CASE CREATE 5/25/2005 10:59:01 AM [REDACTED]

Contact = DAVID WALGREN, Priority = N/A, Status = Solving.

*** NOTES 5/25/2005 11:02:09 AM, [REDACTED] Action Type : Call from Customer

The customer is calling to find out how she would be reimbursed for a towing and rental car for work she had to have done when she was on vacation. The work was done under warranty and the front coil broke. I gave the customer the address to submit her receipts, she needed no further assistance and the call ended.

*** CASE MODIFY 5/25/2005 11:02:14 AM [REDACTED]

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/25/2005 12:00:26 PM [REDACTED]

WARRANTY CHECK 05/25/2005 12:00:26 PM [REDACTED]

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/25/2005 12:00:31 PM [REDACTED]

CLAIM CHECK 05/25/2005 12:00:31 PM [REDACTED]

The following Claim History information was found:

0; 2003-02-25; 251280; 416830; 510; 841140 ; FRESH AIR OUTLET (RIGHT) - REPLACE.

*** CASE CAMPAIGN LOOKUP 5/25/2005 12:00:36 PM, alindsay

CAMPAIGN CHECK 05/25/2005 12:00:36 PM [REDACTED]

The following Campaign information was found:

01-008; L13; 2001 MDX SEAT BELT HARNESS; 2001-04-04; FX

01-018; L22; 2001 MDX RADIO FACEPLATE; ;

04-013; P31; MDX AUTOMATIC TRANS RECALL; 2004-06-21; FX

*** CASE MODIFY 5/25/2005 12:01:36 PM [REDACTED]

into WIP default and Status of Solving.

*** SUBCASE N032005-05-2500730-1 CREATE 5/25/2005 12:03:24 PM [REDACTED]

Created in WIP Default with Due Date 5/25/2005 12:03:24 PM.

*** SUBCASE N032005-05-2500730-1 CLOSE 5/25/2005 12:03:40 PM, [REDACTED]

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/25/2005 12:03:41 PM, [REDACTED]

into WIP default and Status of Solving.

*** CASE CLOSE 5/25/2005 12:03:44 PM [REDACTED]

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

*** CASE REOPEN 6/7/2005 3:39:06 PM, jharris

with Condition of Open and Status of Solving.

*** NOTES 6/7/2005 3:39:58 PM, jharris, Action Type : Letter/Fax

ACS received a letter dated 5/26/05 forwarded to Team B.

*** CASE MODIFY 6/7/2005 3:40:09 PM, jharris

into WIP default and Status of Solving.

*** CASE DISPATCH 6/7/2005 3:48:30 PM, jharris

Case History

Case ID : N032005-05-2500730

Case Title : 03G-WALGREN, DAVID - REIMBURSEMENT REQUEST

*** NOTES 6/13/2005 2:24:27 PM, bprice, Action Type : Call to Customer

Call to client [REDACTED] and was advised the [REDACTED] is not available. I left a message to return the phone call. The vehicle does have an Acura care contract, probable that repairs were done under this.

*** NOTES 6/13/2005 2:27:06 PM, bprice, Action Type : Note-Resolution

Call to Penny Wright and left a voicemail message advising assistance is needed with this client.

*** COMMIT 6/13/2005 2:27:55 PM, bprice, Action Type : N/A

call client/ VSC

*** NOTES 6/13/2005 2:56:19 PM, bprice, Action Type : Call from Customer

Client returned my call. I inquired if the repair was done through Acura Care, she stated that it was. She states the previous person she had spoken with had stated that the tow and rental would be covered. I advised the client that there are some limitations to the Acura Care warranty and that I was not aware of what those might be. I advised her that I was in the process of following up and would keep her advised of the situation. The client states that she understood. I thanked her for returning my phone call.

*** NOTES 6/16/2005 2:48:32 PM, bprice, Action Type : Note-General

Received a return call from Penny Wright. She states that the tow would be covered, but the rental charge may be in question depending on the date of the contract. She requests that the documents be forwarded over to VSC.

*** NOTES 6/16/2005 2:53:53 PM, bprice, Action Type : Call to Customer

Call to client [REDACTED] and advised I was following up with her. I advised the client that her documents would be forwarded to Acura Care for review and reimbursement. The client stated she understood. I apologized to her and advised that I wanted to keep her informed of what was occurring. She understood and thanked for the call.

*** SUBCASE N032005-05-2500730-2 CLOSE 6/16/2005 2:58:51 PM, bprice

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/16/2005 2:58:51 PM, bprice

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 08/09/2005

Case Details

Case ID : B012003-07-1100481	Division : Acura - Auto	Condition : Closed	Open Date : 7/11/2003 9:55:58 AM
Case Originator : Inhwan Choi	Sub Division : Customer Relations	Status : Closed	Close Date : 7/31/2003 7:31:48 AM
Case Owner : Man Phan	Method : Phone	Queue :	Days Open : 20
	Point of Origin : Customer	Wpbin :	
Case Title : EBERZ, PAUL - SUSPENSION		No. of Attachments : 0	

Site / Contact Info :

Site Name : PAUL EBERZ 55 B
 Dealer No. :
 Site Phone No. : 716-633-4211
 Contact Name : PAUL EBERZ
 Day Phone No. : 716-633-4211
 Evening Phone No. : 716-633-4211
 Cell / Pager No. :
 Fax No. :
 Address : 55 BENTHAM PKWY
 City / State / Zip : BUFFALO, NY 14226
 E Mail :
 Svc District / Site District : /

Product Info :

Unit Owner : PAUL EBERZ 55 B
 VIN Type / No. : US VIN / ZHNYD182511
 Model / Year : MDX / 2001
 Model ID / Product Line : YD1821JNW / B
 Miles / Hours : 21,000
 In Service Date : 10/09/2000
 Months In Use : 33
 Engine Number : J35A31002252
 Originating Dealer No. / Name : 251071 / RAY LAKS ACURA
 Selling Dealer No. / Name : 251071 / RAY LAKS ACURA
 Trim : MDX
 No. of Doors : 5
 Transmission Code : SAT
 Exterior Color : BK
 Roadside Service Coverage :
 Factory Warranty Start / End Date : /
 Factory Warranty Cancellation Date : /
 HPP/ASC Coverage Start/End Date : /
 HPP/ASC Cancellation Date : /
 Extended Warranty Start / End Date : /
 Extended Warranty Cancellation Date : /

Current Dealer Info :

Current Dealer No. / Name : 251071 / RAY LAKS ACURA
 Phone No. : 716-632-1111
 Address : 7460 TRANSIT ROAD
 City / State / Zip : WILLIAMSVILLE, NY 14221
 Svc District / Site District : 05D / B05
 Warranty Labor Rate / Date : \$82.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Date

Involved Party Info :

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

ISSUES :

Issue ID / Title	Status	Discription	Work Order	Work Order	Work Order	Work Order
B012003-07-1100481-1 / PAUL EBERZ - PRODUC	Subcase Close	Complaint	Product	Operation	414	Front Damper
B012003-07-1100481-2 / PAUL EBERZ - PRODUC	Subcase Close	Information	Product	Operation	416	Front bushings

Issue Details

Issue ID : B012003-07-1100481-1	Disposition Complaint	Condition : Closed	Wipbln :
Issue Originator : Inhwon Choi	Type 1 : Product	Status : Subcase Close	Open Date : 7/11/2003 9:56:47 AM
Issue Owner : Inhwon Choi	Type 2 : Operation	Queue :	Close Date : 7/15/2003 8:34:05 AM
Issue Title : PAUL EBERZ - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 414 / Front Damper

Condition Code Desc : Other 414X

Campaign Code / Desc : /

Temperament

Resolutions : Documented Concern

Component Category : 16 - Structure

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Cosmetic / Sound Quality Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : B012003-07-1100481-2	Disposition Information	Condition : Closed	Wipbln :
Issue Originator : Man Phm	Type 1 : Product	Status : Subcase Close	Open Date : 7/16/2003 10:59:30 AM
Issue Owner : Man Phm	Type 2 : Operation	Queue :	Close Date : 7/31/2003 7:31:48 AM
Issue Title : PAUL EBERZ - PRODUCT INFORMATION - OPERATION			

Coding Info :

Labor Code / Desc : 416 / Front bushings

Condition Code Desc : Suspend Noise 416I

Campaign Code / Desc : /

Temperament

Resolutions : Provided Information

Component Category : 02 - Suspension System

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Cosmetic / Sound Quality Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : B012003-07-1100481

Case Title : EBERZ, PAUL - SUSPENSION

*** CASE CREATE 7/11/2003 9:55:58 AM, ichoi

Contact = PAUL EBERZ, Priority = N/A, Status = Solving.

*** NOTES 7/11/2003 9:55:59 AM, ichoi, Action Type :

Client states that on 5/21 the left front coil spring collapsed on his vehicle and dlr replaced the affected parts however never provided an explanation as to why the part failed. Client states that he has spoken to the service manager at the dlr however was not provided an answer. Client states that his vehicle has been repaired and works fine, however client wants an explanation as to what happened.

*** CASE MODIFY 7/11/2003 9:56:34 AM, ichoi

into WIP New Cases and Status of Solving.

*** SUBCASE B012003-07-1100481-1 CREATE 7/11/2003 9:56:47 AM, ichoi

Created in WIP Default with Due Date 7/11/2003 9:56:47 AM.

*** CASE MODIFY 7/14/2003 2:10:58 PM, ichoi

into WIP Misc Cases and Status of Solving.

*** NOTES 7/15/2003 8:33:44 AM, ichoi, Action Type : Call from Customer

ACS apologized for frustrations and advised client that concerns have been documented. Client was advised that case manager will review concerns and contact client in 2-3 business days.

*** SUBCASE B012003-07-1100481-1 CLOSE 7/15/2003 8:34:05 AM, ichoi

Status = Solving, Resolution Code = Instruction Given

*** CASE ASSIGN 7/15/2003 9:13:06 AM, ichoi

B012003-07-1100481 to mphan, WIP

*** CASE RULE ACTION 7/15/2003 9:13:07 AM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 7/15/2003 11:08:11 AM, mphan, Action Type :

Made to PAUL EBERZ due 07/18/2003 11:08:16 AM.

DCS Follow-Up

*** NOTES 7/15/2003 11:08:33 AM, mphan, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/18/2003

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

Client states that on 5/21 the left front coil spring collapsed on his vehicle and dlr replaced the affected parts however never provided an explanation as to why the part failed. Client states that he has spoken to the service manager at the dlr however was not provided an answer. Client states that his vehicle has been repaired and works fine, however client wants an explanation as to what happened.

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

Please give me a call regarding this customer.

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

Case History

Case ID : B012003-07-1100481

Case Title : EBERZ, PAUL - SUSPENSION

Man Phan
Acura Client Services

- *** CASE MODIFY 7/15/2003 11:08:37 AM, mphan
into WIP New Cases and Status of Solving.
- *** CASE MODIFY 7/16/2003 8:11:03 AM, mphan
into WIP New Cases and Status of Solving.
- *** SUBCASE B012003-07-1100481-2 CREATE 7/16/2003 10:59:30 AM, mphan
Created in WIP Default with Due Date 7/16/2003 10:59:30 AM.
- *** SUBCASE B012003-07-1100481-2 NOTES 7/16/2003 11:02:07 AM, mphan, Action Type : Call to Customer
I introduced myself and we discussed the case.

Client stated he has owned over 15 Honda/Acura automobiles and with this happening he has lost faith in Honda and does not want to use that is why he is asking what happened to this part. Client stated he is afraid the same thing may happen to the other one and it is safety related and that scares him. Client stated the dealer have perspective Acura buyers call him for opinions and this last time he had to tell them what happened and they ended up not buying an Acura.

- *** CASE MODIFY 7/16/2003 11:02:18 AM, mphan
into WIP New Cases and Status of Solving.
- *** CASE MODIFY 7/16/2003 11:03:42 AM, mphan
into WIP New Cases and Status of Solving:
- *** SUBCASE B012003-07-1100481-2 NOTES 7/16/2003 11:25:15 AM, mphan, Action Type : Call from Customer
I advised I will try to find out but made no promises. I explained that the engineers are very selective in what information they put out to us, but I will try my best to see if this information can be obtained.
- *** CASE MODIFY 7/16/2003 11:25:30 AM, mphan
into WIP New Cases and Status of Solving.
- *** CASE FULFILL 7/16/2003 11:25:52 AM, mphan
Fulfilled for PAUL EBERZ due 07/18/2003 11:08:16 AM.
- *** COMMIT 7/16/2003 11:25:54 AM, mphan, Action Type : N/A
get dir info/get inside info
- *** CASE MODIFY 7/16/2003 11:26:19 AM, mphan
into WIP New Cases and Status of Solving.
- *** SUBCASE B012003-07-1100481-2 NOTES 7/21/2003 10:09:48 AM, mphan, Action Type : Call to Dealer
S/W Mark, svc mgr.

Mark stated that all he knows is that client came in with a busted coil and along with it went the speed sensor for the ABS, stabilizer link, and the brake hose to the caliper. Mark stated he was not there when the coil spring broke and he sent the parts to tech line and tech line has called them for information but that is all that he knows.

I thanked him.

- *** CASE MODIFY 7/21/2003 10:09:51 AM, mphan

Case History

Case ID : B012003-07-1100481

Case Title : EBERZ, PAUL - SUSPENSION

into WIP MC-Ray Laks-1071 and Status of Solving.

*** CASE MODIFY 7/21/2003 10:16:23 AM, mphan

into WIP MC-Ray Laks-1071 and Status of Solving.

*** SUBCASE B012003-07-1100481-2 NOTES 7/21/2003 10:16:49 AM, mphan, Action Type : Note-General

I emailed the support group asking if client's question may be answered.

*** CASE MODIFY 7/21/2003 10:16:51 AM, mphan

into WIP MC-Ray Laks-1071 and Status of Solving.

*** CASE FULFILL 7/21/2003 10:16:56 AM, mphan

Fulfilled for PAUL EBERZ due 07/16/2003 01:00:00 PM.

*** COMMIT 7/21/2003 10:17:03 AM, mphan, Action Type : N/A

fu w/sup group

*** SUBCASE B012003-07-1100481-2 NOTES 7/21/2003 10:18:59 AM, mphan, Action Type : Call to Customer

I updated client and advised that as soon as I get information I will pass it on to him.

*** CASE MODIFY 7/21/2003 10:19:01 AM, mphan

into WIP MC-Ray Laks-1071 and Status of Solving.

*** SUBCASE B012003-07-1100481-2 NOTES 7/29/2003 9:37:28 AM, mphan, Action Type : Note-Third Party

Received rm'd email from support group on 7/21/03.

The email basically reads that we received parts but do not advise client of the reason for the damage sometimes this comes out in service bulletins. If the dealer saw something unusual during the replacement they would have noted that.

*** SUBCASE B012003-07-1100481-2 NOTES 7/29/2003 9:39:25 AM, mphan, Action Type : Call to Customer

I left a msg for client to give me a call back with Debrah at 716-633-4211.

When client calls back I will advise him the information is not given out and is it does it sometimes comes out via e/b or s/n.

*** CASE MODIFY 7/29/2003 9:39:45 AM, mphan

into WIP MC-Ray Laks-1071 and Status of Solving.

*** CASE FULFILL 7/29/2003 9:43:12 AM, mphan

Fulfilled for PAUL EBERZ due 07/25/2003 09:20:00 AM.

*** COMMIT 7/29/2003 9:43:14 AM, mphan, Action Type : N/A

call client if he has not called

*** CASE MODIFY 7/29/2003 9:43:56 AM, mphan

into WIP MC-Ray Laks-1071 and Status of Solving.

*** SUBCASE B012003-07-1100481-2 NOTES 7/31/2003 7:30:04 AM, mphan, Action Type : Call from Customer

Client left me a msg asking for status.

*** SUBCASE B012003-07-1100481-2 NOTES 7/31/2003 7:31:23 AM, mphan, Action Type : Call to Customer

I rtn'd client's call and advised him of support group's response and client was very understanding.

Case History

Case ID : B012003-07-1100481

Case Title : EBERZ, PAUL - SUSPENSION

I did reassure him that if there is something that he needs to look out for then we would put out a service bulletin or service news to notify the customers and dealers.

Client thanked me for the follow up.

- *** CASE MODIFY 7/31/2003 7:31:32 AM, mphan
into WIP MC-Ray Lake-1071 and Status of Solving.
- *** CASE MODIFY 7/31/2003 7:31:37 AM, mphan
into WIP MC-Ray Lake-1071 and Status of Solving.
- *** CASE MODIFY 7/31/2003 7:31:44 AM, mphan
into WIP MC-Ray Lake-1071 and Status of Solving.
- *** CASE CLOSE 7/31/2003 7:31:48 AM, mphan
Status = Closed, Resolution Code = Instruction Given, State = Open
- *** SUBCASE B012003-07-1100481-2 CLOSE 7/31/2003 7:31:48 AM, mphan
Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : B012004-02-1101077	Division : Acura - Auto	Condition : Closed	Open Date : 2/11/2004 2:06:09 PM
Case Originator : Trent Brown	Sub Division : Customer Relations	Status : Closed	Close Date : 2/11/2004 2:07:04 PM
Case Owner : Trent Brown	Method : Phone	Queue :	Days Open : 0
	Point of Origin : Customer	Wipbln :	
Case Title : EBERZ, PAUL - RIGHT FRONT SPRING FAILURE			No. of Attachments : 0

Site / Contact Info :

Site Name : PAUL EBERZ 55 B
 Dealer No. :
 Site Phone No. : 716-633-4211
 Contact Name : PAUL EBERZ
 Day Phone No. : 716-633-4211
 Evening Phone No. : 716-633-4211
 Cell / Pager No. :
 Fax No. :
 Address : 55 BENTHAM PKWY
 City / State / Zip : BUFFALO, NY 14226
 E-Mail :
 Svc District / Site District : /

Product Info :

Unit Owner : PAUL EBERZ 55 B
 VIN Type / No. : US VIN / 2HNYD18251E
 Model / Year : MDX / 2001
 Model ID / Product Line : YD1821JNW / B
 Miles / Hours : 27,000
 In Service Date : 10/09/2000
 Months In Use : 40
 Engine Number : J35A31002252
 Originating Dealer No. / Name : 251071 / RAY LAKS ACURA
 Selling Dealer No. / Name : 251071 / RAY LAKS ACURA
 Trim : MDX
 No. of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BK
 Roadside Service Coverage :
 Factory Warranty Start / End Date : /
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start/End Date : /
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date : /
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Site District : /
 Warranty Labor Rate / Date : /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Reason

Involved Party Info :

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

ISSUES :

Issue ID / Title	Status	Disposition	Category	Sub Category	Code	Code Desc
B012004-02-1101077-1 / PAUL EBERZ - PRODUC	Subcase Close	Complaint	Product	Operation	414	Front Damper

Issue Details

Issue ID : B012004-02-1101077-1	Disposition Complaint	Condition : Closed	Wipbin :
Issue Originator : Treat Brown	Type 1 : Product	Status : Subcase Close	Open Date : 2/11/2004 2:06:43 PM
Issue Owner : Treat Brown	Type 2 : Operation	Queue :	Close Date : 2/11/2004 2:07:04 PM
Issue Title : PAUL EBERZ - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 414 / Front Damper

Condition Code Desc : Worn/Leaking 4142

Campaign Code / Desc : /

Temperament

Resolutions : Provided Information, Documented Concern

Component Category : 02 - Suspension System

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Cosmetic / Sound Quality Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No	Part Description	EQ Reason

Case History

Case ID : B012004-02-1101077

Case Title : EBERZ, PAUL - RIGHT FRONT SPRING FAILURE

*** CASE CREATE 2/11/2004 2:06:09 PM, thrown02

Contact = PAUL EBERZ, Priority = N/A, Status = Solving.

*** NOTES 2/11/2004 2:06:10 PM, thrown02, Action Type :

Customer states that the front end of the MDX has fallen and the left front spring had failed causing damage with the left front damage last year. Customer states that yesterday the right front spring fail and now the vehicle was repaired and back in his possession.

Customer states that no one will get in the vehicle anymore and the truck was not moving when both failures took place. Customer states that the dealer advised him that they were rusted out and that is why they failed and now he wants to know exactly why his springs have failed on his vehicle.

I advised him as per his call last year to our office our model engineer's may have that information but it isn't given out to our office or put in a TSB. I advised him that our model engineers don't take calls from customers and that they may be currently working on that problem right now but they don't provide our office with that information.

Customer is very upset and advises that he is going to take this to the BBB, and attorneys general's office and a couple of other offices. I apologized and advised him that our responsibility to repair the vehicle and it looks as if the dealership has repaired the vehicle. Customer was very upset and disconnected the call.

14th Honda Product

Original owner

**

*** SUBCASE B012004-02-1101077-1 CREATE 2/11/2004 2:06:43 PM, thrown02

Created in WIP Default with Due Date 2/11/2004 2:06:43 PM.

*** SUBCASE B012004-02-1101077-1 CLOSE 2/11/2004 2:07:04 PM, thrown02

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/11/2004 2:07:04 PM, thrown02

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

Tech Line Contact Report

T/L Ref #: 1190111	Created By: JIMH	Date Created: 05/27/2003	Last Edited By: PAULI	# of Edits: 13
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Code: Original Complaint: 4711 BROKEN SPRING
Probable Cause; Solution: UNKNOWN; DEALER ALREADY REPAIRED, GETTING PARTS

Alt Codes:
Status: P HCM

KB Source: **Title/Subject:** **Mileage:** 20300

<p>Dealer #: 261071 Dir Cont: MARK CHURCHILL TZ: 3 Serv. Ph: (716) 632-1111 Serv Mgr: JIM GILLETTE Dir Name: RAY LAKS ACURA 7460 TRANSIT ROAD WILLIAMSVILLE, NY 14221- Phone: (716) 826-4200 Fax #: (716) 832-1422 DPSM Name: Melissa Cahn Zone/Dist: 05 / D Phone: (111) 111-1111 - 15416</p>	<p>VIN: 2HNYD18251H [REDACTED] Err: Year: 2001 Model: MDX Tran: 5AT Trim/Grade: MDX Doors: 5DR WD: 4 Fact: ALLISTON Country: CAN Desc: MDX 5DR 8CYL 240.CHP 3.5L Acc: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, USA Engine #: Trans#: Em Type: W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

105/27/03 19:07:06 JIMH:----->

I WAS IN BUFFALO VISITING MY DAD, TOOK HIM TO THIS DEALER TO SHOW HIM A TRUCK AND SERVICE DEPARTMENT TOLD ME ABOUT THIS CAR. CAR HAD ALREADY BEEN REPAIRED, AND THEY SHOWED ME PARTS.

DATE INTO THE DEALER----->5-19-03

DELIVERY DATE----->10-11-00

CUSTOMER NAME AND PHONE #----->PAUL M EBERZ 716-633-4211

----->55 BENTHAM PLY, SNYDER NY

CUSTOMER STATEMENT----->HAD DROVE BACK FROM ROCHESTER THE NIGHT BEFORE

----->APPROX 60 MILES AWAY

----->THE NEXT MORNING, DROVE OUT OF GARAGE AND ONCE

----->IN THE STREET REALIZED SOMETHING WAS WRONG

----->HAPPENED OVER NIGHT OR DRIVING OUT OF

----->DRIVENWAY? HAD TOWED IN.

TECH'S STATEMENT----->CAR WAS REALLY LEANING, COULD NOT DRIVE

----->EASILY, COULD NOT TURN RIGHT, STRUT WAS

----->GRINDING ON INSIDE OF THE WHEEL (BUT NOT SO

----->BAD THAT THE WHEEL NEEDED REPLACEMENT)

----->BRAKE PEDAL WENT TO FLOOR

----->WOULD NOT WANT TO HAVE BEEN DRIVING WHEN IT

----->HAPPENED, I THINK WOULD HAVE BEEN HARD TO

----->CONTROL.

----->FOUND LF SPRING BROKE NEAR THE TOP, 1 COIL DOWN

----->CUT THE METAL BRAKE LINE PART # 46377-633-4211

----->AND CUT THE ABS SENSOR WIRE AND BENT THE SWAY

----->BAR LINK

----->REPLACED COMPLETE L STRUT, LF METAL BRAKE

----->LINE, LF SWAY BAR LINK, LF ABS SENSOR WIRE

----->TEST DROVE AND WHEEL WAS REALLY OFF AND SURLT

----->ALIGNMENT. CAR WAS RETURNED TO CUSTOMER

Tech Line Contact Report

T/L Ref #:	Created By:	Date Created:	Last Edited By:	# of Edits:
1190111	JIMH	05/27/2003	PAULI	13

----->5-21-03

I HAVE COPY OF THE WORK ORDER

05/27/03 19:42:24 JIMH:-PAULI, PLEASE GET ALL PART AND SHIP TO TORRANCE

05/28/03 08:57:44 PAULI:----->WILL PICKUP

----->(FRND COPY OF TLC>RM)

05/28/03 09:35:00 GARYS:PI, HCM CALLED THIS DEALER THIS MORNING AND INTERCEPTED THE PART TO GO DIRECTLY TO THEM. NO LONGER NECESSARY FOR YOU TO TRACK THIS PART. I EXPLAINED TO THEM WHY WE DO THINGS THE WAY WE DO BECAUSE OF CUSTOMS ETC. I HAVE REQUESTED THEY SEND US PICTURES OF ALL THE PARTS SO WE CAN ATTACH THEM TO THE CONTACT.

05/28/03 09:43:08 PAULI:----->UPDATED RM

(UPDATED "A RANK">P HCM)

06/04/03 08:07:15 MIKEH: CALLED CUSTOMER PAUL M BHERZ 716-633-4211>

WHAT HAPPENED?----->I DROVE HOME ONE NIGHT ON A RETURN TRIP FROM

----->INDIANAPOLIS AFTER THE INDY 500 AND PARKED THE

----->VEHICLE AND EVERYTHING SEEMED NORMAL. THE NEXT

----->DAY I WENT TO MOVE THE VEHICLE TO POSITION IT

----->FOR WASHING AND THATS WHEN I FOUND THE LEFT

----->FRONT COLLAPSED AND I BARELY HAD ANY BRAKES TO

----->STOP.

WAS THERE ANY FLUIDS?----->THERE WAS A LITTLE BIT ON THE GROUND.

HOW WAS THE VEHICLE TOWED?----->FLATBED TRUCK

HOW DID THE TOW TRUCK DRIVER HANDLE THE VEHICLE?>I MOVED IT FORWARD AND THE DRIVER CARFULLY

----->LOADED IT ON THE FLATBED.

06/17/03 12:37:32 JIMH:----->

CALLLED MARK AND LEFT MESSAGE ON VOICE MAIL

WOULD LIKE TO GET A PICTURE AND ANGLE OF DRIVEWAY

02/12/04 14:59:35 JIMH:----->

DEALER CALLED HCM ABOUT THIS CAR AND I CALLED

THE DEALER BACK AS A RESULT----->SHAWN, ADVISOR

CUSTOMER CAR WAS TOWED AND NOW THE RIGHT FRONT

SPRING IS BROKEN. CUSTOMER IS NOT HAPPY!

----->CURRENT MILES IS NOW 27963

DAMAGE TO WHEEL, TIRE, ABS SENSOR WIRE OR

BRAKE LINE??----->THE WHEEL AND TIRE ONLY HAD MINOR SCUFFS,

NOTHING NEEDED TO BE REPLACED. PARTS ARE

GOING BACK TO HCM

DO YOU KNOW HOW IT HAPPENED ?----->SLOW SPEEDS AGAIN

02/12/04 15:10:27 JIMH:----->

I CALLED DPCM TO BE SURE CUSTOMER IS TAKEN

CARE OF

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 07/15/2005

Case Details

Case ID : B012005-04-0401345	Division : Acura - Auto	Condition : Closed	Open Date : 4/4/2005 1:58:39 PM
Case Originator : LaTaurus Johnson	Sub Division : Customer Relations	Status : Closed	Close Date : 4/7/2005 2:43:17 PM
Case Owner : Jason Stradford	Method : Phone	Queue :	Days Open : 3
	Point of Origin : Customer	Wipbin :	
Case Title : 5B- BREEN, CAROL ANN - 251083 BROKEN STRUT SPRINGS			No. of Attachments : 0

Site / Contact Info :

Site Name : CAROL ANN BREEN 11 C
Dealer No. :
Site Phone No. : 781-729-2824
Contact Name : CAROL ANN BREEN
Day Phone No. : 781-729-2824
Evening Phone No. : 781-729-2824
Call / Pager No. :
Fax No. :
Address : 11 COOLIDGE ROAD
City / State / Zip : WINCHESTER, MA 01890
E Mail :
Svc District / Site District : /

Product Info :

Unit Owner : CAROL ANN BREEN 11 C
VIN Type / No. : US VIN / 2HNYD18201E
Model / Year : MDX / 2001
Model ID / Product Line : YD1821JNW / B
Miles / Hours : 49,500
In Service Date : 10/31/2000
Months In Use : 54
Engine Number : J35A31004057
Originating Dealer No. / Name : 251192 / ACURA OF PEABODY
Selling Dealer No. / Name : 251192 / ACURA OF PEABODY
Trim : MDX
No. of Doors : 5
Transmission Code : 5AT
Exterior Color : SI
Roadside Service Coverage :
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start/End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 251083 / ACURA OF BOSTON
Phone No. : 617-254-5400
Address : 1600 SOLDIERS FIELD RD
City / State / Zip : BRIGHTON, MA 02135
Svc District / Site District : 05B / A05
Warranty Labor Rate / Date : \$90.00 /
Agent Name :

Previous Dealers Info :

Dealer No.	Dealer Name	Agent Name

Involved Party Info :

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

Issue ID / Title	Status	Description	Issue Type	Issue	Issue Code	Issue Description
B012005-04-0401345-1 / CAROL ANN BREEN - P	Subcase Close	Complaint	Product	Operation	414	Front Damper
B012005-04-0401345-2 / CAROL ANN BREEN - P	Subcase Close	Complaint	Product	Operation	414	Front Damper

Issue Details

Issue ID : B012005-04-0401345-1	Disposition Complaint	Condition : Closed	Wipbin :
Issue Originator : LaTaurus Johnson	Type 1 : Product	Status : Subcase Close	Open Date : 4/4/2005 2:28:01 PM
Issue Owner : LaTaurus Johnson	Type 2 : Operation	Queue :	Close Date : 4/4/2005 2:29:08 PM
Issue Title : CAROL ANN BREEN - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 414 / Front Damper

Condition Code Desc : Other 414X

Campaign Code / Desc : /

Temperament

Resolutions : Provided Information

Component Category : 02 - Suspension System

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Cosmetic / Sound Quality Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No	Part Description	BO. Remark

Issue Details

Issue ID : B012005-04-0401345-2	Disposition Complaint	Condition : Closed	Wipbin :
Issue Originator : Jason Stradford	Type 1 : Product	Status : Subcase Close	Open Date : 4/7/2005 10:12:23 AM
Issue Owner : Jason Stradford	Type 2 : Operation	Queue :	Close Date : 4/7/2005 10:13:30 AM
Issue Title : CAROL ANN BREEN - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 414 / Front Damper

Condition Code Desc : Worn/Leaking 4142

Campaign Code / Desc : /

Temperament

Resolutions : Assist - AHM 100%

Component Category : 02 - Suspension System

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Cosmetic / Sound Quality Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No	Part Description	BO. Remark

Case History

Case ID : B012005-04-0401345

Case Title : 5B- BREEN, CAROL ANN - 251083 BROKEN STRUT SPRINGS

*** CASE CREATE 4/4/2005 1:58:39 PM, ljohns01

Contact = CAROL ANN BREEN, Priority = N/A, Status = Solving.

*** CASE VSC LOOKUP 4/4/2005 1:58:54 PM, ljohns01

VSC-CUC CHECK 04/04/2005 01:58:53 PM ljohns01

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/4/2005 1:59:01 PM, ljohns01

CAMPAIGN CHECK 04/04/2005 01:59:01 PM ljohns01

The following Campaign information was found

01-008; L13; 2001 MDX SEAT BELT HARNESS; 2001-06-21; FX

04-013; P31; MDX AUTOMATIC TRANS RECALL; 2004-07-13; FX

*** CASE EXTENDED WARRANTY LOOKUP 4/4/2005 1:59:03 PM, ljohns01

WARRANTY CHECK 04/04/2005 01:59:03 PM ljohns01

No data found for VIN.

*** NOTES 4/4/2005 2:11:25 PM, ljohns01, Action Type : Call from Customer

Client contacted ACS in regards to both front strut springs breaking while she was driving. Client states she was driving with her son and both strut springs simultaneously broke. Client states she and her son were not able to get the car moving again so she had it towed to near by gas station. Client states she then had the car towed to Acura of Boston and their direction to have the car inspected and repaired. Client states she was initially told it would be covered by the dealership, but when she got there she was told because one of her services was not performed there they would not cover it. Client states because this is a safety issue and the car had not been in an accident or anything that could have caused this to happen, she believes a defect may have caused this. Client states the dealership ended up paying for part of the repair, but she still shelled out \$444 that she doesn't think she should have paid for. Client states in a year or so she and her husband will be looking for a new vehicle and definitely want to stick with Acura because she loves the car, but the dealership left a bad taste in her mouth regarding this repair. I informed the client she could submit her receipt here for reimbursement review, but I could not guarantee any assistance. Client understood and was satisfied with this course of action. I provided the client the fax number and case number and informed her the CM would follow up with her. Client was satisfied with assistance provided, case closed.

*** NOTES 4/4/2005 2:19:35 PM, ljohns01, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Client expressed concerns that she was charged \$444 to repair the struts and springs on her car. Client states the dealership paid a portion of the repair, but because of the nature of the problem she was under the impression she would be fully covered. Client was a bit disappointed because this was potentially a serious accident.

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

Thank you for your attention to this matter.

LaTaurus Johnson

Acura Client Services

*** CASE MODIFY 4/4/2005 2:27:49 PM, ljohns01

into WIP default and Status of Solving.

Case History

Case ID : B012005-04-0401345

Case Title : 5B- BREEN, CAROL ANN - 251083 BROKEN STRUT SPRINGS

- *** SUBCASE B012005-04-0401345-1 CREATE 4/4/2005 2:28:01 PM, ljohnso1
Created in WIP Default with Due Date 4/4/2005 2:28:01 PM.
- *** SUBCASE B012005-04-0401345-1 CLOSE 4/4/2005 2:29:08 PM, ljohnso1
Status = Solving, Resolution Code = Instruction Given
- *** CASE CLOSE 4/4/2005 2:29:08 PM, ljohnso1
Status = Closed, Resolution Code = Instruction Given, State = Open
- *** CASE REOPEN 4/6/2005 2:56:03 PM, jharris
with Condition of Open and Status of Solving.
- *** NOTES 4/6/2005 2:56:59 PM, jharris, Action Type : Letter/Fax
ACS received a fax dated 4/6/05 forwarded to Team A.
- *** CASE MODIFY 4/6/2005 2:57:17 PM, jharris
into WIP default and Status of Solving.
- *** CASE DISPATCH 4/6/2005 3:04:22 PM, jharris
from WIP default to Queue Acura Team A.
- *** CASE ACCEPT 4/7/2005 6:10:50 AM, jstradfo
from Queue Acura Team A to WIP default.
- *** NOTES 4/7/2005 8:31:55 AM, jstradfo, Action Type : Call to Dealer
I left a message for the service manager to give me a call.
- *** COMMIT 4/7/2005 8:32:09 AM, jstradfo, Action Type : N/A
call dealer
- *** CASE MODIFY 4/7/2005 8:32:41 AM, jstradfo
into WIP default and Status of Solving.
- *** NOTES 4/7/2005 10:08:06 AM, jstradfo, Action Type : Field/DSM
Spoke with the dsman (he is at the dealer today). He said he would have the dealer reimburse the customer for the parts, unless they saw something in the service file that would lead them to believe they should not take care of the repair.
- *** CASE MODIFY 4/7/2005 10:08:16 AM, jstradfo
into WIP Dan Johnson 5B and Status of Solving.
- *** CASE MODIFY 4/7/2005 10:09:13 AM, jstradfo
into WIP Dan Johnson 5B and Status of Solving.
- *** NOTES 4/7/2005 10:11:32 AM, jstradfo, Action Type : Call to Customer
left a message for the customer to call. I advised the customer that we would have the dealer to reimburse her for the repair.
- *** SUBCASE B012005-04-0401345-2 CREATE 4/7/2005 10:12:23 AM, jstradfo
Created in WIP Default with Due Date 4/7/2005 10:12:23 AM.
- *** CASE MODIFY 4/7/2005 10:13:21 AM, jstradfo
into WIP Dan Johnson 5B and Status of Solving.
- *** SUBCASE B012005-04-0401345-2 CLOSE 4/7/2005 10:13:30 AM, jstradfo

Case History

Case ID : B012005-04-0401345

Case Title : 5B- BREEN, CAROLANN - 251083 BROKEN STRUT SPRINGS

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/7/2005 10:13:33 AM, jstradfo

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

*** CASE REOPEN 4/7/2005 2:41:22 PM, jstradfo

with Condition of Open and Status of Solving.

*** NOTES 4/7/2005 2:43:09 PM, jstradfo, Action Type : Call to Customer

Spoke with the customer. I advised her that the dealer would reimburse her for the cost of the repair. The customer also wanted to ensure that her particular problem was reported. I advised the customer by contacting our office we had a way to code each type of failure. The customer said she appreciated the assistance and the prompt response.

*** CASE CLOSE 4/7/2005 2:43:17 PM, jstradfo

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

Tech Line Contact Report

T/L Ref #: 1295376	Created By: JIMH	Date Created: 01/08/2004	Last Edited By: PAULI	# of Edits: 1
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Code: Original Complaint:
4711 LF SPRING BROKE

Probable Cause; Solution:
1/08: REPLACED THE STRUT

Alt Codes:

Status: P HCM

KB Source: Title/Subject **Mileage:** 46452

<p>Dealer #: 251222</p> <p>Dir Cont: AL (TECH) TZ: 3</p> <p>Serv. Ph: (603) 880-6550</p> <p>Serv Mgr: JEFFREY LOWKE</p> <p>Dir Name: SUNNYSIDE ACURA 482 AMHERST STREET NASHUA, NH 03063-1224</p> <p>Phone: 603-880-6550 Fax #: (603) 882-6330</p> <p>DPSM Name: KURT PURKO Zone/Dist: 05 / B</p> <p>Phone: (310) 781-8799 - 15992</p>	<p>VIN: 2HNYD18611H [REDACTED] Err:</p> <p>Year: 2001 Model: MDX</p> <p>Tran: 5AT Trim/Grade: TOURPK</p> <p>Doors: 5DR WD: 4</p> <p>Fact: ALLISTON Country: CAN</p> <p>Desc: MDX 5DR TOURING PKG 6CYL 240.0HP 3.5L</p> <p>Acc: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

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01/08/04 09:23:56 JIMH:---CALL BACK----->
CALL BACK ON WARRANTY CLAIM----->DAVE (ADVISOR)
----->CUSTOMER STARTED CAR UP IN THE MORNING AND CAR
WOULD NOT MOVE AND HAD CAR TOWED IN AND FOUND
A BROKEN SPRING
WHAT ALL WAS DAMAGED?----->LET ME CONNECT YOU WITH THE TECH
----->AL (TECH)
----->SPRING WAS BROKEN AND COIL WAS HANGING OFF THE
LOWER CUP OF THE STRUT AND CUTTING THE TIRE.
THE TIRES WERE ALMOST NEW. THE TIRE WAS CUT
WHERE THE TREAD AND SIDE WALL MEET
WHEN I PICKED THE CAR UP ON THE LEFT THE UPPER
BEARING PELL APART. WE REPLACED THE COMPLETE
STRUT.
DID THE CUT LET THE AIR OUT OF THE TIRE?----->NO BUT WAS UNSAFE
SWAY BAR LINK?----->WAS NOT DAMAGED BUT WAS REPLACED BECAUSE I
COULD NOT GET IT OFF OF THE STRUT
ABS SENSOR WIRE?----->WAS PULLED ON, PULLED OUT OF CLIP AND I THINK
IT WAS PULLED ON ANYMORE IT WOULD HAVE PULLED
THE WIRE APART
WHO IN PARTS CAN I GET OLD PARTS FROM?----->STEVE PARTS MANAGER
01/08/04 09:37:21 JIMH:-- PAULI PLEASE GET TIRE AND STRUT
01/08/04 11:47:09 PAULI:----->WILL PICKUP & FRND>HMA, PETER SAUNDERS
----->CLM #194146 ($321.86/ PAID 1/2/04)
R&R 51602-83V-A05
ARRANGED FOR STEVE P/M TO SEND
01/08/04 12:47:14 PAULI:----->STEVE
PLEASE SEND TO TL----->OK
01/12/04 09:06:26 PAULI:----->STRUT ASSY RCVD
----->WED, PRTS
TIRES?----->STILL HERE
PLEASE SEND----->OK
    
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Tech Line Contact Report

T/L Ref #: 1295376	Created By: JIMH	Date Created: 01/08/2004	Last Edited By: PAULI	# of Edits: 1
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01/14/04 09:14:43 PAULI:----->TIRE RCVD
----->TIRE/STRUT FRWD>HCM, PETER SAUNDERS
A/B #636073039603, -8614

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 07/15/2005

Case Details

Case ID : B012004-05-2600125	Division : Acura - Auto	Condition : Closed	Open Date : 5/26/2004 7:22:10 AM
Case Originator : Michelle Salas	Sub Division : Customer Relations	Status : Closed	Close Date : 5/26/2004 7:40:58 AM
Case Owner : Michelle Salas	Method : Phone	Queue :	Days Open : 0
	Point of Origin : Customer	Wipbln :	
Case Title : CROOK, WILLIAM - EXTENDED WARRANTY INQUIRY		No. of Attachments : 0	

Sls / Contact Info :

Site Name :	WILLIAM CROOK 300
Dealer No. :	
Site Phone No. :	508-336-8689
Contact Name :	WILLIAM CROOK
Day Phone No. :	508-336-8689
Evening Phone No. :	508-336-8689
Cell / Pager No. :	
Fax No. :	
Address :	300 JACOB ST
City / State / Zip :	SEEKONK, MA 02771
E Mail :	TDS@Cheerful.com
Svc District / Sls District :	/

Product Info :

Unit Owner :	BILL CROOK PO B
VIN Type / No. :	US VIN / 2HNYD18261E [REDACTED]
Model / Year :	MDX / 2001
Model ID / Product Line :	YD1821JNW / B
Miles / Hours :	63,200
In Service Date :	12/08/2000
Months In Use :	41
Engine Number :	J35A31006781
Originating Dealer No. / Name :	251353 / FIRST ACURA
Selling Dealer No. / Name :	251353 / FIRST ACURA
Trim :	MDX
No. of Doors :	5
Transmission Code :	5AT
Exterior Color :	MA
Roadside Service Coverage :	
Factory Warranty Start / End Date :	/
Factory Warranty Cancellation Date :	
HRP/VSC Coverage Start/End Date :	/
HRP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	/
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	251353 / FIRST ACURA
Phone No. :	508-336-1400
Address :	16 HIGHLAND AVE. RT. 6
City / State / Zip :	SEEKONK, MA 02771
Svc District / Sls District :	05A / A05
Warranty Labor Rate / Date :	\$89.00 /
Agent Name :	

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Begin Date

Involved Party Info :

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

Issues :

Issue ID / Title	Status	Disposition	Warranty Type	Warranty Code	Warranty Date	Warranty Description
B012004-05-2600125-1 / WILLIAM CROOK - WAR	Subcase Close	Please Specify	Warranty - Extended	Coverage		

Issue Details

Issue ID : B012004-05-2600125-1	Disposition Please Specify	Condition : Closed	Wipbin :
Issue Originator : Michelle Sales	Type 1 : Warranty - Extended	Status : Subcase Close	Open Date : 5/26/2004 7:40:45 AM
Issue Owner : Michelle Sales	Type 2 : Coverage	Queue :	Close Date : 5/26/2004 7:40:58 AM
Issue Title : WILLIAM CROOK - WARRANTY - EXTENDED - COVERAGE			

Coding Info :

Labor Code / Desc : /

Condition Code Desc :

Campaign Code / Desc : /

Temperament

Resolutions : Provided Information

Component Category : NA - Please Specify

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Cosmetic / Sound Quality Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	EC Reason

Case History

Case ID : B012004-05-2600125

Case Title : CROOK, WILLIAM - EXTENDED WARRANTY INQUIRY

*** CASE CREATE 5/26/2004 7:22:10 AM, msalas

Contact = WILLIAM CROOK, Priority = N/A, Status = Solving.

*** NOTES 5/26/2004 7:39:47 AM, msalas, Action Type : Call from Customer

The customer called and stated last week one of the front springs broke when he started his vehicle in his driveway. The customer stated when he took the vehicle to the dealer to have the spring replaced they did not align the vehicle. The customer stated when he picked the vehicle up yesterday 5-24-04 the steering wheel is crooked. The customer stated it was not like that when he left the vehicle at the dealer. The customer stated the service manager Jason told the customer the replacement of the spring and why the alignment is out has nothing to do with each other. The customer stated the closest Acura dealer is over an hour away. The customer is stating he would like to go some place locally to have the front-end alignment. The customer stated he thought the dealer would have replaced both springs not just the one side. I advised the customer he would need to call his extended warranty company to get authorization for the 2nd spring to be replaced and the alignment to be fixed. I gave the customer 1-800-594-8500, I advised the customer to listen to the prompts and pick the one for warranties. The customer stated he would do so. The dealer was Newport Acura. The customer understood and I am closing the case.

*** SUBCASE B012004-05-2600125-1 CREATE 5/26/2004 7:40:45 AM, msalas

Created in WIP Default with Due Date 5/26/2004 7:40:45 AM.

*** CASE MODIFY 5/26/2004 7:40:52 AM, msalas

into WIP default and Status of Solving.

*** SUBCASE B012004-05-2600125-1 CLOSE 5/26/2004 7:40:58 AM, msalas

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/26/2004 7:40:58 AM, msalas

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

Tech Line Contact Report

T/L Ref #: 1306260	Created By: PETERL	Date Created: 01/29/2004	Last Edited By: PAULI	# of Edits: 1
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Code: Original Complaint: 4711 NS @FRT SUSP, BANG	Probable Cause; Solution: BROKEN COIL SPRING; REPLACE AS ASSY. WE WILL WANT
Alt Codes:	Status: P HCM

KB Source:	Title/Subject:	Mileage: 36444
Dealer #: 251099 Dir Cont: GLEN NELSON TZ: 3 Serv. Ph: (860) 893-8981 Serv Mgr: CHRISTOPHER Dir Name: ACURA OF AVON 75 ALBANY TURNPIKE CANTON, CT 06019 Phone: 860-893-6881 Fax #: (860) 893-1644 DPSM Name: DEL MOORE Zone/Dist: 05 / C Phone: (310) 781-8799 - 15947	VIN: 2HNYD18251H [REDACTED] Year: 2001 Model: MDX Tran: 5AT Trim/Grade: MDX Doors: 5DR WD: 4 Fact: ALLISTON Country: CAN Desc: MDX 5DR 6CYL 240.0HP 3.5L Acc: P/S, SUN ROOF, ABS, AIR BAG, LEATHER, USA Engine #: Trans#: Em Type: W.O.#: Parts Req #:	

Tech Line Suggests

Information from Dealer

01/29/04 10:55:25 ISIS:----->CUST STATES AFTER GETTING OUT OF CAR HEARD A LOUD BANG FROM RIGHT FRT OF CAR UPON INSPECTION FOUND PART OF COIL SPRING STICKING OUT OF BACK SIDE OF THE TIRE IN HALF...

01/29/04 10:55:29 PETERL:----->
 WHEN DID THIS OCCUR----->CUST GOT OUT OF CAR AND STARTED TO WALK HIS
 ----->DOG. CUST HEARD A LOUG BANG NOISE AND FOUND
 ----->COIL SPRING BROKEN.

WE WILL WANT PARTS. PLEASE KEEP STRUT TOGETHER.

01/29/04 11:11:47 PAULI:----->WILL PICKUP & FRWD

01/30/04 09:51:15 PAULI:----->JAY, ADVISOR

OTHER DAMAGE?----->NO. TECH HAS CHECKED THE TIRE & BRAKE LINES.
 ABS WIRES?----->TECH DID NOT MENTION ANYTHING. THE CAR IS NOT
 DRIVABLE NOW, BUT WHEN REPAIRED, WILL REMIND
 TECH TO CHECK ABS

THANKS.

FRTS?----->WE ARE RPLCING BOTH FRT SPRING/STRUTS

THANKS. WE'LL WANT PARTS.

UPDATED JR

----->FAXED SHIP REQUEST

02/03/04 12:54:41 PAULI:----->STRUT RCVD/FRWD>HCM, PETER SAUNDERS

A/B #636073039908

X
NEX

1

OPEN DATA
FOR RAW DATA DETAIL REPORT

Date Issued: 2005-03-14 DSM: East: Kohda

First: Phil

ST: IL 03

Dist: 03E

Labor Operation: 414110 DAMPER ASSEMBLY (Right front) - Replace.

Model Year: 2001 Model: NEX

Body: Wagon

Style: 4WD

Engine: VTEC

Trans: AT

Vins: 2HNYD188X1N [REDACTED] Mileage: 59314

Occurrence Date: 2005-03-10

Dealer Number: 251014 Dealer Name: PAULY ACURA

Claim Number: 676581

FQR ID: 7895

Attachments:

Complaint/symptom: Check scraping noise from front while driving. Check front end sagging.
Probable Cause: Etching of rust to the right front spring caused it to fracture/break. The shaft broken spring fell into the right front tire and cut it.
Corrective Action: Replace the spring, strut, bushing and tire to the right front of the vehicle. The concern is the spring cutting the tire. The dealership service manager claims this is the 3rd one he has seen where tire damage has been a result of the broken spring.

Case Details

Case ID : B012005-06-2200265	Division : Acura - Auto	Condition : Closed	Open Date : 6/22/2005 8:38:28 AM
Case Originator : Leon Jones	Sub Division : Customer Relations	Status : Closed	Close Date : 6/22/2005 8:42:48 AM
Case Owner : Leon Jones	Method : Phone	Queue :	Days Open : 0
	Point of Origin : Customer	Wipbin :	
Case Title : TYTOLE, MICHAEL - PRODUCT COMPLAINT/COIL SPRING			No. of Attachments : 0

Site / Contact Info :

Site Name : MICHAEL TYTOLE 347
 Dealer No. :
 Site Phone No. : 724-335-1095
 Contact Name : MICHAEL TYTOLE
 Day Phone No. : 724-335-1095
 Evening Phone No. :
 Call / Pager No. :
 Fax No. :
 Address : 347 HILLCREST DR
 City / State / Zip : NEW KENSINGTON, PA 15068
 E Mail : TUTOLO@PPG.COM
 Svc District / Sla District : /

Product Info :

Unit Owner : MICHAEL TYTOLE 347
 VIN Type / No. : US VIN / 2HNYD18281H
 Model / Year : MDX / 2001
 Model ID / Product Line : YD1821JNW / B
 Miles / Hours : 50,400
 In Service Date : 04/11/2001
 Months In Use : 50
 Engine Number : J35A31025335
 Originating Dealer No. / Name : 251487 / SPITZER ACURA
 Selling Dealer No. / Name : 251487 / SPITZER ACURA
 Trim : MDX
 No. of Doors : 5
 Transmission Code : SAT
 Exterior Color : BX
 Roadside Service Coverage :
 Factory Warranty Start / End Date : /
 Factory Warranty Cancellation Date : /
 HPP/VSC Coverage Start/End Date : /
 HPP/VSC Cancellation Date : /
 Extended Warranty Start / End Date : /
 Extended Warranty Cancellation Date : /

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sla District : /
 Warranty Labor Rate / Date : /
 Agent Name :

Previous Dealers Info :

Dealer No.	Dealer Name	Agent Name	Reason/Date

Involved Party Info :

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

Issues :

Issue ID / Title	Status	Disposition	Issue Type	Count	Open Date	Close Date
B012005-06-2200265-1 / MICHAEL TYTOLE - PR	Subcase Close	Complaint	Product	Fit/Finish/Quality	414	Front Damper

Issue Details

Issue ID : B012005-06-2200265-1

Disposition Complaint

Condition : Closed

Wipbin :

Issue Originator : Leon Jones

Type 1 : Product

Status : Subcase Close

Open Date : 6/22/2005 8:42:04 AM

Issue Owner : Leon Jones

Type 2 : Fit/Finish/Quality

Queue :

Close Date : 6/22/2005 8:42:47 AM

Issue Title : MICHAEL TYTOLE - PRODUCT - FIT/FINISH/QUALITY

Coding Info :

Labor Code / Desc : 414 / Front Damper

Condition Code Desc : Worn/Leaking 4142

Campaign Code / Desc : /

Temperament

Resolutions : Provided Information, Documented Concern

Component Category : 02 - Suspension System

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Cosmetic / Sound Quality Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : B012005-06-2200265

Case Title : TYTOLE, MICHAEL - PRODUCT COMPLAINT/COIL SPRING

*** CASE CREATE 6/22/2005 8:38:28 AM, ljones

Contact = MICHAEL TYTOLE, Priority = N/A, Status = Solving.

*** NOTES 6/22/2005 8:38:29 AM, ljones, Action Type :

Client states that the front right coil spring on the passenger side is broken. The client states that he has never seen this happen on a vehicle in that time period. He feels that the part is defective. Inquired if the client has taken his vehicle to a dlr, and he stated that he has not. Informed him that he would need to take the vehicle to a dlr to be diagnosed by a certified Acura technician. Advised that if the part is found to be defective, then he may consult with the dlr about receiving assistance with the repair. Advised that there is no guarantee that assistance will be provided, because he is outside of warranty. Provided the phone number to Small Acura at the client's request. He thanked me, and no further assistance was needed. Call ended. Case closed.

*** CASE MODIFY 6/22/2005 8:39:44 AM, ljones

into WIP default and Status of Solving.

*** SUBCASE B012005-06-2200265-1 CREATE 6/22/2005 8:42:04 AM, ljones

Created in WIP Default with Due Date 6/22/2005 8:42:04 AM.

*** CASE MODIFY 6/22/2005 8:42:18 AM, ljones

into WIP default and Status of Solving.

*** SUBCASE B012005-06-2200265-1 CLOSE 6/22/2005 8:42:47 AM, ljones

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/22/2005 8:42:48 AM, ljones

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

Case Details

Case ID : B012005-04-1100950	Division : Acura - Auto	Condition : Closed	Open Date : 4/11/2005 6:57:18 AM
Case Originator : Samantha Jones	Sub Division : Customer Relations	Status : Closed	Close Date : 6/7/2005 9:21:58 AM
Case Owner : Timiesha Theard	Method : Phone	Queue :	Days Open : 57
	Point of Origin : Customer	Wipbin :	
Case Title : 3C (NO DEALER)- PARKER, GREG - PRODUCT ISSUE		No. of Attachments : 0	

Site / Contact Info :

Site Name : GREG PARKER 644
 Dealer No. :
 Site Phone No. : 269-381-8649
 Contact Name : GREG PARKER
 Day Phone No. : 269-381-8649
 Evening Phone No. : 269-808-7520
 Cell / Pager No. :
 Fax No. : () -
 Address : 644 N-26TH
 City / State / Zip : KALAMAZOO, MI 49048
 E Mail :
 Svc District / Site District : /

Product Info :

Unit Owner : ROBERT PARKER 2113
 VIN Type / No. : US VIN / 2HNYD18611E
 Model / Year : MDX / 2001
 Model ID / Product Line : YD1861JNW / B
 Miles / Hours : 51,000
 In Service Date : 09/15/2001
 Months In Use : 43
 Engine Number : J35A31042713
 Originating Dealer No. / Name : 251209 / ANN ARBOR ACURA
 Selling Dealer No. / Name : 251209 / ANN ARBOR ACURA
 Trim : TOURPKG
 No. of Doors : 5
 Transmission Code : SAT
 Exterior Color : BE
 Roadside Service Coverage :
 Factory Warranty Start / End Date : /
 Factory Warranty Cancellation Date : /
 HPP/VSC Coverage Start/End Date : /
 HPP/VSC Cancellation Date : /
 Extended Warranty Start / End Date : /
 Extended Warranty Cancellation Date : /

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Site District : /
 Warranty Labor Rate / Date : /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Phone / Fax

Involved Party Info :

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

Issues :

Case ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
B012005-04-1100950-1 / ROBERT PARKER - PRO	Subcase Close	Information	Product	Operation	414	Front Damper

Issue Details

Issue ID : B012005-04-1100950-1
 Issue Originator : Samantha Jones
 Issue Owner : Samantha Jones
 Issue Title : ROBERT PARKER - PRODUCT - OPERATION

Disposition Information
 Type 1 : Product
 Type 2 : Operation

Condition : Closed
 Status : Subcase Close
 Queue :

Wipbin :
 Open Date : 4/11/2005 7:10:00 AM
 Close Date : 4/11/2005 7:20:54 AM

Coding Info :

Labor Code / Desc : 414 / Front Damper

 Condition Code Desc : Other 414X
 Campaign Code / Desc : /
 Temperament Cold
 Resolutions : Referred to Dealer, Provided Information, Documented Concern
 Component Category : 02 - Suspension System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No	Part Description	BO Reason

Case History

Case ID : B012005-04-1100950

Case Title : 3C (NO DEALER)- PARKER, GREG - PRODUCT ISSUE

*** CASE CREATE 4/11/2005 6:57:18 AM, sjones

Contact = ROBERT PARKER, Priority = N/A, Status = Solving.

*** CASE CLAIMS LOOKUP 4/11/2005 6:59:33 AM, sjones

CLAIM CHECK 04/11/2005 06:59:33 AM sjones

The following Claim History information was found

0; 2002-11-04; 251209; 217066; 510; 751109 ; OCCUPANT POSITION DETECTION SYSTEM UNIT - REPLACE.

*** CASE CAMPAIGN LOOKUP 4/11/2005 7:04:44 AM, sjones

CAMPAIGN CHECK 04/11/2005 07:04:43 AM sjones

The following Campaign information was found

04-013; P31; MDX AUTOMATIC TRANS RBCALL; 2004-07-26; FX

*** CASE MODIFY 4/11/2005 7:05:48 AM, sjones

into WIP DEFAULT and Status of Solving.

*** NOTES 4/11/2005 7:09:35 AM, sjones, Action Type : Call from Customer

Cust states that it fit spring broke yesterday for no apparent reason. Customer state that he has not had a dealer look at the car because the nearest Acura dealer is 90 miles away. Cust states Honda dealer is nearby. I adv he can take car to Acura dealer for diag and call back to request GW review. I adv that he also may consider paying for the repair out of pocket and requesting reimbursement review after the fact. Customer understood.

Provided fax and mailing address.

*** SUBCASE B012005-04-1100950-1 CREATE 4/11/2005 7:10:00 AM, sjones

Created in WIP Default with Due Date 4/11/2005 7:10:00 AM.

*** SUBCASE B012005-04-1100950-1 MODIFY 4/11/2005 7:10:48 AM, sjones

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 4/11/2005 7:16:41 AM, sjones

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 4/11/2005 7:18:24 AM, sjones

into WIP DEFAULT and Status of Solving.

*** SUBCASE B012005-04-1100950-1 CLOSE 4/11/2005 7:20:54 AM, sjones

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/11/2005 7:20:55 AM, sjones

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 4/11/2005 7:46:40 AM, sjones

into WIP DEFAULT and Status of Solving.

*** CASE CLOSE 4/11/2005 7:46:42 AM, sjones

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

*** CASE REOPEN 5/16/2005 12:17:54 PM, jharris

with Condition of Open and Status of Solving.

*** NOTES 5/16/2005 12:18:40 PM, jharris, Action Type : Letter/Fax

Case History

Case ID : B012005-04-1100950

Case Title : 3C (NO DEALER)- PARKER, GREG - PRODUCT ISSUE

ACS received a letter dated 5/11/05 forwarded to Team B.

*** CASE MODIFY 5/16/2005 12:18:46 PM, jharris
into WIP default and Status of Solving.

*** CASE DISPATCH 5/16/2005 3:02:16 PM, jharris
from WIP default to Queue Acura Team B.

*** CASE YANKED 5/16/2005 3:12:08 PM, Ttheard
Yanked by Ttheard into WIPbin Default.

*** COMMIT 5/16/2005 3:12:22 PM, Ttheard, Action Type : N/A
Review documents/ call dealer & client

*** CASE MODIFY 5/16/2005 3:12:41 PM, Ttheard
into WIP Default and Status of Solving.

*** CASE MODIFY 5/16/2005 3:12:48 PM, Ttheard
into WIP Default and Status of Solving.

*** NOTES 5/18/2005 2:56:34 PM, Ttheard, Action Type : Call to Customer
I left a voicemail message for the client.

*** CASE FULFILL 5/18/2005 2:57:14 PM, Ttheard
Fulfilled for ROBERT PARKER due 05/18/2005 12:00:00 AM.

*** COMMIT 5/18/2005 2:57:17 PM, Ttheard, Action Type : N/A
Call Client & DPSM

*** CASE MODIFY 5/18/2005 2:57:33 PM, Ttheard
into WIP 3C and Status of Solving.

*** NOTES 5/20/2005 1:46:13 PM, Ttheard, Action Type : Call to Customer

I spoke with the client [REDACTED]. He purchased this vehicle from his father-in-law six months ago. I inquired if the vehicle has been serviced regularly. He said that it has. I asked him to mail or fax a copy of the vehicle's service history. He said that he would mail it and he has retained our address. I informed him that I will contact him once that documentation has been received.

*** CASE MODIFY 5/20/2005 1:46:24 PM, Ttheard
into WIP 3C and Status of Solving.

*** CASE VSC LOOKUP 5/20/2005 1:46:29 PM, Ttheard
VSC-CUC CHECK 05/20/2005 01:46:29 PM Ttheard
No data found for VIN.

*** CASE FULFILL 5/20/2005 1:46:34 PM, Ttheard
Fulfilled for ROBERT PARKER due 05/20/2005 12:00:00 AM.

*** COMMIT 5/20/2005 1:46:37 PM, Ttheard, Action Type : N/A
Have the documents arrived? Call Client

*** CASE MODIFY 5/20/2005 1:46:57 PM, Ttheard
into WIP 3C and Status of Solving.

Case History

Case ID : B012005-04-1100950

Case Title : 3C (NO DEALER)- PARKER, GREG - PRODUCT ISSUE

*** NOTES 5/27/2005 7:57:50 AM, Ttheard, Action Type : Field/DSM

I left a voicemail message for Tom Mitchell (DPSM).

*** CASE MODIFY 5/27/2005 7:59:20 AM, Ttheard

into WIP 3C and Status of Solving.

*** NOTES 5/27/2005 8:00:06 AM, Ttheard, Action Type : Call from Customer

I spoke with the client. I inquired if he has obtained the service records for the vehicle. He said that he has not. He said that the vehicle was serviced at Ann Arbor Acura. I informed him that I will contact him after a thorough review has been performed.

*** CASE FULFILL 5/27/2005 8:00:12 AM, Ttheard

Fulfilled for GREG PARKER due 05/27/2005 12:00:00 AM.

*** COMMIT 5/27/2005 8:00:15 AM, Ttheard, Action Type : N/A

Call DPSM & Client

*** CASE MODIFY 5/27/2005 8:00:29 AM, Ttheard

into WIP 3C and Status of Solving.

*** NOTES 6/3/2005 2:29:41 PM, Ttheard, Action Type : Call to Dealer

I spoke with the dealer. I was advised that the previous owner, [REDACTED] had an excellent service history with the dealership.

*** NOTES 6/3/2005 2:48:48 PM, Ttheard, Action Type : Field/DSM

I spoke with Tom Mitchell (DPSM). I provided him with the details of the case. We both came to the agreement that goodwill will not be extended in this circumstance. I thanked him for the advisement.

*** NOTES 6/3/2005 2:51:09 PM, Ttheard, Action Type : Call to Customer

I left a message for the client.

*** CASE FULFILL 6/3/2005 2:51:15 PM, Ttheard

Fulfilled for GREG PARKER due 06/03/2005 12:00:00 AM.

*** COMMIT 6/3/2005 2:51:17 PM, Ttheard, Action Type : N/A

Call Client

*** CASE MODIFY 6/3/2005 2:51:29 PM, Ttheard

into WIP 3C and Status of Solving.

*** CASE CAMPAIGN LOOKUP 6/7/2005 9:18:51 AM, Ttheard

CAMPAIGN CHCK 06/07/2005 09:18:51 AM Ttheard

The following Campaign information was found

04-013; P31; MDX AUTOMATIC TRANS RECALL; 2004-07-26; FX .

*** NOTES 6/7/2005 9:21:47 AM, Ttheard, Action Type : Call to Customer

I spoke with the client. I informed him that a thorough review has been conducted. I informed him that unfortunately ACS will not reimburse for this repair. The client asked if there will be any recalls on this part in the future. I informed him to date there are no open recalls on the vehicle. I informed that if a recall is opened he will be notified via mail. He asked who should be contact at this point. I informed him as a consumer he has a right to contact whomsoever he chooses. I informed him that his complaint has been documented in our office. He thanked me for the information.

*** CASE CLOSE 6/7/2005 9:21:58 AM, Ttheard

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

Attachment Q6

Attachment Q6
Coding Descriptions for Warranty Claims

00201	BENT
00401	DISTORTED
005	WORN BEYOND FACTORY SERVICE LIMITS
00503	ABNORMAL WEAR (OTHER THAN TIRE, BRAKE PAD, OR SHOE)
00604	PREMATURE WEAR AND TEAR
012	WEAK OR FATIGUED (SPRINGS, DAMPERS, ETC.).
018	BROKEN OR CHIPPED, IN TWO OR MORE PIECES
01801	BROKEN
03217	NOT WORKING PROPERLY OR AT ALL
042	ABNORMAL NOISE
04200	ABNORMAL NOISE
07403	INTERFERENCE
07404	POOR ASSEMBLY
07408	IMPROPERLY SEALED
08888	OTHER

414080	WARRANTY SUBLET DAMPER
414087	PARTS ONLY FRONT DAMPER
414103	DAMPER MOUNTING BASE AND/OR BEARING AND/OR SPRING SEAT, LEFT - REPLACE S/B# 01-023
414104	DAMPER MOUNTING BASE AND/OR BEARING AND/OR SPRING SEAT, RIGHT - REPLACE. S/B# 01-023
414120	FRONT SHOCK ABSORBER/DAMPER, BOTH - REPLACE. INCLUDES: REPLACE MOUNTING PARTS. S/B# 01-023
414121	FRONT SPRINGS, BOTH - REPLACE. INCLUDES: REPLACE MOUNTING PARTS.
414125	FRONT SHOCK ABSORBER/DAMPER, LEFT - REPLACE. INCLUDES: REPLACE MOUNTING PARTS. S/B# 01-023
414128	FRONT SPRING, LEFT - REPLACE. INCLUDES: REPLACE MOUNTING PARTS.
414130	FRONT SHOCK ABSORBER/DAMPER, RIGHT - REPLACE. INCLUDES: REPLACE MOUNTING PARTS. S/B# 01-023
414131	FRONT SPRING, RIGHT - REPLACE. INCLUDES REPLACE MOUNTING PARTS.
414199	STRAIGHT TIME FRONT DAMPER
418170	FRONT STABILIZER BAR BUSHINGS AND/OR LINK - REPLACE.
421199	STRAIGHT TIME WHEELS AND TIRES
812099	STRAIGHT TIME BLOWER MOTOR

Attachment Q10

Q10-A
COMPONENT SALES HISTORY
AS OF 07/31/2005

[REDACTED]								
SPRING, FR.	51401-S3V-A03		2001-2002 MDX	0	28	27	78	161

[REDACTED]	4
[REDACTED]	15
[REDACTED]	7
[REDACTED]	2
[REDACTED]	6
[REDACTED]	12
[REDACTED]	22
[REDACTED]	22
[REDACTED]	31
[REDACTED]	14
[REDACTED]	21
[REDACTED]	6
[REDACTED]	12
[REDACTED]	2
[REDACTED]	3
[REDACTED]	2
[REDACTED]	6
[REDACTED]	32
[REDACTED]	102
[REDACTED]	90
[REDACTED]	61
[REDACTED]	31
[REDACTED]	34
[REDACTED]	12

Q10-B
 ASSEMBLY SALES HISTORY
 AS OF 07/31/2005

SHOCK ABSORBER ASSY., R. FR.		51801-S3V-A05	2001-2002 MDX	11	158	131	327	793
SHOCK ABSORBER ASSY., L. FR.		61802-S3V-A05	2001-2002 MDX	5	114	218	350	677

28	28
28	35
28	19
12	20
20	28
88	81
114	74
80	72
84	66
108	79
68	72
60	52
41	36
28	28
49	39
40	37
53	43
80	80
146	148
118	117
115	117
143	102
122	81
48	54