

Jeff 3/20/06  
**HONDA**

American Honda Motor Co., Inc.  
1919 Torrance Boulevard  
Torrance, CA 90501-2746  
Phone (310) 783-2000

REC-110  
IN-110  
20 MAR 20 AM 11:06

March 15, 2006

OFFICE OF DEFECTS INVESTIGATION  
NVS-213dsy  
PE06-007

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 January 25, 2006, we are submitting our response regarding the alleged failure of the front suspension coil spring in model year 2000-2001 Honda Odyssey 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 DATA." See the attached CD-ROM, titled "PE06-007 IR Letter Attachments," 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	Model Year	Sales
Odyssey	2000	126,714
	2001	124,166

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 "d" 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" through "f" are stated in the table below.  
 Note: Honda does not have any Odyssey fleets.

Model	Model Year	A Owner Field Reports	B Field Damage Reports	C Crash Injury Fatality Reports	D Property Damage	E Third-Party Arbitration	F Lawsuits
Odyssey	2000	8	0	0	0	0	0
	2001	12	1	0	0	0	0

Items "c" to "f": Honda did not identify any relevant reports in its review.

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.  
 As of: 2/28/06

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;
  - e) Vehicle's make, model and model year;
  - f) Vehicle's mileage at time of incident;
  - g) Incident date;
  - h) Report or claim date;
  - 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 "COMPLAINT DATA." See the attached CD-ROM, titled "PE06-007 IR Letter Attachments," for a pre-formatted table which provides further details regarding this submission.

Response:

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

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.  
As of: 2/28/06

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 model year then the last six digits of the VIN.

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.  
As of: 2/28/06

5. 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) Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g) Labor operation number;
- h) Problem code;
- i) Replacement part number(s) and description(s);
- j) Concern stated by customer; and
- k) 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 the attached CD-ROM, titled "PE06-007 IR Letter Attachments," for a pre-formatted table which provides further details regarding this submission.

Response:

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

Model	Model Year	Warranty Claims	Goodwill Claims	Extended Warranty	Vehicle Service Contract
Odyssey	2000	1	12	0	30
	2001	11	23	0	38

Honda offers for purchase extended vehicle service contracts ranging from 4 years/60,000 miles to 7 years/100,000 miles. Repairs submitted under this plan have been included in our count.

Source(s): Warranty claim data.  
As of: 3/13/2006

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) 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:

**Search Criteria:** Using 2000-01 Odyssey warranty data, claims were pulled based on the front suspension coil spring and front damper assembly part numbers. The contention text description was reviewed for each claim to identify broken coil springs.

**Coding and Descriptions:** *See Attachment # Q6*

**Warranty Coverage:** The 2000-2001 Odyssey is covered by a new vehicle limited warranty for three years or 36,000 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 2000-2001 Odyssey.

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 not issued any service information related to coil spring breakage.

Currently no communication is planned within the next 120 days.

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:
- Action title or identifier;
  - The actual or planned start date;
  - The actual or expected end date;
  - Brief summary of the subject and objective of the action;
  - Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
  - 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:

Studies have been conducted and Honda will provide the information soon.

9. Describe all modifications or changes made by, or on behalf of, Honda in the design, materials 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:
- The date or approximate date on which the modification or change was incorporated into vehicle production;
  - A detailed description of the modification or change;
  - The reason(s) for the modification or change;
  - The part numbers (service and engineering) of the original component;
  - The part number (service and engineering) of the modified component;
  - Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
  - When the modified component was made available as a service component; and
  - 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:

Modification #1

- A. September 1999
- B. Install silencer tube around front coil spring
- C. To prevent spring noise
- D. 51401-S0X-A021-M1, 51401-S0X-A111-M1, 51401-S0X-A210-M1
- E. 51401-S0X-A022-M1, 51401-S0X-A112-M1, 51401-S0X-A211-M1
- F. Not withdrawn.
- G. Ongoing.
- H. Interchangeable.

Modification #2

- A. April 2001
- B. Change the tier 3 supplier for paint of front coil spring
- C. Original paint supplier went out of business
- D. 51401-S0X-A022-M1, 51401-S0X-A112-M1, 51401-S0X-A211-M1
- E. No change
- F. Not withdrawn
- G. Ongoing
- H. Interchangeable

10. State the number of each of the following that Honda has sold that may be used in subject vehicles by component name, part number (both service and engineering/production), 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) Subject component; and
  - b) Any kits, brackets, shields, or other parts that have been designed, released, or developed, by Honda to prevent a fractured coil spring from contacting the tire.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Honda is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

Response: See Attachment #Q10

- a) Refer to the attachment.
- b) No kits have been sold, but the spring is included in the front damper 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.

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

- a. The causal or contributory factor(s) of coil spring failure;
- b. The coil spring failure mechanism(s);
- c. The failure mode(s) of the coil spring, and how it relates to a tire puncture;
- d. The likelihood of tire puncture in the event of a coil spring fracture;
- e. The risk to motor vehicle safety that the alleged defect poses;
- f. 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
- g. The reports included with this inquiry.

Response:

Honda is evaluating the risk to motor vehicle safety and will inform NHTSA of our results soon, though our initial analysis suggests that this does not pose a significant safety risk.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.



William R. Willen  
Managing Counsel  
Product Regulatory Office

WRW:nis

Attachments

**Attachment Q4**  
**Consumer Complaint**



**Case Details**

Case ID : N012005-06-1700516	Division : Honda - Auto	Condition : Closed	Open Date : 6/17/2005 10:44:53 AM
Case Originator : Pamela Bongco (Team HI)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/22/2005 2:07:25 PM
Case Owner : Tina Crabtree (Team HB)	Method : Mail	Queue :	Days Open : 66
Last Closed By : Tina Crabtree (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : 5K - MACK - KAYAL, MICHAEL - SPRING DRIVER SIDE WHEEL		No. of Attachments : 0	

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : T [REDACTED]  
 VIN Type / No. : US VIN / 2HKRL1867YH [REDACTED]  
 Model / Year : ODYSSEY / 2000  
 Model ID / Product Line : RL186YPKW / A  
 Miles / Hours : 67,500  
 In Service Date : 01/03/2000  
 Months In Use : 65  
 Engine Number : J35A12042842  
 Originating Dealer No. / Name : 207429 / HONDA OF TOMS RIVER  
 Selling Dealer No. / Name : 207429 / HONDA OF TOMS RIVER  
 Trim : EX  
 No. Of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : WH  
 Roadside Service Coverage :  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 Extended Warranty Contract No. :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :  
 Terms : Miles / Months

**Current Dealer Info :**

Current Dealer No. / Name : 207429 / HONDA OF TOMS RIVER  
 Phone No. : 732-349-7474  
 Address : 346 ROUTE 37 EAST  
 City / State / Zip : TOMS RIVER, NJ 08753  
 Svc District / Sls District : 05K / G05  
 Warranty Labor Rate / Date : \$85.00 /  
 Agent Name : LOU SARDELLA

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Review

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-06-1700516-1 [REDACTED]	RODU Subcase Close	Product	Operation	416	Front bushings

**Issue Details**

Issue ID : N012005-06-1700516-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Tisa Crabtree	Type 1 : Product	Status : Subcase Close	Open Date : 6/20/2005 6:21:19 AM
Issue Owner : Tisa Crabtree	Type 2 : Operation	Queue :	Close Date : 8/22/2005 2:07:02 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 416 / Front bushings  
 Condition Code Desc : Suspen Noise 4161  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Assist - AHM 100%, CR Generated Gdwill  
 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
51401-S0X-306	SPRING FRONT	Not Applicable

**Check Req Info :**

Check Requisition No. : 8150  
 Primary Amount : \$804.47  
 Incidental Type 1 / Amount : Not Applicable / \$0.00  
 Incidental Type 2 / Amount : Not Applicable / \$0.00  
 Total Amount : \$804.47  
 Approved By : jjenkins  
 Approval Date : 8/18/2005  
 Status : PROCESSED  
 Check No. : 1510602  
 Check Date : 8/19/2005

Payee Name : [REDACTED]  
 Address : [REDACTED]  
 City / State / Zip : TOMS RIVER, NJ [REDACTED]  
 Campaign Template # :  
 Contention Code : 09703  
 Defect Code : 05303  
 Category : Regular  
 Failed Part # : 51401-S0X-306

Case History

Case ID : N012005-06-1700516

Case Title : SK - MACK - KAYAL, MICHAEL - SPRING DRIVER SIDE WHEEL

\*\*\* CASE CREATE 6/17/2005 10:44:53 AM, pbongco

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

\*\*\* NOTES 6/17/2005 10:44:53 AM, pbongco, Action Type :

On 6/16/05 ACS received a letter from the customer dated 6/11/05 regarding:

Customer writes to Honda because of the Spring on the driver side front wheel on their vehicle, and the customer said that the spring did not break due to poor driving or any pot holes. The picture of the spring is attached. Customer believed that this is a defect because of the metal that broke along a defined plane, and the break is not jagged or any kind of roughness. Copy of the bill is also enclosed. The amount that incurred due to the defective spring is \$804.47 includes tax.

\*\*\* CASE MODIFY 6/17/2005 10:45:17 AM, pbongco  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 6/17/2005 10:46:08 AM, pbongco  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 6/17/2005 10:46:08 AM, pbongco  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 6/17/2005 10:46:08 AM, pbongco  
into WIP default and Status of Solving.\*\*\* CASE DISPATCH 6/17/2005 10:46:13 AM, pbongco  
from WIP default to Queue Honda Team B.\*\*\* CASE ACCEPT 6/17/2005 2:42:31 PM, tcrabtre  
from Queue Honda Team B to WIP Default.\*\*\* CASE MODIFY 6/20/2005 6:20:51 AM, tcrabtre  
into WIP Default and Status of Solving.\*\*\* SUBCASE N012005-06-1700516-1 CREATE 6/20/2005 6:21:19 AM, tcrabtre  
Created in WIP Default with Due Date 6/20/2005 6:21:19 AM.\*\*\* CASE MODIFY 6/20/2005 6:22:41 AM, tcrabtre  
into WIP Default and Status of Solving.\*\*\* NOTES 6/20/2005 3:10:31 PM, tcrabtre, Action Type : Call to Customer  
I left a message for the customer to call me about his case.

\*\*\* COMMIT 6/20/2005 3:10:39 PM, tcrabtre, Action Type : N/A

Call dealer RE: spring repair

\*\*\* NOTES 6/23/2005 7:12:30 AM, agomez, Action Type : Call from Customer

The customer called to speak to the CM, I called the extension the customer provided me with an extension, I called but received voicemail. The customer states the cell phone number that she used has now broken and the cell phone number is not good. She asked that she try her home number [REDACTED] first or then her cell [REDACTED] this is her husband's cell. She can be reached after 3pm at [REDACTED] ext. [REDACTED] or ext. [REDACTED] and ask for [REDACTED]. She will be at work today, not tomorrow. She would like all these contact numbers to be tried when contacting her. I left a message on the CM voicemail on behalf of the customer

Case History

Case ID : N012005-06-1700516

Case Title : SK - MACK - KAYAL, MICHAEL - SPRING DRIVER SIDE WHEEL

\*\*\* NOTES 7/8/2005 9:08:44 AM, jwimberl, Action Type : Call from Customer

The customer called to speak to the CM, I called the extension the customer provided me with an extension, I called but received voicemail.

\*\*\* CASE MODIFY 7/13/2005 6:31:57 AM, tcrabtre

into WIP District 5K and Status of Solving.

\*\*\* CASE MODIFY 7/13/2005 6:39:40 AM, tcrabtre

into WIP District 5K and Status of Solving.

\*\*\* CASE MODIFY 7/13/2005 6:39:54 AM, tcrabtre

into WIP District 5K and Status of Solving.

\*\*\* CASE RULE ACTION 7/15/2005 9:44:53 AM, sa

Action owner - 30 days of rule Case Closure fired

\*\*\* NOTES 7/27/2005 2:30:23 PM, tcrabtre, Action Type : Call to Customer

I left another message for the customer to call me about her spring.

\*\*\* CASE MODIFY 7/27/2005 2:30:29 PM, tcrabtre

into WIP District 5K and Status of Solving.

\*\*\* CASE FULFILL 7/27/2005 2:30:38 PM, tcrabtre

Fulfilled for MICHAEL KAYAL due 06/27/2005 12:00:00 AM.

\*\*\* COMMIT 7/27/2005 2:30:40 PM, tcrabtre, Action Type : N/A

Call customer RE: spring repair

\*\*\* NOTES 8/17/2005 10:31:30 AM, tcrabtre, Action Type : Call to Customer

I left a message for the customer to let her know that, since we may never know what caused her spring to break, I would go ahead and reimburse her for the repair, I told her the amount of the reimbursement would be \$804.47 and I would process the reimbursement for her right away. I told her to call me if she has any questions.

\*\*\* NOTES 8/17/2005 10:46:41 AM, tcrabtre, Action Type : Check Requisition

I processed check request # 8150 for \$804.47.

\*\*\* SUBCASE N012005-06-1700516-1 DISPATCH 8/17/2005 10:47:11 AM, tcrabtre

from WIP Subcases to Queue Ck Req - Jenkins.

\*\*\* CASE FULFILL 8/17/2005 10:47:29 AM, tcrabtre

Fulfilled for [REDACTED] due 08/03/2005 12:00:00 AM.

\*\*\* COMMIT 8/17/2005 10:47:33 AM, tcrabtre, Action Type : N/A

Waiting for reimbursement check

\*\*\* SUBCASE N012005-06-1700516-1 RULE ACTION 8/18/2005 9:47:11 AM, sa

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

\*\*\* SUBCASE N012005-06-1700516-1 8/18/2005 10:50:44 AM, jjenkins, Action Type :

Check Requisition for 804.47 \$ submitted

Check Requisition for 804.47 \$ submitted by jjenkins

\*\*\* SUBCASE N012005-06-1700516-1 RETURN 8/18/2005 10:50:50 AM, jjenkins

from Queue Ck Req - Jenkins to WIP Subcases.

Case History

Case ID : N012005-06-1700516

Case Title : 5K - MACK - KAYAL, MICHAEL - SPRING DRIVER SIDE WHEEL

\*\*\* SUBCASE N012005-06-1700516-1 COMMIT 8/22/2005 8:04:04 AM, tcrabtr, Action Type : External Commitment

Check processed for check\_req\_no = 8150 on 2005-08-19-00.00.000000

\*\*\* NOTES 8/22/2005 10:51:51 AM, msanders, Action Type : Call from Customer

CHECK MAILED 08/22/05

CK# 1510602

AMOUNT \$804.47

\*\*\* SUBCASE N012005-06-1700516-1 CLOSE 8/22/2005 2:07:02 PM, tcrabtr

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 8/22/2005 2:07:25 PM, tcrabtr

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

**Case Details**

Case ID : N012003-03-0300916      Division : Honda - Auto      Condition : Closed      Open Date : 3/3/2003 12:56:09 PM  
 Case Originator : Harumbe Ferrell      Sub Division : Customer Relations      Status : Closed      Close Date : 3/5/2003 9:59:02 AM  
 Case Owner : Brian Derbyshire      Method : Phone      Queue :      Days Open : 2  
 Point of Origin : Customer      Wpbth :  
 Case Title : JONES, NANCY - \*\*\*VEH. DOWN\*\*\*RIGHT FRONT WHEEL COIL SPRING      No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 2HKRL1858YH [REDACTED]  
 Model / Year : ODYSSEY / 2000  
 Model ID / Product Line : RL185YEW / A  
 Miles / Hours : 41,000  
 In Service Date : 05/26/2000  
 Months In Use : 34  
 Engine Number : J35A12101155  
 Originating Dealer No. / Name : 206920 / WHITEY'S HONDA CARS  
 Selling Dealer No. / Name : 206920 / WHITEY'S HONDA CARS  
 Trim : LX  
 No. of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : ST  
 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 : 206920 / WHITEY'S HONDA CARS  
 Phone No. : 419-529-4000  
 Address : 1493 PARK AVE. W.  
 City / State / Zip : MANSFIELD, OH 44906  
 Svc District / Site District : 04M / CD4  
 Warranty Labor Rate / Date : \$62.00 /  
 Agent Name :

**Previous Dealers Info :**

Dealer #	Dealer Name	Agent Name	Review Ind.

**Involved Party Info :**

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

**Issues :**

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-03-0300916-1 / NANCY JONES - PRODU	Subcase Close	Please Specify	Product	Operation	414	Front Damper

Issue Details

Issue ID : N012003-03-0300916-1

Disposition Please Specify

Condition : Closed

Wipbin :

Issue Originator :

Type 1 : Product

Status : Subcase Close

Open Date : 3/4/2003 7:07:32 AM

Issue Owner :

Type 2 : Operation

Queue :

Close Date : 3/5/2003 9:58:59 AM

Issue Title : NANCY JONES - PRODUCT - OPERATION

Coding Info :

Labor Code / Desc : 414 / Front Damper

Condition Code Desc : Other 414X

Campaign Code / Desc : /

Temperament

Resolutions : Assist - AHM 100%

Component Category :

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 : N012003-03-0300916

Case Title : JONES, NANCY - \*\*\*VEH DOWN\*\*\*RIGHT FRONT WHEEL COIL SPRING

\*\*\* CASE CREATE 3/3/2003 12:56:09 PM, hferrell

Contact = NANCY JONES, Priority = N/A, Status = Solving.

\*\*\* NOTES 3/3/2003 12:56:09 PM, hferrell, Action Type :

She started the veh. yesterday. She noticed a big bang.

She notice that when she turned steering wheel to r, she notice a clunking sound.

She took to Whities Honda, Mansfield OH.

They told her right front wheel coil spring snapped in half.

They told her it would need to be replaced and would cost \$500.

She is asking for assistance in the repair based on time and mileage of the failure.

Note: she is not complaining about the serv. at the dlr.

\*\*\* CASE MODIFY 3/3/2003 12:58:02 PM, hferrell

into WIP New cases and Status of Solving.

\*\*\* NOTES 3/3/2003 12:59:36 PM, hferrell, Action Type : Note-General

W/out promising anything, I told the customer I would have a cm research and follow up w/ in 24/48 bus. hours.

She thanked me.

\*\*\* CASE MODIFY 3/3/2003 12:59:42 PM, hferrell

into WIP New cases and Status of Solving.

\*\*\* CASE MODIFY 3/3/2003 12:59:42 PM, hferrell

into WIP New cases and Status of Solving.

\*\*\* CASE DISPATCH 3/3/2003 12:59:52 PM, hferrell

from WIP New cases to Queue Team C.

\*\*\* CASE ACCEPT 3/3/2003 3:41:10 PM, cadargo

from Queue Team C to WIP TEAM C Accepted.

\*\*\* CASE ASSIGN 3/3/2003 3:41:18 PM, cadargo

N012003-03-0300916 to bderbysh, WIP

\*\*\* CASE RULE ACTION 3/3/2003 11:33:48 PM, sa

Action Task Assignse of rule Assign Notification fired

\*\*\* SUBCASE N012003-03-0300916-1 CREATE 3/4/2003 7:07:32 AM, bderbysh

Created in WIP Default with Due Date 3/4/2003 7:07:32 AM.

\*\*\* SUBCASE N012003-03-0300916-1 NOTES 3/4/2003 7:42:50 AM, bderbysh, Action Type : Call to Dealer

Called the dealer and reviewed the customer's request for assistance. The customer has an excellent service history. Therefore, AHM will assist with 100% of the cost of the repair. The SM will call the customer and present the offer.

\*\*\* COMMIT 3/4/2003 7:42:53 AM, bderbysh, Action Type :

Made to NANCY JONES due 03/05/03 07:42:56 AM.

DCS Follow-Up

\*\*\* SUBCASE N012003-03-0300916-1 NOTES 3/4/2003 7:45:05 AM, bderbysh, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 3/5/03 7:4



Case History

Case ID : N012003-03-0300916

Case Title : JONES, NANCY - \*\*\*VEH DOWN\*\*\*RIGHT FRONT WHEEL COIL SPRING

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

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

Per our phone conversation, AHM will assist with 100% of the cost of the repair to the springs. If you have any questions or concerns, please contact Brian at 1-800-999-1009 ext. 118122. Thank you for your assistance.

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.

Brian Derbyshire  
Automobile Customer Service

\*\*\* CASE FULFILL 3/4/2003 7:45:11 AM, bderbysh

Fulfilled for NANCY JONES due 03/05/03 07:42:56 AM.

\*\*\* COMMIT 3/4/2003 7:45:13 AM, bderbysh, Action Type : N/A

call cust and confirm repair

\*\*\* CASE MODIFY 3/4/2003 7:45:31 AM, bderbysh

into WIP default and Status of Solving.

\*\*\* SUBCASE N012003-03-0300916-1 NOTES 3/5/2003 9:58:47 AM, bderbysh, Action Type : Call to Customer

Called the customer and confirmed the repair. The customer is extremely satisfied. The customer appreciated the assistance from AHM. The vehicle has been repaired. No further action is required.

\*\*\* SUBCASE N012003-03-0300916-1 CLOSE 3/5/2003 9:58:59 AM, bderbysh

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 3/5/2003 9:59:02 AM, bderbysh

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

**Case Details**

Case ID : N012003-04-2100115      Division : Honda - Auto      Condition : Closed      Open Date : 4/21/2003 6:31:18 AM  
 Case Originator : Scott Fuller      Sub Division : Customer Relations      Status : Closed      Close Date : 7/22/2003 8:07:42 AM  
 Case Owner : Doug Hornstein      Method : Phone      Queue :      Days Open : 92  
 Point of Origin : Customer      Wipbin :  
 Case Title : STOCKING, GARY - PRODUCT INQUIRY      No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 2HKRL1856YE [REDACTED]  
 Model / Year : ODYSSEY / 2000  
 Model ID / Product Line : RL185YEW / A  
 Miles / Hours : 65,511  
 In Service Date : 06/30/2000  
 Months In Use : 34  
 Engine Number : J35A12118061  
 Originating Dealer No. / Name : 207850 / WILLIAMS HONDA  
 Selling Dealer No. / Name : 207850 / WILLIAMS HONDA  
 Trim : LX  
 No. of Doors : 5  
 Transmission Code : 4AT  
 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 : 207940 / RIVERSIDE HONDA  
 Phone No. : 906-228-8570  
 Address : 2025 U.S. 41 WEST  
 City / State / Zip : MARQUETTE, MI 49855  
 Svc District / Sls District : 08A / D08  
 Warranty Labor Rate / Date : \$66.00 /  
 Agent Name :

**Previous Dealers Info :**

Dealer #	Dealer Name	Agent Name	Review Ind.
208164	THELEN HONDA		

**Involved Party Info :**

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

Issue	Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
	N012003-04-2100115-1 / GARY STOCKING - PRO	Subcase Close	Information	Product	Operation	421	Wheels/Tires
	N012003-04-2100115-2 / GARY STOCKING - PRO	Subcase Close	Complaint	Product	Operation	414	Front Damper
	N012003-04-2100115-3 / GARY STOCKING - PRO	Subcase Close	Complaint	Product	Operation	421	Wheels/Tires

Issue Details

Issue ID : N012003-04-2100115-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : [REDACTED]	Type 1: Product	Status : Subcase Close	Open Date : 4/21/2003 7:08:08 AM
Issue Owner : [REDACTED]	Type 2: Operation	Queue :	Close Date : 4/21/2003 7:08:36 AM
Issue Title : GARY STOCKING- PRODUCT INFORMATION- OPERATION			

Coding Info :

Labor Code / Desc : 421 / Wheels/Tires  
 Condition Code Desc : Tire Wear 4213  
 Campaign Code / Desc : /  
 Temperament Code :  
 Resolutions : Provided Information  
 Component Category : 20 - Wheels  
 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 : N012003-04-2100115-2	Disposition: Complaint	Condition : Closed	Within :
Issue Originator : [REDACTED]	Type 1 : Product	Status : Subcase Close	Open Date : 7/7/2003 9:17:08 AM
Issue Owner : [REDACTED]	Type 2 : Operation	Queue :	Close Date : 7/22/2003 8:07:42 AM
Issue Title : GARY STOCKING - PRODUCT COMPLAINT - OPERATION			

**Coding Info :**

Labor Code / Desc : 414 / Front Damper  
 Condition Code Desc : Other 414X  
 Campaign Code / Desc : /  
 Temperament Code :  
 Resolutions : CR Generated Gdwill  
 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
51401-S0X-A02	SPRING, FR.	Not Applicable

**Check Req Info :**

Check Requisition No. : 7081	Payee Name : GARY STOCKING
Primary Amount : \$553.95	Address : PO BOX 8
Incidental Type 1 / Amount : Towing / \$205.00	City / State / Zip : AUTRAIN, MI 49806
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$758.95	Contention Code : B01
Approved By : aharlan	Defect Code : 018
Approval Date : 7/17/2003	Category : Regular
Status : PROCESSED	Failed Part # : 51401-S0X-A02
Check No. : 1340175	
Check Date : 7/18/2003	

Issue Details

Issue ID : N012003-04-2100115-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : [REDACTED]	Type 1 : Product	Status : Subcase Close	Open Date : 7/7/2003 9:17:55 AM
Issue Owner : [REDACTED]	Type 2 : Operation	Queue :	Close Date : 7/22/2003 8:07:42 AM
Issue Title : GARY STOCKING - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 421 / Wheels/Tires  
Condition Code Desc : Other 421X  
Campaign Code / Desc : /  
Temperament Code :  
Resolutions : CR Generated Gdwill  
Component Category : 19 - Tires  
Previously Published : NO  
Fra 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 : N012003-04-2100115

Case Title : STOCKING, GARY - PRODUCT INQUIRY

- \*\*\* CASE CREATE 4/21/2003 6:31:18 AM, sfuller  
Contact = GARY STOCKING, Priority = N/A, Status = Solving.
- \*\*\* NOTES 4/21/2003 7:07:04 AM, sfuller, Action Type : Call from Customer  
Customer called in to state that he drove his vehicle 300 miles and suffered a flat tire. The customer stated that the coil spring on the front left tire got stuck in to his tire. The customer wanted to notify AHM regarding this issue. I thanked the customer for the call and informed him that I would document his concern.
- \*\*\* CASE MODIFY 4/21/2003 7:07:24 AM, sfuller  
into WIP default and Status of Solving.
- \*\*\* SUBCASE N012003-04-2100115-1 CREATE 4/21/2003 7:08:08 AM, sfuller  
Created in WIP Default with Due Date 4/21/2003 7:08:08 AM.
- \*\*\* SUBCASE N012003-04-2100115-1 CLOSE 4/21/2003 7:08:36 AM, sfuller  
Status = Solving, Resolution Code = Instruction Given
- \*\*\* CASE MODIFY 4/21/2003 7:08:38 AM, sfuller  
into WIP default and Status of Solving.
- \*\*\* CASE CLOSE 4/21/2003 7:08:40 AM, sfuller  
Status = Closed, Resolution Code = Instruction Given, State = Open
- \*\*\* CASE REOPEN 7/7/2003 9:09:11 AM, dhornste  
with Condition of Open and Status of Solving.
- \*\*\* SUBCASE N012003-04-2100115-2 CREATE 7/7/2003 9:17:08 AM, dhornste  
Created in WIP Default with Due Date 7/7/2003 9:17:08 AM.
- \*\*\* CASE MODIFY 7/7/2003 9:17:49 AM, dhornste  
into WIP default and Status of Solving.
- \*\*\* SUBCASE N012003-04-2100115-3 CREATE 7/7/2003 9:17:55 AM, dhornste  
Created in WIP Default with Due Date 7/7/2003 9:17:55 AM.
- \*\*\* NOTES 7/7/2003 9:20:20 AM, dhornste, Action Type : Note-General  
Supervisor requested re-opening case, contacting customer and reviewing matter further.
- \*\*\* NOTES 7/7/2003 9:28:10 AM, dhornste, Action Type : Call from Customer  
Called daytime number. It's a funeral home. Jason Stocking answered the phone. He advised that customer moved and is no longer available at this number. Asked for forwarding number. He said he is not allowed to provide one.
- \*\*\* NOTES 7/7/2003 9:29:46 AM, dhornste, Action Type : Call to Customer  
Called evening number. Tried several times. Call can't be completed as dialed.
- \*\*\* CASE MODIFY 7/7/2003 9:31:04 AM, dhornste  
into WIP default and Status of Solving.
- \*\*\* NOTES 7/7/2003 9:38:57 AM, dhornste, Action Type : Note-General  
EGR campaign work was done at dealer 207940--Riverside Honda--in May of 2002. Called to check on phone number and service history. Spoke to Sherry in Service. Dealer doesn't have a service manager as of yet. She provided customer phone number of [REDACTED] Asked Sherry if there is any service history regarding coil spring concern. Sherry said customer has been in for 45K and 60K.

Case History

Case ID: N012003-04-2100115

Case Title: STOCKING, GARY - PRODUCT INQUIRY

She said customer was last in for flat spot on tire during November 2002. There was a flat spot on the right front tire. Customer declined replacement.

\*\*\* CASE MODIFY 7/7/2003 10:52:08 AM, dhornste  
into WIP default and Status of Solving.

\*\*\* NOTES 7/7/2003 10:57:18 AM, dhornste, Action Type: Call from Customer

Reached Mr. Stocking. Advised that AHM was reviewing files, saw his concern and elected to request further clarification regarding his situation.

He said incident occurred on 4-20-03 or 4-21-03. He said vehicle was parked, and he noticed he had a flat tire. Vehicle was towed to Thelen Honda. Coil spring and tire were replaced. Customer insisted that other coil be replaced as well—due to his concern.

Advised that AHM would like to review the situation further. Asked customer to fax in all invoices related to the concern. Also asked customer to confirm when he has done so. Customer said he will.

Advised matter will be reviewed further, and he will be contacted. Customer thanked for call.

\*\*\* NOTES 7/7/2003 11:04:51 AM, dhornste, Action Type: Note-General

Customer also stated that his vehicle did not strike anything.

\*\*\* NOTES 7/7/2003 2:57:14 PM, dhornste, Action Type: Letter/Fax

Received RO's from customer.

\*\*\* NOTES 7/7/2003 3:29:57 PM, dhornste, Action Type: Note-General

Provided RO to supervisor per her request.

\*\*\* NOTES 7/8/2003 8:49:27 AM, dhornste, Action Type: Note-General

Per supervisor's request, advised to speak to dealership about repair. RO states that right side spring broke, but left front tire was replaced. Also, there are two towing invoices from two separate days, 4-19-03 and 4-21-03. The 4-19-03 towing invoice indicates a tire was flat (\$35)—no indication of where towed to. The other towing invoice just states "flat bed" (\$170)—indicates towed to dealership. Second invoice has a higher cost due to mileage charge. RO at dealership is for 4-21-03 (time in). Repair was completed 4-23-03.

\*\*\* NOTES 7/8/2003 8:56:31 AM, dhornste, Action Type: Call to Dealer

Spoke to Roger, sm. He confirmed that right spring was broken and left tire needed to be replaced. He doesn't recall if the spring affected the tire in anyway. He said he has never seen a broken coil damage a tire. He consulted technician who worked on the vehicle. Technician didn't recall if one directly affected the other. Technician said that there's a possibility that when the spring went, it could have affected the alignment—that could have affected the tire. Roger said he recalled that the customer must drive a lot on gravel roads. He remembered the technician calling him over to note the dirt under the vehicle. Roger said customer requested both springs to be replaced.

\*\*\* CASE MODIFY 7/8/2003 8:56:35 AM, dhornste

into WIP response requested and Status of Solving.

\*\*\* NOTES 7/8/2003 9:07:59 AM, dhornste, Action Type: Note-General

Discussed further with supervisor. Will contact customer to see what happened in relation to 4-19-03 towing invoice and what led up to the towing on 4-21-03.

\*\*\* NOTES 7/8/2003 9:14:06 AM, dhornste, Action Type: Call to Customer

Left message for customer. Asked what happened regarding towing on 4-19-03. Also asked for clarification on what led up to tow on 4-21-03.

\*\*\* NOTES 7/9/2003 8:16:35 AM, dhornste, Action Type: Call from Customer

Customer left voicemail. He advised that tire was flat on 4-19-03. He had the vehicle towed to an independent facility for repair. Independent facility

Case History

Case ID : N012003-04-2100115

Case Title : STOCKING, GARY - PRODUCT INQUIRY

put donut on tire and recommended having vehicle looked at by Honda dealership due to coil spring concern. That was Saturday—dealership was closed at that point. Vehicle was towed to dealer on Monday, 4-21-03.

\*\*\* CASE MODIFY 7/9/2003 8:17:05 AM, dhornste  
into WIP response requested and Status of Solving.

\*\*\* NOTES 7/11/2003 2:39:26 PM, dhornste, Action Type : Call to Customer

Thanked customer for info. Advised that AHM is reviewing the information and will be back in touch next week. Customer said he will be out of town until Wednesday. He thanked for the call.

\*\*\* NOTES 7/16/2003 10:30:23 AM, dhornste, Action Type : Note-General

Supervisor advised that recommendation is to reimburse 100 percent, including towing.

\*\*\* NOTES 7/16/2003 10:34:20 AM, dhornste, Action Type : Call from Customer

Left message for customer. Advised that after review, AHM has elected to reimburse 100 percent due to loyalty to Honda. Asked to call to confirm message. Advised that reimbursement will be sent in 1-2 weeks.

\*\*\* CASE MODIFY 7/16/2003 10:34:23 AM, dhornste

into WIP commitments and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 7/16/2003 2:23:49 PM, dhornste

WARRANTY CHECK 07/16/2003 02:23:49 PM dhornste

No data found for VIN.

\*\*\* CASE MODIFY 7/16/2003 2:35:28 PM, dhornste

into WIP process check req. and Status of Solving.

\*\*\* NOTES 7/17/2003 7:23:09 AM, dhornste, Action Type : Call from Dealer

Reconfirmed what customer paid at Tom Thelen. He said \$553.95.

\*\*\* CASE MODIFY 7/17/2003 7:23:14 AM, dhornste

into WIP process check req. and Status of Solving.

\*\*\* NOTES 7/17/2003 8:13:22 AM, dhornste, Action Type : Note-General

Correction to previous....Tom in Thelen Service provided info.

\*\*\* NOTES 7/17/2003 8:31:02 AM, dhornste, Action Type : Call to Customer

Confirmed amount with customer. Customer happy.

\*\*\* NOTES 7/17/2003 8:31:23 AM, dhornste, Action Type : Note-General

Submitted check req.

\*\*\* SUBCASE N012003-04-2100115-2 DISPATCH 7/17/2003 8:33:00 AM, dhornste

from WIP subcases to Queue Ck Req - Harlan.

\*\*\* NOTES 7/17/2003 8:33:56 AM, dhornste, Action Type : Note-General

Check req. is for \$758.95.

\*\*\* SUBCASE N012003-04-2100115-2 7/17/2003 3:13:17 PM, aharlan, Action Type :

Check Requisition for 758.95 \$ submitted

Check Requisition for 758.95 \$ submitted by aharlan

\*\*\* SUBCASE N012003-04-2100115-2 RETURN 7/17/2003 3:13:31 PM, aharlan



Case History

Case ID : N012003-04-2100115

Case Title : STOCKING, GARY - PRODUCT INQUIRY

from Queue Ck Req - Harlan to WIP subcases.

\*\*\* SUBCASE N012003-04-2100115-2 COMMIT 7/21/2003 8:01:54 AM, dhornste, Action Type : External Commitment

Check processed for check\_req\_no = 7081 on 2003-07-18-00.00.00.000000

\*\*\* NOTES 7/21/2003 10:08:38 AM, tpurvis, Action Type : Call to Customer

Called customer and left message to inform of a reimbursement check #1340175 in the amount of \$758.95, will be sent out today 7/21/03.

\*\*\* CASE MODIFY 7/22/2003 8:07:35 AM, dhornste

into WIP ready to close and Status of Solving.

\*\*\* SUBCASE N012003-04-2100115-2 CLOSE 7/22/2003 8:07:42 AM, dhornste

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE N012003-04-2100115-3 CLOSE 7/22/2003 8:07:42 AM, dhornste

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 7/22/2003 8:07:42 AM, dhornste

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

**Case Details**

Case ID : N012004-03-0900145      Division : Honda - Auto      Condition : Closed      Open Date : 3/9/2004 7:34:16 AM  
 Case Originator : Paul Jimenez      Sub Division : Customer Relations      Status : Closed      Close Date : 3/9/2004 7:36:04 AM  
 Case Owner : Paul Jimenez      Method : Phone      Queue :      Days Open : 0  
 Point of Origin : Customer      Wipbin :  
 Case Title : KINNE, PETER - FRONT SPRINGS      No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 2HKRL1851YH [REDACTED]  
 Model / Year : ODYSSEY / 2000  
 Model ID / Product Line : RL185YEW / A  
 Miles / Hours : 70,500  
 In Service Date : 07/10/2000  
 Months In Use : 44  
 Engine Number : J35A12119771  
 Originating Dealer No. / Name : 206817 / BEDARD BROS. HONDA  
 Selling Dealer No. / Name : 206817 / BEDARD BROS. HONDA  
 Trim : LX  
 No. of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : SI  
 Roadside Service Coverage :  
 Factory Warranty Start / End Date : /  
 Factory Warranty Cancellation Date :  
 HPPVSC Coverage Start/End Date : /  
 HPPVSC 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 / Sls District : /  
 Warranty Labor Rate / Date : /  
 Agent Name :

**Previous Dealers Info :**

Dealer #	Dealer Name	Agent Name	Review Ind.

**Involved Party Info :**

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

**Issues :**

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012004-03-0900145-1 / PETER KINNE - PRODU	Subcase Close	Complaint	Product	Operation	414	Front Damper

Issue Details

Issue ID : N012004-03-0900145-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Paul Jimenez	Type 1 : Product	Status : Subcase Close	Open Date : 3/9/2004 7:35:52 AM
Issue Owner : Paul Jimenez	Type 2 : Operation	Queue :	Close Date : 3/9/2004 7:36:01 AM
Issue Title : PETER KINNE - PRODUCT COMPLAINT - OPERATION			

**Coding Info :**

Labor Code / Desc : 414 / Front Damper  
Condition Code Desc : Other 414X  
Campaign Code / Desc : /  
Temperament Code :  
Resolutions : 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 : N012004-03-0900145

Case Title : KINNE, PETER - FRONT SPRINGS

\*\*\* CASE CREATE 3/9/2004 7:34:16 AM, pjimenez

Contact = PETER KINNE, Priority = N/A, Status = Solving.

\*\*\* NOTES 3/9/2004 7:34:16 AM, pjimenez, Action Type :

The customer called in stating that the front springs on the vehicle broke off and sounded like someone was shooting. The customer stated that he took the vehicle to a nearby mechanic and he repaired the vehicle. The customer stated that he was calling in to see if there were any recalls for the front springs. I verified in CICS and informed the customer that there were no recalls or campaigns having to do with the front springs. The customer stated that he called the dealership and they stated that this has happen once before but didn't know what to say. I informed the customer that I would be able to document his concerns and if a recall involving the front springs comes out and if his vehicle is affected then he would be mailed a notice. The customer understood. The customer wanted to make sure that at least someone called in about this issue. I asked the customer if there was anything else I can help him with.

The customer was satisfied and thanked me for my assistance.

\*\*\* SUBCASE N012004-03-0900145-1 CREATE 3/9/2004 7:35:52 AM, pjimenez

Created in WIP Default with Due Date 3/9/2004 7:35:52 AM.

\*\*\* SUBCASE N012004-03-0900145-1 CLOSE 3/9/2004 7:36:01 AM, pjimenez

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 3/9/2004 7:36:04 AM, pjimenez

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

**Case Details**

Case ID : N012006-01-2600440      Division : Honda - Auto      Condition : Closed      Open Date : 1/26/2006 9:54:55 AM  
 Case Originator : Fred Silver      Sub Division : Customer Relations      Status : Closed      Close Date : 1/30/2006 9:13:12 AM  
 Case Owner : Ron Robbins      Method : Phone      Queue :      Days Open : 4  
 Point of Origin : Customer      Wipbln :  
 Case Title : 02G - MACDUFFIE, BRUCE - COIL SPRINGS ISSUE      No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 2HKRL1853YE [REDACTED]  
 Model / Year : ODYSSEY / 2000  
 Model ID / Product Line : RL185YEW / A  
 Miles / Hours : 141,000  
 In-Service Date : 07/18/2000  
 Months In Use : 66  
 Engine Number : J35A12123475  
 Originating Dealer No. / Name : 208099 / SCOVILLE-MENO HONDA  
 Selling Dealer No. / Name : 208099 / SCOVILLE-MENO HONDA  
 Trim : LX  
 No. of Doors : 5  
 Transmission Code : 4AT  
 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 : 207188 / DAN PORTER HONDA  
 Phone No. : 701-227-1272  
 Address : 2391 194 BUS LOOP EAST  
 City / State / Zip : DICKINSON, ND 58601  
 Svc District / Sis District : 02G / G02  
 Warranty Labor Rate / Date : \$60.00 /  
 Agent Name :

**Previous Dealers Info :**

Dealer #	Dealer Name	Agent Name	Review Ind.

**Involved Party Info :**

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

**ISSUES :**

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012006-01-2600440-1 / BRUCE MACDUFFIE - P	Subcase Closed	Complaint	Product	Operation	110	Upper Engine

**Issue Details**

Issue ID : N012006-01-2600440-1	Disposition Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Robbins	Type 1 : Product	Status : Subcase Close	Open Date : 1/27/2006 4:39:18 PM
Issue Owner : Ron Robbins	Type 2 : Operation	Queue :	Close Date : 1/30/2006 9:13:09 AM
Issue Title : BRUCE MACDUFFIE - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 110 / Upper Engine

Condition Code Desc : Other 110X

Campaign Code / Desc : /

Temperament

Resolutions : Assist Denied

Component Category : 06 - Engine & Cooling Sys

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 : N012006-01-2600440

Case Title : 02G - MACDUFFIE, BRUCE - COIL SPRINGS ISSUE

\*\*\* CASE CREATE 1/26/2006 9:54:55 AM, fsilver

Contact = BRUCE MACDUFFIE, Priority = N/A, Status = Solving.

\*\*\* NOTES 1/26/2006 9:54:55 AM, fsilver, Action Type :

The customer states that the coil springs, one was broken and one fell off of the vehicle. The customer took the vehicle to the dealership and they told her they have never encountered this issue before. They quoted the customer about \$1,200.00 for the repair. The customer drives primarily on paved roads but does on occasion drive on dirt roads.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 1/26/2006 9:54:57 AM, fsilver

WARRANTY CHECK 01/26/2006 09:54:57 AM fsilver

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 1/26/2006 9:55:01 AM, fsilver

CAMPAIGN CHECK 01/26/2006 09:55:01 AM fsilver

The following Campaign information was found  
02-062; L72; 1999-01 TRANS WARRANTY EXT; ; NR  
05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; ; NR

\*\*\* CASE VSC LOOKUP 1/26/2006 9:55:02 AM, fsilver

VSC-CUC CHECK 01/26/2006 09:55:02 AM fsilver

No data found for VIN.

\*\*\* CASE MODIFY 1/26/2006 9:55:19 AM, fsilver

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/26/2006 9:55:30 AM, fsilver

into WIP default and Status of Solving.

\*\*\* NOTES 1/26/2006 10:04:04 AM, fsilver, Action Type : Call from Customer

The customer is frustrated and cannot understand how this happened and feels it is an unusual issue. The customer is asking for AHM assistance with the repair. I agreed with the customer that it seems unusual but told them that there was also a lot of mileage on the vehicle. I explained that I would dispatch their information to a CM and that they would receive a call back within 2 business days. I also explained that each issue is handled case by case and that there are no guarantees that AHM can assist them with their request.

\*\*\* CASE MODIFY 1/26/2006 10:04:06 AM, fsilver

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 1/26/2006 10:04:17 AM, fsilver

from WIP default to Queue Honda Team G.

\*\*\* CASE MODIFY 1/26/2006 10:04:20 AM, fsilver

into WIP default and Status of Solving.

\*\*\* CASE YANKED 1/26/2006 10:31:42 AM, shartan

Yanked by shartan into WIPbin default.

\*\*\* CASE ASSIGN 1/26/2006 10:31:54 AM, shartan

N012006-01-2600440 to rrobbins, WIP

\*\*\* CASE RULE ACTION 1/26/2006 10:31:55 AM, ss

Action Task Assignee of rule Assign Notification fired

Case History

Case ID : N012006-01-2600440

Case Title : 02G - MACDUFFIE, BRUCE - COIL SPRINGS ISSUE

\*\*\* SUBCASE N012006-01-2600440-1 CREATE 1/27/2006 4:39:18 PM, robbins

Created in WIP Default with Due Date 1/27/2006 4:39:18 PM.

\*\*\* NOTES 1/27/2006 4:39:57 PM, robbins, Action Type : Call to Customer

Left msg for customer welcoming a call back to discuss case.

Provided phone/ext#

\*\*\* CASE MODIFY 1/27/2006 4:40:00 PM, robbins

into WIP Default and Status of Solving.

\*\*\* NOTES 1/27/2006 4:45:07 PM, robbins, Action Type : Call to Dealer

Left msg for SM requesting a call back w/ info on diagnosis.

Provided VIN and my phone/ext#

\*\*\* CASE MODIFY 1/27/2006 4:45:09 PM, robbins

into WIP Default and Status of Solving.

\*\*\* COMMIT 1/27/2006 4:45:11 PM, robbins, Action Type : N/A

Don SM call back? Cust call back?

\*\*\* CASE MODIFY 1/27/2006 4:45:28 PM, robbins

into WIP Default and Status of Solving.

\*\*\* NOTES 1/30/2006 9:08:50 AM, robbins, Action Type : Call from Dealer

Don, SM called and states that there is no trace of defect behind this repair need.

I thanked him for that info, and adv that I could not substantiate repair assistance at this time, especially with no evident trace of defect.

\*\*\* NOTES 1/30/2006 9:12:48 AM, robbins, Action Type : Call from Customer

Called and spoke to customer. She was disappointed, but understood that we wouldn't be able to assist because of the high mileage on the car. Customer states that she has a son who swore that AHM would be able to do something, so that got her hopes up. I explained that the high mileage and the inconclusive nature of the repair need prevents us from assisting at this time, though we do appreciate the opportunity to review this request. Customer said goodbye.

\*\*\* SUBCASE N012006-01-2600440-1 CLOSE 1/30/2006 9:13:09 AM, robbins

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 1/30/2006 9:13:12 AM, robbins

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



**Case Details**

Case ID : N012005-05-0500899	Division : Honda - Auto	Condition : Closed	Open Date : 5/3/2005 9:18:24 AM
Case Originator : Cynthia Lopez (Team HI)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/16/2005 10:25:17 AM
Case Owner : Bryan Kuniyama (Team HB)	Method : Fax	Queue :	Days Open : 11
Last Closed By : Bryan Kuniyama (Team HB)	Point of Origin : Customer	Wipbln :	
Case Title : 9D-207221 BAILEY, ERIC - FRONT SPRINGS GOODWILL REQ.		No. of Attachments : 0	

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 2HKRL1838YF [REDACTED]  
 Model / Year : ODYSSEY / 2000  
 Model ID / Product Line : RL185YEW / A  
 Miles / Hours : 67,410  
 In Service Date : 08/12/2000  
 Months in Use : 57  
 Engine Number : J35A12133573  
 Originating Dealer No. / Name : 207221 / SCHALLER HONDA  
 Selling Dealer No. / Name : 207221 / SCHALLER HONDA  
 Trim : LX  
 No. Of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : SI  
 Roadside Service Coverage :  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 Extended Warranty Contract No. :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :  
 Terms : Miles / Months

**Current Dealer Info :**

Current Dealer No. / Name : 207221 / SCHALLER HONDA  
 Phone No. : 860-223-2230  
 Address : 1 VETERANS DRIVE  
 City / State / Zip : NEW BRITAIN, CT 06051  
 Svc District / Sls District : 09D / B09  
 Warranty Labor Rate / Date : \$84.00 /  
 Agent Name :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Review

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-05-0500899-1 / ERIC BAILEY - PRODUCT	Subcase Close	Product	Operation	414101	FRONT SPRINGS, BOTH

**Issue Details**

Issue ID : N012005-05-0500899-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bryan Kumiyama	Type 1 : Product	Status : Subcase Close	Open Date : 5/6/2005 6:36:40 AM
Issue Owner : Bryan Kumiyama	Type 2 : Operation	Queue :	Close Date : 5/16/2005 10:25:17 AM
Issue Title : ERIC BAILEY - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 414101 / FRONT SPRINGS, BOTH - REPLACE. INCLUDES S  
 Condition Code Desc : Noise 4143  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Assist - AHM Partial, 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	EO Reason
51401-80X-305	SPRING FRONT	Not Applicable

**Check Req Info :**

Check Requisition No. : 4570  
 Primary Amount : \$468.70  
 Incidental Type 1 / Amount : Not Applicable / \$0.00  
 Incidental Type 2 / Amount : Not Applicable / \$0.00  
 Total Amount : \$468.70  
 Approved By : jenkins  
 Approval Date : 5/12/2005  
 Status : PROCESSED  
 Check No. : 1487429  
 Check Date : 5/13/2005

Payee Name : ERIC BAILEY  
 Address : 25 PEDDLER DR.  
 City / State / Zip : WINDSOR, CT 06095  
 Campaign Template # :  
 Contention Code : 03217  
 Defect Code : 02101  
 Category : Regular  
 Failed Part # : 51401-80X-305

Case History

Case ID : N012005-05-0500899

Case Title : 9D-207221 BAILEY, ERIC - FRONT SPRINGS GOODWILL REQ.

\*\*\* NOTES 5/5/2005 9:18:24 AM, clopez, Action Type :

On 05/02/05 ACS received faxed docs from cust in re to a product issue. Cust wrote the following: " I am faxing you my service bill from Schaller Honda, regarding the replacement of the front coil spring that broke on my 2000 Honda Odyssey. While I understand that the part was no longer under warranty when it broke, I do find it unusual that it broke at all. As you can see from the service bill, the required repairs involved not just the broken spring, but both front springs and struts has to be replaced to ensure drive ability. The \$587.38 in parts is a considerable portion of the bill that reached more than \$900! Any assistance you can provide in this matter would be greatly appreciated".

\*\*\* CASE CREATE 5/5/2005 9:18:24 AM, clopez

Contact - ERIC BAILEY, Priority = N/A, Status = Solving.

\*\*\* CASE MODIFY 5/5/2005 9:19:29 AM, clopez

Into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 5/5/2005 9:19:33 AM, clopez

from WIP default to Queue Honda Team B.

\*\*\* CASE ASSIGN 5/5/2005 2:34:31 PM, kcastano

N012005-05-0500899 to bkumiyam, WIP

\*\*\* CASE RULE ACTION 5/5/2005 2:34:32 PM, sa

Action Task Assignee of rule Assign Notification filed

\*\*\* CASE MODIFY 5/6/2005 6:36:17 AM, bkumiyam

into WIP default and Status of Solving.

\*\*\* SUBCASE N012005-05-0500899-1 CREATE 5/6/2005 6:36:40 AM, bkumiyam

Created in WIP Default with Due Date 5/6/2005 6:36:40 AM.

\*\*\* COMMIT 5/6/2005 6:36:42 AM, bkumiyam, Action Type : N/A

Made to ERIC BAILEY due 05/09/2005 06:36:43 AM.

follow up with check

\*\*\* NOTES 5/6/2005 6:36:55 AM, bkumiyam, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 5/9/2005 6

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

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

On 05/02/05 ACS received faxed docs from cust in re to a product issue. Cust wrote the following: " I am faxing you my service bill from Schaller Honda, regarding the replacement of the front coil spring that broke on my 2000 Honda Odyssey. While I understand that the part was no longer under warranty when it broke, I do find it unusual that it broke at all. As you can see from the service bill, the required repairs involved not just the broken spring, but both front springs and struts has to be replaced to ensure drive ability. The \$587.38 in parts is a considerable portion of the bill that reached more than \$900! Any assistance you can provide in this matter would be greatly appreciated".

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.

Bryan Kumiyama

Case History

Case ID : N012005-05-0500899

Case Title : 9D-207221 BAILEY, ERIC - FRONT SPRINGS GOODWILL REQ.

Automobile Customer Service  
(800)999-1009 ext. 118019

- \*\*\* CASE MODIFY COMMITMENT 5/6/2005 6:37:06 AM, bkumiyam  
with ERIC BAILEY due 05/11/2005 06:36:43 AM.
- \*\*\* CASE MODIFY 5/6/2005 6:37:09 AM, bkumiyam  
into WIP default and Status of Solving.
- \*\*\* CASE MODIFY 5/9/2005 7:08:03 AM, bkumiyam  
into WIP District 9D and Status of Solving.
- \*\*\* CASE MODIFY 5/9/2005 7:08:11 AM, bkumiyam  
into WIP District 9D and Status of Solving.
- \*\*\* NOTES 5/12/2005 8:18:35 AM, bkumiyam, Action Type : Call to Dealer  
Called the dealer and spoke to Brent who advised me that the customer came in with a broken front spring. They also had to change the struts and the other spring. He advised me that struts are normal at 67k miles. He advised me that the springs are not and the customer should at least get the springs. I advised him that I will reimburse the customer half of the repair which will cover the springs and some of the labor. I thanked Brent for his time and information.
- \*\*\* NOTES 5/12/2005 8:34:35 AM, bkumiyam, Action Type : Call to Customer  
Called the customer and spoke to Mr. Bailey. I advised him that I spoke to the SIM at the dealer who advised me that the struts and spring needed to be replaced. I explained to Mr. Bailey that per the dealer the struts failing at 67k miles are normal with the mileage but the springs are not. I advised Mr. Bailey as goodwill gesture AHM will reimburse him for half of the repair which covers the springs and labor. He advised me that he is very happy with the assistance and thanked me for the follow up. I advised him that he will receive a reimbursement in the amount of \$468.70. He thanked me for the assistance.
- \*\*\* CASE MODIFY 5/12/2005 8:34:55 AM, bkumiyam  
into WIP District 9D and Status of Solving.
- \*\*\* CASE MODIFY 5/12/2005 8:34:58 AM, bkumiyam  
into WIP District 9D and Status of Solving.
- \*\*\* CASE MODIFY 5/12/2005 9:02:15 AM, bkumiyam  
into WIP District 9D and Status of Solving.
- \*\*\* NOTES 5/12/2005 9:02:33 AM, bkumiyam, Action Type : Note-General  
Submitted check req. to supervisor for process
- \*\*\* CASE MODIFY COMMITMENT 5/12/2005 9:02:49 AM, bkumiyam  
with ERIC BAILEY due 05/16/2005 06:36:43 AM.
- \*\*\* SUBCASE N012005-05-0500899-1 DISPATCH 5/12/2005 9:03:25 AM, bkumiyam  
from WIP default to Queue Ck Req - Jenkins.
- \*\*\* SUBCASE N012005-05-0500899-1 5/12/2005 2:41:19 PM, jjenkins, Action Type :  
Check Requisition for 468.70 \$ submitted  
Check Requisition for 468.70 \$ submitted by jjenkins
- \*\*\* SUBCASE N012005-05-0500899-1 RETURN 5/12/2005 2:41:26 PM, jjenkins  
from Queue Ck Req - Jenkins to WIP Subcase.
- \*\*\* SUBCASE N012005-05-0500899-1 COMMIT 5/16/2005 8:03:18 AM, bkumiyam, Action Type : External Commitment

Case History

Case ID : N012005-05-0500899

Case Title : 9D-207221 BAILEY, ERIC - FRONT SPRINGS GOODWILL REQ.

Check processed for check\_req\_no = 4570 on 2005-05-13-00.00.000000

\*\*\* NOTES 5/16/2005 9:53:54 AM, Awill101, Action Type : Call to Customer

Check #1487429 in the amount of \$468.70 is to be mailed out on Monday May 16, 2005.

\*\*\* SUBCASE N012005-05-0500899-1 CLOSE 5/16/2005 10:25:17 AM, bkumiyam

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/16/2005 10:25:17 AM, bkumiyam

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

\*\*\* NOTES 6/1/2005 11:27:42 AM, bkumiyam, Action Type : Inbound DCS

REPLACED STRUTS AND SPRINGS CUSTOMER PAID

\*\*\* COMMIT 6/1/2005 11:27:42 AM, bkumiyam, Action Type : External Commitment

Inbound DCS received from Dealer # 207221

\*\*\* CASE FULFILL 6/3/2005 7:08:30 AM, bkumiyam

Fulfilled for ERIC BAILEY due 7/7/7 7:7:7.

**Case Details**

Case ID : N012003-04-0201065      Division : Honda - Auto      Condition : Closed      Open Date : 4/2/2003 2:46:22 PM  
 Case Originator : Princess Russell      Sub Division : Customer Relations      Status : Closed      Close Date : 5/22/2003 6:35:07 AM  
 Case Owner : Kathy Brown-Myers      Method : Phone      Queue :      Days Open : 50  
 Point of Origin : Customer      Wpbin :  
 Case Title : BEAUDOIN, BRIAN -RT FRN STRUTS/RT REAR DOOR      No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner :  
 VIN Type / No. : US VIN / 2HKRL1852YH  
 Model / Year : ODYSSEY / 2000  
 Model ID / Product Line : RL185YEW / A  
 Miles / Hours : 46,000  
 In Service Date : 08/19/2000  
 Months In Use : 32  
 Engine Number : J35A12133502  
 Originating Dealer No. / Name : 207916 / HONDA OF KEENE  
 Selling Dealer No. / Name : 207916 / HONDA OF KEENE  
 Trim : LX  
 No. of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : GB  
 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 : 207637 / THE HONDA STORE  
 Phone No. : 978-345-1800  
 Address : 300 LUNENBURG STREET  
 City / State / Zip : FITCHBURG, MA 01420  
 Svc District / Sls District : 09E / B09  
 Warranty Labor Rate / Date : \$75.00 /  
 Agent Name :

**Previous Dealers Info :**

Dealer #	Dealer Name	Agent Name	Review Ind.

**Involved Party Info :**

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

**ISSUES :**

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-04-0201065-1 / BRIAN BEAUDOIN - PR	Subcase Close	Complaint	Product	Operation	421	Wheels/Tires

Issue Details

Issue ID : N012003-04-0201065-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kathy BrownMyers	Type 1 : Product	Status : Subcase Close	Open Date : 4/3/2003 10:22:49 AM
Issue Owner : Kathy BrownMyers	Type 2 : Operation	Queue :	Close Date : 4/3/2003 10:23:12 AM
Issue Title : BRIAN BEAUDOIN - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 421 / Wheels/Tires  
 Condition Code Desc : Other 421X  
 Campaign Code / Desc : /  
 Temperament Code :  
 Resolutions : Referred to Dealer  
 Component Category : 20 - Wheels  
 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 : N012003-04-0201065

Case Title : BEAUDOIN, BRIAN -RT FRT STRUTS/RT REAR DOOR

\*\*\* NOTES 4/2/2003 2:46:22 PM, prussell, Action Type :

The cust was driving along and the large coil about the right front tire broke. The cust went to the dlr and they suggested he call AHM. He spoke w/ Tim Wilson and Chiara Russo. Advise that we will open a case and someone will contact him in 3-5 business days.

\*\*\* CASE CREATE 4/2/2003 2:46:22 PM, prussell

Contact = BRIAN BEAUDOIN, Priority = N/A, Status = Solving.

\*\*\* CASE MODIFY 4/2/2003 2:46:38 PM, prussell

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/2/2003 2:46:38 PM, prussell

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 4/2/2003 2:46:44 PM, prussell

from WIP default to Queue Team H.

\*\*\* CASE ASSIGN 4/3/2003 9:50:27 AM, rcolli01

N012003-04-0201065 to kbrownmy, WIP

\*\*\* CASE RULE ACTION 4/3/2003 9:50:28 AM, sa

Action Task Assignse of rule Assign Notification fired

\*\*\* SUBCASE N012003-04-0201065-1 CREATE 4/3/2003 10:22:49 AM, kbrownmy

Created in WIP Default with Due Date 4/3/2003 10:22:49 AM.

\*\*\* SUBCASE N012003-04-0201065-1 CLOSE 4/3/2003 10:23:12 AM, kbrownmy

Status = Solving, Resolution Code = Instruction Given

\*\*\* COMMIT 4/3/2003 10:23:14 AM, kbrownmy, Action Type :

Made to BRIAN BEAUDOIN due 04/07/03 10:23:40 AM.

DCS Follow-Up

\*\*\* NOTES 4/3/2003 10:25:13 AM, kbrownmy, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 4/7/03 10:

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

Customer requesting assistance because the large coil about the right front tire broke. Vehicle is out of warranty.

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 review this case and advise customer if there is ANYTHING that can be done to assist him with this repair.

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.

Katherine Brown-Myers  
Automobile Customer Service  
800-999-1009, extension 118160



## Spool Report

## Case History

Case ID : N012003-04-0201065

Case Title : BEAUDOIN, BRIAN -RT FRT STRUTS/RT REAR DOOR

\*\*\* CASE MODIFY 4/3/2003 10:25:20 AM, kbrownmy  
into WIP default and Status of Solving.

\*\*\* NOTES 4/4/2003 2:45:05 PM, jflemate, Action Type : Call from Customer  
Customer called for CM. I informed the customer that she has left for the day, and being that she just received your case yesterday it takes 3-5 bus days for a call back.  
He understood. I provided the case # to the customer for reference.

\*\*\* NOTES 4/7/2003 10:10:36 AM, kortman, Action Type : Call from Customer  
Customer called to speak with Case Manager.

Transfer to Voice Mail.

\*\*\* NOTES 4/8/2003 8:17:25 AM, kbrownmy, Action Type : Call from Customer  
Customer said he is also have a problem with the pass side sliding door. The roller is off and needs to be replaced for a cost of \$380. Customer is surprised that he is having so many problems with the vehicle. Dlr offered to trade-in vehicle with a \$5000. Customer said he might as well buy a new car. Advised customer that I will contact the dlr to see what can be done to help him.

\*\*\* CASE MODIFY 4/8/2003 8:20:48 AM, kbrownmy  
into WIP Monday and Status of Solving.

\*\*\* NOTES 4/8/2003 8:34:00 AM, kbrownmy, Action Type : Call to Dealer  
Rob advised that customer does not have any maintenance history with the dlr. There are several warranty related claims. The last srvc was in 6/02 for the driver side sliding door. Asked Rob what he would do for the customer. Rob said he would pay for the labor for the repair on the door. Asked Rob to assess the problem with the wheel well. Rob advised me to have customer make an appt for diagnosis of the problem.

\*\*\* CASE FULFILL 4/8/2003 8:35:18 AM, kbrownmy  
Fulfilled for BRIAN BEAUDOIN due 04/07/2003 10:23:40 AM.

\*\*\* COMMIT 4/8/2003 8:35:20 AM, kbrownmy, Action Type : N/A  
call cust

\*\*\* NOTES 4/8/2003 8:35:38 AM, kbrownmy, Action Type : Call to Customer  
Advised customer make an appt with the dlr for service. Customer asked that the file be kept open. Advised customer that I will spup with him by 4/15/03.

\*\*\* CASE MODIFY 4/8/2003 8:35:44 AM, kbrownmy  
into WIP Monday and Status of Solving.

\*\*\* CASE MODIFY 4/8/2003 1:29:03 PM, kbrownmy  
into WIP Tuesday and Status of Solving.

\*\*\* CASE MODIFY 4/8/2003 1:29:31 PM, kbrownmy  
into WIP Tuesday and Status of Solving.

\*\*\* NOTES 4/8/2003 1:32:23 PM, kbrownmy, Action Type : Call from Dealer  
Rob advised that the lt frt strut is damaged. Rob will check availability and advise me if there is a b/o status. Rob suggested that we offer labor only for both repairs. Rob will discuss offer with customer.

\*\*\* CASE MODIFY 4/17/2003 9:49:56 AM, kbrownmy  
into WIP default and Status of Solving.

Case History

Case ID : N012003-04-0201065

Case Title : BEAUDOIN, BRIAN -RT FRT STRUTS/RT REAR DOOR

\*\*\* NOTES 4/17/2003 10:01:45 AM, kbrownmy, Action Type : Call to Customer

Customer advised that he went to the dealer as schedule and was told that the parts were not available. Dealer offered to pick up vehicle for the service for the inconvenience. Customer said the vehicle was picked up today. Gave customer the mailing address for ACS. Customer would like to send AHM letter for the professional, courtesy service he received.

\*\*\* NOTES 4/17/2003 10:02:12 AM, kbrownmy, Action Type : Call to Customer

Asked customer to call me should he need further assistance.

\*\*\* CASE CLOSE 4/17/2003 10:02:17 AM, kbrownmy

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

\*\*\* CASE REOPEN 5/21/2003 2:13:12 PM, pjimenez

with Condition of Open and Status of Solving.

\*\*\* NOTES 5/21/2003 2:14:30 PM, pjimenez, Action Type : Call from Customer

Dealer called to see if Honda was going to cover the repairs for this customer's vehicle. Dealer was informed that this case was being handled by another department and that I would transfer him. The call was transferred to the Main call center.

\*\*\* CASE CLOSE 5/21/2003 2:15:08 PM, pjimenez

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

\*\*\* NOTES 5/21/2003 2:17:36 PM, ssmith1, Action Type : Call from Dealer

Dealership calling to get authorization code for repair work. He stated that the case is in. He said he was told to ask for the case manager. He did not have a name.

\*\*\* CASE REOPEN 5/21/2003 2:36:44 PM, kbrownmy

with Condition of Open and Status of Solving.

\*\*\* NOTES 5/21/2003 2:37:10 PM, kbrownmy, Action Type : Call from Dealer

Rob is requesting an auth for the repair.

\*\*\* COMMIT 5/21/2003 2:37:29 PM, kbrownmy, Action Type : N/A

Give Rob repair auth

\*\*\* NOTES 5/21/2003 2:37:55 PM, kbrownmy, Action Type : Call to Dealer

Left a voice message for Rob to return my call.

\*\*\* NOTES 5/22/2003 6:33:48 AM, kbrownmy, Action Type : Call from Dealer

Gave Rob the auth for parts only.

\*\*\* CASE CLOSE 5/22/2003 6:35:07 AM, kbrownmy

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

**Case Details**

Case ID : N012004-02-0600010      Division : Honda - Auto      Condition : Closed      Open Date : 2/6/2004 6:12:32 AM  
 Case Originator : Bryan Kumiyama (Team HB)      Sub Division : Customer Relations      Status : Closed      Close Date : 2/23/2004 7:42:41 AM  
 Case Owner : Ron Rubino (Team HE)      Method : Phone      Queue :      Days Open : 17  
 Last Closed By : Ron Rubino (Team HE)      Point of Origin : Customer      Wipbln :  
 Case Title : 9E BEAUDOIN, BRIAN -HONDA STORE\*URGENT\* LEFT FRONT STRUT      No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 2HKRL1852YH [REDACTED]  
 Model / Year : ODYSSEY / 2000  
 Model ID / Product Line : RL185YEW / A  
 Miles / Hours : 58,000  
 In Service Date : 08/19/2000  
 Months In Use : 42  
 Engine Number : J35A12133502  
 Originating Dealer No. / Name : 207916 / HONDA OF KEENE  
 Selling Dealer No. / Name : 207916 / HONDA OF KEENE  
 Trim : LX  
 No. Of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : GB  
 Roadside Service Coverage :  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 Extended Warranty Contract No. :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :  
 Terms : Miles / Months

**Current Dealer Info :**

Current Dealer No. / Name : 207637 / THE HONDA STORE  
 Phone No. : 978-345-1800  
 Address : 300 LUNENBURG STREET  
 City / State / Zip : FITCHBURG, MA 01420  
 Svc District / Sis District : 09E / B09  
 Warranty Labor Rate / Date : \$75.00 /  
 Agent Name :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Review

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012004-02-0600010-1 / BRIAN BEAUDOIN - PROD	Subcase Close	Product	Operation	414	Front Damper
N012004-02-0600010-2 / BRIAN BEAUDOIN - PROD	Subcase Close	Product	Operation	414	Front Damper

**Issue Details**

Issue ID : NO12004-02-0600010-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bryan Kumiyama	Type 1: Product	Status : Subcase Close	Open Date : 2/6/2004 6:17:12 AM
Issue Owner : Bryan Kumiyama	Type 2: Operation	Queue :	Close Date : 2/6/2004 6:17:19 AM
Issue Title : BRIAN BEAUDOIN - PRODUCT COMPLAINT - OPERATION			

**Coding Info :**

Labor Code / Desc : 414 / Front Damper  
 Condition Code Desc : Noise 4143  
 Campaign Code / Desc : /  
 Temperament Code :  
 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

**Issue Details**

Issue ID : NO12004-02-0600010-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Rubinoff	Type 1: Product	Status : Subcase Close	Open Date : 2/23/2004 7:08:13 AM
Issue Owner : Ron Rubinoff	Type 2: Operation	Queue :	Close Date : 2/23/2004 7:41:05 AM
Issue Title : BRIAN BEAUDOIN - PRODUCT COMPLAINT - OPERATION			

**Coding Info :**

Labor Code / Desc : 414 / Front Damper  
 Condition Code Desc : Worn/Leaking 4142  
 Campaign Code / Desc : /  
 Temperament Code :  
 Resolutions : Assist - AHM Partial, Assist - Dealer Part, Repaired/Cust. Pay  
 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 : N012004-02-0600010

Case Title : 9E BEAUDOIN, BRIAN -HONDA STORE\*URGENT\* LEFT FRONT STRUT

\*\*\* CASE CREATE 2/6/2004 6:12:32 AM, bkumiyam

Contact = BRIAN BEAUDOIN, Priority = N/A, Status = Solving.

\*\*\* NOTES 2/6/2004 6:16:08 AM, bkumiyam, Action Type : Call from Customer

The customer states yesterday he was backing out of his driveway and heard a clunk noise and he saw that the left front strut is broken. He has not taken it to the dealer as of yet. He perviously received goodwill reference case #N012003-04-0201065 for the right front strut. The customer is requesting goodwill assistance and more for this repair. The customer states that he has had nothing but problems with the front struts and the sliding door. He informed me that he normally has it service a The Honda Store and this is there third Honda vehicle. I informed the customer that he needs to first have the vehicle diagnosed by the Honda dealer and to then call us back. I provided him the case number. I did advise him that it will be reviewed for goodwill consideration. He understood.

\*\*\* CASE MODIFY 2/6/2004 6:16:30 AM, bkumiyam

into WIP default and Status of Solving.

\*\*\* SUBCASE N012004-02-0600010-1 CREATE 2/6/2004 6:17:12 AM, bkumiyam

Created in WIP Default with Due Date 2/6/2004 6:17:12 AM.

\*\*\* SUBCASE N012004-02-0600010-1 CLOSE 2/6/2004 6:17:19 AM, bkumiyam

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 2/6/2004 6:17:24 AM, bkumiyam

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 2/6/2004 6:17:26 AM, bkumiyam

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

\*\*\* CASE REOPEN 2/23/2004 6:20:44 AM, sbrinkle

with Condition of Open and Status of Solving.

\*\*\* NOTES 2/23/2004 6:25:35 AM, sbrinkle, Action Type : Call from Customer

Dealer: (207637) The Honda Store

Contact: Shanai Smith - Service Advisor

Contention: Goodwill for

ACS received inbound call from customer stating the vehicle was taken dealer (207637) The Honda Store on 2/10/04. The customer states the dealer repaired left front coil spring, left front strut and the left stabilizer link.

The customer states the repair came to \$578.82.

ACS advised the customer ACS is not able to guarantee anything except the right of review. ACS advised the customer a case manger would be contacting within the next 3-5 business days. ACS provided the customer with case number for review.

\*\*\* NOTES 2/23/2004 6:27:59 AM, sbrinkle, Action Type : Note-General

Case dispatched as URGENT for the case was not dispatched earlier.

\*\*\* CASE MODIFY 2/23/2004 6:28:06 AM, sbrinkle

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 2/23/2004 6:30:23 AM, sbrinkle

Case History

Case ID : N012004-02-0600010

Case Title : 9E BEAUDOIN, BRIAN -HONDA STORE\*URGENT\* LEFT FRONT STRUT

from WIP default to Queue Team H.

\*\*\* CASE YANKED 2/23/2004 6:58:31 AM, rderudde  
Yanked by rderudde into WIPbin default.

\*\*\* CASE MODIFY 2/23/2004 6:58:46 AM, rderudde  
into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 2/23/2004 6:59:01 AM, rderudde  
N012004-02-0600010 to rrubinof, WIP 0□eCI

\*\*\* CASE RULE ACTION 2/23/2004 6:59:02 AM, as  
Action Task Assignee of rule Assign Notification fired

\*\*\* SUBCASE N012004-02-0600010-2 CREATE 2/23/2004 7:08:13 AM, rrubinof  
Created in WIP Default with Due Date 2/23/2004 7:08:13 AM.

\*\*\* COMMIT 2/23/2004 7:15:27 AM, rrubinof, Action Type : N/A

Made to BRIAN BEAUDOIN due 02/24/2004 07:15:28 AM.

Call dealer and customer.

\*\*\* NOTES 2/23/2004 7:34:08 AM, rrubinof, Action Type : Call to Dealer

Called THE HONDA STORE and spoke to the SM, Connie. She stated that they had little maintenance history on the vehicle however in 4/03 the other strut was replaced under a parts GW. The repairs have already been made. Car is not down. In the interest of customer satisfaction Connie stated that the SD, offered GW the cost of the stabilizer link part. the rest was for the \$170.80 for strut. Connie stated that the rest of the \$578.82 was for the brake job and alignment. Provided authorization for Connie to reimburse the customer for the strut in the interest of customer satisfaction. Connie stated she will issue a reimbursement check to the customer.

\*\*\* NOTES 2/23/2004 7:40:07 AM, rrubinof, Action Type : Call to Customer

Called the customer and LM advising that a call was made to the SM, Connie @ THE HONDA STORE and the dealership will be sending a reimbursement check for the RF strut in the interest of customer satisfaction. Advised that it will take 3-6 weeks for reimbursement.

\*\*\* SUBCASE N012004-02-0600010-2 CLOSE 2/23/2004 7:41:05 AM, rrubinof

Status = Solving, Resolution Code = Instruction Given

\*\*\* NOTES 2/23/2004 7:42:07 AM, rrubinof, Action Type : Note-General

Note: Connie stated that they saw no evidence of impact damage that would cause the front suspension repairs to be made.

\*\*\* CASE CLOSE 2/23/2004 7:42:41 AM, rrubinof

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

**Case Details**

Case ID : N012005-04-2100629      Division : Honda - Auto      Condition : Closed      Open Date : 4/21/2005 10:04:01 AM  
 Case Originator : Jason Banks (Team OC)      Sub Division : Customer Relations      Status : Closed      Close Date : 5/5/2005 12:37:46 PM  
 Case Owner : Herbert Webb (Team HA)      Method : Phone      Queue :      Days Open : 14  
 Last Closed By : Herbert Webb (Team HA)      Point of Origin : Customer      Wipbin :  
 Case Title : 9A 494-SCOTCH, DAVID - FRONT COIL SPRING/PART UNAVAILABLE      No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner :  
 VIN Type / No. : Non-US VIN / 2HKRL18631H [REDACTED]  
 Model / Year : ODYSSEY / 2001  
 Model ID / Product Line : /  
 Miles / Hours : 43,000  
 In-Service Date :  
 Months In Use :  
 Engine Number :  
 Originating Dealer No. / Name :  
 Selling Dealer No. / Name :  
 Trim :  
 No. Of Doors :  
 Transmission Code :  
 Exterior Color :  
 Roadside Service Coverage :  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 Extended Warranty Contract No. :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :  
 Terms : Miles / Months

**Current Dealer Info :**

Current Dealer No. / Name : 207494 / LIA HONDA  
 Phone No. : 716-632-3323  
 Address : 4891 TRANSIT ROAD  
 City / State / Zip : WILLIAMSVILLE, NY 14221  
 Svc District / Sls District : 09A / A09  
 Warranty Labor Rate / Date : \$80.00 /  
 Agent Name :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Review

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-04-2100629-1 / DAVID SCOTCH - PRODUC	Subcase Close	Product	Operation	414	Front Damper

**Issue Details**

Issue ID : N012005-04-2100629-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Herbert Webb	Type 1: Product	Status : Subcase Close	Open Date : 5/5/2005 12:35:54 PM
Issue Owner : Herbert Webb	Type 2: Operation	Queue :	Close Date : 5/5/2005 12:37:43 PM
Issue Title : DAVID SCOTCH - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 414 / Front Damper  
 Condition Code Desc : Other 414X  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 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



Case History

Case ID : N012005-04-2100629

Case Title : 9A 494-SCOTCH, DAVID - FRONT COIL SPRING/PART UNAVAILABLE

\*\*\* CASE CREATE 4/21/2005 10:04:01 AM, jbanks  
Contact = DAVID SCOTCH, Priority = N/A, Status = Solving.

\*\*\* CASE MODIFY 4/21/2005 10:04:17 AM, jbanks  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/21/2005 10:04:30 AM, jbanks  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/21/2005 10:05:01 AM, jbanks  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/21/2005 10:05:05 AM, jbanks  
into WIP default and Status of Solving.

\*\*\* NOTES 4/21/2005 10:11:24 AM, jbanks, Action Type : Call from Customer

Customer states that his vehicle is currently at Lia Honda and was dropped off there on 4/15/05 due to a rattle noise. The dealership had advised him that his coil spring had broke, and that they would need to order the component. The customer has received a rental car as of last night, but wants his car back. The component has not arrived yet, and the customer would like AHM to contact him for a possible alternate solution.

I advised the customer that this could be a result of supply and demand being high or low. The customer still finds this hard to believe that this component cannot be located, and states that he has also contacted junkyards for used ones.

I advised the customer that his case has been created, and will be dispatched to a case manager for review.

\*\*\* CASE MODIFY 4/21/2005 10:11:26 AM, jbanks  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/21/2005 10:11:29 AM, jbanks  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/21/2005 10:11:29 AM, jbanks  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 4/21/2005 10:11:59 AM, jbanks  
from WIP default to Queue Honda Team B.

\*\*\* CASE YANKED 4/21/2005 11:22:29 AM, hwebb  
Yanked by hwebb into WIPbin default.

\*\*\* COMMIT 4/28/2005 12:12:40 PM, hwebb, Action Type : N/A  
Call dealer/customer

\*\*\* NOTES 4/28/2005 12:13:57 PM, hwebb, Action Type : Dealer Communication  
ATTN: SERVICE MANAGER

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

Customer states that his vehicle is currently at Lia Honda and was dropped off there on 4/15/05 due to a rattle noise. The dealership had advised him that his coil spring had broke, and that they would need to order the component. The customer has received a rental car as of last night, but wants his car

Case History

Case ID : N012005-04-2100629

Case Title : 9A 494-SCOTCH, DAVID - FRONT COIL SPRING/PART UNAVAILABLE

back. The component has not arrived yet, and the customer would like AHM to contact him for a possible alternate solution.

Please provide any relevant information regarding this customers vehicle concern.

Thank you for your attention to this matter.

Herbert Webb  
Automobile Customer Service  
800 999-1009 x118044

\*\*\* CASE MODIFY 4/28/2005 12:14:14 PM, hwebb  
into WIP 9A-in process and Status of Solving.

\*\*\* CASE MODIFY 4/29/2005 6:09:14 AM, hwebb  
into WIP 9A-in process and Status of Solving.

\*\*\* CASE MODIFY 4/29/2005 6:09:20 AM, hwebb  
into WIP 9A-in process and Status of Solving.

\*\*\* CASE FULFILL 4/29/2005 6:14:58 AM, hwebb  
Fulfilled for DAVID SCOTCH due 04/29/2005 12:00:00 AM.

\*\*\* NOTES 4/29/2005 6:23:43 AM, hwebb, Action Type : Call from Dealer

I received a call from David at Lia Honda he told me that the customers vehicle has been repaired and returned to the customer.

\*\*\* NOTES 4/29/2005 6:24:24 AM, hwebb, Action Type : Call to Customer

I called Mr. Scotch to follow up on his vehicle concern, I left a voice message for him to return my call.

\*\*\* COMMIT 4/29/2005 6:24:57 AM, hwebb, Action Type : N/A

Follow up w/ customer/close case

\*\*\* CASE FULFILL 5/5/2005 12:33:00 PM, hwebb  
Fulfilled for DAVID SCOTCH due 05/05/2005 12:00:00 AM.

\*\*\* NOTES 5/5/2005 12:35:42 PM, hwebb, Action Type : Call to Customer

I called Mr. Scotch to follow up on the repair of his vehicle, he told me that his vehicle has been repaired and returned to him. I asked if I may offer any further assistance at this time he said no. I thanked him for the opportunity to speak with him call ended and this case is closed.

\*\*\* SUBCASE N012005-04-2100629-1 CREATE 5/5/2005 12:35:54 PM, hwebb  
Created in WIP Default with Due Date 5/5/2005 12:35:54 PM.

\*\*\* SUBCASE N012005-04-2100629-1 CLOSE 5/5/2005 12:37:43 PM, hwebb  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/5/2005 12:37:46 PM, hwebb  
Status = Closed, Resolution Code = Instruction Given, State = Open

**Case Details**

Case ID : N012005-04-2502113	Division : Honda - Auto	Condition : Closed	Open Date : 4/25/2005 2:09:47 PM
Case Originator : Patricia Burkhardt (Team HI)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/9/2005 10:43:12 AM
Case Owner : Doug Hoenstein (Team AA)	Method : Mail	Queue :	Days Open : 14
Last Closed By : Doug Hoenstein (Team AA)	Point of Origin : Customer	Wipbln :	
Case Title : 9G KNOX, MARY - PRODUCT ISSUE	No. of Attachments : 0		

**Site / Contact Info :**

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

**Product Info :**

Unit Owner :	
VIN Type / No. :	US VIN / 2HKRL185X1H
Model / Year :	ODYSSEY / 2001
Model ID / Product Line :	RL1851EW / A
Miles / Hours :	98,000
In Service Date :	10/27/2000
Months In Use :	54
Engine Number :	J35A13D16394
Originating Dealer No. / Name :	208185 / CURRY HONDA
Selling Dealer No. / Name :	208185 / CURRY HONDA
Trim :	LX
No. Of Doors :	5
Transmission Code :	4AT
Exterior Color :	SI
Roadside Service Coverage :	
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
Extended Warranty Contract No. :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	
Terms : Miles / Months	

**Current Dealer Info :**

Current Dealer No. / Name :	208185 / CURRY HONDA
Phone No. :	413-593-6727
Address :	767 MEMORIAL DRIVE
City / State / Zip :	CHICOPEE, MA 01020
Svc District / Sls District :	09B / E09
Warranty Labor Rate / Date :	\$75.00 /
Agent Name :	

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Review

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-04-2502113-1 / MARY KNOX - PRODUCT -	Subcase Close	Product	Operation	414	Front Damper

**Issue Details**

Issue ID : N012005-04-2502113-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Doug Hornstein	Type 1 : Product	Status : Subcase Close	Open Date : 4/26/2005 10:18:24 AM
Issue Owner : Doug Hornstein	Type 2 : Operation	Queue :	Close Date : 5/9/2005 10:43:12 AM
Issue Title : MARY KNOX - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 414 / Front Damper  
 Condition Code Desc Other 414X  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : CR Generated Gdwill  
 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
51401-60X-A21	SPRING, FR.	Not Applicable

**Check Req Info :**

Check Requisition No. : 4307	Payee Name : MARY KNOX
Primary Amount : \$516.00	Address : 88 MCGILPIN ROAD
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : STURBRIDGE, MA 01566
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$516.00	Contention Code : 09702
Approved By : jjenkins	Defect Code : 00201
Approval Date : 5/5/2005 2:55:32	Category : Regular
Status : PROCESSED	Failed Part # : 51401-60X-A21
Check No. : 1486749	
Check Date : 5/6/2005	

Case History

Case ID : N012005-04-2502113

Case Title : 9G KNOX, MARY - PRODUCT ISSUE

\*\*\* CASE CREATE 4/25/2005 2:09:47 PM, pburkhar

Contact = MARY KNOX, Priority = N/A, Status = Solving.

\*\*\* NOTES 4/25/2005 2:09:48 PM, pburkhar, Action Type :

On 4/22/05, ACS received a letter from customer dated 4/8/05, in regards to her 2001 Odyssey LX. Customer states that she had the van towed to her mechanic because the car was making a very odd sound. Customer wrote the following:

"I have the van towed to my mechanic to be told that the problem was the front coil spring on the right hand side. It was fractured and I would need both springs replaced. When my mechanic called the parts department at 2 separate Honda dealerships, he was told that the parts were not available. They are currently on a back order with an undetermined delivery date. I then called the dealer where I had purchased my vehicle, Curry Honda, and was told the same thing.

He told me that they might be delivered in a few weeks, or possibly a few months. This is completely unacceptable, and force me to rent a car.

\_ I am satisfied with the integrity of the parts and equally disgusted with the unavailability of the part. The parts that my mechanic used to replace the original coil springs are from a used vehicle with low mileage, which was the only option open to me.

I have enclosed the bill from my repair. I am requesting full reimbursement for this repair since it is a problem for which Honda is responsible.."

\*\*\* CASE MODIFY 4/25/2005 2:11:02 PM, pburkhar

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/25/2005 2:11:02 PM, pburkhar

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 4/25/2005 2:11:08 PM, pburkhar

from WIP default to Queue Honda Team B.

\*\*\* CASE ACCEPT 4/26/2005 8:44:18 AM, dhornste

from Queue Honda Team B to WIP default.

\*\*\* CASE MODIFY 4/26/2005 10:18:10 AM, dhornste

into WIP default and Status of Solving.

\*\*\* SUBCASE N012005-04-2502113-1 CREATE 4/26/2005 10:18:24 AM, dhornste

Created in WIP Default with Due Date 4/26/2005 10:18:24 AM.

\*\*\* COMMIT 4/26/2005 10:18:50 AM, dhornste, Action Type : N/A

(2) call customer

\*\*\* CASE MODIFY 4/27/2005 7:53:38 AM, dhornste

into WIP reach customer and Status of Solving.

\*\*\* NOTES 4/27/2005 7:56:54 AM, dhornste, Action Type : Call to Customer

Left message for customer. Asked for call back to discuss concern.

[According to letter, independent mechanic installed used springs.]

\*\*\* CASE FULFILL 4/27/2005 7:56:59 AM, dhornste

Fulfilled for MARY KNOX due 04/27/2005 12:00:00 AM.

\*\*\* COMMIT 4/27/2005 7:57:02 AM, dhornste, Action Type : N/A

\*\*\*process check req.\*\*\*

\*\*\* CASE MODIFY 4/28/2005 9:47:29 AM, dhornste

into WIP District 9g and Status of Solving.

Case History

Case ID : N012005-04-2502113

Case Title : 9G KNOX, MARY - PRODUCT ISSUE

\*\*\* CASE EXTENDED WARRANTY LOOKUP 4/28/2005 9:50:13 AM, dhornste  
WARRANTY CHECK 04/28/2005 09:50:13 AM dhornste  
No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 4/28/2005 9:50:24 AM, dhornste  
CAMPAIGN CHECK 04/28/2005 09:50:24 AM dhornste  
The following Campaign information was found  
00-009; L38; 1999-01 ODYSSEY EGR PORT CLOG; ;  
02-062; L72; 1999-01 TRANS WARRANTY EXT; ;

\*\*\* CASE CAMPAIGN LOOKUP 4/28/2005 9:50:32 AM, dhornste  
CAMPAIGN CHECK 04/28/2005 09:50:32 AM dhornste  
The following Campaign information was found  
00-009; L38; 1999-01 ODYSSEY EGR PORT CLOG; ;  
02-062; L72; 1999-01 TRANS WARRANTY EXT; ;

\*\*\* CASE VSC LOOKUP 4/28/2005 9:52:28 AM, dhornste  
VSC-CUC CHECK 04/28/2005 09:52:28 AM dhornste  
No data found for VIN.

\*\*\* CASE MODIFY 4/28/2005 9:52:42 AM, dhornste  
into WIP District 9g and Status of Solving.

\*\*\* NOTES 4/28/2005 10:27:59 AM, dhornste, Action Type : Call from Customer  
Customer called back. Advised her that AHM will reimburse in approximately 1-2 weeks due to concern. Customer very appreciative.

\*\*\* CASE MODIFY COMMITMENT 4/28/2005 10:28:14 AM, dhornste  
with MARY KNOX due 05/05/2005 12:00:00 AM.

\*\*\* CASE MODIFY 5/5/2005 12:42:41 PM, dhornste  
into WIP District 9g and Status of Solving.

\*\*\* NOTES 5/5/2005 12:43:13 PM, dhornste, Action Type : Note-General  
Submitted check req. to supervisor for approval. \$516.

\*\*\* SUBCASE N012005-04-2502113-1 DISPATCH 5/5/2005 12:43:35 PM, dhornste  
from WIP subcases to Queue Ck Req - Jenkins.

\*\*\* CASE FULFILL 5/5/2005 12:43:56 PM, dhornste  
Fulfilled for MARY KNOX due 05/05/2005 12:00:00 AM.

\*\*\* COMMIT 5/5/2005 12:44:04 PM, dhornste, Action Type : N/A  
check on status of check req.

\*\*\* SUBCASE N012005-04-2502113-1 5/5/2005 2:55:32 PM, jjenkins, Action Type :  
Check Requisition for 516.00 \$ submitted  
Check Requisition for 516.00 \$ submitted by jjenkins

\*\*\* SUBCASE N012005-04-2502113-1 RETURN 5/5/2005 2:55:45 PM, jjenkins  
from Queue Ck Req - Jenkins to WIP subcases.

Case History

Case ID : N012005-04-2502113

Case Title : 90 KNOX, MARY - PRODUCT ISSUE

\*\*\* SUBCASE N012005-04-2502113-1 COMMIT 5/9/2005 8:02:21 AM, dhornste, Action Type : External Commitment

Check processed for check\_req\_no = 4307 on 2005-05-06-00.00.000000

\*\*\* SUBCASE N012005-04-2502113-1 FULFILL 5/9/2005 8:24:49 AM, dhornste

Fulfilled for MARY KNOX due 7/7/05 7:7:2.

\*\*\* NOTES 5/9/2005 10:35:55 AM, Awill601, Action Type : Call to Customer

Check #1486749 in the amount of \$516.00 is to be mailed out on Monday May 09, 2005.

\*\*\* CASE MODIFY 5/9/2005 10:43:07 AM, dhornste

into WIP Honda 9f-h and Status of Solving.

\*\*\* SUBCASE N012005-04-2502113-1 CLOSE 5/9/2005 10:43:12 AM, dhornste

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/9/2005 10:43:12 AM, dhornste

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

**Case Details**

Case ID : N012005-03-0101057	Division : Honda - Auto	Condition : Closed	Open Date : 3/1/2005 1:41:20 PM
Case Originator : Liz Corpuz (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/7/2005 12:28:00 PM
Case Owner : Marc Roessler (Team HD)	Method : Phone	Queue :	Days Open : 6
Last Closed By : Marc Roessler (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : 09G-CHEN, YI - GOODWILL RENTAL/PARTS BACKORDER	No. of Attachments : 0		

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 2HKRL185X1H [REDACTED]  
 Model / Year : ODYSSEY / 2001  
 Model ID / Product Line : RL1851EW / A  
 Miles / Hours : 26,000  
 In Service Date : 11/28/2000  
 Months In Use : 52  
 Engine Number : J35A13028532  
 Originating Dealer No. / Name : 206944 / HONDA CARS OF BOSTON  
 Selling Dealer No. / Name : 206944 / HONDA CARS OF BOSTON  
 Trim : LX  
 No. Of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : GN  
 Roadside Service Coverage :  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 Extended Warranty Contract No. :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :  
 Terms : Miles / Months

**Current Dealer Info :**

Current Dealer No. / Name : 207105 / CLAIR HONDA  
 Phone No. : 617-469-1000  
 Address : 1575 VFW PARKWAY  
 City / State / Zip : BOSTON, MA 02132  
 Svc District / Sls District : 09G / C09  
 Warranty Labor Rate / Date : \$95.00 /  
 Agent Name :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Review

**3rd Party Info :**

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

**ISSUES :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-03-0101057-1 / [REDACTED] PRODUCT COM	Subcase Close	Product	Operation	414	Front Damper



**Issue Details**

Issue ID : N012005-03-0101057-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marc Roessler	Type 1 : Product	Status : Subcase Close	Open Date : 3/7/2005 8:53:59 AM
Issue Owner : Marc Roessler	Type 2 : Operation	Queue :	Close Date : 3/7/2005 12:28:00 PM
Issue Title : YI CHEN - PRODUCT COMPLAINT - OPERATION			

**Coding Info :**

Labor Code / Desc : 414 / Front Damper  
 Condition Code Desc : Other 414X  
 Campaign Code / Desc : /  
 Temperament Code :  
 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 Reason

Case History

Case ID : N012005-03-0101057

Case Title : 09G- [REDACTED] GOODWILL RENTAL/PARTS BACKORDER

\*\*\* CASE CREATE 3/1/2005 1:41:20 PM, ecorpuz

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

\*\*\* NOTES 3/1/2005 2:07:40 PM, ecorpuz, Action Type : Call from Customer

The customer contacted ACS to request goodwill. [REDACTED] took the vehicle in last Tuesday 2/22/05 for two front springs that broke. The vehicle was diagnosed and the customer's extended warranty will cover the repair. SA-Rishie informed the customer the part is on back order for almost a month. The date that the factory estimated arrival is 3/27/05. SA advised the customer to contact AHM to request for assistance. This is the customer's first Honda and he has been very happy with the vehicle except for the problems he is experiencing with this repair and the delay in parts.

[REDACTED] would like AHM to assist with rental while his vehicle is down and awaiting parts to come in. For safety reasons, the vehicle is not safe to drive and is currently at the dealership awaiting parts. The customer was not offered rental assistance but regularly gets his vehicle serviced at Clair Honda.

The customer was informed that in the interest of customer satisfaction, I have documented his concerns and would forward his case to a CM for review. The customer was informed that goodwill is determined on a case by case basis and is not guaranteed. The customer understood and was provided with a case number. No further assistance was requested and I ended call.

\*\*\* CASE MODIFY 3/1/2005 2:08:02 PM, ecorpuz

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 3/1/2005 2:08:20 PM, ecorpuz

from WIP default to Queue Honda Team H .

\*\*\* CASE MODIFY 3/1/2005 2:08:24 PM, ecorpuz

into WIP default and Status of Solving.

\*\*\* CASE RULE ACTION 3/2/2005 2:08:20 PM, sa

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

\*\*\* CASE YANKED 3/2/2005 2:54:56 PM, mroessle

Yanked by mroessle into WIPbin default.

\*\*\* NOTES 3/4/2005 12:52:01 PM, swheaton, Action Type : Call from Customer

Customer called to speak with CM; CM not available. Warm transferred to VM.

\*\*\* SUBCASE N012005-03-0101057-1 CREATE 3/7/2005 8:53:59 AM, mroessle

Created in WIP Default with Due Date 3/7/2005 8:53:59 AM.

\*\*\* COMMIT 3/7/2005 8:58:03 AM, mroessle, Action Type : N/A

owner link

\*\*\* CASE FULFILL 3/7/2005 12:21:37 PM, mroessle

Fulfilled for YI CHEN due 03/21/2005 12:00:00 AM.

\*\*\* NOTES 3/7/2005 12:25:39 PM, mroessle, Action Type : Call to Customer

Called the customer and he needs a rental. Told him we will arrange the rental.

\*\*\* NOTES 3/7/2005 12:27:06 PM, mroessle, Action Type : Call to Dealer

Spoke tot the dealer and the part should be in by the end of the week. We agreed to cover there repair and provide the customer a rental.

\*\*\* NOTES 3/7/2005 12:27:37 PM, mroessle, Action Type : Call to Customer

Customer will go down to the dealer to get the rental.

**Case History**

Case ID : N012005-03-0101057

Case Title : 09G- [REDACTED] GOODWILL RENTAL/PARTS BACKORDER

\*\*\* CASE MODIFY 3/7/2005 12:27:56 PM, mroessle  
into WIP default and Status of Solving.

\*\*\* CASE CLOSE 3/7/2005 12:28:00 PM, mroessle  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* SUBCASE N012005-03-0101057-1 CLOSE 3/7/2005 12:28:00 PM, mroessle  
Status = Solving, Resolution Code = Instruction Given

**Case Details**

Case ID : N012005-12-0900147	Division : Honda - Auto	Condition : Closed	Open Date : 12/9/2005 7:46:57 AM
Case Originator : Sophie Scott (Team HC)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/9/2005 9:33:14 AM
Case Owner : Sophie Scott (Team HC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Sophie Scott (Team HC)	Point of Origin : Customer	Wipbln :	
Case Title : HAMBLEY, SCOTT - DEALER PART SALES COMPLAINT	No. of Attachments : 0		

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN72HKRL18581E [REDACTED]  
 Model / Year : ODYSSEY / 2001  
 Model ID / Product Line : RL1851EW / A  
 Miles / Hours : 85,000  
 In Service Date : 12/09/2000  
 Months In Use : 60  
 Engine Number : J35A13030263  
 Originating Dealer No. / Name : 207564 / TOWN & COUNTRY HONDA  
 Selling Dealer No. / Name : 207564 / TOWN & COUNTRY HONDA  
 Trim : LX  
 No. Of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : GB  
 Roadside Service Coverage :  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 Extended Warranty Contract No. :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :  
 Terms : Miles / Months

**Current Dealer Info :**

Current Dealer No. / Name : 207075 / HONDA NORTH  
 Phone No. : 978-777-2550  
 Address : 382 NEWBURY STREET  
 City / State / Zip : DANVERS, MA 01923  
 Svc District / Sls District : 09H / C09  
 Warranty Labor Rate / Date : \$89.90 /  
 Agent Name :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Review

**3rd Party Info :**

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

**ISSUES :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-12-0900147-1 / [REDACTED]	Subcase Close	Parts - Dealer	Pricing	416	Front bushings

**Issue Details**

Issue ID : N012005-12-0900147-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sophie Scott	Type 1 : Parts - Dealer	Status : Subcase Close	Open Date : 12/9/2005 9:32:25 AM
Issue Owner : Sophie Scott	Type 2 : Pricing	Queue :	Close Date : 12/9/2005 9:33:14 AM
Issue Title : SCOTT HAMBLEY - PARTS - DEALER - PRICING			

**Coding Info :**

Labor Code / Desc : 416 / Front bushings  
 Condition Code Desc : Suspen Noise 4161  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern, Referred to 3rd Party  
 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 : N012005-12-0900147

Case Title : H [REDACTED] DEALER PART SALES COMPLAINT

\*\*\* CASE CREATE 12/9/2005 7:46:57 AM, sscott1

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

\*\*\* CASE MODIFY 12/9/2005 7:47:41 AM, sscott1

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 12/9/2005 7:47:42 AM, sscott1

WARRANTY CHECK 12/09/2005 07:47:42 AM sscott1

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 12/9/2005 7:47:45 AM, sscott1

CLAIM HISTORY CHECK 12/09/2005 07:47:45 AM sscott1

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 12/9/2005 7:48:03 AM, sscott1

CAMPAIGN CHECK 12/09/2005 07:48:03 AM sscott1

The following Campaign information was found  
02-062; L72; 1999-01 TRANS WARRANTY EXT; ;  
05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; ;

\*\*\* CASE VSC LOOKUP 12/9/2005 7:48:04 AM, sscott1

VSC-CUC CHECK 12/09/2005 07:48:04 AM sscott1

No data found for VIN.

\*\*\* CASE MODIFY 12/9/2005 8:12:56 AM, sscott1

into WIP default and Status of Solving.

\*\*\* NOTES 12/9/2005 9:26:17 AM, sscott1, Action Type : Call from Customer

Yesterday, the shock absorber spring in the front driver's side tire wheel well snapped while the customer was driving straight at about 30 MPH on a suburban town street. The customer was driving at 2PM and claims not to have hit anything. Once the spring snapped, it made a big sound and she wasn't sure what happened. She got out of the vehicle to see what had happened but couldn't see any problem. Once she got to her destination, and started her car again, she noticed that she was having problems steering the vehicle. The car was veering strongly to the left and right.

The customer has not been to the dealership yet; she usually takes the car to an independent. The independent told the customer that the spring had snapped and called HONDA NORTH to order the part. Honda North stated that the cost of 2 springs would be \$169.95. The independent told the customer that she should replace both springs at once. She wanted to know if this was the correct procedure. I advised her to contact the dealership and have them look at the vehicle, as we are not a technical hotline. She also wanted to know if there were a recall on the part and I told her there was not.

The customer had already called Honda North and asked for the price of the part and the correct procedure for the repair and they told her that one spring would cost \$222.93 and that she could have only one spring changed. She wanted to document a complaint about the price of the part and the quality of the information that she was given.

I informed her that without having inspected the vehicle, it would be hard for the dealership to make a very accurate diagnosis. Additionally, I told her that the dealerships are owned / operated independently and that they are free to set prices as they see fit. I stated that I would document the complaint about the diagnosis and pricing though.

She stated that she distrusted the dealership and didn't want them to inspect the vehicle or work on it. She wanted to work with the independent but also

## Case History

Case ID : N012005-12-0900147

Case Title : [REDACTED] DEALER PART SALES COMPLAINT

wanted to know what AHM could do for her. I informed her that AHM could only stand by the workmanship of the dealers and that we may be able to offer assistance but we would need to have the diagnosis done at the dealership. She is unwilling to work with them because of her past experiences there, so I apologized that we wouldn't be able to offer assistance.

The customer was upset and stated that the situation appeared to be a catch-22 and stated that she would work with the independent. I thanked her for calling.

\*\*\* NOTES 12/9/2005 9:29:10 AM, sscott1, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer called AHM and stated that yesterday, the shock absorber spring in the front driver's side tire wheel well snapped. An independent told the customer that the spring had snapped and called HONDA NORTH to order the part. Honda North stated that the cost of 2 springs would be \$169.95.

The customer then called Honda North and asked for the price of the part and the correct procedure for the repair and they told her that one spring would cost \$222.93 and that she could have only one spring changed. She wanted to document a complaint about the price of the part and the quality of the information that she was given.

I informed her that without having inspected the vehicle, it would be hard for the dealership to make a very accurate diagnosis. Additionally, I told her that the dealerships are owned / operated independently and that they are free to set prices as they see fit. I stated that I would document the complaint about the diagnosis and pricing though.

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

Thank you.

Sophie Scott  
Automobile Customer Service

\*\*\* SUBCASE N012005-12-0900147-1 CREATE 12/9/2005 9:32:25 AM, sscott1

Created in WIP Default with Due Date: 12/9/2005 9:32:25 AM.

\*\*\* SUBCASE N012005-12-0900147-1 CLOSE 12/9/2005 9:33:14 AM, sscott1

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 12/9/2005 9:33:14 AM, sscott1

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

**Case Details**

Case ID : N012006-01-1300315      Division : Honda - Auto      Condition : Closed      Open Date : 1/13/2006 9:03:42 AM  
 Case Originator : Richard Wright (Team HB)      Sub Division : Customer Relations      Status : Closed      Close Date : 1/31/2006 5:52:45 AM  
 Case Owner : Bryan Kumiyama (Team HB)      Method : Phone      Queue :      Days Open : 18  
 Last Closed By : Bryan Kumiyama (Team HB)      Point of Origin : Customer      Wipbin :  
 Case Title : 9H-207075 HAMBLEY, SCOTT - COIL SPRING REIMBURSEMENT      No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 2HKRL18581H [REDACTED]  
 Model / Year : ODYSSEY / 2001  
 Model ID / Product Line : RL1851EW / A  
 Miles / Hours : 53,519  
 In Service Date : 12/09/2000  
 Months In Use : 61  
 Engine Number : J35A13030263  
 Originating Dealer No. / Name : 207564 / TOWN & COUNTRY HONDA  
 Selling Dealer No. / Name : 207564 / TOWN & COUNTRY HONDA  
 Trim : LX  
 No. Of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : GB  
 Roadside Service Coverage :  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 Extended Warranty Contract No. :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :  
 Terms : Miles / Months

**Current Dealer Info :**

Current Dealer No. / Name : 207075 / HONDA NORTH  
 Phone No. : 978-777-2550  
 Address : 382 NEWBURY STREET  
 City / State / Zip : DANVERS, MA 01923  
 Svc District / Sls District : 09H / C09  
 Warranty Labor Rate / Date : \$89.90 /  
 Agent Name :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Review

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012006-01-1300315-1 / [REDACTED]	Subcase Close	Product	Operation	414121	FRONT SPRINGS, BOTH



**Issue Details**

Issue ID : N012006-01-1300315-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bryan Kumiyama	Type 1 : Product	Status : Subcase Close	Open Date : 1/16/2006 6:20:38 AM
Issue Owner : Bryan Kumiyama	Type 2 : Operation	Queue :	Close Date : 1/31/2006 5:52:45 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 414121 / FRONT SPRINGS, BOTH - REPLACE. INCLUDES:  
 Condition Code Desc : Worn/Leaking 4142  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Assist - AHM Partial, CR Generated Gdwill  
 Component Category : 03 - Service Brakes Sys  
 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
51401-S0X-305	SPRING FRONT	Not Applicable

**Check Req Info :**

Check Requisition No. : 750  
 Primary Amount : \$401.18  
 Incidental Type 1 / Amount : Not Applicable / \$0.00  
 Incidental Type 2 / Amount : Not Applicable / \$0.00  
 Total Amount : \$401.18  
 Approved By : jjenkins  
 Approval Date : 1/26/2006  
 Status : PROCESSED  
 Check No. : 1547975  
 Check Date : 1/27/2006

Payee Name : ██████████  
 Address : ██████████  
 City / State / Zip : ROWLEY, MA ██████████  
 Campaign Template # : ██████████  
 Contention Code : 03217  
 Defect Code : 01801  
 Category : Regular  
 Failed Part # : 51401-S0X-305

## Case History

Case ID : N012006-01-1300315

Case Title : 9H-207075

COIL SPRING REIMBURSEMENT

\*\*\* CASE CREATE 1/13/2006 9:03:42 AM, rwright

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 1/13/2006 9:03:46 AM, rwright

WARRANTY CHECK 01/13/2006 09:03:46 AM rwright  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 1/13/2006 9:03:50 AM, rwright

CLAIM HISTORY CHECK 01/13/2006 09:03:50 AM rwright  
No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 1/13/2006 9:03:54 AM, rwright

CAMPAIGN CHECK 01/13/2006 09:03:54 AM rwright

The following Campaign information was found  
02-062; L72; 1999-01 TRANS WARRANTY EXT; ;  
05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; ;

\*\*\* CASE VSC LOOKUP 1/13/2006 9:03:56 AM, rwright

VSC-CUC CHECK 01/13/2006 09:03:55 AM rwright  
No data found for VIN.\*\*\* CASE MODIFY 1/13/2006 9:20:35 AM, rwright  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 1/13/2006 9:20:55 AM, rwright  
into WIP default and Status of Solving.

\*\*\* NOTES 1/13/2006 9:23:38 AM, rscott, Action Type : Letter/Fax

On 01-13-06 ACS received a fax from this customer regarding previous issue.

\*\*\* NOTES 1/13/2006 9:30:42 AM, rwright, Action Type : Call from Customer

Customer called to state the front coil springs on each side of the vehicle have broken. The left broke on 12/09/05 and the right broke on 01/12/06. Customer states they were driving along and the coils broke. Customer states they have kept the broken spring. Customer states they have filed a letter with NHTSA. Customer is asking for reimbursement for the repairs. Customer had the repair performed at an Independent, Grey's Garage. Customer has been working with Todd (978) 465-6603. Customer states the other repair will be performed on Monday. Customer states the repair for installation was \$185.50 and the part cost \$222.93 which was purchased at Honda North. Customer was advised that his repairs were not performed at a Honda dealership and no guarantee could be given for reimbursement. Customer was given the case number, customer thanked me and the phone call ended.

\*\*\* CASE MODIFY 1/13/2006 9:31:21 AM, rwright  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 1/13/2006 9:31:21 AM, rwright  
into WIP default and Status of Solving.\*\*\* CASE DISPATCH 1/13/2006 9:31:27 AM, rwright  
from WIP default to Queue Honda Team B.\*\*\* CASE ACCEPT 1/13/2006 10:35:38 AM, bkurniyam  
from Queue Honda Team B to WIP default.

\*\*\* CASE MODIFY 1/16/2006 6:19:39 AM, bkurniyam

## Case History

Case ID : N012006-01-1300315

Case Title : 9H-207073 [REDACTED] COIL SPRING REIMBURSEMENT

into WIP default and Status of Solving.

\*\*\* SUBCASE N012006-01-1300315-1 CREATE 1/16/2006 6:20:38 AM, bkumiyam

Created in WIP Default with Due Date 1/16/2006 6:20:38 AM.

\*\*\* COMMIT 1/16/2006 6:20:41 AM, bkumiyam, Action Type : N/A

follow up with check

\*\*\* CASE MODIFY 1/16/2006 6:20:52 AM, bkumiyam

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/16/2006 6:20:53 AM, bkumiyam

into WIP default and Status of Solving.

\*\*\* NOTES 1/19/2006 10:15:17 AM, bkumiyam, Action Type : Call to Customer

Called the customer and spoke to Mr. Hambley and advised him to send a copy of the invoice to be reviewed. He advised me that he is sending the part into the NHTSA as they have asked to review the part. I provided him with the fax number to send in the invoice.

\*\*\* CASE MODIFY COMMITMENT 1/19/2006 10:15:45 AM, bkumiyam

with SCOTT HAMBLEY due 01/25/2006 12:00:00 AM.

\*\*\* CASE MODIFY 1/19/2006 10:15:50 AM, bkumiyam

into WIP District 9H and Status of Solving.

\*\*\* CASE MODIFY 1/19/2006 10:15:54 AM, bkumiyam

into WIP District 9H and Status of Solving.

\*\*\* CASE MODIFY 1/19/2006 10:15:56 AM, bkumiyam

into WIP District 9H and Status of Solving.

\*\*\* NOTES 1/19/2006 10:28:40 AM, rscott, Action Type : Letter/Fax

On 01-19-06 ACS received a fax from this customer regarding previous issue.

\*\*\* NOTES 1/25/2006 9:04:03 AM, bkumiyam, Action Type : Call to Customer

Called the customer and spoke to Ms. Hambley advising her that I reviewed the case and given the factors of age and mileage AHM is going to reimburse them for the parts in the amount of \$401.18. I advised her that AHM can not stand behind the work that is completed by a independent and therefore would be able to reimburse her for the labor performed. She advised me that she understands but feels that because the dealer she decided to go elsewhere. I advised her that she could of taken it to a Honda dealer where labor could of possibly been discounted. She advised me that she understands and accept the offer.

\*\*\* CASE MODIFY 1/25/2006 9:04:34 AM, bkumiyam

into WIP Ready Close CK and Status of Solving.

\*\*\* CASE MODIFY 1/25/2006 9:05:41 AM, bkumiyam

into WIP Ready Close CK and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 1/25/2006 9:06:47 AM, bkumiyam

with SCOTT HAMBLEY due 01/30/2006 12:00:00 AM.

\*\*\* SUBCASE N012006-01-1300315-1 DISPATCH 1/25/2006 9:06:58 AM, bkumiyam

from WIP default to Queue Ck Req - Jenkins.

\*\*\* SUBCASE N012006-01-1300315-1 RULE ACTION 1/26/2006 9:06:58 AM, sa

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

Case History

Case ID : N012006-01-1300315

Case Title : 9H-207075 [REDACTED] COIL SPRING REIMBURSEMENT

\*\*\* SUBCASE N012006-01-1300315-1 1/26/2006 9:23:52 AM, jjenkins, Action Type :

Check Requisition for 401.18 \$ submitted

Check Requisition for 401.18 \$ submitted by jjenkins

\*\*\* SUBCASE N012006-01-1300315-1 RETURN 1/26/2006 9:23:57 AM, jjenkins

from Queue Ck Req - Jenkins to WIP Subcase.

\*\*\* SUBCASE N012006-01-1300315-1 COMMIT 1/30/2006 8:03:40 AM, bkumiyam, Action Type : External Commitment

Check processed for check\_req\_no = 750 on 2006-01-27-00.00.000000

\*\*\* NOTES 1/30/2006 9:51:08 AM, pburkbar, Action Type : Note-General

check mailed.

\*\*\* CASE MODIFY 1/31/2006 5:52:40 AM, bkumiyam

into WIP Ready Close CK and Status of Solving.

\*\*\* SUBCASE N012006-01-1300315-1 CLOSE 1/31/2006 5:52:45 AM, bkumiyam

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 1/31/2006 5:52:45 AM, bkumiyam

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

**Case Details**

Case ID : N012005-09-0601987      Division : Honda - Auto      Condition : Closed      Open Date : 9/6/2005 9:57:31 PM  
 Case Originator : Pamela Bongco (Team HI)      Sub Division : Customer Relations      Status : Closed      Close Date : 9/15/2005 9:15:51 AM  
 Case Owner : Bryan Kumiyaama (Team HB)      Method : Mail      Queue :      Days Open : 9  
 Last Closed By : Bryan Kumiyaama (Team HB)      Point of Origin : Customer      Wipbin :  
 Case Title : 9G-STARCK, VINCENT - DEALERSHIP ISSUE      No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 2HKRL18581H [REDACTED]  
 Model / Year : ODYSSEY / 2001  
 Model ID / Product Line : RL1851EW / A  
 Miles / Hours :  
 In Service Date : 02/08/2001  
 Months In Use : 55  
 Engine Number : J35A13054489  
 Originating Dealer No. / Name : 206930 / HONDA VILLAGE  
 Selling Dealer No. / Name : 206930 / HONDA VILLAGE  
 Trim : LX  
 No. Of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : SI  
 Roadside Service Coverage :  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 Extended Warranty Contract No. :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :  
 Terms : Miles / Months

**Current Dealer Info :**

Current Dealer No. / Name : 206930 / HONDA VILLAGE  
 Phone No. : 617-965-8200  
 Address : 371 WASHINGTON STREET  
 City / State / Zip : NEWTONVILLE, MA 02458  
 Svc District / Sis District : 09H / C09  
 Warranty Labor Rate / Date : \$88.00 /  
 Agent Name :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Review

**3rd Party Info :**

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

**Issues:**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-09-0601987-1 / [REDACTED]	PROD Subcase Close	Product	Operation	421	Wheels/Tires

**Issue Details**

Issue ID : NO12005-09-0601987-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bryan Kumiyaama	Type 1 : Product	Status : Subcase Close	Open Date : 9/8/2005 7:31:23 AM
Issue Owner : Bryan Kumiyaama	Type 2 : Operation	Queue :	Close Date : 9/15/2005 9:15:51 AM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 421 / Wheels/Tires  
 Condition Code Desc : Other 421X  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern  
 Component Category : 19 - Tires  
 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 : N012005-09-0601987

Case Title : 9G [REDACTED] - DEALERSHIP ISSUE

\*\*\* NOTES 9/6/2005 3:57:31 PM, pbongco, Action Type :

On 9/2/05 ACS received a letter from the customer dated 8/29/05 stating:

"...I am writing you to share my recent disappointment with our Honda experience. Last year, one of the springs of our Honda Odyssey broke, lacerating one of the tires on very busy highway. While the spring was repaired later by our dealership, our dealership inquired repeatedly about obtaining reimbursement for the new tire on our behalf without success...A few days ago I purchased a used Honda Pilot from Boston dealer and it turned out to be my worst car buying experience ever. the dealer in question employed deceiving sales practices and lack the most basic customer focus..." it took the dealership 2 days to locate the car that's being advertised, he waited an hour to see the manager...He was given a free oil change to change his opinion about the dealership experience. Customer would like Honda to respond and demonstrate with actions rather than words that Honda has not lost it's customer focus.

\*\*\* CASE CREATE 9/6/2005 3:57:31 PM, pbongco

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

\*\*\* CASE MODIFY 9/6/2005 3:59:12 PM, pbongco

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/6/2005 3:59:13 PM, pbongco

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 9/6/2005 3:59:49 PM, pbongco

from WIP default to Queue Honda Team B.

\*\*\* CASE ACCEPT 9/7/2005 6:03:19 AM, bkumiyam

from Queue Honda Team B to WIP Dispatched .

\*\*\* CASE MODIFY 9/8/2005 7:30:28 AM, bkumiyam

into WIP default and Status of Solving.

\*\*\* SUBCASE N012005-09-0601987-1 CREATE 9/8/2005 7:31:23 AM, bkumiyam

Created in WIP Default with Due Date 9/8/2005 7:31:23 AM.

\*\*\* COMMIT 9/8/2005 7:31:30 AM, bkumiyam, Action Type : N/A

1st contact

\*\*\* CASE MODIFY 9/8/2005 7:31:41 AM, bkumiyam

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/15/2005 9:07:07 AM, bkumiyam

into WIP District 9G and Status of Solving.

\*\*\* CASE MODIFY 9/15/2005 9:08:45 AM, bkumiyam

into WIP District 9G and Status of Solving.

\*\*\* CASE MODIFY 9/15/2005 9:13:58 AM, bkumiyam

into WIP District 9G and Status of Solving.

\*\*\* CASE CLAIMS LOOKUP 9/15/2005 9:14:07 AM, bkumiyam

CLAIM CHECK 09/15/2005 09:14:07 AM bkumiyam

The following Claim History information was found

0; 2003-03-25; 206990; 380391; 510; 010150 ; RADIO, RADIO/TAPE OR RADIO/CD PLAYER - REPLACE.

REMANUFACTURING PROGRAM. NOTE: USE AUDIO CUSTOM

Case History

Case ID : N012005-09-0601987

Case Title : 9G- [REDACTED] DEALERSHIP ISSUE

\*\*\* NOTES 9/15/2005 9:15:30 AM, bkumiyam, Action Type : Letter/Fax

September 15, 2005

[REDACTED]  
Wellesley, MA [REDACTED]

RE: Service complaint with Honda Village

Dear Mr. [REDACTED]

Thank you for contacting our office regarding your experience with Honda Village. We appreciate the opportunity to hear from our customers, however, regret to learn of the circumstances that prompted your contact. The information provided helps us know what our customers are encountering and will serve in the development of future guidelines.

American Honda Motor Co. would like to apologize for the frustrating experience you encountered with the dealership. We realize that the experience you have with a dealership directly impacts your feelings toward Honda in general. For this reason, we constantly work with our dealers to improve the handling of customer issues such as yours. Honda Village is an independently owned business and therefore is not under the immediate control of Honda itself. As the manufacturer, we certainly encourage every dealer to maintain standards commensurate with those of our company, but cannot directly control the actions or statements of dealership employees. The information that the Honda dealerships have on file is available throughout the departments at the dealer, but not available outside the dealerships.

We have formally documented your complaint in our office and a summary of your concerns was sent to our District Parts and Service Manager for review. We apologize for your experience and thank you for allowing our office the opportunity to review and respond to your concerns.

Honda's livelihood is only guaranteed by the existence of customers who buy our products, and satisfying customers is our top priority. We hope that you will continue to let us know how we are doing.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

Bryan Kumiyama  
Automobile Customer Services  
1-800-999-1009 Extension 118044  
N012005-09-0601987

\*\*\* CASE MODIFY 9/15/2005 9:15:41 AM, bkumiyam  
into WIP District 9G and Status of Solving.\*\*\* CASE MODIFY 9/15/2005 9:15:47 AM, bkumiyam  
into WIP District 9G and Status of Solving.\*\*\* SUBCASE N012005-09-0601987-1 CLOSE 9/15/2005 9:15:51 AM, bkumiyam  
Status = Solving, Resolution Code = Instruction Given



**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

**Run Date : 02/18/2006**

**Case History**

**Case ID : N012005-09-0601987**

**Case Title : 9G [REDACTED] DEALERSHIP ISSUE**

**\*\*\* CASE CLOSE 9/15/2005 9:15:51 AM, bkurnlyam**

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

**Case Details**

Case ID : N012005-04-0800545      Division : Honda - Auto      Condition : Closed      Open Date : 4/8/2005 10:27:50 AM  
 Case Originator : Kara Costanzo (Team HC)      Sub Division : Customer Relations      Status : Closed      Close Date : 4/19/2005 9:04:20 AM  
 Case Owner : Nikki Stephens (Team AB)      Method : Phone      Queue :      Days Open : 11  
 Last Closed By : Nikki Stephens (Team AB)      Point of Origin : Customer      Wipbin :  
 Case Title : SE 6688 - NISS, MICHAEL - PART ETA/SPRING      No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 2HKRL1831H [REDACTED]  
 Model / Year : ODYSSEY / 2001  
 Model ID / Product Line : RL1851EW / A  
 Miles / Hours : 81,000  
 In Service Date : 02/22/2001  
 Months in Use : 50  
 Engine Number : J35A13061674  
 Originating Dealer No. / Name : 206756 / FRIENDLY HONDA HOUSE  
 Selling Dealer No. / Name : 206756 / FRIENDLY HONDA HOUSE  
 Trim : LX  
 No. Of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : SI  
 Roadside Service Coverage :  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 Extended Warranty Contract No. :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :  
 Terms : Miles / Months

**Current Dealer Info :**

Current Dealer No. / Name : 206688 / YONKERS HONDA  
 Phone No. : 914-963-7000  
 Address : 2000 CENTRAL PARK AVE.  
 City / State / Zip : YONKERS, NY 10710  
 Svc District / Sls District : 05E / F05  
 Warranty Labor Rate / Date : \$82.00 /  
 Agent Name :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Review

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-04-0800545-1 [REDACTED]	Subcase Close	Parts - AHM	Backord-Unit Not Dwn	414	Front Damper

**Issue Details**

Issue ID : N012005-04-0800545-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Nikk Stephens	Type 1 : Parts - AHM	Status : Subcase Close	Open Date : 4/11/2005 6:16:13 AM
Issue Owner : Nikk Stephens	Type 2 : Backord-Unit Not Dwn	Queue :	Close Date : 4/19/2005 9:04:20 AM
Issue Title : [REDACTED] PARTS - AHM - BACKORD-UNIT NOT DWN			

**Coding Info :**

Labor Code / Desc : 414 / Front Damper  
 Condition Code Desc : Other 414X  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : 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
51401-S0X-303	SPRING FRONT	Retail

Case History

Case ID : N012005-04-0800545

Case Title : 5E 6688 - [REDACTED] PART ETA/SPRING

\*\*\* CASE CREATE 4/8/2005 10:27:50 AM, kcastano

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 4/8/2005 10:30:44 AM, kcastano

WARRANTY CHECK 04/08/2005 10:30:44 AM kcastano

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 4/8/2005 10:30:47 AM, kcastano

CLAIM CHECK 04/08/2005 10:30:47 AM kcastano

The following Claim History information was found

0; 2003-04-07; 208060; 014021; 510; 723505 ; CODES/OPERATING DATA - RETRIEVE OR CLEAR CODES WITH PGM TESTER OR HONDA DIAGNOSTIC SYSTEM. ACCESS SYST

\*\*\* CASE CAMPAIGN LOOKUP 4/8/2005 10:30:53 AM, kcastano

CAMPAIGN CHECK 04/08/2005 10:30:53 AM kcastano

The following Campaign information was found

00-009; L38; 1999-01 ODYSSEY EGR PORT CLOG; ;  
02-062; L72; 1999-01 TRANS WARRANTY EXT; ;

\*\*\* CASE VSC LOOKUP 4/8/2005 10:30:54 AM, kcastano

VSC-CUC CHECK 04/08/2005 10:30:54 AM kcastano

No data found for VIN.

\*\*\* NOTES 4/8/2005 10:32:31 AM, kcastano, Action Type : Call from Customer

The customer states his mechanic is attempting to repair his vehicle. The customer states for no reason a front spring fell off the vehicle and they have attempted to order the spring from Yeakers Honda for the past two weeks. The customer states he has been driving the vehicle locally. The customer state the bottom ring of the coil spring is broke and it fell out. The customer states the dealership does not have an idea as to when the part will be available. \*\*\*The customer states he was advised that this is not a common repair but would like to know why no parts are available and when it will be available.\*\* I apologized to the customer for his concerns and advised that I forward his concerns to a RCM who will look into the status of the part. The customer thanked, call ended.

\*\*\* CASE MODIFY 4/8/2005 10:32:53 AM, kcastano

into WIP K's Dispatch and Status of Solving.

\*\*\* CASE MODIFY 4/8/2005 10:33:24 AM, kcastano

into WIP K's Dispatch and Status of Solving.

\*\*\* CASE MODIFY 4/8/2005 10:33:25 AM, kcastano

into WIP K's Dispatch and Status of Solving.

\*\*\* CASE MODIFY 4/8/2005 10:33:25 AM, kcastano

into WIP K's Dispatch and Status of Solving.

\*\*\* CASE DISPATCH 4/8/2005 10:33:32 AM, kcastano

from WIP K's Dispatch to Queue Honda Team C.

\*\*\* CASE ACCEPT 4/8/2005 1:12:07 PM, hstephen

from Queue Honda Team C to WIP default.

\*\*\* CASE MODIFY 4/11/2005 6:12:53 AM, hstephen

Case History

Case ID : N012005-04-0800545

Case Title : 5E 6688 - [REDACTED] - PART ETA/SPRING

into WIP default and Status of Solving.

\*\*\* SUBCASE N012005-04-0800545-1 CREATE 4/11/2005 6:16:13 AM, hstephen  
Created in WIP Default with Due Date 4/11/2005 6:16:13 AM.

\*\*\* COMMIT 4/11/2005 6:18:05 AM, hstephen, Action Type : N/A

Made to MICHAEL NISS due 04/13/2005 06:20:44 AM.

DCS Follow-up

\*\*\* NOTES 4/11/2005 6:23:38 AM, hstephen, Action Type : Dealer Communication

ATTN: PARTS MANAGER                      RESOLUTION DUE DATE : 4/13/2005

Hello:

Customer claims his mechanic ordered a front spring from your dealership and he was told there is no ETA for the part.

When was the part ordered? Is the part on backorder? If so, have you issued a CBO? Is there another dealership in the area that has the part available?

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.

Nikki Stephens

Automobile Customer Service

(800) 999-1009 ext. 118183

\*\*\* NOTES 4/11/2005 6:26:48 AM, hstephen, Action Type : Call to Customer

I left a message for customer requesting a call back with the part number and order date.

\*\*\* COMMIT 4/11/2005 6:27:30 AM, hstephen, Action Type : N/A

Made to [REDACTED] due 04/14/2005 12:00:00 AM.

Is part on backorder?

\*\*\* NOTES 4/11/2005 8:18:50 AM, hstephen, Action Type : Call from Customer

PM (parts manager), Paul, advised me a strut was ordered on 3/21/2005 and he advised the independent the part was on back order. PM advised me the independent told him he was in no hurry because customer was still driving the vehicle. PM advised me he changed the order status to CBO this morning and there are no local dealerships that have the part available. PM advised me there are 2 dealerships in Rochester and 1 in Yorkville that show they have the part available. PM advised me there is no ETA for the part listed and the part number is 51401-sox-305.

I thanked PM for his assistance and advised him I will contact CBO to learn when the part will be available.

\*\*\* CASE FULFILL 4/11/2005 8:26:07 AM, hstephen

Fulfilled for MICHAEL NISS due 04/13/2005 06:20:44 AM.

\*\*\* NOTES 4/19/2005 9:03:53 AM, hstephen, Action Type : Call to Customer

I advised customer the part is on CBO but, there are a few dealerships that have the part available. I advised customer his mechanic can call the dealership to ask if the part can be shipped from one of the other dealerships that have it available. I advised customer there will be a shipping fee. I advised customer his mechanic can also ask the dealership which Honda dealerships have the part available and call those dealerships directly.

Customer thanked me for calling him back. Customer stated he was disappointed about the part not being available after 2 weeks and he did not understand why

Case History

Case ID : N012005-04-0800545

Case Title : SE 6688 - [REDACTED] PART ETA/SPRING

such an important part would not be available.

i apologized to customer for the frustration this issue has caused. I advised customer there is not a high demand for this part, therefore, the dealerships to not keep a large amount of them on hand. I advised customer the dealership completed a search for the part and there are some dealerships that have it on hand. i advised customer the part manager advised me the other dealerships are not within driving distance.

Customer understood and thanked me for assisting him. Customer declined further assistance.

\*\*\* SUBCASE N012005-04-0800545-1 CLOSE 4/19/2005 9:04:20 AM, hstephen

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 4/19/2005 9:04:20 AM, hstephen

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

**Case Details**

Case ID : N012004-03-1800574      Division : Honda - Auto      Condition : Closed      Open Date : 3/18/2004 11:17:58 AM  
 Case Originator : Leorescia Leverett (Team CA)      Sub Division : Customer Relations      Status : Closed      Close Date : 3/18/2004 11:20:18 AM  
 Case Owner : Leorescia Leverett (Team CA)      Method : Phone      Queue :      Days Open : 0  
 Last Closed By : Leorescia Leverett (Team CA)      Point of Origin : Customer      Wipbin :  
 Case Title : SHUMATE, JOHN - PRODUCT INFORMATION/Front STRUT      No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 2HKRL18581H [REDACTED]  
 Model / Year : ODYSSEY / 2001  
 Model ID / Product Line : RL1851EW / A  
 Miles / Hours : 57,000  
 In Service Date : 03/13/2001  
 Months In Use : 36  
 Engine Number : J35A13065642  
 Originating Dealer No. / Name : 207045 / ALLAN NOTT HONDA  
 Selling Dealer No. / Name : 207045 / ALLAN NOTT HONDA  
 Trim : LX  
 No. Of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : BE  
 Roadside Service Coverage :  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 Extended Warranty Contract No. :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :  
 Terms : Miles / Months

**Current Dealer Info :**

Current Dealer No. / Name : 207045 / ALLAN NOTT HONDA  
 Phone No. : 419-331-0381  
 Address : 3500 ELIDA ROAD  
 City / State / Zip : LIMA, OH 45807  
 Svc District / Sls District : 04B / P04  
 Warranty Labor Rate / Date : \$57.00 /  
 Agent Name :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Review

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012004-03-1800574-1 / [REDACTED]	Subcase Close	Product	Operation	414	Front Damper

**AMERICAN HONDA****CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

Spool Report

Run Date : 02/08/2006

Issue Details

Issue ID : N012004-03-1800574-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Leccrescia Leverett	Type 1 : Product	Status : Subcase Close	Open Date : 3/18/2004 11:19:32 AM
Issue Owner : Leccrescia Leverett	Type 2 : Operation	Queue :	Close Date : 3/18/2004 11:20:17 AM
Issue Title : JOHN SHUMATE - PRODUCT INFORMATION - OPERATION			

**Coding Info :**

Labor Code / Desc : 414 / Front Damper  
Condition Code Desc : Other 414X  
Campaign Code / Desc : /  
Temperament Code :  
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 : N012004-03-1800574

Case Title : [REDACTED] PRODUCT INFORMATION//FRONT STRUT

\*\*\* CASE CREATE 3/18/2004 11:17:58 AM, lleveret

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

\*\*\* NOTES 3/18/2004 11:17:58 AM, lleveret, Action Type :

The customer is having trouble with the right front strut spring broke on the car. The customer Alan Nott Honda and they have told the customer they cannot get the spring sooner than the first week of April. The customer wants to know if AHM will assist him in repairing this item. I advised the customer he is out of the warranty therefore the repair is his responsibility. No further assistance needed I am closing the case.

\*\*\* CASE CAMPAIGN LOOKUP 3/18/2004 11:18:08 AM, lleveret

CAMPAIGN CHECK 03/18/2004 11:18:08 AM lleveret

The following Campaign information was found

00-009; L38; 1999-01 ODYSSEY EGR PORT CLOG; 2003-05-02; FX

02-062; L72; 1999-01 TRANS WARRANTY EXT; ;

\*\*\* SUBCASE N012004-03-1800574-1 CREATE 3/18/2004 11:19:32 AM, lleveret

Created in WIP Default with Due Date 3/18/2004 11:19:32 AM.

\*\*\* SUBCASE N012004-03-1800574-1 CLOSE 3/18/2004 11:20:17 AM, lleveret

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 3/18/2004 11:20:18 AM, lleveret

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

**Case Details**

Case ID : N012005-05-1101596	Division : Honda - Auto	Condition : Closed	Open Date : 5/11/2005 3:58:43 PM
Case Originator : Rene Gibson (Team HI)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/13/2005 2:00:16 PM
Case Owner : David Kitchen (Team HB)	Method : Phone	Quava :	Days Open : 2
Last Closed By : David Kitchen (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : 9C ((AUTOMASTER))-OLER, JOSEPH - FRONT SPRINGS.		No. of Attachments : 0	

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 2HKRL18551H [REDACTED]  
 Model / Year : ODYSSEY / 2001  
 Model ID / Product Line : RL1851EW / A  
 Miles / Hours : 45,000  
 In Service Data : 03/15/2001  
 Months In Use : 50  
 Engine Number : J35A13073258  
 Originating Dealer No. / Name : 206812 / THE AUTOMASTER HONDA  
 Selling Dealer No. / Name : 206812 / THE AUTOMASTER HONDA  
 Trim : LX  
 No. Of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : GN  
 Roadside Service Coverage :  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 Extended Warranty Contract No. :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :  
 Terms : Miles / Months

**Current Dealer Info :**

Current Dealer No. / Name : 206812 / THE AUTOMASTER HONDA  
 Phone No. : 802-985-8482  
 Address : ROUTE 7  
 City / State / Zip : SHELBURNE, VT 05482  
 Svc District / Sls District : 09C / D09  
 Warranty Labor Rate / Date : \$70.00 /  
 Agent Name :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Review

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-05-1101596 [REDACTED] PRODUCT	Subcase Close	Product	Operation	414	Front Damper

Issue Details

Issue ID : N012005-05-1101596-1	Disposition: Complaint	Condition : Closed	Wipbln :
Issue Originator : David Kitchen	Type 1 : Product	Status : Subcase Close	Open Date : 5/12/2005 3:36:14 PM
Issue Owner : David Kitchen	Type 2 : Operation	Queue :	Close Date : 5/13/2005 2:00:12 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc :414 / Front Damper  
 Condition Code Desc : Noise 4143  
 Campaign Code / Desc : /  
 Temperament Code : Medium  
 Resolutions : Assist - Dealer 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 Reason

Case History

Case ID : N012005-05-1101596

Case Title : 9C ((AUTOMASTER)) - [REDACTED] FRONT SPRINGS.

\*\*\* CASE CREATE 5/11/2005 3:58:43 PM, cgibson

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

\*\*\* CASE CAMPAIGN LOOKUP 5/11/2005 4:02:57 PM, cgibson

CAMPAIGN CHECK 05/11/2005 04:02:57 PM cgibson

The following Campaign information was found  
00-009; L38; 1999-01 ODYSSEY EGR PORT CLOG; ;  
02-062; L72; 1999-01 TRANS WARRANTY EXT; ;

\*\*\* CASE VSC LOOKUP 5/11/2005 4:02:58 PM, cgibson

VSC-CUC CHECK 05/11/2005 04:02:58 PM cgibson

No data found for VIN.

\*\*\* CASE MODIFY 5/11/2005 4:08:33 PM, cgibson

into WIP default and Status of Solving.

\*\*\* NOTES 5/11/2005 4:23:57 PM, cgibson, Action Type : Call from Customer

The calling is stating that the two front springs on her vehicle are broken. The customer said that she was backing out of a parking spot and heard a loud snapping and the vehicle started to make a grinding noise. The customer called Auto Master Honda and was told that they did not have an appointment open for her until 05/18/05. The customer took her vehicle to an independent shop and was told that the two front springs were cracked and the one of them was completely broken on two and the customer has the part. Customer called into Auto Master to speak to service department and was told by service advisor (customer was not able to remember name of service person) that the springs were on national back order. The customer has not had her vehicle inspected at a Honda dealership. I advised the customer that she would need to have vehicle inspected at a Honda dealership for correct diagnoses. The customer stated that she will have to wait till the appointment on 05/18/05, but the customer would like the part to be in at that time.

Customer vehicle is down at her home.

Customer would like AHM to assist her in getting the springs for her vehicle.

Customer would like to know why both springs broke at times.

I advised the customer that I would be forwarding her case to a case manager for further review. I supplied the customer with a case number and call ended.

\*\*\* CASE MODIFY 5/11/2005 4:24:07 PM, cgibson

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 5/11/2005 4:24:11 PM, cgibson

from WIP default to Queue Honda Team B.

\*\*\* CASE ACCEPT 5/12/2005 12:49:23 PM, dkitchen

from Queue Honda Team B to WIP default.

\*\*\* SUBCASE N012005-05-1101596-1 CREATE 5/12/2005 3:36:14 PM, dkitchen

Created in WIP Default with Due Date 5/12/2005 3:36:14 PM.

\*\*\* CASE MODIFY 5/12/2005 3:36:23 PM, dkitchen

into WIP default and Status of Solving.

\*\*\* COMMIT 5/13/2005 5:45:57 AM, dkitchen, Action Type :

Made to JOSEPH OLER due 05/16/2005 05:46:02 AM.

Case History

Case ID : N012005-05-1101596

Case Title : 9C ((AUTOMASTER))- [REDACTED] FRONT SPRINGS.

## DCS Follow-Up

\*\*\* NOTES 5/13/2005 5:48:43 AM, dkitchen, Action Type : Dealer Communication

ATTN: SCOTT, SERVICE MANAGER

RESOLUTION DUE DATE : 5/16/2005

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

The calling is stating that the two front springs on her vehicle are broken and Auto Master Honda was told customer that they did not have an appointment open for her until 05/18/05. The customer was told the springs were on national back order .

IS THERE A DIAGNOSIS ON THIS VEHICLE? AT 45K SPRINGS SHOULD BREAK. PLEASE PROVIDE INFORMATION ON THIS ONE. THANKS.

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

David Kitchen  
Automobile Customer Service  
1-800-999-1009 X118124

\*\*\* CASE MODIFY 5/13/2005 5:48:49 AM, dkitchen  
into WIP default and Status of Solving.\*\*\* NOTES 5/13/2005 1:56:44 PM, dkitchen, Action Type : Call to Customer  
LM for customer\*\*\* NOTES 5/13/2005 1:58:36 PM, dkitchen, Action Type : Call to Customer  
Customer said the dealership already fixed the vehicle.\*\*\* NOTES 5/13/2005 1:59:53 PM, dkitchen, Action Type : Dealer Communication  
ATTN: SCOTT, SERVICE MANAGER

Talked with customer. Thank you for helping customer out.

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

Thank you for your attention to this matter.

David Kitchen  
Automobile Customer Service

\*\*\* SUBCASE N012005-05-1101596-1 CLOSE 5/13/2005 2:00:12 PM, dkitchen  
Status = Solving, Resolution Code = Instruction Given\*\*\* CASE MODIFY 5/13/2005 2:00:14 PM, dkitchen  
into WIP default and Status of Solving.\*\*\* CASE CLOSE 5/13/2005 2:00:16 PM, dkitchen  
Status = Closed, Resolution Code = Instruction Given, State = Open

**Case Details**

Case ID : N012005-03-2200017	Division : Honda - Auto	Condition : Closed	Open Date : 3/22/2005 6:16:50 AM
Case Originator : Kara Castanon (Team HC)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/21/2005 7:19:09 AM
Case Owner : Doug Hornstein (Team AA)	Method : Phone	Queue :	Days Open : 30
Last Closed By : Doug Hornstein (Team AA)	Point of Origin : Customer	Wipbln :	
Case Title : 9F (BARRY'S) - ROACH, THOMAS - ASSISTANCE REQUEST/SPRING	No. of Attachments : 0		

**Site / Contact Info :**

Site Name : [REDACTED]  
 Dealer No. : [REDACTED]  
 Site Phone No. : [REDACTED]  
 Contact Name : [REDACTED]  
 Day Phone No. : [REDACTED]  
 Evening Phone No. : [REDACTED]  
 Cell / Pager No. : [REDACTED]  
 Fax No. : ( ) - [REDACTED]  
 Address : [REDACTED]  
 City / State / Zip : WEST WAREHAM, MA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 2HKRL18551H [REDACTED]  
 Model / Year : ODYSSEY / 2001  
 Model ID / Product Line : RL1851EW / A  
 Miles / Hours : 53,000  
 In Service Date : 04/11/2001  
 Months In Use : 47  
 Engine Number : J35A13083384  
 Originating Dealer No. / Name : 208131 / BARRY'S DARTMOUTH HONDA  
 Selling Dealer No. / Name : 208131 / BARRY'S DARTMOUTH HONDA  
 Trim : LX  
 No. Of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : GB  
 Roadside Service Coverage :  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 Extended Warranty Contract No. :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :  
 Terms : Miles / Months

**Current Dealer Info :**

Current Dealer No. / Name : 208131 / BARRY'S DARTMOUTH HONDA  
 Phone No. : 508-996-6800  
 Address : 26 STATE ROAD  
 City / State / Zip : DARTMOUTH, MA 02747  
 Svc District / Sls District : 09F / C09  
 Warranty Labor Rate / Date : \$83.75 /  
 Agent Name :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Review

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-03-2200017-1 / [REDACTED] - PARTS	Subcase Close	Parts - AHM	Backord-Unit Not Dwn	414	Front Damper

**Issue Details**

Issue ID : N012005-03-2200017-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Doug Hornstein	Type 1 : Parts - AHM	Status : Subcase Close	Open Date : 3/22/2005 2:41:59 PM
Issue Owner : Doug Hornstein	Type 2 : Backord-Unit Not Dwn	Queue :	Close Date : 4/21/2005 7:19:09 AM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> PARTS - AHM - BACKORD-UNIT NOT DWN			

**Coding Info :**

Labor Code / Desc : 414 / Front Damper  
 Condition Code Desc Other 414X  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 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 Reason
51401-80X-305	SPRING FRONT	Not Applicable

## Case History

Case ID : N012005-03-2200017

Case Title : 9F (BARRY'S) [REDACTED] ASSISTANCE REQUEST/SPRING

\*\*\* CASE CREATE 3/22/2005 6:16:50 AM, kcastano

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 3/22/2005 6:18:35 AM, kcastano

WARRANTY CHECK 03/22/2005 06:18:35 AM kcastano

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 3/22/2005 6:18:40 AM, kcastano

CLAIM CHECK 03/22/2005 06:18:40 AM kcastano

The following Claim History information was found

0; 2002-03-27; 208131; 694191; 510; 745561 ; SLIDE DOOR COMPONENT (ANY) - TEST OR INPUT TEST.

\*\*\* CASE CAMPAIGN LOOKUP 3/22/2005 6:18:42 AM, kcastano

CAMPAIGN CHECK 03/22/2005 06:18:42 AM kcastano

The following Campaign information was found

00-009; L38; 1999-01 ODYSSEY EGR PORT CLOG; ;

02-062; L72; 1999-01 TRANS WARRANTY EXT; ;

\*\*\* CASE VSC LOOKUP 3/22/2005 6:18:44 AM, kcastano

VSC-CUC CHECK 03/22/2005 06:18:44 AM kcastano

No data found for VIN.

\*\*\* NOTES 3/22/2005 6:24:32 AM, kcastano, Action Type : Call from Customer

The customer states a couple weeks ago he heard a something bouncing around. The customer states he took the vehicle to the dealership and they advised that the front spring snapped and was hanging off the front suspension. The customer states there was no accident and no damage to the vehicle. The customer states that this has to be a defective part.

I apologized and advised the customer that the manufacture warranty covers defects in material and workmanship for 3/36. The customer understood.

\*\*The customer would like assistance with the repairs\*\*

Estimate cost of repair \$425.00 approx. Contact: Rick/service

The customer states he normally services the vehicle at HARRY'S DARTMOUTH HONDA. The customer states this is his first Honda. I advised the customer that assistance on out of warranty repairs would need to be reviewed by a RCM and advised that all decisions are made on a case by case basis. I advised the customer that the RCM will follow-up with him and the dealership.

\*\*\* CASE MODIFY 3/22/2005 6:24:41 AM, kcastano

into WIP K's Dispatch and Status of Solving.

\*\*\* CASE MODIFY 3/22/2005 6:26:27 AM, kcastano

into WIP K's Dispatch and Status of Solving.

\*\*\* CASE MODIFY 3/22/2005 6:26:27 AM, kcastano

into WIP K's Dispatch and Status of Solving.

\*\*\* CASE DISPATCH 3/22/2005 6:26:40 AM, kcastano

from WIP K's Dispatch to Queue Honda Team B.

\*\*\* CASE ACCEPT 3/22/2005 10:00:39 AM, dhornste

from Queue Honda Team B to WIP default.

\*\*\* CASE MODIFY 3/22/2005 2:40:12 PM, dhornste



## Case History

Case ID : N012005-03-2200017

Case Title : 9F [REDACTED] ASSISTANCE REQUEST/SPRING

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 3/22/2005 2:41:35 PM, dhornste

into WIP default and Status of Solving.

\*\*\* SUBCASE N012005-03-2200017-1 CRBATE 3/22/2005 2:41:59 PM, dhornste

Created in WIP Default with Due Date 3/22/2005 2:41:59 PM.

\*\*\* COMMIT 3/22/2005 2:42:43 PM, dhornste, Action Type : N/A

Made to [REDACTED] due 03/24/2005 02:42:43 PM.

DCS Follow-Up

\*\*\* NOTES 3/22/2005 2:43:27 PM, dhornste, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 3/24/2005

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

Front spring concern. Customer is requesting assistance with repair.

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 contact me regarding concern.

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.

Doug Hornstein

Automobile Customer Service

800-999-1009 ext. 118040

\*\*\* CASE FULFILL 3/22/2005 2:43:41 PM, dhornste

Fulfilled for [REDACTED] due 03/24/2005 02:42:45 PM.

\*\*\* COMMIT 3/22/2005 2:43:47 PM, dhornste, Action Type : N/A

(2) call customer

\*\*\* NOTES 3/24/2005 9:48:33 AM, dhornste, Action Type : Call to Dealer

Left message for customer. Advised that AHM is following up on concern. Will be back in touch with response.

\*\*\* CASE FULFILL 3/24/2005 9:48:38 AM, dhornste

Fulfilled for [REDACTED] due 03/24/2005 12:00:00 AM.

\*\*\* COMMIT 3/24/2005 9:48:41 AM, dhornste, Action Type : N/A

reconfirm goodwill

\*\*\* CASE MODIFY COMMITMENT 3/24/2005 3:39:20 PM, dhornste

with [REDACTED] due 03/29/2005 12:00:00 AM.

\*\*\* NOTES 3/28/2005 6:57:35 AM, dhornste, Action Type : Call from Customer

Customer called for update. Advised him that AHM is still in process of following up.

## Case History

Case ID : N012005-03-2200017

Case Title : 9F [REDACTED] ASSISTANCE REQUEST/SPRING

\*\*\* CASE MODIFY COMMITMENT 3/28/2005 2:40:26 PM, dhornste  
with [REDACTED] due 03/30/2005 12:00:00 AM.

\*\*\* CASE CLAIMS LOOKUP 3/30/2005 6:53:32 AM, dhornste

CLAIM CHECK 03/30/2005 06:53:32 AM dhornste

The following Claim History information was found

0; 2002-03-27; 208131; 694191; 510; 745561 ; SLIDE DOOR COMPONENT (ANY) - TEST OR INPUT TEST.

\*\*\* CASE CAMPAIGN LOOKUP 3/30/2005 7:00:13 AM, dhornste

CAMPAIGN CHECK 03/30/2005 07:00:13 AM dhornste

The following Campaign information was found

00-009; L38; 1999-01 ODYSSEY EGR PORT CLOG; ;

02-062; L72; 1999-01 TRANS WARRANTY EXT; ;

\*\*\* CASE CLAIMS LOOKUP 3/30/2005 7:00:16 AM, dhornste

CLAIM CHECK 03/30/2005 07:00:16 AM dhornste

The following Claim History information was found

0; 2002-03-27; 208131; 694191; 510; 745561 ; SLIDE DOOR COMPONENT (ANY) - TEST OR INPUT TEST.

\*\*\* NOTES 3/30/2005 7:06:07 AM, dhornste, Action Type : Call to Dealer

Scott, am, said that spring did not break due to outside impact. The concern is due to failure of part. Gave Scott authorization for 100 percent assistance due to no prior history of goodwill. Scott said he will call customer today. Advised Scott that goodwill will probably be reconfirmed with customer by AHM toward the end of the day.

\*\*\* CASE MODIFY COMMITMENT 3/30/2005 7:06:20 AM, dhornste

with [REDACTED] due 03/31/2005 12:00:00 AM.

\*\*\* NOTES 3/30/2005 1:40:54 PM, dhornste, Action Type : Call to Customer

Customer is pleased with response. He said he has heard the part is on backorder. He's been waiting on part for a week and a half. Advised Mr. Rouch that AHM will follow up with dealer to see what can be done to get part in on a more timely basis.

\*\*\* CASE FULFILL 3/30/2005 1:41:00 PM, dhornste

Fulfilled for [REDACTED] due 03/31/2005 12:00:00 AM.

\*\*\* COMMIT 3/30/2005 1:41:04 PM, dhornste, Action Type : N/A

call dealer re: cbo

\*\*\* CASE MODIFY COMMITMENT 3/31/2005 2:38:45 PM, dhornste

with [REDACTED] due 04/04/2005 12:00:00 AM.

\*\*\* CASE MODIFY 4/4/2005 6:17:54 AM, dhornste

into WIP District 9f and Status of Solving.

\*\*\* NOTES 4/4/2005 6:18:13 AM, dhornste, Action Type : Call to Dealer

Scott in Parts said he will upgrade part to CBO.

\*\*\* CASE FULFILL 4/4/2005 6:18:19 AM, dhornste

Fulfilled for [REDACTED] due 04/04/2005 12:00:00 AM.

\*\*\* COMMIT 4/4/2005 6:18:22 AM, dhornste, Action Type : N/A

see if part is on CBO

## Case History

Case ID : N012005-03-2200017

Case Title : 9F [REDACTED] ASSISTANCE REQUEST/SPRING

\*\*\* NOTES 4/6/2005 6:11:28 AM, dhornste, Action Type : Note-General  
E-mailed KH. Asked if eta is firm.

PC1038-2 CBO INQUIRY 04/06/05

PROD TYP: A

H/C : 7770795 PART NO: 51401-80X-305 DESCR: SPRING FRONT

CNIL NO : 75358 VNDR CD: PCCC: CO TECH#: ASSN PC: 65

DLR NO : 208131 NAME : BARRY'S DARTMOUTH HONDA

ORD REF : UD060321 RQST QTY: 1 ACPT QTY: 1 SHIP QTY: 0

CUSTOMER: ROACH MDL YR/NAME: 00/ RSN: 01

ANALYST : SCOTT TORRES DEPT CD: 0 VIN#: 2HKRL18551H [REDACTED]

ACTION : P/C ALLOC RQST DATE: 04/04/05

STATUS : ACT CANC BY: INVC NO: PC MAINT : 04/04/05

PO NO : SHIP HC: 7770795 ACTN DATE: 04/04/05

SHIP NO : AHM ETA: RLSE DATE:

DLR PHONE: 508-996-6800 SHIP DATE:

COMMENTS: (P02) SUPPLIER TO SHIP 100 PIECES BY 4/16 (JRW 04.06.05)

\*\*\* CASE FULFILL 4/6/2005 6:19:52 AM, dhornste

Fulfilled for [REDACTED] due 04/06/2005 12:00:00 AM.

\*\*\* COMMIT 4/6/2005 6:19:54 AM, dhornste, Action Type : N/A

call customer

\*\*\* NOTES 4/6/2005 9:13:41 AM, dhornste, Action Type : Note-General

KH advised that the concern is we don't have the assy so dealers are going after the component parts, this being one - the supplier on the spring is supposed to ship the parts to the packager on 4/16, so unfortunately, unless there is a response from critical part search, dealer will not see until week of 4/18.

\*\*\* CASE MODIFY 4/11/2005 8:39:00 AM, dhornste

into WIP District 9f and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 4/11/2005 3:41:37 PM, dhornste

with [REDACTED] due 04/13/2005 12:00:00 AM.

\*\*\* CASE MODIFY COMMITMENT 4/12/2005 3:02:45 PM, dhornste

with [REDACTED] due 04/15/2005 12:00:00 AM.

\*\*\* NOTES 4/13/2005 8:40:18 AM, dhornste, Action Type : Call to Customer

Updated customer regarding part eta.

\*\*\* CASE FULFILL 4/13/2005 8:40:24 AM, dhornste

Fulfilled for [REDACTED] due 04/15/2005 12:00:00 AM.

\*\*\* COMMIT 4/13/2005 8:40:28 AM, dhornste, Action Type : N/A

e-mail kelly if not in

\*\*\* CASE RULE ACTION 4/19/2005 5:16:50 AM, sa

Action owner - 30 days of rule Case Closure fired

Case History

Case ID : N012005-03-2200017

Case Title : 9F [REDACTED] ASSISTANCE REQUEST/SPRING

\*\*\* NOTES 4/19/2005 7:31:20 AM, dhornste, Action Type : Call to Dealer  
Scott said part is not in as of yet.

\*\*\* CASE MODIFY COMMITMENT 4/19/2005 7:32:41 AM, dhornste  
with [REDACTED] due 04/21/2005 12:00:00 AM.

\*\*\* CASE MODIFY COMMITMENT 4/20/2005 3:30:35 PM, dhornste  
with [REDACTED] due 04/22/2005 12:00:00 AM.

\*\*\* NOTES 4/21/2005 7:16:48 AM, dhornste, Action Type : Call to Dealer  
Scott in Parts said part arrived, and it's been installed on vehicle.

\*\*\* NOTES 4/21/2005 7:18:28 AM, dhornste, Action Type : Call to Customer  
Left message for customer. Reconfirmed the previous. Asked customer to call if any further questions/concerns.

\*\*\* CASE MODIFY 4/21/2005 7:18:52 AM, dhornste  
into WIP District 9f and Status of Solving.

\*\*\* CASE MODIFY 4/21/2005 7:19:05 AM, dhornste  
into WIP District 9f and Status of Solving.

\*\*\* SUBCASE N012005-03-2200017-1 CLOSE 4/21/2005 7:19:09 AM, dhornste  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 4/21/2005 7:19:09 AM, dhornste  
Status = Closed, Resolution Code = Instruction Given, State = Open

**Case Details**

Case ID : N012005-01-1100412      Division : Honda - Auto      Condition : Closed      Open Date : 1/11/2005 8:18:49 AM  
 Case Originator : Liz Clogg (Team HA)      Sub Division : Customer Relations      Status : Closed      Close Date : 1/18/2005 6:21:34 AM  
 Case Owner : Liz Clogg (Team HA)      Method : Phone      Queue :      Days Open : 7  
 Last Closed By : Liz Clogg (Team HA)      Point of Origin : Customer      Wipbin :  
 Case Title : 09B/SNAVELY, DOUGLAS - STRUT COMPLAINT      No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner :  
 VIN Type / No. : US VIN / 2HKRL18521H  
 Model / Year : ODYSSEY / 2001  
 Model ID / Product Line : RL1851EW / A  
 Miles / Hours : 51,553  
 In Service Date : 05/25/2001  
 Months In Use : 44  
 Engine Number : J35A13101175  
 Originating Dealer No. / Name : 207422 / HONDA CITY  
 Selling Dealer No. / Name : 207422 / HONDA CITY  
 Trim : LX  
 No. Of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : BE  
 Roadside Service Coverage :  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 Extended Warranty Contract No. :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :  
 Terms : Miles / Months

**Current Dealer Info :**

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

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Review

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-01-1100412-1	Subcase Close	Product	Operation	414120	FRONT DAMPER, BOTH

**Issue Details**

Issue ID : N012005-01-1100412-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Liz Clogg	Type 1 : Product	Status : Subcase Close	Open Date : 1/12/2005 6:11:28 AM
Issue Owner : Liz Clogg	Type 2 : Operation	Queue :	Close Date : 1/18/2005 6:21:32 AM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> PRODUCT COMPLAINT - OPERATION			

**Coding Info :**

Labor Code / Desc : 414120 / FRONT DAMPER, BOTH - REPLACE. INCLUDES:  
 Condition Code Desc : Worn/Leaking 4142  
 Campaign Code / Desc : /  
 Temperament Code :  
 Resolutions : Assist - AHM Partial, CR Generated Gdwill  
 Component Category : 03 - Service Brakes Sys  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Bound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :	Resolution Title :
Solution Title :	

**Parts Info :**

Part No.	Part Description	BO Reason
51605-S0X-305	DAMPER UNIT R FR	Retail

**Check Req Info :**

Check Requisition No. : 464	Payee Name : MELISSA SNAVELY
Primary Amount : \$503.92	Address : 4867 WESTFIELD DR
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : MANLIUS, NY 13104
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$503.92	Contention Code : 05203
Approved By : dbertram	Defect Code : 03214
Approval Date : 1/13/2005	Category : Regular
Status : PROCESSED	Failed Part # : 51605-S0X-305
Check No. : 1463110	
Check Date : 1/14/2005	

Spool Report

Run Date : 02/08/2006

Case History

Case ID : N012005-01-1100412

Case Title : 09B/S [REDACTED] STRUT COMPLAINT

\*\*\* CASE CREATE 1/11/2005 8:18:49 AM, eclogg

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

\*\*\* CASE CLAIMS LOOKUP 1/11/2005 8:18:56 AM, eclogg

CLAIM CHECK 01/11/2005 08:18:56 AM eclogg

The following Claim History information was found

0; 2002-12-09; 207422; 679283; 510; 818118 ; REAR DOOR CENTER ROLLER (LEFT) - REPLACE.

\*\*\* SUBCASE N012005-01-1100412-1 CREATE 1/12/2005 6:11:28 AM, eclogg

Created in WIP Default with Due Date 1/12/2005 6:11:28 AM.

\*\*\* CASE MODIFY 1/12/2005 6:11:41 AM, eclogg

into WIP default and Status of Solving.

\*\*\* NOTES 1/12/2005 6:15:38 AM, eclogg, Action Type : Call from Dealer

Service manager, Mark from Honda City, dealer# 207422 contacted me about this customer. The dealer advised that this customer is a good servicing customer with him and brought an issue to his attention. While the customer was on vacation in VA, there was a passenger front and that the coil spring had come off at a gas station. The dealer advised that she brought the vehicle to Fairfax Honda and the dealer replaced the spring as well as the two front struts. The dealer advised that he felt that the customer should not have had this work performed this early in the life of the vehicle and advised that the DPSM, Don Andrews informed the dealer to ask ACS for assistance. I advised the dealer that as a onetime goodwill gesture, AHM will cover the parts and half of the labor for the repairs. I advised the dealer that ACS will reimburse the customer \$503.92 and verified her contact information. I advised the dealer to inform the customer to expect a check in 2-3 weeks.

\*\*\* COMMIT 1/12/2005 6:15:44 AM, eclogg, Action Type : N/A

Made to [REDACTED] due 01/13/2005 12:00:00 AM.

check req

\*\*\* CASE FULFILL 1/13/2005 10:59:58 AM, eclogg

Fulfilled for [REDACTED] due 01/13/2005 12:00:00 AM.

\*\*\* NOTES 1/13/2005 11:00:28 AM, eclogg, Action Type : Call to Customer

I advised the dealer that the check is being forwarded on for process today.

\*\*\* SUBCASE N012005-01-1100412-1 DISPATCH 1/13/2005 11:01:04 AM, eclogg

from WIP Subcases to Queue Ck Req - Bertram.

\*\*\* SUBCASE N012005-01-1100412-1 1/13/2005 12:11:13 PM, dbertram, Action Type :

Check Requisition for 503.92 \$ submitted

Check Requisition for 503.92 \$ submitted by dbertram

\*\*\* SUBCASE N012005-01-1100412-1 RETURN 1/13/2005 12:11:19 PM, dbertram

from Queue Ck Req - Bertram to WIP Check Req.

\*\*\* SUBCASE N012005-01-1100412-1 COMMIT 1/17/2005 8:03:04 AM, eclogg, Action Type : External Commitment

Check processed for check\_req\_no = 464 on 2005-01-14-00.00.00.000000

\*\*\* NOTES 1/17/2005 10:35:21 AM, Awilli01, Action Type : Call to Customer

Spoke with Melissa Snavely, informed customer that check #1463110 in the amount of \$503.92 is to be mailed out on Monday January 17, 2005.

\*\*\* SUBCASE N012005-01-1100412-1 FULFILL 1/17/2005 3:07:33 PM, eclogg

Fulfilled for [REDACTED] due ??? ??:?.

**Case History****Case ID : N012005-01-1100412****Case Title : 09B/S [REDACTED] - STRUT COMPLAINT****\*\*\* SUBCASE N012005-01-1100412-1 CLOSE 1/18/2005 6:21:32 AM, eclogg****Status = Solving, Resolution Code = Instruction Given****\*\*\* CASE CLOSE 1/18/2005 6:21:34 AM, eclogg****Status = Closed, Resolution Code = Instruction Given, State = Open**



**Case Details**

Case ID : N012004-01-2300355      Division : Honda - Auto      Condition : Closed      Open Date : 1/23/2004 8:53:29 AM  
 Case Originator : Bryan Kumiyama (Team HB)      Sub Division : Customer Relations      Status : Closed      Close Date : 1/23/2004 8:58:10 AM  
 Case Owner : Bryan Kumiyama (Team HB)      Method : Phone      Queue :      Days Open : 0  
 Last Closed By : Bryan Kumiyama (Team HB)      Point of Origin : Customer      Wipbin :  
 Case Title : ROY, RONALD - DEALER OFFER CONCERN/ SUSPENSION      No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner :  
 VIN Type / No. : US VIN / 2HKRL18501E  
 Model / Year : ODYSSEY / 2001  
 Model ID / Product Line : RL1851EW / A  
 Miles / Hours : 40,000  
 In Service Date : 06/05/2001  
 Months In Use : 31  
 Engine Number : J35A13104420  
 Originating Dealer No. / Name : 207198 / BERLIN CITY'S HONDA  
 Selling Dealer No. / Name : 207198 / BERLIN CITY'S HONDA  
 Trim : LX  
 No. Of Doors : 5  
 Transmission Code : 4AT  
 Exterior Color : SI  
 Roadside Service Coverage :  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 Extended Warranty Contract No. :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :  
 Terms : Miles / Months

**Current Dealer Info :**

Current Dealer No. / Name : 207198 / BERLIN CITY'S HONDA  
 Phone No. : 603-752-6644  
 Address : 485 MAIN STREET  
 City / State / Zip : GORHAM, NH 03581  
 Svc District / Sis District : 09K / D09  
 Warranty Labor Rate / Date : \$50.00 /  
 Agent Name :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Review

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012004-01-2300355-1	Subcase Close	Product	Operation	414	Front Damper

Issue Details

Issue ID : N012004-01-2300355-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bryan Kumiyama	Type 1 : Product	Status : Subcase Close	Open Date : 1/23/2004 8:56:43 AM
Issue Owner : Bryan Kumiyama	Type 2 : Operation	Queue :	Close Date : 1/23/2004 8:57:54 AM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 414 / Front Damper  
 Condition Code Desc : Noise 4143  
 Campaign Code / Desc : /  
 Temperament Code :  
 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 : N012004-01-2300355

Case Title : [REDACTED] DEALER OFFER CONCERN/ SUSPENSION

\*\*\* CASE CREATE 1/23/2004 8:53:29 AM, bkumiyam  
Contact [REDACTED] Priority = N/A, Status = Solving.

\*\*\* NOTES 1/23/2004 8:53:30 AM, bkumiyam, Action Type :

The customer states that he is hearing a snapping noise while he was driving the first few weeks that he owned the vehicle. He thought that it was a bolt that snapped. He states that it only happened once and never happened again. So he took the vehicle to the dealer Berlin City Honda on June 12, 01' and was informed that they where not able to find anything wrong with the vehicle. Then in November he heard another noise that sound like a grinding noise. His son saw a coil that came lose and came out a cup shape part. It looked as if it was being held in the other parts. He called the dealer in December and spoke to a Randy but is no longer there and there was not note that was documented. He spoke to a Bob C. SA about this issue who informed him that he spoke to the DPSM and was advised that they would pay for the parts and he would have to pay for the labor. The customer feels that the snapping noise that he heard in June is the same relation to this part going out. I informed him that unless the dealer was able to diagnoses the problem at the time it would not be covered. I explained to him that he got two different noises in two different time periods. I advised him that it could be two different issues that occurred. I informed him that for all the dealer knows that noise may have been caused by something totally different then the coil. He feels strongly about this and wants to speak to the DPSM who made the decision. I informed him to contact the SM at the dealer to make arrangements.

\*\*\* CASE MODIFY 1/23/2004 8:54:26 AM, bkumiyam  
into WIP default and Status of Solving.

\*\*\* NOTES 1/23/2004 8:54:37 AM, bkumiyam, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer states that he is hearing a snapping noise while he was driving the first few weeks that he owned the vehicle. He thought that it was a bolt that snapped. He states that it only happened once and never happened again. So he took the vehicle to the dealer Berlin City Honda on June 12, 01' and was informed that they where not able to find anything wrong with the vehicle. Then in November he heard another noise that sound like a grinding noise. His son saw a coil that came lose and came out a cup shape part. It looked as if it was being held in the other parts. He called the dealer in December and spoke to a Randy but is no longer there and there was not note that was documented. He spoke to a Bob C. SA about this issue who informed him that he spoke to the DPSM and was advised that they would pay for the parts and he would have to pay for the labor. The customer feels that the snapping noise that he heard in June is the same relation to this part going out. I informed him that unless the dealer was able to diagnoses the problem at the time it would not be covered. I explained to him that he got two different noises in two different time periods. I advised him that it could be two different issues that occurred. I informed him that for all the dealer knows that noise may have been caused by something totally different then the coil. He feels strongly about this and wants to speak to the DPSM who made the decision. I informed him to contact the SM at the dealer to make arrangements.

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

Thank you for your attention to this matter.

Bryan Kumiyama

Automobile Customer Service

\*\*\* SUBCASE N012004-01-2300355-1 CREATE 1/23/2004 8:56:43 AM, bkumiyam  
Created in WIP Default with Due Date 1/23/2004 8:56:43 AM.

\*\*\* SUBCASE N012004-01-2300355-1 CLOSE 1/23/2004 8:57:54 AM, bkumiyam  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 1/23/2004 8:57:55 AM, bkumiyam  
into WIP default and Status of Solving.

**Case History**

Case ID : N012004-01-2300355

Case Title : XXXXXXXXXX DEALER OFFER CONCERN/ SUSPENSION

\*\*\* CASE MODIFY 1/23/2004 8:58:08 AM, bkumiyam  
into WIP default and Status of Solving.

\*\*\* CASE CLOSE 1/23/2004 8:58:10 AM, bkumiyam  
Status = Closed, Resolution Code = Instruction Given, State = Open

# Attachment Q4

## Dealer Report

# Tech Line Contact Report

T/L Ref #: **1177988** Created By: **PETERL** Date: **04/28/2003** Last Edited: **PAULI** # of Edits: **17**

Code: Original Complaint:  
4711 CLUNK WHEN TRN/PULL

Probable Cause; Solution:  
PHOTO: COIL SPRING BROKEN;FWD TO M/E FOR EVAL

Alt Codes:

Status: P HCM

KB Title/Subject: Mileage: 32847

Dealer #: 206785	VIN: 2HKRL18511H	Err:
Dir Cont: MATTHEW COWBURN TZ: 3	Year: 2001	Model: ODYSSEY
Serv. Ph: (315) 422-4168	Tran: 4AT	Trim/Grade: LX
Serv Mgr: CLARENCE	Doors: 5DR	WD: 2
	Fact: ALLISTON	Country: CAN
Dir Name: LAMACCHIA HONDA	Desc: ODYSSEY 5DR LX 8CYL 205.0HP 3.5L	
932-936 W. GENESEE ST.	Acc: POWER STEERING, ABS, SRS AIRBAG, USA	
SYRACUSE, NY 13204	Engine #:	Trans#:
Phone: 315-422-4188 Fax #: (315) 422-0139	Em Type:	
DPSM DON ANDREW Zone/Dist 09 / B	W.O.#:	Parts Req #:
Phone: - 18867		

## Tech Line Suggests

## Information from Dealer

04/28/03 08:36:23 ISIS:----->FRONT SPRING IS BROKEN STRUT TOP IS DAMAGED  
04/28/03 08:36:43 PETEL:----->  
WHERE IS SPRING BROKEN----->RIGHT IN CTR.  
A/M ACCESS----->NONE  
ACCIDENT DAMAGE----->NO  
ANY CORROSION----->YES, SERVICE RUST  
EVERYTHING STOCK----->YES  
COST EXPERIENCE----->COMPLAINT, IS PULLS TO LEFT AND HEARS CLUNK  
----->WHEN TURNING.  
STEEL WHEELS REPLACED BEFORE----->NO.  
I NEED PICTURES OF SUSPENSION AND SPRING.  
ONCE PICTURES ARE TAKEN DO NOT TOUCH THE  
CAR PLEASE HOLD ON UNTIL YOU HEAR FROM TECHLINE  
OR THE FACTORY.  
04/28/03 08:46:05 GARYS:EMAILED TO DON SHAW AT HCM  
04/28/03 10:20:58 JEUNT:----->NEED THE E-MAIL ADDRESS  
E-MAIL TO: techline@ama.honda.com  
04/28/03 10:44:29 GARYS: CALL TO HCM----->LEFT PHONEMAIL MESSAGE FOR DON TO CB  
04/28/03 12:09:35 DAVEN:----->RCVD E-MAIL/PHOTOS;ATTACHED 1 PHOTO;UPDATED  
PCS;FWD TO PL & M/E.  
04/28/03 12:50:51 GARYS:EMAILED PHOTO TO DS-->  
04/28/03 12:51:09 GARYS:REQUESTED TL TO GET MORE PHOTOS>  
04/28/03 12:53:33 GARYS:----->HCM: WE WANT PART BACK IMMEDIATELY.  
WE WILL HAVE IT SENT DIRECTLY TO YOU----->  
FEMDED TO RG,DS,MC----->  
PI, PLEASE HAVE DLR REMOVE AND SENT IT TO HCM TONIGHT FOR OVERNIGHT DELIVERY. THANKS  
04/28/03 12:56:42 GARYS: COPY TO MR ODAGIRI  
04/28/03 13:05:28 PAULI:----->WILL ARRANGE  
04/28/03 13:08:50 PETEL:----->(CB)  
WE NEED MORE PICTURES ON SUSPENSION. FRONT AND REAR.  
PLEASE POINT TO BROKEN AREA.  
04/28/03 13:28:06 PAULI:----->JEFF,B/M

## Tech Line Contact Report

T/L Ref #:	Created By:	Date	Last Edited	# of Edits:
1177988	PETERL	04/28/2003	PAULI	17

WE ARE UNABLE TO "DOWN" VEHICLE--I HAVE VERY LIMITED SPACE/LIFTS. HAVE OVERNIGHTED PARTS (SPRING & TOP MOUNT). WILL SEND WHEN AVAIL

FAKED REQUEST TO DLR TO SEND TO ME. OTHERWISE, IF GETS STUCK IN CUSTOMS, COULD DELAY DELIVERY LONGER. SAYS THEIR SHIPPER IS NOT FAMILAIR W/ INTERNATIONAL.

04/29/03 09:35:05 GARYS:----->HCM: WE CALLED THE DEALER AND GOT THE  
----->FOLLOWING INFO WHICH I WILL EMAIL YOU  
GO AHEAD AND EMAIL IT----->

HCM - Called Dealer 10:15am. Spoke with S/M Jeff Darrow ( Pictures Attached )

The following questions were asked.

- 1.) Was it the upper or lower spring? Upper top coil, approx 1 full coil down from top seat.
- 2.) Was there a silencer tube present? Unable to remember
- 3.) How long had the customer drove the vehicle in this condition ( noise / pulling left ) ? Customer drove the vehicle for 1 months time
- 4.) What does the other side look like? Fine no markings visible.
- 5.) Driving conditions? S/M states customer lives in a paved subdivision, customer is in their mid 40's
- 6.) Where there any accessories installed? None
- 7.) Previous warranty History? Pads, Rotors , Tires were changed at 30,000 miles.

Jeff Darrow S/M e-mailed HCM Pictures ( 9 ) 10:23 AM.

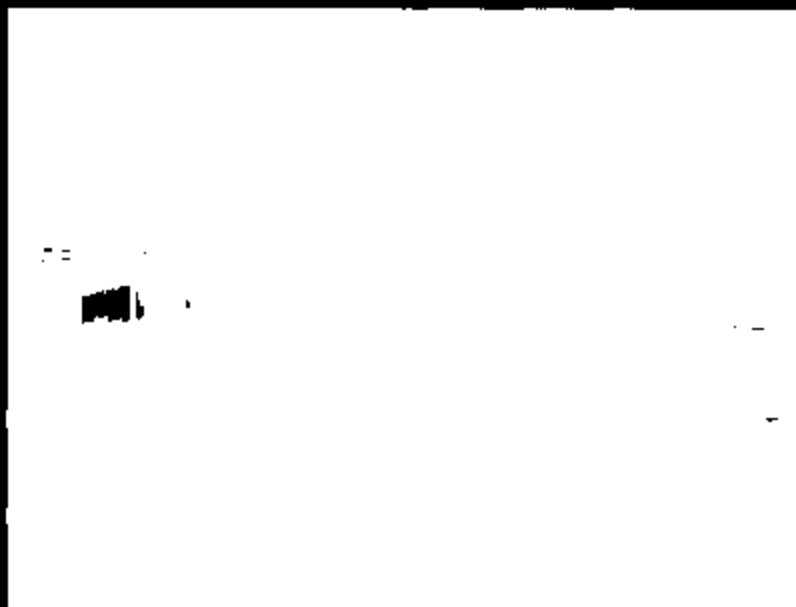
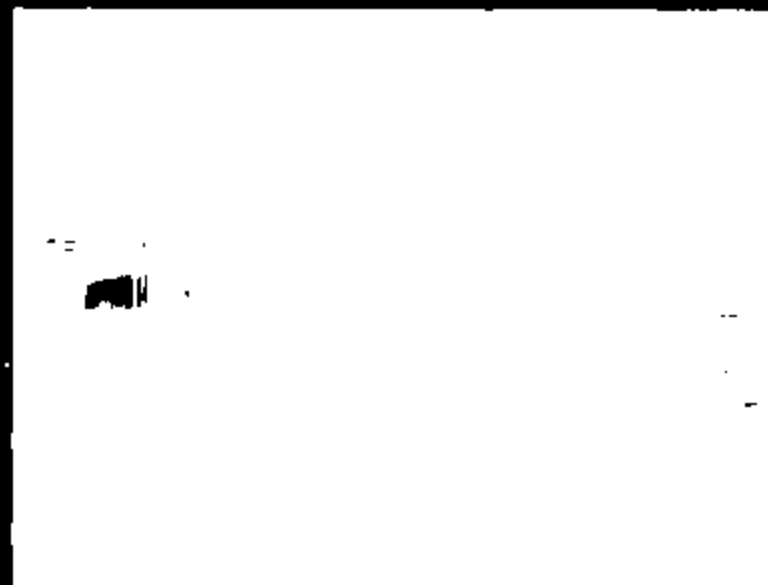
HCM has reviewed these pictures and asked for more pictures and detail. ( 11:01 AM )

- 1.) Front subframe Left side, right side, and far view.
- 2.) With the Front wheel removed a picture of the damper, as close as you can to the broken coil ( within focus ), and a picture that shows both the top and bottom seats of the damper in one shot,

HCM followed up with Jeff 12:34PM, and Jeff is taking pictures as requested by HCM and will e-mail to Don Shaw.

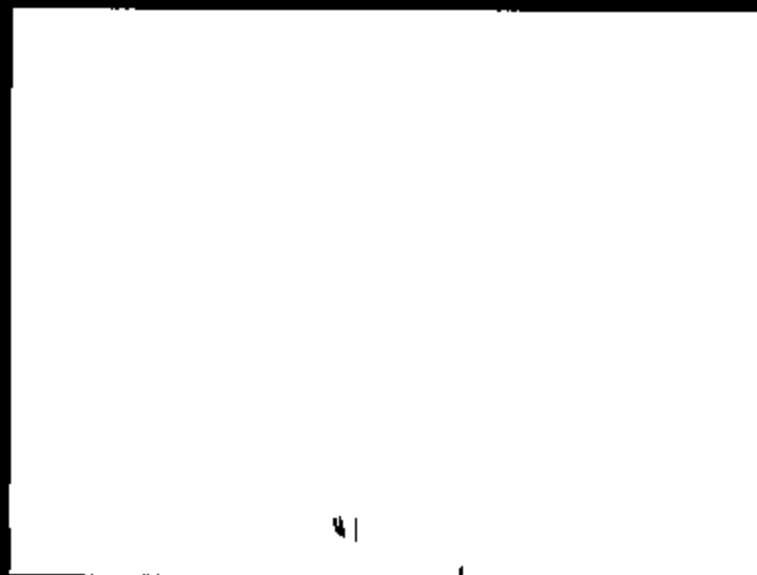
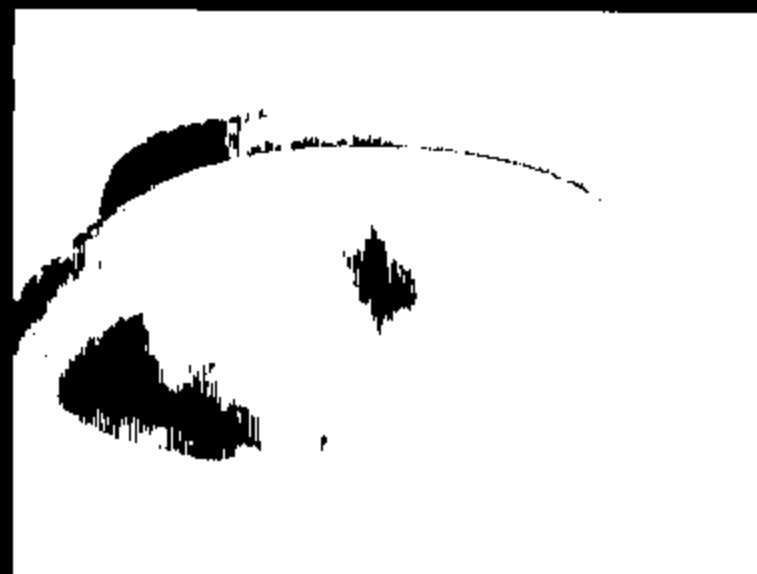
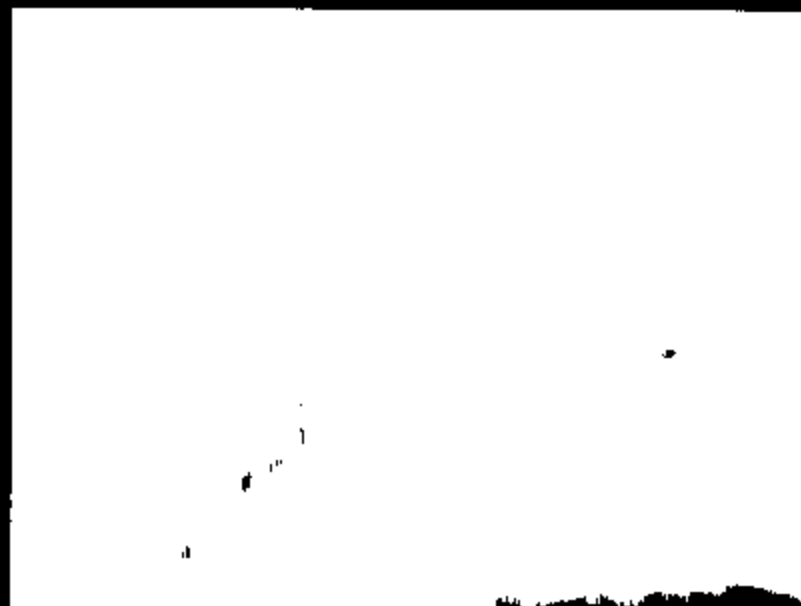
04/30/03 11:40:30 PAULI:----->FAKED SHIP REQUEST  
05/01/03 13:42:57 PAULI:----->SPRING RCVD BY TL--FRWD>GS  
05/05/03 10:50:35 PAULI:----->FRWD>HCM,DON SHAW (5/2/03)  
A/B #636073028521

TL#1177988

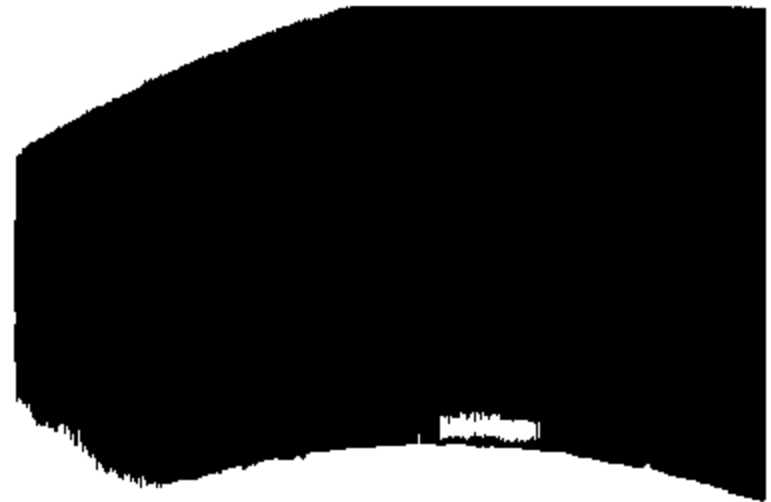
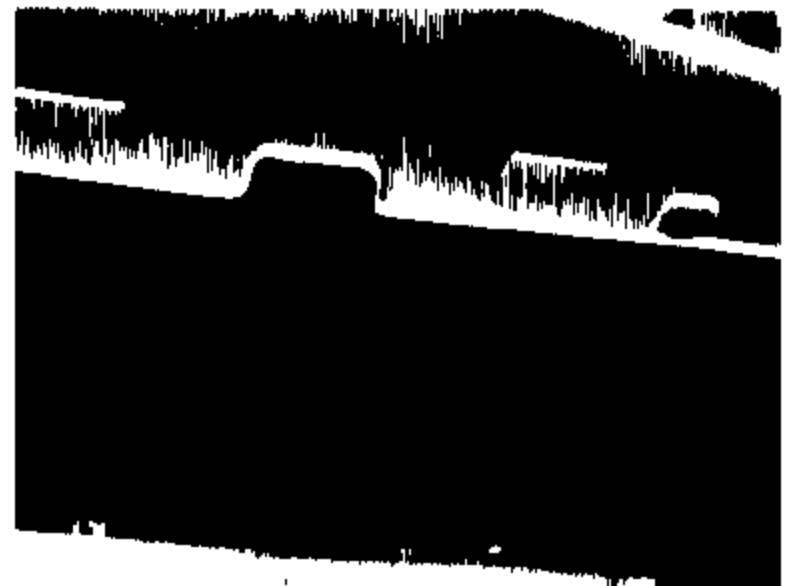




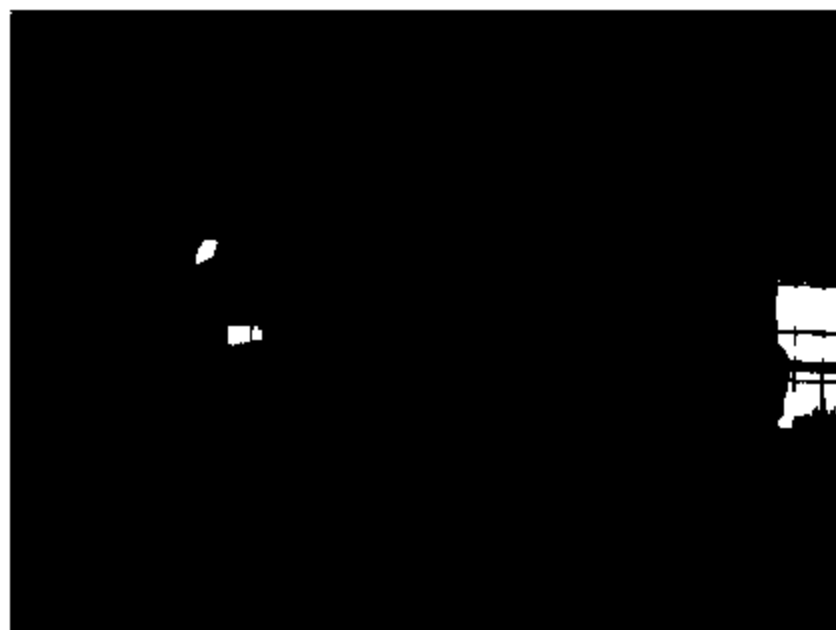
TL#1177988



TL#1177988



TL#1177988



# Attachment Q6

## Labor Operation and Problem Code Descriptions

<b>Labor Operation Codes</b>	<b>Labor Operation Descriptions</b>
414096	FRONT DAMPER - WARRANTY SUBLET ONLY
414097	FRONT DAMPER - PARTS ONLY
414098	FRONT DAMPER - CUSTOMER REIMBURSEMENT
414103	DAMPER MOUNTING BASE AND/OR BEARING AND/OR SPRING SEAT, LEFT - REPLACE
414105	FRONT SPRING, LEFT - REPLACE. INCLUDES SPRINGS) REPLACE. LEFT. INCLUDES: ROAD TEST AND REPLACE MOUNTING PARTS
414110	FRONT SPRING, RIGHT - REPLACE. INCLUDES SPRINGS) - REPLACE. RIGHT. INCLUDES ROAD TEST AND REPLACE MOUNTING PARTS
414120	FRONT SHOCK ABSORBER/DAMPER, BOTH - REPLACE. INCLUDES: REPLACE MOUNTING PARTS
414121	FRONT SPRINGS, BOTH-REPLACE. INCLUDES: REPLACE MOUNTING PARTS
414125	FRONT SHOCK ABSORBER/DAMPER, LEFT - REPLACE. INCLUDES: REPLACE MOUNTING PARTS
414126	FRONT SPRING, LEFT - REPLACE. INCLUDES: REPLACE MOUNTING PARTS
414131	FRONT SPRING, RIGHT - REPLACE. INCLUDES: REPLACE MOUNTING PARTS
414199	FRONT SPRING/SHOCK - STRAIGHT TIME

<b>Problem Code</b>	<b>Problem Code Descriptions</b>
00201	BENT
00401	DISTORTED
00504	PREMATURE WEAR & TEAR
01101	PERMANENT SET-IN FATIGUE
01102	DETERIORATED
01200	WEAK OR FATIGUED
01800/01801	BROKEN
04200	ABNORMAL NOISE
07408	IMPROPERLY SEALED

# Attachment Q10

**Q10  
ASSEMBLY SALES HISTORY  
AS OF 03/14/2006**

DAMPER ASSEMBLY, R FR	51601-SOX-A14	1999-2001 Odyssey*	100	259	224	96	0
DAMPER ASSEMBLY, R FR	51601-SOX-306 (supercedes 51601-A14)	1999-2001 Odyssey*	62	0	0	39	199
DAMPER ASSEMBLY, L FR	51602-SOX-A14	1999-2001 Odyssey*	109	232	217	155	0
DAMPER ASSEMBLY, L FR	51602-SOX-306 (supercedes 51602-SOX-A14)	1999-2001 Odyssey*	45	6	0	47	151

\*Sales history includes 1999-2001 MY figures. Totals do not reflect sales for 2001-2001 MY only.

21	0	10	0
1	0	7	0
4	0	11	0
15	0	10	0
0	0	17	0
0	0	20	2
6	0	24	20
5	7	8	17
0	10	5	3
3	22	2	5
0	18	0	14
0	30	0	6
0	4	0	24
0	5	0	16
0	8	0	12
0	16	0	4
0	5	0	8
0	20	0	16
0	15	0	18
0	18	0	19
0	12	0	10
0	10	0	6
0	24	0	17
0	8	0	16

**Q10  
ASSEMBLY SALES HISTORY  
AS OF 03/14/2006**

DAMPER ASSEMBLY, R FR	51601-S0X-A14	1999-2001 Odyssey*	100	259	224	96	0
DAMPER ASSEMBLY, R FR	51601-S0X-306 (supercedes 51601-A14)	1999-2001 Odyssey*	52	0	0	30	198
DAMPER ASSEMBLY, L FR	51602-S0X-A14	1999-2001 Odyssey*	108	232	217	155	0
DAMPER ASSEMBLY, L FR	51602-S0X-306 (supercedes 51602-S0X-A14)	1999-2001 Odyssey*	45	6	0	47	151

\*Sales history includes 1999-2001 MY figures. Totals do not reflect sales for 2001-2001 MY only.

21	0	10	0
1	0	7	0
4	0	11	0
15	0	10	0
0	0	17	0
0	0	20	2
6	0	24	20
5	7	8	17
0	10	5	3
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0	18	0	14
0	30	0	8
0	4	0	24
0	5	0	18
0	8	0	12
0	16	0	4
0	5	0	8
0	20	0	18
0	15	0	16
0	18	0	19
0	12	0	10
0	10	0	6
0	24	0	17
0	6	0	16