

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

AMERICAN HONDA INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM
Spool Report

Run Date : 04/27/2009

Case Details

Case ID : N052008-07-0800945	Division : Honda - Auto	Condition : Closed	Open Date : 7/8/2008 10:32:57 AM
Case Originator : Carlos Angon (Team PA)	Sub Division : PCRM	Status : Closed	Close Date : 7/10/2008 4:47:53 PM
Case Owner : Damon Phillips (Team CF)	Method : Pro-Active O/B	Queue :	Days Open : 2
Last Closed By : Damon Phillips (Team CF)	Point of Origin : CSE/ACE	Wipbin :	
Case Title : [REDACTED]		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 : ALEXANDRIA, VA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCG32742A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG3272JNW / A
 Miles / Hours : 59,000
 In Service Date : 09/22/2001
 Months In Use : 82
 Engine Number : F23A45002443
 Originating Dealer No. / Name : 206850 / YENKO HONDA
 Selling Dealer No. / Name : 206850 / YENKO HONDA
 Trim : EX-L
 No. Of Doors : 2
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 207504 / ROSENTHAL LANDMARK HONDA
 Phone No. : 703-823-8000
 Address : 5125 DUKE STREET
 City / State / Zip : ALEXANDRIA, VA 22304
 Svc District / Sls District : 06C / A06
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N052008-07-0800945-1 / [REDACTED]	PRODUC Subcase Close	Product	Operation	218	Automatic Trans
N052008-07-0800945-2 / [REDACTED]	PRODUC Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N052008-07-0800945-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Carlos Angon	Type 1 : Product	Status : Subcase Close	Open Date : 7/8/2008 10:33:09 AM
Issue Owner : Damon Phillips	Type 2 : Operation	Queue :	Close Date : 7/10/2008 4:47:53 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc : Other 218X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 10 - Power Train
 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 : N052008-07-0800945-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Damon Phillips	Type 1 : Product	Status : Subcase Close	Open Date : 7/9/2008 3:45:59 PM
Issue Owner : Damon Phillips	Type 2 : Operation	Queue :	Close Date : 7/10/2008 4:47:53 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc : Any 7250
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 11 - Electrical 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 : N052008-07-0800945

Case Title : 

*** CASE CREATE 7/8/2008 10:32:57 AM, cangon
Contact =  Priority = N/A, Status = Solving.

*** CASE MODIFY 7/8/2008 10:33:03 AM, cangon
into WIP default and Status of Solving.

*** SUBCASE N052008-07-0800945-1 CREATE 7/8/2008 10:33:09 AM, cangon
Created in WIP Default with Due Date 7/8/2008 10:33:09 AM.

*** CASE MODIFY 7/8/2008 10:33:11 AM, cangon
into WIP default and Status of Solving.

*** SUBCASE N052008-07-0800945-1 ASSIGN 7/9/2008 7:23:04 AM, cangon
N052008-07-0800945-1 to dphillip, WIP CURRENT TIMESTAMP

*** SUBCASE N052008-07-0800945-1 RULE ACTION 7/9/2008 7:23:05 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 7/9/2008 7:23:49 AM, cangon
N052008-07-0800945 to dphillip, WIP

*** CASE RULE ACTION 7/9/2008 7:23:50 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE VSC LOOKUP 7/9/2008 3:21:57 PM, dphillip
VSC-CUC CHECK 07/09/2008 03:21:57 PM dphillip
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 7/9/2008 3:22:00 PM, dphillip
WARRANTY CHECK 07/09/2008 03:22:00 PM dphillip
No data found for VIN.

*** CASE CLAIMS LOOKUP 7/9/2008 3:22:03 PM, dphillip
CLAIM CHECK 07/09/2008 03:22:03 PM dphillip
The following Claim History information was found
0; 2008-05-28; 207504; 488426; 510; 218102 ; TRANSMISSION AND TORQUE CONVERTER - EXCHANGE.

*** CASE CAMPAIGN LOOKUP 7/9/2008 3:22:04 PM, dphillip
CAMPAIGN CHECK 07/09/2008 03:22:04 PM dphillip
The following Campaign information was found
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** NOTES 7/9/2008 3:23:47 PM, dphillip, Action Type : Note-General
OBW CLOSED
Created 6/4/2008

The customer expressed the following concern in survey:

I HAVE THIS ISSUE AND AM TAKING IT BACK ON FRIDAY. THERE WAS ONE THING THEY FORGOT TO CHECK. THE SERVICE TEAM MEMBER REALLY WENT ABOVE AND BEYOND AND HELPED ME WITH AMERICAN HONDA TO HELP PAY FOR A TRANSMISSION

Case History

Case ID : N052008-07-0800945

Case Title : [REDACTED]

ON A CAR THAT WAS IN MINT CONDITION. IT DOES NOT HAVE 60,000 MILES ON IT. I WAS NOT GOING TO HAVE IT FIXED AT HONDA BECAUSE THE PRICE WAS ASTRONOMICAL, BUT HE CALLED AND GOT ME SOME HELP. THAT WAS FAIR. HIS NAME IS [REDACTED]

The customer's response to a recent CSE survey indicates their vehicle is Still Not Fixed . I will follow-up with customer to ensure that all issues of concern have been resolved.

*** CASE MODIFY 7/9/2008 3:25:12 PM, dphillip
into WIP default and Status of Solving.

*** NOTES 7/9/2008 3:44:44 PM, dphillip, Action Type : Call to Customer

I reached the customer and introduced myself. I explained that I was calling from American Honda Motor Company regarding their Honda Vehicle. I informed customer that I am calling to follow up on some feedback that was provided on a recent survey. I advised customer that the reason for the call is to address any outstanding issues or concerns that they may have pertaining to the Honda Vehicle or their service experience.

I asked if now would be a convenient time to talk, and the customer agreed.
I advised customer that for quality assurance purposes, this call may be recorded. The customer accepted.

Responses to questions and answers can be located on Quick Base record.

I contacted the customer and I spoke with Ms. Kainori. The customer stated that they took the vehicle to Rosenthal Landmark Honda because the transmission failed and they replaced the transmission. The customer stated that she then noticed the key was hard to get out of the ignition. The customer stated that she took the vehicle back and they repaired the ignition concern. The customer stated that she is now completely satisfied and does not require any further assistance at this time. The customer thanked me for my follow up call to ensure her satisfaction and she ended the call.

I informed Ms. [REDACTED] on behalf of American Honda, I would like to thank her for her time and the valuable feedback she has provided. I informed her that her overall ownership experience is very important to American Honda. I apologized for any inconvenience. Call ended.

*** NOTES 7/9/2008 3:44:58 PM, dphillip, Action Type : Note-General

The following information was verified with the customer:

Vehicle Mileage
Current Address
Current Phone Number

*** NOTES 7/9/2008 3:45:21 PM, dphillip, Action Type : Note-Resolution

The customer is satisfied and does not require any further assistance at this time. I will close the case.

Case closed per PCRM procedure.

*** CASE MODIFY 7/9/2008 3:45:32 PM, dphillip
into WIP default and Status of Solving.

*** SUBCASE N052008-07-0800945-2 CREATE 7/9/2008 3:45:59 PM, dphillip

Created in WIP Default with Due Date 7/9/2008 3:45:59 PM.

*** CASE MODIFY 7/9/2008 3:46:47 PM, dphillip

Case Details

Case ID : N012003-10-3000118	Division : Honda - Auto	Condition : Closed	Open Date : 10/30/2003 6:53:59 AM
Case Originator : Lateefah Lintz (Team AA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/30/2003 7:36:35 AM
Case Owner : Lateefah Lintz (Team AA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Lateefah Lintz (Team AA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 :	ELMHURST, NY [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCG16592A [REDACTED]
Model / Year :	ACCORD / 2002
Model ID / Product Line :	CG1652JNW / A
Miles / Hours :	16,000
In Service Date :	08/28/2001
Months In Use :	26
Engine Number :	J30A15001296
Originating Dealer No. / Name :	207145 / OPEN ROAD HONDA
Selling Dealer No. / Name :	207145 / OPEN ROAD HONDA
Trim :	EX-V6
No. Of Doors :	4
Transmission Code :	4AT
Exterior Color :	SI
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :


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


Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-10-3000118-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Case History

Case ID : N012003-10-3000118

Case Title : 

*** CASE CREATE 10/30/2003 6:53:59 AM, llintz
Contact  Priority = N/A, Status = Solving.

*** CASE MODIFY 10/30/2003 6:54:00 AM, llintz
into WIP default and Status of Solving.

*** CASE MODIFY 10/30/2003 6:54:17 AM, llintz
into WIP default and Status of Solving.

*** CASE MODIFY 10/30/2003 7:17:31 AM, llintz
into WIP default and Status of Solving.

*** NOTES 10/30/2003 7:35:49 AM, llintz. Action Type : Call from Customer

The customer states the key got stuck in the ignition. The vehicle is driveable, but the key will not come out. He is calling to see if there have been several reports of this symptom. The vehicle has not been taken to the dealership for diagnosis.

I advised the customer that I am unaware of any known concern of this type. I recommended he take the vehicle to the dealership for inspection. I offered the number to his nearest dealership, but he informed me he already had the number. I advised his concern has been documented.

*** SUBCASE N012003-10-3000118-1 CREATE 10/30/2003 7:35:53 AM, llintz
Created in WIP Default with Due Date 10/30/2003 7:35:53 AM.

*** CASE CAMPAIGN LOOKUP 10/30/2003 7:36:16 AM, llintz
CAMPAIGN CHECK 10/30/2003 07:36:16 AM llintz
No data found for VIN

*** CASE MODIFY 10/30/2003 7:36:30 AM, llintz
into WIP default and Status of Solving.

*** SUBCASE N012003-10-3000118-1 CLOSE 10/30/2003 7:36:35 AM, llintz
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/30/2003 7:36:35 AM, llintz
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N032005-08-2200163 Division : Honda - Auto Condition : Closed Open Date : 8/22/2005 7:11:44 AM
 Case Originator : Mimi Makonnen (Team PA) Sub Division : Satellite Center Status : Closed Close Date : 9/2/2005 11:11:35 AM
 Case Owner : Chris Davis (Team HF) Method : Phone Queue : Days Open : 11
 Last Closed By : Chris Davis (Team HF) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : NORCROSS, GA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCG56462A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG5642PW / A
 Miles / Hours : 80,000
 In Service Date : 08/23/2001
 Months In Use : 48
 Engine Number : F23A15001954
 Originating Dealer No. / Name : 207174 / HONDA CARLAND
 Selling Dealer No. / Name : 207174 / HONDA CARLAND
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : BK
 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 : 207577 / GWINNETT PLACE HONDA
 Phone No. : 678-957-5000
 Address : 3325 SATELLITE BLVD.
 City / State / Zip : DULUTH, GA 30096
 Svc District / Sls District : 07E / D07
 Warranty Labor Rate / Date : \$99.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N032005-08-2200163-1 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N032005-08-2200163-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chris Davis	Type 1 : Product	Status : Subcase Close	Open Date : 8/23/2005 7:24:57 AM
Issue Owner : Chris Davis	Type 2 : Operation	Queue :	Close Date : 9/2/2005 11:11:29 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
Condition Code Desc Internal Fail 2182
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 10 - Power Train
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032005-08-2200163

Case Title : 07E [REDACTED]

*** CASE CREATE 8/22/2005 7:11:44 AM, bmakonne

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

*** CASE CAMPAIGN LOOKUP 8/22/2005 7:11:45 AM, bmakonne

CAMPAIGN CHECK 08/22/2005 07:11:45 AM bmakonne

No data found for VIN

*** CASE EXTENDED WARRANTY LOOKUP 8/22/2005 7:11:49 AM, bmakonne

WARRANTY CHECK 08/22/2005 07:11:49 AM bmakonne

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/22/2005 7:11:53 AM, bmakonne

CLAIM CHECK 08/22/2005 07:11:53 AM bmakonne

The following Claim History information was found

0; 2005-03-31; 207577; 662421; 510; 218096 ; REGULAR SUBLET 0.2 REPLACES 000003. S/B# 99-EV1

*** CASE VSC LOOKUP 8/22/2005 7:11:54 AM, bmakonne

VSC-CUC CHECK 08/22/2005 07:11:54 AM bmakonne

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/22/2005 7:12:18 AM, bmakonne

CLAIM CHECK 08/22/2005 07:12:18 AM bmakonne

The following Claim History information was found

0; 2005-03-31; 207577; 662421; 510; 218096 ; REGULAR SUBLET 0.2 REPLACES 000003. S/B# 99-EV1

*** CASE VSC LOOKUP 8/22/2005 7:14:16 AM, bmakonne

VSC-CUC CHECK 08/22/2005 07:14:16 AM bmakonne

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/22/2005 7:14:25 AM, bmakonne

CLAIM CHECK 08/22/2005 07:14:25 AM bmakonne

The following Claim History information was found

0; 2005-03-31; 207577; 662421; 510; 218096 ; REGULAR SUBLET 0.2 REPLACES 000003. S/B# 99-EV1

*** CASE EXTENDED WARRANTY LOOKUP 8/22/2005 7:14:27 AM, bmakonne

WARRANTY CHECK 08/22/2005 07:14:27 AM bmakonne

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/22/2005 7:15:14 AM, bmakonne

CAMPAIGN CHECK 08/22/2005 07:15:14 AM bmakonne

No data found for VIN

*** CASE CAMPAIGN LOOKUP 8/22/2005 7:16:21 AM, bmakonne

CAMPAIGN CHECK 08/22/2005 07:16:21 AM bmakonne

No data found for VIN

*** CASE CLAIMS LOOKUP 8/22/2005 7:21:52 AM, bmakonne

CLAIM CHECK 08/22/2005 07:21:52 AM bmakonne

The following Claim History information was found

Case History

Case ID : N032005-08-2200163

Case Title : XXXXXXXXXX

0; 2005-03-31; 207577; 662421; 510; 218096 ; REGULAR SUBLET 0.2 REPLACES 000003. S/B# 99-EV1

*** CASE MODIFY 8/22/2005 7:21:55 AM, bmakonne
into WIP default and Status of Solving.

*** CASE MODIFY 8/22/2005 7:25:51 AM, bmakonne
into WIP default and Status of Solving.

*** CASE MODIFY 8/22/2005 7:25:55 AM, bmakonne
into WIP default and Status of Solving.

*** CASE MODIFY 8/22/2005 8:15:25 AM, bmakonne
into WIP default and Status of Solving.

*** NOTES 8/22/2005 8:29:11 AM, bmakonne, Action Type : Call from Customer

The customer stated that her transmission failed 10k miles she believes in April The customer stated that Gwinnett Place Honda replaced the transmission under her after market extended warranty. She stated that when she went o pick up her vehicle her key was stuck in the ignition. When she questioned this to them they denied any responsibility and informed her that they would have to charge her if they did any repairs. The customer stated that she went ahead and paid for the repairs at an independent facility.

The customer stated that she has absolutely no trust in Gwinnett Place Honda. She stated that her transmission has begun slipping again. She went to Gwinnet Place Honda on Saturday for a road test but left because she felt that they were being extremely rude. When I asked how they were being rude she could not say. I informed the customer that I would document whatever complaint she has and send a complain letter to Gwinnett Place Honda. She understood but stated that she needs someone to speak with the dealership. She stated that she has to go back there since the transmission was replaced there. She stated after market extended warranty is valid there plus the dealership gave her a 12 month 12k mile warranty for the transmission. I informed the customer that since she is under warranty I was sure that the dealership would be willing to do a diagnosis. She still requested that AHM assist her in working with the dealership. She stated that she is not going to go to the dealership until AHM speaks with them first advising them that she was coming and to treat her right. I explained to the customer that I would forward this case to a case manager to possibly act as a liaison between her and the dealership. The customer understood. This is the customer s first Honda. Prior to the transmission replacement she would only go to Gwinnett Place Honda for repair and service.

I informed the customer that I would now forward her case to a CM with her request that he/she act as a liaison between her and Gwinett Place Honda. She understood and thanked me. I am dispatching the case.

*** CASE MODIFY 8/22/2005 8:29:39 AM, bmakonne
into WIP default and Status of Solving.

*** CASE DISPATCH 8/22/2005 9:21:41 AM, bmakonne
from WIP Dispatch to Queue Honda Team D.

*** CASE YANKED 8/22/2005 3:09:32 PM, cdavis
Yanked by cdavis into WIPbin default.

*** CASE MODIFY 8/22/2005 3:09:39 PM, cdavis
into WIP default and Status of Solving.

*** SUBCASE N032005-08-2200163-1 CREATE 8/23/2005 7:24:57 AM, cdavis
Created in WIP Default with Due Date 8/23/2005 7:24:57 AM.

*** NOTES 8/23/2005 7:30:06 AM, cdavis, Action Type : Call to Customer

ACS contacted the customer and introduced myself as the case manager. Customer was also advised to contact the dealer and schedule an appointment to have the work completed.

Case History

Case ID : N032005-08-2200163

Case Title : [REDACTED]

*** COMMIT 8/23/2005 7:30:13 AM, cdavis, Action Type : N/A

cust bring vehicle in for service.

*** CASE MODIFY 8/23/2005 7:31:04 AM, cdavis

into WIP default and Status of Solving.

*** NOTES 9/2/2005 11:08:27 AM, cdavis, Action Type : Call to Dealer

ACS spoke to the service department who stated that the last time the customer was at the dealer was on 08/27. The dealer was not able to find any faults with the vehicle.

*** NOTES 9/2/2005 11:10:07 AM, cdavis, Action Type : Call to Customer

As it stands the vehicle is operating as designed . The customer was instructed to provide us with a call back if anything should arise.

*** CASE FULFILL 9/2/2005 11:11:08 AM, cdavis

Fulfilled for [REDACTED] due 08/30/2005 12:00:00 AM.

*** SUBCASE N032005-08-2200163-1 CLOSE 9/2/2005 11:11:29 AM, cdavis

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/2/2005 11:11:35 AM, cdavis

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

Case Details

Case ID : N012006-09-2701307	Division : Honda - Auto	Condition : Closed	Open Date : 9/27/2006 3:31:04 PM
Case Originator : Carla Siders (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/27/2006 3:39:14 PM
Case Owner : Carla Siders (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Carla Siders (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]			

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 :	HOLLY SPRINGS, NC [REDACTED]
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCG56722A [REDACTED]
Model / Year :	ACCORD / 2002
Model ID / Product Line :	CG5672PRW / A
Miles / Hours :	64,165
In Service Date :	09/01/2001
Months In Use :	60
Engine Number :	F23A15002105
Originating Dealer No. / Name :	206824 / LEITH HONDA
Selling Dealer No. / Name :	206824 / LEITH HONDA
Trim :	SE
No. Of Doors :	4
Transmission Code :	4AT
Exterior Color :	RE
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012006-09-2701307-1 [REDACTED] PRODUCT	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012006-09-2701307-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Carla Siders	Type 1 : Product	Status : Subcase Close	Open Date : 9/27/2006 3:34:39 PM
Issue Owner : Carla Siders	Type 2 : Operation	Queue :	Close Date : 9/27/2006 3:35:17 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Referred to 3rd Party, Referred to Dealer
Component Category : 11 - Electrical 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 Details

Case ID : N052008-04-2501084 Division : Honda - Auto Condition : Closed Open Date : 4/25/2008 1:17:34 PM
 Case Originator : Carlos Angon (Team PA) Sub Division : PCRM Status : Closed Close Date : 5/2/2008 4:53:44 PM
 Case Owner : Gilberto Wilson (Team CD) Method : Pro-Active O/B Queue : Days Open : 7
 Last Closed By : Gilberto Wilson (Team CD) Point of Origin : CSE/ACE Wipbin :
 Case Title : [REDACTED] 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 : BEAR, DE [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCG32772A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG3272JW / A
 Miles / Hours : 85,500
 In Service Date : 10/17/2001
 Months In Use : 78
 Engine Number : F23A45008639
 Originating Dealer No. / Name : 206666 / MATT BURNE HONDA
 Selling Dealer No. / Name : 207949 / DAVID MICHAEL HONDA OF FREEHO
 Trim : EX
 No. Of Doors : 2
 Transmission Code : 4AT
 Exterior Color : BK
 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 : 208064 / MARTIN HONDA
 Phone No. : 302-454-9300
 Address : 298 EAST CLEVELAND AVE
 City / State / Zip : NEWARK, DE 19711
 Svc District / Sls District : 05J / G05
 Warranty Labor Rate / Date : \$99.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N052008-04-2501084-1 [REDACTED] - PRODU	Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N052008-04-2501084-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Carlos Angon	Type 1 : Product	Status : Subcase Close	Open Date : 4/25/2008 1:17:47 PM
Issue Owner : Gilberto Wilson	Type 2 : Operation	Queue :	Close Date : 5/2/2008 4:53:44 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
Condition Code Desc Other 218X
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 10 - Power Train
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 : N052008-04-2501084

Case Title : [REDACTED]

*** CASE MODIFY 4/28/2008 3:34:47 PM, gwilson

into WIP default and Status of Solving.

*** NOTES 4/28/2008 3:38:29 PM, gwilson, Action Type : Call to Customer

I called the customer to follow up on their recent survey feedback regarding their 2002 Accord. I reached the customer's VM. I left a message introducing myself as a C.M. for American Honda Customer Service. The message indicated that we are attempting to speak with the owner or operator of the vehicle in reference to feedback on a recent survey. I left my contact information 800 999-1009 ext 220723 along with my work hours.

I will try the customer again on 4/30.

*** COMMIT 4/28/2008 3:40:46 PM, gwilson, Action Type : N/A

2nd call-3-CSE

*** CASE MODIFY 4/28/2008 3:41:52 PM, gwilson

into WIP default and Status of Solving.

*** CASE MODIFY 4/28/2008 3:42:06 PM, gwilson

into WIP default and Status of Solving.

*** CASE MODIFY 4/28/2008 3:42:12 PM, gwilson

into WIP default and Status of Solving.

*** CASE MODIFY 4/28/2008 3:42:16 PM, gwilson

into WIP default and Status of Solving.

*** NOTES 4/30/2008 10:43:58 AM, gwilson, Action Type : Call to Customer

I called the customer again, but reached VM. I left another message advising why I was calling and requested a call back. I left my contact information and work hours.

I will try the customer again on 5/2.

*** CASE MODIFY 4/30/2008 10:44:01 AM, gwilson

into WIP 2nd call and Status of Solving.

*** CASE FULFILL 4/30/2008 10:44:04 AM, gwilson

Fulfilled for [REDACTED] due 04/30/2008 12:00:00 AM.

*** COMMIT 4/30/2008 10:44:05 AM, gwilson, Action Type : N/A

3rd call-3-CSE

*** CASE MODIFY 4/30/2008 10:44:17 AM, gwilson

into WIP 2nd call and Status of Solving.

*** CASE CAMPAIGN LOOKUP 5/2/2008 10:52:23 AM, gwilson

CAMPAIGN CHECK 05/02/2008 10:52:23 AM gwilson

The following Campaign information was found

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; NU;

*** CASE CAMPAIGN LOOKUP 5/2/2008 10:52:33 AM, gwilson

CAMPAIGN CHECK 05/02/2008 10:52:33 AM gwilson

The following Campaign information was found

Case History

Case ID : N052008-04-2501084

Case Title : [REDACTED]

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; NU;

*** CASE MODIFY 5/2/2008 10:54:00 AM, gwilson
into WIP 2nd call and Status of Solving.

*** NOTES 5/2/2008 10:58:23 AM, gwilson, Action Type : Call to Customer

Customer's response to a recent CSE survey indicates their vehicle is Still Not Fixed. I will follow-up with customer to ensure that all issues of concern have been resolved.

I reached [REDACTED] and introduced myself. I explained that I was calling from American Honda Motor Company regarding their 2002 Accord. I informed customer that I am calling as a result of the customer responding to one of our surveys. I advised customer that the reason for the call is to address any outstanding issues or concerns that they may have pertaining to the Honda Vehicle or their service experience.

I asked if now would be a convenient time to talk, and the customer agreed.

I advised customer that for quality assurance purposes, this call may be recorded. The customer accepted.

Responses to questions and answers can be located on Quick Base record.

Customer indicated the following: I took the vehicle in to the dealership for a repair of a key sensor. The key would not come out of the ignition when I put the vehicle in park from the reverse position. The dealership completed the repair and the issue has been resolved.

Mr. [REDACTED], on behalf of American Honda, I would like to thank you for your time and the valuable feedback you have provided. Your overall ownership experience is very important to American Honda. The customer required no further assistance. I apologized for any inconvenience. Call ended.

*** CASE MODIFY 5/2/2008 10:58:25 AM, gwilson
into WIP 2nd call and Status of Solving.

*** NOTES 5/2/2008 10:58:40 AM, gwilson, Action Type : Note-General

The following information was verified with the customer:

Vehicle Mileage

Current Address

Current Phone Number

*** CASE MODIFY 5/2/2008 10:58:41 AM, gwilson
into WIP 2nd call and Status of Solving.

*** NOTES 5/2/2008 10:58:53 AM, gwilson, Action Type : Note-Resolution

The customer has no outstanding issues and is not requesting any assistance at this time. I am closing the case per PCRM procedure.

*** CASE MODIFY 5/2/2008 10:58:55 AM, gwilson
into WIP 2nd call and Status of Solving.

*** CASE CLAIMS LOOKUP 5/2/2008 11:00:01 AM, gwilson

CLAIM CHECK 05/02/2008 11:00:01 AM gwilson

The following Claim History information was found

0; 2008-03-11; 208064; 388790; 510; 218102 ; TRANSMISSION AND TORQUE CONVERTER - EXCHANGE.

*** CASE CLAIMS LOOKUP 5/2/2008 11:00:05 AM, gwilson

CLAIM CHECK 05/02/2008 11:00:05 AM gwilson

Case History

Case ID : N052008-04-2501084

Case Title : [REDACTED]

The following Claim History information was found
0; 2008-03-11; 208064; 388790; 510; 218102 ; TRANSMISSION AND TORQUE CONVERTER - EXCHANGE.

*** CASE MODIFY 5/2/2008 11:01:29 AM, gwilson
into WIP 2nd call and Status of Solving.

*** CASE MODIFY 5/2/2008 11:01:36 AM, gwilson
into WIP 2nd call and Status of Solving.

*** CASE MODIFY 5/2/2008 11:02:20 AM, gwilson
into WIP 2nd call and Status of Solving.

*** CASE MODIFY 5/2/2008 11:03:48 AM, gwilson
into WIP 2nd call and Status of Solving.

*** CASE MODIFY 5/2/2008 11:03:59 AM, gwilson
into WIP 2nd call and Status of Solving.

*** CASE MODIFY 5/2/2008 11:04:17 AM, gwilson
into WIP 2nd call and Status of Solving.

*** CASE MODIFY 5/2/2008 11:04:27 AM, gwilson
into WIP 2nd call and Status of Solving.

*** CASE CLAIMS LOOKUP 5/2/2008 11:04:30 AM, gwilson

CLAIM CHECK 05/02/2008 11:04:30 AM gwilson

The following Claim History information was found
0; 2008-03-11; 208064; 388790; 510; 218102 ; TRANSMISSION AND TORQUE CONVERTER - EXCHANGE.

*** CASE MODIFY 5/2/2008 11:04:37 AM, gwilson
into WIP 2nd call and Status of Solving.

*** CASE MODIFY 5/2/2008 11:04:41 AM, gwilson
into WIP 2nd call and Status of Solving.

*** CASE FULFILL 5/2/2008 11:04:56 AM, gwilson
Fulfilled for [REDACTED] due 05/02/2008 12:00:00 AM.

*** COMMIT 5/2/2008 11:04:58 AM, gwilson, Action Type : N/A

Made to [REDACTED] due 05/02/2008 03:00:00 PM.

close case

*** CASE MODIFY 5/2/2008 11:05:17 AM, gwilson
into WIP ready to close and Status of Solving.

*** CASE MODIFY 5/2/2008 11:05:21 AM, gwilson
into WIP ready to close and Status of Solving.


*** CASE MODIFY 5/2/2008 11:05:25 AM, gwilson
into WIP ready to close and Status of Solving.

*** SUBCASE N052008-04-2501084-1 CLOSE 5/2/2008 4:53:44 PM, gwilson

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N052008-04-2501084

Case Title : 

*** CASE CLOSE 5/2/2008 4:53:44 PM, gwilson

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

Case Details

Case ID : N032005-08-1101177 Division : Honda - Auto Condition : Closed Open Date : 8/11/2005 2:14:53 PM
 Case Originator : Shanee Dodson (Team CC) Sub Division : Satellite Center Status : Closed Close Date : 8/11/2005 4:22:02 PM
 Case Owner : Shanee Dodson (Team CC) Method : Phone Queue : Days Open : 0
 Last Closed By : Shanee Dodson (Team CC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : KEENE, TX [REDACTED]
 E Mail :
 Svc District / Sis District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / JHMCG56402C [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG5642PW / A
 Miles / Hours : 93,000
 In Service Date : 11/30/2001
 Months In Use : 45
 Engine Number : F23A15506978
 Originating Dealer No. / Name : 206662 / VANDERGRIF HONDA
 Selling Dealer No. / Name : 206662 / VANDERGRIF HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : GO
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N032005-08-1101177-1 / [REDACTED]	Subcase Close	Campaign	Details	725505	SAFETY RECALL: IGNI

Case Details

Case ID : N012007-03-1301587 Division : Honda - Auto Condition : Closed Open Date : 3/13/2007 2:37:31 PM
 Case Originator : Lamarr Henry (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 3/28/2007 11:31:27 AM
 Case Owner : SaraLynn Jones (Team HC) Method : Phone Queue : Days Open : 15
 Last Closed By : SaraLynn Jones (Team HC) Point of Origin : Customer Wipbin :
 Case Title : 03E- [REDACTED] 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 : NEW ORLEANS, LA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCG325X2A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG3252JW / A
 Miles / Hours : 65,000
 In Service Date : 04/30/2002
 Months In Use : 59
 Engine Number : F23A15037955
 Originating Dealer No. / Name : 207643 / THE HONDA STORE
 Selling Dealer No. / Name : 207350 / HONDA TOWN
 Trim : EX
 No. Of Doors : 2
 Transmission Code : 4AT
 Exterior Color : RE
 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 : 208342 / PREMIER HONDA
 Phone No. : 504-245-1777
 Address : 11801 E.I-10 SRVC.ROAD
 City / State / Zip : NEW ORLEANS, LA 70128
 Svc District / Sls District : 03E / E03
 Warranty Labor Rate / Date : \$80.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012007-03-1301587-1 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans

Case History

Case ID : N012007-03-1301587

Case Title : 03E- [REDACTED]

*** CASE CREATE 3/13/2007 2:37:31 PM, lhenry

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

*** CASE CAMPAIGN LOOKUP 3/13/2007 2:37:37 PM, lhenry

CAMPAIGN CHECK 03/13/2007 02:37:37 PM lhenry

The following Campaign information was found

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** NOTES 3/13/2007 2:42:42 PM, lhenry, Action Type : Call from Customer

The customer noticed that the vehicle's transmission was slipping into second gear, recently.

3/13/07: The customer took the vehicle to dealership: Premiere Honda.

There, the service advisor-Brent informed the customer that the diagnostic check showed the transmission failed and needed to be replaced with an estimate of repairs at: \$2500.00

The Vehicle is barely operable at this time and is with the customer.

The customer feels this is a problem that should not happen and requests the assistance of AHM in paying for the repairs. The customer stated that she has taken very good care of her vehicle while owning it- and having it into the dealership whenever it was needed. I informed the customer that in the interest of customer satisfaction, I will document this call with the information that I have been provided. I then informed the customer that a case manager would contact the provided phone numbers, and that assistance is on a case-by-case basis because the vehicle is outside the warranty parameters- this said, I informed the customer that assistance in this matter is not guaranteed, but we will see what we can do. I then, provided the customer with the case number, customer thanked me and ended the call. The customer was satisfied..

*** CASE MODIFY 3/13/2007 2:45:22 PM, lhenry

into WIP default and Status of Solving.

*** CASE MODIFY 3/13/2007 2:46:13 PM, lhenry

into WIP default and Status of Solving.

*** CASE MODIFY 3/13/2007 2:46:23 PM, lhenry

into WIP default and Status of Solving.

*** CASE MODIFY 3/13/2007 2:46:46 PM, lhenry

into WIP default and Status of Solving.

*** CASE MODIFY 3/13/2007 2:48:33 PM, lhenry

into WIP default and Status of Solving.

*** CASE DISPATCH 3/13/2007 2:48:50 PM, lhenry

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 3/13/2007 2:50:05 PM, tsonntal

N012007-03-1301587 to sjones01, WIP

*** CASE RULE ACTION 3/13/2007 2:50:06 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012007-03-1301587-1 CREATE 3/13/2007 2:56:55 PM, sjones01

Created in WIP Default with Due Date 3/13/2007 2:56:55 PM.

*** CASE EXTENDED WARRANTY LOOKUP 3/13/2007 2:57:30 PM, sjones01

Case History

Case ID : N012007-03-1301587

Case Title : 03E- [REDACTED]

WARRANTY CHECK 03/13/2007 02:57:30 PM sjones01
No data found for VIN.

*** CASE CLAIMS LOOKUP 3/13/2007 2:57:32 PM, sjones01
CLAIM HISTORY CHECK 03/13/2007 02:57:32 PM sjones01
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/13/2007 2:57:37 PM, sjones01
CAMPAIGN CHECK 03/13/2007 02:57:37 PM sjones01
The following Campaign information was found
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE VSC LOOKUP 3/13/2007 2:57:38 PM, sjones01
VSC-CUC CHECK 03/13/2007 02:57:38 PM sjones01
No data found for VIN.

*** CASE VSC LOOKUP 3/13/2007 3:00:45 PM, sjones01
VSC-CUC CHECK 03/13/2007 03:00:45 PM sjones01
No data found for VIN.

*** NOTES 3/13/2007 3:06:40 PM, sjones01. Action Type : Call to Customer

CM called customer and introduced myself to him as his case manager. She states that she would like for Honda to assist her with transmission replacement. She states that sine hurricane Katrina, she does not have 1 particular dealership she works with. She states that she has been to several different dealerships for maintenance, because she is not stable right now. I informed customer that i would call dealership and would call her back with further information as well, then ended the call.

*** NOTES 3/13/2007 3:09:09 PM, sjones01. Action Type : Call to Dealer

CM called dealership and spoke with Brent SA. He states that customer had her 30K done at this dealership, and she definitely needs to have her transmission replaced. He states that the fluid does not look too dark either. He also informed me that DPSM had been involved and Danny declined assistance based on the service history for vehicle. He informed me that customer is not even due yet for maintenance on transmission and we may want to look into doing something for this customer. I thanked him for the information, then ended the call.

*** CASE EXTENDED WARRANTY LOOKUP 3/13/2007 3:10:51 PM, sjones01

WARRANTY CHECK 03/13/2007 03:10:51 PM sjones01
No data found for VIN.

*** CASE CLAIMS LOOKUP 3/13/2007 3:10:54 PM, sjones01
CLAIM HISTORY CHECK 03/13/2007 03:10:54 PM sjones01
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/13/2007 3:10:57 PM, sjones01
CAMPAIGN CHECK 03/13/2007 03:10:57 PM sjones01
The following Campaign information was found
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE VSC LOOKUP 3/13/2007 3:10:58 PM, sjones01
VSC-CUC CHECK 03/13/2007 03:10:58 PM sjones01
No data found for VIN.

*** NOTES 3/13/2007 3:20:18 PM, sjones01. Action Type : Field/DSM

Case History

Case ID : N012007-03-1301587

Case Title : 03E- [REDACTED]

CM called DPSM Danny Fyfe and informed him of what Brent told me. He states that this is completely wrong information. He states that he never declined this customer assistance and based on her information, he would like to assist her. He states that based on time and mileage on vehicle he would like to have customer pay only freight and transmission fluid only. He was also informed that customer is the only owner of vehicle, and she was not due for transmission fluid change until 120K miles. He thanked me for calling him on this case. I thanked him for his time, then ended the call.

*** COMMIT 3/13/2007 3:22:13 PM, sjones01, Action Type : N/A

call SM

*** NOTES 3/14/2007 7:50:43 AM, kparks01, Action Type : Call from Customer

Customer called to speak with case manager and for the address to AHM. ACS provided address and informed her case manager is not immediately available. Customer understood and was satisfied.

*** NOTES 3/14/2007 10:15:42 AM, sjones01, Action Type : Call to Dealer

CM called dealership and spoke with Gary SM. I informed him that DPSM never declined assistance with this customer, and he is willing to assist her with transmission replacement. I informed him that customer will only have to pay for freight plus transmission fluid. He states that customer will have to pay close to \$300 for that. I provided my approval number as well, then ended the call.

*** CASE CAMPAIGN LOOKUP 3/14/2007 10:26:27 AM, sjones01

CAMPAIGN CHECK 03/14/2007 10:26:27 AM sjones01
The following Campaign information was found
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE VSC LOOKUP 3/14/2007 10:26:28 AM, sjones01

VSC-CUC CHECK 03/14/2007 10:26:28 AM sjones01
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/14/2007 10:26:50 AM, sjones01

CAMPAIGN CHECK 03/14/2007 10:26:50 AM sjones01
The following Campaign information was found
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE VSC LOOKUP 3/14/2007 10:26:51 AM, sjones01

VSC-CUC CHECK 03/14/2007 10:26:51 AM sjones01
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/14/2007 10:26:58 AM, sjones01

CAMPAIGN CHECK 03/14/2007 10:26:58 AM sjones01
The following Campaign information was found
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** NOTES 3/14/2007 10:58:46 AM, sjones01, Action Type : Call to Customer

CM called customer and apologized for the confusion, but my DPSM never declined assistance for her. I informed her that Honda would like to assist her as a good will gesture based on the low mileage and time on vehicle. I informed her that she would be responsible for freight plus transmission fluid as well. She was also informed that she would pay close to \$300. Customer was very appreciative of the assistance, and states that she will all Gary as soon as possible so they can order her part. She thanked me again, then ended the call.

*** CASE FULFILL 3/14/2007 10:58:53 AM, sjones01

Fulfilled for [REDACTED] due 03/14/2007 12:00:00 AM.

*** COMMIT 3/14/2007 10:58:56 AM, sjones01, Action Type : N/A

Case History

Case ID : N012007-03-1301587

Case Title : 03E- [REDACTED]

is work complete?

*** CASE YANKED 3/15/2007 2:21:34 PM, smitchel

Yanked by smitchel into WIPbin default.

*** CASE CAMPAIGN LOOKUP 3/15/2007 2:23:09 PM, smitchel

CAMPAIGN CHECK 03/15/2007 02:23:09 PM smitchel

The following Campaign information was found

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE MODIFY 3/15/2007 2:23:11 PM, smitchel

into WIP default and Status of Solving.

*** CASE DISPATCH 3/15/2007 2:23:45 PM, smitchel

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 3/15/2007 3:30:39 PM, sjones01

from Queue Honda Team C to WIP default.

*** NOTES 3/19/2007 8:45:46 AM, sjones01, Action Type : Call from Customer

CM received call from customer. She requested to be reimbursed for the rental that she has to have starting from today. I informed customer that I would be willing to do so. She informed me that dealership should be completed with rental by tomorrow. She thanked me for the assistance, then ended the call.

*** NOTES 3/21/2007 8:28:18 AM, mgutierr, Action Type : Call from Customer

Customer called back because she is experiencing issues with the dealership she is working with. After AHM cover the cost of the transmission customer picked up the car on Tuesday 03/20/07. After leaving the dealership she experienced a problem that she claims never happened before until she took it into the dealership. Her key does not come out the ignition socket. Customer stated that she tried at least 7 times before she called the dealership to ask for help.

The first time she called she spoke to Gary, the service manager. Finally after trying many times the key finally came out.

When customer got home, the same issue took place. She spoke to Brent a technician at the dealership, and she was told to bring the car into the dealership because maybe a circuit was not plugged in properly while installing the transmission. Customer took the car into the dealership and was told that it would only take few minutes. The key was stoked when the car was dropped off at the dealership. After about 1 hour and a half she was told that nothing wrong was found. The key came out fine when she arrived home. This morning the car repeated the same issues. The dealership is telling her that the problem is being caused by a bad connection and it will cost \$441 to fix.

Customer told service manager that she will be contacting the Better Business Bureau and service manager came out screaming at her telling her that if she wants he can give her the number. She explained to me that he was extremely rude and screamed at her in front of all the employees and customers as well.

*** NOTES 3/21/2007 10:40:07 AM, sjones01, Action Type : Call to Dealer

CM called dealership and spoke with Tony S/A. He states that customer did bring vehicle back into dealership after transmission was fully replaced, saying that her ignition switch needed to be replaced. He states that they could not duplicate any issue with her ignition switch, he states that customer became very upset and began to bad mouth Honda. She felt that we did not assist her enough and we should have offered her more \$ towards the transmission. He states that she was not grateful at all for any of the assistance. He informed me that he told customer how much it would cost if she had to have this part replaced in the future but they did not see anything currently wrong with her ignition. He states that she began to talk down to the GM and his service men. GM did tell that she could call the BBB if she wanted to. Customer was very disrespectful and GM did not appreciate his workers being disrespected at all. I thanked him for the information, and informed him that I would call customer now, then ended the call.

*** NOTES 3/21/2007 10:55:19 AM, sjones01, Action Type : Call to Customer

CM called customer and informed her that I have received her complaint. I explained to her that I have spoken top dealership and informed service department of your complaint. I also informed her that I would like to assist her with her issue but the dealership states that they are not able to duplicate her concern.

She states that she is having a very difficult time with this matter, and she is extremely emotional now, customer then hung up the phone on CM.

Case History

Case ID : N012007-03-1301587

Case Title : 03E- [REDACTED]

*** CASE FULFILL 3/21/2007 10:55:27 AM, sjones01

Fulfilled for [REDACTED] ue 03/21/2007 12:00:00 AM.

*** SUBCASE N012007-03-1301587-1 CLOSE 3/21/2007 10:55:55 AM, sjones01

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/21/2007 10:55:58 AM, sjones01

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

*** CASE REOPEN 3/21/2007 10:59:42 AM, csherrar

with Condition of Open and Status of Solving.

*** NOTES 3/21/2007 11:00:35 AM, csherrar, Action Type : Call from Customer

ACS received inbound call from customer requesting to speak to CM.

ACS connected customer to CM.

*** CASE MODIFY 3/21/2007 11:00:38 AM, csherrar

into WIP default and Status of Solving.

*** CASE CLOSE 3/21/2007 11:00:40 AM, csherrar

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

*** CASE REOPEN 3/21/2007 4:47:14 PM, sjones01

with Condition of Open and Status of Solving.

*** NOTES 3/21/2007 4:48:55 PM, sjones01, Action Type : Call from Customer

CM received call back from customer apologizing for the hang up. I informed her that I do understand her frustration and will work with her through out this process. I informed her that I would need to call Gary and find out what the diagnosis is on the ignition switch. She states that she just dropped her vehicle off again for them to look at it. I informed her that I would call her back, then ended the call.

*** COMMIT 3/21/2007 4:49:00 PM, sjones01, Action Type : N/A

call Gary

*** NOTES 3/22/2007 8:51:14 AM, sjones01, Action Type : Call to Dealer

CM received call from Gary SM. He states that he spoke directly to Tracy, dealership's customer relations associate. He states that Tracy told him that she will be leaving her vehicle there until they were able to duplicate her concern. He states that customer left her vehicle at dealership at 2:00 PM and they close at 5:00. He states that he was never told that she was trying to pick her vehicle up that same day. He also states that they still have not been able to duplicate customer's concern, key will come out of ignition perfectly every time they tried to pull it out. He states that she needs to come pick her vehicle up at this time. I thanked him for the information, then ended the call.

*** NOTES 3/22/2007 8:58:18 AM, sjones01, Action Type : Call to Customer

CM called customer and informed her that Gary was not aware that she was not leaving her vehicle there. He states that they were not able to duplicate her concern, and nothing at this time needs to be replaced in regards to the ignition switch. He states that she may come and pick her vehicle up at this time.

I explained to customer that she may have a 2nd opinion done at another dealership and if they find something wrong with her switch she may call me back. She states that she will pick vehicle up and if she has any more issue or concern she will call me. She thanked me for the assistance, then ended the call.

*** CASE CLOSE 3/22/2007 8:58:40 AM, sjones01

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

*** CASE REOPEN 3/22/2007 9:14:41 AM, sjones01

with Condition of Open and Status of Solving.

Case History

Case ID : N012007-03-1301587

Case Title : 03E- [REDACTED]

*** NOTES 3/22/2007 9:17:18 AM, sjones01, Action Type : Call from Dealer

CM received call from Gary SM. He states that after speaking with me they were able to find that her ignition switch did need to be replaced. He states that he had his tech continue to work on the vehicle until they can find an issue, and they did. He states that she will have to have this switch completely replaced. I informed him that as a G/W gesture I would assist her with 75% of the total cost and she would pay 25%. I informed him that i would call customer and let her know. I thanked him for calling me back so soon, then ended the call.

*** NOTES 3/22/2007 9:19:26 AM, sjones01, Action Type : Call to Customer

CM called customer and informed her that SM has located an issue with her ignition switch. I informed her that I would be willing to take up 75% of the total cost and she would pay 25% of the cost. Customer was very appreciative of the assistance. She states that she will SM right away, then ended the call.

*** COMMIT 3/22/2007 9:19:37 AM, sjones01, Action Type : N/A

is work complete

*** CASE FULFILL 3/26/2007 9:19:05 AM, sjones01

Fulfilled for [REDACTED] due 03/26/2007 12:00:00 AM.

*** COMMIT 3/26/2007 9:19:11 AM, sjones01, Action Type : N/A

is work complete?

*** NOTES 3/28/2007 11:31:13 AM, sjones01, Action Type : Call to Customer

CM called customer and was informed that she was fully taken care of by the dealership, her ignition switch was replaced. She thanked me for the assistance, then ended the call.

*** CASE FULFILL 3/28/2007 11:31:20 AM, sjones01

Fulfilled for [REDACTED] due 03/28/2007 12:00:00 AM.

*** CASE CLOSE 3/28/2007 11:31:27 AM, sjones01

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

Case Details

Case ID : N012002-11-1100295 Division : Honda - Auto Condition : Closed Open Date : 11/11/2002 8:48:41 AM
 Case Originator : Heather McGinn (Team HI) Sub Division : Customer Relations Status : Closed Close Date : 11/13/2002 11:47:49
 Case Owner : Corey Kruisheer (Team MA) Method : Mail Queue : Days Open : 2
 Last Closed By : Corey Kruisheer (Team MA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : RESEDA, CA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCG32692A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG3262PBW / A
 Miles / Hours :
 In Service Date : 11/18/2001
 Months In Use : 12
 Engine Number : F23A45015742
 Originating Dealer No. / Name : 206550 / WOODLAND HILLS HONDA
 Selling Dealer No. / Name : 206550 / WOODLAND HILLS HONDA
 Trim : LX
 No. Of Doors : 2
 Transmission Code : 4AT
 Exterior Color : BK
 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 : 206550 / WOODLAND HILLS HONDA
 Phone No. : 818-887-7111
 Address : 6111 TOPANGA CANYON BL
 City / State / Zip : WOODLAND HILLS, CA 91367
 Svc District / Sls District : 01C / B01
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012002-11-1100295-1 [REDACTED]	Subcase Close	Product	Operation	725100	IGNITION SWITCH AND

Issue Details

Issue ID : N012002-11-1100295-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Corey Kruisheer	Type 1 : Product	Status : Subcase Close	Open Date : 11/11/2002 6:27:17 PM
Issue Owner : Corey Kruisheer	Type 2 : Operation	Queue :	Close Date : 11/13/2002 11:47:44
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725100 / IGNITION SWITCH AND LOCK ASSEMBLY - REP
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Repaired/Warranty, Assist Denied
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 : N012002-11-1100295

Case Title : XXXXXXXXXX

*** CASE CREATE 11/11/2002 8:48:41 AM, hmcginn

Contact = XXXXXXXXXX priority = N/A, Status = Solving.

*** NOTES 11/11/2002 8:48:42 AM, hmcginn, Action Type :

On 11/8/02 ACS received a letter from customer dated 11/5/02 regarding a product issue. The customer leased his vehicle from the dealer in November of 2001. Shortly after getting the car, it would jump slightly on its own as if it were changing gears. This problem was fixed but now when the car is in park, the keys don't come out when he turns the engine off. The customer states that the dealer has been extremely rude to him throughout this entire ordeal. The customer would like his car exchanged for a different car of same value.

*** CASE MODIFY 11/11/2002 8:48:51 AM, hmcginn

into WIP default and Status of Solving.

*** CASE DISPATCH 11/11/2002 8:48:58 AM, hmcginn

from WIP default to Queue Team E.

*** CASE ACCEPT 11/11/2002 4:58:11 PM, cgriffin

from Queue Team E to WIP default.

*** CASE ASSIGN 11/11/2002 4:58:18 PM, cgriffin

N012002-11-1100295 to ckruishe, WIP

*** CASE RULE ACTION 11/11/2002 4:58:19 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 11/11/2002 6:24:06 PM, ckruishe

into WIP default and Status of Solving.

*** SUBCASE N012002-11-1100295-1 CREATE 11/11/2002 6:27:17 PM, ckruishe

Created in WIP Default with Due Date 11/11/2002 6:27:17 PM.

*** CASE MODIFY 11/11/2002 6:27:24 PM, ckruishe

into WIP default and Status of Solving.

*** NOTES 11/13/2002 11:36:50 AM, ckruishe, Action Type : Call to Dealer

Spoke with Bruce Tashjin who stated that the jumping issue that the customer experienced was due to a bad transmission that was replaced on 9/25. Customer has not complained about the sticking ignition key. Advised that it could be either a shift cable or pressure through the steering column. Recommended that the customer bring the car in the shop.

*** NOTES 11/13/2002 11:40:33 AM, ckruishe, Action Type : Call to Customer

Spoke with the customer about the issues that she is having with the vehicle. The customer acknowledges that the transmission problem is fixed and that the keys sticking in the ignition has abated. Mechanically there is nothing wrong with her car. The customer is seeking either compensation or an exchange of her vehicle for the inconvenience that she has endured. I advised that there will be no compensation for lost time. Customer became very angry and stated that she would sue Honda for not helping her. The customer then began cursing and using abusive language. I advised the customer that Honda cannot help her if there is nothing wrong with her car. Customer stated that she will never buy another Honda again. I apologized for the incident and left my number if she needs anything in the future.


*** NOTES 11/13/2002 11:44:57 AM, ckruishe, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Case History

Case ID : N012002-11-1100295

Case Title : 

Hi Bruce.

We talked about this customer earlier this morning. Limor Benhamo states that she had difficulty getting warranty work performed at your service department. The customer claims that the service staff was rude and did not want to take her claims of problems with the vehicle seriously. The customer is somewhat irrational so I do not know what transpired at the dealership. Nevertheless, I wanted to give you a heads up.

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

Thank you for your attention to this matter.

Corey Kruisheer
Automobile Customer Service
800-999-1009 ext 118038

*** NOTES 11/13/2002 11:47:20 AM, ckruishe, Action Type : Call to Customer

In conversation with customer, the customer stated that she does not want to take her vehicle to a dealership for warranty service in the future. I advised the customer that Honda will not be able to help her unless she goes to a dealership. Customer is refusing warranty work.

*** SUBCASE N012002-11-1100295-1 CLOSE 11/13/2002 11:47:44 AM, ckruishe

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/13/2002 11:47:46 AM, ckruishe

into WIP 1-E and Status of Solving.

*** CASE CLOSE 11/13/2002 11:47:49 AM, ckruishe

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

*** CASE RULE ACTION 12/9/2002 8:48:41 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 12/23/2002 8:48:41 AM, sa

Action owners supvsr - 45 days of rule Case Closure fired

Case Details

Case ID : N012008-07-1101664	Division : Honda - Auto	Condition : Closed	Open Date : 7/11/2008 4:49:10 PM
Case Originator : Richard Miller (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/11/2008 4:55:25 PM
Case Owner : Richard Miller (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Richard Miller (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 :	HUNTSVILLE, AL [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / JHMC G56672C [REDACTED]
Model / Year :	ACCORD / 2002
Model ID / Product Line :	CG5662JNW / A
Miles / Hours :	88,957
In Service Date :	10/22/2001
Months In Use :	81
Engine Number :	F23A15509247
Originating Dealer No. / Name :	208159 / BALE HONDA
Selling Dealer No. / Name :	208159 / BALE HONDA
Trim :	EX-L
No. Of Doors :	4
Transmission Code :	4AT
Exterior Color :	WH
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012008-07-1101664-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012008-07-1101664-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Richard Miller	Type 1 : Product	Status : Subcase Close	Open Date : 7/11/2008 4:55:06 PM
Issue Owner : Richard Miller	Type 2 : Operation	Queue :	Close Date : 7/11/2008 4:55:22 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Referred to Dealer
 Component Category : NR - No Category Found
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-07-1101664

Case Title : [REDACTED]

*** CASE CREATE 7/11/2008 4:49:10 PM, rmiller

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

*** CASE EXTENDED WARRANTY LOOKUP 7/11/2008 4:49:12 PM, rmiller

WARRANTY CHECK 07/11/2008 04:49:12 PM rmiller

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/11/2008 4:49:21 PM, rmiller

CLAIM CHECK 07/11/2008 04:49:21 PM rmiller

The following Claim History information was found

0; 2006-04-28; 208159; 247663; 510; 725504 ; SAFETY RECALL: IGNITION KEY IS REMOVABLE WITH THE SHIFT LEVER OUT OF PARK - INSPECT IGNITION SWITCH KEY

*** CASE CAMPAIGN LOOKUP 7/11/2008 4:49:26 PM, rmiller

CAMPAIGN CHECK 07/11/2008 04:49:26 PM rmiller

The following Campaign information was found

05-007; P68; 99-02 ACCORD IGN INTERLOCK; 04/28/06; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** CASE VSC LOOKUP 7/11/2008 4:49:28 PM, rmiller

VSC-CUC CHECK 07/11/2008 04:49:28 PM rmiller

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/11/2008 4:50:20 PM, rmiller

CAMPAIGN CHECK 07/11/2008 04:50:20 PM rmiller

The following Campaign information was found

05-007; P68; 99-02 ACCORD IGN INTERLOCK; 04/28/06; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** NOTES 7/11/2008 4:54:08 PM, rmiller, Action Type : Call from Customer

Updated customer contact information.

SITUATION:

[REDACTED] (husband) called into ACS stating that the key is stuck in the ignition.

REQUEST:

He wants to know what is wrong.

PROBING QUESTIONS:

This happened today. Mr. [REDACTED] states the vehicle is in park.

INBOUND CONCLUSION:

I advised him that he will need to take the vehicle to a Honda dealer. He did not want me to find one for him. I told him that it sounds like the interlock.
I advised him to call back if there are any further concerns.

Customer thanked me and needed no further assistance at this moment.

Case History

Case ID : N012008-07-1101664

Case Title : [REDACTED]

*** SUBCASE N012008-07-1101664-1 CREATE 7/11/2008 4:55:06 PM, rmiller

Created in WIP Default with Due Date 7/11/2008 4:55:06 PM.

*** SUBCASE N012008-07-1101664-1 CLOSE 7/11/2008 4:55:22 PM, rmiller

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/11/2008 4:55:23 PM, rmiller

into WIP default and Status of Solving.

*** CASE CLOSE 7/11/2008 4:55:25 PM, rmiller

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

Case Details

Case ID : N012003-09-0801456	Division : Honda - Auto	Condition : Closed	Open Date : 9/8/2003 10:52:28 AM
Case Originator : Steven Fox (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/8/2003 10:58:08 AM
Case Owner : Steven Fox (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Steven Fox (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 :	GARLAND, TX [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / JHMC G56642C [REDACTED]
Model / Year :	ACCORD / 2002
Model ID / Product Line :	CG5662JW / A
Miles / Hours :	28,000
In Service Date :	11/19/2001
Months In Use :	22
Engine Number :	F23A15512866
Originating Dealer No. / Name :	207945 / RUSTY WALLIS HONDA
Selling Dealer No. / Name :	207945 / RUSTY WALLIS HONDA
Trim :	EX
No. Of Doors :	4
Transmission Code :	4AT
Exterior Color :	SI
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 :	207945 / RUSTY WALLIS HONDA
Phone No. :	214-348-7500
Address :	12277 SHILOH ROAD
City / State / Zip :	DALLAS, TX 75228
Svc District / Sls District :	03A / A03
Warranty Labor Rate / Date :	\$83.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-09-0801456-1 / [REDACTED]	PRO	Subcase Close	Product	Operation	725 Ignition Switch

Issue Details

Issue ID : N012003-09-0801456-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Steven Fox	Type 1 : Product	Status : Subcase Close	Open Date : 9/8/2003 10:57:42 AM
Issue Owner : Steven Fox	Type 2 : Operation	Queue :	Close Date : 9/8/2003 10:57:51 AM
Issue Title :			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Documented Concern, Referred to Dealer
Component Category : 11 - Electrical 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 : N012003-09-0801456

Case Title : XXXXXXXXXX

*** CASE CREATE 9/8/2003 10:52:28 AM, sfox

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

*** CASE CAMPAIGN LOOKUP 9/8/2003 10:52:31 AM, sfox

CAMPAIGN CHECK 09/08/2003 10:52:30 AM sfox

No data found for VIN

*** NOTES 9/8/2003 10:56:46 AM, sfox, Action Type : Call from Customer

Customer called in stating that on a few occasions the key will not come out of her ignition. Customer states that this has happened three times in the last two years, the most recent time a few weeks ago. Customer states that the car is in park and the car is turned off, but the key will not come out. Customer states that she has to let the vehicle sit for awhile and then the key will eventually come out. Customer states she called Rusty Wallis and the service advisor informed her that he did not know what was causing this to happen and they recommended she come back when it is happening. Customer is concerned and is AHM assist in fixing this problem.

I apologized to the customer for her inconvenience and informed her that I have documented her concern. I advised customer to bring her vehicle to the dealer for inspection. Informed customer that there is a service new report on the key sticking in the ignition and the recommended fix is adjusting the shift cable. Informed customer that if the dealer cannot find anything wrong or cannot duplicate the problem, they will not replace parts that don't need to be replaced. Customer pleased and stated she would take her vehicle into the dealership for inspection. Customer thanked me for my help.

*** NOTES 9/8/2003 10:57:01 AM, sfox, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer called in stating that on a few occasions the key will not come out of her ignition. Customer states that this has happened three times in the last two years, the most recent time a few weeks ago. Customer states that the car is in park and the car is turned off, but the key will not come out. Customer states that she has to let the vehicle sit for awhile and then the key will eventually come out. Customer states she called Rusty Wallis and the service advisor informed her that he did not know what was causing this to happen and they recommended she come back when it is happening. Customer is concerned and is AHM assist in fixing this problem.

I apologized to the customer for her inconvenience and informed her that I have documented her concern. I advised customer to bring her vehicle to the dealer for inspection. Informed customer that there is a service new report on the key sticking in the ignition and the recommended fix is adjusting the shift cable. Informed customer that if the dealer cannot find anything wrong or cannot duplicate the problem, they will not replace parts that don't need to be replaced. Customer pleased and stated she would take her vehicle into the dealership for inspection. Customer thanked me for my help.

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

Thank you for your attention to this matter.

Steven Fox
Automobile Customer Service

*** SUBCASE N012003-09-0801456-1 CREATE 9/8/2003 10:57:42 AM, sfox

Created in WIP Default with Due Date 9/8/2003 10:57:42 AM.

*** SUBCASE N012003-09-0801456-1 CLOSE 9/8/2003 10:57:51 AM, sfox

Case History

Case ID : N012003-09-0801456

Case Title :



Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/8/2003 10:58:06 AM, sfox
into WIP default and Status of Solving.

*** CASE CLOSE 9/8/2003 10:58:08 AM, sfox

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

Case Details

Case ID : N012008-12-3001369 Division : Honda - Auto Condition : Closed Open Date : 12/30/2008 1:44:43 PM
 Case Originator : Yolanda Jones (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 12/30/2008 3:37:42 PM
 Case Owner : Yolanda Jones (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Yolanda Jones (Team HB) Point of Origin : Customer Wipbin :
 Case Title : IB- [REDACTED] 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 : APPLE VALLEY, CA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / JHMCG66812C [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG6682JW / A
 Miles / Hours : 100,000
 In Service Date : 07/17/2002
 Months In Use : 77
 Engine Number : F23A45515564
 Originating Dealer No. / Name : 207846 / PENSKE HONDA ONTARIO
 Selling Dealer No. / Name : 207846 / PENSKE HONDA ONTARIO
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : GN
 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 : 208268 / VALLEY HI HONDA
 Phone No. : 760-962-9600
 Address : 15710 VALLEY PARK LANE
 City / State / Zip : VICTORVILLE, CA 92394
 Svc District / Sls District : 01B / D01
 Warranty Labor Rate / Date : \$95.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012008-12-3001369-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012008-12-3001369-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Yolanda Jones	Type 1 : Product	Status : Subcase Close	Open Date : 12/30/2008 3:35:55 PM
Issue Owner : Yolanda Jones	Type 2 : Operation	Queue :	Close Date : 12/30/2008 3:37:41 PM
Issue Title :			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc : Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical 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 : N012008-12-3001369

Case Title : IB- [REDACTED]

*** CASE CREATE 12/30/2008 1:44:43 PM, yjones

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

*** CASE EXTENDED WARRANTY LOOKUP 12/30/2008 1:44:47 PM, yjones

WARRANTY CHECK 12/30/2008 01:44:47 PM yjones

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/30/2008 1:44:50 PM, yjones

CLAIM HISTORY CHECK 12/30/2008 01:44:50 PM yjones

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 12/30/2008 1:45:19 PM, yjones

CAMPAIGN CHECK 12/30/2008 01:45:19 PM yjones

The following Campaign information was found

05-007; P68; 99-02 ACCORD IGN INTERLOCK; ; ;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 12/30/2008 1:45:21 PM, yjones

VSC CHECK 12/30/2008 01:45:21 PM yjones

The following VSC information was found

; ; ; ; ; ; ; ; ; ; ; 0; ; ; 0.0

*** CASE CUC LOOKUP 12/30/2008 1:45:21 PM, yjones

CUC CHECK 12/30/2008 01:45:21 PM yjones

The following CUC information was found

KIMBERLY; KOONCE; ACTIVE; 100000; 69359; 81359; 2006-12-02; 2009-07-17; ; 2006-12-02; 2006-12-02; 208268; ; 0; 2006-12-31; 20

06-12-04

*** CASE CAMPAIGN LOOKUP 12/30/2008 1:45:36 PM, yjones

CAMPAIGN CHECK 12/30/2008 01:45:36 PM yjones

The following Campaign information was found

05-007; P68; 99-02 ACCORD IGN INTERLOCK; ; ;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CUC LOOKUP 12/30/2008 1:45:48 PM, yjones

CUC CHECK 12/30/2008 01:45:48 PM yjones

The following CUC information was found

[REDACTED] ACTIVE; 100000; 69359; 81359; 2006-12-02; 2009-07-17; ; 2006-12-02; 2006-12-02; 208268; ; 0; 2006-12-31; 20

06-12-04

*** CASE VSC LOOKUP 12/30/2008 1:45:48 PM, yjones

VSC CHECK 12/30/2008 01:45:48 PM yjones

The following VSC information was found

; ; ; ; ; ; ; ; ; ; ; 0; ; ; 0.0

*** CASE CAMPAIGN LOOKUP 12/30/2008 1:46:22 PM, yjones

Case History

Case ID : N012008-12-3001369

Case Title : 1B- [REDACTED]

CAMPAIGN CHECK 12/30/2008 01:46:21 PM yjones
The following Campaign information was found
05-007; P68; 99-02 ACCORD IGN INTERLOCK; ; ;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE MODIFY 12/30/2008 1:47:20 PM, yjones
into WIP default and Status of Solving.

*** CASE CUC LOOKUP 12/30/2008 1:48:01 PM, yjones

CUC CHECK 12/30/2008 01:48:01 PM yjones
The following CUC information was found

[REDACTED] ACTIVE;100000;69359;81359;2006-12-02;2009-07-17;;2006-12-02;2006-12-02;208268;;0;2006-12-31;2006-12-04

*** CASE VSC LOOKUP 12/30/2008 1:48:01 PM, yjones

VSC CHECK 12/30/2008 01:48:01 PM yjones

The following VSC information was found

;;;;;;;;;0;0;;0.0

*** NOTES 12/30/2008 1:56:30 PM, yjones, Action Type : Call from Customer

Verified the customers information.

Customer states when the vehicle is in park she has difficulty getting key out of ignition.
Customer wants to know if there are any recalls on ignition issues.

Advised customer that there is an open recall related to the ignition interlock unit.
Advised the customer to take vehicle to a Honda dealership for assistance.

Customer states she put the vehicle in park and her daughter was in vehicle and the vehicle started rolling back.
Customer states it was a dangerous incident and the dealership that sold vehicle to customer in 2006 should have performed the recall repair.

Apologized to customer for incident and advised customer that ACS would forward a DCS to dealership to inform of concern for recall not being addressed before purchased.

Customer understood.

*** CASE MODIFY 12/30/2008 1:57:17 PM, yjones

into WIP default and Status of Solving.

*** NOTES 12/30/2008 1:58:02 PM, yjones, Action Type : Dealer Communication

ATTN:GENERAL MANAGER

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

Customer states when the vehicle is in park she has difficulty getting key out of ignition.
Customer wants to know if there are any recalls on ignition issues.

Case History

Case ID : N012008-12-3001369

Case Title : IB [REDACTED]

Advised customer that there is an open recall related to the ignition interlock unit.
Advised the customer to take vehicle to a Honda dealership for assistance.

Customer states she put the vehicle in park and her daughter was in vehicle and the vehicle started rolling back.
Customer states it was a dangerous incident and the dealership that sold vehicle to customer in 2006 should have performed the recall repair.

Apologized to customer for incident and advised customer that ACS would forward a DCS to dealership to inform of concern for recall not being addressed before purchased.

Customer understood.

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

Thank you for your attention to this matter.

Yolanda Jones
Automobile Customer Service

*** CASE VSC LOOKUP 12/30/2008 2:03:09 PM, yjones

VSC CHECK 12/30/2008 02:03:09 PM yjones

The following VSC information was found

;;;;;;0;0;;0.0

*** CASE CUC LOOKUP 12/30/2008 2:03:09 PM, yjones

CUC CHECK 12/30/2008 02:03:09 PM yjones

The following CUC information was found

[REDACTED] ACTIVE;100000;69359;81359;2006-12-02;2009-07-17;;2006-12-02;2006-12-02;208268;;0;2006-12-31;2006-12-04

*** CASE CAMPAIGN LOOKUP 12/30/2008 2:05:26 PM, yjones

CAMPAIGN CHECK 12/30/2008 02:05:25 PM yjones

The following Campaign information was found

05-007; P68; 99-02 ACCORD IGN INTERLOCK; ; ;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** NOTES 12/30/2008 2:24:45 PM, yjones. Action Type : Call from Customer

ACS via further investigation discovered that recalls should be closed before a vehicle is certified.

ACS called customer to inform customer that the recall should have been addressed before the vehicle was certified.

*** SUBCASE N012008-12-3001369-1 CREATE 12/30/2008 3:35:55 PM, yjones

Created in WIP Default with Due Date 12/30/2008 3:35:55 PM.

*** SUBCASE N012008-12-3001369-1 CLOSE 12/30/2008 3:37:41 PM, yjones

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012008-12-3001369

Case Title : 1B

*** CASE CLOSE 12/30/2008 3:37:42 PM, yjones

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

Case Details

Case ID : N012008-09-2202062	Division : Honda - Auto	Condition : Closed	Open Date : 9/22/2008 12:24:40 PM
Case Originator : Gus Songg (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/22/2008 2:29:16 PM
Case Owner : Gus Songg (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Gus Songg (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 :	CANON CITY, CO [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCG22522A [REDACTED]
Model / Year :	ACCORD / 2002
Model ID / Product Line :	CG2252JNW / A
Miles / Hours :	66,000
In Service Date :	04/30/2002
Months In Use :	77
Engine Number :	J30A15067777
Originating Dealer No. / Name :	206967 / HUNTINGTON HONDA
Selling Dealer No. / Name :	206967 / HUNTINGTON HONDA
Trim :	EX V6
No. Of Doors :	2
Transmission Code :	4AT
Exterior Color :	GO
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 :	208184 / FRONT RANGE HONDA
Phone No. :	719-597-4500
Address :	1001 S. ACADEMY BLVD.
City / State / Zip :	COLORADO SPRING, CO 80910
Svc District / Sls District :	10J / C10
Warranty Labor Rate / Date :	\$90.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012008-09-2202062-1 [REDACTED] - PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012008-09-2202062-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gus Songg	Type 1 : Product	Status : Subcase Close	Open Date : 9/22/2008 2:29:10 PM
Issue Owner : Gus Songg	Type 2 : Operation	Queue :	Close Date : 9/22/2008 2:29:16 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical 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 : N012008-09-2202062

Case Title : XXXXXXXXXX

*** CASE CREATE 9/22/2008 12:24:40 PM, gsongg
Contact = XXXXXXXXXX Priority = N/A, Status = Solving.

*** CASE VSC LOOKUP 9/22/2008 12:24:41 PM, gsongg
VSC-CUC CHECK 09/22/2008 12:24:41 PM gsongg
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/22/2008 12:24:45 PM, gsongg
CAMPAIGN CHECK 09/22/2008 12:24:45 PM gsongg
The following Campaign information was found
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CLAIMS LOOKUP 9/22/2008 12:24:46 PM, gsongg
CLAIM HISTORY CHECK 09/22/2008 12:24:46 PM gsongg
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 9/22/2008 12:24:48 PM, gsongg
WARRANTY CHECK 09/22/2008 12:24:48 PM gsongg
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/22/2008 12:24:54 PM, gsongg
CAMPAIGN CHECK 09/22/2008 12:24:54 PM gsongg
The following Campaign information was found
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE MODIFY 9/22/2008 12:26:51 PM, gsongg
into WIP default and Status of Solving.

*** CASE VSC LOOKUP 9/22/2008 12:45:12 PM, gsongg
VSC-CUC CHECK 09/22/2008 12:45:12 PM gsongg
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/22/2008 12:45:16 PM, gsongg
CAMPAIGN CHECK 09/22/2008 12:45:16 PM gsongg
The following Campaign information was found
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CLAIMS LOOKUP 9/22/2008 12:45:17 PM, gsongg
CLAIM HISTORY CHECK 09/22/2008 12:45:17 PM gsongg
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 9/22/2008 12:45:19 PM, gsongg
WARRANTY CHECK 09/22/2008 12:45:19 PM gsongg
No data found for VIN.

*** CASE MODIFY 9/22/2008 12:46:07 PM, gsongg

Case History

Case ID : N012008-09-2202062

Case Title : XXXXXXXXXX

into WIP default and Status of Solving.

*** CASE MODIFY 9/22/2008 12:55:37 PM, gsongg

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/22/2008 1:01:17 PM, gsongg

CAMPAIGN CHECK 09/22/2008 01:01:17 PM gsongg

The following Campaign information was found

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** NOTES 9/22/2008 1:06:28 PM, gsongg, Action Type : Call from Customer

Verified the customer's contact information.

Situation:

Customer states that the key does not come out of the ignition

Request:

Customer would like any type of leads on the matter.

Probing questions

Customer purchased the vehicle on July 1st, 2 weeks after the purchase the transmission died, customer attempted to get the independent dealer to pay or assist in the matter but they did not assume any responsibility.

The customer went to an IRF for repairs, repairs were completed and the transmission now functions.

Now the vehicle ignition locks the key in the ignition cylinder and does not release it.

Customer is wondering if there is any outstanding information for this malfunction.

Customer states that she has had even to disconnect the battery on the vehicle as the key does not come out of the ignition, thus making the radio inoperable.

Inbound conclusion

Apologized to customer for the horrible experience she has gone through with this automobile, advised the customer that she should write in a brief description of the transmission situation and request further information on this issue. although she is outside of the manufacturers warranty.

Advised the customer that the vehicle ignition malfunction could be a result from the transmission replacement, and if the shift lever does not get fully into park the key will not come out of the ignition cylinder.

Regarding the radio code, Advised customer to find the anti theft card, also asked her to inspect the glove box for a decal, and finally advised the customer the 1-6 process.

Asked customer once she had this information she should call back with her serial number and we could provide her with the access code.

Customer required no further assistance.

*** CASE MODIFY 9/22/2008 1:06:31 PM, gsongg

into WIP default and Status of Solving.


*** CASE MODIFY 9/22/2008 1:06:35 PM, gsongg

into WIP default and Status of Solving.

*** SUBCASE N012008-09-2202062-1 CREATE 9/22/2008 2:29:10 PM, gsongg

Case History

Case ID : N012008-09-2202062

Case Title : 

Created in WIP Default with Due Date 9/22/2008 2:29:10 PM.

*** SUBCASE N012008-09-2202062-1 CLOSE 9/22/2008 2:29:16 PM, gsongg

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/22/2008 2:29:16 PM, gsongg

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

Case Details

Case ID : N012006-04-1101537 Division : Honda - Auto Condition : Closed Open Date : 4/11/2006 4:21:15 PM
 Case Originator : Shana Sicherman (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/8/2006 8:43:36 AM
 Case Owner : Corey Kruisheer (Team MA) Method : Phone Queue : Days Open : 119
 Last Closed By : Corey Kruisheer (Team MA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : PHOENIX, AZ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / JHMCG567X2C [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG5672PRW / A
 Miles / Hours : 47,476
 In Service Date : 12/18/2001
 Months In Use : 52
 Engine Number : F23A15518425
 Originating Dealer No. / Name : 207672 / SHOWCASE HONDA
 Selling Dealer No. / Name : 207672 / SHOWCASE HONDA
 Trim : SE
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : RE
 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 : 207672 / SHOWCASE HONDA
 Phone No. : 602-274-3800
 Address : 1500 E. CAMELBACK ROAD
 City / State / Zip : PHOENIX, AZ 85014
 Svc District / Sls District : 10D / D10
 Warranty Labor Rate / Date : \$115.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012006-04-1101537-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch
N012006-04-1101537-2 / [REDACTED]	Subcase Close	Product	Operation	725120	IGNITION SWITCH ELE

Issue Details

Issue ID : N012006-04-1101537-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Corey Kruisheer	Type 1 : Product	Status : Subcase Close	Open Date : 4/13/2006 10:54:29 AM
Issue Owner : Corey Kruisheer	Type 2 : Operation	Queue :	Close Date : 6/30/2006 10:26:02 AM
Issue Title :			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 11 - Electrical 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 : N012006-04-1101537-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Corey Kruisheer	Type 1 : Product	Status : Subcase Close	Open Date : 8/1/2006 10:49:50 AM
Issue Owner : Corey Kruisheer	Type 2 : Operation	Queue :	Close Date : 8/8/2006 8:43:31 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725120 / IGNITION SWITCH ELECTRICAL PORTION - REP
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - AHM 100%, CR Generated Gdwill
 Component Category : 11 - Electrical 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
35100-S84-A33	LOCK ASSY., STEERING	Not Applicable

Check Req Info :

Check Requisition No. : 13503	Payee Name : [REDACTED]
Primary Amount : \$438.56	Address : [REDACTED]
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : PHOENIX, AZ [REDACTED]
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$438.56	Contention Code : 01201
Approved By : jjenkins	Defect Code : 03217
Approval Date : 8/3/2006 3:15:50	Category : Regular
Status : PROCESSED	Failed Part # : 35100-S84-A33
Check No. : 1594001	
Check Date : 8/4/2006	

Case History

Case ID : N012006-04-1101537

Case Title : XXXXXXXXXX

*** CASE CREATE 4/11/2006 4:21:15 PM, ssicherm

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

*** CASE EXTENDED WARRANTY LOOKUP 4/11/2006 4:21:16 PM, ssicherm

WARRANTY CHECK 04/11/2006 04:21:16 PM ssicherm

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/11/2006 4:21:26 PM, ssicherm

CLAIM CHECK 04/11/2006 04:21:26 PM ssicherm

The following Claim History information was found

0; 2003-12-17; 207672; 636989; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023

*** CASE CAMPAIGN LOOKUP 4/11/2006 4:21:30 PM, ssicherm

CAMPAIGN CHECK 04/11/2006 04:21:30 PM ssicherm

The following Campaign information was found

05-007; P68; 99-02 ACCORD IGN INTERLOCK; 2005-04-04; FX
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE VSC LOOKUP 4/11/2006 4:21:31 PM, ssicherm

VSC-CUC CHECK 04/11/2006 04:21:31 PM ssicherm

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/11/2006 4:32:25 PM, ssicherm

CAMPAIGN CHECK 04/11/2006 04:32:25 PM ssicherm

The following Campaign information was found

05-007; P68; 99-02 ACCORD IGN INTERLOCK; 2005-04-04; FX
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE MODIFY 4/11/2006 4:32:58 PM, ssicherm

into WIP default and Status of Solving.

*** NOTES 4/11/2006 4:36:00 PM, ssicherm, Action Type : Call from Customer

Client contacted ACS to report that she took the vehicle to Showcase Honda yesterday. Client reports that intermittently that the key would get stuck inside the ignition. Client reports that she went to the dealer on 04/06/06. Client reports that SA Derrick informed her that it looked like the key was bent, but did not look at the vehicle regarding her concern. Client reports that she had two new keys made for the vehicle. Client reports that on 04/07/06 the new key got stuck in the ignition which prompted her visit to the dealer yesterday. Client reports does not remember who the SA was yesterday, but she spoke with SM Mike. Client reports that the SA informed her that the ignition needs to be replaced. Client reports that Mike offered a \$50 credit towards the installation of the ignition switch since Derrick had originally informed her that it was her keys without having the vehicle inspected. Client paid \$430 for the repair

Client reports that last year the ignition was replaced under recall & she is not satisfied that a year later that the ignition needs to be replaced again. Client asked if there is a known concern with the ignition switch for her vehicle. Informed the client the reason the recall was issued on her vehicle for the ignition switch was that it was noticed in certain conditions if the vehicle was not in park that it sometimes made it possible to remove the key from the ignition while it was out of park. Per further research in ISIS informed the client that her current concern is not a known problem with the vehicle. Client understood. Client is seeking reimbursement from AH for the 2nd ignition switch replacement. Advised client that this will be forwarded to a CM for further review. Provided case number & timeframe for CM to contact her back.

*** CASE MODIFY 4/11/2006 4:36:03 PM, ssicherm

Case History

Case ID : N012006-04-1101537

Case Title : [REDACTED]

into WIP default and Status of Solving.

*** CASE MODIFY 4/11/2006 4:36:03 PM, ssicherm

into WIP default and Status of Solving.

*** CASE DISPATCH 4/11/2006 4:36:11 PM, ssicherm

from WIP default to Queue Honda Team G.

*** CASE ASSIGN 4/12/2006 10:09:27 AM, ssicherm

N012006-04-1101537 to ckruishe, WIP

*** CASE RULE ACTION 4/12/2006 10:09:28 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 4/13/2006 10:52:55 AM, ckruishe

into WIP DEFAULT and Status of Solving.

*** SUBCASE N012006-04-1101537-1 CREATE 4/13/2006 10:54:29 AM, ckruishe

Created in WIP Default with Due Date 4/13/2006 10:54:29 AM.

*** COMMIT 4/13/2006 10:54:31 AM, ckruishe, Action Type :

Made to JULIE FLAIM due 04/16/2006 10:54:35 AM.

DCS Follow-Up

*** NOTES 4/13/2006 10:55:24 AM, ckruishe, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 4/16/2006

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:

Darren,

This customer called our office regarding the ignition switch for her Accord. She said the switch was replaced per the recall and now it needs replacement again. Was Richard contacted for possible assistance? Please advise. 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.

Corey Kruisheer

Automobile Customer Service

*** NOTES 4/14/2006 11:27:20 AM, ckruishe, Action Type : Inbound DCS

I DON'T BELIEVE THAT RICHARD WAS CONTACTED FOR THIS ONE. THE RECALL WAS DONE IN APRIL OF 2005.

*** COMMIT 4/14/2006 11:27:20 AM, ckruishe, Action Type : External Commitment

Inbound DCS received from Dealer # 207672

*** CASE FULFILL 4/17/2006 8:22:29 AM, ckruishe

Fulfilled for [REDACTED] lue ?/?/? ?/?/?.

Case History

Case ID : N012006-04-1101537

Case Title : [REDACTED]

*** CASE FULFILL 4/17/2006 8:22:33 AM, ckruishe

Fulfilled for [REDACTED] due 04/16/2006 10:54:35 AM.

*** NOTES 4/17/2006 8:53:15 AM, ckruishe, Action Type : Call to Dealer

Spoke with Darren.

Dealer has inspected this car. They could only duplicate a no-start condition because of a bent key. Customer paid to have a new key cut and this seemed to resolve the issue. Customer then demanded replacement of the ignition switch although the concern was never re-duplicated by the dealership.

*** CASE RULE ACTION 5/9/2006 3:21:15 PM, sa

Action owner - 30 days of rule Case Closure fired

*** COMMIT 5/9/2006 3:51:55 PM, ckruishe, Action Type : N/A

Call customer - Was repair done?

*** NOTES 5/25/2006 12:00:00 PM, ckruishe, Action Type : Call to Customer

LM for the customer.

*** CASE FULFILL 5/25/2006 12:00:07 PM, ckruishe

Fulfilled for [REDACTED] due 05/11/2006 12:00:00 AM.

*** COMMIT 5/25/2006 12:00:09 PM, ckruishe, Action Type : N/A

customer

*** NOTES 6/23/2006 4:34:20 PM, ckruishe, Action Type : Call to Customer

LM for the customer.

*** CASE FULFILL 6/23/2006 4:34:36 PM, ckruishe

Fulfilled for JULIE FLAIM due 05/29/2006 12:00:00 AM.

*** COMMIT 6/23/2006 4:34:39 PM, ckruishe, Action Type : N/A

7 day

*** NOTES 6/26/2006 4:59:50 PM, ckruishe, Action Type : Letter/Fax

Mailed following letter to the customer:

June 26, 2006

[REDACTED]
Phoenix, AZ [REDACTED]

Dear Ms. [REDACTED]

Thank you for contacting American Honda regarding your 2002 Honda Accord, VIN JHMCG567X2C018340.

I have been unable to contact you by phone. If you could please contact our office within 7 days of receiving this letter, it would be greatly appreciated. If I do not hear from you, I will presume that your vehicle has been repaired to your satisfaction and close your file until future contact.

Case History

Case ID : N012006-04-1101537

Case Title : [REDACTED]

We appreciate the opportunity to serve our customers. We hope to hear from you. I can be reached at 1-800-999-1009, Extension 118123 (Pacific Standard Time, 8:30am - 5:00pm, Monday - Friday).

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Corey Kruisheer
Automobile Customer Service
N012006-04-1101537

*** CASE FULFILL 6/26/2006 4:59:57 PM, ckruishe

Fulfilled for [REDACTED] due 06/26/2006 12:00:00 AM.

*** COMMIT 6/26/2006 5:00:00 PM, ckruishe, Action Type : N/A

7 day

*** CASE CLAIMS LOOKUP 6/30/2006 9:45:18 AM, ckruishe

CLAIM CHECK 06/30/2006 09:45:18 AM ckruishe

The following Claim History information was found

0; 2003-12-17; 207672; 636989; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023

*** NOTES 6/30/2006 10:25:36 AM, ckruishe, Action Type : Call from Customer

Ms. [REDACTED] called back.

She said that she has already paid to have the ignition (lock cylinder) replaced. She does not understand why the electric and the mechanical portions of the ignition are not covered by the recall. Advised the recall on pertains to the electrical portion of the cylinder. Told the customer that I would entertain reimbursement of the lock cylinder replacement if she is able to provide a copy of the invoice. Customer said she would fax the invoice in at a later date. Advised that I would await the correspondence and she would receive a call back upon its receipt.

*** SUBCASE N012006-04-1101537-1 CLOSE 6/30/2006 10:26:02 AM, ckruishe

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/30/2006 10:26:05 AM, ckruishe

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

*** CASE REOPEN 7/31/2006 4:03:55 PM, sscott

with Condition of Open and Status of Solving.

*** NOTES 7/31/2006 4:06:01 PM, sscott, Action Type : Letter/Fax

On 7/31/06, ACS received 2-page fax from customer regarding previous issue.

*** CASE DISPATCH 7/31/2006 4:06:29 PM, sscott

from WIP default to Queue Honda Team G.

*** CASE ASSIGN 7/31/2006 4:30:37 PM, tcarter1

N012006-04-1101537 to ckruishe, WIP CURRENT TIMESTAMP

*** CASE RULE ACTION 7/31/2006 4:30:38 PM, sa

Action Task Assignee of rule Assign Notification fired

Case History

Case ID : N012006-04-1101537

Case Title : 

*** NOTES 8/1/2006 10:45:06 AM, ckruishe, Action Type : Call to Customer
LM for the customer confirming receipt of her invoice. Customer's mailing address is listed on her fax cover sheet.

*** SUBCASE N012006-04-1101537-2 CREATE 8/1/2006 10:49:50 AM, ckruishe
Created in WIP Default with Due Date 8/1/2006 10:49:50 AM.

*** CASE MODIFY 8/1/2006 10:50:49 AM, ckruishe
into WIP CHECKS and Status of Solving.

*** SUBCASE N012006-04-1101537-2 DISPATCH 8/1/2006 10:56:25 AM, ckruishe
from WIP DEFAULT to Queue Ck Req - Jenkins.

*** NOTES 8/1/2006 10:57:05 AM, ckruishe, Action Type : Note-General
Submitted check requisition number 13503 in the sum of \$438.56 for approval.

*** SUBCASE N012006-04-1101537-2 RULE ACTION 8/2/2006 9:56:25 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE N012006-04-1101537-2 RULE ACTION 8/3/2006 9:56:25 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** SUBCASE N012006-04-1101537-2 8/3/2006 3:15:50 PM, jjenkins, Action Type :
Check Requisition for 438.56 \$ submitted
Check Requisition for 438.56 \$ submitted by jjenkins

*** SUBCASE N012006-04-1101537-2 RETURN 8/3/2006 3:15:56 PM, jjenkins
from Queue Ck Req - Jenkins to WIP Sub-cases.

*** SUBCASE N012006-04-1101537-2 COMMIT 8/7/2006 8:02:01 AM, ckruishe, Action Type : External Commitment
Check processed for check_req_no = 13503 on 2006-08-04-00.00.000000

*** NOTES 8/7/2006 10:41:13 AM, pburkhar, Action Type : Note-General
Check mailed.

*** SUBCASE N012006-04-1101537-2 CLOSE 8/8/2006 8:43:31 AM, ckruishe
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/8/2006 8:43:36 AM, ckruishe
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012006-06-0100704 Division : Honda - Auto Condition : Closed Open Date : 6/1/2006 10:02:15 AM
 Case Originator : Clarissa Crucil (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 7/5/2006 7:26:59 AM
 Case Owner : John Biafore (Team HA) Method : Phone Queue : Days Open : 34
 Last Closed By : John Biafore (Team HA) Point of Origin : Customer Wipbin : No. of Attachments : 0
 Case Title : 9D** [REDACTED]

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 : Niantic, CT [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCG22562A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG2252JNW / A
 Miles / Hours : 72,000
 In Service Date : 02/25/2002
 Months In Use : 52
 Engine Number : J30A15076796
 Originating Dealer No. / Name : 207423 / TORRINGTON HONDA
 Selling Dealer No. / Name : 207423 / TORRINGTON HONDA
 Trim : EX V6
 No. Of Doors : 2
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 206879 / EXECUTIVE HONDA
 Phone No. : 203-949-7400
 Address : 1194 N. COLONY ROAD
 City / State / Zip : WALLINGFORD, CT 06492
 Svc District / Sls District : 09D / B09
 Warranty Labor Rate / Date : \$94.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012006-06-0100704-1 / [REDACTED]	PRO	Subcase Close	Product	614	A/C Compressor
N012006-06-0100704-2 / [REDACTED]	PRO	Subcase Close	Product	218	Automatic Trans

Issue Details

Issue ID : N012006-06-0100704-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John Biafore	Type 1 : Product	Status : Subcase Close	Open Date : 6/28/2006 9:02:58 AM
Issue Owner : John Biafore	Type 2 : Model Information	Queue :	Close Date : 6/28/2006 9:03:17 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 614 / A/C Compressor
 Condition Code Desc Any 6140
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : No Contact
 Component Category : 13 - Visibility
 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 : N012006-06-0100704-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John Biafore	Type 1 : Product	Status : Subcase Close	Open Date : 7/5/2006 7:26:31 AM
Issue Owner : John Biafore	Type 2 : Operation	Queue :	Close Date : 7/5/2006 7:26:57 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Internal Fail 2182
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : Assist Denied, Documented Concern
 Component Category : 10 - Power Train
 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 : N012006-06-0100704

Case Title : 9D*

*** CASE CREATE 6/1/2006 10:02:15 AM, ccrucil

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

*** CASE MODIFY 6/1/2006 10:28:59 AM, ccrucil

into WIP default and Status of Solving.

*** CASE MODIFY 6/1/2006 10:29:29 AM, ccrucil

into WIP default and Status of Solving.

*** NOTES 6/1/2006 12:02:15 PM, ccrucil, Action Type : Call from Customer

Mr. [REDACTED] called AH in regards to a vehicle complaint.

*** CASE MODIFY 6/1/2006 12:02:33 PM, ccrucil

into WIP default and Status of Solving.

*** CASE DISPATCH 6/1/2006 12:03:14 PM, ccrucil

from WIP default to Queue Honda Team B.

*** CASE ACCEPT 6/1/2006 12:08:09 PM, bkumiyam

from Queue Honda Team B to WIP default.

*** NOTES 6/1/2006 12:52:02 PM, ccrucil, Action Type : Call from Customer

Mr. [REDACTED] states that he purchased the vehicle from Executive Honda's "sister" dealership Executive Acura.

He purchased the vehicle certified used at 44k miles. 1 month later at 55k miles the transmission blew out on his way to work. He states that he called his friend who is the GM at Executive Acura (no name given) and his friend had him tow the vehicle to Executive Honda. At the dealership they advised the customer that his transmission blew and they did not know why. They good willed his transmission repair with a 50/50 split and he states that at the time he was satisfied with that decision.

Mr. [REDACTED] states that 2 weeks after that the electrical system started to malfunction.

He contact the Honda dealership (SA's name not known at time of call) because the radio was cutting in and out, the blinker was not functioning at all then it would. Furthermore he states that at the dealership the SA made him aware of a crack in the engine. He states that intermittently he has experienced the key getting stuck in the ignition and the headlights not functioning properly. Mr. Richardson states that he is "ready to blow up this car" if AH can not help him fix these issues.

He states that the vehicle is currently in his possession and operable today as of this moment.

He states that it can change from day to day.

I apologized to him for the inconveniences and explained to him that I could forward this case to a CM for review in the interest of his satisfaction as a Honda customer. He states that he has owned several Acuras and this is his 1st Honda. He trusted the certified used name and is very disappointed. I provided him with his case number for future reference and explained that a CM would contact him in an appropriate time frame to further discuss this case.

The call ended and I am dispatching the case to Team B.

*** CASE VSC LOOKUP 6/1/2006 1:25:01 PM, bkumiyam

VSC-CUC CHECK 06/01/2006 01:25:01 PM bkumiyam

No data found for VIN.

*** CASE ASSIGN 6/5/2006 6:45:55 AM, bkumiyam

N012006-06-0100704 to jbiafore, WIP

Case History

Case ID : N012006-06-0100704

Case Title : 9D** [REDACTED]

*** CASE RULE ACTION 6/5/2006 6:45:57 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE VSC LOOKUP 6/5/2006 1:14:14 PM, jbiafore

VSC-CUC CHECK 06/05/2006 01:14:14 PM jbiafore

No data found for VIN.

*** COMMIT 6/5/2006 1:14:53 PM, jbiafore, Action Type :

Made to [REDACTED] due 06/08/2006 01:14:56 PM.

DCS Follow-Up

*** NOTES 6/5/2006 1:17:03 PM, jbiafore, Action Type : Call to Customer

I left Mr. [REDACTED] a message introducing myself as the case manager and to state that I sent a communication to the service manager regarding the issues.

I also left a return number, extension, & case number.

*** NOTES 6/5/2006 1:23:50 PM, jbiafore, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 6/8/2006 1

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:

Hello Todd,

The customer states that they have some electrical issue and I wanted verify if they have been in to your bay for a diagnosis as of yet. They also stated that they were under the impression that they purchased the car certified, but I don't have it as such. If you have anything different please advise.

Please call me back or transmit a DCS response as soon as you can. Thank you for your prompt attention to this matter.

John Biafore X118019

Automobile Customer Service

*** CASE MODIFY 6/5/2006 1:24:15 PM, jbiafore

into WIP default and Status of Solving.

*** NOTES 6/9/2006 6:54:52 AM, jbiafore, Action Type : Call to Customer

I left the customer a message to call ACS.

*** CASE FULFILL 6/9/2006 6:54:57 AM, jbiafore

Fulfilled for JOHN RICHARDSON due 06/08/2006 01:14:56 PM.

*** COMMIT 6/9/2006 6:54:58 AM, jbiafore, Action Type : N/A

Call cust to request a diagnosis

*** CASE CLAIMS LOOKUP 6/9/2006 7:09:50 AM, jbiafore

CLAIM CHECK 06/09/2006 07:09:50 AM jbiafore

The following Claim History information was found

0; 2006-03-09; 206879; 326043; 510; 218102 ; TRANSMISSION AND TORQUE CONVERTER - EXCHANGE. S/B#

Case History

Case ID : N012006-06-0100704

Case Title : 9D** [REDACTED]

01-014 S/B# 01-019 S/B# 98-061

*** CASE CAMPAIGN LOOKUP 6/9/2006 7:12:16 AM, jbiafore

CAMPAIGN CHECK 06/09/2006 07:12:16 AM jbiafore

The following Campaign information was found

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE VSC LOOKUP 6/9/2006 7:12:23 AM, jbiafore

VSC-CUC CHECK 06/09/2006 07:12:23 AM jbiafore

No data found for VIN.

*** NOTES 6/9/2006 7:38:01 AM, jbiafore, Action Type : Call from Customer

Mr. [REDACTED] contacted ACS to state that along with the transmission replacement he has had multiple electrical issues and that and the invoice listed - brakes, electrical malfunctions, key not coming out intermittently and per the SA (No name) "something in the engine that needs to come out" . He added that he took delivery 05/2005 at 52,000 miles from Executive Honda he paid \$800.00. He also stated that he took the car to Executive Acura and got the diagnosis and sent him to Honda to have the work done.

I advised him that I will contact the Acura service department and verify the diagnosis.

*** CASE CLAIMS LOOKUP 6/9/2006 8:06:11 AM, jbiafore

CLAIM CHECK 06/09/2006 08:06:11 AM jbiafore

The following Claim History information was found

0; 2006-03-09; 206879; 326043; 510; 218102 ; TRANSMISSION AND TORQUE CONVERTER - EXCHANGE. S/B#

01-014 S/B# 01-019 S/B# 98-061

*** CASE CLAIMS LOOKUP 6/9/2006 8:10:30 AM, jbiafore

CLAIM CHECK 06/09/2006 08:10:30 AM jbiafore

The following Claim History information was found

0; 2006-03-09; 206879; 326043; 510; 218102 ; TRANSMISSION AND TORQUE CONVERTER - EXCHANGE. S/B#

01-014 S/B# 01-019 S/B# 98-061

*** NOTES 6/9/2006 8:12:43 AM, jbiafore, Action Type : Call to Dealer

I left SM Todd at Executive Honda and advised him that the transmission was replaced on 03/09/06 and that I was trying to verify the entire diagnosis that was sent over to him with the car.

Acrua by Executive advised me that he purchased the car there on 06/30/05.

*** CASE FULFILL 6/9/2006 8:12:54 AM, jbiafore

Fulfilled for [REDACTED] due 06/13/2006 12:00:00 AM.

*** COMMIT 6/9/2006 8:12:57 AM, jbiafore, Action Type : N/A

Call SM Sean to get entire diagnosis

*** CASE CAMPAIGN LOOKUP 6/15/2006 10:52:30 AM, jbiafore

CAMPAIGN CHECK 06/15/2006 10:52:30 AM jbiafore

The following Campaign information was found

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE CLAIMS LOOKUP 6/15/2006 10:53:01 AM, jbiafore

Case History

Case ID : N012006-06-0100704

Case Title : 9D** [REDACTED]

CLAIM CHECK 06/15/2006 10:53:01 AM jbiafore

The following Claim History information was found

0; 2006-03-09; 206879; 326043; 510; 218102 ; TRANSMISSION AND TORQUE CONVERTER - EXCHANGE. S/B# 01-014 S/B# 01-019 S/B# 98-061

*** NOTES 6/15/2006 10:57:45 AM, jbiafore, Action Type : Call to Dealer

I contacted SA Cindy and was advised that the 03/09/06 diagnosis for the transmission slip and diagnosis was internal fail.

ASM Sean stated that he will call the Acura dealer and get the diagnosis and call ACS back.

*** CASE MODIFY COMMITMENT 6/15/2006 10:58:06 AM, jbiafore

with [REDACTED] due 06/16/2006 12:00:00 AM.

*** NOTES 6/15/2006 12:10:17 PM, jbiafore, Action Type : Call to Dealer

ASM Sean called back to state that the DPSM paid a good will of \$974.01, the customer paid \$452.49.

Sean asked if the case was finalized and I advised him that I will call the customer and no further information was required.

*** NOTES 6/15/2006 12:11:33 PM, jbiafore, Action Type : Call to Customer

I left Mr. [REDACTED] a message to call ACS.

*** CASE FULFILL 6/15/2006 12:12:03 PM, jbiafore

Fulfilled for [REDACTED] due 06/16/2006 12:00:00 AM.

*** COMMIT 6/15/2006 12:12:07 PM, jbiafore, Action Type : N/A

Call cust to deny & if no call by cust snnd 10-day

*** CASE MODIFY COMMITMENT 6/16/2006 1:21:07 PM, jbiafore

with [REDACTED] due 06/19/2006 12:00:00 AM.

*** NOTES 6/20/2006 8:33:40 AM, jbiafore, Action Type : Letter/Fax

June 20, 2006

[REDACTED]

Niantic, CT [REDACTED]

RE: Transmission assistance

Dear Mr. [REDACTED]

Thank you for affording American Honda Motor Co., Inc. the opportunity to address your vehicle concerns. I recently left you a voice message and have not heard back from so if you would like to continue working with me on the case, please call me and let me know.

If I don't hear from you within 10 days from the day of this letter, I will consider that you are satisfied and close the case.

Sincerely,

Case History

Case ID : N012006-06-0100704

Case Title : 9D** [REDACTED]

John Biafore
Automobile Customer Services
1919 Torrance Blvd.
Torrance, CA. 90501-2746
1-(800)-999-1009 Extension 118019

AMERICAN HONDA MOTOR CO., INC.

CASE # N012006-06-0100704

*** CASE FULFILL 6/20/2006 8:36:38 AM, jbiafore

Fulfilled for [REDACTED] due 06/19/2006 12:00:00 AM.

*** COMMIT 6/20/2006 8:36:41 AM, jbiafore, Action Type : N/A

Close if no reply

*** CASE FULFILL 6/28/2006 9:02:18 AM, jbiafore

Fulfilled for [REDACTED] due 06/30/2006 12:00:00 AM.

*** SUBCASE N012006-06-0100704-1 CREATE 6/28/2006 9:02:58 AM, jbiafore

Created in WIP Default with Due Date 6/28/2006 9:02:58 AM.

*** SUBCASE N012006-06-0100704-1 CLOSE 6/28/2006 9:03:17 AM, jbiafore

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/28/2006 9:03:19 AM, jbiafore

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

*** CASE REOPEN 6/30/2006 10:26:29 AM, jbiafore

with Condition of Open and Status of Solving.

*** NOTES 6/30/2006 10:30:15 AM, jbiafore, Action Type : Call from Customer

Mr. [REDACTED] left a message to request a call back.

*** CASE CAMPAIGN LOOKUP 6/30/2006 10:38:01 AM, jbiafore

CAMPAIGN CHECK 06/30/2006 10:38:01 AM jbiafore

The following Campaign information was found

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE CAMPAIGN LOOKUP 6/30/2006 10:39:07 AM, jbiafore

CAMPAIGN CHECK 06/30/2006 10:39:07 AM jbiafore

The following Campaign information was found

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE CAMPAIGN LOOKUP 6/30/2006 10:39:16 AM, jbiafore

CAMPAIGN CHECK 06/30/2006 10:39:16 AM jbiafore

The following Campaign information was found

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** NOTES 6/30/2006 10:59:19 AM, jbiafore, Action Type : Call to Dealer

I contacted SM Sean and he advised that he did not give customer any list of needed repairs and that ACS should check with Acura by Executive.

Case History

Case ID : N012006-06-0100704

Case Title : 9D [REDACTED]

*** NOTES 6/30/2006 12:08:17 PM, jbiafore, Action Type : Call to Customer

I called Mr. [REDACTED] back to inquire if he had the invoice with the needed repairs.

He advised that he left it at the Acura by Executive.

*** NOTES 6/30/2006 12:10:50 PM, jbiafore, Action Type : Call to Customer

I contacted Mr. [REDACTED] and he states that he is still facing multiple issues that he is requesting reimbursement for the \$452.49 he paid on the transmission repair because of the \$2000 + worth of repairs that he still facing that the feels should not have .

*** COMMIT 6/30/2006 12:11:24 PM, jbiafore, Action Type : N/A

Call Acura dlr

*** NOTES 7/3/2006 7:40:35 AM, jbiafore, Action Type : Call from Customer

860-701-5900

I tried to call Acura by Executive and the dealer was closed.

*** CASE MODIFY COMMITMENT 7/3/2006 7:40:55 AM, jbiafore

with [REDACTED] due 07/05/2006 12:00:00 AM.

*** NOTES 7/5/2006 7:25:35 AM, jbiafore, Action Type : Call to Customer

I left Mr. [REDACTED] a message to state that no assistance can be provided by AHM at this time. I added that if he would like to further pursue reimbursement that he can contact the SM at Acura by Executive.

*** CASE FULFILL 7/5/2006 7:25:43 AM, jbiafore

Fulfilled for [REDACTED] due 07/05/2006 12:00:00 AM.

*** SUBCASE N012006-06-0100704-2 CREATE 7/5/2006 7:26:31 AM, jbiafore

Created in WIP Default with Due Date 7/5/2006 7:26:31 AM.

*** SUBCASE N012006-06-0100704-2 CLOSE 7/5/2006 7:26:57 AM, jbiafore

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/5/2006 7:26:59 AM, jbiafore

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

Case Details

Case ID : N012003-06-0301258	Division : Honda - Auto	Condition : Closed	Open Date : 6/3/2003 3:37:22 PM
Case Originator : Dax Amary (Team HG)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/3/2003 3:44:52 PM
Case Owner : Dax Amary (Team HG)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Dax Amary (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 : SAN JOSE, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCG32752A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG3272JNW / A
 Miles / Hours : 15,000
 In Service Date : 05/04/2002
 Months In Use : 13
 Engine Number : F23A45037050
 Originating Dealer No. / Name : 208053 / TRACY HONDA
 Selling Dealer No. / Name : 207924 / CAPITOL HONDA
 Trim : EX-L
 No. Of Doors : 2
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 207924 / CAPITOL HONDA
 Phone No. : 408-445-4400
 Address : 745 W. CAPITOL EXPWY
 City / State / Zip : SAN JOSE, CA 95136
 Svc District / Sls District : 12G / B01
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-06-0301258-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012003-06-0301258-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Dax Amary	Type 1 : Product	Status : Subcase Close	Open Date : 6/3/2003 3:43:02 PM
Issue Owner : Dax Amary	Type 2 : Operation	Queue :	Close Date : 6/3/2003 3:44:49 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Referred to Dealer
Component Category : 01 - Steering 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 : N012003-06-0301258

Case Title : XXXXXXXXXX

*** CASE CREATE 6/3/2003 3:37:22 PM, damary

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

*** NOTES 6/3/2003 3:42:12 PM, damary, Action Type : Call from Customer

Customer called and stated that his key is stuck in his ignition. The customer stated that the key is stuck in the one position and the key will not come out. The customer states that the only way his key will come out is if he disconnects his battery.

I advised the customer to take his vehicle to his local Honda Dealership for a diagnosis and repair of the concern.

*** CASE MODIFY 6/3/2003 3:42:27 PM, damary

into WIP default and Status of Solving.

*** NOTES 6/3/2003 3:42:55 PM, damary, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer called and stated that his key is stuck in his ignition. The customer stated that the key is stuck in the one position and the key will not come out. The customer states that the only way his key will come out is if he disconnects his battery.

I advised the customer to take his vehicle to his local Honda Dealership for a diagnosis and repair of the concern.

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

Thank you for your attention to this matter.

Dax Amary

Automobile Customer Service

*** SUBCASE N012003-06-0301258-1 CREATE 6/3/2003 3:43:02 PM, damary

Created in WIP Default with Due Date 6/3/2003 3:43:02 PM.

*** SUBCASE N012003-06-0301258-1 CLOSE 6/3/2003 3:44:49 PM, damary

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/3/2003 3:44:52 PM, damary

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

Case Details

Case ID : N012002-02-2500866 Division : Honda - Auto Condition : Closed Open Date : 2/25/2002 2:38:19 PM
 Case Originator : Patricia Evans (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 4/30/2002 9:29:39 AM
 Case Owner : Steven Petrecca (Team MA) Method : Phone Queue : Days Open : 64
 Last Closed By : Steven Petrecca (Team MA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] No. of Attachments : 1

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 : SOUTH RICHMOND HILL, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCG16542A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG1652JNW / A
 Miles / Hours :
 In Service Date : 10/31/2001
 Months In Use : 4
 Engine Number : J30A15031047
 Originating Dealer No. / Name : 206719 / PARAGON HONDA
 Selling Dealer No. / Name : 206719 / PARAGON HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : GN
 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 : 206719 / PARAGON HONDA
 Phone No. : 718-507-5000
 Address : 57-02 NORTHERN BLVD.
 City / State / Zip : WOODSIDE, NY 11377
 Svc District / Sls District : 05A / A05
 Warranty Labor Rate / Date : \$103.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207164	BAY RIDGE HONDA		

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
N012002-02-2500866-1 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans
N012002-02-2500866-2 / [REDACTED]	Subcase Close	Product	Operation	117	Ignition

Issue Details

Issue ID : N012002-02-2500866-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Monique Goldstein	Type 1 : Product	Status : Subcase Close	Open Date : 2/26/2002 3:30:03 PM
Issue Owner : Monique Goldstein	Type 2 : Operation	Queue :	Close Date : 3/22/2002 10:36:08 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Internal Fail 2182
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Referred to Dealer
 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

Issue Details

Issue ID : N012002-02-2500866-2	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Steven Petrecca	Type 1 : Product	Status : Subcase Close	Open Date : 4/26/2002 6:29:14 AM
Issue Owner : Steven Petrecca	Type 2 : Operation	Queue :	Close Date : 4/29/2002 10:58:06 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 117 / Ignition
 Condition Code Desc Other 117X
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Documented Concern
 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 : N012002-02-2500866

Case Title : [REDACTED]

*** CASE CREATE 2/25/2002 2:38:19 PM, pevans

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

*** NOTES 2/25/2002 2:38:20 PM, pevans, Action Type :

Customer is contacting our office in regards to the transmission,. Customer purchased car 1 month ago and it has been at the dealer 3 times. Now the dealer needs to replaced the transmission. While the car is in for service they have not offer a rental. The customer does not want the car. The dealer has given the car back to customer until the transmission arrives. Advised customer that a case manager will contact him within 3 business days.

*** CASE MODIFY 2/25/2002 2:39:54 PM, pevans

into WIP default and Status of Solving.

*** CASE DISPATCH 2/25/2002 2:52:58 PM, pevans

from WIP default to Queue Team F.

*** CASE YANKED 2/25/2002 3:03:43 PM, pevans

Yanked by pevans into WIPbin default.

*** CASE DISPATCH 2/25/2002 3:04:24 PM, pevans

from WIP default to Queue Team F.

*** CASE ACCEPT 2/26/2002 7:03:37 AM, cmartin

from Queue Team F to WIP default.

*** CASE ASSIGN 2/26/2002 7:03:42 AM, cmartin

N012002-02-2500866 to mgoldste, WIP

*** CASE RULE ACTION 2/26/2002 7:03:44 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012002-02-2500866-1 CREATE 2/26/2002 3:30:03 PM, mgoldste

Created in WIP Default with Due Date 2/26/2002 3:30:03 PM.

*** CASE MODIFY 2/26/2002 3:30:33 PM, mgoldste

into WIP default and Status of Solving.

*** CASE MODIFY 2/26/2002 3:31:04 PM, mgoldste

into WIP default and Status of Solving.

*** COMMIT 2/26/2002 3:31:04 PM, mgoldste, Action Type :

Made to [REDACTED] due 02/27/02 12:00:00 AM.

Call Dealer

*** SUBCASE N012002-02-2500866-1 NOTES 2/26/2002 3:31:37 PM, mgoldste, Action Type : Call from Customer

i tried calling the dealership, i will call the dealership back tomorrow.

*** CASE MODIFY 2/26/2002 3:31:39 PM, mgoldste

into WIP default and Status of Solving.

*** COMMIT 2/28/2002 6:26:04 AM, mgoldste, Action Type :

Made to [REDACTED] due 03/07/02 12:00:00 AM.

Call Customer

*** SUBCASE N012002-02-2500866-1 NOTES 2/28/2002 6:50:08 AM, mgoldste, Action Type : Call from Customer

Case History

Case ID : N012002-02-2500866

Case Title : [REDACTED]

i called the dealership and spoke to Jay Wiess (service director)..he states the customer was at the dealership on feb. 12 at that time they replaced the torque convertor and there was a slight leak on the top of the transmission. The customer has the car now.

Jay states the customer was in 3 times for a oil leak, then they found the oil clogging on top of the transmission. At the 3rd visit a transmission was ordered and the customer is due in today and the car should be completed tomorrow 3.1.02 and i told him to give the customer 1 day rental.

I thanked jay for his time.

*** CASE MODIFY 2/28/2002 6:50:11 AM, mgoldste
into WIP default and Status of Solving.

*** CASE MODIFY 2/28/2002 6:52:08 AM, mgoldste
into WIP default and Status of Solving.

*** CASE MODIFY 2/28/2002 6:53:21 AM, mgoldste
into WIP default and Status of Solving.

*** SUBCASE N012002-02-2500866-1 NOTES 2/28/2002 6:57:11 AM, mgoldste, Action Type : Note-General
as i was going to call the customer i noticed the rep who opened the case didn't verify a phone number (no was there). i called the dealership and got the number.

*** CASE MODIFY 2/28/2002 6:57:13 AM, mgoldste
into WIP default and Status of Solving.

*** NOTES 2/28/2002 6:59:39 AM, mgoldste, Action Type : Call to Customer

i called the customer to inform him of what the dealership has told me, i told the customer the dealership has the transmission and his car was due in today for the repair. The customer states he wasn't aware.

I told the customer to contact the dealership and speak with Jay Wiess and i told him while his vehicle is being repaired i would supply 1 day rental as good will to him.

the customer was happy and i will do a f/u once the car has been repaired.

*** CASE MODIFY 2/28/2002 6:59:42 AM, mgoldste
into WIP default and Status of Solving.

*** COMMIT 2/28/2002 9:32:25 AM, mgoldste, Action Type :

Made to [REDACTED] due 03/07/02 12:00:00 AM.

DCS Follow-Up

*** SUBCASE N012002-02-2500866-1 NOTES 2/28/2002 9:46:38 AM, mgoldste, Action Type : Dealer Communication

Attention Jay Wiess, thanks for your assistance with this customer situation today. Once the repair has been repaired could you please give me an update.
THANKS SO MUCH.

I have provided my number for your reference. If you choose not to response to the Dealer Communication, please call and leave me a detailed message about the customer concerns on my voicemail provided below and the best time you can be reached along with a contact number.

Thanks in advance
Monique Goldstein

Case History

Case ID : N012002-02-2500866

Case Title : [REDACTED]

800.999.1009 ext. 118044

*** CASE MODIFY 2/28/2002 9:46:44 AM, mgoldste
into WIP NO ASSIST/ASSIST and Status of Solving.

*** CASE FULFILL 2/28/2002 1:43:57 PM, mgoldste
Fulfilled for [REDACTED] due 02/27/02 12:00:00 AM.

*** CASE MODIFY 3/7/2002 7:49:14 AM, mgoldste
into WIP NO ASSIST/ASSIST and Status of Solving.

*** SUBCASE N012002-02-2500866-1 NOTES 3/7/2002 8:02:34 AM, mgoldste, Action Type : Call to Dealer
i called the dealership and spoke to Jay Wiess, he stated the car hasn't been repaired yet. They called the customer on March 5 to let him know the transmission was in and the customer didn't bring the car in. Jay told me the transmission was ordered called customer on monday and the customer still has the car.

I told jay i would notify the customer and let him know he would need to take the car in to the dealership. call ended.

*** CASE MODIFY 3/7/2002 8:02:36 AM, mgoldste
into WIP NO ASSIST/ASSIST and Status of Solving.

*** COMMIT 3/7/2002 8:02:38 AM, mgoldste, Action Type : N/A

Made to [REDACTED] due 03/14/02 12:00:00 AM.

Call Customer

*** SUBCASE N012002-02-2500866-1 NOTES 3/7/2002 8:07:24 AM, mgoldste, Action Type : Call to Customer
i called the customer at home and let him know the transmission for the vehicle is in, and the dealership has called to notify him. I asked the customer why he didn't take the car in, he stated the car is his sons and he works late so he wasn't able to get the car in to the dealership.

I told the customer he needs to get the car there for the repair, and i have authorized a 1 day rental vehicle for the customer. I told him to speak to Jay Wiess because he is aware.

The customer states he will tell his son to take the car in on 3.8.02, i told the customer to take the vehicle in early in the morning and informed he needs to get it addressed as soon as he can.

I gave the customer my, name and number for reference if he wants to give me a call back.

*** CASE MODIFY 3/7/2002 8:07:31 AM, mgoldste
into WIP NO ASSIST/ASSIST and Status of Solving.

*** CASE FULFILL 3/7/2002 8:07:37 AM, mgoldste
Fulfilled for [REDACTED] due 03/07/02 12:00:00 AM.

*** CASE FULFILL 3/7/2002 8:07:50 AM, mgoldste
Fulfilled for [REDACTED] ue 03/07/02 12:00:00 AM.

*** CASE MODIFY 3/14/2002 9:12:50 AM, mgoldste
into WIP NO ASSIST/ASSIST and Status of Solving.

*** SUBCASE N012002-02-2500866-1 NOTES 3/14/2002 1:38:26 PM, mgoldste, Action Type : Call from Customer
i called the dealership and spoke to George in service, he stated the part was ordered for the transmission back on march 5, but the customer hasn't been in,

Case History

Case ID : N012002-02-2500866

Case Title : [REDACTED]

they tried calling the customer to make him aware but no luck. i let George know i have spoke to the father and i did inform him last week.

I told him i would try calling the customer again to make them aware.

*** CASE MODIFY 3/14/2002 1:38:29 PM, mgoldste
into WIP NO ASSIST/ASSIST and Status of Solving.

*** NOTES 3/14/2002 1:39:39 PM, mgoldste, Action Type : Call to Customer

i tried calling the customer at home and the phone just rang and rang .. no answer. i tried calling the work and the customer works in the field, i will be sending a call me letter to the customer today.

*** CASE MODIFY 3/14/2002 1:39:43 PM, mgoldste
into WIP NO ASSIST/ASSIST and Status of Solving.

*** CASE MODIFY 3/14/2002 1:41:29 PM, mgoldste
into WIP NO ASSIST/ASSIST and Status of Solving.

*** CASE FULFILL 3/14/2002 1:41:41 PM, mgoldste
Fulfilled for [REDACTED] due 03/21/02 12:00:00 AM.

*** COMMIT 3/14/2002 1:42:09 PM, mgoldste, Action Type : N/A

Made to [REDACTED] due 03/21/02 01:42:11 PM.

call customer

*** CASE MODIFY 3/14/2002 1:42:29 PM, mgoldste
into WIP NO ASSIST/ASSIST and Status of Solving.

*** CASE ADD ATTACHMENT 3/14/2002 2:01:36 PM, mgoldste
Added attachment Deoraj Harripal with path X:\CRMS\Honda Division\mgoldstein\march 2002 letters\Deoraj.Harripal.doc.

*** CASE MODIFY 3/14/2002 2:01:38 PM, mgoldste
into WIP NO ASSIST/ASSIST and Status of Solving.

*** CASE MODIFY 3/21/2002 10:33:37 AM, mgoldste
into WIP NO ASSIST/ASSIST and Status of Solving.

*** SUBCASE N012002-02-2500866-1 NOTES 3/21/2002 1:11:01 PM, mgoldste, Action Type : Call to Dealer

i called the dealership and spoke to Kathy, the customer still hasn't been at the dealership. i will try calling again later.

*** CASE MODIFY 3/21/2002 1:11:04 PM, mgoldste
into WIP NO ASSIST/ASSIST and Status of Solving.

*** SUBCASE N012002-02-2500866-1 NOTES 3/22/2002 10:35:25 AM, mgoldste, Action Type : Call to Customer

i tried the calling the customer at home (no answer) and at work (they stated he works in the field) i sent the customer a letter already letting him know if there was no contact by today then i would close the case. still no contact from the customer ... closing

*** CASE MODIFY 3/22/2002 10:35:29 AM, mgoldste
into WIP NO ASSIST/ASSIST and Status of Solving.

*** CASE MODIFY 3/22/2002 10:35:55 AM, mgoldste
into WIP NO ASSIST/ASSIST and Status of Solving.

*** CASE MODIFY 3/22/2002 10:35:59 AM, mgoldste

Case History

Case ID : N012002-02-2500866

Case Title : [REDACTED]

into WIP NO ASSIST/ASSIST and Status of Solving.

*** CASE MODIFY 3/22/2002 10:36:06 AM, mgoldste

into WIP NO ASSIST/ASSIST and Status of Solving.

*** SUBCASE N012002-02-2500866-1 CLOSE 3/22/2002 10:36:08 AM, mgoldste

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/22/2002 10:36:09 AM, mgoldste

into WIP NO ASSIST/ASSIST and Status of Solving.

*** CASE CLOSE 3/22/2002 10:36:11 AM, mgoldste

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

*** CASE RULE ACTION 3/25/2002 2:38:19 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 4/8/2002 2:38:19 PM, sa

Action owners supvsr - 45 days of rule Case Closure fired

*** CASE REOPEN 4/26/2002 6:18:23 AM, spetrecc

with Condition of Open and Status of Solving.

*** NOTES 4/26/2002 6:21:03 AM, spetrecc, Action Type : Call from Customer

The customer called because he is having a problem with the SM and he feels that he was nasty to him. The customer stated that he is unhappy with the service on the car. The customer stated that the dealer fixed the transmission and now having a problem with getting the key out of the ignition. The customer stated that he looked into the Lemon Law. The customer stated that he asked the dealer for a loaner and he was denied.

*** CASE MODIFY 4/26/2002 6:23:33 AM, spetrecc

into WIP Default and Status of Solving.

*** NOTES 4/26/2002 6:26:34 AM, spetrecc, Action Type : Call from Customer

I asked the customer if he would like to go to another dealership to resolve his issue with his car and he stated he would and I stated that once he makes an appointment to call me back and I can arrange for a loaner. The customer stated he would call the dealer, make an appointment and call me back. The customer stated that he has had reoccurring problems with this car and therefore that is why I will authorize the rental

*** CASE MODIFY 4/26/2002 6:28:33 AM, spetrecc

into WIP Default and Status of Solving.

*** CASE MODIFY 4/26/2002 6:28:40 AM, spetrecc

into WIP Default and Status of Solving.

*** COMMIT 4/26/2002 6:28:45 AM, spetrecc, Action Type : N/A

Made to [REDACTED] due 04/29/02 12:00:00 AM.

call the customer if do not hear from him

*** CASE MODIFY 4/26/2002 6:29:02 AM, spetrecc

into WIP Default and Status of Solving.

*** SUBCASE N012002-02-2500866-2 CREATE 4/26/2002 6:29:14 AM, spetrecc

Created in WIP Default with Due Date 4/26/2002 6:29:14 AM.

*** CASE MODIFY 4/26/2002 6:29:38 AM, spetrecc

Case History

Case ID : N012002-02-2500866

Case Title : [REDACTED]

into WIP Default and Status of Solving.

*** SUBCASE N012002-02-2500866-2 NOTES 4/29/2002 10:57:22 AM, spetrecc, Action Type : Note-General

I have not heard back from the customer as to when his appt is. I am closing this case pending further contact from the customer

*** CASE FULFILL 4/29/2002 10:57:27 AM, spetrecc

Fulfilled for [REDACTED] due 04/29/02 12:00:00 AM.

*** CASE MODIFY 4/29/2002 10:57:55 AM, spetrecc

into WIP Default and Status of Solving.

*** SUBCASE N012002-02-2500866-2 CLOSE 4/29/2002 10:58:06 AM, spetrecc

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/29/2002 10:58:09 AM, spetrecc

into WIP Default and Status of Solving.

*** CASE CLOSE 4/30/2002 9:29:39 AM, spetrecc

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

Case Details

Case ID : N012002-10-2300708 Division : Honda - Auto Condition : Closed Open Date : 10/23/2002 11:23:14
 Case Originator : Michelle Willoughby (Team PA) Sub Division : Customer Relations Status : Closed Close Date : 11/20/2002 3:09:07 PM
 Case Owner : Michelle Willoughby (Team PA) Method : Phone Queue : Days Open : 28
 Last Closed By : Michelle Willoughby (Team PA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED]

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 : SOUTH RICHMOND HILL, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCG16542A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG1652JNW / A
 Miles / Hours : 12,000
 In Service Date : 10/31/2001
 Months In Use : 12
 Engine Number : J30A15031047
 Originating Dealer No. / Name : 206719 / PARAGON HONDA
 Selling Dealer No. / Name : 206719 / PARAGON HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : GN
 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 : 206788 / HILLSIDE HONDA
 Phone No. : 718-657-7810
 Address : 139-07 HILLSIDE AVENUE
 City / State / Zip : JAMAICA, NY 11435
 Svc District / Sls District : 05A / A05
 Warranty Labor Rate / Date : \$98.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206719	PARAGON HONDA		

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
N012002-10-2300708-1 [REDACTED]	P Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N012002-10-2300708-1 Disposition: Please Specify Condition : Closed Wipbin :
 Issue Originator : Michelle Willoughby Type 1 : Product Status : Subcase Close Open Date : 10/23/2002 11:28:16
 Issue Owner : Michelle Willoughby Type 2 : Operation Queue : Close Date : 11/20/2002 3:09:05 PM
 Issue Title : ██

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Internal Fail 2182
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Referred to Dealer
 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 : N012002-10-2300708

Case Title : XXXXXXXXXX

*** CASE CREATE 10/23/2002 11:23:14 AM, mwilloug

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

*** CASE MODIFY 10/23/2002 11:23:36 AM, mwilloug

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 10/23/2002 11:23:52 AM, mwilloug

into WIP DEFAULT and Status of Solving.

*** CASE CLAIMS LOOKUP 10/23/2002 11:24:31 AM, mwilloug

CLAIM CHECK 10/23/02 11:24:31 AM mwilloug

The following Claim History information was found

0; 2002-02-02; 173136; 2273; 0.00; 51.10; 0; 212099 ; 91205-P0X-005 ; 206719

0; 2002-02-11; 173725; 2535; 108.00; 146.00; 0; 218199 ; 28200-P0Z-003 ;

*** CASE MODIFY 10/23/2002 11:24:48 AM, mwilloug

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 10/23/2002 11:25:31 AM, mwilloug

into WIP DEFAULT and Status of Solving.

*** SUBCASE N012002-10-2300708-1 CREATE 10/23/2002 11:28:16 AM, mwilloug

Created in WIP Default with Due Date 10/23/2002 11:28:16 AM.

*** CASE MODIFY 10/23/2002 11:28:36 AM, mwilloug

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 10/23/2002 11:28:47 AM, mwilloug

into WIP DEFAULT and Status of Solving.

*** CASE CAMPAIGN LOOKUP 10/23/2002 11:28:54 AM, mwilloug

CAMPAIGN CHECK 10/23/02 11:28:53 AM mwilloug

No data found for VIN

*** NOTES 10/23/2002 11:34:25 AM, mwilloug, Action Type : Call from Customer

Customer called today because his transmission failed not long after he purchased it. Customer had the transmission replaced under warranty at no cost to him, but customer has had to take his vehicle back to the dealership on four separate occasions. Customer feels this is excessive for a new vehicle (2002). Customer has been working with the dealer, but he is now fed up. Customer wants a new vehicle. Customer is requesting that AH provide him with another vehicle in exchange for the vehicle he now has.

Customer was advised that AH's priority is to repair its vehicles to factory specs. Customer was advised that I could not offer him any false expectations that his vehicle would be exchanged. Customer stated that he understood. Customer stated that if he received no satisfaction from AH, he would consult his attorney who would follow up with AH.

Customer advised that a case manager from AH would contact him in 3-5 business days.

*** CASE MODIFY 10/23/2002 11:34:29 AM, mwilloug

into WIP DEFAULT and Status of Solving.

*** NOTES 11/4/2002 10:52:35 AM, codulio, Action Type : Call from Customer

Case History

Case ID : N012002-10-2300708

Case Title : [REDACTED]

I told the customer the case mgr. is not in the office today. I told the customer his case mgr. is not in and offered to hand deliver a message to the team and request for someone to call in 24 to 48 hours? The customer insist on speaking with someone right away. I tried to help.

The customer said he went into the dlr. 4 times for the transmission problem. I asked the customer how many transmission has been replaced? He said only once a couple of months ago.

Currently the customer said the gear won't go into park and the keys won't come out of the ignition switch properly. I asked the customer if he has taken the vehicle into the dlr. for current diagnoses? No, the customer said he does not want to go back to the dlr. and he spoke with his Attorney who said he has the right to not take the vehicle back into the dlr. I apologized for the needed repair and explained our position is to help mediate and help fix the problem. The customer is not happy and said he will report his matter to the State Attorney's General Office. The customer wants someone to pick up the vehicle b/c he does not want it. I told the customer that would be up to him if he wanted to do this. The customer then started putting words in my mouth that I refused to answer his questions.

*** CASE MODIFY 11/4/2002 1:24:45 PM, mwilloug
into WIP DEFAULT and Status of Solving.

*** CASE CAMPAIGN LOOKUP 11/4/2002 1:26:48 PM, mwilloug
CAMPAIGN CHECK 11/04/02 01:26:48 PM mwilloug
No data found For VIN

*** CASE MODIFY 11/4/2002 1:29:38 PM, mwilloug
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 11/4/2002 1:40:49 PM, mwilloug
into WIP DEFAULT and Status of Solving.

*** CASE CAMPAIGN LOOKUP 11/11/2002 7:49:49 AM, mwilloug
CAMPAIGN CHECK 11/11/02 07:49:49 AM mwilloug
No data found For VIN

*** CASE MODIFY 11/11/2002 7:50:05 AM, mwilloug
into WIP WORKING and Status of Solving.

*** CASE CLAIMS LOOKUP 11/11/2002 7:50:44 AM, mwilloug
CLAIM CHECK 11/11/02 07:50:44 AM mwilloug
The following Claim History information was found
0; 2002-02-02; 206719; 173136; 510; 212099 ; BASE FOR STRAIGHT TIME (SHIFT CONTROLS-MANUAL)

*** CASE MODIFY 11/11/2002 7:51:06 AM, mwilloug
into WIP WORKING and Status of Solving.

*** NOTES 11/11/2002 8:10:35 AM, mwilloug, Action Type : Call to Customer

Customer was called today to follow up. Spoke with Mr. [REDACTED] who was acting on his brother's behalf. Mr. [REDACTED] advised me that his brother-in-law had had the transmission replaced once already in his 2002 Honda, but he was still having the same problems he had before prior to having the transmission replaced. Mr. [REDACTED] stated that his brother-in-law had been back to the dealer at least three more times. Customer is extremely frustrated with the vehicle. Customer also stated that he and his brother-in-law were treated very rudely.

Apart from that information, Mr. [REDACTED] stated that a few days ago, his brother was at the dealer and dealer could nor diagnose anything, but just one block from dealership, customer's brother-in-law's vehicle stalled and would not move. Dealer was contacted. Vehicle was towed to dealership. Nothing found. Customer

Case History

Case ID : N012002-10-2300708

Case Title : [REDACTED]

drove vehicle home. Customer will take vehicle back to dealer on Wednesday, 11/13/02. Customer will call me to advise.

Advised customer that if there is a problem and dealer must keep vehicle for a few days, a rental will be authorized for customer's convenience. Customer stated that he was very appreciative of my courtesy and my assistance. Customer also understood that rental is a goodwill gesture and not part of his new vehicle warranty. Customer will call me when he takes vehicle into dealership and advise SM that he has a case manager involved.

*** CASE RULE ACTION 11/20/2002 11:23:14 AM, sa

Action owner - 30 days of rule Case Closure fired

*** SUBCASE N012002-10-2300708-1 CLOSE 11/20/2002 3:09:05 PM, mwilloug

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/20/2002 3:09:07 PM, mwilloug

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

*** CASE RULE ACTION 12/4/2002 11:23:14 AM, sa

Action owners supvsr - 45 days of rule Case Closure fired

Case Details

Case ID : N032005-07-1400428 Division : Honda - Auto Condition : Closed Open Date : 7/14/2005 9:26:58 AM
 Case Originator : LeMeitra Atkins (Team CE) Sub Division : Satellite Center Status : Closed Close Date : 7/19/2005 10:18:53 AM
 Case Owner : Michelle Salas (Team CA) Method : Phone Queue : Days Open : 5
 Last Closed By : Michelle Salas (Team CA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED]

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 : LA HABRA, CA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / JHMCG66842C [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG6682PRW / A
 Miles / Hours : 49,000
 In Service Date : 02/16/2002
 Months In Use : 41
 Engine Number : F23A45522900
 Originating Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR
 Selling Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR
 Trim : SE
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 206506 / NORM REEVES HONDA SUPERSTORE
 Phone No. : 562-402-3844
 Address : 18500 STUDEBAKER ROAD
 City / State / Zip : CERRITOS, CA 90701
 Svc District / Sls District : 01G / A01
 Warranty Labor Rate / Date : \$99.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N032005-07-1400428-1 / [REDACTED]	Subcase Close	Campaign	Details	725501	SAFETY RECALL: CR-V

Issue Details

Issue ID : N032005-07-1400428-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : LeMeitra Atkins	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/14/2005 9:29:45 AM
Issue Owner : LeMeitra Atkins	Type 2 : Details	Queue :	Close Date : 7/14/2005 9:52:25 AM
Issue Title :	[REDACTED]		

Coding Info :

Labor Code / Desc : 725501 / SAFETY RECALL: CR-V A/T SHIFT CABLE AND I
Condition Code Desc Any 7250
Campaign Code / Desc : P68 / 99-02 Accord Ign Int
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical 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
35100-S84-A31	LOCK ASSY., STEERING	Not Applicable

Case History

Case ID : N032005-07-1400428

Case Title : 1G [REDACTED]

*** CASE CREATE 7/14/2005 9:26:58 AM, latkins

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

*** CASE MODIFY 7/14/2005 9:28:55 AM, latkins

into WIP default and Status of Solving.

*** CASE CREATE 7/14/2005 9:29:45 AM, latkins

Number = N032005-07-1400428-1, Created in WIP default with due date 07/15/2005 09:29:45 AM..

*** SUBCASE N032005-07-1400428-1 CREATE 7/14/2005 9:29:45 AM, latkins, Action Type :

Created in WIP default with due date 07/15/2005 09:29:45 AM.

*** SUBCASE N032005-07-1400428-1 NOTES 7/14/2005 9:36:05 AM, latkins, Action Type : Call from Customer

The customer called din regarding her ignition lock on her vehicle. The keys get stuck in the ignition when she turns the vehicle off. This started happening about 2 days ago. She took the vehicle to Cerritos Honda and spoke with Anita the SA and she informed the customer that there is a recall on the ignition lock. Anita told the customer that because she is having problems the repair could take longer those 3 hours. The customer is requesting for AH to assist her with a rental vehicle. Anita at Cerritos Honda informed her that they would not provide a rental vehicle for her. The customer needs to have a vehicle while her vehicle is being repaired. I offered further assistance she declined and the call ended.

*** CASE MODIFY 7/14/2005 9:36:35 AM, latkins

into WIP default and Status of Solving.

*** CASE MODIFY 7/14/2005 9:37:04 AM, latkins

into WIP default and Status of Solving.

*** CASE MODIFY 7/14/2005 9:37:15 AM, latkins

into WIP default and Status of Solving.

*** CASE ASSIGN 7/14/2005 9:37:26 AM, latkins

N032005-07-1400428 to wnazaret, WIP

*** CASE RULE ACTION 7/14/2005 9:37:27 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N032005-07-1400428-1 MODIFY 7/14/2005 9:52:21 AM, latkins

into WIP default and Status of Solving.

*** SUBCASE N032005-07-1400428-1 CLOSE 7/14/2005 9:52:25 AM, latkins

Status = Solving, Resolution Code = Instruction Given

*** CASE ASSIGN 7/14/2005 12:32:17 PM, wnazaret

N032005-07-1400428 to aferrel, WIP eC1d·ç

*** CASE RULE ACTION 7/14/2005 12:32:18 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 7/14/2005 1:27:50 PM, aferrel

N032005-07-1400428 to msalas, WIP

*** CASE RULE ACTION 7/14/2005 1:27:50 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 7/14/2005 2:33:51 PM, msalas. Action Type : Call to Customer

Case History

Case ID : N032005-07-1400428

Case Title : 1G [REDACTED]

I called the customer to see if she has made an appointment for the recall yet, the customer stated that she made the appointment for interlock recall on Monday 7/18/05 at 8am. I advised the customer that AHM does not normally authorize a rental vehicle for this type repair/recall. I advised the customer in the interest of customer satisfaction AHM will authorize a rental vehicle for her. I advised the customer that I will call the dealer and advise of this. The customer thanked me and we ended the call.

*** NOTES 7/14/2005 2:37:08 PM, msalas, Action Type : Call to Dealer

I called the dealer and I spoke to Anita, I advised Anita that AHM will provide a loaner vehicle for this customer. I provided Anita with my authorization number, we thanked each other and we ended the call.

*** NOTES 7/14/2005 2:46:26 PM, msalas, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

RENTAL VEHICLE FOR THE IGNITION INTERLOCK RECALL APPOINTMENT ON 7/18/05. IN THE INTEREST OF CUSTOMER SATISFACTION AHM WILL PROVIDE A LOANER VEHICLE FOR THE CUSTOMER. I HAVE SPOKEN TO ANITA AND I PROVIDED HER WITH MY AUTHORIZATION NUMBER FOR THE RENTAL.

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

Thank you for your attention to this matter.

Michelle Salas
Automobile Customer Service

*** CASE MODIFY 7/14/2005 2:46:32 PM, msalas

into WIP default and Status of Solving.

*** COMMIT 7/14/2005 2:46:35 PM, msalas, Action Type : N/A

CALL THE CUSTOMER - FOLLOWUP

*** CASE MODIFY 7/14/2005 2:46:52 PM, msalas

into WIP default and Status of Solving.

*** NOTES 7/19/2005 10:18:13 AM, msalas, Action Type : Call to Customer

I called the customer and I asked the customer if she has any questions and she stated no she does not and her vehicle is working good. We thanked each other and we ended the call.

*** CASE MODIFY 7/19/2005 10:18:25 AM, msalas

into WIP rental vehicles and Status of Solving.

*** NOTES 7/19/2005 10:18:40 AM, msalas, Action Type : Note-General

No further assistance is needed - I am closing the case.

*** CASE MODIFY 7/19/2005 10:18:45 AM, msalas

into WIP rental vehicles and Status of Solving.

*** CASE CLOSE 7/19/2005 10:18:53 AM, msalas

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

Case Details

Case ID : N032006-10-1801143 Division : Honda - Auto Condition : Closed Open Date : 10/18/2006 2:38:24 PM
 Case Originator : Dan Garnica (Team PB) Sub Division : Satellite Center Status : Closed Close Date : 10/18/2006 3:57:19 PM
 Case Owner : Dan Garnica (Team PB) Method : Phone Queue : Days Open : 0
 Last Closed By : Dan Garnica (Team PB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : LOS ANGELES, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / JHMCG66092C [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG6602JNW / A
 Miles / Hours : 60,000
 In Service Date : 06/04/2002
 Months In Use : 52
 Engine Number : F23A45523597
 Originating Dealer No. / Name : 206562 / GOUDY HONDA
 Selling Dealer No. / Name : 206562 / GOUDY HONDA
 Trim : EX-LSUL
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 206541 / COLONIAL HONDA
 Phone No. : 818-244-8674
 Address : 144 S. GLENDALE AVENUE
 City / State / Zip : GLENDALE, CA 91205
 Svc District / Sls District : 01E / B01
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N032006-10-1801143-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	725501	SAFETY RECALL: CR-V

Issue Details

Issue ID : N032006-10-1801143-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Dan Garnica	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/18/2006 2:44:20 PM
Issue Owner : Dan Garnica	Type 2 : Eligibility	Queue :	Close Date : 10/18/2006 3:57:19 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725501 / SAFETY RECALL: CR-V A/T SHIFT CABLE AND I
Condition Code Desc Any 7250
Campaign Code / Desc : P68 / 99-02 ACCORD IGN INT
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 01 - Steering 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
35100-S84-A31	LOCK ASSY., STEERING	Not Applicable

Case History

Case ID : N032006-10-1801143

Case Title : 01E [REDACTED]

*** CASE CREATE 10/18/2006 2:38:24 PM, dgarnica

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

*** CASE CAMPAIGN LOOKUP 10/18/2006 2:43:29 PM, dgarnica

CAMPAIGN CHECK 10/18/2006 02:43:29 PM dgarnica

The following Campaign information was found

05-007; P68; 99-02 ACCORD IGN INTERLOCK; ;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE MODIFY 10/18/2006 2:43:30 PM, dgarnica

into WIP default and Status of Solving.

*** CASE CREATE 10/18/2006 2:44:20 PM, dgarnica

Number = N032006-10-1801143-1, Created in WIP default with due date 10/19/2006 02:44:20 PM..

*** SUBCASE N032006-10-1801143-1 CREATE 10/18/2006 2:44:20 PM, dgarnica, Action Type :

Created in WIP default with due date 10/19/2006 02:44:20 PM.

*** SUBCASE N032006-10-1801143-1 MODIFY 10/18/2006 2:45:19 PM, dgarnica

into WIP default and Status of Solving.

*** SUBCASE N032006-10-1801143-1 MODIFY 10/18/2006 2:46:53 PM, dgarnica

into WIP default and Status of Solving.

*** SUBCASE N032006-10-1801143-1 MODIFY 10/18/2006 2:47:27 PM, dgarnica

into WIP default and Status of Solving.

*** CASE MODIFY 10/18/2006 2:49:17 PM, dgarnica

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 10/18/2006 2:52:11 PM, dgarnica

CAMPAIGN CHECK 10/18/2006 02:52:11 PM dgarnica

The following Campaign information was found

05-007; P68; 99-02 ACCORD IGN INTERLOCK; ;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE MODIFY 10/18/2006 2:52:58 PM, dgarnica

into WIP default and Status of Solving.

*** CASE MODIFY 10/18/2006 2:53:14 PM, dgarnica

into WIP default and Status of Solving.

*** CASE MODIFY 10/18/2006 2:53:25 PM, dgarnica

into WIP default and Status of Solving.

*** NOTES 10/18/2006 2:57:30 PM, dgarnica, Action Type : Call from Customer

The customer is calling because of the switch interlock safety recall notification he received. He says his key is stuck in the ignition switch. I updated the customer information. I cited the ignition switch interlock service bulletin # 05-007. I told him I didn't know whether the recall would address his issue, but told him he should have the recall addressed by the dealership nevertheless. I provided the customer with the phone number and address for Colonial Honda. I sent a DCS to the dealership. I asked him to call the dealership before stopping by. I also cited service bulletin 06-009 for the SRS OPDS airbag light issue and cited warranty extension coverage for 10 years or 150,000 miles which ever comes first. I offered additional assistance which he declined.

Case History

Case ID : N032006-10-1801143

Case Title : 01E [REDACTED]

I thanked the customer for calling and concluded communication.

*** NOTES 10/18/2006 2:58:37 PM, dgarnica. Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

The customer will be calling to set an appointment to have the ignition switch interlock safety recall addressed.

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

Thank you for your attention to this matter.

Dan Garnica
Automobile Customer Service

*** CASE MODIFY 10/18/2006 2:58:48 PM, dgarnica
into WIP default and Status of Solving.

*** CASE ASSIGN 10/18/2006 2:58:52 PM, dgarnica
N032006-10-1801143 to afarias, WIP

*** CASE RULE ACTION 10/18/2006 2:58:53 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 10/18/2006 2:58:55 PM, dgarnica
into WIP default and Status of Solving.

*** CASE MODIFY 10/18/2006 2:59:12 PM, dgarnica
into WIP default and Status of Solving.

*** CASE MODIFY 10/18/2006 3:19:37 PM, afarias
into WIP Default and Status of Solving.

*** CASE ASSIGN 10/18/2006 3:19:40 PM, afarias
N032006-10-1801143 to dgarnica, WIP □□eClô£§□

*** CASE RULE ACTION 10/18/2006 3:19:41 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N032006-10-1801143-1 CLOSE 10/18/2006 3:57:19 PM, dgarnica
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/18/2006 3:57:19 PM, dgarnica
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012008-07-3001785	Division : Honda - Auto	Condition : Closed	Open Date : 7/30/2008 5:01:52 PM
Case Originator : Joe Spalding (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/30/2008 5:46:30 PM
Case Owner : Joe Spalding (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Joe Spalding (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 : CLEVELAND, OH [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCG22592A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG2252JNW / A
 Miles / Hours : 84,000
 In Service Date : 05/25/2002
 Months In Use : 74
 Engine Number : J30A15089410
 Originating Dealer No. / Name : 206659 / JAY HONDA
 Selling Dealer No. / Name : 206659 / JAY HONDA
 Trim : EX V6
 No. Of Doors : 2
 Transmission Code : 4AT
 Exterior Color : GO
 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 : 240003 / MOTORCARS HONDA SERVICE
 Phone No. : 216-566-1470
 Address : 2011 ST. CLAIR AVENUE
 City / State / Zip : CLEVELAND, OH 44114
 Svc District / Sls District : 04E / C04
 Warranty Labor Rate / Date : \$96.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp. Ind.

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
N012008-07-3001785-1 [REDACTED] PROD	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012008-07-3001785-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Joe Spalding	Type 1 : Product	Status : Subcase Close	Open Date : 7/30/2008 5:03:39 PM
Issue Owner : Joe Spalding	Type 2 : Operation	Queue :	Close Date : 7/30/2008 5:03:46 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer
Component Category : 11 - Electrical 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 : N012008-07-3001785

Case Title : [REDACTED]

*** CASE CREATE 7/30/2008 5:01:52 PM, jspaldin

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

*** CASE MODIFY 7/30/2008 5:03:03 PM, jspaldin

into WIP default and Status of Solving.

*** SUBCASE N012008-07-3001785-1 CREATE 7/30/2008 5:03:39 PM, jspaldin

Created in WIP Default with Due Date 7/30/2008 5:03:39 PM.

*** SUBCASE N012008-07-3001785-1 CLOSE 7/30/2008 5:03:46 PM, jspaldin

Status = Solving, Resolution Code = Instruction Given

*** CASE VSC LOOKUP 7/30/2008 5:03:49 PM, jspaldin

VSC-CUC CHECK 07/30/2008 05:03:49 PM jspaldin

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/30/2008 5:03:53 PM, jspaldin

CAMPAIGN CHECK 07/30/2008 05:03:53 PM jspaldin

The following Campaign information was found

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CLAIMS LOOKUP 7/30/2008 5:03:53 PM, jspaldin

CLAIM HISTORY CHECK 07/30/2008 05:03:53 PM jspaldin

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 7/30/2008 5:03:56 PM, jspaldin

WARRANTY CHECK 07/30/2008 05:03:56 PM jspaldin

No data found for VIN.

*** NOTES 7/30/2008 5:16:29 PM, jspaldin, Action Type : Call from Customer

Verified customer's contact information.

Situation: The customer called ACS because the "P" light burned out on her shift lever. She tried to fix it and now cannot get the key out of the ignition.

Request:

Probing Questions: The customer tried jiggling the shift lever, the car is in park, and and the unlocking the steering wheel doesn't do anything.

Inbound Conclusion

I informed the caller that she would have to take it to the dealership and faxed her the "key stuck in the ignition per March 2000 Service news

*** CASE MODIFY 7/30/2008 5:16:32 PM, jspaldin

into WIP default and Status of Solving.

*** CASE MODIFY 7/30/2008 5:16:51 PM, jspaldin

into WIP default and Status of Solving.

*** CASE MODIFY 7/30/2008 5:46:27 PM, jspaldin

Case History

Case ID : N012008-07-3001785

Case Title : [REDACTED]

into WIP default and Status of Solving.

*** CASE CLOSE 7/30/2008 5:46:30 PM, jspaldin

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

Case Details

Case ID : N032005-05-0901361	Division : Honda - Auto	Condition : Closed	Open Date : 5/9/2005 9:30:55 AM
Case Originator : Kiia Boyd (Team CD)	Sub Division : Satellite Center	Status : Closed	Close Date : 6/13/2005 3:36:50 PM
Case Owner : Michael Bogan (Team AD)	Method : Phone	Queue :	Days Open : 35
Last Closed By : Michael Bogan (Team AD)	Point of Origin : Customer	Wipbin :	
Case Title : 1J- [REDACTED]		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 : SAN DIEGO, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / JHMCG66812C [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG6682PRW / A
 Miles / Hours : 33,000
 In Service Date : 09/01/2002
 Months In Use : 32
 Engine Number : F23A45528563
 Originating Dealer No. / Name : 207329 / CUSH HONDA
 Selling Dealer No. / Name : 207329 / CUSH HONDA
 Trim : SE
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : RE
 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 : 207329 / CUSH HONDA
 Phone No. : 760-737-3200
 Address : 1700 AUTO PARK WAY NO.
 City / State / Zip : ESCONDIDO, CA 92029
 Svc District / Sls District : 01J / F01
 Warranty Labor Rate / Date : \$83.00 /
 Agent Name : [REDACTED] Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N032005-05-0901361-1 [REDACTED] - PRODUC	Subcase Close	Product	Operation	218	Automatic Trans

Case History

Case ID : N032005-05-0901361

Case Title : IJ - [REDACTED]

*** CASE CREATE 5/9/2005 9:30:55 AM, kboyd

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

*** CASE CAMPAIGN LOOKUP 5/9/2005 9:31:08 AM, kboyd

CAMPAIGN CHECK 05/09/2005 09:31:08 AM kboyd

The following Campaign information was found
05-007; P68; 99-02 Accord Ign Interlock; 2005-03-14; FX

*** CASE EXTENDED WARRANTY LOOKUP 5/9/2005 9:31:34 AM, kboyd

WARRANTY CHECK 05/09/2005 09:31:34 AM kboyd

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/9/2005 9:31:39 AM, kboyd

CLAIM CHECK 05/09/2005 09:31:39 AM kboyd

The following Claim History information was found
0; 2005-03-14; 207329; 885390; 510; 725504 ;

*** CASE VSC LOOKUP 5/9/2005 9:31:41 AM, kboyd

VSC-CUC CHECK 05/09/2005 09:31:41 AM kboyd

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/9/2005 9:36:02 AM, kboyd

CAMPAIGN CHECK 05/09/2005 09:36:02 AM kboyd

The following Campaign information was found
05-007; P68; 99-02 Accord Ign Interlock; 2005-03-14; FX

*** CASE CLAIMS LOOKUP 5/9/2005 9:36:49 AM, kboyd

CLAIM CHECK 05/09/2005 09:36:48 AM kboyd

The following Claim History information was found
0; 2005-03-14; 207329; 885390; 510; 725504 ;

*** CASE EXTENDED WARRANTY LOOKUP 5/9/2005 9:46:58 AM, kboyd

WARRANTY CHECK 05/09/2005 09:46:58 AM kboyd

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/9/2005 9:47:04 AM, kboyd

CLAIM CHECK 05/09/2005 09:47:04 AM kboyd

The following Claim History information was found
0; 2005-03-14; 207329; 885390; 510; 725504 ;

*** CASE CAMPAIGN LOOKUP 5/9/2005 9:47:07 AM, kboyd

CAMPAIGN CHECK 05/09/2005 09:47:07 AM kboyd

The following Campaign information was found
05-007; P68; 99-02 Accord Ign Interlock; 2005-03-14; FX

*** CASE VSC LOOKUP 5/9/2005 9:47:08 AM, kboyd

VSC-CUC CHECK 05/09/2005 09:47:08 AM kboyd

No data found for VIN.

Case History

Case ID : N032005-05-0901361

Case Title : 1J- [REDACTED]

*** CASE MODIFY 5/9/2005 9:53:44 AM, kboyd
into WIP default and Status of Solving.

*** NOTES 5/9/2005 10:31:54 AM, kboyd, Action Type : Call from Customer

The customer called in regards to a warranty for her transmission. The customer said that she had her transmission replaced at Cush Honda. The customer said that she was given a 12/12 on her transmission and is disputing the fact she hardly drives her vehicle therefore she is worried that the 12 months will run out before the 12,000 miles. I explained to the customer that this warranty for the 12/12 was the dealer's warranty and that AHM does not provide warranty coverage outside of the manufacturer's warranty of 3/36. The customer feels as though she should receive the same transmission warranty as other customers who had the recall. The customer said just because recalls are VIN specific does not mean her vehicle was not effected by this recall especially since she needed a new transmission before her vehicle even had 33,000 miles. In regards to this issue the customer is requesting that she receive the warranty extension for the transmission.

The second issue that the customer is concerned about is her ignition. The customer said that she had her vehicle in for the recall and it was fixed but now there are times when she is not able to take her key out of the ignition. The customer said that she took the vehicle back to the dealer and explained the problem to them, unfortunately the problem would not happen while she was with the dealer. The dealers told the customer that there was nothing to fix. The customer said that she asked them to replace her ignition and they just tell her that it is not necessary. The customer is requesting that the dealers change her ignition.

I provided the customer with her case number and I told her that I would send all of this information to a CM for review. I asked the customer if there was anything else that I could assist her with. The customer replied no thank you.

No further assistance was required. The call ended.

*** CASE MODIFY 5/9/2005 10:32:06 AM, kboyd
into WIP default and Status of Solving.

*** CASE ASSIGN 5/9/2005 10:32:22 AM, kboyd
N032005-05-0901361 to cmccabe, WIP

*** CASE RULE ACTION 5/9/2005 10:32:23 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 5/9/2005 10:50:39 AM, cmccabe
into WIP default and Status of Solving.

*** CASE DISPATCH 5/9/2005 10:50:50 AM, cmccabe
from WIP default to Queue Honda Team H .

*** CASE YANKED 5/9/2005 1:09:37 PM, mbogan
Yanked by mbogan into WIPbin default.

*** SUBCASE N032005-05-0901361-1 CREATE 5/9/2005 5:06:09 PM, mbogan
Created in WIP Default with Due Date 5/9/2005 5:06:09 PM.

*** CASE MODIFY 5/9/2005 5:06:17 PM, mbogan
into WIP default and Status of Solving.

*** CASE MODIFY 5/10/2005 1:16:27 PM, mbogan
into WIP default and Status of Solving.

Case History

Case ID : N032005-05-0901361

Case Title : 1J - [REDACTED]

*** COMMIT 5/10/2005 1:18:16 PM, mbogan, Action Type : N/A

Made to [REDACTED] due 05/13/2005 01:18:19 PM.

1st Contact

*** NOTES 5/10/2005 1:22:33 PM, mbogan, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 5/13/2005

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

Customer called requesting that she be provided with a warranty extension on the transmission . She also states a concern about is her ignition. The customer said that she had her vehicle in for the ignition switch recall and now there are times when she is not able to take her key out of the ignition. The customer said that she took the vehicle back to the dealer and explained the problem, but unfortunately the problem was duplicated. The dealers told the customer that there was nothing to fix. The customer is requesting that the dealers change her ignition.

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 provide details from inspection of vehicle and customer service history.

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.

Michael Bogan
Automobile Customer Service
800-999-1009, ext 118143

*** CASE MODIFY COMMITMENT 5/10/2005 1:22:49 PM, mbogan

with [REDACTED] due 05/11/2005 01:18:19 PM.

*** NOTES 5/11/2005 3:37:22 PM, mbogan, Action Type : Call to Dealer

Left message for SM requesting a call back.

*** CASE VSC LOOKUP 5/11/2005 3:45:23 PM, mbogan

VSC-CUC CHECK 05/11/2005 03:45:23 PM mbogan

No data found for VIN.

*** NOTES 5/11/2005 4:06:14 PM, mbogan, Action Type : Call to Customer

Spoke to customer and acknowledged that AHM's warranty policy is to provide warranty protection on the current transmission only up to 36,000 miles. I explained that we would be in the position to review a request for assistance outside of warranty should a failure take place. I advised that this would be through our standard goodwill review policy.

Customer stated that thought AHM's transmission warranty was to 100K miles.

I advised that there is a campaign warranty extension on certain vehicles up to 100K miles. I explained, however, that her vehicle was not included in those vehicles covered. I explained that she is still eligible for purchase extended coverage though Honda Care. I referred her to the dealer to discuss this.

Customer asked about the problem she is having with the ignition switch.

Case History

Case ID : N032005-05-0901361

Case Title : 1J- [REDACTED]

I advised the customer that this does not sound like the same concern addressed by the recall. I requested the opportunity to follow up with the dealer to discuss this concern.

*** NOTES 5/12/2005 3:58:18 PM, mbogan, Action Type : Call to Dealer

Spoke to SM John. He states that they were unable to duplicate the customer's concern after keeping for a day. He states that they are still willing to continue working with the customer to diagnose the concern.

*** CASE FULFILL 5/12/2005 3:58:26 PM, mbogan

Fulfilled for [REDACTED] due 05/11/2005 01:18:19 PM.

*** COMMIT 5/12/2005 3:58:32 PM, mbogan, Action Type : N/A

Follow up with customer

*** NOTES 5/18/2005 1:14:52 PM, mbogan, Action Type : Call to Customer

Left message for customer requesting a call back.

*** NOTES 5/19/2005 8:57:22 AM, rmitchem, Action Type : Call from Customer

Customer contacted ACS to speak to CM. CM was not available at this time. Advised the customer to leave a voice mail message at this time and transferred call.

*** NOTES 5/19/2005 1:24:32 PM, mbogan, Action Type : Call to Customer

Spoke to customer and referred her back to the dealer for further diagnosis.

*** CASE FULFILL 5/19/2005 1:24:39 PM, mbogan

Fulfilled for [REDACTED] due 05/13/2005 12:00:00 AM.

*** COMMIT 5/19/2005 1:24:42 PM, mbogan, Action Type : N/A

Follow up with customer

*** NOTES 5/24/2005 2:42:36 PM, mbogan, Action Type : Call to Dealer

Spoke to SM John. He states that the customer has not returned for further diagnosis.

*** NOTES 6/1/2005 3:58:32 PM, mbogan, Action Type : Call to Customer

Left message for customer requesting a call back if there were any further outstanding concerns.

*** SUBCASE N032005-05-0901361-1 CLOSE 6/1/2005 3:59:03 PM, mbogan

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/1/2005 3:59:04 PM, mbogan

into WIP 1J - Tuck and Status of Solving.

*** CASE MODIFY 6/1/2005 3:59:04 PM, mbogan

into WIP 1J - Tuck and Status of Solving.

*** CASE CLOSE 6/1/2005 3:59:06 PM, mbogan

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

*** CASE REOPEN 6/13/2005 3:25:33 PM, mbogan

with Condition of Open and Status of Solving.

*** CASE CLAIMS LOOKUP 6/13/2005 3:26:04 PM, mbogan

CLAIM CHECK 06/13/2005 03:26:04 PM mbogan

The following Claim History information was found

Case History

Case ID : N032005-05-0901361

Case Title : 1J [REDACTED]

0; 2005-03-14; 207329; 885390; 510; 725504 ; SAFETY RECALL: IGNITION KEY IS REMOVABLE WITH THE SHIFT
LEVER OUT OF PARK - INSPECT IGNITION SWITCH KEY I

*** NOTES 6/13/2005 3:36:42 PM, mbogan, Action Type : Call from Customer

Received call from customer stating that the issue is still unresolved. She states that the dealer kept the vehicle for several days and was unable to duplicate the concern. She problem reoccurred for her on the first stop after leaving the dealer. Customer states that she is on her way out of town. She states that she will continue to work with the dealer, but wanted to keep me updated.

*** CASE CLOSE 6/13/2005 3:36:50 PM, mbogan

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

Case Details

Case ID : N012004-07-2300127 Division : Honda - Auto Condition : Closed Open Date : 7/23/2004 7:23:12 AM
 Case Originator : Brian Pledger (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 7/23/2004 7:24:07 AM
 Case Owner : Brian Pledger (Team HD) Method : Phone Queue : Days Open : 0
 Last Closed By : Brian Pledger (Team HD) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : GLENDALE, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCG32262A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG3222FW / A
 Miles / Hours : 25,000
 In Service Date : 08/20/2002
 Months In Use : 23
 Engine Number : F23A45057727
 Originating Dealer No. / Name : 206502 / KOLBE HONDA
 Selling Dealer No. / Name : 206502 / KOLBE HONDA
 Trim : SE
 No. Of Doors : 2
 Transmission Code : 4AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-07-2300127-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012004-07-2300127-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brian Pledger	Type 1 : Product	Status : Subcase Close	Open Date : 7/23/2004 7:23:57 AM
Issue Owner : Brian Pledger	Type 2 : Operation	Queue :	Close Date : 7/23/2004 7:24:06 AM
Issue Title : XXXXXXXXXX			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Provided Information
 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 : N012004-07-2300127

Case Title : [REDACTED]

*** NOTES 7/23/2004 7:23:12 AM, bpledger, Action Type :

The customer stated that she was unable to remove the key from the ignition. I advised the customer to contact a local dealer for assistance. I offered to locate a dealer in her area but my assistance was declined.

*** CASE CREATE 7/23/2004 7:23:12 AM, bpledger

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

*** SUBCASE N012004-07-2300127-1 CREATE 7/23/2004 7:23:57 AM, bpledger

Created in WIP Default with Due Date 7/23/2004 7:23:57 AM.

*** CASE MODIFY 7/23/2004 7:24:03 AM, bpledger

into WIP Default and Status of Solving.

*** SUBCASE N012004-07-2300127-1 CLOSE 7/23/2004 7:24:06 AM, bpledger

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/23/2004 7:24:07 AM, bpledger

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

Case Details

Case ID : N012003-01-3000464	Division : Honda - Auto	Condition : Closed	Open Date : 1/30/2003 10:09:02 AM
Case Originator : Katrina Barker (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/30/2003 10:34:40 AM
Case Owner : Katrina Barker (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Katrina Barker (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 :	BALTIMORE, MD [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCG16582A [REDACTED]
Model / Year :	ACCORD / 2002
Model ID / Product Line :	CG1652JNW / A
Miles / Hours :	
In Service Date :	11/27/2001
Months In Use :	14
Engine Number :	J30A15042367
Originating Dealer No. / Name :	207066 / PLAZA HONDA
Selling Dealer No. / Name :	207066 / PLAZA HONDA
Trim :	EX-V6
No. Of Doors :	4
Transmission Code :	4AT
Exterior Color :	SI
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-01-3000464-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012003-01-3000464-1 Disposition: Please Specify Condition : Closed Wipbin :
Issue Originator : Katrina Barker Type 1 : Product Status : Subcase Close Open Date : 1/30/2003 10:34:16 AM
Issue Owner : Katrina Barker Type 2 : Operation Queue : Close Date : 1/30/2003 10:34:28 AM
Issue Title : [REDACTED]

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information, Referred to Dealer
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 : N012003-01-3000464

Case Title : 

*** CASE CREATE 1/30/2003 10:09:02 AM, kbarker

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

*** CASE CAMPAIGN LOOKUP 1/30/2003 10:09:05 AM, kbarker

CAMPAIGN CHECK 01/30/03 10:09:05 AM kbarker

No data found for VIN

*** NOTES 1/30/2003 10:32:35 AM, kbarker, Action Type : Call from Customer

Customer contacted ACS stating that her key was stuck inside the ignition. She wanted to take the vehicle to the gas station. I advised the customer to attempted to depress the brake pedal and try the key, also to try turning the steering wheel left to right aligning the wheels and attempt to remove the key again. Also reminded her to make sure the vehicle is in the Park position.

*** SUBCASE N012003-01-3000464-1 CREATE 1/30/2003 10:34:16 AM, kbarker

Created in WIP Default with Due Date 1/30/2003 10:34:16 AM.

*** SUBCASE N012003-01-3000464-1 CLOSE 1/30/2003 10:34:28 AM, kbarker

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/30/2003 10:34:40 AM, kbarker

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

Case Details

Case ID : N042004-03-0800984	Division : Honda - Auto	Condition : Closed	Open Date : 3/8/2004 12:06:05 PM
Case Originator : Annie Kenney (Team SB)	Sub Division : Mediation	Status : Closed	Close Date : 2/23/2005 9:27:01 AM
Case Owner : Annie Kenney (Team SB)	Method : Fax	Queue :	Days Open : 352
Last Closed By : Annie Kenney (Team SB)	Point of Origin : BBB	Wipbin :	
Case Title : [REDACTED]	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 :	LOS ANGELES, CA [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCG32212A [REDACTED]
Model / Year :	ACCORD / 2002
Model ID / Product Line :	CG3222FW / A
Miles / Hours :	24,100
In Service Date :	07/27/2002
Months in Use :	20
Engine Number :	F23A45061913
Originating Dealer No. / Name :	208143 / HONDA OF PASADENA
Selling Dealer No. / Name :	208143 / HONDA OF PASADENA
Trim.:	SE
No. Of Doors :	2
Transmission Code :	4AT
Exterior Color :	BK
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 :	206541 / COLONIAL HONDA
Phone No. :	818-244-8674
Address :	144 S. GLENDALE AVENUE
City / State / Zip :	GLENDALE, CA 91205
Svc District / Sls District :	01E / B01
Warranty Labor Rate / Date :	\$100.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208143	HONDA OF PASADENA		

3rd Party Info :

Party 1 : BBB	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
N042004-03-0800984-1 [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans
N042004-03-0800984-2 [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans

Mediation Details

Case ID	N042004-03-0800984	Final Decision :	Buyback-Repurchase	Descision Updated :	6/3/2004 2:03:10 PM
Process :	Arbitration	Customer Position :	Buyback-Repurchase		
Document Ref :	RODNEY BOUDREAUX	AHM Position :	Repair		
Related Case :	N012003-12-1801143				
Arbitration Method :	In Person				
Arbitration Outcome :	Customer	Last Updated :	1/25/2005 6:07:04 PM	By :	rboudrea

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Repurchase Cost	(\$18,698.00)	(\$18,698.00)	6/3/2004 2:40:07 PM	6/3/2004 2:40:17 PM	rboudrea
Auction Proceeds	\$12,000.00	\$8,929.00	9/17/2004 3:39:17 PM	9/20/2004 3:39:22 PM	akenney
Sales Tax Refund	\$1,261.00	\$1,261.00	12/13/2004 11:25:16	12/21/2004 11:25:22	akenney
Total Amount	(\$5,437.00)	(\$8,508.00)			

Mediation Activity :

***	Event Type / Status : BBB Case Recd / Completed	Start Date : 3/3/2004 12:08:57	Notes : HON0435530 DCS SENT TO DEALER REQUESTING ROS FOR REVIEW AND FOLLOW-UP
	Assigned To : Mediation ()	Due Date :	
	Last Updated / By : 3/19/2004 11:49:37 AM / rboudrea	Actual Date : 3/3/2004 11:49:01	
***	Event Type / Status : MRF Sent / Completed	Start Date : 3/19/2004 11:49:40	Notes : NO REPAIRS DURING CA LEMON LAW RIGHTS PERIOD . VEHICLE REPAIRED.
	Assigned To : Mediation (BBB: LINDA)	Due Date :	
	Last Updated / By : 3/19/2004 11:50:26 AM / rboudrea	Actual Date : 3/19/2004 11:49:44	
***	Event Type / Status : Arbitration Hearing / Completed	Start Date : 3/24/2004 10:44:14	Notes : BBB ARIBTRATOR: PHILIP TAMOUSH
	Assigned To : Arb Advocates (AA REP: JIM)	Due Date : 4/2/2004	
	Last Updated / By : 6/3/2004 2:05:55 PM / rboudrea	Actual Date : 4/2/2004 2:05:48	
***	Event Type / Status : Conference Call / Completed	Start Date : 4/2/2004 12:24:01	Notes : DOES NOT MEET PRESUMPTION. REPAIR PER NEW CA R LIMITED WARRANTY
	Assigned To : Arb Advocates (JIM WORREL /	Due Date :	
	Last Updated / By : 4/5/2004 12:26:20 PM / rboudrea	Actual Date : 4/5/2004 12:24:27	
***	Event Type / Status : Send Check / Completed	Start Date : 6/7/2004 4:31:58	Notes :
	Assigned To : ISG (HENRY RAMIREZ)	Due Date :	
	Last Updated / By : 6/7/2004 4:32:17 PM / rboudrea	Actual Date : 6/7/2004 4:32:08	
***	Event Type / Status : Transfer Agent Mtg / Completed	Start Date : 6/10/2004 12:51:58	Notes :
	Assigned To : ISG (TA: ROBERT KICKIE C/O	Due Date : 7/16/2004	
	Last Updated / By : 7/24/2004 12:53:08 PM / rboudrea	Actual Date : 6/16/2004 12:52:36	
***	Event Type / Status : Auction Unit / Completed	Start Date : 6/16/2004 1:19:25	Notes :
	Assigned To : ISG ()	Due Date : 7/26/2004	
	Last Updated / By : 9/20/2004 3:39:10 PM / akenney	Actual Date : 9/20/2004 3:39:06	
***	Event Type / Status : Repair scheduled / Completed	Start Date : 6/16/2004 1:20:17	Notes : VEHICLE INSPECTED. NPF OPERATES AS DESIGNED R EADY FOR PICK UP
	Assigned To : Other (HONDA OF PASADENA	Due Date :	
	Last Updated / By : 7/24/2004 1:21:46 PM / rboudrea	Actual Date : 6/17/2004 1:20:45	
***	Event Type / Status : Disclosure Requested / Completed	Start Date : 9/20/2004 9:26:24	Notes :
	Assigned To : ISG ()	Due Date : 11/19/2004	
	Last Updated / By : 2/23/2005 9:26:45 AM / akenney	Actual Date : 2/23/2005 9:26:43	

Mediation Activity :

***	Event Type / Status : Sales Tax Recovery / Completed	Start Date :	12/13/2004 11:24:25	Notes :
	Assigned To : ISG ()	Due Date :		
	Last Updated / By : 12/21/2004 11:25:05 AM /	Actual Date :	12/13/2004 11:24:57	

Issue Details

Issue ID : N042004-03-0800984-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Annie Kenney	Type 1 : Product	Status : Subcase Close	Open Date : 3/8/2004 12:10:00 PM
Issue Owner : Rodney Boudreaux	Type 2 : Operation	Queue :	Close Date : 7/24/2004 1:09:57 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Shift Quality 2181
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : CR Generated Gdwill, Buy Back
 Component Category : 10 - Power Train
 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
06200-PAX-A52	WARRANTY A/R BARE	Not Applicable

Check Req Info :

Check Requisition No. : 4354
 Primary Amount : \$6,267.41
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$6,267.41
 Approved By : jdavis01
 Approval Date : 6/3/2004 3:40:18
 Status : PROCESSED
 Check No. : 1411721
 Check Date : 6/4/2004

Payee Name : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : ALBUQUERQUE, NM [REDACTED]
 Campaign Template # :
 Contention Code : 03236
 Defect Code : 03214
 Category : BuyBack
 Failed Part # : 06200-PAX-A52

Issue Details

Issue ID : N042004-03-0800984-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Rodney Boudreaux	Type 1 : Product	Status : Subcase Close	Open Date : 6/3/2004 2:09:14 PM
Issue Owner : Rodney Boudreaux	Type 2 : Operation	Queue :	Close Date : 7/24/2004 1:10:01 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Shift Quality 2181
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : CR Generated Gdwill, Buy Back
 Component Category : 10 - Power Train
 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
06200-PAX-A52	WARRANTY A/R BARE	Not Applicable

Check Req Info :

Check Requisition No. : 4351	Payee Name : [REDACTED]
Primary Amount : \$12,431.34	Address : [REDACTED]
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : LOS ANGELES, CA [REDACTED]
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$12,431.34	Contention Code : 03236
Approved By : jdavis01	Defect Code : 03214
Approval Date : 6/3/2004 3:40:40	Category : BuyBack
Status : PROCESSED	Failed Part # : 06200-PAX-A52
Check No. : 1411719	
Check Date : 6/4/2004	

Case History

Case ID : N042004-03-0800984

Case Title : [REDACTED]

*** CASE CREATE 3/8/2004 12:06:05 PM, akenney

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

*** NOTES 3/8/2004 12:06:05 PM, akenney, Action Type :

Received CCF from BBB:HON0435530

Start Date: 3-3-04

Customer Contention: Transmission has clanking noise when put into reverse

Resolution Sought: Repurchase or replacement

*** COMMIT 3/8/2004 12:07:18 PM, akenney, Action Type :

Made to [REDACTED] due 03/09/2004 12:07:59 PM.

DCS Follow-Up

*** NOTES 3/8/2004 12:08:03 PM, akenney, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 3/9/2004 1

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

Transmission makes noise when shifting into reverse

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 fax all invoice copies of repair orders and technician notes to 310-783-3029. This information is being requested for investigative purposes to determine our position for resolution.

American Honda Mediation Group

Annie Kenney

*** COMMIT 3/8/2004 12:08:05 PM, akenney, Action Type : N/A

Made to [REDACTED] due 03/09/2004 12:08:07 PM.

Please review new BBB case. Look for R/O's and techline notes.

*** CASE MEDIATION ADD/MODIFY 3/8/2004 12:09:14 PM, akenney

*** MEDIATION DECISION 03/08/2004 12:09:14 PM akenney

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: RODNEY BOUDREAUX

Rel: N012003-12-1801143

*** CASE MEDIATION EVENT ADD 3/8/2004 12:09:29 PM, akenney

*** MEDIATION EVENT - BBB CASE RECD 03/08/2004 12:09:29 PM akenney

Status: In Progress

S: 03/03/2004 12:08:57 PM

Case History

Case ID : N042004-03-0800984

Case Title : [REDACTED]

*** CASE MODIFY 3/19/2004 11:50:33 AM, rboudrea

into WIP A. New Cases and Status of Solving.

*** NOTES 3/19/2004 12:46:00 PM, rboudrea, Action Type : Call to Dealer

Phoned Pasadena Honda, Dave:

Customer only there 2 times trans replaced trans 10/22/03-11/03/03 12 days and 1/07/04 @21,145 trans replaced for noise. Requested ROs

Phoned Colonial Honda and requested ROs. Asked that Bill Hall call for review.

Colonial Honda 2/02/04 customer reported noise CND

*** CASE MODIFY 3/19/2004 12:46:04 PM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE MEDIATION ADD/MODIFY 3/19/2004 12:47:23 PM, rboudrea

*** MEDIATION DECISION 03/19/2004 12:47:23 PM rboudrea

Proc: Mediation

Dcsn: Please Specify

Cust: Buyback-Repurchase

AHM: Repair Rsn: Lemon Law - Not Met

Arb Mthd: Please Specify Outcome: Please Specify

Ref: RODNEY BOUDREAUX

Rel: N012003-12-1801143

*** CASE MODIFY 3/19/2004 12:47:25 PM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE MODIFY 3/19/2004 12:47:42 PM, rboudrea

into WIP A. New Cases and Status of Solving.

*** NOTES 3/19/2004 12:49:23 PM, rboudrea, Action Type : Call to Customer

Phoned and left for customer to call

*** CASE FULFILL 3/19/2004 12:49:33 PM, rboudrea

Fulfilled for [REDACTED] due 03/09/2004 12:07:59 PM.

*** CASE FULFILL 3/19/2004 12:49:36 PM, rboudrea

Fulfilled for [REDACTED] due 03/09/2004 12:08:07 PM.

*** COMMIT 3/19/2004 12:49:37 PM, rboudrea, Action Type : N/A

Made to [REDACTED] due 03/23/2004 12:49:39 PM.

F/U W CUSTOMER

*** CASE MODIFY 3/19/2004 12:49:56 PM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE MODIFY 3/19/2004 12:50:36 PM, rboudrea

into WIP A. New Cases and Status of Solving.

*** NOTES 3/19/2004 4:26:21 PM, rboudrea, Action Type : Call from Customer

Customer returned call:

Case History

Case ID : N042004-03-0800984

Case Title : [REDACTED]

I introduced myself and apologized for his experience. I told customer that I have already spoken to the involved dealer and have all the details regarding his previous experience so we do not need to rehash it unless he has information that he feels would be pertinent.

I asked if he had any current problems and customer said yes I asked that he explain exactly what his vehicle is doing or not doing.

1. Trans still makes loud clunk when he puts it in reverse
2. Last week end one time when he stopped the car he could not get the key out of the ignition he had to put it in drive and drive awhile and then it came out.

I asked if he took his car back to the dealer and he said no that the dealer had told him that they were waiting for Honda manufacturing to tell them what to do.

According to case manager the dealer wanted to replace his trans the last time he was there, but his case manager told them that they needed to talk to the manufacturer first.

I told customer that we were in the discovery stage at this point and that I need to obtain additional information before a decision could be rendered in his case, but that I would call him on Monday with an update. Customer ok.

*** CASE FULFILL 3/19/2004 4:26:28 PM, rboudrea

Fulfilled for [REDACTED] due 03/23/2004 12:49:39 PM.

*** COMMIT 3/19/2004 4:26:30 PM, rboudrea, Action Type : N/A

Made to [REDACTED] due 03/22/2004 08:00:00 AM.

CALL COLONIAL AGAIN REGARDING CUSTOMER CLAIM THAT THEY WANTED TO REPLACE TRANS

*** CASE MODIFY 3/19/2004 4:27:33 PM, rboudrea

into WIP A. New Cases and Status of Solving.

*** NOTES 3/23/2004 9:21:19 AM, akenney, Action Type : Letter/Fax

Received fax from BBB, which includes notice of hearing. This information is listed as follows:

Arbitrator: Mr. Phillip Tamoush
Hearing date/time: 4-2-04 @ 10:00 a.m. PST
Location: The Better Business Bureau
6125 Washington Blvd. Ste 306
Culver City, CA 90232

Parties will participate as follows: Customer (in person), Manufacturer (in person)

Hearing site phone number: (310) 945-3150

Forwarding documentation to Rodney for review

*** NOTES 3/24/2004 10:08:49 AM, rboudrea, Action Type : Call from Customer

Steve Dershim returned call:
Pasadena Honda

Reviewed customer warranty history and Steve advised that customer's son is primary driver and he has done considerable customization, mostly cosmetic. He does not appear to be race oriented more show car, which is exactly what the son told him that he purchased car for show and wanted everything perfect. The initial

Case History

Case ID : N042004-03-0800984

Case Title : [REDACTED]

I told customer that we are sorry for his experience and understand his frustration, but cannot consider a replacement at this time. I told customer that we have not even confirmed a problem and based on our information, even if there was an early concern, he would not meet the state lemon law criteria. Customer said that he has already contacted BBB and has a trial set and would not take vehicle back to the dealer. Customer will pursue remedy through the courts.

I told customer that we are sorry that he is it has come to this and wished him a good day.

*** CASE MODIFY 3/24/2004 10:43:38 AM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE MEDIATION EVENT ADD 3/24/2004 10:45:05 AM, rboudrea

*** MEDIATION EVENT - ARBITRATION HEARING 03/24/2004 10:45:05 AM rboudrea

Status: In Progress

S: 03/24/2004 10:44:14 AM

D: 04/02/2004 12:00:00 AM

A: ?/?/? ??:?

Assign to: Arb Advocates (BBB ARIBITRATOR: PHILIP TAMOUSH)

Notes: AA REP: TBD

*** NOTES 3/26/2004 8:56:05 AM, akenney, Action Type : Letter/Fax

Received fax from Honda of Pasadena, which includes copy of R/O in January '04. Per fax, they are still looking for Oct. '03. Forwarding documents to Rodney.

*** NOTES 3/26/2004 9:06:08 AM, akenney, Action Type : Letter/Fax

Received fax from BBB, which includes notice of hearing. This information is listed as follows:

Arbitrator: Mr. Philip Tamoush

Date/Time: 4-7-04 @ 10:00 PST

Location: The Better Business Bureau

6125 Washington Blvd. Ste.306

Culver City, CA 90232

Parties will participate as follows: Customer (in person), Manufacturer (in person)

Hearing Site Phone Number: 310-945-3150

Forwarding documentation to Rodney for review

*** NOTES 3/31/2004 1:51:11 PM, akenney, Action Type : Letter/Fax

Received fax from Honda of Pasadena, which includes service history for customer. Forwarding to Rodney.

*** NOTES 3/31/2004 4:13:37 PM, rboudrea, Action Type : Call from Customer

March 31, 2004

CUSTOMER: [REDACTED]

VIN: 1HGCG32212A [REDACTED]

BBB CASE: HON0435530

WARRANTY SERVICE HISTORY:

COLONIAL HONDA

Case History

Case ID : N042004-03-0800984

Case Title : [REDACTED]

RO#116975 2/02/04-2/24/02 @22,429 miles 2 days Note: customer continued to drive car until parts were available.
Trans popping into reverse gear - Lock up solenoid and linear solenoid faulty. Replaced both.

HONDA OF PASADENA

RO#59347 10/22/03-11/03/03 @19,434 miles 3 days Note: customer continued to drive car until parts were available.
Trans makes noise going into reverse - replaced transmission

RO#64926 1/07/04-1/22/04 @21,145 miles 3 days Note: customer continued to drive car until parts were available.
Trans slips and bangs - Installed transmission

AHM POSITION:

We reviewed the customer's issues with their servicing dealerships and were advised that the customer's concerns were for a transmission noise when shifting into reverse. The problem occurred outside the CA lemon law rights period and does not meet presumption. AHM advised the customer that trans failures within 2,000 miles is very unusual and we wanted our engineers involved in researching his current issues. The customer declined. American Honda makes every effort to do what is fair and reasonable for its customer's and would be glad to address any concerns he may have per the terms and conditions of the New Car Limited Warranty. The trans issues were for noise related concerns and did not impair the use of the vehicle. American Honda asks that the customer's request to replace his vehicle be denied.

*** CASE MODIFY 3/31/2004 4:13:42 PM, rboudrea
into WIP F. Pending Arbitration and Status of Solving.

*** CASE CAMPAIGN LOOKUP 4/2/2004 9:27:05 AM, rboudrea
CAMPAIGN CHECK 04/02/2004 09:27:05 AM rboudrea
No data found For VIN

*** CASE MODIFY 4/2/2004 10:22:44 AM, rboudrea
into WIP F. Pending Arbitration and Status of Solving.

*** CASE RULE ACTION 4/5/2004 11:06:05 AM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE MEDIATION EVENT UPDATE 4/5/2004 12:23:39 PM, rboudrea
*** MEDIATION EVENT - ARBITRATION HEARING 04/05/2004 12:23:39 PM rboudrea
Status: In Progress
S: 03/24/2004 10:44:14 AM
D: 04/02/2004 12:00:00 AM
A: ?/?/? ?/?/?

Assgn to: Arb Advocates (AA REP: JIM WORREL)
Notes: BBB ARIBITRATOR: PHILIP TAMOUSH

*** CASE MODIFY 4/5/2004 12:23:44 PM, rboudrea
into WIP F. Pending Arbitration and Status of Solving.

*** CASE MEDIATION EVENT ADD 4/5/2004 12:26:21 PM, rboudrea
*** MEDIATION EVENT - CONFERENCE CALL 04/05/2004 12:26:21 PM rboudrea
Status: Completed
S: 04/02/2004 12:24:01 PM

Case History

Case ID : N042004-03-0800984

Case Title : [REDACTED]

D: ?/?/? ??:?

A: 04/05/2004 12:24:27 PM

Assgn to: Arb Advocates (JIM WORREL / BILLIE TURNER)

Notes: DOES NOT MEET PRESUMPTION. REPAIR

*** CASE MODIFY 4/5/2004 12:26:30 PM, rboudrea

into WIP F. Pending Arbitration and Status of Solving.

*** NOTES 4/12/2004 12:37:35 PM, akenney, Action Type : Letter/Fax

Received fax from BBB, which includes decision (replacement/repurchase). Forwarding to Rodney for review.

*** NOTES 4/19/2004 1:44:19 PM, akenney, Action Type : Letter/Fax

Received fax from BBB, which includes acceptance of the arbitrator's decision. Forwarding to Rodney.

*** CASE MODIFY 4/25/2004 12:28:01 PM, rboudrea

into WIP F. Pending Arbitration and Status of Solving.

*** CASE MODIFY 4/27/2004 2:23:19 PM, rboudrea

into WIP H. Pending Acceptance and Status of Solving.

*** NOTES 5/5/2004 11:52:15 AM, rboudrea, Action Type : Call to Customer

Phoned cusotmer and advised that we are in receipt of his acceptance and need the following for processing his claim: Referred to son for information at 323/595-5826

Lien Holder: Wells Fargo Bank 800/869-3557

Account number:

Payoff amount for 10-15 day payoff

Payment history to include this months payment

Title disposition request form

Copy of buyers order

*** CASE MODIFY 5/5/2004 11:52:20 AM, rboudrea

into WIP C. Replace Repurchase and Status of Solving.

*** CASE FULFILL 5/5/2004 1:12:19 PM, rboudrea

Fulfilled for [REDACTED] due 03/22/2004 08:00:00 AM.

*** COMMIT 5/5/2004 1:12:21 PM, rboudrea, Action Type : N/A

Made to [REDACTED] due 05/06/2004 10:00:00 AM.

CALL CUSTOMER/BANK FOR FINANCE INFO/SUBMIT CHK REQ/SND ISG PKG

*** CASE MODIFY 5/5/2004 1:13:18 PM, rboudrea

into WIP C. Replace Repurchase and Status of Solving.

*** CASE MODIFY 5/5/2004 1:13:40 PM, rboudrea

into WIP C. Replace Repurchase and Status of Solving.

*** NOTES 5/5/2004 1:29:23 PM, akenney, Action Type : Letter/Fax

Received fax from Honda of Pasadena, which includes copy of buyer's order. Forwarding to Rodney.

*** CASE MODIFY 5/6/2004 10:35:19 AM, rboudrea

Case History

Case ID : N042004-03-0800984

Case Title : [REDACTED]

into WIP C. Replace Repurchase and Status of Solving.

*** NOTES 5/6/2004 10:44:42 AM, rboudrea, Action Type : Call from Customer

Phoned and left VM for son to please obtain finance info today so we can submit for payment.

*** CASE MODIFY 5/6/2004 10:44:46 AM, rboudrea

into WIP C. Replace Repurchase and Status of Solving.

*** NOTES 5/12/2004 4:03:50 PM, rboudrea, Action Type : Note-General

Phoned Barbara w/ Wells Fargo: The 10 day payoff is \$6,466.96 thru 5/22/04 with \$1.70 per diem bank cannot provide payment history to 3rd party. Customer would need to obtain it personally.

I told Barbara that I would advise their customer and please note on file that it will be needed in writing from bank on bank stationery. Barbara agreed.

*** CASE MODIFY 5/12/2004 4:08:15 PM, rboudrea

into WIP C. Replace Repurchase and Status of Solving.

*** CASE FULFILL 5/12/2004 4:08:19 PM, rboudrea

Fulfilled for [REDACTED] due 05/06/2004 10:00:00 AM.

*** COMMIT 5/12/2004 4:08:20 PM, rboudrea, Action Type : N/A

Made to [REDACTED] due 05/13/2004 08:00:00 AM.

LOOK FOR PAYOFF FAX FROM CUSTOMER/SUBMIT CHK REQ

*** CASE MODIFY 5/12/2004 4:09:01 PM, rboudrea

into WIP C. Replace Repurchase and Status of Solving.

*** NOTES 5/13/2004 3:46:23 PM, rboudrea, Action Type : Note-General

Checked for fax: Payoff information not received will need to process payment next week. Follow-up with customer

*** CASE MODIFY 5/13/2004 3:46:27 PM, rboudrea

into WIP C. Replace Repurchase and Status of Solving.

*** NOTES 5/17/2004 10:04:04 AM, rboudrea, Action Type : Call from Customer

Phoned customer for update on obtaining payoff info from Wells Fargo: Lft detailed VM.

*** CASE MODIFY 5/17/2004 10:04:08 AM, rboudrea

into WIP C. Replace Repurchase and Status of Solving.

*** CASE MODIFY 5/17/2004 10:04:34 AM, rboudrea

into WIP C. Replace Repurchase and Status of Solving.

*** NOTES 5/21/2004 9:27:27 AM, rboudrea, Action Type : Note-General

Received payoff history from customer: There are questionable entries on 4/15/04 regarding principal credits in the amount of \$1075.00 Phoned wells fargo bank and was advised that they cannot release any information regarding payment history to anyone but the customer. I explained our position and told Laura that the customer understands even less regarding finance than I do and we need to obtain full disclosure in order to accurately calculate restitution amounts in compliance with state federal mandates. I told Laura that we work with financial institutions throughout the United States and with customer release of information, have never encountered issues with us obtaining the information needed. Laura stated that this is their policy and they cannot release information to anyone, but the customer.

I asked if there was anyone in her office that I could talk to regarding compliance and she said no this again is policy and no one in that office had the

Case History

Case ID : N042004-03-0800984

Case Title : [REDACTED]

Proc: Arbitration
Dcsn: Buyback-Repurchase
Cust: Buyback-Repurchase
AHM: Repair Rsn: Lemon Law - Not Met
Arb Mthd: In Person Outcome: Customer
Ref: RODNEY BOUDREAUX
Rel: N012003-12-1801143

*** CASE MEDIATION EVENT UPDATE 6/3/2004 2:05:56 PM, rboudrea
*** MEDIATION EVENT - ARBITRATION HEARING 06/03/2004 02:05:56 PM rboudrea
Status: Completed
S: 03/24/2004 10:44:14 AM
D: 04/02/2004 12:00:00 AM
A: 04/02/2004 02:05:48 PM
Assgn to: Arb Advocates (AA REP: JIM WORREL)
Notes: BBB ARIBITRATOR: PHILIP TA

*** SUBCASE N042004-03-0800984-2 CREATE 6/3/2004 2:09:14 PM, rboudrea
Created in WIP Default with Due Date 6/3/2004 2:09:14 PM.

*** CASE MODIFY 6/3/2004 2:41:15 PM, rboudrea
into WIP C. Replace Repurchase and Status of Solving.

*** CASE MODIFY 6/3/2004 2:41:45 PM, rboudrea
into WIP C. Replace Repurchase and Status of Solving.

*** CASE DISPATCH 6/3/2004 2:41:52 PM, rboudrea
from WIP C. Replace Repurchase to Queue CK Req - Mediation Mgr.

*** NOTES 6/3/2004 3:01:45 PM, rboudrea, Action Type : Note-General
WELLS FARGO BANK PAYOFF ADDRESS:

WELLS FARGO BANK PAYMENT SERVICES
MAC Q 2132-013
P.O. BOX 93380
Albuquerque, NM 87199

NOTE: Send letter with check requesting that title be sent to manufacturer

*** SUBCASE N042004-03-0800984-1 6/3/2004 3:40:18 PM, jdavis01. Action Type :
Check Requisition for 6,267.41 \$ submitted
Check Requisition for 6,267.41 \$ submitted by jdavis01

*** SUBCASE N042004-03-0800984-2 6/3/2004 3:40:40 PM, jdavis01. Action Type :
Check Requisition for 12,431.34 \$ submitted
Check Requisition for 12,431.34 \$ submitted by jdavis01

*** CASE RETURN 6/3/2004 3:41:44 PM, jdavis01
from Queue CK Req - Mediation Mgr to WIP C. Replace Repurchase.

Case History

Case ID : N042004-03-0800984

Case Title : 

D: ?/? ??:?

A: 12/13/2004 11:24:57 AM

Assgn to: ISG ()

Notes:

*** NOTES 12/21/2004 11:26:48 AM, akenney, Action Type : Note-General

Received sales tax refund in the amount of \$1261.00. Forwarding to Angela to update her information.

*** CASE MEDIATION EVENT ADD 2/23/2005 9:26:45 AM, akenney

*** MEDIATION EVENT - DISCLOSURE REQUESTED 02/23/2005 09:26:45 AM akenney

Status: Completed

S: 09/20/2004 09:26:24 AM

D: 11/19/2004 12:00:00 AM

A: 02/23/2005 09:26:43 AM

Assgn to: ISG ()

Notes:

*** CASE CLOSE 2/23/2005 9:27:01 AM, akenney

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

Case Details

Case ID : N012002-02-1900720 Division : Honda - Auto Condition : Closed Open Date : 2/19/2002 2:50:28 PM
 Case Originator : Dale Kaneshiro (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 4/25/2002 8:00:07 AM
 Case Owner : Dan Montgomery Method : Phone Queue : Days Open : 65
 Last Closed By : Dan Montgomery Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : PALMDALE, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCF86672A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CF8662PW / A
 Miles / Hours : 11,324
 In Service Date : 12/04/2001
 Months In Use : 2
 Engine Number : F23A55003628
 Originating Dealer No. / Name : 207767 / HONDA WORLD
 Selling Dealer No. / Name : 208144 / HONDA WORLD DOWNEY
 Trim : VP
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 208144 / HONDA WORLD DOWNEY
 Phone No. : 562-929-7000
 Address : 10645 STUDEBAKER ROAD
 City / State / Zip : DOWNEY, CA 90241
 Svc District / Sls District : 01G / A01
 Warranty Labor Rate / Date : \$95.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012002-02-1900720-1 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans
N012002-02-1900720-2 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans
N012002-02-1900720-3 / [REDACTED]	Subcase Close	Product	Operation	744	Power Window
N012002-02-1900720-4 / [REDACTED]	Subcase Close	Product	Operation	800	Body (General)

Mediation Details

Case ID	N012002-02-1900720	Final Decision :	Repair	Descision Updated :
Process :	Arbitration	Customer Position :		
Document Ref :	hon0236171	AHM Position :		
Related Case :				
Arbitration Method :				
Arbitration Outcome :	AHM	Last Updated :	2/9/2003 11:56:16 AM	By :

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Total Amount	\$0.00	\$0.00			

Mediation Activity :

Issue Details

Issue ID : N012002-02-1900720-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Dale Kaneshiro	Type 1 : Product	Status : Subcase Close	Open Date : 2/19/2002 2:55:03 PM
Issue Owner : Dale Kaneshiro	Type 2 : Operation	Queue :	Close Date : 2/19/2002 2:55:40 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Internal Fail 2182
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Provided Information
 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

Issue Details

Issue ID : N012002-02-1900720-2	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Teena Bohi	Type 1 : Product	Status : Subcase Close	Open Date : 2/28/2002 9:55:45 AM
Issue Owner : Rosalyn Earl	Type 2 : Operation	Queue :	Close Date : 4/24/2002 4:30:37 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Internal Fail 2182
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Under Investigation, Repaired/Warranty
 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

Issue Details

Issue ID : N012002-02-1900720-3	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Teena Bohi	Type 1 : Product	Status : Subcase Close	Open Date : 2/28/2002 9:56:38 AM
Issue Owner : Rosalyn Earl	Type 2 : Operation	Queue :	Close Date : 4/12/2002 10:13:44 AM
Issue Title :			

Coding Info :

Labor Code / Desc : 744 / Power Window
 Condition Code Desc Slow/Noisy Oper 7441
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Repaired/Warranty
 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

Issue Details

Issue ID : N012002-02-1900720-4	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Teena Bohi	Type 1 : Product	Status : Subcase Close	Open Date : 2/28/2002 9:58:21 AM
Issue Owner : Rosalyn Earl	Type 2 : Operation	Queue :	Close Date : 4/12/2002 10:14:00 AM
Issue Title :			

Coding Info :

Labor Code / Desc : 800 / Body (General)
 Condition Code Desc Fit/Finish Prob 8007
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Under Investigation, Repaired/Warranty
 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 : N012002-02-1900720

Case Title : [REDACTED]

*** CASE CREATE 2/19/2002 2:50:28 PM, dkaneshi

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

*** NOTES 2/19/2002 2:54:52 PM, dkaneshi, Action Type : Call from Customer

Customer called in furious about her vehicle she purchased last Dec. 2001. The dealership stated that she needs another transmission. She wants a new vehicle. I assured her ACS can help her in repairing the vehicle to manufacturers specs but could not assist in providing a new engine or new vehicle. She will pursue other means.

*** SUBCASE N012002-02-1900720-1 CREATE 2/19/2002 2:55:03 PM, dkaneshi

Created in WIP Default with Due Date 2/19/2002 2:55:03 PM.

*** SUBCASE N012002-02-1900720-1 CLOSE 2/19/2002 2:55:40 PM, dkaneshi

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/19/2002 2:55:42 PM, dkaneshi

into WIP default and Status of Solving.

*** CASE MODIFY 2/19/2002 2:55:54 PM, dkaneshi

into WIP default and Status of Solving.

*** CASE CLOSE 2/19/2002 2:55:58 PM, dkaneshi

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

*** CASE REOPEN 2/26/2002 1:44:23 PM, acortez

with Condition of Open and Status of Solving.

*** CASE YANKED 2/26/2002 1:44:26 PM, acortez

Yanked by acortez into WIPbin default.

*** NOTES 2/26/2002 1:48:42 PM, acortez, Action Type : Letter/Fax

CA BBB File #HON0236171

Customer Contention:

1. Window keeps sliding down.
2. Heater not working properly.
3. Driver's side seat problem.
4. Driver's side panel problem.
5. Transmission problems.

Resolution Sought:

Consumer wants the vehicle replaced. She has been told that there's nothing they can do repair the vehicle.

*** CASE ASSIGN 2/26/2002 1:49:05 PM, acortez

N012002-02-1900720 to tkitzman, WIP DE_Li U

*** CASE RULE ACTION 2/26/2002 1:49:06 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 2/28/2002 9:46:17 AM, tbohi

into WIP new cases and Status of Solving.

Case History

Case ID : N012002-02-1900720

Case Title : [REDACTED]

*** NOTES 3/11/2002 4:57:59 PM, jdeutsch, Action Type : Note-General

Received from BBB,
Lien holder's Name Americredit Financial
Po Box 78143
Phoenix, AZ 85062-8143
customer sent a Letter:

Customer purchased a 2002 Honda Accord on 12/4/01. She drove the vehicle off the lot, and she noticed that there was constant wind noise. It was coming from the driver side door window. The heater knob needed to be all the way to the red in order to have heat. The drivers side window would also slide down. The window would not stay up. 2/13 customer heard a noise coming from the drivers side. Customer went to Honda World in Downey, She was told that they would need to replace the transmission. Customer would like a replacement vehicle

*** CASE MODIFY COMMITMENT 3/12/2002 4:33:51 PM, tbohi

with [REDACTED] due 03/14/02 12:00:00 AM.

*** NOTES 3/12/2002 4:49:41 PM, jdeutsch, Action Type : Call from Customer

Hearing is set for 3/28/02 in Torrance CA at 2:00pm

*** CASE FULFILL 3/13/2002 4:10:09 PM, tbohi

Fulfilled for [REDACTED] due 03/14/02 12:00:00 AM.

*** COMMIT 3/13/2002 4:10:12 PM, tbohi, Action Type : N/A

conference call set???

*** CASE MODIFY 3/13/2002 4:10:35 PM, tbohi

into WIP settling and Status of Solving.

*** CASE MODIFY 3/18/2002 8:52:13 AM, tbohi

into WIP settling and Status of Solving.

*** CASE RULE ACTION 3/19/2002 2:50:28 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY COMMITMENT 3/21/2002 4:17:49 PM, tbohi

with [REDACTED] due 03/25/02 12:00:00 AM.

*** CASE MODIFY 3/25/2002 3:27:03 PM, tbohi

into WIP settling and Status of Solving.

*** CASE MODIFY 3/25/2002 3:27:08 PM, tbohi

into WIP settling and Status of Solving.

*** CASE MODIFY 3/25/2002 3:27:10 PM, tbohi

into WIP settling and Status of Solving.

*** NOTES 3/25/2002 3:29:17 PM, tbohi, Action Type : Call from Customer


Called dealer and spoke to George in service and the customer never brought car back in for transmission replacement.

*** NOTES 3/25/2002 3:56:22 PM, tbohi, Action Type : Note-General

Case packet sent to AA.

Case History

Case ID : N012002-02-1900720

Case Title : 

*** CASE FULFILL 3/25/2002 4:15:16 PM, tbohi

Fulfilled for  due 03/25/02 12:00:00 AM.

*** COMMIT 3/25/2002 4:15:19 PM, tbohi, Action Type : N/A

Have decision?

*** CASE ASSIGN 3/25/2002 4:17:14 PM, tbohi

N012002-02-1900720 to jdeutsch, WIP

*** CASE RULE ACTION 3/25/2002 4:17:15 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 4/1/2002 9:26:09 AM, jdeutsch, Action Type : Call from Customer

Received acceptance/rejection form from BBB- customer has received a acceptance/rejection form and has 30 days from 3/29/02 to return this form to the BBB office.

*** CASE FULFILL 4/1/2002 12:13:12 PM, tbohi

Fulfilled for ELSA URDIALES due 04/03/02 12:00:00 AM.

*** COMMIT 4/1/2002 12:13:13 PM, tbohi, Action Type : N/A

have accept or reject from customer? hearing was 3-28-02

*** CASE RULE ACTION 4/2/2002 2:50:28 PM, sa

Action owners supvsr - 45 days of rule Case Closure fired

*** NOTES 4/10/2002 1:08:53 PM, jdeutsch, Action Type : Note-General

Received a document from the BBB customer accepts the arbitration decision

*** CASE FULFILL 4/10/2002 1:09:05 PM, jdeutsch

Fulfilled for ELSA URDIALES due 04/12/02 12:00:00 AM.

*** COMMIT 4/10/2002 1:09:07 PM, jdeutsch, Action Type : N/A

Made to ELSA URDIALES due 04/10/02 03:09:25 PM.

Received acceptance, review file

*** CASE YANKED 4/10/2002 2:19:27 PM, tbohi

Yanked by tkitzman into WIPbin new cases.

*** SUBCASE N012002-02-1900720-2 MODIFY 4/10/2002 2:19:55 PM, tbohi

into WIP subcases and Status of Solving.

*** SUBCASE N012002-02-1900720-3 MODIFY 4/10/2002 2:20:13 PM, tbohi

into WIP subcases and Status of Solving.

*** SUBCASE N012002-02-1900720-4 MODIFY 4/10/2002 2:20:48 PM, tbohi

into WIP subcases and Status of Solving.

*** SUBCASE N012002-02-1900720-3 MODIFY 4/10/2002 2:21:05 PM, tbohi

into WIP subcases and Status of Solving.

*** CASE MODIFY 4/10/2002 2:21:13 PM, tbohi

into WIP new cases and Status of Solving.

Case History

Case ID : N012002-02-1900720

Case Title : [REDACTED]

*** CASE FULFILL 4/10/2002 2:32:17 PM, tbohi

Fulfilled for [REDACTED] e 04/10/02 03:09:25 PM.

*** COMMIT 4/10/2002 2:32:18 PM, tbohi, Action Type : N/A

Case forwarded to call center to facilitate repair.

*** CASE MODIFY 4/10/2002 2:32:48 PM, tbohi

into WIP new cases and Status of Solving.

*** CASE ASSIGN 4/10/2002 2:58:45 PM, tbohi

N012002-02-1900720 to dmontgom, WIP

*** CASE RULE ACTION 4/10/2002 2:58:46 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 4/11/2002 8:47:56 AM, dmontgom

N012002-02-1900720 to rearl, WIP

*** CASE RULE ACTION 4/11/2002 8:47:57 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012002-02-1900720-2 YANKED 4/11/2002 8:48:09 AM, dmontgom

Yanked by dmontgom into WIPbin default.

*** SUBCASE N012002-02-1900720-2 ASSIGN 4/11/2002 8:48:22 AM, dmontgom

N012002-02-1900720-2 to rearl, WIP

*** SUBCASE N012002-02-1900720-2 RULE ACTION 4/11/2002 8:48:22 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012002-02-1900720-3 YANKED 4/11/2002 8:48:35 AM, dmontgom

Yanked by dmontgom into WIPbin default.

*** SUBCASE N012002-02-1900720-3 ASSIGN 4/11/2002 8:48:51 AM, dmontgom

N012002-02-1900720-3 to rearl, WIP

*** SUBCASE N012002-02-1900720-3 RULE ACTION 4/11/2002 8:48:51 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012002-02-1900720-4 YANKED 4/11/2002 8:49:13 AM, dmontgom

Yanked by dmontgom into WIPbin default.

*** SUBCASE N012002-02-1900720-4 ASSIGN 4/11/2002 8:49:33 AM, dmontgom

N012002-02-1900720-4 to rearl, WIP

*** SUBCASE N012002-02-1900720-4 RULE ACTION 4/11/2002 8:49:34 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 4/11/2002 2:50:25 PM, rearl, Action Type : Call to Dealer

Spoke to SM, JJ. SM states that dealer had transmission ordered on 02/14. States that transmission is still at dealer. Advised SM that I would contact cust to coordinate with service advisor Jorge Espinoza.

SM states that :

Case History

Case ID : N012002-02-1900720

Case Title : [REDACTED]

1. faulty window regulator (wind noise) was removed on 1/14/02
2. defective door panel removed and replaced on 12/04/01
3. driver's seat cover blemish/ repaired by Collins Auto Trim/ sublet on 12/04/01
4. transmission ordered 2/14/01

*** NOTES 4/11/2002 2:53:07 PM, tbohi, Action Type : Call from Customer

*** NOTES 4/11/2002 4:04:38 PM, rearl, Action Type : Note-Resolution

Spoke to customer. Explained to cust that I had been forward her case and info. Apologized for any inconvenience. Explained to cust that transmission was still at dealer awaiting vehicle. Cust understood, and wanted to know information on the extended warranty that was granted. Explained to cust that I would look into the 5/75 that was offered. Cust requested this in writing. Cust states that she would contact Advisor Jorge, tomorrow to set-up appointment. Explained to cust that I would follow-up after work had been performed. Cust thanked me and requested my ext.

*** SUBCASE N012002-02-1900720-3 CLOSE 4/12/2002 10:13:44 AM, rearl

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012002-02-1900720-4 CLOSE 4/12/2002 10:14:00 AM, rearl

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 4/12/2002 1:45:09 PM, rearl

Fulfilled for ELSA URDIALES due 04/10/02 03:00:00 PM.

*** NOTES 4/15/2002 2:35:15 PM, rearl, Action Type : Call to Dealer

Spoke to Service Advisor, Jorge. Advisor states that he spoke to cust last Thursday, and was advised that car would be brought in within the next few days. Advised Jorge, to also inspect brake pedal.

*** NOTES 4/15/2002 2:46:00 PM, rearl, Action Type : Note-General

Spoke to cust. Explained to cust that I was following-up as a courtesy. Cust stated that she would call Jorge today and make an appointment for tomorrow.

Cust also requested to have a major maintenance service work done free of charge. Explained to customer that AHM would not provide this service. Explained to customer that AHM had agreed to extend original warranty, however this does not include maintenance service work. Cust understood.

*** CASE YANKED 4/19/2002 8:34:30 AM, sagli

Yanked by sagli into WIPbin NEW CASES.

*** CASE MODIFY 4/19/2002 8:35:24 AM, sagli

into WIP NEW CASES and Status of Solving.

*** COMMIT 4/19/2002 8:58:23 AM, sagli, Action Type : N/A

Made to ELSA URDIALES due 04/22/02 12:00:00 AM.

Rosalyn: there was no commitment but the file was assigned to me? susan agli

*** NOTES 4/19/2002 9:00:21 AM, sagli, Action Type : Call from Customer

Received file back via crms. No action listed, sent back to R. Earl.

*** CASE ASSIGN 4/19/2002 9:00:38 AM, sagli

N012002-02-1900720 to rearl, WIP_employee WHERE emplo a•

Case History

Case ID : N012002-02-1900720

Case Title : [REDACTED]

*** CASE RULE ACTION 4/19/2002 9:00:39 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE FULFILL 4/19/2002 9:17:29 AM, rearl

Fulfilled for [REDACTED] due 04/22/02 12:00:00 AM.

*** NOTES 4/19/2002 2:10:52 PM, rearl, Action Type : Call to Dealer

LM for Advisor to return my call regarding trans installation.

*** COMMIT 4/19/2002 2:10:59 PM, rearl, Action Type : N/A

call dealer/ follow-up

*** COMMIT 4/19/2002 2:11:19 PM, rearl, Action Type : N/A

call cust/ follow-up

*** CASE FULFILL 4/22/2002 3:32:10 PM, rearl

Fulfilled for [REDACTED] due 04/22/02 10:00:00 AM.

*** NOTES 4/22/2002 3:33:37 PM, rearl, Action Type : Call to Dealer

Spoke to advisor, Oscar. Jorge unavailable. Advisor stated that trans was replaced on Sat. 4/20.

States that loose brake pedal was also adjusted on 4/16.

*** NOTES 4/22/2002 3:50:14 PM, rearl, Action Type : Note-Resolution

Spoke to cust as a follow-up call. Cust is satisfied with services performed on 4/40. States that it did take two days to repair. Cust is aware of ext. warranty. Cust thanked me for providing a follow-up call to her.

Cust states that today key got stuck in ignition, and that she will call advisor tomorrow to inspect it.

*** CASE FULFILL 4/22/2002 3:50:20 PM, rearl

Fulfilled for [REDACTED] due 04/23/02 10:00:00 AM.

*** COMMIT 4/22/2002 3:50:22 PM, rearl, Action Type : N/A

call service advisor/follow-up

*** NOTES 4/24/2002 3:12:34 PM, rearl, Action Type : Call to Dealer

LM for Advisor to return my call, following-up on cust concerns.

*** NOTES 4/24/2002 4:28:44 PM, rearl, Action Type : Call from Dealer

Spoke to advisor Jorge, as a follow-up call. States that trans has been repaired and loose brake pedal adjusted.

Advisor states that key sticking has been inspected and repaired on 4/23. States that shifter cable had to be adjusted.

Advisor states that all repairs have been performed, and that cust is aware of extended warranty.

*** NOTES 4/24/2002 4:29:33 PM, rearl, Action Type : Note-Resolution


Will be assigning file back to supervisor D. Montgomery for closing.

*** SUBCASE N012002-02-1900720-2 CLOSE 4/24/2002 4:30:37 PM, rearl

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012002-02-1900720

Case Title : 

*** CASE MODIFY 4/24/2002 4:30:42 PM, rearl
into WIP BBB and Status of Solving.

*** CASE ASSIGN 4/24/2002 4:30:48 PM, rearl
N012002-02-1900720 to dmontgom, WIP

*** CASE RULE ACTION 4/24/2002 4:30:49 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 4/25/2002 7:59:50 AM, dmontgom. Action Type : Note-General

Reviewed case for proper coding and documentation, customer was followed up with and is satisfied, closing case.

*** CASE CLOSE 4/25/2002 8:00:07 AM, dmontgom

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

Case Details

Case ID : N042002-11-2600639 Division : Honda - Auto Condition : Closed Open Date : 11/26/2002 11:00:04
 Case Originator : Rebecca Evans (Team MA) Sub Division : Mediation Status : Closed Close Date : 6/23/2003 11:12:50 AM
 Case Owner : Annie Kenney (Team SB) Method : Fax Queue : Days Open : 209
 Last Closed By : Annie Kenney (Team SB) Point of Origin : BBB Wipbin :
 Case Title : [REDACTED] 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 : GLENDALE, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCG16582A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG1652JNW / A
 Miles / Hours : 7,155
 In Service Date : 12/10/2001
 Months In Use : 11
 Engine Number : J30A15049679
 Originating Dealer No. / Name : 208127 / HONDA SANTA ANA
 Selling Dealer No. / Name : 208127 / HONDA SANTA ANA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 206541 / COLONIAL HONDA
 Phone No. : 818-244-8674
 Address : 144 S. GLENDALE AVENUE
 City / State / Zip : GLENDALE, CA 91205
 Svc District / Sls District : 01E / B01
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208127	HONDA SANTA ANA		

3rd Party Info :

Party 1 : BBB 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
N042002-11-2600639-1 / [REDACTED]	Subcase Close	Product	Operation	750	SRS (air bags)
N042002-11-2600639-2 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans
N042002-11-2600639-3 / [REDACTED]	Subcase Close	Product	Operation	117	Ignition

Mediation Details

Case ID	N042002-11-2600639	Final Decision :	Buyback-Repurchase	Descision Updated :
Process :	Arbitration	Customer Position :		
Document Ref :	CCF#HON0263575	AHM Position :		
Related Case :				
Arbitration Method :				
Arbitration Outcome :	Customer	Last Updated :	2/9/2003 11:56:16 AM	By :

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Auction Proceeds	\$15,517.00	\$15,517.00	4/17/2003 3:24:20 PM	4/17/2003 3:24:20 PM	rbarner
Sales Tax Refund	\$1,674.00	\$1,674.00	6/23/2003 11:12:45 AM	6/23/2003 11:12:45 AM	akenney
Total Amount	\$17,191.00	\$17,191.00			

Mediation Activity :

*** Event Type / Status :	Auction Unit / Completed	Start Date :	2/3/2003 11:00:50	Notes :	RECEIVED AUCTION CHECK
Assigned To :	Mediation (FRESNO AUTO)	Due Date :	3/28/2003		
Last Updated / By :	4/17/2003 3:12:36 PM / rbarner	Actual Date :	4/7/2003 3:11:32		
*** Event Type / Status :	Disclosure Requested / Completed	Start Date :	4/7/2003 3:12:38	Notes :	RECEIVED DISCLOSURE NOTICE
Assigned To :	Mediation (CALIFORNIA)	Due Date :	5/19/2003		
Last Updated / By :	5/29/2003 4:43:16 PM / rbarner	Actual Date :	5/27/2003 4:43:10		

Issue Details

Issue ID : N042002-11-2600639-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Rebecca Evans	Type 1 : Product	Status : Subcase Close	Open Date : 11/26/2002 11:08:10
Issue Owner : Teena Bohi	Type 2 : Operation	Queue :	Close Date : 2/3/2003 8:49:45 AM
Issue Title :			

Coding Info :

Labor Code / Desc : 750 / SRS (air bags)
Condition Code Desc
Campaign Code / Desc : /
Temperament Code :
Resolutions : Operates as Designed
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

Issue Details

Issue ID : N042002-11-2600639-2	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Rebecca Evans	Type 1 : Product	Status : Subcase Close	Open Date : 11/26/2002 11:09:45
Issue Owner : Teena Bohi	Type 2 : Operation	Queue :	Close Date : 2/3/2003 8:50:19 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Internal Fail 2182
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Buy Back
 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
06200-P7X-A52RM	WARRANTY A/T KIT	Not Applicable

Check Req Info :

Check Requisition No. : 2050
 Primary Amount : \$5,732.60
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$5,732.60
 Approved By : jdavis01
 Approval Date : 1/30/2003
 Status : PROCESSED
 Check No. : 1299849
 Check Date : 1/31/2003

Payee Name : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : GLENDALE, CA [REDACTED]
 Campaign Template # :
 Contention Code : B99
 Defect Code : 584
 Category : BuyBack
 Failed Part # : 06200-P7X-A52RM

Issue Details

Issue ID : N042002-11-2600639-3	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Rebecca Evans	Type 1 : Product	Status : Subcase Close	Open Date : 11/26/2002 11:12:27
Issue Owner : Teena Bohi	Type 2 : Operation	Queue :	Close Date : 2/3/2003 8:50:31 AM
Issue Title :			

Coding Info :

Labor Code / Desc : 117 / Ignition
 Condition Code Desc Please Specify
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Operates as Designed
 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
98200-31500	FUSE, BLADE (15A)	Not Applicable

Check Req Info :

Check Requisition No. : 2003	Payee Name : BANK OF AMERICA
Primary Amount : \$20,170.93	Address : 275 SOUTH VALENCIA
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : BREA, CA 90823
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$20,170.93	Contention Code : B99
Approved By : jdavis01	Defect Code : 030
Approval Date : 1/30/2003	Category : BuyBack
Status : PROCESSED	Failed Part # : 98200-31500
Check No. : 1299839	
Check Date : 1/31/2003	

Case History

Case ID : N042002-11-2600639

Case Title : [REDACTED]

*** CASE CREATE 11/26/2002 11:00:04 AM, revans

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

*** NOTES 11/26/2002 11:00:06 AM, revans, Action Type :

Rec d CCF from BBB HON0263575

CUSTOMER CONTENTION:

- 1.transmission - entire transmission was replaced in March 2002
- 2.key cannot be removed from ignition
- 3.side airbag light comes on intermittently

RESOLUTION SOUGHT:

Customer would like car replaced pursuant to Cal.Civ.Code 1790 aka Lemon Law with a new car of the same model with the same features

*** COMMIT 11/26/2002 11:03:38 AM, revans, Action Type :

Made to [REDACTED] due 11/27/2002 11:03:44 AM.

DCS Follow-Up

*** NOTES 11/26/2002 11:04:18 AM, revans, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 11/27/2002

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

- 1.transmission - entire transmission was replaced in March 2002
- 2.key cannot be removed from ignition
- 3.side airbag light comes on intermittently

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 fax all invoice copies of repair orders and technician notes to 310-783-3029. This information is being requested for investigative purposes to determine our position for resolution.

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.

Rebecca Evans

Automobile Customer Service

*** COMMIT 11/26/2002 11:04:28 AM, revans, Action Type :

Made to [REDACTED] due 11/27/2002 11:04:34 AM.

DCS Follow-Up

*** NOTES 11/26/2002 11:05:02 AM, revans, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 11/27/2002

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

- 1.transmission - entire transmission was replaced in March 2002
- 2.key cannot be removed from ignition
- 3.side airbag light comes on intermittently

Case History

Case ID : N042002-11-2600639

Case Title : [REDACTED]

*** SUBCASE N042002-11-2600639-2 ASSIGN 11/27/2002 9:46:06 AM, revans
N042002-11-2600639-2 to tkitzman, WIP

*** SUBCASE N042002-11-2600639-2 RULE ACTION 11/27/2002 9:46:07 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N042002-11-2600639-3 ASSIGN 11/27/2002 9:46:12 AM, revans
N042002-11-2600639-3 to tkitzman, WIP eC! Ú+

*** SUBCASE N042002-11-2600639-3 RULE ACTION 11/27/2002 9:46:14 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 11/27/2002 9:46:21 AM, revans
N042002-11-2600639 to tkitzman, WIP

*** CASE RULE ACTION 11/27/2002 9:46:23 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE FULFILL 11/27/2002 10:16:12 AM, tbohi
Fulfilled for [REDACTED] due 11/27/2002 11:03:44 AM.

*** CASE FULFILL 11/27/2002 10:16:41 AM, tbohi
Fulfilled for [REDACTED] due 11/27/2002 11:04:34 AM.

*** NOTES 11/27/2002 10:25:41 AM, tbohi, Action Type : Call from Customer
Spoke to dealer and reviewed case notes from call center file. Emailed the BBB with results of that conversation:

this customer has been in contact with our call center and had agreed to meet with the service manager at Colonial Honda on 11-25-02. The service manager thinks that he can explain to the customer about the SRS light operation and show them how to avoid the key concern they have. He has spoken to their daughter and thinks that the steering wheel is locking as it should and the customer does not know how to release it. The customer missed the meeting and the service manager has spoken to them and told them that he will make himself available to meet with them at their convenience. The customer did have the transmission replaced at 2200 miles. We are not willing to replace the vehicle for this customer voluntarily at this time, but will work with him to resolve any issues he has with the car. Probably won't get to call him until next week.

*** CASE FULFILL 11/27/2002 10:25:47 AM, tbohi
Fulfilled for [REDACTED] due 11/27/2002 12:00:00 AM.

*** COMMIT 11/27/2002 10:25:48 AM, tbohi, Action Type : N/A

Heard from BBB? Call customer.

*** CASE MODIFY 11/27/2002 10:26:16 AM, tbohi
into WIP new cases and Status of Solving.

*** CASE MODIFY 11/27/2002 10:28:48 AM, tbohi
into WIP new cases and Status of Solving.

*** NOTES 12/5/2002 12:11:32 PM, tbohi, Action Type : Call from Customer

Spoke to this customer and he states that he only wants an arbitration. He refuses to return the car to the dealership for anything and states that the key gets stuck in the ignition almost every time he drives the car. States that it has happened in his garage and he tried to get someone from the dealership to come to their house to look at the car and the dealer refused. Customer states that because his wife experienced the failure with the transmission, She no longer is comfortable driving the car. The customer states that he has had Honda's for 30 years and is not happy with this one and no longer wants it.

Case History

Case ID : N042002-11-2600639

Case Title : [REDACTED]

Customer did not want to hear any options I had to offer and would like to let the arbitrators decide in this situation what should happen. I thanked customer for his time.

*** NOTES 12/5/2002 12:14:20 PM, tbohi, Action Type : Call from Customer

Contacted AA and requested coverage for this hearing on the 19th in Encino.

*** CASE FULFILL 12/5/2002 12:14:25 PM, tbohi

Fulfilled for [REDACTED] due 12/04/2002 12:00:00 AM.

*** COMMIT 12/5/2002 12:14:27 PM, tbohi, Action Type : N/A

Prepare case for AA and send.

*** NOTES 12/5/2002 12:15:27 PM, tbohi, Action Type : Call from Customer

Called both involved dealers and requested again the repair orders for this vehicle. Still have not received them.

*** NOTES 12/6/2002 12:48:14 PM, cvidal, Action Type : Note-General

Received Notice of Hearing. The information is as follows:

Date: 12/19/02

Time: 10:00 am PST

Where: Encino, CA

*** COMMIT 12/6/2002 2:18:01 PM, revans, Action Type : N/A

Made to [REDACTED] due 12/09/2002 12:00:00 AM.

Review techline notes.

*** CASE FULFILL 12/6/2002 4:46:05 PM, tbohi

Fulfilled for [REDACTED] due 12/09/2002 12:00:00 AM.

*** CASE MODIFY COMMITMENT 12/9/2002 4:42:58 PM, tbohi

with [REDACTED] due 12/13/2002 12:00:00 AM.

*** NOTES 12/13/2002 3:49:08 PM, tbohi, Action Type : Call from Customer

Repair orders from Colonial Honda:

3-11-02 at 2291 miles the customer states that the engine stalls and D4 light started flashing. Check engine light also came on. Dealer replaced the transmission to correct these concerns.

3-18-02 at 2296 miles the customer states that the key is getting stuck in the ignition. The green key light comes on. Dealer found that the shifter cable was too tight and adjusted it, but did not duplicate the key stuck concern.

10-21-02 at 6495 miles the customer states that the ignition key will not release from the lock sometimes - Dealer was unable to duplicate the concern, but suspect that the steering wheel has locked preventing the key from being removed.

Have not yet received the repair orders from Honda of Santa Ana.

*** NOTES 12/13/2002 3:50:05 PM, tbohi, Action Type : Call from Customer

Called both dealers again and requested again that they fax the repair orders to us for review. Received the ros from Colonial Honda only. Will prepare AA package with the documents we currently have.

*** CASE FULFILL 12/13/2002 4:07:02 PM, tbohi

Case History

Case ID : N042002-11-2600639

Case Title : [REDACTED]

Fulfilled for [REDACTED] due 12/13/2002 12:00:00 AM.

*** COMMIT 12/13/2002 4:09:55 PM, tbohi, Action Type : N/A

Have decision???

*** CASE MODIFY 12/13/2002 4:10:12 PM, tbohi

into WIP new cases and Status of Solving.

*** CASE RULE ACTION 12/24/2002 11:00:04 AM, sa

Action owner - 30 days of rule Case Closure fired

*** COMMIT 12/26/2002 1:10:52 PM, revans, Action Type : N/A

Review replace/repurchase decision from BBB.

*** NOTES 12/26/2002 1:12:05 PM, revans, Action Type : Letter/Fax

Received arbitrator s DECISION and REASON FOR DECISION

*** CASE FULFILL 1/3/2003 10:53:50 AM, tbohi

Fulfilled for [REDACTED] due 01/02/2003 12:00:00 AM.

*** NOTES 1/3/2003 11:00:07 AM, tbohi, Action Type : Call from Customer

Arbitrators determined that the key sticking in the ignition is a substantial defect and that the presumption has been met. Customer to choose repurchase/replacement.

Faxed decision to AA and will wait for acceptance from customer.

*** CASE FULFILL 1/3/2003 11:00:19 AM, tbohi

Fulfilled for [REDACTED] due 01/02/2003 12:00:00 AM.

*** COMMIT 1/3/2003 11:00:22 AM, tbohi, Action Type : N/A

Received acceptance from customer??

*** CASE MODIFY 1/3/2003 11:00:54 AM, tbohi

into WIP new cases and Status of Solving.

*** CASE RULE ACTION 1/7/2003 11:00:04 AM, sa

Action owners supvsr - 45 days of rule Case Closure fired

*** COMMIT 1/7/2003 12:20:41 PM, revans, Action Type : N/A

REview customers ACCEPTANCE of decision.

*** NOTES 1/7/2003 12:21:08 PM, revans, Action Type : Letter/Fax

Received customers signed ACCEPTANCE of the arbitrator's decision. Customer choose REPURCHASE

*** CASE MODIFY COMMITMENT 1/8/2003 11:38:02 AM, tbohi

with [REDACTED] due 01/14/2003 12:00:00 AM.

*** CASE FULFILL 1/8/2003 11:38:21 AM, tbohi

Fulfilled for [REDACTED] due 02/06/2003 12:00:00 AM.

*** CASE MODIFY COMMITMENT 1/15/2003 3:48:36 PM, tbohi

with [REDACTED] due 01/16/2003 12:00:00 AM.

*** NOTES 1/17/2003 1:39:15 PM, tbohi, Action Type : Call from Customer

Prepared front end deal for ISG and sent.

Case History

Case ID : N042002-11-2600639

Case Title : [REDACTED]

*** CASE FULFILL 1/17/2003 1:39:25 PM, tbohi

Fulfilled for [REDACTED] due 01/16/2003 12:00:00 AM.

*** COMMIT 1/17/2003 1:39:29 PM, tbohi, Action Type : N/A

Heard from ISG concerning check req?

*** CASE MODIFY 1/17/2003 1:40:09 PM, tbohi

into WIP new cases and Status of Solving.

*** NOTES 1/27/2003 12:04:13 PM, tbohi, Action Type : Call from Customer

Emailed ISG with request for update on case status.

*** CASE MODIFY 1/27/2003 12:04:19 PM, tbohi

into WIP new cases and Status of Solving.

*** CASE MODIFY COMMITMENT 1/27/2003 12:04:38 PM, tbohi

with [REDACTED] due 01/29/2003 12:00:00 AM.

*** CASE MODIFY 1/27/2003 12:04:44 PM, tbohi

into WIP new cases and Status of Solving.

*** NOTES 1/27/2003 4:34:56 PM, tbohi, Action Type : Call from Customer

Update from ISG:

Yes. Emma is working on this file. She has received the docs needed from the customer and is obtaining the payoff from the bank. However, Bank of America is experiencing system problems due to a virus. She may not have it until Wed.

*** CASE MODIFY COMMITMENT 1/27/2003 4:35:16 PM, tbohi

with [REDACTED] due 02/03/2003 12:00:00 AM.

*** CASE MODIFY 1/27/2003 4:35:22 PM, tbohi

into WIP new cases and Status of Solving.

*** CASE FULFILL 1/28/2003 2:40:21 PM, tbohi

Fulfilled for [REDACTED] due 02/03/2003 12:00:00 AM.

*** COMMIT 1/28/2003 2:40:25 PM, tbohi, Action Type : N/A

Request check.

*** CASE MODIFY 1/28/2003 2:40:41 PM, tbohi

into WIP new cases and Status of Solving.

*** SUBCASE N042002-11-2600639-1 MODIFY 1/29/2003 11:38:33 AM, tbohi

into WIP new cases and Status of Solving.

*** SUBCASE N042002-11-2600639-2 MODIFY 1/29/2003 11:39:19 AM, tbohi

into WIP new cases and Status of Solving.

*** SUBCASE N042002-11-2600639-3 MODIFY 1/29/2003 11:39:57 AM, tbohi

into WIP new cases and Status of Solving.

Case History

Case ID : N042002-11-2600639

Case Title : [REDACTED] AUCTION DISPOSAL

*** SUBCASE N042002-11-2600639-3 MODIFY 1/29/2003 11:40:08 AM, tbohi
into WIP new cases and Status of Solving.

*** CASE MODIFY 1/29/2003 11:40:22 AM, tbohi
into WIP new cases and Status of Solving.

*** CASE FULFILL 1/29/2003 5:09:04 PM, tbohi
Fulfilled for [REDACTED] due 01/29/2003 12:00:00 AM.

*** COMMIT 1/29/2003 5:09:07 PM, tbohi, Action Type : N/A
Check received?

*** CASE DISPATCH 1/29/2003 5:34:56 PM, tbohi
from WIP new cases to Queue CK Req - Mediation Mgr.

*** SUBCASE N042002-11-2600639-3 1/30/2003 3:22:32 PM, jdavis01, Action Type :
Check Requisition for 20,170.93 \$ submitted
Check Requisition for 20,170.93 \$ submitted by jdavis01

*** SUBCASE N042002-11-2600639-2 1/30/2003 3:23:16 PM, jdavis01, Action Type :
Check Requisition for 5,732.60 \$ submitted
Check Requisition for 5,732.60 \$ submitted by jdavis01

*** CASE RETURN 1/30/2003 3:23:34 PM, jdavis01
from Queue CK Req - Mediation Mgr to WIP new cases.

*** SUBCASE N042002-11-2600639-2 COMMIT 2/3/2003 8:02:46 AM, tbohi, Action Type : External Commitment
Check processed for check_req_no = 2050 on 2003-01-31-00.00.00.000000

*** SUBCASE N042002-11-2600639-3 COMMIT 2/3/2003 8:02:47 AM, tbohi, Action Type : External Commitment
Check processed for check_req_no = 2003 on 2003-01-31-00.00.00.000000

*** SUBCASE N042002-11-2600639-3 FULFILL 2/3/2003 8:24:59 AM, tbohi
Fulfilled for [REDACTED] due ??/? ??:?.

*** SUBCASE N042002-11-2600639-2 FULFILL 2/3/2003 8:25:59 AM, tbohi
Fulfilled for [REDACTED] due ??/? ??:?.

*** NOTES 2/3/2003 8:48:53 AM, tbohi, Action Type : Call from Customer
Sent checks to ISG with copy of cover sheet for further processing of transaction.

Check - 1299849 for 5732.6
Check - 1299839 for 20170.93

*** CASE MODIFY 2/3/2003 8:49:08 AM, tbohi
into WIP new cases and Status of Solving.

*** SUBCASE N042002-11-2600639-1 CLOSE 2/3/2003 8:49:45 AM, tbohi
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N042002-11-2600639-2 CLOSE 2/3/2003 8:50:19 AM, tbohi
Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N042002-11-2600639

Case Title : [REDACTED] AUCTION DISPOSAL

*** SUBCASE N042002-11-2600639-3 CLOSE 2/3/2003 8:50:31 AM, tbohi
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/3/2003 8:50:37 AM, tbohi
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 2/3/2003 8:50:59 AM, tbohi
with Condition of Open and Status of Solving.

*** CASE ASSIGN 2/3/2003 8:51:25 AM, tbohi
N042002-11-2600639 to cvidal, WIP

*** CASE RULE ACTION 2/3/2003 8:51:27 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE DISPATCH 2/4/2003 12:22:08 PM, cvidal
from WIP default to Queue Mediation Disposal.

*** CASE RULE ACTION 2/5/2003 12:22:08 PM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 2/6/2003 12:22:08 PM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE YANKED 2/11/2003 10:39:50 AM, jdavis01
Yanked by jdavis01 into WIPbin Default.

*** CASE CHG STATUS 2/11/2003 10:40:11 AM, jdavis01
from status Solving to status Disposing Unit

*** CASE ASSIGN 2/11/2003 10:40:26 AM, jdavis01
N042002-11-2600639 to cvidal, WIP

*** CASE RULE ACTION 2/11/2003 10:40:27 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE DISPATCH 2/12/2003 11:47:03 AM, cvidal
from WIP default to Queue Mediation Disposal.

*** CASE RULE ACTION 2/13/2003 11:47:03 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 2/14/2003 11:47:03 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE ACCEPT 2/19/2003 11:00:40 AM, cvidal
from Queue Mediation Disposal to WIP At Auction.

*** CASE MEDIATION EVENT ADD 2/19/2003 11:01:11 AM, cvidal
*** MEDIATION EVENT - AUCTION UNIT 02/19/2003 11:01:11 AM cvidal
Status: In Progress
S: 02/03/2003 11:00:50 AM
D: 03/28/2003 12:00:00 AM

Case History

Case ID : N042002-11-2600639

Case Title : [REDACTED] AUCTION DISPOSAL

A: ??? ??:?

Assgn to: Mediation ()

Notes: WAITING FOR AUCTION CHECK

*** CASE MEDIATION EVENT UPDATE 4/17/2003 3:12:36 PM, rbarnar

*** MEDIATION EVENT - AUCTION UNIT 04/17/2003 03:12:36 PM rbarnar

Status: Completed

S: 02/03/2003 11:00:50 AM

D: 03/28/2003 12:00:00 AM

A: 04/07/2003 03:11:32 PM

Assgn to: Mediation (FRESNO AUTO DEALERS AUCTION)

Notes: RECEIVED AUCTION CHECK

*** CASE MEDIATION EVENT ADD 4/17/2003 3:13:47 PM, rbarnar

*** MEDIATION EVENT - DISCLOSURE REQUESTED 04/17/2003 03:13:47 PM rbarnar

Status: In Progress

S: 04/07/2003 03:12:38 PM

D: 05/19/2003 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation ()

Notes: WAITING FOR DISCLOSURE NOTICE

*** CASE ASSIGN 5/29/2003 10:52:04 AM, cvidal

N042002-11-2600639 to rbarnar, WIP

*** CASE RULE ACTION 5/29/2003 10:52:05 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE DISPATCH 5/29/2003 2:47:13 PM, rbarnar

from WIP default to Queue Mediation Disposal.

*** CASE YANKED 5/29/2003 4:42:30 PM, rbarnar

Yanked by rbarnar into WIPbin default.

*** CASE MEDIATION EVENT UPDATE 5/29/2003 4:43:17 PM, rbarnar

*** MEDIATION EVENT - DISCLOSURE REQUESTED 05/29/2003 04:43:17 PM rbarnar

Status: Completed

S: 04/07/2003 03:12:38 PM

D: 05/19/2003 12:00:00 AM

A: 05/27/2003 04:43:10 PM

Assgn to: Mediation (CALIFORNIA RESALE DISCLOSURE NOTICE)

Notes: RECEIVED DISCL

*** CASE CLOSE 5/29/2003 4:43:24 PM, rbarnar

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

*** CASE REOPEN 6/23/2003 11:12:01 AM, akenney

with Condition of Open and Status of Solving.

Case History

Case ID : N042002-11-2600639

Case Title : [REDACTED] - AUCTION DISPOSAL

*** NOTES 6/23/2003 11:12:30 AM, akenney, Action Type : Note-General

Reopened case to log sales tax refund information: Check received 5/8/03

*** CASE CLOSE 6/23/2003 11:12:50 AM, akenney

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

Case Details

Case ID : N032006-05-0101411	Division : Honda - Auto	Condition : Closed	Open Date : 5/1/2006 10:08:06 AM
Case Originator : Jennell Fort (Team MA)	Sub Division : Satellite Center	Status : Closed	Close Date : 5/1/2006 10:10:00 AM
Case Owner : Jennell Fort (Team MA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jennell Fort (Team MA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]		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 :	LACEY, WA [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / JHMC G56762C [REDACTED]
Model / Year :	ACCORD / 2002
Model ID / Product Line :	CG5672PRW / A
Miles / Hours :	51,000
In Service Date :	06/17/2002
Months In Use :	47
Engine Number :	F23A15534329
Originating Dealer No. / Name :	207834 / RENTON HONDA
Selling Dealer No. / Name :	207834 / RENTON HONDA
Trim :	SE
No. Of Doors :	4
Transmission Code :	4AT
Exterior Color :	SI
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N032006-05-0101411-I / [REDACTED] CAMP	Subcase Close	Campaign	Eligibility	725501	SAFETY RECALL: CR-V

Issue Details

Issue ID : N032006-05-0101411-1 Disposition: Information Condition : Closed Wipbin :
Issue Originator : Jennell Fort Type 1 : Campaign Status : Subcase Close Open Date : 5/1/2006 10:09:03 AM
Issue Owner : Jennell Fort Type 2 : Eligibility Queue : Close Date : 5/1/2006 10:09:24 AM
Issue Title : [REDACTED]

Coding Info :

Labor Code / Desc : 725501 / SAFETY RECALL: CR-V A/T SHIFT CABLE AND
Condition Code Desc Any 7250
Campaign Code / Desc : P68 / 99-02 ACCORD IGN INT
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 01 - Steering 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
35100-S84-A31	LOCK ASSY., STEERING	Not Applicable

Case History

Case ID : N032006-05-0101411

Case Title : [REDACTED]

*** NOTES 5/1/2006 10:08:06 AM, jfort, Action Type :

Customer called AHM after receiving the Ignition Switch Safety Recall Notice.

Customer states that she is experiencing problems with the key not coming out of the vehicle.

I advised customer to take her vehicle into a local Honda dealership explaining that this is a safety issue.

Customer states that the Honda dealer is just up the street from where she is and that she will make an appointment next week.

I asked customer if she needed further assistance. Customer declined.

Call ended.

*** CASE CREATE 5/1/2006 10:08:06 AM, jfort

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

*** CASE EXTENDED WARRANTY LOOKUP 5/1/2006 10:08:11 AM, jfort

WARRANTY CHECK 05/01/2006 10:08:11 AM jfort

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/1/2006 10:08:16 AM, jfort

CLAIM CHECK 05/01/2006 10:08:16 AM jfort

The following Claim History information was found

0; 2003-11-29; 207579; 047359; 510; 743199 ; REAR WASHER MOTOR - REPLACE

*** CASE CREATE 5/1/2006 10:09:03 AM, jfort

Number = N032006-05-0101411-1, Created in WIP default with due date 05/02/2006 10:09:03 AM..

*** SUBCASE N032006-05-0101411-1 CREATE 5/1/2006 10:09:03 AM, jfort, Action Type :

Created in WIP default with due date 05/02/2006 10:09:03 AM.

*** SUBCASE N032006-05-0101411-1 MODIFY 5/1/2006 10:09:18 AM, jfort

into WIP default and Status of Solving.

*** SUBCASE N032006-05-0101411-1 CLOSE 5/1/2006 10:09:24 AM, jfort

Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 5/1/2006 10:09:31 AM, jfort

CAMPAIGN CHECK 05/01/2006 10:09:31 AM jfort

The following Campaign information was found

05-007; P68; 99-02 ACCORD IGN INTERLOCK; ; SO

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE MODIFY 5/1/2006 10:09:52 AM, jfort

into WIP default and Status of Solving.

*** CASE CLOSE 5/1/2006 10:10:00 AM, jfort

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

Case Details

Case ID : N012006-11-1400140 Division : Honda - Auto Condition : Closed Open Date : 11/14/2006 7:11:39 AM
 Case Originator : Marla Foster (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 11/30/2006 9:56:09 AM
 Case Owner : Jig Patel (Team MA) Method : Phone Queue : Days Open : 16
 Last Closed By : Jig Patel (Team MA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : TORRINGTON, CT [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCG66852 [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG6682JW / A
 Miles / Hours : 69,000
 In Service Date : 01/28/2002
 Months In Use : 58
 Engine Number : F23A45012342
 Originating Dealer No. / Name : 207893 / COMMONWEALTH HONDA
 Selling Dealer No. / Name : 207893 / COMMONWEALTH HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 207423 / TORRINGTON HONDA
 Phone No. : 860-496-0077
 Address : 45 MIGEON AVENUE
 City / State / Zip : TORRINGTON, CT 06790
 Svc District / Sls District : 09D / B09
 Warranty Labor Rate / Date : \$94.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012006-11-1400140-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012006-11-1400140-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jig Patel	Type 1 : Product	Status : Subcase Close	Open Date : 11/14/2006 2:59:46 PM
Issue Owner : Jig Patel	Type 2 : Operation	Queue :	Close Date : 11/30/2006 9:56:09 AM
Issue Title :			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 11 - Electrical 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 : N012006-11-1400140

Case Title : 9D* [REDACTED]

*** CASE CREATE 11/14/2006 7:11:39 AM, mfoster

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

*** CASE EXTENDED WARRANTY LOOKUP 11/14/2006 7:11:45 AM, mfoster

WARRANTY CHECK 11/14/2006 07:11:45 AM mfoster

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/14/2006 7:12:01 AM, mfoster

CLAIM CHECK 11/14/2006 07:12:01 AM mfoster

The following Claim History information was found

0; 2006-04-26; 207423; 993471; 510; 218102 ; TRANSMISSION AND TORQUE CONVERTER - EXCHANGE. S/B# 01-014 S/B# 01-019 S/B# 98-061

*** CASE CAMPAIGN LOOKUP 11/14/2006 7:12:05 AM, mfoster

CAMPAIGN CHECK 11/14/2006 07:12:05 AM mfoster

The following Campaign information was found

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE VSC LOOKUP 11/14/2006 7:12:08 AM, mfoster

VSC CHECK 11/14/2006 07:12:08 AM mfoster

The following VSC information was found

[REDACTED]V002365893;H70;HONDA CERTIFIED 7/100 VSC UPSELL;ACTIVE;;2005-04-09;2009-01-27;100000;27197; 207423;0.00

*** CASE CUC LOOKUP 11/14/2006 7:12:08 AM, mfoster

CUC CHECK 11/14/2006 07:12:08 AM mfoster

The following CUC information was found

[REDACTED]CTIVE;100000;27197;48000;2005-04-09;2009-01-28;2002-01-28;2005-04-09;2005-04-09;207423;200 6-04-26;52039;2005-04-30;2005-04-20

*** CASE CUC LOOKUP 11/14/2006 7:15:54 AM, mfoster

CUC CHECK 11/14/2006 07:15:54 AM mfoster

The following CUC information was found

ANNETTE;VAN DEUSEN;ACTIVE;100000;27197;48000;2005-04-09;2009-01-28;2002-01-28;2005-04-09;2005-04-09;207423;200 6-04-26;52039;2005-04-30;2005-04-20

*** CASE VSC LOOKUP 11/14/2006 7:15:54 AM, mfoster

VSC CHECK 11/14/2006 07:15:54 AM mfoster

The following VSC information was found

[REDACTED]V002365893;H70;HONDA CERTIFIED 7/100 VSC UPSELL;ACTIVE;;2005-04-09;2009-01-27;100000;27197; 207423;0.00

*** NOTES 11/14/2006 7:41:22 AM, mfoster, Action Type : Call from Customer

The customer states that she purchased from Torrington Honda. The customer states that she has already had to replace the transmission in the vehicle. The customer has also brought to the dealership's attention that there is an issue with the ignition. The customer states that she can't pull the key out of the ignition. The customer has taken the vehicle to the dealership 4 times for this issue and each time they inform the customer that there is nothing wrong.

The customer states that she is very frustrated with the dealership and would like to the issue resolved. She contacted AHM because she feels that she needs our help to contact the dealership and get them to address the issue.

Case History

Case ID : N012006-11-1400140

Case Title : 9D [REDACTED]

I informed the customer that I would dispatch the case to a CM for further assistance. I informed the customer that it would take approximately 1-2 business days for the CM to get back to her. I provided the customer with the case number for her reference.

*** NOTES 11/14/2006 7:42:46 AM, mfoster, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

Good Morning

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

The customer contacted ACS regarding the ignition issue with the vehicle. Can you please contact the customer to set up an appointment for her to take the vehicle back to your dealership. Thank you in advance for your assistance.

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

Thank you for your attention to this matter.

Marla Foster
X117845
Automobile Customer Service

*** CASE MODIFY 11/14/2006 7:43:17 AM, mfoster
into WIP default and Status of Solving.

*** CASE DISPATCH 11/14/2006 10:59:23 AM, mfoster
from WIP default to Queue Honda Team B.

*** CASE ASSIGN 11/14/2006 11:01:57 AM, wlett
N012006-11-1400140 to jpatel, WIP

*** CASE RULE ACTION 11/14/2006 11:01:59 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 11/14/2006 2:59:33 PM, jpatel
into WIP Default and Status of Solving.

*** SUBCASE N012006-11-1400140-1 CREATE 11/14/2006 2:59:46 PM, jpatel
Created in WIP Default with Due Date 11/14/2006 2:59:46 PM.

*** CASE MODIFY 11/14/2006 2:59:55 PM, jpatel
into WIP Default and Status of Solving.

*** NOTES 11/21/2006 7:41:08 AM, jpatel, Action Type : Call to Dealer
Made follow up call with dealership and left message with John in service for SM-Bob to return my call.

*** NOTES 11/21/2006 7:41:22 AM, jpatel, Action Type : Call from Customer
Made follow up call with customer and left message.

*** COMMIT 11/21/2006 7:41:27 AM, jpatel, Action Type : N/A

Case History

Case ID : N012006-11-1400140

Case Title : 9D [REDACTED]

Contact dealer

*** NOTES 11/22/2006 8:11:23 AM, jpatel, Action Type : Call from Dealer

SM-Bob returned my call and advised me that he ran into the customer on Sunday at a local store. SM states that the customer is coming in some time after thanksgiving. Sm states that the key apparently is getting stuck and when the customer is trying to remove it from the ignition. Sm states that the customer has come in before for the concern, however the customer is dropping off the vehicle at night and leaving a valet key in the night box. SM has suggested for the customer to come back in but to leave all her keys in attempt to verify the concern.

*** CASE FULFILL 11/22/2006 8:11:30 AM, jpatel

Fulfilled for [REDACTED] due 11/22/2006 12:00:00 AM.

*** COMMIT 11/22/2006 8:11:33 AM, jpatel, Action Type : N/A

ck on key status

*** NOTES 11/30/2006 9:51:10 AM, jpatel, Action Type : Call to Dealer

Made follow up call with dealership and spoke with Bob-SM. He advised me the customer has failed to bring in the vehicle. SM states that he has been in contact with the customer and she has been too busy. Sm states that they will get a appointment together and take care of the concern fully.

*** NOTES 11/30/2006 9:55:51 AM, jpatel, Action Type : Call from Customer

Made follow up call with customer and left message. I referred customer to the dealership for her key/ignition concern to be addressed. I advised customer that the service mgr has informed of that they are fully aware of the matter and would make the proper repairs once she brings the vehicle in. I advised customer to contact me once she makes a appointment so that I can follow up with the dealership and herself on the matter.

*** CASE MODIFY 11/30/2006 9:56:04 AM, jpatel

into WIP District 9D and Status of Solving.

*** SUBCASE N012006-11-1400140-1 CLOSE 11/30/2006 9:56:09 AM, jpatel

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/30/2006 9:56:09 AM, jpatel

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

Case Details

Case ID : N012005-08-1601602 Division : Honda - Auto Condition : Closed Open Date : 8/16/2005 3:24:46 PM
 Case Originator : Mark Evensizer (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 9/20/2005 2:51:01 PM
 Case Owner : Euland Williams (Team HF) Method : Phone Queue : Days Open : 35
 Last Closed By : Euland Williams (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 4J- [REDACTED] 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 : LOU, KY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCG22522A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG2252JNW / A
 Miles / Hours : 28,590
 In Service Date : 08/31/2002
 Months In Use : 36
 Engine Number : J30A15131029
 Originating Dealer No. / Name : 206623 / SAM SWOPE HONDA WORLD
 Selling Dealer No. / Name : 206623 / SAM SWOPE HONDA WORLD
 Trim : EX V6
 No. Of Doors : 2
 Transmission Code : 4AT
 Exterior Color : RE
 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 : 206623 / SAM SWOPE HONDA WORLD
 Phone No. : 502-499-5040
 Address : #1 SWOPE AUTO CENTER
 City / State / Zip : LOUISVILLE, KY 40299
 Svc District / Sls District : 04J / E04
 Warranty Labor Rate / Date : \$84.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012005-08-1601602-1 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N012005-08-1601602-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Euland Williams	Type 1 : Product	Status : Subcase Close	Open Date : 8/17/2005 3:56:24 PM
Issue Owner : Euland Williams	Type 2 : Operation	Queue :	Close Date : 9/20/2005 2:50:58 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Other 218X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 10 - Power Train
 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 : N012005-08-1601602

Case Title : 4J- [REDACTED]

*** CASE CREATE 8/16/2005 3:24:46 PM, mevnsiz

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

*** CASE EXTENDED WARRANTY LOOKUP 8/16/2005 3:24:49 PM, mevnsiz

WARRANTY CHECK 08/16/2005 06:24:48 PM mevnsiz

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/16/2005 3:24:52 PM, mevnsiz

CLAIM CHECK 08/16/2005 06:24:52 PM mevnsiz

The following Claim History information was found

0; 2005-07-26; 206623; 551066; 510; 121150 ; EXHAUST GAS RECIRCULATION (EGR) VALVE - REPLACE.

S/B# 05-026

*** CASE CAMPAIGN LOOKUP 8/16/2005 3:24:53 PM, mevnsiz

CAMPAIGN CHECK 08/16/2005 06:24:53 PM mevnsiz

No data found for VIN

*** CASE VSC LOOKUP 8/16/2005 3:24:57 PM, mevnsiz

VSC CHECK 08/16/2005 06:24:57 PM mevnsiz

The following VSC information was found

[REDACTED] V001399931;B77;(NEW) PREMIUM 7YR 75K 0 DED;ACTIVE;;2002-08-31;2009-08-30;75000;8;206623;0.00

*** CASE CUC LOOKUP 8/16/2005 3:24:58 PM, mevnsiz

CUC CHECK 08/16/2005 06:24:57 PM mevnsiz

The following CUC information was found

;;;0;0;0;,,,,,0;;

*** CASE CAMPAIGN LOOKUP 8/16/2005 3:25:37 PM, mevnsiz

CAMPAIGN CHECK 08/16/2005 06:25:37 PM mevnsiz

No data found for VIN

*** CASE CLAIMS LOOKUP 8/16/2005 3:27:40 PM, mevnsiz

CLAIM CHECK 08/16/2005 06:27:40 PM mevnsiz

The following Claim History information was found

0; 2005-07-26; 206623; 551066; 510; 121150 ; EXHAUST GAS RECIRCULATION (EGR) VALVE - REPLACE.

S/B# 05-026

*** CASE MODIFY 8/16/2005 3:33:16 PM, mevnsiz

into WIP default and Status of Solving.

*** NOTES 8/16/2005 3:35:16 PM, mevnsiz, Action Type : Call from Customer

ACS received an inbound call regarding the transmission.

The customer states that the vehicle will shift hard and shutter while at a stop. The customer explained that at times the key will get stuck in the ignition when the vehicle is in park. The customer explained that EGR valve and transmission (last week) have been replaced but the problems are still present. The customer explained that she is looking for assistance on getting the vehicle repaired correctly. I apologized to the customer about the concerns on the vehicle. I explained that I would forward the case to a RCM for review in accordance with customer satisfaction.

Case History

Case ID : N012005-08-1601602

Case Title : 4J - [REDACTED]

Case dispatched

*** CASE MODIFY 8/16/2005 3:35:18 PM, mevenciz
into WIP default and Status of Solving.

*** CASE DISPATCH 8/16/2005 3:35:30 PM, mevenciz
from WIP default to Queue Honda Team F.

*** CASE MODIFY 8/16/2005 3:35:32 PM, mevenciz
into WIP default and Status of Solving.

*** CASE ACCEPT 8/17/2005 7:42:22 AM, ewilliam
from Queue Honda Team F to WIP default.

*** SUBCASE N012005-08-1601602-1 CREATE 8/17/2005 3:56:24 PM, ewilliam
Created in WIP Default with Due Date 8/17/2005 3:56:24 PM.

*** NOTES 8/18/2005 2:53:45 PM, ntrantha, Action Type : Call from Customer

The customer called for an update on her case. I advised her it has been dispatched to a CM but there is no update at this time. I transferred the customer to the CM's voice mail so that she could leave him a message.

*** NOTES 8/20/2005 8:53:50 AM, ewilliam, Action Type : Call to Customer
Left message for customer to call back.

*** COMMIT 8/20/2005 8:55:02 AM, ewilliam, Action Type : N/A
call customer

*** NOTES 8/23/2005 2:00:33 PM, mcooley, Action Type : Call from Customer
Customer called ACS stating that she wanted to speak to the case manager, Case manager was not available, customer was transferred to case manager's voice mail.

*** NOTES 8/24/2005 3:52:49 PM, ewilliam, Action Type : Call to Customer
Left message for customer to call back.

*** CASE FULFILL 8/24/2005 3:52:58 PM, ewilliam
Fulfilled for [REDACTED] due 08/24/2005 05:00:00 PM.

*** COMMIT 8/24/2005 3:53:02 PM, ewilliam, Action Type : N/A
call customer

*** NOTES 8/29/2005 2:45:34 PM, ewilliam, Action Type : Call to Customer
Left message for customer to call back.
Spoke with customer on her cell phone and she stated that she was at work.
Customer stated that she will call back sometime this week.

*** CASE FULFILL 8/29/2005 2:45:59 PM, ewilliam
Fulfilled for [REDACTED] due 08/29/2005 04:00:00 PM.

*** COMMIT 8/29/2005 2:46:01 PM, ewilliam, Action Type : N/A

CALL CUSTOMER

*** NOTES 9/2/2005 10:49:20 AM, ewilliam, Action Type : Call to Customer
Spoke with customer and she stated that she will be taking the vehicle into Sam Swope Honda on Tuesday,

Case History

Case ID : N012005-08-1601602

Case Title : 4J- [REDACTED]

She stated that she will f/up on Tuesday.
I thanked her for the call.

*** CASE FULFILL 9/2/2005 10:49:26 AM, ewilliam

Fulfilled for [REDACTED] due 09/01/2005 05:00:00 PM.

*** COMMIT 9/2/2005 10:49:28 AM, ewilliam, Action Type : N/A

F/UP WITH CUSTOMER

*** NOTES 9/12/2005 10:17:45 AM, ewilliam, Action Type : Call to Customer

Left message for customer to call back.

*** CASE FULFILL 9/12/2005 10:17:57 AM, ewilliam

Fulfilled for [REDACTED] due 09/07/2005 05:00:00 PM.

*** COMMIT 9/12/2005 10:17:59 AM, ewilliam, Action Type : N/A

call customer

*** CASE RULE ACTION 9/13/2005 2:24:46 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 9/15/2005 3:51:40 PM, ewilliam, Action Type : Call to Customer

Left message for customer to call back.

*** CASE MODIFY COMMITMENT 9/15/2005 3:51:55 PM, ewilliam

with TONI CISSELL due 09/20/2005 05:00:00 PM.

*** NOTES 9/20/2005 2:43:24 PM, ewilliam, Action Type : Call to Customer

Spoke with customer and she did state that she took her vehicle to Sam Swope Honda and they were unable to duplicate any problems.

She stated that she is planning on taking her vehicle to an independent mechanic.

She recommend that Honda closes her case at this time.

*** SUBCASE N012005-08-1601602-1 CLOSE 9/20/2005 2:50:58 PM, ewilliam

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/20/2005 2:50:59 PM, ewilliam

into WIP 4J and Status of Solving.

*** CASE CLOSE 9/20/2005 2:51:01 PM, ewilliam

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

Case Details

Case ID : N012006-12-2900833 Division : Honda - Auto Condition : Closed Open Date : 12/29/2006 1:20:19 PM
 Case Originator : Philicia Walker (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 12/29/2006 1:29:07 PM
 Case Owner : Philicia Walker (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Philicia Walker (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : GRAND PRAIRIE, TX [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCG22592A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG2252JNW / A
 Miles / Hours : 104,000
 In Service Date : 09/13/2002
 Months In Use : 51
 Engine Number : J30A15132699
 Originating Dealer No. / Name : 208173 / DAVID MCDAVID HONDA OF IRVIN
 Selling Dealer No. / Name : 208173 / DAVID MCDAVID HONDA OF IRVIN
 Trim : EX V6
 No. Of Doors : 2
 Transmission Code : 4AT
 Exterior Color : WH
 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 : 208173 / DAVID MCDAVID HONDA OF IRVING
 Phone No. : 972-790-2000
 Address : 3700 W.AIRPORT FREEWAY
 City / State / Zip : IRVING, TX 75062
 Svc District / Sls District : 03A / A03
 Warranty Labor Rate / Date : \$88.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012006-12-2900833-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012006-12-2900833-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Philicia Walker	Type 1 : Product	Status : Subcase Close	Open Date : 12/29/2006 1:28:50 PM
Issue Owner : Philicia Walker	Type 2 : Operation	Queue :	Close Date : 12/29/2006 1:29:03 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer
 Component Category : 11 - Electrical 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 : N012006-12-2900833

Case Title : [REDACTED]

*** CASE CREATE 12/29/2006 1:20:19 PM, pwalker

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

*** CASE CAMPAIGN LOOKUP 12/29/2006 1:20:30 PM, pwalker

CAMPAIGN CHECK 12/29/2006 01:20:30 PM pwalker

The following Campaign information was found

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; NU

*** CASE CLAIMS LOOKUP 12/29/2006 1:20:32 PM, pwalker

CLAIM HISTORY CHECK 12/29/2006 01:20:32 PM pwalker

No data found for VIN.

*** CASE VSC LOOKUP 12/29/2006 1:21:12 PM, pwalker

VSC-CUC CHECK 12/29/2006 01:21:12 PM pwalker

No data found for VIN.

*** CASE MODIFY 12/29/2006 1:21:32 PM, pwalker

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 12/29/2006 1:22:09 PM, pwalker

CLAIM HISTORY CHECK 12/29/2006 01:22:09 PM pwalker

No data found for VIN.

*** CASE VSC LOOKUP 12/29/2006 1:22:24 PM, pwalker

VSC-CUC CHECK 12/29/2006 01:22:24 PM pwalker

No data found for VIN.

*** CASE VSC LOOKUP 12/29/2006 1:22:57 PM, pwalker

VSC-CUC CHECK 12/29/2006 01:22:57 PM pwalker

No data found for VIN.

*** NOTES 12/29/2006 1:26:01 PM, pwalker, Action Type : Call from Customer

The customer called stating that she is having a problem with removing the key from the ignition. She states that the problem began, yesterday night. She states that she has an extended warranty policy that has been extended for interior and exterior. I advised the customer that per the system the policy does not reflect, and that she needs to go the dealerships for a diagnoses. She understood.

*** CASE MODIFY 12/29/2006 1:27:29 PM, pwalker

into WIP default and Status of Solving.

*** SUBCASE N012006-12-2900833-1 CREATE 12/29/2006 1:28:50 PM, pwalker

Created in WIP Default with Due Date 12/29/2006 1:28:50 PM.

*** SUBCASE N012006-12-2900833-1 CLOSE 12/29/2006 1:29:03 PM, pwalker

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/29/2006 1:29:07 PM, pwalker

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

Case Details

Case ID : N032005-08-2900902 Division : Honda - Auto Condition : Closed Open Date : 8/29/2005 10:51:51 AM
 Case Originator : Candace Washington (Team PB) Sub Division : Satellite Center Status : Closed Close Date : 9/28/2005 4:10:58 PM
 Case Owner : Astrid Munir (Team HG) Method : Phone Queue : Days Open : 30
 Last Closed By : Astrid Munir (Team HG) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : CANBY, OR [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCG16582A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG1652JNW / A
 Miles / Hours : 83,000
 In Service Date : 02/13/2002
 Months In Use : 42
 Engine Number : J30A15070133
 Originating Dealer No. / Name : 207442 / WALNUT CREEK HONDA
 Selling Dealer No. / Name : 207442 / WALNUT CREEK HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : GO
 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 : 208377 / PARKER JOHNSTONE'S
 Phone No. : 503-218-4844
 Address : 30600 SW PARKWAY AVE.
 City / State / Zip : WILSONVILLE, OR 97070
 Svc District / Sls District : 02C / B02
 Warranty Labor Rate / Date : \$93.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N032005-08-2900902-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032005-08-2900902-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Astrid Munir	Type 1 : Product	Status : Subcase Close	Open Date : 8/30/2005 5:36:58 PM
Issue Owner : Astrid Munir	Type 2 : Operation	Queue :	Close Date : 9/28/2005 4:10:56 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Medium
Resolutions : Documented Concern
Component Category : 11 - Electrical 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 : N032005-08-2900902

Case Title : 2C [REDACTED]

*** CASE CREATE 8/29/2005 10:51:51 AM, cwashing

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

*** CASE MODIFY 8/29/2005 10:52:12 AM, cwashing

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 8/29/2005 10:52:14 AM, cwashing

VSC-CUC CHECK 08/29/2005 10:52:14 AM cwashing

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/29/2005 10:52:18 AM, cwashing

CAMPAIGN CHECK 08/29/2005 10:52:18 AM cwashing

No data found for VIN

*** CASE CLAIMS LOOKUP 8/29/2005 10:52:25 AM, cwashing

CLAIM CHECK 08/29/2005 10:52:25 AM cwashing

The following Claim History information was found

0; 2005-01-12; 206528; 197736; 510; 218102 ; TRANSMISSION ANDTORQUE CONVERTER - EXCHANGE. S/B#

01-014 S/B# 01-019 S/B# 98-061

*** CASE EXTENDED WARRANTY LOOKUP 8/29/2005 10:52:27 AM, cwashing

WARRANTY CHECK 08/29/2005 10:52:27 AM cwashing

No data found for VIN.

*** NOTES 8/29/2005 11:00:20 AM, cwashing, Action Type : Call from Customer

The customer states the key is hard to remove from the ignition when the car is in the park position. The customer states he has taken the vehicle to Parker

Johnston of Wilsonville and they stated they are no able to duplicate the problem. The customer stated the problem occurs at least 2 out of every 10 times.

The customer is requesting AHM assistance is finding out what is wrong with the vehicle. The customer states he doesn't want to drive the vehicle and get the key stuck in the ignition. I stated I would open a case and have a case manager review his request. I stated ever case is handled case-by case.

*** CASE MODIFY 8/29/2005 11:00:49 AM, cwashing

into WIP default and Status of Solving.

*** CASE MODIFY 8/29/2005 2:02:16 PM, cwashing

into WIP default and Status of Solving.

*** CASE DISPATCH 8/29/2005 2:03:57 PM, cwashing

from WIP default to Queue Honda Team G.

*** CASE ASSIGN 8/29/2005 3:17:47 PM, mnavarre

N032005-08-2900902 to amunir, WIP D

*** CASE RULE ACTION 8/29/2005 3:17:48 PM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 8/30/2005 5:34:40 PM, amunir, Action Type :

Made to [REDACTED] due 09/02/2005 05:34:45 PM.

DCS Follow-Up

*** NOTES 8/30/2005 5:36:34 PM, amunir, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 9/2/2005 5

Case History

Case ID : N032005-08-2900902

Case Title : 2C [REDACTED]

SM,

The customer states the key is hard to remove from the ignition when the car is in the park position. The customer states he has taken the vehicle to your store and they stated they are no able to duplicate the problem. The customer stated the problem occurs at least 2 out of every 10 times.

Please do the following, as soon as possible:

- Confirm any inspections, diagnosis, provided by your technicians;
- Forward any additional information you can provide to me regarding this matter to my attention.

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.

Astrid Munir
Automobile Customer Service
ext 118142

*** SUBCASE N032005-08-2900902-1 CREATE 8/30/2005 5:36:58 PM, amunir
Created in WIP Default with Due Date 8/30/2005 5:36:58 PM.

*** CASE MODIFY 8/30/2005 5:37:46 PM, amunir
into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/13/2005 3:03:25 PM, amunir
CAMPAIGN CHECK 09/13/2005 03:03:25 PM amunir
No data found For VIN

*** NOTES 9/13/2005 3:05:28 PM, amunir, Action Type : Call to Customer
I left a message for the customer requesting that he return my call.

*** NOTES 9/13/2005 3:07:02 PM, amunir, Action Type : Call to Dealer

The advisor for Parker Johnston confirmed that the customer register a concern he had with the key getting stuck in the ignition switch. The technicians were not able to duplicate the issue. The key was removed without any problems.

*** CASE FULFILL 9/13/2005 3:07:09 PM, amunir
Fulfilled for [REDACTED] due 09/02/2005 05:34:45 PM.

*** COMMIT 9/13/2005 3:07:14 PM, amunir, Action Type : N/A
call cust: key stuck in ignition/ dlr no dup.

*** CASE FULFILL 9/19/2005 2:56:57 PM, amunir
Fulfilled for [REDACTED] ue 09/16/2005 12:00:00 AM.

*** COMMIT 9/19/2005 2:57:11 PM, amunir, Action Type : N/A
3rd call: key stuck in ignition/ dlr no dup.

*** NOTES 9/19/2005 2:58:07 PM, amunir, Action Type : Call from Customer
I left a message for the customer requesting that he return my call.

*** NOTES 9/19/2005 2:58:22 PM, amunir, Action Type : Call to Customer

Case History

Case ID : N032005-08-2900902

Case Title : [REDACTED]

I left a message for the customer requesting that he return my call.

*** CASE MODIFY 9/19/2005 2:59:08 PM, amunir
into WIP 2c and Status of Solving.

*** CASE RULE ACTION 9/26/2005 9:51:51 AM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE CLAIMS LOOKUP 9/28/2005 3:19:00 PM, amunir

CLAIM CHECK 09/28/2005 03:19:00 PM amunir

The following Claim History information was found

0; 2005-01-12; 206528; 197736; 510; 218102 ; TRANSMISSION ANDTORQUE CONVERTER - EXCHANGE. S/B#
01-014 S/B# 01-019 S/B# 98-061

*** CASE CLAIMS LOOKUP 9/28/2005 3:57:09 PM, amunir

CLAIM CHECK 09/28/2005 03:57:09 PM amunir

The following Claim History information was found

0; 2005-01-12; 206528; 197736; 510; 218102 ; TRANSMISSION ANDTORQUE CONVERTER - EXCHANGE. S/B#
01-014 S/B# 01-019 S/B# 98-061

*** NOTES 9/28/2005 4:06:03 PM, amunir, Action Type : Call to Dealer

I talked the SM John about the concern with the ignition switch. John stated that the customer hasn't returned to his store since his last visit. John stated that the technicians were not able to duplicate the key getting stuck in the ignition. John agreed to have the vehicle inspected again if the customer would like.

*** NOTES 9/28/2005 4:10:28 PM, amunir, Action Type : Call to Customer

I called the customer to discuss his concern with the key getting stuck in the ignition switch. The customer stated that the issue is so intermittent that he know is it would be difficult for the dealership to duplicate. I advised that if the key gets stuck in the ignition he should call the dealership immediately and ask for their assistance. I advised that the SM is very familiar with his situation and is willing to utilize all his resources to get the issue resolved.

I provided my extension and invited the customer to contact me if he requires the assistance in the future. The customer state that he won't worry about it for now but will contact the dealership if it happens again. The customer thanked me for the follow up call.

*** CASE FULFILL 9/28/2005 4:10:39 PM, amunir

Fulfilled for [REDACTED] due 09/22/2005 12:00:00 AM.

*** SUBCASE N032005-08-2900902-1 CLOSE 9/28/2005 4:10:56 PM, amunir

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/28/2005 4:10:58 PM, amunir

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

Case Details

Case ID : N012002-04-0400812 Division : Honda - Auto Condition : Closed Open Date : 4/4/2002 4:43:28 PM
 Case Originator : Dale Kaneshiro (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 4/4/2002 4:48:29 PM
 Case Owner : Dale Kaneshiro (Team HF) Method : Phone Queue : Days Open : 0
 Last Closed By : Dale Kaneshiro (Team HF) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : NORFOLK, VA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCF86612A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CF8662PW / A
 Miles / Hours : 60,424
 In Service Date : 01/22/2002
 Months In Use : 3
 Engine Number : F23A55006369
 Originating Dealer No. / Name : 207122 / HALL HONDA
 Selling Dealer No. / Name : 207122 / HALL HONDA
 Trim : VP
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012002-04-0400812-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012002-04-0400812-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Dale Kaneshiro	Type 1 : Product	Status : Subcase Close	Open Date : 4/4/2002 4:47:36 PM
Issue Owner : Dale Kaneshiro	Type 2 : Operation	Queue :	Close Date : 4/4/2002 4:48:06 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Referred to Dealer
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 : N012002-04-0400812

Case Title : [REDACTED]

*** CASE CREATE 4/4/2002 4:43:28 PM, dkaneshi

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

*** NOTES 4/4/2002 4:47:30 PM, dkaneshi, Action Type : Call from Customer

Customer called stating he couldn't take out his key out of the ignition. I tried to explain to him over the phone how to take out the key, however that didn't work the key seem to be jammed between the 0 and I position. I referred him to dealer in his area (Philadephia Honda) he was in Philadephia at this time There may be a defect in his ignition.

*** SUBCASE N012002-04-0400812-1 CREATE 4/4/2002 4:47:36 PM, dkaneshi

Created in WIP Default with Due Date 4/4/2002 4:47:36 PM.

*** SUBCASE N012002-04-0400812-1 CLOSE 4/4/2002 4:48:06 PM, dkaneshi

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/4/2002 4:48:08 PM, dkaneshi

into WIP default and Status of Solving.

*** CASE CLOSE 4/4/2002 4:48:29 PM, dkaneshi

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

*** CASE RULE ACTION 5/2/2002 3:43:28 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 5/16/2002 3:43:28 PM, sa

Action owners supvsr - 45 days of rule Case Closure fired

Case Details

Case ID : N012009-03-2001153 Division : Honda - Auto Condition : Closed Open Date : 3/20/2009 1:37:04 PM
 Case Originator : Hassan Khan (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/6/2009 11:04:47 AM
 Case Owner : Lilia Tafoya (Team HE) Method : Phone Queue : Days Open : 17
 Last Closed By : Lilia Tafoya (Team HE) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED]

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 : ALPHARETTA, GA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCG56682A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG5662JW / A
 Miles / Hours : 69,684
 In Service Date : 01/12/2002
 Months In Use : 86
 Engine Number : F23A15054385
 Originating Dealer No. / Name : 207260 / CLASSIC HONDA
 Selling Dealer No. / Name : 207260 / CLASSIC HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : GN
 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 : 207577 / GWINNETT PLACE HONDA
 Phone No. : 678-957-5000
 Address : 3325 SATELLITE BLVD.
 City / State / Zip : DULUTH, GA 30096
 Svc District / Sls District : 07E / D07
 Warranty Labor Rate / Date : \$99.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
240009	HONDA CARLAND SERVICE		

3rd Party Info :

Party 1 : DPSM 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
N012009-03-2001153-1 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans
N012009-03-2001153-2 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans

Case History

Case ID : N012009-03-2001153

Case Title : *7E [REDACTED]

*** CASE CREATE 3/20/2009 1:37:04 PM, hkhan

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

*** CASE EXTENDED WARRANTY LOOKUP 3/20/2009 1:37:05 PM, hkhan

WARRANTY CHECK 03/20/2009 01:37:05 PM hkhan

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/20/2009 1:37:08 PM, hkhan

CLAIM HISTORY CHECK 03/20/2009 01:37:08 PM hkhan

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/20/2009 1:37:12 PM, hkhan

CAMPAIGN CHECK 03/20/2009 01:37:12 PM hkhan

The following Campaign information was found
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** CASE VSC LOOKUP 3/20/2009 1:37:13 PM, hkhan

VSC-CUC CHECK 03/20/2009 01:37:13 PM hkhan

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 3/20/2009 1:38:20 PM, hkhan

WARRANTY CHECK 03/20/2009 01:38:20 PM hkhan

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/20/2009 1:38:23 PM, hkhan

CLAIM HISTORY CHECK 03/20/2009 01:38:22 PM hkhan

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/20/2009 1:38:26 PM, hkhan

CAMPAIGN CHECK 03/20/2009 01:38:26 PM hkhan

The following Campaign information was found
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** CASE VSC LOOKUP 3/20/2009 1:38:27 PM, hkhan

VSC-CUC CHECK 03/20/2009 01:38:27 PM hkhan

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/20/2009 1:39:45 PM, hkhan

CAMPAIGN CHECK 03/20/2009 01:39:45 PM hkhan

The following Campaign information was found
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** CASE EXTENDED WARRANTY LOOKUP 3/20/2009 1:41:49 PM, hkhan

WARRANTY CHECK 03/20/2009 01:41:49 PM hkhan

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/20/2009 1:41:52 PM, hkhan

CLAIM HISTORY CHECK 03/20/2009 01:41:52 PM hkhan

No data found for VIN.

Case History

Case ID : N012009-03-2001153

Case Title : *7E [REDACTED]

*** CASE CAMPAIGN LOOKUP 3/20/2009 1:41:57 PM, hkhan

CAMPAIGN CHECK 03/20/2009 01:41:57 PM hkhan

The following Campaign information was found

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** NOTES 3/20/2009 1:48:08 PM, hkhan, Action Type : Call from Customer

ACS updated customer s contact information

Situation: Transmission Failure

Request: Customer is requesting Goodwill Assistance for the cost of transmission repair

Probing Questions: Customer would like to know what the warranty is on the transmission. Customer says the check engine light is on. Customer took vehicle to Honda Carland Service Center in Alpharetta, GA. SA retrieved code P1751 which was in regards to Ond to 3rd shift internal pressure failure.

SA advised customer that vehicle would need new transmission and it would cost \$4100 to replace transmission. Customer says he has had vehicle serviced at Honda Carland Service Center for the last three years and has the service records. Customer is willing to pay half of the cost of repair. Customer is requesting Goodwill Assistance for the cost of transmission repair.

Inbound Conclusion: ACS advised customer that case will be dispatched to a CM for further review and it can take from 1 to 2 business days for CM to contact customer. ACS provided customer with case number and advised customer that there are no guarantees that assistance will be provided. Customer understood and needed no further assistance.

*** CASE MODIFY 3/20/2009 1:48:20 PM, hkhan

into WIP default and Status of Solving.

*** CASE DISPATCH 3/20/2009 1:48:35 PM, hkhan

from WIP default to Queue Honda Team E.

*** CASE RULE ACTION 3/21/2009 12:48:35 PM, sa

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

*** CASE RULE ACTION 3/22/2009 12:48:35 PM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE YANKED 3/23/2009 6:14:55 AM, hmuhamma

Yanked by hmuhamma into WIPbin DEFAULT.

*** CASE ASSIGN 3/23/2009 6:15:10 AM, hmuhamma

N012009-03-2001153 to tsonnta1, WIP

*** CASE RULE ACTION 3/23/2009 6:15:10 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012009-03-2001153-1 CREATE 3/23/2009 7:20:00 AM, tsonnta1

Created in WIP Default with Due Date 3/23/2009 7:20:00 AM.

*** CASE MODIFY 3/23/2009 7:30:47 AM, tsonnta1

into WIP ** Default ** and Status of Solving.

Case History

Case ID : N012009-03-2001153

Case Title : *7E [REDACTED]

*** NOTES 3/23/2009 7:38:26 AM, tsonntal, Action Type : Call to Customer

Called customer and spoke with Mr. Meenakshisundaram. Customer informed that he was having an issue with the vehicle not shifting correctly. Customer informed that he first took the vehicle to Honda Carland Service Center and they quoted him \$4100.00 for a new transmission. Customer then took the vehicle to Gwinnett Place Honda and they quoted him \$2900.00 for a new transmission. Customer is requesting AHM to pay for at least half of the repairs. Customer informed that this is his first Honda vehicle and he gets the vehicle serviced at Honda Carland Service Center. Customer informed that the vehicle is currently in his driveway and it is somewhat drive able. Customer informed that he is not sure if Honda Carland Service Center has performed a transmission fluid change on the vehicle. Informed customer that AHM will investigate the case and he should get a call back by Thursday(03-26-2009) letting him know if AHM can provide any type of assistance. Customer understood and thanked me for assistance.

*** COMMIT 3/23/2009 7:38:33 AM, tsonntal, Action Type : N/A

Call Dealership(Gwinnett & Carland)

*** CASE ASSIGN 3/23/2009 7:39:03 AM, tsonntal
N012009-03-2001153 to Itafoya, WIP*** CASE RULE ACTION 3/23/2009 7:39:03 AM, sa
Action Task Assignee of rule Assign Notification fired*** SUBCASE N012009-03-2001153-2 CREATE 3/24/2009 8:30:08 AM, Itafoya
Created in WIP Default with Due Date 3/24/2009 8:30:08 AM.*** CASE MODIFY 3/24/2009 8:30:11 AM, Itafoya
into WIP default and Status of Solving.*** CASE MODIFY 3/24/2009 8:30:11 AM, Itafoya
into WIP default and Status of Solving.*** CASE MODIFY 3/24/2009 8:30:12 AM, Itafoya
into WIP default and Status of Solving.*** CASE MODIFY 3/24/2009 8:30:12 AM, Itafoya
into WIP default and Status of Solving.*** CASE MODIFY 3/24/2009 8:30:12 AM, Itafoya
into WIP default and Status of Solving.*** CASE MODIFY 3/24/2009 8:30:13 AM, Itafoya
into WIP default and Status of Solving.*** CASE MODIFY 3/24/2009 8:30:13 AM, Itafoya
into WIP default and Status of Solving.*** CASE MODIFY 3/24/2009 8:30:13 AM, Itafoya
into WIP default and Status of Solving.*** CASE MODIFY 3/24/2009 8:30:14 AM, Itafoya
into WIP default and Status of Solving.*** CASE MODIFY 3/24/2009 8:30:14 AM, Itafoya
into WIP default and Status of Solving.

*** NOTES 3/25/2009 7:19:49 AM, Itafoya, Action Type : Call to Dealer

Case History

Case ID : N012009-03-2001153

Case Title : *7E [REDACTED]

I spoke to David SM- I advised I was calling in reference to Mr. [REDACTED] 2 times, he had a 60K performed along; second visit was an oil change.

*** NOTES 3/25/2009 7:24:03 AM, Itafoya, Action Type : Call to Dealer

I spoke to [REDACTED] Vehicle has never been to the dlr.

*** NOTES 3/25/2009 7:25:02 AM, Itafoya, Action Type : Note-General

HONDA CARLAND SERVICE CENTER-DPSM was not contacted being the costumer did not request assistance.

*** NOTES 3/25/2009 7:34:13 AM, Itafoya, Action Type : Call to Customer

I spoke to Mr. [REDACTED]- I advised I was calling in reference to his case. I advised I was aware of the issue he was having with the transmission, I asked when did he buy the car and he advised he purchased the car in 2007. He took the car to Gwinnett place Honda they were in the processing of closing for the day, he was not provided with a RO however was given ad estimate in a business card. I explained it would have to be diagnosed by them first if he wants to proceed with them otherwise we can work with HONDA CARLAND. Customer will be contacting Gwinnett Place Honda for a diagnosis and will call ACS once it has been performed, customer is aware that AHM is not guarantying assistance at this time.

*** CASE FULFILL 3/25/2009 7:34:21 AM, Itafoya

Fulfilled for [REDACTED] due 03/25/2009 12:00:00 AM.

*** COMMIT 3/25/2009 7:34:24 AM, Itafoya, Action Type : N/A

diagnosed at Gwinnett

*** CASE MODIFY 3/25/2009 7:34:37 AM, Itafoya

into WIP default and Status of Solving.

*** CASE MODIFY 3/26/2009 10:20:43 AM, Itafoya

into WIP 7E and Status of Solving.

*** NOTES 3/26/2009 10:34:03 AM, Itafoya, Action Type : Call to Dealer

I spoke to Kam ASM, Vehicle was diagnosed and the transmission slips when accelerating. They have recommended the transmission be replaced, no service history at the dlr.

I advised he has service history at another dlr.

Customer was quoted \$ 2900

Warranty price is \$ 2650

*** NOTES 3/26/2009 10:48:32 AM, Itafoya, Action Type : Call to Customer

I spoke to Mr. [REDACTED] I advised I was calling to advised that I had contacted the dlr and that had verified the transmission will need to be replaced. I explained that as I had told him already the car is outside of the warranty parameters however considering the mileage and the fact that he has service the transmission AHM would like to assist him. I verified the amount quoted to him \$ 2900 and advised AHM in interest of customer satisfaction would be willing to reduce the cost to \$2000 + tax and advise he would also receive a warranty for 3/36. I asked if it was something he wanted to accept or needed time to think about it, he accepted. I asked he please make arrangements with the dlr, I will follow up next week to make sure the work is completed

I left a message for Kam advising the customer will pay \$ 2000+ tax (25%). I provided authorization number.

*** NOTES 3/26/2009 10:50:48 AM, Itafoya, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Case History

Case ID : N012009-03-2001153

Case Title : *71 [REDACTED]

Hi Kam,

Customer has agreed to pay \$2000+ tax. (25%)
Authorization is 26416, customer will be calling to authorize his portion of the repairs.

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

Thank you for your attention to this matter.

Lilia Tafoya
Automobile Customer Service

*** CASE FULFILL 3/26/2009 10:51:07 AM, Itafoya

Fulfilled for [REDACTED] due 03/26/2009 12:00:00 AM.

*** COMMIT 3/26/2009 10:51:11 AM, Itafoya, Action Type : N/A

work completed?

*** CASE MODIFY 3/26/2009 10:51:34 AM, Itafoya

into WIP 7E and Status of Solving.

*** SUBCASE N012009-03-2001153-1 ASSIGN 3/30/2009 7:32:37 AM, tsonntal

N012009-03-2001153-1 to bmedonal, WIP

*** SUBCASE N012009-03-2001153-1 RULE ACTION 3/30/2009 7:32:38 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY COMMITMENT 4/6/2009 5:56:32 AM, Itafoya

with [REDACTED] due 04/06/2009 02:00:00 PM.

*** NOTES 4/6/2009 10:58:26 AM, Itafoya, Action Type : Call to Dealer

I spoke to Nicky,

RO is 991304

Total is \$ 682.04

*** NOTES 4/6/2009 11:03:28 AM, Itafoya, Action Type : Call to Customer

I spoke to Mr. [REDACTED] I advised I was calling to follow up and make sure the work was completed to his satisfaction. He advised it running fine but the key got stuck on the ignition once, I asked if she had contacted the dlr and he advised that he had and will be taking the car to them today. I asked he call back if he had any questions.

*** SUBCASE N012009-03-2001153-1 YANKED 4/6/2009 11:03:56 AM, Itafoya

Yanked by Itafoya into WIPbin default.

*** SUBCASE N012009-03-2001153-1 CLOSE 4/6/2009 11:04:30 AM, Itafoya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/6/2009 11:04:41 AM, Itafoya

into WIP trans reim and Status of Solving.

Case History

Case ID : N012009-03-2001153

Case Title :



*** CASE CLOSE 4/6/2009 11:04:47 AM, Itafoya

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

*** SUBCASE N012009-03-2001153-2 CLOSE 4/6/2009 11:04:47 AM, Itafoya

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N032008-05-2300557 Division : Honda - Auto Condition : Closed Open Date : 5/23/2008 9:51:05 AM
 Case Originator : Keith Applewhite (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 5/23/2008 9:58:31 AM
 Case Owner : Keith Applewhite (Team CD) Method : Phone Queue : Days Open : 0
 Last Closed By : Keith Applewhite (Team CD) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : PENSACOLA, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCG16422A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG1642PBW / A
 Miles / Hours : 33,946
 In Service Date : 06/24/2002
 Months In Use : 71
 Engine Number : J30A15099693
 Originating Dealer No. / Name : 208215 / PENSACOLA HONDA
 Selling Dealer No. / Name : 208215 / PENSACOLA HONDA
 Trim : LX-V6
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N032008-05-2300557-1, [REDACTED]	C	Subcase Close	Campaign	Eligibility	725 Ignition Switch

Issue Details

Issue ID : N032008-05-2300557-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Keith Applewhite	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/23/2008 9:57:46 AM
Issue Owner : Keith Applewhite	Type 2 : Eligibility	Queue :	Close Date : 5/23/2008 9:58:31 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 11 - Electrical 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 : N032008-05-2300557

Case Title : [REDACTED]

*** CASE CREATE 5/23/2008 9:51:05 AM, kapplewh

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

*** CASE MODIFY 5/23/2008 9:51:12 AM, kapplewh

into WIP default and Status of Solving.

*** CASE MODIFY 5/23/2008 9:51:29 AM, kapplewh

into WIP default and Status of Solving.

*** NOTES 5/23/2008 9:57:32 AM, kapplewh, Action Type : Call from Customer

Customer contacted AHM inquiring if there where any ignition interlock switch recalls as the key seems to be hard to remove. I verified customer's information. Using CICS I verified and informed the customer that at the moment there are no recalls affecting this vehicle. Customer understood. Customer thanked and ended call.

Customers contact number: 8505969613

*** SUBCASE N032008-05-2300557-1 CREATE 5/23/2008 9:57:46 AM, kapplewh

Created in WIP Default with Due Date 5/23/2008 9:57:46 AM.

*** CASE MODIFY 5/23/2008 9:57:50 AM, kapplewh

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/23/2008 9:57:59 AM, kapplewh

WARRANTY CHECK 05/23/2008 09:57:59 AM kapplewh

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/23/2008 9:58:02 AM, kapplewh

CLAIM HISTORY CHECK 05/23/2008 09:58:02 AM kapplewh

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/23/2008 9:58:05 AM, kapplewh

CAMPAIGN CHECK 05/23/2008 09:58:05 AM kapplewh

The following Campaign information was found

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; NR;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 5/23/2008 9:58:06 AM, kapplewh

VSC-CUC CHECK 05/23/2008 09:58:06 AM kapplewh

No data found for VIN.

*** NOTES 5/23/2008 9:58:28 AM, kapplewh, Action Type : Call from Customer

Correction I updated customers contact information.

*** SUBCASE N032008-05-2300557-1 CLOSE 5/23/2008 9:58:31 AM, kapplewh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/23/2008 9:58:31 AM, kapplewh

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

Case Details

Case ID : N012004-03-1100350	Division : Honda - Auto	Condition : Closed	Open Date : 3/11/2004 9:19:37 AM
Case Originator : Brian Pledger (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/8/2004 12:15:12 PM
Case Owner : Kathy BrownMyers (Team HH)	Method : Phone	Queue :	Days Open : 28
Last Closed By : Kathy BrownMyers (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]		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 : UNIVERSITY HTS, OH [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCF86692A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CF8662PW / A
 Miles / Hours : 46,000
 In Service Date : 06/13/2002
 Months In Use : 21
 Engine Number : F23A55008232
 Originating Dealer No. / Name : 206902 / WAIKEM HONDA
 Selling Dealer No. / Name : 206789 / RICK CASE HONDA
 Trim : VP
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 206789 / RICK CASE HONDA
 Phone No. : 216-531-7835
 Address : 915 E. 200TH STREET
 City / State / Zip : EUCLID, OH 44119
 Svc District / Sls District : 04E / C04
 Warranty Labor Rate / Date : \$95.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-03-1100350-1 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N012004-03-1100350-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kathy BrownMyers	Type 1 : Product	Status : Subcase Close	Open Date : 3/12/2004 1:46:00 PM
Issue Owner : Kathy BrownMyers	Type 2 : Operation	Queue :	Close Date : 3/12/2004 1:46:27 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
Condition Code Desc : Internal Fail 2182
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist - AHM 100%
Component Category : 10 - Power Train
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 : N012004-03-1100350

Case Title : 4E- [REDACTED]

*** CASE CREATE 3/11/2004 9:19:37 AM, bpledger

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

*** CASE CAMPAIGN LOOKUP 3/11/2004 9:19:41 AM, bpledger

CAMPAIGN CHECK 03/11/2004 09:19:41 AM bpledger

No data found for VIN

*** CASE CAMPAIGN LOOKUP 3/11/2004 9:35:18 AM, bpledger

CAMPAIGN CHECK 03/11/2004 09:35:18 AM bpledger

No data found for VIN

*** CASE VSC LOOKUP 3/11/2004 9:39:34 AM, bpledger

VSC-CUC CHECK 03/11/2004 09:39:33 AM bpledger

No data found for VIN.

*** NOTES 3/11/2004 9:56:15 AM, bpledger. Action Type : Call from Customer

The customer stated that the vehicle transmission failed. The customer stated that the vehicle check engine light and the D4 light was blinking. The customer stated that the vehicle was taken to the dealer for diagnosis and repair. The customer stated that he was advised that the vehicle transmission would need to be replaced. The customer stated that the vehicle transmission was replaced at no expense. The customer stated that he was advised that AHM does not replace the damaged transmission with new parts. The customer stated that he was not happy that the vehicle transmission was not replaced with a new part. The customer stated that he would like to receive a 100k warranty or be assisted with a trade on the vehicle. The customer stated that his wife was on the interstate driving at 65mph when the transmission failed. The customer stated that his wife could have been seriously hurt. The customer stated that she is the primary driver of the vehicle and does not feel safe in the vehicle with a remanufactured transmission. The customer stated that AHM should step up and provide him with a new vehicle but he would accept a 100k warranty. I advised the customer that a 100k warranty or vehicle trade assistance was not an option at this time.

I advised the customer that any major mechanical failure this early in the vehicles life is definitely a regrettable circumstance. I advised the customer that at the time of the incident the vehicle was outside of the vehicle manufacturer warranty. I advised the customer that the vehicle transmission was replaced at no cost to him due to customer satisfaction. I advised the customer that it is the policy of AHM to replace the vehicle transmission with a remanufactured part to keep costs down and to reduce the time of the repair. I also explained the remanufactured process to the customer and advised him that the remanufactured part carries a warranty of 3yr/36k. The customer stated that he was not satisfied and felt the vehicle was dangerous and a lemon and would suffer another transmission failure due to the remanufactured transmission. I advised the customer that if he should have trouble with the transmission within the parts warranty period the repair would be covered. I also advised the customer that if an issue was to occur past the warranty period he was welcome to contact ACS for goodwill assistance. I advised the customer that I could not speculate on the future condition of the vehicle but did not believe the customer would be in any danger driving the vehicle with the remanufactured transmission.

The customer stated that he was not satisfied and requested to speak with a case manager regarding goodwill assistance in the form of trade assistance or a 100k warranty from the date of transmission replacement. I advised the customer that I would refer his concern to a case manager for review and he would be contacted within 3-5 business days.

*** CASE MODIFY 3/11/2004 9:57:26 AM, bpledger

into WIP Default and Status of Solving.

*** CASE MODIFY 3/11/2004 9:57:32 AM, bpledger

into WIP Default and Status of Solving.

*** CASE MODIFY 3/11/2004 9:57:32 AM, bpledger

into WIP Default and Status of Solving.

Case History

Case ID : N012004-03-1100350

Case Title : [REDACTED]

*** CASE DISPATCH 3/11/2004 9:57:38 AM, bpledger
from WIP Default to Queue Team H.

*** CASE YANKED 3/11/2004 9:58:28 AM, bpledger
Yanked by bpledger into WIPbin Default.

*** CASE DISPATCH 3/11/2004 9:59:15 AM, bpledger
from WIP Default to Queue Team H.

*** CASE ACCEPT 3/12/2004 6:12:24 AM, rderudde
from Queue Team H to WIP default.

*** CASE ASSIGN 3/12/2004 6:31:27 AM, rderudde
N012004-03-1100350 to kbrownmy, WIP CURRENT TIMESTAMP

*** CASE RULE ACTION 3/12/2004 6:31:28 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE CAMPAIGN LOOKUP 3/12/2004 8:11:20 AM, kbrownmy
CAMPAIGN CHECK 03/12/2004 08:11:20 AM kbrownmy
No data found For VIN

*** CASE MODIFY 3/12/2004 8:12:19 AM, kbrownmy
into WIP DEFAULT and Status of Solving.

*** NOTES 3/12/2004 8:42:43 AM, kbrownmy, Action Type : Call to Dealer
Shawn said customer is concerned with having the OEM trans replaced with a reman unit. Shawn said he spent an extensive amount of time talking to the customer in order to address her concerns. Shawn said the repair was covered 100%.

I advised Shawn that I will call the customer to discuss.

*** COMMIT 3/12/2004 8:43:49 AM, kbrownmy, Action Type :

Made to [REDACTED] ue 03/15/2004 08:44:05 AM.

Call Customer

*** NOTES 3/12/2004 8:44:08 AM, kbrownmy, Action Type : Call to Customer
Left customer a voice message to return my call.

*** CASE VSC LOOKUP 3/12/2004 1:19:07 PM, kbrownmy
VSC-CUC CHECK 03/12/2004 01:19:07 PM kbrownmy
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/12/2004 1:19:11 PM, kbrownmy
CAMPAIGN CHECK 03/12/2004 01:19:11 PM kbrownmy
No data found For VIN

*** NOTES 3/12/2004 1:43:09 PM, kbrownmy, Action Type : Call from Customer

Customer was advised that I contacted the dealership on his behalf and understand that his transmission was replaced at no charge to him due to its failure. I told the customer that I was sorry to hear that his wife and child had such a traumatic experience. Customer was concerned that the OEM part was replaced with a remanufactured unit. Customer was advised that the warranty states that AHM may use a remanufactured part to replace the OEM part and it comes with a warranty of 3yrs/36k miles, whichever occurs first. Customer was advised that there is no extension on the New Vehicle Warranty period. Customer was

Case History

Case ID : N012004-03-1100350

Case Title : 4E- [REDACTED]

advised that his concern has been documented and will be forwarded to our product planning dept for review. Customer said he is not happy and is thinking of trading in the vehicle because his wife and child are afraid to drive in the car after what happened. Customer was advised that AHM does not retail the cars. Customer was advised that what I can do is contact the sales management at the dealership and asked them if anything can be done to help him in trading out of his car. Customer said he would contact the dealer himself and call me back if he has further questions or concerns.

*** NOTES 3/12/2004 1:45:31 PM, kbrownmy, Action Type : Dealer Communication

ATTN: SALES MANAGER

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

The customer stated that the vehicle transmission failed. The customer stated that the vehicle check engine light and the D4 light was blinking. The customer stated that the vehicle was taken to the dealer for diagnosis and repair. The customer stated that he was advised that the vehicle transmission would need to be replaced. The customer stated that the vehicle transmission was replaced at no expense. The customer stated that he was advised that AHM does not replace the damaged transmission with new parts. The customer stated that he was not happy that the vehicle transmission was not replaced with a new part. The customer stated that he would like to receive a 100k warranty or be assisted with a trade on the vehicle. The customer stated that his wife was on the interstate driving at 65mph when the transmission failed. The customer stated that his wife could have been seriously hurt. The customer stated that she is the primary driver of the vehicle and does not feel safe in the vehicle with a remanufactured transmission. The customer stated that AHM should step up and provide him with a new vehicle but he would accept a 100k warranty. I advised the customer that a 100k warranty or vehicle trade assistance was not an option at this time.

Customer was advised that I contacted the dealership on his behalf and understand that his transmission was replaced at no charge to him due to its failure. I told the customer that I was sorry to hear that his wife and child had such a traumatic experience. Customer was concerned that the OEM part was replaced with a remanufactured unit. Customer was advised that the warranty states that AHM may use a remanufactured part to replace the OEM part and it comes with a warranty of 3yrs/36k miles, whichever occurs first. Customer was advised that there is no extension on the New Vehicle Warranty period. Customer was advised that his concern has been documented and will be forwarded to our product planning dept for review. Customer said he is not happy and is thinking of trading in the vehicle because his wife and child are afraid to drive in the car after what happened. Customer was advised that AHM does not retail the cars. Customer was advised that what I can do is contact the sales management at the dealership and asked them if anything can be done to help him in trading out of his car. Customer said he would contact the dealer himself and call me back if he has further questions or concerns.

Please contact customer. Customer is considering trading out of his car. Please let customer know if there is ANYTHING that can be done to help him.

Thank you for your attention to this matter.

Kathy BrownMyers
Automobile Customer Service
800-999-1009, extension 118160

*** SUBCASE N012004-03-1100350-1 CREATE 3/12/2004 1:46:00 PM, kbrownmy

Created in WIP Default with Due Date 3/12/2004 1:46:00 PM.

*** SUBCASE N012004-03-1100350-1 CLOSE 3/12/2004 1:46:27 PM, kbrownmy

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/12/2004 1:46:27 PM, kbrownmy

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

*** CASE REOPEN 3/15/2004 8:03:40 AM, kbrownmy

Case History

Case ID : N012004-03-1100350

Case Title : 4E [REDACTED]

with Condition of Open and Status of Solving.

*** NOTES 3/15/2004 8:10:43 AM, kbrownmy, Action Type : Call from Customer

Customer said he was at the dealer today.

Customer said he could not get the key out of the ignition.

Customer said the car would not cut off either.

Customer aid the dealer gave him a loaner.

Customer said this is his fourth visit to the dealer.

Customer said this will be his 3rd transmission.

Customer said his wife does not want to drive a car with a reman trans.

Customer said he spoke to Shawn who said he can help him with trading out of the vehicle.

Customer said he does not want the car.

Customer was advised that AHM will not trade him out of the car.

Customer wanted to speak to my supervisor. Customer was advised that what I can do is review his case with my supervisor.

Customer was advised that I will contact the dealer on his behalf to see what can be done to help him.

Customer was advised that I will contact him within 3-5 business days with a response.

Customer thanked me.

*** COMMIT 3/15/2004 8:48:44 AM, kbrownmy, Action Type :

Made to [REDACTED] due 03/17/2004 08:48:47 AM.

DCS Follow-Up

*** NOTES 3/15/2004 8:50:59 AM, kbrownmy, Action Type : Dealer Communication

ATTN: SHAWN DARBY, SERVICE MANAGER

RESOLUTION DUE DATE : 3/17/2004

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

Customer was advised that I contacted the dealership on his behalf and understand that his transmission was replaced at no charge to him due to its failure. I told the customer that I was sorry to hear that his wife and child had such a traumatic experience. Customer was concerned that the OEM part was replaced with a remanufactured unit. Customer was advised that the warranty states that AHM may use a remanufactured part to replace the OEM part and it comes with a warranty of 3yrs/36k miles, whichever occurs first. Customer was advised that there is no extension on the New Vehicle Warranty period. Customer was advised that his concern has been documented and will be forwarded to our product planning dept for review. Customer said he is not happy and is thinking of trading in the vehicle because his wife and child are afraid to drive in the car after what happened. Customer was advised that AHM does not retail the cars. Customer was advised that what I can do is contact the sales management at the dealership and asked them if anything can be done to help him in trading out of his car. Customer said he would contact the dealer himself and call me back if he has further questions or concerns.

Customer called me today to advise me of the following:

Customer said he was at the dealer today.

Customer said he could not get the key out of the ignition.

Customer said the car would not cut off either.

Customer aid the dealer gave him a loaner.

Customer said this is his fourth visit to the dealer.

Case History

Case ID : N012004-03-1100350

Case Title : [REDACTED]

Customer said this will be his 3rd transmission.

Customer said his wife does not want to drive a car with a reman trans.

Customer said he spoke to Shawn who said he can help him with trading out of the vehicle.

Customer said he does not want the car.

Customer was advised that AHM will not trade him out of the car.

Customer wanted to speak to my supervisor. Customer was advised that what I can do is review his case with my supervisor.

Customer was advised that I will contact the dealer on his behalf to see what can be done to help him.

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

- 1) Provide service history for the concern
- 2) Provide tech line reference
- 3) Advise of repair status/recommendation

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.

Kathy BrownMyers
Automobile Customer Service
800-999-1009, extension 118160

*** NOTES 3/18/2004 6:25:57 AM, kbrownmy, Action Type : Call to Dealer

Shawn advised me of the following:

Shift cable was not working properly.

Dealer called techline for advice.

With techline's help, they performed an adjustment.

Car has been repaired and returned to the customer.

Dealer delivered the car to the customer.

*** COMMIT 3/18/2004 6:26:58 AM, kbrownmy, Action Type : N/A

Made to [REDACTED] due 03/19/2004 06:27:21 AM.

f/up srvc visit

*** CASE FULFILL 3/18/2004 6:27:15 AM, kbrownmy

Fulfilled for [REDACTED] due 03/17/2004 08:48:47 AM.

*** NOTES 3/18/2004 6:27:24 AM, kbrownmy, Action Type : Call to Customer

Left customer a voice message to return my call.

*** NOTES 3/18/2004 7:22:57 AM, kbrownmy, Action Type : Call to Customer

I advised the customer that I contacted the dealer who informed me that contacted Honda technical for advice in the problem he was experiencing with the reman unit and a recommendation was made to repair the unit. I advised the customer that what I can do is follow up with him in a week to see how the car is driving and if there is anything else we can do to help him. Customer again expressed an interest in returning the car to Honda. I reiterated that the priority is to repair the car under warranty and there is no option to return the car. Customer again wanted to speak to someone. Customer was advised that there is no one else to speak to at this time. Customer began raising his voice and yelling. I advised customer that we are concerned that he experienced such a traumatic situation; however, this is what we can do at this. Customer became irate and hung up the telephone.....

Case History

Case ID : N012004-03-1100350

Case Title : [REDACTED]

*** NOTES 3/18/2004 7:23:57 AM, kbrownmy, Action Type : Dealer Communication

ATTN: SHAWN DARBY, SERVICE MANAGER

Hello Shawn:

I spoke to the customer this morning.

I advised the customer that I contacted the dealer who informed me that contacted Honda technical for advice in the problem he was experiencing with the reman unit and a recommendation was made to repair the unit. I advised the customer that what I can do is follow up with him in a week to see how the car is driving and if there is anything else we can do to help him. Customer again expressed an interest in returning the car to Honda. I reiterated that the priority is to repair the car under warranty and there is no option to return the car. Customer again wanted to speak to someone. Customer was advised that there is no one else to speak to at this time. Customer began raising his voice and yelling. I advised customer that we are concerned that he experienced such a traumatic situation; however, this is what we can do at this. Customer became irate and hung up the telephone.....

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

Thank you for your attention to this matter.

Kathy BrownMyers
Automobile Customer Service
800-999-1009, extension 118160

*** CASE MODIFY COMMITMENT 3/23/2004 10:37:15 AM, kbrownmy
with [REDACTED] due 03/24/2004 06:27:21 AM.*** NOTES 3/23/2004 10:37:21 AM, kbrownmy, Action Type : Call to Customer
Left customer a voice message asking if the vehicle is operating to his satisfaction.*** NOTES 3/25/2004 8:56:59 AM, kbrownmy, Action Type : Call from Customer
Customer said he has not had a problem with the vehicle yet.*** NOTES 3/25/2004 8:59:35 AM, kbrownmy, Action Type : Call from Customer
I asked the customer to call me should he have further questions or concerns.

Customer said he has not heard from the sales manager. I advised the customer that I would contact the sales manager on his behalf and ask him/her to call him back. Customer thanked me.

sales person: James Reinhart

*** COMMIT 3/25/2004 9:01:04 AM, kbrownmy, Action Type : N/A

Made to [REDACTED] due 03/26/2004 09:03:20 AM.

Call Customer

*** CASE FULFILL 3/25/2004 9:03:15 AM, kbrownmy

Fulfilled for [REDACTED] due 03/24/2004 06:27:21 AM.

*** NOTES 3/25/2004 9:03:23 AM, kbrownmy, Action Type : Call to Dealer

Case History

Case ID : N012004-03-1100350

Case Title : [REDACTED]

Left James Ryan a voice message asking if they have contacted customer regarding his request for trade out. Asked James to call me back with a status.

*** CASE MODIFY COMMITMENT 3/26/2004 9:29:36 AM, kbrownmy
with [REDACTED] due 03/29/2004 09:03:20 AM.

*** NOTES 3/26/2004 9:29:41 AM, kbrownmy, Action Type : Call from Dealer

Left Joe, sales mgr, a voice message requesting a status on customer's request to trade in vehicle.

*** CASE MODIFY COMMITMENT 3/29/2004 9:59:22 AM, kbrownmy
with [REDACTED] due 03/30/2004 09:03:20 AM.

*** NOTES 3/29/2004 9:59:27 AM, kbrownmy, Action Type : Call to Dealer

James said he would set up an appt with the customer today.

*** NOTES 4/1/2004 11:02:48 AM, kbrownmy, Action Type : Call from Customer

Customer was advised that I contacted the dealer on his behalf and James should be call him to set up an appt. Customer said his wife could not get the keys out again when she went to the grocery store. I told the customer that I was sorry to hear that. I asked the customer if he took the vehicle back to the dealer. Customer said no he did not; he does not want the car. Customer was advised that returning the car to AHM is not an option; the priority is to repair the vehicle. Customer said he has been to the dlr six times. Customer threatened to get some one else involved. I advised that customer that I am trying to see what I can do to help him. I advised the customer if he wants AHM to assist him, he has to take the car back to the dealer for service. I advised the customer that I will contact James for a status. Customer was very upset. Customer said he is going on vacation the week after Easter and he does not want to take the car. Customer was upset. Customer ended the call.

*** COMMIT 4/1/2004 11:03:03 AM, kbrownmy, Action Type : N/A

Made to [REDACTED] due 04/05/2004 11:03:07 AM.

DCS Follow-Up RICK CASE HONDA

*** NOTES 4/1/2004 11:05:13 AM, kbrownmy, Action Type : Dealer Communication

ATTN: SHAWN DARBY, SERVICE MANAGER

RESOLUTION DUE DATE : 4/5/2004 1

Hello Shawn:

Customer was advised that I contacted the dealer on his behalf and James should be call him to set up an appt. Customer said his wife could not get the keys out again when she went to the grocery store. I told the customer that I was sorry to hear that. I asked the customer if he took the vehicle back to the dealer. Customer said no he did not; he does not want the car. Customer was advised that returning the car to AHM is not an option; the priority is to repair the vehicle. Customer said he has been to the dlr six times. Customer threatened to get some one else involved. I advised that customer that I am trying to see what I can do to help him. I advised the customer if he wants AHM to assist him, he has to take the car back to the dealer for service. I advised the customer that I will contact James for a status. Customer was very upset. Customer said he is going on vacation the week after Easter and he does not want to take the car. Customer was upset. Customer ended the call.

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:

Shawn, please contact the customer to see if you can address his concern with the key getting stuck in the ignition. Customer is not very happy. James is supposed to call customer to set up an appointment to discuss trading him out of the car.

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

Case History

Case ID : N012004-03-1100350

Case Title : 4E [REDACTED]

Kathy BrownMyers
Automobile Customer Service
800-999-1009, extension 118160

*** CASE FULFILL 4/1/2004 11:05:20 AM, kbrownmy

Fulfilled for [REDACTED] due 03/30/2004 09:03:20 AM.

*** NOTES 4/6/2004 9:57:50 AM, kbrownmy, Action Type : Call to Dealer

Left SM a voice message for a repair status.

*** CASE MODIFY COMMITMENT 4/6/2004 9:58:09 AM, kbrownmy

with [REDACTED] due 04/07/2004 11:03:07 AM.

*** NOTES 4/6/2004 10:01:32 AM, kbrownmy, Action Type : Call to Dealer

Left Joe, Gen Sales Mgr, a voice message for a status.

*** CASE MODIFY COMMITMENT 4/7/2004 12:55:39 PM, kbrownmy

with [REDACTED] due 04/08/2004 11:03:07 AM.

*** NOTES 4/7/2004 12:55:44 PM, kbrownmy, Action Type : Call to Dealer

Shawn advised me that the sales dept is working diligently with the customer for trade out consideration.

*** NOTES 4/8/2004 8:02:08 AM, kbrownmy, Action Type : Call to Dealer

Joe Zingali advised me that the sale person: James Reinhart is working with the customer on a trade out.

*** NOTES 4/8/2004 8:08:05 AM, kbrownmy, Action Type : Call to Customer

Customer said the dealer's offer is ludicrous. Customer said the dealer wanted him to pay \$9800 for a 04 Dx. Customer said he is furious with the dealer. Customer said he was supposed to meet with James. They said he was in a meeting when he arrived for the appt then they told him that he was out sick. Customer said he does not want the car fixed. Customer said he wanted to trade the car in for a reasonable. Customer said he wanted to pay \$5000 for the trade in. Customer said James said he was going to call me. I advised the customer that I have not received a message from James; however, I can call James for a status. Customer was advised that the only thing I can do is fixed the car. Customer was not happy with that answer. Customer thanked me and ended the call....

*** NOTES 4/8/2004 8:09:29 AM, kbrownmy, Action Type : Dealer Communication.

ATTN: Joe Zingali, GENERAL SALES MANAGER

Hello Joe:

I asked the customer if he received a call from James Reinhart. Customer said he did and the dealer's offer is ludicrous. Customer said the dealer wanted him to pay \$9800 for a 04 Dx. Customer said he is furious with the dealer. Customer said he was supposed to meet with James. They said he was in a meeting when he arrived for the appt then they told him that he was out sick. Customer said he does not want the car fixed. Customer said he wanted to trade the car in for a reasonable. Customer said he wanted to pay \$5000 for the trade in. Customer said James said he was going to call me. I advised the customer that I have not received a message from James; however, I can call James for a status. Customer was advised that the only thing I can do is fixed the car. Customer was not happy with that answer. Customer thanked me and ended the call....

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

Thank you for your attention to this matter.

Case History

Case ID : N012004-03-1100350

Case Title : 4H [REDACTED]

Kathy BrownMyers
Automobile Customer Service
800-999-1009, extension 118160

*** CASE CLOSE 4/8/2004 8:09:37 AM, kbrownmy

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

*** CASE REOPEN 4/8/2004 11:10:38 AM, mwilson

with Condition of Open and Status of Solving.

*** NOTES 4/8/2004 11:24:48 AM, mwilson, Action Type : Call from Dealer

I received inbound call from Sales Manager- James Reinart, stating that the customer has had a remanufactured transmission installed in his vehicle and is now demanding that a new transmission be installed in his vehicle. The SM-James offered to do a trade for \$1000. more than market and blue book value, with an A/C at cost and Dealer invoice pricing with a 1.9 interest rate for 36 months. The customer refused this offer. The Sales manager states he spoke to DM- Ron Hopkins and was advised that they have done everything they could to satisfy this customer. The SM just want to notify AHM of the last offer that was extended to the customer and what the customers demands are. The SM requested the case manager to contact the customer.

I advised the SM to leave a voice mail message for the case manager with his request, I advised him that his comments were documented and connected him to the CM's voicemail.

*** CASE ASSIGN 4/8/2004 11:25:57 AM, mwilson

N012004-03-1100350 to kbrownmy, WIP

*** CASE RULE ACTION 4/8/2004 11:25:58 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 4/8/2004 12:15:07 PM, kbrownmy, Action Type : Note-Resolution

Referred customer to dealer for service. Customer refused the dealer's trade in offer. No further action required. Closed the case.

*** CASE CLOSE 4/8/2004 12:15:12 PM, kbrownmy

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

Case Details

Case ID : N012005-07-1400991 Division : Honda - Auto Condition : Closed Open Date : 7/14/2005 1:12:04 PM
 Case Originator : Chris Martinez (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 7/14/2005 1:26:01 PM
 Case Owner : Chris Martinez (Team HG) Method : Phone Queue : Days Open : 0
 Last Closed By : Chris Martinez (Team HG) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : CARLSBAD, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCG16502A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG1652JNW / A
 Miles / Hours : 21,000
 In Service Date : 08/31/2002
 Months In Use : 35
 Engine Number : J30A15112883
 Originating Dealer No. / Name : 206956 / HOEHN HONDA
 Selling Dealer No. / Name : 206956 / HOEHN HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : WH
 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 : 206956 / HOEHN HONDA
 Phone No. : 760-438-1818
 Address : 5454 PASEO DEL NORTE
 City / State / Zip : CARLSBAD, CA 92008
 Svc District / Sls District : 01J / C01
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012005-07-1400991-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012005-07-1400991-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chris Martinez	Type 1 : Product	Status : Subcase Close	Open Date : 7/14/2005 1:25:49 PM
Issue Owner : Chris Martinez	Type 2 : Operation	Queue :	Close Date : 7/14/2005 1:25:59 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 11 - Electrical 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 : N012005-07-1400991

Case Title : XXXXXXXXXX

*** CASE CREATE 7/14/2005 1:12:04 PM, cmartine

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

*** CASE CLAIMS LOOKUP 7/14/2005 1:12:08 PM, cmartine

CLAIM CHECK 07/14/2005 01:12:08 PM cmartine

The following Claim History information was found

0; 2004-04-07; 206956; 037075; 510; 511100 ; STEERING GEARBOX - REPLACE. INCLUDES: ADJUST TOE.
S/B# 05-023

*** CASE CAMPAIGN LOOKUP 7/14/2005 1:12:09 PM, cmartine

CAMPAIGN CHECK 07/14/2005 01:12:09 PM cmartine

No data found for VIN

*** CASE VSC LOOKUP 7/14/2005 1:12:12 PM, cmartine

VSC-CUC CHECK 07/14/2005 01:12:12 PM cmartine

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/14/2005 1:15:01 PM, cmartine

CLAIM CHECK 07/14/2005 01:15:01 PM cmartine

The following Claim History information was found

0; 2004-04-07; 206956; 037075; 510; 511100 ; STEERING GEARBOX - REPLACE. INCLUDES: ADJUST TOE.
S/B# 05-023

*** CASE CAMPAIGN LOOKUP 7/14/2005 1:16:07 PM, cmartine

CAMPAIGN CHECK 07/14/2005 01:16:07 PM cmartine

No data found for VIN

*** CASE MODIFY 7/14/2005 1:18:20 PM, cmartine

into WIP default and Status of Solving.

*** NOTES 7/14/2005 1:25:21 PM, cmartine, Action Type : Call from Customer

ACS received inbound call regarding dealer discontent.

Customer states that she has had a intermittent problem with the key sticking in the ignition ever since the vehicle had the power steering repaired, customer states that her independent mechanic could not duplicate her issue so she took the vehicle to dealer 206956 HOEHN HONDA and they were unable to duplicate the issue, customer asked if her vehicle was affected by any recalls and I informed her that there were no recalls or campaigns affecting her vehicle. I suggested to her that she should take the vehicle to another Honda dealer for a second opinion and stated that sometimes a fresh set of eyes can help. She understood and agreed, I provided her with two other dealers in her area.

No further assistance requested.

*** CASE MODIFY 7/14/2005 1:25:32 PM, cmartine

into WIP default and Status of Solving.

*** SUBCASE N012005-07-1400991-1 CREATE 7/14/2005 1:25:49 PM, cmartine

Created in WIP Default with Due Date 7/14/2005 1:25:49 PM.

*** SUBCASE N012005-07-1400991-1 CLOSE 7/14/2005 1:25:59 PM, cmartine

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/14/2005 1:26:01 PM, cmartine

Case History

Case ID : N012005-07-1400991

Case Title :



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

Case Details

Case ID : N012004-12-0300454 Division : Honda - Auto Condition : Closed Open Date : 12/3/2004 9:55:58 AM
 Case Originator : Silas Becknell (Team HI) Sub Division : Customer Relations Status : Closed Close Date : 12/3/2004 10:01:18 AM
 Case Owner : Silas Becknell (Team HI) Method : Phone Queue : Days Open : 0
 Last Closed By : Silas Becknell (Team HI) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : BELLE MEAD, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCG66802A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG6682PRW / A
 Miles / Hours :
 In Service Date : 03/28/2002
 Months In Use : 33
 Engine Number : F23A45030196
 Originating Dealer No. / Name : 207200 / DCH PARAMUS HONDA
 Selling Dealer No. / Name : 207200 / DCH PARAMUS HONDA
 Trim : SE
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 207087 / AUTOSPORT HONDA
 Phone No. : 908-722-5566
 Address : 1051 ROUTE 22 WEST
 City / State / Zip : BRIDGEWATER, NJ 08807
 Svc District / Sls District : 05G / G05
 Warranty Labor Rate / Date : \$92.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-12-0300454-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012004-12-0300454-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Silas Becknell	Type 1 : Product	Status : Subcase Close	Open Date : 12/3/2004 9:59:20 AM
Issue Owner : Silas Becknell	Type 2 : Operation	Queue :	Close Date : 12/3/2004 9:59:33 AM
Issue Title :	[REDACTED]		

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc : Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information
Component Category : 11 - Electrical 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 : N012004-12-0300454

Case Title : [REDACTED]

*** CASE CREATE 12/3/2004 9:55:58 AM, sbecknel

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

*** NOTES 12/3/2004 9:55:58 AM, sbecknel, Action Type :

The customer states her ignition key is stuck in the switch

*** CASE MODIFY 12/3/2004 9:57:48 AM, sbecknel

into WIP default and Status of Solving.

*** SUBCASE N012004-12-0300454-1 CREATE 12/3/2004 9:59:20 AM, sbecknel

Created in WIP Default with Due Date 12/3/2004 9:59:20 AM.

*** SUBCASE N012004-12-0300454-1 CLOSE 12/3/2004 9:59:33 AM, sbecknel

Status = Solving, Resolution Code = Instruction Given

*** NOTES 12/3/2004 10:00:23 AM, sbecknel, Action Type : Call from Customer

I advised the customer to contact her local Honda dealer.

I gave the customer the number and address to a dealer in the area she is in

*** NOTES 12/3/2004 10:01:11 AM, sbecknel, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer will be contacting you regarding her ignition key is stuck in the ignition lock cylinder

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

Thank you for your attention to this matter.

Silas Becknell

Automobile Customer Service

*** CASE MODIFY 12/3/2004 10:01:14 AM, sbecknel

into WIP default and Status of Solving.

*** CASE CLOSE 12/3/2004 10:01:18 AM, sbecknel

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

Case Details

Case ID : N012003-11-2501329 Division : Honda - Auto Condition : Closed Open Date : 11/25/2003 4:17:05 PM
 Case Originator : Stephanie Durham (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 11/25/2003 4:45:44 PM
 Case Owner : Stephanie Durham (Team HE) Method : Phone Queue : Days Open : 0
 Last Closed By : Stephanie Durham (Team HE) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : EDGEWOOD, MD [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCG16492A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG1642PBW / A
 Miles / Hours : 19,000
 In Service Date : 09/07/2002
 Months In Use : 14
 Engine Number : J30A15128508
 Originating Dealer No. / Name : 206871 / KEN DIXON HONDA
 Selling Dealer No. / Name : 207992 / O'DONNELL HONDA
 Trim : LX-V6
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : BK
 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 : 207992 / O'DONNELL HONDA
 Phone No. : 410-461-5000
 Address : 8620 BALTIMORE NATL PK
 City / State / Zip : ELLICOTT CITY, MD 21043
 Svc District / Sls District : 06F / B06
 Warranty Labor Rate / Date : \$94.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-11-2501329-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012003-11-2501329-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Stephanie Durham	Type 1 : Product	Status : Subcase Close	Open Date : 11/25/2003 4:45:22 PM
Issue Owner : Stephanie Durham	Type 2 : Operation	Queue :	Close Date : 11/25/2003 4:45:44 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc : Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information
Component Category : 11 - Electrical 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 : N012003-11-2501329

Case Title : XXXXXXXXXX

*** CASE CREATE 11/25/2003 4:17:05 PM, sdurham

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

*** NOTES 11/25/2003 4:17:05 PM, sdurham, Action Type :

The customer says when he turned the engine with the vehicle in park, he can't get the key out of the ignition.

He says the first time it occurred it was at 3k miles, he says he didn't report it because he wasn't sure his wife was putting the car in park.

*** CASE CLAIMS LOOKUP 11/25/2003 4:17:17 PM, sdurham

CLAIM CHECK 11/25/2003 04:17:17 PM sdurham

The following Claim History information was found

0; 2002-12-24; 207992; 628782; 510; 218102 ; TRANSMISSION AND/OR TORQUE CONVERTER - EXCHANGE. USE ONLY

*** CASE CLAIMS LOOKUP 11/25/2003 4:17:44 PM, sdurham

CLAIM CHECK 11/25/2003 04:17:43 PM sdurham

The following Claim History information was found

0; 2002-12-24; 207992; 628782; 510; 218102 ; TRANSMISSION AND/OR TORQUE CONVERTER - EXCHANGE. USE ONLY

*** CASE MODIFY 11/25/2003 4:17:53 PM, sdurham

into WIP default and Status of Solving.

*** NOTES 11/25/2003 4:19:21 PM, sdurham, Action Type : Call from Customer

The vehicle hasn't been inspected for this issue, he says he hadn't been concerned due to the transmission issues. He says it is happening more often now and is a concerned.

*** CASE CLAIMS LOOKUP 11/25/2003 4:19:42 PM, sdurham

CLAIM CHECK 11/25/2003 04:19:42 PM sdurham

The following Claim History information was found

0; 2002-12-24; 207992; 628782; 510; 218102 ; TRANSMISSION AND/OR TORQUE CONVERTER - EXCHANGE. USE ONLY

*** CASE CAMPAIGN LOOKUP 11/25/2003 4:19:49 PM, sdurham

CAMPAIGN CHECK 11/25/2003 04:19:49 PM sdurham

No data found for VIN

*** CASE VSC LOOKUP 11/25/2003 4:20:31 PM, sdurham

VSC-CUC CHECK 11/25/2003 04:20:31 PM sdurham

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/25/2003 4:24:42 PM, sdurham

CAMPAIGN CHECK 11/25/2003 04:24:42 PM sdurham

No data found for VIN

*** CASE MODIFY 11/25/2003 4:28:26 PM, sdurham


into WIP default and Status of Solving.

*** NOTES 11/25/2003 4:43:39 PM, sdurham, Action Type : Call from Customer

I recommended he contact the dealer for an inspection/diagnosis.

Case History

Case ID : N012003-11-2501329

Case Title : 

*** NOTES 11/25/2003 4:44:41 PM, sdurham, Action Type : Call from Customer

He also wanted info on how often this happens, I told him I don't have that information he then wanted recall info. I ran his vin and told him there isn't any recall s on his car currently.

*** SUBCASE N012003-11-2501329-1 CREATE 11/25/2003 4:45:22 PM, sdurham

Created in WIP Default with Due Date 11/25/2003 4:45:22 PM.

*** CASE MODIFY 11/25/2003 4:45:32 PM, sdurham

into WIP default and Status of Solving.

*** SUBCASE N012003-11-2501329-1 CLOSE 11/25/2003 4:45:44 PM, sdurham

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/25/2003 4:45:44 PM, sdurham

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

Case Details

Case ID : N032005-02-2500532 Division : Honda - Auto Condition : Closed Open Date : 2/25/2005 10:19:09 AM
 Case Originator : Sylvia Cervantes (Team CE) Sub Division : Satellite Center Status : Closed Close Date : 3/23/2005 1:50:14 PM
 Case Owner : Samantha Jones (Team SA) Method : Phone Queue : Days Open : 26
 Last Closed By : Samantha Jones (Team SA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : CHINO HILLS, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCG668X2A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG6682PRW / A
 Miles / Hours : 35,146
 In Service Date : 04/21/2002
 Months In Use : 34
 Engine Number : F23A45036209
 Originating Dealer No. / Name : 206888 / SIERRA HONDA
 Selling Dealer No. / Name : 206888 / SIERRA HONDA
 Trim : SE
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 207427 / METRO HONDA
 Phone No. : 909-625-5000
 Address : 9399 AUTOPLEX DRIVE
 City / State / Zip : MONTCLAIR, CA 91763
 Svc District / Sls District : 01B / D01
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208045	DIAMOND HONDA		

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
N032005-02-2500532-1 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans
N032005-02-2500532-2 / [REDACTED]	Subcase Close	Service - Dealer	Comeback	218	Automatic Trans

Issue Details

Issue ID : N032005-02-2500532-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Samantha Jones	Type 1 : Product	Status : Subcase Close	Open Date : 2/25/2005 1:17:19 PM
Issue Owner : Samantha Jones	Type 2 : Operation	Queue :	Close Date : 3/23/2005 1:49:54 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Noise 2188
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Referred to Dealer
 Component Category : 10 - Power Train
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032005-02-2500532-2	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Samantha Jones	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 2/25/2005 1:17:44 PM
Issue Owner : Samantha Jones	Type 2 : Comeback	Queue :	Close Date : 3/23/2005 1:50:09 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Noise 2188
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Documented Concern
 Component Category : 10 - Power Train
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032005-02-2500532

Case Title : XXXXXXXXXX

*** CASE CREATE 2/25/2005 10:19:09 AM, scervant

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

*** CASE CAMPAIGN LOOKUP 2/25/2005 10:19:11 AM, scervant

CAMPAIGN CHECK 02/25/2005 10:19:11 AM scervant

No data found for VIN

*** CASE CLAIMS LOOKUP 2/25/2005 10:19:18 AM, scervant

CLAIM CHECK 02/25/2005 10:19:18 AM scervant

The following Claim History information was found

0; 2004-10-08; 208045; 558131; 510; 111154 ; ENGINE BALANCER SHAFT SEAL - REPLACE.

*** CASE EXTENDED WARRANTY LOOKUP 2/25/2005 10:19:19 AM, scervant

WARRANTY CHECK 02/25/2005 10:19:19 AM scervant

No data found for VIN.

*** CASE VSC LOOKUP 2/25/2005 10:19:22 AM, scervant

VSC-CUC CHECK 02/25/2005 10:19:22 AM scervant

No data found for VIN.

*** CASE MODIFY 2/25/2005 10:20:05 AM, scervant

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 2/25/2005 10:20:09 AM, scervant

CAMPAIGN CHECK 02/25/2005 10:20:09 AM scervant

No data found for VIN

*** CASE MODIFY 2/25/2005 10:31:37 AM, scervant

into WIP default and Status of Solving.

*** CASE MODIFY 2/25/2005 10:40:24 AM, scervant

into WIP default and Status of Solving.

*** NOTES 2/25/2005 11:26:51 AM, scervant, Action Type : Call from Customer

The customer states her parents had the transmission replaced yesterday . The customer states her parents drove the vehicle home and started to smell a oil or fluid of some kind. The customer also stated the vehicle is still making a noise and the vehicle would not shift into gear . The customer states she contacted Diamond Bar Honda and the tone of the SM changed when she questioned the repair. The customer states the dealership will not provide a rental.

I apologized to the customer for the inconvenience this may have caused . I advised the customer that AHM does not provide rentals for warranty or recall work.

The customer understood and stated the vehicle s transmission was replaced at 35000 miles which she thought would have repaired the vehicle. Now that the replacement did not repair the vehicle she feels her parents should be offered alternate transportation.

I advised the customer I could submit a request for a rental with a CM . I advised the customer her request will be reviewed on a case by case basis.

The customer states she will be taking her vehicle to Diamond bar Honda for repair in 3 hours .

I advised the customer I could not guarantee a CM will contact her in 3 hours but a CM will contact her regarding her request.

Case History

Case ID : N032005-02-2500532

Case Title : XXXXXXXXXX

The customer thanked me for my assistance.

*** CASE MODIFY 2/25/2005 11:27:01 AM, scervant
into WIP default and Status of Solving.

*** CASE DISPATCH 2/25/2005 11:27:20 AM, scervant
from WIP default to Queue Honda Team A.

*** CASE ACCEPT 2/25/2005 12:26:15 PM, sjones
from Queue Honda Team A to WIP DEFAULT.

*** CASE MODIFY 2/25/2005 1:06:16 PM, sjones
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 2/25/2005 1:09:17 PM, sjones
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 2/25/2005 1:17:05 PM, sjones
into WIP DEFAULT and Status of Solving.

*** SUBCASE N032005-02-2500532-1 CREATE 2/25/2005 1:17:19 PM, sjones
Created in WIP Default with Due Date 2/25/2005 1:17:19 PM.

*** SUBCASE N032005-02-2500532-2 CREATE 2/25/2005 1:17:44 PM, sjones
Created in WIP Default with Due Date 2/25/2005 1:17:44 PM.

*** CASE MODIFY 2/25/2005 1:18:43 PM, sjones
into WIP DEFAULT and Status of Solving.

*** NOTES 2/25/2005 1:19:43 PM, sjones, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

Please use my auth (if you verify a problem with the reman trans) to put the customer in rental.

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

Thank you for your attention to this matter.

Samantha Jones
Automobile Customer Service

*** NOTES 2/25/2005 1:20:57 PM, sjones, Action Type : Call to Dealer

SW SM Kristy, she adv she spoke to customer and adv that IF they diag a problem (will take test drive, etc.) then rental will be provided. Customer is on her way in now. I will confirm w/ customer.

*** CASE MODIFY 2/25/2005 1:21:11 PM, sjones
into WIP DEFAULT and Status of Solving.

Case History

Case ID : N032005-02-2500532

Case Title : [REDACTED]

*** CASE FULFILL 3/3/2005 3:42:42 PM, sjones

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

*** COMMIT 3/3/2005 3:42:44 PM, sjones, Action Type : N/A

dbar - status hernandez/charles

*** CASE MODIFY 3/3/2005 3:43:02 PM, sjones

into WIP DISTRICT H - TC and Status of Solving.

*** NOTES 3/7/2005 11:18:41 AM, tbeary, Action Type : Call from Customer

Ms. [REDACTED] states she is calling on behalf of the customer. Ms. [REDACTED] states the key will not come out of the ignition after driving the vehicle. Customer states she has to put the vehicle in accessory mode place transmission in 1st gear and back to park and turn it off. Ms. [REDACTED] states this is the only way to take the key out. Ms. [REDACTED] states the issue happens 3 out of 5 times. Ms. [REDACTED] states the alarm went off suddenly. Ms. [REDACTED] states the vehicle lost power on her extended test drives. Ms. [REDACTED] states she does not know if this is a Honda Alarm.

Ms. [REDACTED] states there is noise in the front of the vehicle. Ms. [REDACTED] states the noise happened after front engine leak was repaired by Diamond Bar Honda. Ms. [REDACTED] states the timing belt was removed to repair this. Customer states the dealer stated they did not tighten the timing belt. Customer states the dealer then stated the transmission was faulty. Customer states there is a thumping from the engine compartment. Ms. [REDACTED] states this noise got louder when going over a hill on her test drives.

Customer states she would like to have a new dealer inspect the vehicle. Customer states she is close

*** NOTES 3/7/2005 11:27:05 AM, tbeary, Action Type : Call from Customer

Customer states she is seeking to speak with her CM Samantha. Customer states she has called and left a message a few hours ago. I advised customer that the CM will follow up with her about her concerns. I advised customer I have noted her comments. I advised customer I will send an E-mail to the CM requesting she contact the customer. Customer thanked us for our assistance.

*** CASE MODIFY 3/8/2005 3:10:41 PM, sjones

into WIP DISTRICT H - TC and Status of Solving.

*** NOTES 3/8/2005 3:11:34 PM, sjones, Action Type : Call to Dealer

SM Kristy adv that customer is nit picking the car at this point. Dlr did not find noise concern that customer complained of. Only problem found was front tires off balance by 1 ounce. SM had tires balanced. SM test drove 14 miles, npf.

*** CASE MODIFY 3/8/2005 3:13:17 PM, sjones

into WIP DISTRICT H - TC and Status of Solving.

*** CASE FULFILL 3/8/2005 3:13:20 PM, sjones

Fulfilled for [REDACTED] due 03/07/2005 12:00:00 AM.

*** COMMIT 3/8/2005 3:13:23 PM, sjones, Action Type : N/A

JEFF/Metro on [REDACTED] //HERNANDEZ

*** CASE MODIFY 3/8/2005 3:13:44 PM, sjones

into WIP DISTRICT H - TC and Status of Solving.

*** CASE MODIFY 3/8/2005 3:25:35 PM, sjones

into WIP DISTRICT H - TC and Status of Solving.

*** CASE MODIFY 3/8/2005 3:25:37 PM, sjones

Case History

Case ID : N032005-02-2500532

Case Title : [REDACTED]

into WIP DISTRICT H - TC and Status of Solving.

*** CASE MODIFY 3/8/2005 3:25:47 PM, sjones

into WIP DISTRICT H - TC and Status of Solving.

*** CASE MODIFY 3/8/2005 3:25:49 PM, sjones

into WIP DISTRICT H - TC and Status of Solving.

*** CASE MODIFY 3/8/2005 3:25:50 PM, sjones

into WIP DISTRICT H - TC and Status of Solving.

*** CASE MODIFY 3/8/2005 3:26:04 PM, sjones

into WIP DISTRICT H - TC and Status of Solving.

*** NOTES 3/8/2005 3:36:52 PM, sjones, Action Type : Call to Customer

Customer is very unhappy with SM at Diamond Bar being unable to find anything wrong with the vehicle. Customer states that she would like to take the car to a different dealership and would like me to recommend one. I apologized and adv that AHM can not recommend one dealer over the next. I adv that we can look at zip code info to determine a convenient dealer for her to try. Customer would prefer to go to Metro Honda in Montclair as the family has just purchased a new Odyssey at this location. I adv that I will call the SM Jeff at this dealer and notify of outstanding issues. I will request that dealer call Isabella to set appt. Rental will be provided as well.

issues at this point--

-Customer states that 3/5 times the key will not come out of the ignition. Customer states she has to put car down into first gear and then the key can be removed after a couple of tries.

-Customer states that the alarm went off when her father was trying to get the kids in the car.

-Customer states that they are still experiencing a strange noise from the engine.

*** CASE MODIFY 3/8/2005 3:37:19 PM, sjones

into WIP DISTRICT H - TC and Status of Solving.

*** CASE MODIFY 3/8/2005 3:37:31 PM, sjones

into WIP DISTRICT H - TC and Status of Solving.

*** CASE MODIFY 3/8/2005 3:37:55 PM, sjones

into WIP DISTRICT H - TC and Status of Solving.

*** NOTES 3/8/2005 3:38:57 PM, sjones, Action Type : Call to Dealer

Left detailed VM for SM Jeff of 207427. Req callback to review concerns. Customer just purchased new Ody there and will be bringing in her 02 Accord.

*** CASE MODIFY 3/8/2005 3:39:02 PM, sjones

into WIP DISTRICT H - TC and Status of Solving.

*** CASE MODIFY COMMITMENT 3/8/2005 3:39:29 PM, sjones

with [REDACTED] due 03/10/2005 12:00:00 AM.

*** CASE MODIFY 3/8/2005 3:39:35 PM, sjones

into WIP DISTRICT H - TC and Status of Solving.

Case History

Case ID : N032005-02-2500532

Case Title : [REDACTED]

*** NOTES 3/9/2005 10:41:04 AM, sjones, Action Type : Call from Dealer
VM from SM Jeff. Req callback to discuss.

*** NOTES 3/9/2005 10:41:19 AM, sjones, Action Type : Call to Dealer
Left Vm for SM Jeff. Req callback. Phone tag.

*** CASE MODIFY 3/9/2005 10:41:22 AM, sjones
into WIP DISTRICT H - TC and Status of Solving.

*** CASE CLAIMS LOOKUP 3/9/2005 10:58:55 AM, sjones
CLAIM CHECK 03/09/2005 10:58:55 AM sjones
The following Claim History information was found
0; 2004-10-08; 208045; 558131; 510; 111154 ; ENGINE BALANCER SHAFT SEAL - REPLACE.

*** CASE MODIFY 3/9/2005 11:03:30 AM, sjones
into WIP DISTRICT H - TC and Status of Solving.

*** NOTES 3/9/2005 11:04:37 AM, sjones, Action Type : Call from Dealer
SM Jeff to call customer and set appt. and call me back w/update.

*** CASE MODIFY 3/9/2005 11:06:41 AM, sjones
into WIP DISTRICT H - TC and Status of Solving.

*** CASE FULFILL 3/9/2005 11:06:43 AM, sjones
Fulfilled for [REDACTED] due 03/10/2005 12:00:00 AM.

*** COMMIT 3/9/2005 11:06:47 AM, sjones, Action Type : N/A
Metro - Jeff - check status on Charles

*** CASE MODIFY 3/9/2005 11:07:04 AM, sjones
into WIP DISTRICT H - TC and Status of Solving.

*** NOTES 3/9/2005 12:05:41 PM, mcooley, Action Type : Call from Customer
Customer called ACS stating that he wanted to speak to the case manager, Case manager was not available, customer was transferred to case manager's voice mail.
Custoemr provided ACS with the phone number she can be reached at 909-973-2995.

*** NOTES 3/9/2005 3:07:08 PM, jbanks, Action Type : Call from Customer
I receive a call from customer requesting to speak with case mgr. or supervisor; I advised customer that I would attempt to contact case mgr. and if no answer;
I would come back on line. VM received, so I attempted to connect back to customer; however customer was on a cell phone, and accidentally disconnected. Attempted
to call customer back and no answer.

*** NOTES 3/9/2005 3:10:18 PM, ccameron, Action Type : Call from Customer
The customer called and wanted to talk to the CM and I informed the customer that I was unable to reach her, and the customer's line was disconnected.

*** NOTES 3/9/2005 3:27:13 PM, lbrown, Action Type : Call from Customer
The customer stated she is trying to reach the case manager to confirm a visit to Metro Honda and obtain a rental.
The case manager accepted the call.
Thanked
Call ended

*** NOTES 3/10/2005 7:40:14 PM, sjones, Action Type : Call from Dealer

Case History

Case ID : N032005-02-2500532

Case Title : [REDACTED]

SM Jeff called to advise:

Customer came in and duplicated key stuck in ignition. SM had technician adjust linkage. All ck ok.

SM took test drive w/customer and she admits the engine noise was not presently 'acting up'. Cust adv this noise was most prominent on a steep incline/decline. SM offered to keep the car and take on a steep hill to check. SM took car on 29 mile drive up into the mountains w/no duplication. SM adv he did see a few areas on tires that may be creating noise-tires have flatspotted. Customer was in a rental. SM to call customer today to pick up the car. SM welcomes customer to come back once noise can be duplicated for further diagnosis.

*** CASE MODIFY 3/10/2005 7:40:19 PM, sjones
into WIP DISTRICT H - TC and Status of Solving.

*** CASE FULFILL 3/10/2005 7:40:26 PM, sjones
Fulfilled for [REDACTED] ue 03/15/2005 12:00:00 AM.

*** COMMIT 3/10/2005 7:40:27 PM, sjones, Action Type : N/A

Isabella charles /metro

*** CASE MODIFY 3/10/2005 7:40:39 PM, sjones
into WIP DISTRICT H - TC and Status of Solving.

*** NOTES 3/16/2005 3:33:16 PM, sjones, Action Type : Call to Customer
LVM for Isabella @ daytime#. Req status.

*** CASE MODIFY 3/16/2005 3:33:23 PM, sjones
into WIP AWAITING REPAIR/SALES and Status of Solving.

*** CASE MODIFY 3/16/2005 3:33:24 PM, sjones
into WIP AWAITING REPAIR/SALES and Status of Solving.

*** NOTES 3/16/2005 3:34:27 PM, sjones, Action Type : Call to Customer
LVM at daytime# confirming visit at Metro. Req callback to confirm status at this point. Key still getting stuck? req callback.

*** CASE MODIFY 3/16/2005 3:34:31 PM, sjones
into WIP AWAITING REPAIR/SALES and Status of Solving.

*** CASE FULFILL 3/16/2005 3:34:33 PM, sjones
Fulfilled for [REDACTED] ue 03/15/2005 12:00:00 AM.

*** COMMIT 3/16/2005 3:34:36 PM, sjones, Action Type : N/A

close Isabella Charles if no response

*** CASE MODIFY 3/16/2005 3:34:51 PM, sjones
into WIP AWAITING REPAIR/SALES and Status of Solving.

*** NOTES 3/23/2005 1:48:25 PM, sjones, Action Type : Call to Customer
Left 2nd VM, adv closing case until recontact.

*** CASE MODIFY 3/23/2005 1:49:31 PM, sjones
into WIP AWAITING REPAIR/SALES and Status of Solving.

*** CASE FULFILL 3/23/2005 1:49:35 PM, sjones

Case History

Case ID : N032005-02-2500532

Case Title : [REDACTED]

Fulfilled for ISABELLA CHARLES due 03/30/2005 12:00:00 AM.

*** CASE MODIFY 3/23/2005 1:49:38 PM, sjones

into WIP AWAITING REPAIR/SALES and Status of Solving.

*** SUBCASE N032005-02-2500532-1 CLOSE 3/23/2005 1:49:54 PM, sjones

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032005-02-2500532-2 CLOSE 3/23/2005 1:50:09 PM, sjones

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/23/2005 1:50:10 PM, sjones

into WIP AWAITING REPAIR/SALES and Status of Solving.

*** CASE CLOSE 3/23/2005 1:50:14 PM, sjones

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

Case Details

Case ID : N012002-11-0101011 Division : Honda - Auto Condition : Closed Open Date : 11/1/2002 2:50:55 PM
 Case Originator : Stephanie Durham (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 11/1/2002 3:00:15 PM
 Case Owner : Stephanie Durham (Team HE) Method : Phone Queue : Days Open : 0
 Last Closed By : Stephanie Durham (Team HE) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : DOWNINGTOWN, PA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCF86652A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CF8662PW / A
 Miles / Hours : 11,000
 In Service Date : 04/26/2002
 Months In Use : 7
 Engine Number : F23A55014054
 Originating Dealer No. / Name : 208154 / CONICELLI HONDA
 Selling Dealer No. / Name : 208154 / CONICELLI HONDA
 Trim : VP
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012002-11-0101011-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012002-11-0101011-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Stephanie Durham	Type 1 : Product	Status : Subcase Close	Open Date : 11/1/2002 2:59:43 PM
Issue Owner : Stephanie Durham	Type 2 : Operation	Queue :	Close Date : 11/1/2002 3:00:00 PM
Issue Title :			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information, Referred to Dealer
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 : N012002-11-0101011

Case Title : 

*** CASE CREATE 11/1/2002 2:50:55 PM, sdurham

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

*** CASE CAMPAIGN LOOKUP 11/1/2002 2:50:57 PM, sdurham

CAMPAIGN CHECK 11/01/02 02:50:57 PM sdurham

No data found for VIN

*** NOTES 11/1/2002 2:58:38 PM, sdurham, Action Type : Call from Customer

The customer called because his key is stuck in the ignition. I read some info out of the owners manual on the ignition/ and key position. This didn't help, I referred him to # #207339 Phillipsburg Honda .

No further action is required.

*** CASE MODIFY 11/1/2002 2:59:02 PM, sdurham

into WIP default and Status of Solving.

*** SUBCASE N012002-11-0101011-1 CREATE 11/1/2002 2:59:43 PM, sdurham

Created in WIP Default with Due Date 11/1/2002 2:59:43 PM.

*** SUBCASE N012002-11-0101011-1 CLOSE 11/1/2002 3:00:00 PM, sdurham

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/1/2002 3:00:15 PM, sdurham

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

*** CASE RULE ACTION 11/29/2002 2:50:55 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 12/13/2002 2:50:55 PM, sa

Action owners supvsr - 45 days of rule Case Closure fired

Case Details

Case ID : N032004-09-2901070	Division : Honda - Auto	Condition : Closed	Open Date : 9/29/2004 1:19:27 PM
Case Originator : Todd Beary (Team PB)	Sub Division : Satellite Center	Status : Closed	Close Date : 9/29/2004 1:45:24 PM
Case Owner : Todd Beary (Team PB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Todd Beary (Team PB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 :	LAWRENCEVILLE, GA [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCG66502A [REDACTED]
Model / Year :	ACCORD / 2002
Model ID / Product Line :	CG6652PW / A
Miles / Hours :	38,000
In Service Date :	08/31/2002
Months In Use :	25
Engine Number :	F23A45055568
Originating Dealer No. / Name :	208058 / POWER HONDA COSTA MESA
Selling Dealer No. / Name :	208058 / POWER HONDA COSTA MESA
Trim :	LX
No. Of Doors :	4
Transmission Code :	4AT
Exterior Color :	WH
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 :	208259 / LANIER HONDA
Phone No. :	678-318-3100
Address :	3699 GEORGIA HWY. #20
City / State / Zip :	BUFORD, GA 30519
Svc District / Sls District :	07E / D07
Warranty Labor Rate / Date :	\$83.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N032004-09-2901070-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch
N032004-09-2901070-2 [REDACTED]	Subcase Close	Product	Operation	740	Frt wiper motor

Case History

Case ID : N032004-09-2901070

Case Title : 7E, [REDACTED]

*** NOTES 9/29/2004 1:19:27 PM, tbeary, Action Type :

Ignition switch sticking.

*** CASE CREATE 9/29/2004 1:19:27 PM, tbeary

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

*** CASE CAMPAIGN LOOKUP 9/29/2004 1:19:30 PM, tbeary

CAMPAIGN CHECK 09/29/2004 01:19:30 PM tbeary

No data found for VIN

*** CASE CLAIMS LOOKUP 9/29/2004 1:19:38 PM, tbeary

CLAIM CHECK 09/29/2004 01:19:38 PM tbeary

The following Claim History information was found

0; 2004-08-17; 206559; 336621; 510; 752099 ; BASE FOR STRAIGHT TIME.

*** CASE EXTENDED WARRANTY LOOKUP 9/29/2004 1:19:39 PM, tbeary

WARRANTY CHECK 09/29/2004 01:19:39 PM tbeary

No data found for VIN.

*** CASE MODIFY 9/29/2004 1:22:36 PM, tbeary

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/29/2004 1:22:47 PM, tbeary

CAMPAIGN CHECK 09/29/2004 01:22:47 PM tbeary

No data found for VIN

*** CASE VSC LOOKUP 9/29/2004 1:22:50 PM, tbeary

VSC-CUC CHECK 09/29/2004 01:22:50 PM tbeary

No data found for VIN.

*** NOTES 9/29/2004 1:36:42 PM, tbeary, Action Type : Call from Customer

Customer states he is very frustrated that his dealer cannot find an intermittent issue with the ignition and the windshield wipers. Customer states when its raining he turns on the intermittent wipers and the windshield wipers go haywire. Customer states at times he cannot get the key out of the ignition. Customer states he has been a Honda owner for 20 years. Customer states the windshield wipers were fixed before under warranty. Customer states the ignition issue has just occurred out of the warranty period. Customer inquires if Honda will assist him in resolving these issues. I advised customer that there were no recalls for these issues. I advised customer that there is no warranty coverage at this point based on the stated mileage. I advised customer that I would document his call. I advised customer to work with the dealer to diagnose the issues first. I advised customer that he can contact ACS to request good will review if he desires in the future. I advised customer the case # and my name. Customer thanked us for our assistance. I am closing case. I will send DCS.

*** NOTES 9/29/2004 1:37:59 PM, tbeary, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Intermittent issues---

Ignition switch

Windshield wipers

We advised customer to work with your dealership to inspect these issues and duplicate the concerns.

Case History

Case ID : N032004-09-2901070

Case Title : 7E [REDACTED]

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

Thank you for your attention to this matter.

Todd Beary
Automobile Customer Service

*** SUBCASE N032004-09-2901070-1 CREATE 9/29/2004 1:42:11 PM, tbeary

Created in WIP Default with Due Date 9/29/2004 1:42:11 PM.

*** SUBCASE N032004-09-2901070-1 CLOSE 9/29/2004 1:42:22 PM, tbeary

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032004-09-2901070-2 CREATE 9/29/2004 1:45:10 PM, tbeary

Created in WIP Default with Due Date 9/29/2004 1:45:10 PM.

*** SUBCASE N032004-09-2901070-2 CLOSE 9/29/2004 1:45:19 PM, tbeary

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/29/2004 1:45:24 PM, tbeary

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

Case Details

Case ID : N012004-11-0900232 Division : Honda - Auto Condition : Closed Open Date : 11/9/2004 6:38:59 AM
 Case Originator : Chris Martinez (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 1/4/2005 2:35:15 PM
 Case Owner : Jeff McCaughan (Team HG) Method : Phone Queue : Days Open : 56
 Last Closed By : Jeff McCaughan (Team HG) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED]

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 : WOODMERE, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCG66822A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG6682JW / A
 Miles / Hours : 37,984
 In Service Date : 07/31/2002
 Months In Use : 28
 Engine Number : F23A45056733
 Originating Dealer No. / Name : 207145 / OPEN ROAD HONDA
 Selling Dealer No. / Name : 207145 / OPEN ROAD HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : BL
 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 : 208365 / POTAMKIN HONDA
 Phone No. : 212-974-1010
 Address : 706-12 ELEVENTH AVENUE
 City / State / Zip : NEW YORK, NY 10019
 Svc District / Sls District : 05A / A05
 Warranty Labor Rate / Date : \$99.95 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207455	SOUTH SHORE HONDA		

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
N012004-11-0900232-1 [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans
N012004-11-0900232-2 [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans
N012004-11-0900232-3 [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans
N012004-11-0900232-4 [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N012004-11-0900232-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 11/9/2004 7:49:17 AM
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 11/10/2004 3:01:52 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Shift Quality 2181
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Repaired/Warranty, Assist - Rental
 Component Category : 10 - Power Train
 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 : N012004-11-0900232-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 11/30/2004 5:57:27 AM
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 11/30/2004 6:24:57 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Shift Quality 2181
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Referred to Dealer, Provided Information
 Component Category : 10 - Power Train
 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 : N012004-11-0900232-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 11/30/2004 6:56:33 AM
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 12/7/2004 6:50:30 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Shift Quality 2181
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Assist - AHM 100%, Assist - Rental
 Component Category : 10 - Power Train
 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 : N012004-11-0900232-4	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 12/21/2004 5:59:31 AM
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 1/4/2005 2:35:12 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Reverse 2183
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Provided Information, Repaired/Warranty, Assist - Rental, Assist -
 Component Category : 10 - Power Train
 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 : N012004-11-0900232

Case Title : 

*** CASE CREATE 11/9/2004 6:38:59 AM, cmartine

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

*** CASE CLAIMS LOOKUP 11/9/2004 6:39:04 AM, cmartine

CLAIM CHECK 11/09/2004 06:39:04 AM cmartine

The following Claim History information was found

0; 2004-08-30; 207455; 580851; 510; 218102 ; TRANSMISSION AND/OR TORQUE CONVERTER - EXCHANGE. USE ONLY WITH A/T REBUILD PROGRAM. FLUSH COOLER & LINES

*** CASE CAMPAIGN LOOKUP 11/9/2004 6:39:06 AM, cmartine

CAMPAIGN CHECK 11/09/2004 06:39:06 AM cmartine

No data found for VIN

*** CASE VSC LOOKUP 11/9/2004 6:39:09 AM, cmartine

VSC-CUC CHECK 11/09/2004 06:39:09 AM cmartine

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/9/2004 6:41:28 AM, cmartine

CLAIM CHECK 11/09/2004 06:41:28 AM cmartine

The following Claim History information was found

0; 2004-08-30; 207455; 580851; 510; 218102 ; TRANSMISSION AND/OR TORQUE CONVERTER - EXCHANGE. USE ONLY WITH A/T REBUILD PROGRAM. FLUSH COOLER & LINES

*** NOTES 11/9/2004 6:48:09 AM, cmartine, Action Type : Call from Customer

ACS received inbound call regarding a rental request.

Customer states that she noticed the vehicle would "kick" and started to slip and not drive properly on 11/07/04. Customer took the vehicle to dealer 207455

SOUTH SHORE HONDA on 11/08/04 for diagnosis and concern. Customer states that the vehicle had the transmission replaced by the dealer on 08/04.

Customer states that she feels that AHM should pay for her rental vehicle while the her vehicle is being diagnosed and repaired by the dealer. ACS informed

the customer that a rentals are not part of the standard Honda warranty and any reimbursement would be considered as one time goodwill and can not be guaranteed.

Customer understood.

Dispatching case.

*** CASE MODIFY 11/9/2004 6:48:25 AM, cmartine

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2004 6:48:33 AM, cmartine

into WIP default and Status of Solving.

*** CASE DISPATCH 11/9/2004 6:48:52 AM, cmartine

from WIP default to Queue Team D.

*** CASE YANKED 11/9/2004 7:48:44 AM, jmccaugh

Yanked by jmccaugh into WIPbin default.

*** CASE MODIFY 11/9/2004 7:48:57 AM, jmccaugh

into WIP default and Status of Solving.

*** SUBCASE N012004-11-0900232-1 CREATE 11/9/2004 7:49:17 AM, jmccaugh

Created in WIP Default with Due Date 11/9/2004 7:49:17 AM.

Case History

Case ID : N012004-11-0900232

Case Title : [REDACTED]

*** NOTES 11/9/2004 7:51:55 AM, jmccaugh, Action Type : Dealer Communication

ATTN: SERVICE MANAGER: Sam Nicoleau

This customer contacted our office regarding the following issue(s):Transmission replacement needed. Customer stated that the transmission was replaced in August of 2004. What is your diagnosis? Has the DPSM been called? What is the customer's service history. Please call me and advise. Thank you for your time.

1 (800) 999-1009 ext. 118124

Thank you for your attention to this matter.

Jeff McCaughan

Automobile Customer Service

*** CASE MODIFY 11/9/2004 7:59:42 AM, jmccaugh

into WIP District 5A and Status of Solving.

*** COMMIT 11/9/2004 8:00:50 AM, jmccaugh, Action Type : N/A

Call the Service Mgr.

*** NOTES 11/9/2004 8:03:24 AM, jmccaugh, Action Type : Call to Dealer

Called the Service Mgr. Sam. He was off today. I spoke to the Asst. Mgr. Mike. He informed me that the transmission was replaced previously. Customer dropped off the vehicle, the dlr has not done the diagnosis yet. I requested he call me back once this diagnosis is completed. I informed him of the customer's request for rental assistance. He stated he would call me once the diagnosis is completed. I thanked.

*** CASE FULFILL 11/9/2004 8:03:35 AM, jmccaugh

Fulfilled for [REDACTED] ue 11/10/2004 12:00:00 AM.

*** COMMIT 11/9/2004 8:03:37 AM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 11/10/2004 2:57:27 PM, jmccaugh, Action Type : Call to Dealer

Called and spoke to the Service Tech Mike. He informed me that the customer was provided a one day rental, as I had authorized. The solenoid was replaced under warranty. Vehicle checked out fine, and the customer picked up the vehicle. I thanked.

*** NOTES 11/10/2004 3:01:02 PM, jmccaugh, Action Type : Call to Customer

Called the customer and informed that the vehicle was repaired, and it seems to be running better than before. She stated she was assisted with a rental vehicle, and she thanked. No further assistance was requested at this time. I thanked her for calling AHM.

*** CASE FULFILL 11/10/2004 3:01:15 PM, jmccaugh

Fulfilled for [REDACTED] ue 11/10/2004 12:00:00 AM.

*** SUBCASE N012004-11-0900232-1 CLOSE 11/10/2004 3:01:52 PM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/10/2004 3:01:54 PM, jmccaugh

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

*** CASE REOPEN 11/29/2004 2:32:38 PM, jmccaugh

with Condition of Open and Status of Solving.

Case History

Case ID : N012004-11-0900232

Case Title : [REDACTED]

*** SUBCASE N012004-11-0900232-2 CREATE 11/30/2004 5:57:27 AM, jmccaugh

Created in WIP Default with Due Date 11/30/2004 5:57:27 AM.

*** CASE MODIFY 11/30/2004 5:57:57 AM, jmccaugh

into WIP default and Status of Solving.

*** NOTES 11/30/2004 5:59:33 AM, jmccaugh, Action Type : Dealer Communication

ATTN: SERVICE MANAGER: Sam Nicoleau

This customer contacted our office regarding the following issue(s): Transmission not shifting correctly. What is your diagnosis? What is the service history of this customer? Has tech line been contacted? Please call me to advise. Thank you.

1 (800) 999-1009 ext. 118124

Thank you for your attention to this matter.

Jeff McCaughan

Automobile Customer Service

*** CASE MODIFY 11/30/2004 6:00:58 AM, jmccaugh

into WIP default and Status of Solving.

*** CASE MODIFY 11/30/2004 6:01:14 AM, jmccaugh

into WIP default and Status of Solving.

*** NOTES 11/30/2004 6:03:29 AM, jmccaugh, Action Type : Call from Customer

Customer called and reopened the case. Informing AHM that she feels the transmission is not working properly. She is requesting rental assistance again.

*** COMMIT 11/30/2004 6:03:34 AM, jmccaugh, Action Type : N/A

Made to [REDACTED] due 12/01/2004 12:00:00 AM.

Call the Service Mgr.

*** NOTES 11/30/2004 6:05:18 AM, jmccaugh, Action Type : Call to Dealer

Called the Service Mgr. Sam and informed him of the customer contact. He informed me that the customer has not been back since the solenoids were replaced.

No appt. set in the system. He requested the customer call and set up an appt. I informed him I would call the customer and advise. I thanked.

*** CASE FULFILL 11/30/2004 6:05:26 AM, jmccaugh

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

*** COMMIT 11/30/2004 6:05:28 AM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 11/30/2004 6:18:33 AM, jmccaugh, Action Type : Call to Customer

Called the customer and she informed me that she is having the same problem with the transmission on her Honda. I asked if she has addressed this concern at South Shore Honda? She stated no. She does not want to go back to this dlr. She is still waiting for the refund check for \$39.00 for the rental vehicle she had to get. I apologized she is having this concern. She went on to tell me that this is not fair she is having to address this same concern for the third time. I again apologized she is having this concern with the vehicle. I asked her which Honda dlr she is planning to take the vehicle to? She was not sure at this time. She again stated she is requesting I assist her again with a rental vehicle. I informed her that AHM has no obligation, written, or implied to cover rental vehicles in every repair. She stated she understood this, however, she again does not feel this is fair. I informed her that GW assistance

Case History

Case ID : N012004-11-0900232

Case Title : [REDACTED]

is offered on a case by case basis. I will consider this assistance once she informs me when she will be taking the vehicle in to the dlr, and which Honda dlr she is taking the vehicle to. I will then contact the Service Mgr to discuss the diagnosis, he may tell me the vehicle is working as designed? She stated it is not working as designed. I informed her I am not doubting her, I first need to have a diagnosis performed, and then I will consider GW assistance for her request. Customer was provided my name, phone #, and ext. I requested she call me back once she has an appt. She informed me she will never buy another Honda, and ended the call.

*** NOTES 11/30/2004 6:19:48 AM, jmccaugh, Action Type : Dealer Communication
ATTN: SERVICE MANAGER: Sam Nicoleau

This customer contacted our office regarding the following issue(s):Rental reimbursement. Customer is still waiting for the \$39.00 reimbursement check. Please make sure that this was mailed to the customer. Thank you for your time.

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

Thank you for your attention to this matter.

Jeff McCaughan
Automobile Customer Service

*** CASE MODIFY 11/30/2004 6:24:19 AM, jmccaugh
into WIP default and Status of Solving.

*** CASE MODIFY 11/30/2004 6:24:31 AM, jmccaugh
into WIP default and Status of Solving.

*** CASE FULFILL 11/30/2004 6:24:37 AM, jmccaugh
Fulfilled for [REDACTED] due 12/01/2004 12:00:00 AM.

*** SUBCASE N012004-11-0900232-2 CLOSE 11/30/2004 6:24:57 AM, jmccaugh
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/30/2004 6:25:00 AM, jmccaugh
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 11/30/2004 6:45:20 AM, jmccaugh
with Condition of Open and Status of Solving.

*** NOTES 11/30/2004 6:52:48 AM, jmccaugh, Action Type : Call from Customer

Dr. [REDACTED] called and informed me that he is [REDACTED] father, and the registered owner of this vehicle. I updated the customer's personal data. He stated he has been called by his daughter and she is upset we are not going to repair the vehicle under warranty. I informed him that this was never stated. I informed his daughter that the vehicle is no longer under the mfg warranty because of the mileage she has on this vehicle. AHM has documented and recorded the previous repairs, and repair attempts that have been made in the past. We are willing to consider repairing the vehicle under warranty, or possible GW assistance, however, we first will need the vehicle to be diagnosed by a Honda dlr. Once this is diagnosis is completed, I will be able to make a decision of possible assistance. He stated he is going to have the vehicle taken to the Honda dlr in Manhattan. I informed him that we do not have a dlr in Manhattan itself. He informed me that he would take the vehicle to the dlr on 11th Ave. I informed him that this is Potamkin Honda. I stated I would contact the Service Mgr. Bruce to discuss this repair. He thanked. I stated I would call him back once the diagnosis has been completed.

*** SUBCASE N012004-11-0900232-3 CREATE 11/30/2004 6:56:33 AM, jmccaugh
Created in WIP Default with Due Date 11/30/2004 6:56:33 AM.

Case History

Case ID : N012004-11-0900232

Case Title : [REDACTED]

*** CASE MODIFY 11/30/2004 6:57:02 AM, jmccaugh
into WIP default and Status of Solving.

*** CASE MODIFY 11/30/2004 6:57:48 AM, jmccaugh
into WIP default and Status of Solving.

*** NOTES 11/30/2004 7:01:02 AM, jmccaugh, Action Type : Dealer Communication
ATTN: SERVICE MANAGER: Bruce Barton

This customer contacted our office regarding the following issue(s): Transmission not shifting correctly, according to the customer. What is your diagnosis? The customer recently had the solenoids replaced at South Shore Honda. Customer is requesting rental assistance, if the vehicle has to be kept by the dlr for this repair. Please call me and advise on the diagnosis ASAP.

1 (800) 999-1009 ext. 118124

Thank you for your attention to this matter.

Jeff McCaughan
Automobile Customer Service

*** COMMIT 11/30/2004 7:01:07 AM, jmccaugh, Action Type : N/A

Call the Service Mgr. Bruce.

*** NOTES 11/30/2004 7:03:01 AM, jmccaugh, Action Type : Call to Dealer

Called the Service Mgr. Bruce to inform him of the customer, and the transmission concern on this vehicle. He informed me that he has not been contacted by this customer, and sees no open RO, or appt. set. I provided back round, and he informed me that he would keep me updated. I thanked.

*** CASE FULFILL 11/30/2004 7:03:10 AM, jmccaugh

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

*** NOTES 11/30/2004 2:51:11 PM, jmccaugh, Action Type : Call from Customer

Customer called and left a VM @ 1412 PST. Beth stated she is currently at the dealership. She requested I call the dlr to discuss her situation.

*** CASE CLAIMS LOOKUP 12/1/2004 8:09:39 AM, jmccaugh

CLAIM CHECK 12/01/2004 08:09:39 AM jmccaugh

The following Claim History information was found

0; 2004-08-30; 207455; 580851; 510; 218102 ; TRANSMISSION AND/OR TORQUE CONVERTER - EXCHANGE. USE ONLY WITH A/T REBUILD PROGRAM. FLUSH COOLER & LINES

*** CASE VSC LOOKUP 12/1/2004 8:10:51 AM, jmccaugh

VSC-CUC CHECK 12/01/2004 08:10:51 AM jmccaugh

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/1/2004 8:11:29 AM, jmccaugh

CLAIM CHECK 12/01/2004 08:11:29 AM jmccaugh

The following Claim History information was found

0; 2004-08-30; 207455; 580851; 510; 218102 ; TRANSMISSION AND/OR TORQUE CONVERTER - EXCHANGE. USE ONLY WITH A/T REBUILD PROGRAM. FLUSH COOLER & LINES

Case History

Case ID : N012004-11-0900232

Case Title : [REDACTED]

*** CASE MODIFY 12/1/2004 8:13:38 AM, jmccaugh
into WIP District 5A and Status of Solving.

*** NOTES 12/1/2004 11:32:56 AM, jmccaugh, Action Type : Call to Dealer

Called the Service Mgr. Bruce, and he informed me that the vehicle was brought in to the dlr at 5:15 PM, EST. The woman informed Muriel of her concern with the transmission, customer left the vehicle for a diagnosis. Bruce informed me that it is raining today. He will not be able to road test the vehicle until the rain lets up. I informed him of the contact by the father, who stated he is the registered owner of this vehicle. I provided his name, and phone #'s to be contacted at. He stated he would call him to discuss the diagnosis. I informed him of the customer's previous repairs, and the request for rental assistance. He stated he would keep me updated. I thanked.

*** COMMIT 12/1/2004 11:33:12 AM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 12/3/2004 8:15:42 AM, jmccaugh, Action Type : Call to Dealer

Called the Service Mgr. Bruce to discuss the diagnosis. He informed me that they are in the middle of the diagnosis as we speak. He will call me once the diagnosis is completed. He informed me that the customer's daughter has taken it upon herself to rent a vehicle. The dlr told her that they are not going to pay for this, and AHM has not authorized this at this time. I thanked.

*** NOTES 12/3/2004 8:16:18 AM, jmccaugh, Action Type : Call from Customer

Customer called and left a VM. He would like to be called back at (516) 569-3524.

*** CASE CAMPAIGN LOOKUP 12/3/2004 8:18:29 AM, jmccaugh

CAMPAIGN CHECK 12/03/2004 08:18:29 AM jmccaugh
No data found For VIN

*** CASE CLAIMS LOOKUP 12/3/2004 8:18:45 AM, jmccaugh

CLAIM CHECK 12/03/2004 08:18:45 AM jmccaugh
The following Claim History information was found
0; 2004-08-30; 207455; 580851; 510; 218102 ; TRANSMISSION AND/OR TORQUE CONVERTER - EXCHANGE. USE ONLY WITH A/T REBUILD PROGRAM. FLUSH COOLER & LINES

*** NOTES 12/3/2004 8:27:24 AM, jmccaugh, Action Type : Call to Customer

Called [REDACTED] and informed him I have received his VM. I have contacted the dlr and spoke to the Service Mgr. Bruce. He has informed me that they are completing the diagnosis at this time, and once they have completed this diagnosis, he will call me and advise. Customer informed me that he spoke to Muriel earlier today and had him authorize the diagnosis. Customer was informed that his daughter has taken it upon herself to rent a vehicle. He stated this is another issue. I informed him that AHM is not obligated to pay for this rental vehicle. I stated that I would make a decision of GW assistance once the diagnosis is completed. He stated he understood and will call his daughter and inform her of this. I thanked. I stated I would call him back once I have been contacted by the Service Mgr. He thanked.

*** CASE FULFILL 12/3/2004 8:27:30 AM, jmccaugh

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

*** CASE RULE ACTION 12/7/2004 6:38:59 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 12/7/2004 6:42:40 AM, jmccaugh, Action Type : Call to Dealer

Called the Service Mgr. Bruce, and he informed me that the diagnosis did determine that the vehicle needs to have a transmission replacement. The part was ordered yesterday, and the vehicle will be repaired as soon as the part comes in. I authorized to cover the repair 100%, and the rental vehicle from the day the vehicle was dropped off. He stated he would inform Muriel. She will then call the customer Dr. Getrue and advise. I thanked.

Case History

Case ID : N012004-11-0900232

Case Title : XXXXXXXXXX

*** CASE CAMPAIGN LOOKUP 12/7/2004 6:46:25 AM, jmccaugh
CAMPAIGN CHECK 12/07/2004 06:46:25 AM jmccaugh
No data found For VIN

*** NOTES 12/7/2004 6:50:00 AM, jmccaugh, Action Type : Call to Customer

Called the customer and informed him of my conversation with the Service Mgr. Bruce. He informed me that the dlr has called him. I informed him that since this is the second time this transmission has been replaced, I again would assist him with the rental expense, from the day he dropped this vehicle off. He thanked. I requested he take the paid receipt to the dlr once the repair is completed, I have authorized the dlr to reimburse you for the rental at the cost of \$35.00 a day. He again thanked. I thanked him for calling AHM.

*** SUBCASE N012004-11-0900232-3 CLOSE 12/7/2004 6:50:30 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/7/2004 6:50:32 AM, jmccaugh

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

*** CASE REOPEN 12/17/2004 12:19:58 PM, cmartine

with Condition of Open and Status of Solving.

*** NOTES 12/17/2004 12:24:21 PM, cmartine, Action Type : Call from Customer

ACS received inbound call from Dr. XXXXXXXXXX who states that the vehicle was picked up from the dealer on 12/13/04 and on 12/16/04 the vehicle would not go into reverse. Customer is calling ACS and demanding that his case be escalated to a Supervisor. Customer is requesting the dealer make arrangements to tow the vehicle to the dealer for repair and provide a free rental vehicle. ACS informed the customer that he would print the case and take to Supervisor D. Copeland for review.

*** CASE CLOSE 12/17/2004 12:27:01 PM, cmartine

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

*** CASE REOPEN 12/20/2004 12:09:08 PM, ksulliva

with Condition of Open and Status of Solving.

*** NOTES 12/20/2004 12:11:29 PM, ksulliva, Action Type : Call from Customer

Customer is calling stating that he spoke with Potamkin Honda and was told that they would pay off his lease but, his payments would be higher than they are now. Customer states that is not what he wants and would like to know what AH is going to do? ACS advised that I will forward to cm, so that cm can call him back. Customer understood.

*** CASE CLOSE 12/20/2004 12:11:36 PM, ksulliva

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

*** CASE REOPEN 12/20/2004 12:59:31 PM, jmccaugh

with Condition of Open and Status of Solving.

*** NOTES 12/20/2004 3:14:41 PM, lknox, Action Type : Call from Customer

Customer called to check on the status of the case. He says that he has called the CM several times and has not received a call back. ACS informed him that he would have to speak with the CM regarding the case. He is demanding to speak with a Supervisor. I informed him that the supervisor is not available to speak with him, however I would be happy to forward him to the CM's voice mail because he is gone for the day. Customer says that is not satisfactory for him, he is tired of waiting on someone to call him back. I apologized to him for the experience and informed him that I will make a note in the case regarding his concern. He said he will call the CM tomorrow and if he still does not get any help he will have to go another route.

*** NOTES 12/21/2004 5:57:17 AM, jmccaugh, Action Type : Call from Customer

Case History

Case ID : N012004-11-0900232

Case Title : [REDACTED]

Customer Dr [REDACTED] left a VM on 12/17/04, informing AHM that his daughters vehicle is having another concern with the transmission. He requested a call back. ** I was out sick on this day **.

*** NOTES 12/21/2004 5:58:55 AM, jmccaugh, Action Type : Call from Customer

[REDACTED] calls and leaves me a VM on 12/20/04 @ 1018 PST. She states that I am not returning her fathers call, or hers, so she will call someone else.

*** COMMIT 12/21/2004 5:59:02 AM, jmccaugh, Action Type : N/A

Made to [REDACTED] due 12/22/2004 12:00:00 AM.

Call the customer.

*** SUBCASE N012004-11-0900232-4 CREATE 12/21/2004 5:59:31 AM, jmccaugh

Created in WIP Default with Due Date 12/21/2004 5:59:31 AM.

*** NOTES 12/21/2004 6:01:43 AM, jmccaugh, Action Type : Dealer Communication

ATTN: SERVICE MANAGER: Bruce Barton

This customer contacted our office regarding the following issue(s):Transmission repair needed, vehicle not working in reverse. What is your diagnosis? Has the DPSM been contacted? Has tech line been called? Please call me and advise, ASAP. Thank you for your time.

1 (800) 999-1009 ext. 118124

Thank you for your attention to this matter.

Jeff McCaughan

Automobile Customer Service

*** NOTES 12/21/2004 6:03:48 AM, jmccaugh, Action Type : Call from Dealer

Rob called and left a VM on 12/20/04, informing me that the customer has brought the vehicle back to the dlr. The vehicle has no reverse, and needs a new transmission control unit. He requested I call him back.

*** COMMIT 12/21/2004 6:03:54 AM, jmccaugh, Action Type : N/A

Call the Service Mgr.

*** NOTES 12/21/2004 6:08:21 AM, jmccaugh, Action Type : Call to Dealer

Called the Service Mgr. Bruce, and he was not available. I spoke to Rob, and he informed me that the vehicle needs a new transmission, transmission control unit, and the customer is requesting a rental vehicle. I asked if the DPSM was contacted? He stated no. I authorized the repair, and rental assistance 100%. He stated he would call the customer at this time. I thanked.

*** CASE FULFILL 12/21/2004 6:08:47 AM, jmccaugh

Fulfilled for [REDACTED] due 12/22/2004 12:00:00 AM.

*** NOTES 12/21/2004 6:11:27 AM, jmccaugh, Action Type : Call to Customer

Called the customer, Dr. [REDACTED] back at the day time phone #. I provided my name, phone #, and requested he call me back ASAP. I thanked.

*** CASE FULFILL 12/21/2004 6:11:34 AM, jmccaugh

Fulfilled for [REDACTED] due 12/22/2004 12:00:00 AM.

*** NOTES 12/21/2004 8:33:55 AM, jmccaugh, Action Type : Call from Customer

Dr. [REDACTED] called and left 6 more VMs requesting I call him back on his cell phone. He provided the [REDACTED]

Case History

Case ID : N012004-11-0900232

Case Title : [REDACTED]

*** NOTES 12/21/2004 8:44:24 AM, jmccaugh, Action Type : Call to Customer

Called Dr [REDACTED] and informed him I have received the VMs he has left for me. I apologized I have been sick, and was unable to call him back sooner. I advised him that I have received all messages his daughter and he have left with AHM. I apologized he is needing another repair on this vehicle. I stated we would cover the cost of the transmission, the transmission control unit, the rental vehicle, and the towing bill. He thanked. I thanked him for calling AHM.

*** COMMIT 12/21/2004 8:47:33 AM, jmccaugh, Action Type : N/A

Call the Service Mgr.

*** CASE MODIFY 12/21/2004 8:48:40 AM, jmccaugh
into WIP District 5A and Status of Solving.

*** NOTES 1/4/2005 2:28:02 PM, jmccaugh, Action Type : Call to Dealer

Called the Service Mgr. Bruce, and he informed me that the vehicle was repaired under warranty, and the customer picked up last Thursday. I asked if the customer was provided rental assistance during this repair? He stated yes. He informed me that the customer was not pleased that he had to have this vehicle repaired again, and has given poor ratings on the dlrs survey.

*** CASE FULFILL 1/4/2005 2:28:20 PM, jmccaugh

Fulfilled for [REDACTED] due 12/22/2004 12:00:00 AM.

*** COMMIT 1/4/2005 2:28:25 PM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 1/4/2005 2:30:15 PM, jmccaugh, Action Type : Call to Customer

Called the customer at the day time phone #. I left a VM, and requested he call me back. I thanked.

*** NOTES 1/4/2005 2:34:44 PM, jmccaugh, Action Type : Call to Customer

Called the customer at the evening phone #. I spoke to the daughter [REDACTED]. She was rude and condescending. She stated that the vehicle is working fine at this time, however, the key sticks, and she feels this will just be a temporary fix. I asked her if she would like to go to the dlr and have this issue addressed. She stated no. I apologized she has needed this repair. She stated she is sure she will be calling us again. The call ended.

*** CASE FULFILL 1/4/2005 2:34:57 PM, jmccaugh

Fulfilled for [REDACTED] due 01/05/2005 12:00:00 AM.

*** SUBCASE N012004-11-0900232-4 CLOSE 1/4/2005 2:35:12 PM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/4/2005 2:35:15 PM, jmccaugh

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

Case Details

Case ID : N012006-01-1200208 Division : Honda - Auto Condition : Closed Open Date : 1/12/2006 7:55:26 AM
 Case Originator : Jeff McCaughan (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 1/12/2006 8:02:43 AM
 Case Owner : Jeff McCaughan (Team HG) Method : Phone Queue : Days Open : 0
 Last Closed By : Jeff McCaughan (Team HG) Point of Origin : Customer Wipbin :
 Case Title : I [REDACTED] 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 : HACIENDA HEIGHTS, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCG668X2A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG6682PRW / A
 Miles / Hours : 69,000
 In Service Date : 07/30/2002
 Months In Use : 42
 Engine Number : F23A45060954
 Originating Dealer No. / Name : 207427 / METRO HONDA
 Selling Dealer No. / Name : 207427 / METRO HONDA
 Trim : SE
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : BK
 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 : 207427 / METRO HONDA
 Phone No. : 909-625-5000
 Address : 9399 AUTOPLEX DRIVE
 City / State / Zip : MONTCLAIR, CA 91763
 Svc District / Sls District : 01B / D01
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012006-01-1200208-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012006-01-1200208-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 1/12/2006 8:01:53 AM
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 1/12/2006 8:02:40 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information, Referred to Dealer
 Component Category : 11 - Electrical 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 : N012006-01-1200208

Case Title : 

*** CASE CREATE 1/12/2006 7:55:26 AM, jmccaugh

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

*** CASE MODIFY 1/12/2006 7:55:59 AM, jmccaugh

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 1/12/2006 7:56:11 AM, jmccaugh

CAMPAIGN CHECK 01/12/2006 07:56:11 AM jmccaugh

No data found for VIN

*** CASE MODIFY 1/12/2006 7:57:20 AM, jmccaugh

into WIP default and Status of Solving.

*** NOTES 1/12/2006 8:01:24 AM, jmccaugh, Action Type : Call from Customer

Customer's father called and informed me that the key stuck in the ignition last night. He disconnected the battery and the key came out. He wanted to know if this could be the solenoid? I stated that it may be, or it may be the ignition switch. I asked if the concern has been addressed by a Honda dlr? He stated no. I recommended he take the vehicle to his local Honda dlr for a diagnosis. He stated he would do this. I asked if there is anything else I could assist him with today? He stated no. I thanked him for calling AHM.

*** SUBCASE N012006-01-1200208-1 CREATE 1/12/2006 8:01:53 AM, jmccaugh

Created in WIP Default with Due Date 1/12/2006 8:01:53 AM.

*** SUBCASE N012006-01-1200208-1 CLOSE 1/12/2006 8:02:40 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/12/2006 8:02:43 AM, jmccaugh

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

Case Details

Case ID : N052004-08-1500089 Division : Honda - Auto Condition : Closed Open Date : 8/15/2004
Case Originator : John Kristianson (Team PA) Sub Division : PCRM Status : Closed Close Date : 10/29/2004 8:29:39 AM
Case Owner : Claudia Chao (Team CC) Method : Pro-Active O/B Queue : Days Open : 75
Last Closed By : Claudia Chao (Team CC) Point of Origin : Repeat Warranty Clm Wipbin :
Case Title : [REDACTED] 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 : PROVO, UT [REDACTED]
E Mail : [REDACTED]
Svc District / Sis District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 3HGCG56452G [REDACTED]
Model / Year : ACCORD / 2002
Model ID / Product Line : CG5642PW / A
Miles / Hours : 67,000
In Service Date : 04/25/2002
Months In Use : 28
Engine Number : F23A15009354
Originating Dealer No. / Name : 207970 / KEN GARFF HONDA OF OREM
Selling Dealer No. / Name : 207970 / KEN GARFF HONDA OF OREM
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
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 : 208161 / STOCKTON TO MALONE HONDA
Phone No. : 801-553-5100
Address : 10860 SO.AUTOMALL DR.
City / State / Zip : SANDY, UT 84070
Svc District / Sis District : 10F / C10
Warranty Labor Rate / Date : \$93.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207970	KEN GARFF HONDA OF ORE		
207108	SANTAN HONDA SUPERSTO		

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
N052004-08-1500089-1 / [REDACTED]	Subcase Close	Product	Operation	218102	TRANSMISSION AND/OR

Issue Details

Issue ID : N052004-08-1500089-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : John Kristianson	Type 1 : Product	Status : Subcase Close	Open Date : 8/15/2004
Issue Owner : Claudia Chao	Type 2 : Operation	Queue :	Close Date : 9/10/2004 10:22:33 AM
Issue Title :	[REDACTED]		

Coding Info :

Labor Code / Desc : 218102 / TRANSMISSION AND/OR TORQUE CONVERTER
 Condition Code Desc Internal Fail 2182
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Provided Information
 Component Category : 10 - Power Train
 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
06200-PAX-A52	WARRANTY A/R BARE	Not Applicable

Case History

Case ID : N052004-08-1500089

Case Title : XXXXXXXXXX

*** CASE ASSIGN 8/16/2004 7:11:53 AM, wnazaret
N052004-08-1500089 to cchao, WIP

*** CASE RULE ACTION 8/16/2004 7:11:54 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N052004-08-1500089-1 ASSIGN 8/16/2004 7:11:57 AM, wnazaret
N052004-08-1500089-1 to cchao, WIP

*** SUBCASE N052004-08-1500089-1 RULE ACTION 8/16/2004 7:11:58 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/16/2004 7:47:41 AM, cchao
into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 8/16/2004 7:48:03 AM, cchao

CLAIM CHECK 08/16/2004 07:48:03 AM cchao

The following Claim History information was found

0; 2004-02-17; 207108; 390400; 510; 218102 ; TRANSMISSION AND/OR TORQUE CONVERTER - EXCHANGE. USE
ONLY WITH A/T REBUILD PROGRAM. FLUSH COOLER & LINES WIT

*** CASE CAMPAIGN LOOKUP 8/16/2004 7:48:06 AM, cchao

CAMPAIGN CHECK 08/16/2004 07:48:06 AM cchao

No data found For VIN

*** CASE VSC LOOKUP 8/16/2004 7:48:09 AM, cchao

VSC-CUC CHECK 08/16/2004 07:48:09 AM cchao

No data found for VIN.

*** CASE MODIFY 8/16/2004 7:48:46 AM, cchao

into WIP default and Status of Solving.

*** CASE MODIFY 8/16/2004 2:24:16 PM, cchao

into WIP default and Status of Solving.

*** COMMIT 8/17/2004 9:39:42 AM, cchao, Action Type : N/A

2nd attempt needed

*** NOTES 8/20/2004 7:38:25 AM, cchao, Action Type : Call to Customer

I called customer to follow up with previous Transmission repairs that were performed on customer's vehicle and to answer any questions or concerns that they might have. Customer was not available, so I left a message to please give me a call at their earliest convenience and advised them I can be reached at 800-999-1009 ext 220876.

*** NOTES 8/20/2004 7:38:41 AM, cchao, Action Type : Call to Customer

I called customer to follow up with previous Transmission repairs that were performed on customer's vehicle and to answer any questions or concerns that they might have. Customer was not available, so I left a message to please give me a call at their earliest convenience and advised them I can be reached at 800-999-1009 ext 220876.

*** NOTES 8/20/2004 7:39:24 AM, cchao, Action Type : Note-General

First attempt was made Monday 8/16, but forgot to note.

Case History

Case ID : N052004-08-1500089

Case Title : [REDACTED]

*** CASE FULFILL 8/20/2004 7:39:29 AM, cchao

Fulfilled for [REDACTED] due 08/20/2004 12:00:00 AM.

*** COMMIT 8/20/2004 7:39:31 AM, cchao, Action Type : N/A

2nd attempt made, 10 day letter will be sent

*** CASE MODIFY 8/24/2004 12:39:07 PM, cchao

into WIP 10 Day Letter and Status of Solving.

*** NOTES 8/24/2004 12:39:29 PM, cchao, Action Type : Note-General

Since customer has not returned any of my messages, I will now send a '10 day letter.

*** NOTES 8/24/2004 12:41:15 PM, cchao, Action Type : Letter/Fax

August 24, 2004

[REDACTED]
Provo, UT [REDACTED]

Re: 2002 Honda Accord

VIN: 3HGCG56452C [REDACTED]
[REDACTED]

At American Honda, your satisfaction with your 2002 Accord is a priority to us. Our records show that you may have had some transmission repairs done at your dealer. I have been attempting to contact you regarding the satisfaction with those repairs. The reason for the calls and this letter is that I want to ensure that your vehicle is meeting your expectations.

If you require any further assistance or if I can answer any questions that you might have with your vehicle, please contact American Honda at your earliest convenience. I can be reached at (800) 999-1009, x220876 (Pacific Standard Time, 7:00am - 3:30pm, Monday - Friday). If I do not hear from you by September 3, I will presume that your vehicle has been repaired to your satisfaction and close your file.

Customer service is of the utmost importance to American Honda Motor Company, and I am here to assist you. I look forward to talking with you. Thank you very much for your loyalty to Honda and to Honda Cars Of Mesa.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.
Automobile Customer ServiceClaudia Chao
Automobile Customer Service
Case # N052004-08-1500089

*** CASE FULFILL 8/24/2004 12:41:21 PM, cchao

Fulfilled for [REDACTED] due 08/25/2004 12:00:00 AM.

Case History

Case ID : N052004-08-1500089

Case Title : [REDACTED]

*** COMMIT 8/24/2004 12:41:25 PM, cchao, Action Type : N/A

10 day letter sent

*** NOTES 8/27/2004 3:25:07 PM, cchao, Action Type : Call from Customer

Ms. [REDACTED] returned my call. She stated she received my letter. I explained to her the reason for my call was to follow up with previous Transmission repair that were performed on her vehicle and to answer any question or concerns that she might have. customer stated she is still experiencing problems with the vehicle. She stated she didn't know if it was the transmission or not, because she took the vehicle to an independent and they advised her it was not the transmission. She stated they advised her to go to a Honda dealership and have it taken care of under the warranty. She stated she already had two transmissions. She said the vehicle jerks forward when it comes to a stop, the key gets stuck and the rear door on the driver side squeaks. She stated she thinks last time she took the vehicle for the squeaking, but thinks they might have worked on the wrong door. I apologized to customer for any inconvenience she has experienced. She also stated she feels the assist SM Jay Solven was very discriminating to her because she is a women. I again apologized to customer. I advised her I was glad she call me and is giving me the opportunity to assist her. I advised her I would like to coordinate the appointment for her. She stated Mornings any day till Thursday, because she will be leaving town. She stated it's really hard for her, because she needs her vehicle. I advised her that I will see if the dealership can provide a loaner for her if not, I would provide one for her. Customer was very happy and thanked me. I advised her I was going to call the dealership to set the appointment and then call her back to confirm.

*** CASE FULFILL 8/27/2004 3:25:16 PM, cchao

Fulfilled for [REDACTED] due 09/03/2004 12:00:00 AM.

*** COMMIT 8/27/2004 3:25:27 PM, cchao, Action Type : N/A

follow up with dealership

*** NOTES 9/1/2004 12:01:54 PM, cchao, Action Type : Note-General

I was out on 8/30 and 8/31. I was not able to coordinate appt for customer.

*** NOTES 9/1/2004 12:03:52 PM, cchao, Action Type : Call to Customer

I called customer, but received voicemail. I apologized to customer for not getting back to her sooner. I advised her if she can please return my call. I provided AHM 800 number along with my ext.

*** CASE MODIFY 9/1/2004 12:04:18 PM, cchao

into WIP Will Close 9/3 If No Re and Status of Solving.

*** CASE FULFILL 9/1/2004 12:04:29 PM, cchao

Fulfilled for [REDACTED] due 08/31/2004 12:00:00 AM.

*** COMMIT 9/1/2004 12:04:32 PM, cchao, Action Type : N/A

No responds letter sent out

*** NOTES 9/2/2004 11:37:27 AM, cchao, Action Type : Call to Customer

I called customer, but received voicemail. I apologized to customer for not getting back to her sooner. I advised her if she can please return my call. I provided AHM 800 number along with my ext.

*** CASE MODIFY COMMITMENT 9/2/2004 11:37:41 AM, cchao

with [REDACTED] due 09/03/2004 12:00:00 AM.

*** NOTES 9/3/2004 11:01:24 AM, cchao, Action Type : Call to Customer

I called customer to follow up with her, but received voice mail. I left a message for her to please return my call. I provided AHM 800 number along with my ext.

*** NOTES 9/3/2004 11:02:09 AM, cchao, Action Type : Note-General

Case History

Case ID : N052004-08-1500089

Case Title : [REDACTED]

Since customer has not returned any of my messages, I will now send a 'No responds letter.

*** NOTES 9/3/2004 11:05:22 AM, cchao, Action Type : Letter/Fax
September 3, 2004

[REDACTED]
Provo UT, [REDACTED]

Re: 2002 Honda Accord
VIN: 3HGCG56452G [REDACTED]
[REDACTED]

I appreciate the opportunity to assist you with the issues you are having with your 2002 Accord. I hope that we are closer to resolving any outstanding issues.

I attempted to contact you at 810-375-9725, but have not been able to reach you. I realize that you are extremely busy, and given the time difference, it may be inconvenient for you to call me during the workday.

In an effort to bring your concerns to a successful resolution, I would like you to contact me at your earliest convenience. If you require any further assistance or if I can answer any questions that you might have with your vehicle, please contact American Honda at your earliest convenience. I can be reached at (800) 999-1009 Ext. 220876 (Pacific Standard Time, 7:00am - 3:30pm, Monday - Friday). If I do not hear from you by September 10, I will presume that your vehicle has been repaired to your satisfaction and close your file.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

Claudia Chao
Automobile Customer Service
Case # N052004-08-1500089

*** CASE MODIFY COMMITMENT 9/3/2004 11:06:05 AM, cchao
with [REDACTED] due 09/10/2004 12:00:00 AM.

*** NOTES 9/10/2004 10:16:52 AM, cchao, Action Type : Note-General
Customer has not returned my call or responded to letter. I will close case.

*** NOTES 9/10/2004 10:21:06 AM, cchao, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

This message is to inform you that I had contacted customer regarding the Transmission repairs performed on customer's vehicle, as per the PCRM procedure. I would like to inform you that the customer stated vehicle jerks forward when it comes to a stop, her keys get stuck and the rear door on the driver side squeaks. I been trying to get a hold of customer to coordinate an appointment with your dealership, but I haven't been able to.

Case History

Case ID : N052004-08-1500089

Case Title : [REDACTED]

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

Thank you for your attention to this matter.

Claudia Chao
Automobile Customer Service

*** NOTES 9/10/2004 10:22:16 AM, cchao, Action Type : Note-General

Since I am not able to get a hold of customer, I will close her case.

*** SUBCASE N052004-08-1500089-1 CLOSE 9/10/2004 10:22:33 AM, cchao

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/10/2004 10:22:40 AM, cchao

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

*** CASE REOPEN 10/5/2004 9:06:29 AM, cchao

with Condition of Open and Status of Solving.

*** NOTES 10/5/2004 9:07:42 AM, cchao, Action Type : Call from Customer

Ms. [REDACTED] Cevy called and left me a voicemail. She asked if I can please return her call. She provided her cell number 818-830-3736.

*** NOTES 10/5/2004 9:15:21 AM, cchao, Action Type : Call to Customer

I returned customer phone call, but the number provided was wrong. I called her business number and left her a message to please return my call.

*** NOTES 10/5/2004 10:35:00 AM, cchao, Action Type : Call from Customer

Customer returned my call. She advised me she wanted to go ahead and schedule the appt. She stated any time this week or next. I asked her what time would be good for her. She stated mornings. I asked her if the vehicle still jerks forward when it comes to a stop ,if the keys still gets stuck and the rear door on the driver side squeaks. She stated it did. I advised her I was going to call the dealership to coordinate the appt and then call her back to confirm. Customer understood.

*** CASE CAMPAIGN LOOKUP 10/5/2004 10:49:11 AM, cchao

CAMPAIGN CHECK 10/05/2004 10:49:11 AM cchao

No data found For VIN

*** NOTES 10/5/2004 11:04:58 AM, cchao, Action Type : Call to Dealer

I called Ken Garff Honda and spoke to SM Mike. I advised Mike that I would like to coordinate an appt for Ms. Cevy. Mike looked at Ms. Cevy history and advised me the following: He advised me the key getting stuck hasn't been duplicated the times she has brought the vehicle in, the trans was normal when and the squeaking noise was never brought to the attn of dealership. He stated customer has only taken vehicle in for an oil change once and the rest is warranty repairs. I thanked him for the information. I advised him, I wanted to make the appt when he is going to be available, that way if the customer had any questions. He stated 10/7/04 Thursday at 9:00. I asked if needed can he provide customer with a loaner. He stated they didn't have loaners. I advised him if necessary I will provide my authorization number for a rental of \$30 a day. SA Mike took my authorization number down. I thanked him for his help.

*** NOTES 10/5/2004 11:14:15 AM, cchao, Action Type : Call to Customer

I called the customer, but received voice mail. I advised her, that her appt is schedule for Thursday Oct 7 at 9:00am. I advised her to ask for SM Mike if she had any questions. I also advised her if needed I gave my authorization number for a rental. I advised her I will follow up with her on Thursday.

*** COMMIT 10/5/2004 11:14:20 AM, cchao, Action Type : N/A

follow up with Assist SM / Cusotmer

Case History

Case ID : N052004-08-1500089

Case Title : [REDACTED]

*** NOTES 10/7/2004 9:01:53 AM, cchao, Action Type : Call from Customer

Ms. [REDACTED] called and left me a voicemail. She stated she went on a test drive with Mr. [REDACTED] for 30 mins. She was not able to make the vehicle duplicated the issues, she then had the tech drive it and he was able to serval times. She stated Mr. Paterson advised her it was normal. He advised her they will fix the gear shift and the door, but the trans was running normal. She stated she disagrees. She stated this is her 6th Honda.

*** NOTES 10/7/2004 9:47:45 AM, cchao, Action Type : Call to Dealer

I called the dealership and asked to speak to SM Mike, but he was in a meeting. I left AHM 800 number along with my ext.

*** CASE MODIFY COMMITMENT 10/7/2004 9:48:04 AM, cchao

with [REDACTED] due 10/08/2004 12:00:00 AM.

*** NOTES 10/7/2004 9:51:44 AM, cchao, Action Type : Call to Customer

I called customer on cell phone, but something was wrong, so I called customer at the home number and left her a message to please return my call.

*** CASE CAMPAIGN LOOKUP 10/7/2004 1:47:52 PM, cchao

CAMPAIGN CHECK 10/07/2004 01:47:52 PM cchao

No data found For VIN

*** NOTES 10/7/2004 1:56:34 PM, cchao, Action Type : Call from Dealer

SM Mike returned my call. He advised me what Ms. [REDACTED]s experiencing is 100% norma, he stated they drove the vehicle for 30 mins. He advised me he did order parts (Shift lever and Micro Switch) he advised me they should be in Tuesday. He also advised me he will be gone all next week. I thank Mike for all his time.

*** NOTES 10/7/2004 2:15:58 PM, cchao, Action Type : Call to Customer

I called Ms [REDACTED] and advised her I did receive her voicemail regarding (She was not able to make the vehicle duplicated the issues, she then had the tech drive it and he was able to serval times. She stated Mr. [REDACTED] advised her it was normal. He advised her they will fix the gear shift and the door, but the trans was running normal. She stated she disagrees.) She stated she disagrees with SM Mike, she said she had a recording and her purse and a witness. She said when the tech. drove the car and the SM was in the front seat, she said when the issue was duplicated the tech said that wasn't normal. Once they got to the dealership SM advised her it was normal. I apologized to customer. I advised her the parts were order and should be in Tuesday. I advised her I will call the dealership on Tuesday to confirm. She said something is wrong with the car. I advised her if she liked to go back and take another Accord for a test drive to see if it's normal or not. She stated she would like to do that, but doesn't want to take her vehicle back to the same dealership. I advised her if she didn't want to do that she can take it to another one. She asked if she could take it to Stockton To Malone Honda in Sandy. I advised her that would be fine. I asked her I will need to call Stockton Honda and coordinate the appt. I asked her with date and time would be good. She stated Wednesday 10/13 at 11:00am. I advised her I will call her back to confirm. Customer thanked me.

*** NOTES 10/7/2004 2:26:06 PM, cchao, Action Type : Call to Dealer

I called Stockton To Malone Honda and asked to speak to SM, but was advised he had left for the day. I asked if I could speak to the Assist SM. I was advised he was the Assist. I advised Kenny of Ms [REDACTED] concern and that I wanted to go ahead and coordinate and appt for him. Assist SM Kenny asked what time. I advised him Wednesday the 13 at 11:00. I advised him I will contact customer and advise her to ask for him. I also asked if needed can he provided her with a loaner, he stated they didn't have loaner. I advised him if needed I will give him my authoritarian number for a rental. I thanked Kenny for his time.

*** NOTES 10/7/2004 2:29:21 PM, cchao, Action Type : Call to Customer

I called customer, but received voicemail. I advised her I was calling to confirm her appt for 10/13 at 11:00 and to asked for Assist SM Kenny. I also advised her if she had any questions to please give me a call.

*** CASE MODIFY COMMITMENT 10/7/2004 2:29:32 PM, cchao

with [REDACTED] due 10/13/2004 12:00:00 AM.

Case History

Case ID : N052004-08-1500089

Case Title : [REDACTED]

*** NOTES 10/13/2004 12:31:20 PM, cchao, Action Type : Call from Dealer

Ms. [REDACTED] called and left me a voicemail stated she wouldn't be able to make her appt. She stated an emergency came up and would like to reschedule for Monday 18 at 11:00. She asked if I could go ahead and coordinate the appt.

*** NOTES 10/13/2004 12:34:45 PM, cchao, Action Type : Call to Dealer

I called Stockton To Malone Honda and spoke to Assist SM Kenny. I advised him Ms. [REDACTED] would need to have her appt. reschedule for Monday the 18 at 11:00. Kenny advised me that would be fine. I asked him if he was going to be available on Monday. He stated he wasn't. I asked him if his SM would be. He stated he would. He advised me he will go ahead and update SM Eric and SA Lisa on Ms. [REDACTED] concerns. I thanked Kenny for his help.

*** NOTES 10/13/2004 12:37:55 PM, cchao, Action Type : Call to Customer

I called customer and confirmed her appt for Monday and advised her Assist SM Kenny will not be available, but SM Eric and SA Lisa will be there to assist her. I advised her to please give me a call if she had any concerns. Customer thanked me.

*** CASE MODIFY COMMITMENT 10/13/2004 12:38:15 PM, cchao

with [REDACTED] due 10/18/2004 12:00:00 AM.

*** CASE MODIFY 10/18/2004 12:31:18 PM, cchao

into WIP Working Cases and Status of Solving.

*** NOTES 10/18/2004 12:33:02 PM, cchao, Action Type : Call to Dealer

I called Stockton Honda and spoke to SA Lisa. Lisa advised me Ms. Cevy didn't come in for her appt. I thanked Lisa for her time.

*** NOTES 10/18/2004 12:34:27 PM, cchao, Action Type : Call to Customer

I called customer, but received voicemail. I advised her I call dealership and they advised me she was able to keep her appt. I advised her if she would like to reschedule to please give me a call.

*** CASE MODIFY COMMITMENT 10/18/2004 12:35:49 PM, cchao

with [REDACTED] due 10/19/2004 12:00:00 AM.

*** NOTES 10/18/2004 1:30:57 PM, cchao, Action Type : Call from Customer

Ms. [REDACTED] called and stated she did take the vehicle in and she took the vehicle on a test drive with Mike. She stated just as they pulled out of the parking lot Mike advised her that was right. She stated she had to be some where else so she couldn't leave the vehicle. She stated she will take the vehicle back on Friday. I advised her it would have been a good idea her to leave her vehicle so the issue can be addressed. She stated she didn't even think about that. She asked if I can call the dealership back and asked if she can dropped off the vehicle tomorrow Tuesday or Wednesday. She also stated she took a 2002 Accord for a test drive and she stated it didn't drive like hers. I will call the dealership back and see. I advised her I would call her back.

*** NOTES 10/18/2004 1:41:34 PM, cchao, Action Type : Call to Dealer

I called Stockton To Malone Honda and spoke to SA Mike. I advised Mike that I wanted to go ahead and address customer concerns. I advised him instead of bringing in the vehicle on Friday can we go ahead and coordinated an appt for Wednesday. He stated that would be fine. He stated Wednesday 10/20 at 9:00. He advised me he coordinated the appt with Assist SM Kenny. I advised him to go ahead and make arrangements for a rental of \$30 a day if needed. I also asked him if issue was duplicated. He stated when the vehicle is slowing down it jumps forward. I thank Mike for his help.

*** NOTES 10/18/2004 1:45:13 PM, cchao, Action Type : Call to Customer

I called customer and advised her of her appt for Wednesday at 9:00. I advised her to go ahead and ask for Assist SM Kenny. I advised her a rental will be provided as a Goodwill gesture from AHM if needed. Customer thanked me for my help.

*** CASE MODIFY 10/18/2004 1:45:20 PM, cchao

into WIP Working Cases and Status of Solving.

*** CASE MODIFY COMMITMENT 10/18/2004 1:45:39 PM, cchao

Case History

Case ID : N052004-08-1500089

Case Title : [REDACTED]

with [REDACTED] due 10/20/2004 12:00:00 AM.

*** NOTES 10/22/2004 1:14:34 PM, cchao, Action Type : Call to Dealer

I called the dealership and asked to speak to Assist SM Kenny. I received his voice mail. I left him a message to please return my call.

*** NOTES 10/22/2004 1:19:16 PM, cchao, Action Type : Call to Customer

I called customer she advised me the vehicle is at the dealership. She stated she was advised the problem is with the throttle. She stated she was advised the part was ordered. She stated she needs her vehicle back, because she will be leaving town, whether it's fixed or not. She stated she can take her vehicle back if it wasn't, but needs her vehicle. I advised her I will call the dealership and call her back. Customer thanked me..

*** CASE FULFILL 10/22/2004 1:22:21 PM, cchao

Fulfilled for [REDACTED] due 10/20/2004 12:00:00 AM.

*** NOTES 10/22/2004 1:25:57 PM, cchao, Action Type : Call to Dealer

I called SM Kenny and explained the customer concerns. Kenny advised me her vehicle will be ready at 3:00. He stated the vehicle was driven and the issue seems to be resolved. I thanked Kenny for all his help.

*** NOTES 10/22/2004 1:30:38 PM, cchao, Action Type : Call to Customer

I called customer and left her a message on her voice mail. I advised her vehicle will be ready at 3:00. I advised her, that I will follow up with her later next week so she had time to test drive the vehicle.

*** COMMIT 10/22/2004 1:30:50 PM, cchao, Action Type : N/A

follow up w/ customer

*** NOTES 10/28/2004 8:19:25 AM, cchao, Action Type : Call to Customer

I called Ms. [REDACTED] but received voice mail. I left her a message advising her I was calling to make sure she is satisfied with the repair. I advised her to please return my call.

*** CASE MODIFY COMMITMENT 10/28/2004 8:19:38 AM, cchao

with [REDACTED] due 10/29/2004 12:00:00 AM.

*** NOTES 10/29/2004 8:27:06 AM, cchao, Action Type : Call to Customer

I called customer, but received voice mail. I left her a message stating I advised her I been attempting to contact her, but have not been able to reach her. I advised her I realize that she is extremely busy, and given the time difference, it may be inconvenient for her to give me a call during the workday. I advised her I will be closing her file, but If she require any further assistance or if I can answer any questions that you might have with the vehicle, to please contact me.

*** NOTES 10/29/2004 8:28:26 AM, cchao, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This message is just to inform you that attempts were made to contact customer regarding repairs performed on the vehicle, as per the PCRm procedure. Customer has not responded therefore I will close this case with the understanding that customer is satisfied with the repair work completed on their vehicle, and needs no further assistance. Have a great day!

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

Thank you for your attention to this matter.

Claudia Chao

Case History

Case ID : N052004-08-1500089

Case Title :



Automobile Customer Service

*** NOTES 10/29/2004 8:29:18 AM, cchao, Action Type : Note-General

Since I have not received a response from customer after 2 calls. I will now close case.

*** CASE CLOSE 10/29/2004 8:29:39 AM, cchao

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

Case Details

Case ID : N012009-03-1900032 Division : Honda - Auto Condition : Closed Open Date : 3/19/2009 6:19:48 AM
 Case Originator : Eric Osuna (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 3/19/2009 6:26:37 AM
 Case Owner : Eric Osuna (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Eric Osuna (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : MICHIGAN CITY, IN [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 3HGCG56442G [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG5642PW / A
 Miles / Hours : 118,000
 In Service Date : 08/30/2002
 Months In Use : 79
 Engine Number : F23A15406851
 Originating Dealer No. / Name : 207712 / SCHROEDER HONDA
 Selling Dealer No. / Name : 208101 / GURLEY LEEP HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012009-03-1900032-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	725	Ignition Switch

Issue Details

Issue ID : N012009-03-1900032-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Eric Osuna	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/19/2009 6:26:27 AM
Issue Owner : Eric Osuna	Type 2 : Eligibility	Queue :	Close Date : 3/19/2009 6:26:37 AM
Issue Title :			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist Denied
 Component Category : 11 - Electrical 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 : N012009-03-1900032

Case Title :



*** CASE CREATE 3/19/2009 6:19:48 AM, eosuna

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

*** CASE CUC LOOKUP 3/19/2009 6:20:22 AM, eosuna

CUC CHECK 03/19/2009 06:20:22 AM eosuna

The following CUC information was found

[REDACTED];ACTIVE;105000;47446;60046;2006-07-18;2009-08-30;;2006-07-18;2006-07-18;208101;;0;2006-08-31;2006-08-01

*** CASE VSC LOOKUP 3/19/2009 6:20:22 AM, eosuna

VSC CHECK 03/19/2009 06:20:22 AM eosuna

The following VSC information was found

;;;;;;0;0;;0.0

*** CASE CAMPAIGN LOOKUP 3/19/2009 6:20:26 AM, eosuna

CAMPAIGN CHECK 03/19/2009 06:20:25 AM eosuna

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CLAIMS LOOKUP 3/19/2009 6:20:32 AM, eosuna

CLAIM CHECK 03/19/2009 06:20:32 AM eosuna

The following Claim History information was found

0; 2006-05-09; 208101; 787888; 510; 218102 ; TRANSMISSION AND TORQUE CONVERTER - EXCHANGE.

*** CASE EXTENDED WARRANTY LOOKUP 3/19/2009 6:20:34 AM, eosuna

WARRANTY CHECK 03/19/2009 06:20:33 AM eosuna

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/19/2009 6:20:38 AM, eosuna

CAMPAIGN CHECK 03/19/2009 06:20:38 AM eosuna

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** NOTES 3/19/2009 6:25:55 AM, eosuna, Action Type : Call from Customer

Verified customer information

Situation:

ignition switch

Request:

Information

Probing:

Customer said that he was having ignition switch issues. He said his was locked up right now. He said he had been looking online and he found several complaints as well as recalls. He wanted to know if anything applied to him.

Conclusion:

Case History

Case ID : N012009-03-1900032

Case Title : [REDACTED]

ACS informed the customer that there were no recalls for the particular vehicle and that any repairs based on age and mileage would be his responsibility.

*** SUBCASE N012009-03-1900032-1 CREATE 3/19/2009 6:26:27 AM, eosuna

Created in WIP Default with Due Date 3/19/2009 6:26:27 AM.

*** SUBCASE N012009-03-1900032-1 CLOSE 3/19/2009 6:26:37 AM, eosuna

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/19/2009 6:26:37 AM, eosuna

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

Case Details

Case ID : N012005-08-0102010	Division : Honda - Auto	Condition : Closed	Open Date : 8/1/2005 4:29:39 PM
Case Originator : Rena Curtis (Team HG)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/18/2005 9:23:29 AM
Case Owner : Chris Davis (Team HF)	Method : Phone	Queue :	Days Open : 17
Last Closed By : Chris Davis (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 :	FT WORTH, TX [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 3HGCG56402G [REDACTED]
Model / Year :	ACCORD / 2002
Model ID / Product Line :	CG5642PW / A
Miles / Hours :	59,000
In Service Date :	08/06/2002
Months In Use :	36
Engine Number :	F23A15409491
Originating Dealer No. / Name :	207545 / HUGGINS HONDA
Selling Dealer No. / Name :	207545 / HUGGINS HONDA
Trim :	LX
No. Of Doors :	4
Transmission Code :	4AT
Exterior Color :	BL
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 :	207545 / HUGGINS HONDA
Phone No. :	817-485-0300
Address :	7551 NE LOOP 820
City / State / Zip :	N.RICHLND HILLS, TX 76180
Svc District / Sls District :	03A / A03
Warranty Labor Rate / Date :	\$86.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012005-08-0102010-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012005-08-0102010-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chris Davis	Type 1 : Product	Status : Subcase Close	Open Date : 8/2/2005 3:50:13 PM
Issue Owner : Chris Davis	Type 2 : Operation	Queue :	Close Date : 8/18/2005 9:23:16 AM
Issue Title :	[REDACTED]		

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied
Component Category : 11 - Electrical 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 : N012005-08-0102010

Case Title : 03A- [REDACTED]

*** CASE CREATE 8/1/2005 4:29:39 PM, rcurtis

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

*** CASE VSC LOOKUP 8/1/2005 4:31:43 PM, rcurtis

VSC CHECK 08/01/2005 04:31:43 PM rcurtis

The following VSC information was found

;;;;;;0;0;;0.0

*** CASE CUC LOOKUP 8/1/2005 4:31:43 PM, rcurtis

CUC CHECK 08/01/2005 04:31:43 PM rcurtis

The following CUC information was found

[REDACTED] ACTIVE;100000;33896;48000;2005-08-06;2009-08-06;;2004-07-10;2004-07-10;207545;;0;2004-07-31;2004-07-12

*** CASE CAMPAIGN LOOKUP 8/1/2005 4:31:44 PM, rcurtis

CAMPAIGN CHECK 08/01/2005 04:31:44 PM rcurtis

No data found for VIN

*** CASE CLAIMS LOOKUP 8/1/2005 4:31:49 PM, rcurtis

CLAIM CHECK 08/01/2005 04:31:49 PM rcurtis

The following Claim History information was found

0; 2005-04-12; 207545; 245611; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023

*** CASE EXTENDED WARRANTY LOOKUP 8/1/2005 4:31:51 PM, rcurtis

WARRANTY CHECK 08/01/2005 04:31:51 PM rcurtis

No data found for VIN.

*** CASE MODIFY 8/1/2005 4:37:46 PM, rcurtis

into WIP default and Status of Solving.

*** NOTES 8/1/2005 4:42:08 PM, rcurtis, Action Type : Call from Customer

The customer states he took his vehicle out of town last weekend and when he arrived at the destination he was unable to remove the key from the ignition.

The car would start, it just was stuck in the ignition. This is the original key provided at the time of purchase and it never stuck in the ignition prior to this. The customer has owned the vehicle for just over a year and it is a Certified Used Car. The customer called Key Retrievers of K.C. and they were able to remove the key after spraying WD40. The cost of the repair was \$65.00. When the customer called Huggins Honda for reimbursement and spoke to Steve Coleman, he was directed to ACS for further assistance. He would like to know if he can be reimbursed for this charge, considering this car is a Certified Used Car.

I advised him that in the interest of customer satisfaction that I would forward his request to a case manager for further consideration. Mr. Wallick was holding his infant son, so rather than take the case number I advised him to reference the VIN if calling back. The customer required no further assistance; call ended.

*** CASE MODIFY 8/1/2005 4:42:43 PM, rcurtis

into WIP default and Status of Solving.

*** CASE DISPATCH 8/1/2005 4:42:56 PM, rcurtis

from WIP default to Queue Honda Team F.

*** CASE MODIFY 8/1/2005 4:43:01 PM, rcurtis

Case History

Case ID : N012005-08-0102010

Case Title : 03A- [REDACTED]

into WIP default and Status of Solving.

*** CASE ASSIGN 8/2/2005 7:28:56 AM, galbu
N012005-08-0102010 to cdavis, WIP

*** CASE RULE ACTION 8/2/2005 7:28:58 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012005-08-0102010-1 CREATE 8/2/2005 3:50:13 PM, cdavis
Created in WIP Default with Due Date 8/2/2005 3:50:13 PM.

*** COMMIT 8/2/2005 3:50:35 PM, cdavis, Action Type : N/A
f/u cust

*** CASE MODIFY 8/2/2005 3:51:17 PM, cdavis
into WIP default and Status of Solving.

*** NOTES 8/10/2005 3:56:12 PM, csiders, Action Type : Call from Customer

The customer called to speak with his case manager. The case manager was unavailable. I asked the customer if he would like to leave a message and then transferred him to voicemail.

*** CASE CAMPAIGN LOOKUP 8/18/2005 8:32:10 AM, cdavis
CAMPAIGN CHECK 08/18/2005 08:32:10 AM cdavis
No data found For VIN

*** CASE CUC LOOKUP 8/18/2005 8:33:25 AM, cdavis
CUC CHECK 08/18/2005 08:33:25 AM cdavis
The following CUC information was found

[REDACTED] ACTIVE;100000;33896;48000;2005-08-06;2009-08-06;;2004-07-10;2004-07-10;207545;;0;2004-07-31;2004-07-12

*** CASE VSC LOOKUP 8/18/2005 8:33:25 AM, cdavis
VSC CHECK 08/18/2005 08:33:25 AM cdavis
The following VSC information was found
;;;;;;;;;0;0;;0.0

*** CASE CAMPAIGN LOOKUP 8/18/2005 9:03:08 AM, cdavis
CAMPAIGN CHECK 08/18/2005 09:03:08 AM cdavis
No data found For VIN

*** CASE CUC LOOKUP 8/18/2005 9:07:20 AM, cdavis
CUC CHECK 08/18/2005 09:07:20 AM cdavis
The following CUC information was found

[REDACTED] ACTIVE;100000;33896;48000;2005-08-06;2009-08-06;;2004-07-10;2004-07-10;207545;;0;2004-07-31;2004-07-12

*** CASE VSC LOOKUP 8/18/2005 9:07:20 AM, cdavis
VSC CHECK 08/18/2005 09:07:20 AM cdavis
The following VSC information was found
;;;;;;;;;0;0;;0.0

Case History

Case ID : N012005-08-0102010

Case Title : 03A [REDACTED]

*** NOTES 8/18/2005 9:22:54 AM, cdavis, Action Type : Note-General

August 18, 2005

[REDACTED]
Ft. Worth, TX [REDACTED]

Dear Mr. Wallick

This letter is to confirm the decision made by American Honda Motor Co., Inc. regarding your request for reimbursement for the key removal on your 2002 Honda Accord VIN: 3HGCG56402G [REDACTED]

We have at your request reviewed the case. In brief, your vehicle is beyond the manufacturer's warranty provision of 3 years/36,000 miles. Also, there isn't any outstanding recalls that may be linked to the cause of this incident. Unfortunately, your request for goodwill does not fall within our parameters for assistance.

I trust you can understand our position. Should you have any questions or comments, please feel free to contact our office at (800) 999-1009.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

Christopher Davis
Regional Case Manager
Automobile Customer Service
N012005-08-0102010

*** SUBCASE N012005-08-0102010-1 CLOSE 8/18/2005 9:23:16 AM, cdavis

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 8/18/2005 9:23:19 AM, cdavis

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

*** CASE CLOSE 8/18/2005 9:23:29 AM, cdavis

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

Case Details

Case ID : N012006-12-2100162	Division : Honda - Auto	Condition : Closed	Open Date : 12/21/2006 7:59:34 AM
Case Originator : Lisa Prak (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/21/2006 9:10:14 AM
Case Owner : Lisa Prak (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Lisa Prak (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]		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 : MESA, AZ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 3HGCG564X2G [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG5642PW / A
 Miles / Hours : 84,000
 In Service Date : 09/27/2002
 Months In Use : 51
 Engine Number : F23A15416903
 Originating Dealer No. / Name : 207108 / SANTAN HONDA SUPERSTORE
 Selling Dealer No. / Name : 207108 / SANTAN HONDA SUPERSTORE
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : WH
 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 : 208216 / TEMPE HONDA
 Phone No. : 480-893-7900
 Address : 8030 S. AUTOPLEX LOOP
 City / State / Zip : TEMPE, AZ 85284
 Svc District / Sls District : 10D / D10
 Warranty Labor Rate / Date : \$116.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012006-12-2100162-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch
N012006-12-2100162-2 / [REDACTED]	Subcase Close	Product	Technical Assistance		

Issue Details

Issue ID : N012006-12-2100162-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lisa Prak	Type 1 : Product	Status : Subcase Close	Open Date : 12/21/2006 9:08:03 AM
Issue Owner : Lisa Prak	Type 2 : Operation	Queue :	Close Date : 12/21/2006 9:10:14 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 11 - Electrical 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 : N012006-12-2100162-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Lisa Prak	Type 1 : Product	Status : Subcase Close	Open Date : 12/21/2006 9:09:54 AM
Issue Owner : Lisa Prak	Type 2 : Technical Assistance	Queue :	Close Date : 12/21/2006 9:10:10 AM
Issue Title : [REDACTED]			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012006-12-2100162

Case Title : [REDACTED]

*** CASE CREATE 12/21/2006 7:59:34 AM, lprak

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

*** CASE VSC LOOKUP 12/21/2006 7:59:40 AM, lprak

VSC-CUC CHECK 12/21/2006 07:59:40 AM lprak

No data found for VIN.

*** NOTES 12/21/2006 8:04:38 AM, lprak, Action Type : Contention

Customer called in stating that the key is stuck in the accessory mode. However, she is able to drive the vehicle but the key cannot be removed from the ignition. The key will not turn backward but will turn forward. She is inquiring on how to remove the key from the ignition. I apologized for any inconvenience and advised her that because I am not a technician, then I will not be able to diagnose her problem over the phone. I advised her that I will have to refer her to get in contact with a Honda dealership because they are our trained technicians.

She inquired on the number to Tempe Honda which I provided to her.

*** CASE MODIFY 12/21/2006 8:05:39 AM, lprak

into WIP default and Status of Solving.

*** NOTES 12/21/2006 8:06:35 AM, lprak, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Just want to give you the heads up that Michelle Dimmit will be contacting you soon because the key is stuck in the accessory mode. However, she is able to drive the vehicle but the key cannot be removed from the ignition. The key will not turn backward but will turn forward. She is inquiring on how to remove the key from the ignition.

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

Thank you for your attention to this matter.

Lisa Prak

Automobile Customer Service

*** SUBCASE N012006-12-2100162-1 CREATE 12/21/2006 9:08:03 AM, lprak

Created in WIP Default with Due Date 12/21/2006 9:08:03 AM.

*** SUBCASE N012006-12-2100162-2 CREATE 12/21/2006 9:09:54 AM, lprak

Created in WIP Default with Due Date 12/21/2006 9:09:54 AM.

*** SUBCASE N012006-12-2100162-2 CLOSE 12/21/2006 9:10:10 AM, lprak

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012006-12-2100162-1 CLOSE 12/21/2006 9:10:14 AM, lprak

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/21/2006 9:10:14 AM, lprak

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

Case Details

Case ID : N012007-02-0802226 Division : Honda - Auto Condition : Closed Open Date : 2/8/2007 4:25:52 PM
 Case Originator : Tracey Green (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 2/8/2007 4:36:02 PM
 Case Owner : Tracey Green (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Tracey Green (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : LA VERNE, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM82644A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM8264JNW / A
 Miles / Hours : 50,052
 In Service Date : 09/20/2003
 Months In Use : 41
 Engine Number : J30A42006667
 Originating Dealer No. / Name : 208220 / NORM REEVES HONDA SUPERSTOR
 Selling Dealer No. / Name : 208220 / NORM REEVES HONDA SUPERSTOR
 Trim : EX-V6
 No. Of Doors : 2
 Transmission Code : SAT
 Exterior Color : GY
 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 : 208220 / NORM REEVES HONDA SUPERSTORE
 Phone No. : 626-756-3800
 Address : 1840 E. GARVEY AVE. SO
 City / State / Zip : WEST COVINA, CA 91791
 Svc District / Sls District : 01E / D01
 Warranty Labor Rate / Date : \$99.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012007-02-0802226-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-02-0802226-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tracey Green	Type 1 : Product	Status : Subcase Close	Open Date : 2/8/2007 4:35:37 PM
Issue Owner : Tracey Green	Type 2 : Operation	Queue :	Close Date : 2/8/2007 4:35:53 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical 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 : N012007-02-0802226

Case Title : [REDACTED]

*** CASE CREATE 2/8/2007 4:25:52 PM, tgreen

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

*** CASE CLAIMS LOOKUP 2/8/2007 4:25:57 PM, tgreen

CLAIM CHECK 02/08/2007 04:25:57 PM tgreen

The following Claim History information was found

0; 2005-03-29; 208220; 591241; 510; 222110 ; SAFETY RECALL: ACCORD V6 AUTOMATIC TRANSMISSION SECOND GEAR INSPECTION - VEHICLES WITH MORE THAN 15,000 MILES

*** CASE CAMPAIGN LOOKUP 2/8/2007 4:26:02 PM, tgreen

CAMPAIGN CHECK 02/08/2007 04:26:02 PM tgreen

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 2005-03-29; FX
04-027; Q32; 03-04 RADIO DISPLAY; ;

*** CASE VSC LOOKUP 2/8/2007 4:26:04 PM, tgreen

VSC-CUC CHECK 02/08/2007 04:26:04 PM tgreen

No data found for VIN.

*** CASE MODIFY 2/8/2007 4:31:59 PM, tgreen

into WIP default and Status of Solving.

*** CASE MODIFY 2/8/2007 4:32:32 PM, tgreen

into WIP default and Status of Solving.

*** NOTES 2/8/2007 4:35:14 PM, tgreen, Action Type : Call from Customer

Customer called ACS regarding keys stuck in the ignition

ACS advised customer ACS will contact the dealership and conference in for emergency assistance. S/A was able to talk customer through and get key out of ignition.

Customer did not need any further assistance. Customer thanked ACS and ended call. case closed.

*** SUBCASE N012007-02-0802226-1 CREATE 2/8/2007 4:35:37 PM, tgreen

Created in WIP Default with Due Date 2/8/2007 4:35:37 PM.

*** SUBCASE N012007-02-0802226-1 CLOSE 2/8/2007 4:35:53 PM, tgreen

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/8/2007 4:36:02 PM, tgreen

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

Case Details

Case ID : N012006-03-1700265 Division : Honda - Auto Condition : Closed Open Date : 3/17/2006 8:10:27 AM
 Case Originator : Stephanie Hermosillo (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 3/17/2006 8:27:14 AM
 Case Owner : Stephanie Hermosillo (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Stephanie Hermosillo (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : STONY POINT, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM82614A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM8264JNW / A
 Miles / Hours : 24,000
 In Service Date : 12/27/2003
 Months In Use : 27
 Engine Number : J30A42023693
 Originating Dealer No. / Name : 207956 / HONDA OF ESSEX
 Selling Dealer No. / Name : 208272 / HONDA OF NANUET
 Trim : EX-V6
 No. Of Doors : 2
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012006-03-1700265-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Case History

Case ID : N012006-03-1700265

Case Title : 

*** CASE CREATE 3/17/2006 8:10:27 AM, shermosi

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

*** CASE MODIFY 3/17/2006 8:10:31 AM, shermosi

into WIP default and Status of Solving.

*** CASE MODIFY 3/17/2006 8:11:23 AM, shermosi

into WIP default and Status of Solving.

*** NOTES 3/17/2006 8:16:19 AM, shermosi, Action Type : Call from Customer

Customer called and stated that the key will not come out of the ignition.

Explained to the customer that it must be in park and in the zero position.

Customer stated that his wife was moving the vehicle. After moving the vehicle, the key came out.

Explained to the customer that they may want to contact a Honda dealership for inspection.

Customer understood and had no further questions or concerns at this time.

*** SUBCASE N012006-03-1700265-1 CREATE 3/17/2006 8:26:55 AM, shermosi

Created in WIP Default with Due Date 3/17/2006 8:26:55 AM.

*** CASE MODIFY 3/17/2006 8:27:07 AM, shermosi

into WIP default and Status of Solving.

*** CASE CLOSE 3/17/2006 8:27:14 AM, shermosi

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

*** SUBCASE N012006-03-1700265-1 CLOSE 3/17/2006 8:27:14 AM, shermosi

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012005-10-2401332 Division : Honda - Auto Condition : Closed Open Date : 10/24/2005 8:34:25 AM
 Case Originator : Christina Griffin (Team MA) Sub Division : Customer Relations Status : Closed Close Date : 10/24/2005 2:59:25 PM
 Case Owner : Christina Griffin (Team MA) Method : Phone Queue : Days Open : 0
 Last Closed By : Christina Griffin (Team MA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : BELTSVILLE, MD [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56384A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5634PLW / A
 Miles / Hours : 15,000
 In Service Date : 10/16/2003
 Months In Use : 24
 Engine Number : K24A42013179
 Originating Dealer No. / Name : / OURISMAN HONDA
 Selling Dealer No. / Name : / OURISMAN HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 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 : / OURISMAN HONDA
 Phone No. : 301-656-1000
 Address : 4800 BETHESDA AVENUE
 City / State / Zip : BETHESDA, MD 20814
 Svc District / Sls District : 06A / A06
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012005-10-2401332-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012005-10-2401332-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Christina Griffin	Type 1 : Product	Status : Subcase Close	Open Date : 10/24/2005 2:59:01 PM
Issue Owner : Christina Griffin	Type 2 : Operation	Queue :	Close Date : 10/24/2005 2:59:25 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical 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 : N012005-10-2401332

Case Title : 6A- [REDACTED]

*** CASE CREATE 10/24/2005 8:34:25 AM, cgriffin

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

*** NOTES 10/24/2005 8:34:26 AM, cgriffin, Action Type :

Customer states sometimes he has a hard time removing the key from the ignition.

*** CASE MODIFY 10/24/2005 2:57:00 PM, cgriffin

into WIP New/Default and Status of Solving.

*** NOTES 10/24/2005 2:58:19 PM, cgriffin, Action Type : Call from Customer

Customer would like to know what could be causing this to happen. Informed the customer that it would be best to have technician at his local Honda dlr inspect his vehicle along w/the actual key. Customer then asked for the name and number to his the dlr in his area and it was given.

*** CASE MODIFY 10/24/2005 2:58:39 PM, cgriffin

into WIP New/Default and Status of Solving.

*** SUBCASE N012005-10-2401332-1 CREATE 10/24/2005 2:59:01 PM, cgriffin

Created in WIP Default with Due Date 10/24/2005 2:59:01 PM.

*** SUBCASE N012005-10-2401332-1 MODIFY 10/24/2005 2:59:17 PM, cgriffin

into WIP New/Default and Status of Solving.

*** CASE MODIFY 10/24/2005 2:59:20 PM, cgriffin

into WIP New/Default and Status of Solving.

*** SUBCASE N012005-10-2401332-1 CLOSE 10/24/2005 2:59:25 PM, cgriffin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/24/2005 2:59:25 PM, cgriffin

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

Case Details

Case ID : N012004-06-0200438 Division : Honda - Auto Condition : Closed Open Date : 6/2/2004 9:15:35 AM
 Case Originator : Heather McGinn (Team HI) Sub Division : Customer Relations Status : Closed Close Date : 6/7/2004 9:34:23 AM
 Case Owner : Jeff Swedlund (Team HH) Method : Fax Queue : Days Open : 5
 Last Closed By : Jeff Swedlund (Team HH) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : BURBANK, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM66854A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM6684JNW / A
 Miles / Hours : 5,000
 In Service Date : 11/06/2003
 Months In Use : 7
 Engine Number : J30A42025846
 Originating Dealer No. / Name : 206888 / SIERRA HONDA
 Selling Dealer No. / Name : 207325 / DCH GARDENA HONDA
 Trim : EX-V6NV
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 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 : 208103 / HONDA OF THE DESERT
 Phone No. : 760-328-8981
 Address : 68-025 KYLE ROAD
 City / State / Zip : CATHEDRAL CITY, CA 92234
 Svc District / Sls District : 01L / D01
 Warranty Labor Rate / Date : \$79.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-06-0200438-1 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N012004-06-0200438-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff Swedlund	Type 1 : Product	Status : Subcase Close	Open Date : 6/3/2004 9:00:13 AM
Issue Owner : Jeff Swedlund	Type 2 : Operation	Queue :	Close Date : 6/7/2004 9:32:11 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
Condition Code Desc Reverse 2183
Campaign Code / Desc : /
Temperament Code :
Resolutions : Repaired/Warranty
Component Category : 10 - Power Train
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 : N012004-06-0200438

Case Title : [REDACTED]

*** NOTES 6/2/2004 9:15:35 AM, hmcginn, Action Type :

On 6/1/04 ACS received a fax from customer regarding a product issue. The customer purchased the vehicle new. This is the customer's 4th Honda. The customer wrote the following:

"...(On 5/29/04), I was backing my car into a parking space. All of a sudden, resistance was felt in the car. I was unable to move the gear selector into Reverse and Park. The silver button on the gear selector would not move. After letting the car idle for several minutes, the button on the selector would go in and I parked the car by backing into the space. Upon completion, I was unable to remove the key from the ignition..."

I located a Honda dealership in the area and promptly brought my car to the repair center... As of today, my car continues to sit at Honda of the Desert... By the close of business on Saturday and after changing several parts on the vehicle, the problem was not accurately deduced. I was given information by Bob Dipari, service advisor, that the necessary repair may now involve 1 or 2 switches - the park pin switch and/or the shift lock solenoid switch.

Because my car is an '04, neither part was available at the service center... I am now in a rental car... I anticipate that the repair will be completed within the next few days... I look forward to your response to this letter and to see the steps that you take to remedy this disconcerting situation."

*** CASE CREATE 6/2/2004 9:15:35 AM, hmcginn

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

*** CASE MODIFY 6/2/2004 9:15:54 AM, hmcginn

into WIP default and Status of Solving.

*** CASE DISPATCH 6/2/2004 9:15:57 AM, hmcginn

from WIP default to Queue Team A.

*** CASE ACCEPT 6/2/2004 3:28:14 PM, jswedlun

from Queue Team A to WIP default.

*** CASE MODIFY 6/2/2004 4:52:02 PM, jswedlun

into WIP default and Status of Solving.

*** SUBCASE N012004-06-0200438-1 CREATE 6/3/2004 9:00:13 AM, jswedlun

Created in WIP Default with Due Date 6/3/2004 9:00:13 AM.

*** COMMIT 6/3/2004 9:00:55 AM, jswedlun, Action Type : N/A

Made to [REDACTED] due 06/06/2004 09:00:57 AM.

cl HOD: car down? rpr'd? warranty? mileage?...cl cust

*** NOTES 6/3/2004 9:02:18 AM, jswedlun, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 6/6/2004 9

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:

Mike: customer wrote a letter to AHM about their transmission/shift solenoid.

IS THIS VEHICLE CURRENTLY DOWN? OR HAS IT BEEN RPR'D? WAS IT COVERED UNDER WARRANTY? WHAT IS THE MILEAGE?

Case History

Case ID : N012004-06-0200438

Case Title : [REDACTED]

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.

Jeff Swedlund
800-999-1009 EXT 118183
Automobile Customer Service

*** CASE MODIFY COMMITMENT 6/3/2004 9:02:54 AM, jswedlund
with [REDACTED] due 06/04/2004 09:00:57 AM.

*** CASE MODIFY 6/3/2004 9:02:59 AM, jswedlund
into WIP default and Status of Solving.

*** NOTES 6/3/2004 2:37:09 PM, jswedlund, Action Type : Call to Dealer
LM for Mike SM to return my call.

*** NOTES 6/3/2004 4:27:51 PM, hmcginn, Action Type : Letter/Fax
On 6/2/04 ACS received a letter from customer dated 5/31/04 regarding previous issues.

*** CASE MODIFY 6/4/2004 9:42:15 AM, jswedlund
into WIP IL--Kim and Status of Solving.

*** NOTES 6/4/2004 9:44:02 AM, jswedlund, Action Type : Call to Dealer

Mike Labreque SM: states had to replaced shifter assembly and shift lock solenoid. States the pin in the assembly was bent making it difficult to select gears. States he isn't sure how it happened, but he didn't want to accuse the customer of anything, and the vehicle is new. States he just rpr'd it under warranty.

*** NOTES 6/4/2004 9:44:17 AM, jswedlund, Action Type : Call to Customer
Day#: LM for cust to return my call, Jeff Swedlund w/ AHM at 800-999-1009 ext 118183.

*** NOTES 6/4/2004 9:46:37 AM, jswedlund, Action Type : Call from Customer
Evening#: states car is rpr'd, and is running fine now. States she is really dissapointed in this vehicle for this premature concern.

*** NOTES 6/4/2004 9:47:45 AM, jswedlund, Action Type : Call to Customer
Con't from above:

Advised I am a RCM from AHM and I have rec'd her fax and phone call, and I have just spoken to Mr. Mike Labreque SM of HOD. Advised apologize for this concern this early in the vehicle's life and her concern will be documented in our system.

*** CASE FULFILL 6/4/2004 9:47:49 AM, jswedlund
Fulfilled for JULIE CROGHAN due 06/04/2004 09:00:57 AM.

*** COMMIT 6/4/2004 9:47:50 AM, jswedlund, Action Type : N/A

Made to [REDACTED] due 06/07/2004 09:47:51 AM.
close case

*** CASE MODIFY 6/4/2004 9:48:02 AM, jswedlund
into WIP IL--Kim and Status of Solving.

*** SUBCASE N012004-06-0200438-1 CLOSE 6/7/2004 9:32:11 AM, jswedlund
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/7/2004 9:34:08 AM, jswedlund
into WIP IL--Kim and Status of Solving.

Case History

Case ID : N012004-06-0200438

Case Title : [REDACTED]

*** CASE CLOSE 6/7/2004 9:34:23 AM, jswedlun

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

*** NOTES 6/7/2004 11:26:16 AM, jswedlun, Action Type : Inbound DCS

REPLACED SHIFT LEVER ASSEMBLY WITH INTERLOCK SHIFT SOLENOID. THE SHIFTER HAD BEEN JAMMED. DID NOT INQUIRE AS TO WHY OR PUT BLAME ON CLIENT. ONLY REPLACED PARTS THEN REINSPECTED TO ASSURE PROPER REPAIR.

*** COMMIT 6/7/2004 11:26:16 AM, jswedlun, Action Type : External Commitment

Inbound DCS received from Dealer # 208103

*** CASE FULFILL 6/8/2004 8:32:58 AM, jswedlun

Fulfilled for [REDACTED] due ?/?/? ??:??.

Case Details

Case ID : N012004-06-0201430 Division : Honda - Auto Condition : Closed Open Date : 6/2/2004 3:26:57 PM
 Case Originator : Carlisha Martin (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 6/3/2004 2:39:13 PM
 Case Owner : Jeff Swedlund (Team HH) Method : Phone Queue : Days Open : 1
 Last Closed By : Jeff Swedlund (Team HH) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : BURBANK, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM66854A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM6684JNW / A
 Miles / Hours : 10,000
 In Service Date : 11/06/2003
 Months In Use : 7
 Engine Number : J30A42025846
 Originating Dealer No. / Name : 206888 / SIERRA HONDA
 Selling Dealer No. / Name : 207325 / DCH GARDENA HONDA
 Trim : EX-V6NV
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 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 : 208103 / HONDA OF THE DESERT
 Phone No. : 760-328-8981
 Address : 68-025 KYLE ROAD
 City / State / Zip : CATHEDRAL CITY, CA 92234
 Svc District / Sls District : 01L / D01
 Warranty Labor Rate / Date : \$79.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-06-0201430-1 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N012004-06-0201430-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff Swedlund	Type 1 : Product	Status : Subcase Close	Open Date : 6/3/2004 2:38:34 PM
Issue Owner : Jeff Swedlund	Type 2 : Operation	Queue :	Close Date : 6/3/2004 2:39:11 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
Condition Code Desc Shift Quality 2181
Campaign Code / Desc : /
Temperament Code :
Resolutions : Documented Concern
Component Category : 10 - Power Train
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 Details

Case ID : N012004-04-2900835 Division : Honda - Auto Condition : Closed Open Date : 4/29/2004 12:50:04 PM
 Case Originator : Sharonj Johnson (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 4/29/2004 12:56:53 PM
 Case Owner : Sharonj Johnson (Team HF) Method : Phone Queue : Days Open : 0
 Last Closed By : Sharonj Johnson (Team HF) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : RANCHO CUCAMONGA, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / JHMCM568X4C [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5684JNW / A
 Miles / Hours : 8,000
 In Service Date : 01/17/2004
 Months In Use : 3
 Engine Number : K24A42711966
 Originating Dealer No. / Name : 207427 / METRO HONDA
 Selling Dealer No. / Name : 207427 / METRO HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-04-2900835-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012004-04-2900835-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sharonj Johnson	Type 1 : Product	Status : Subcase Close	Open Date : 4/29/2004 12:56:17 PM
Issue Owner : Sharonj Johnson	Type 2 : Operation	Queue :	Close Date : 4/29/2004 12:56:50 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

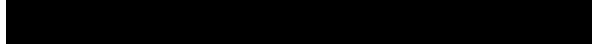
Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012004-04-2900835

Case Title : 

*** CASE CREATE 4/29/2004 12:50:04 PM, sjohns02

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

*** CASE MODIFY 4/29/2004 12:50:27 PM, sjohns02

into WIP default and Status of Solving.

*** NOTES 4/29/2004 12:53:24 PM, sjohns02, Action Type : Call from Customer

Customer states that his key gets stuck in his ignition and it has been an intermittent problem totally 5 different times.

The customer states that he has not gone to the dealership as of yet.

I advised the customer to take the vehicle the dealership at the time it problem is present.

*** CASE MODIFY 4/29/2004 12:54:36 PM, sjohns02

into WIP default and Status of Solving.

*** SUBCASE N012004-04-2900835-1 CREATE 4/29/2004 12:56:17 PM, sjohns02

Created in WIP Default with Due Date 4/29/2004 12:56:17 PM.

*** SUBCASE N012004-04-2900835-1 CLOSE 4/29/2004 12:56:50 PM, sjohns02

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/29/2004 12:56:53 PM, sjohns02

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

Case Details

Case ID : N032005-05-1001603 Division : Honda - Auto Condition : Closed Open Date : 5/10/2005 4:37:18 PM
 Case Originator : Dawn Dennis (Team CC) Sub Division : Satellite Center Status : Closed Close Date : 5/10/2005 4:43:52 PM
 Case Owner : Dawn Dennis (Team CC) Method : Phone Queue : Days Open : 0
 Last Closed By : Dawn Dennis (Team CC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : HALLANDALE, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM82694A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM8264JNW / A
 Miles / Hours : 2,600
 In Service Date : 08/27/2004
 Months In Use : 9
 Engine Number : J30A42104284
 Originating Dealer No. / Name : 207391 / MAROONE HONDA OF HOLLYWOOD
 Selling Dealer No. / Name : 207391 / MAROONE HONDA OF HOLLYWOOD
 Trim : EX-V6
 No. Of Doors : 2
 Transmission Code : 5AT
 Exterior Color : BE
 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 : 207391 / MAROONE HONDA OF HOLLYWOOD
 Phone No. : 954-989-1600
 Address : 1450 NO. STATE ROAD 7
 City / State / Zip : HOLLYWOOD, FL 33021
 Svc District / Sls District : 07P / C07
 Warranty Labor Rate / Date : \$92.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N032005-05-1001603-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032005-05-1001603-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Dawn Dennis	Type 1 : Product	Status : Subcase Close	Open Date : 5/10/2005 4:43:37 PM
Issue Owner : Dawn Dennis	Type 2 : Operation	Queue :	Close Date : 5/10/2005 4:43:52 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer
Component Category : 11 - Electrical 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 : N032005-05-1001603

Case Title : [REDACTED]

*** CASE CREATE 5/10/2005 4:37:18 PM, ddennis

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

*** NOTES 5/10/2005 4:37:18 PM, ddennis, Action Type :

The customer called and stated that her key becomes stuck in the ignition when she gets out of her vehicle. The customer stated that the key gets stuck in the accessory mode. The customer stated that she contacted Maroone Honda and they sprayed something in to the ignition to solve the problem. The customer stated that it did not repair the issue. The customer stated that she just wanted this information documented. I informed the customer that I would document this information for her.

The customer was satisfied and required no further assistance.

I am closing this case.

*** CASE EXTENDED WARRANTY LOOKUP 5/10/2005 4:37:20 PM, ddennis

WARRANTY CHECK 05/10/2005 04:37:20 PM ddennis

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/10/2005 4:37:24 PM, ddennis

CLAIM CHECK 05/10/2005 04:37:24 PM ddennis

The following Claim History information was found

0; 2004-09-01; 207391; 531106; 510; 410820 ; FRONT BRAKE DISC (BOTH) - RESURFACE USING EITHER THE KWIK-WAY OR SNAP-ON ON CAR BRAKE LATHE; MEASURE

*** CASE CAMPAIGN LOOKUP 5/10/2005 4:37:25 PM, ddennis

CAMPAIGN CHECK 05/10/2005 04:37:25 PM ddennis

No data found for VIN

*** CASE VSC LOOKUP 5/10/2005 4:37:32 PM, ddennis

VSC CHECK 05/10/2005 04:37:32 PM ddennis

The following VSC information was found

BARBARA;CONN;FH00086782;B50;(NEW) PREMIUM 5YR 100K 0 DED;ACTIVE;;2005-02-26;2009-08-26;100000;590;207391;0.00

*** CASE CUC LOOKUP 5/10/2005 4:37:32 PM, ddennis

CUC CHECK 05/10/2005 04:37:32 PM ddennis

The following CUC information was found

;;;0;0;0;;;;0;;

*** CASE MODIFY 5/10/2005 4:38:02 PM, ddennis

into WIP default and Status of Solving.

*** SUBCASE N032005-05-1001603-I CREATE 5/10/2005 4:43:37 PM, ddennis

Created in WIP Default with Due Date 5/10/2005 4:43:37 PM.

*** CASE CLOSE 5/10/2005 4:43:52 PM, ddennis

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

*** SUBCASE N032005-05-1001603-I CLOSE 5/10/2005 4:43:52 PM, ddennis

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012006-04-1201481 Division : Honda - Auto Condition : Closed Open Date : 4/12/2006 5:06:12 PM
 Case Originator : Noel Balacuit (Team CC) Sub Division : Customer Relations Status : Closed Close Date : 4/12/2006 6:02:22 PM
 Case Owner : Noel Balacuit (Team CC) Method : Phone Queue : Days Open : 0
 Last Closed By : Noel Balacuit (Team CC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : LOWELL, MA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM665X4A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM6654JNW / A
 Miles / Hours : 32,000
 In Service Date : 08/13/2004
 Months In Use : 20
 Engine Number : J30A42029050
 Originating Dealer No. / Name : 206815 / TAMERON HONDA
 Selling Dealer No. / Name : 206815 / TAMERON HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 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 : 207184 / ATAMIAN HONDA
 Phone No. : 978-851-4356
 Address : 150 MAIN STREET
 City / State / Zip : TEWKSBURY, MA 01876
 Svc District / Sls District : 09J / C09
 Warranty Labor Rate / Date : \$99.50 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012006-04-1201481-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Case History

Case ID : N012006-04-1201481

Case Title : 09J - [REDACTED]

*** CASE CREATE 4/12/2006 5:06:12 PM, nbalacui

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

*** CASE EXTENDED WARRANTY LOOKUP 4/12/2006 5:06:16 PM, nbalacui

WARRANTY CHECK 04/12/2006 05:06:16 PM nbalacui

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/12/2006 5:06:39 PM, nbalacui

CLAIM CHECK 04/12/2006 05:06:38 PM nbalacui

The following Claim History information was found

0; 2005-06-25; 206815; 308597; 510; 121199 ; PGM-FI ENGINE/POWERTRAIN CONTROL MODULE, ECM/PCM - REPLACE.

S/B# 01-011 S/B# 01-031 S/B# 98-040 S

*** CASE VSC LOOKUP 4/12/2006 5:06:41 PM, nbalacui

VSC-CUC CHECK 04/12/2006 05:06:41 PM nbalacui

No data found for VIN.

*** SUBCASE N012006-04-1201481-1 CREATE 4/12/2006 5:13:44 PM, nbalacui

Created in WIP Default with Due Date 4/12/2006 5:13:44 PM.

*** SUBCASE N012006-04-1201481-1 MODIFY 4/12/2006 5:14:23 PM, nbalacui

into WIP default and Status of Solving.

*** SUBCASE N012006-04-1201481-1 CLOSE 4/12/2006 5:14:46 PM, nbalacui

Status = Solving, Resolution Code = Instruction Given

*** NOTES 4/12/2006 5:19:11 PM, nbalacui, Action Type : Call from Customer

The customer called because the key was stuck in the ignition switch. The car can be started but the car cannot be locked because the key is stuck. I updated the customer's information. I advised the customer that she should call a Honda Dealership immediately and have the problem inspected. I advised the customer that if she needed further assistance to call AHM back. I informed the customer of the case number. I closed the subcase and assigned the case to JBanks.

*** NOTES 4/12/2006 5:20:01 PM, nbalacui, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer will be contacting you about an ignition switch problem.

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

Thank you for your attention to this matter.

Noel Balacuit

Automobile Customer Service

*** CASE MODIFY 4/12/2006 5:20:45 PM, nbalacui

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2006 5:21:47 PM, nbalacui

Case History

Case ID : N012006-04-1201481

Case Title : 09J- [REDACTED]

into WIP default and Status of Solving.

*** CASE ASSIGN 4/12/2006 5:22:19 PM, nbalacui

N012006-04-1201481 to jbanks, WIP

*** CASE RULE ACTION 4/12/2006 5:22:20 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 4/12/2006 6:01:37 PM, jbanks

into WIP DEFAULT and Status of Solving.

*** CASE ASSIGN 4/12/2006 6:01:50 PM, jbanks

N012006-04-1201481 to nbalacui, WIP 3

*** CASE RULE ACTION 4/12/2006 6:01:51 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE CLOSE 4/12/2006 6:02:22 PM, nbalacui

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

Case Details

Case ID : N012008-02-1102663 Division : Honda - Auto Condition : Closed Open Date : 2/11/2008 3:52:50 PM
 Case Originator : Tekeisha Nelson (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 2/11/2008 4:39:50 PM
 Case Owner : Tekeisha Nelson (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Tekeisha Nelson (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : BERWYN, IL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56334A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5634PLW / A
 Miles / Hours : 47,195
 In Service Date : 10/30/2003
 Months In Use : 52
 Engine Number : K24A42029070
 Originating Dealer No. / Name : 208257 / HONDA OF MENTOR
 Selling Dealer No. / Name : 208257 / HONDA OF MENTOR
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-02-1102663-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012008-02-1102663-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tekeisha Nelson	Type 1 : Product	Status : Subcase Close	Open Date : 2/11/2008 4:39:39 PM
Issue Owner : Tekeisha Nelson	Type 2 : Operation	Queue :	Close Date : 2/11/2008 4:39:47 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer
Component Category : 01 - Steering 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 : N012008-02-1102663

Case Title :



into WIP default and Status of Solving.

*** CASE CLOSE 2/11/2008 4:39:50 PM, tnelson

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

Case Details

Case ID : N012009-03-0401109 Division : Honda - Auto Condition : Closed Open Date : 3/4/2009 1:06:51 PM
 Case Originator : Nethly Long (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 3/11/2009 11:52:07 AM
 Case Owner : Simon Ng (Team HH) Method : Dealer Referred Queue : Days Open : 7
 Last Closed By : Simon Ng (Team HH) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : LINO LAKES, MN [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56684A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5664JW / A
 Miles / Hours : 99,000
 In Service Date : 10/29/2003
 Months In Use : 65
 Engine Number : K24A42030172
 Originating Dealer No. / Name : 206806 / BUERKLE HONDA
 Selling Dealer No. / Name : 206806 / BUERKLE HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 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 : 206806 / BUERKLE HONDA
 Phone No. : 651-490-6600
 Address : 3360 N. HIGHWAY 61
 City / State / Zip : SAINT PAUL, MN 55110
 Svc District / Sls District : 08G / C08
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : ANDY Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012009-03-0401109-1 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans

Case History

Case ID : N012009-03-0401109

Case Title : [REDACTED]

*** CASE CREATE 3/4/2009 1:06:51 PM, nlong

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

*** CASE EXTENDED WARRANTY LOOKUP 3/4/2009 1:06:56 PM, nlong

WARRANTY CHECK 03/04/2009 01:06:56 PM nlong

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/4/2009 1:07:01 PM, nlong

CLAIM CHECK 03/04/2009 01:07:01 PM nlong

The following Claim History information was found

0; 2008-03-26; 206806; 264654; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

*** CASE CAMPAIGN LOOKUP 3/4/2009 1:07:05 PM, nlong

CAMPAIGN CHECK 03/04/2009 01:07:05 PM nlong

The following Campaign information was found

04-072; P54; 04-05 ACCORD DRIVER'S AIRBAG; 12/23/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 03/26/08; FX;

08-010;

*** CASE VSC LOOKUP 3/4/2009 1:07:06 PM, nlong

VSC-CUC CHECK 03/04/2009 01:07:06 PM nlong

No data found for VIN.

*** CASE MODIFY 3/4/2009 1:07:54 PM, nlong

into WIP default and Status of Solving.

*** NOTES 3/4/2009 1:14:21 PM, nlong, Action Type : Call from Customer

Verified customer information.

Situation: Replacement Transmission

Request: Customer stated the vehicle was not shifting properly. She would be driving along and the vehicle would act like it was in neutral. She immediately towed the vehicle to the dealer where she learned that transmission needed to be replaced for \$3,300 including the tire balancing. Customer was referred to AHM by the SA for assistance with the replacement transmission.

Probing Questions: Customer always has her vehicle serviced by the dealer. Customer is the original owner. Customer stated this is her second Accord and she convinced her husband to purchase a Civic in July 2008. The Mill never illuminated. Vehicle is at the dealer.

Inbound Conclusion: Advised customer the case will be forwarded to a CM for review. The CM will be in contact with the customer within 1-2 business days. Customer stated the best number to reach her is at home [REDACTED]

Customer needed no further assistance.

*** CASE MODIFY 3/4/2009 1:14:32 PM, nlong

into WIP default and Status of Solving.

*** CASE DISPATCH 3/4/2009 1:14:43 PM, nlong

Case History

Case ID : N012009-03-0401109

Case Title : [REDACTED]

from WIP default to Queue Honda Team F.

*** CASE ASSIGN 3/5/2009 7:06:36 AM, wparker
N012009-03-0401109 to sng, WIP

*** CASE RULE ACTION 3/5/2009 7:06:36 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012009-03-0401109-1 CREATE 3/5/2009 7:38:59 AM, sng
Created in WIP Default with Due Date 3/5/2009 7:38:59 AM.

*** CASE MODIFY 3/5/2009 7:39:04 AM, sng
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/5/2009 7:39:10 AM, sng
WARRANTY CHECK 03/05/2009 07:39:10 AM sng
No data found for VIN.

*** CASE CLAIMS LOOKUP 3/5/2009 7:39:13 AM, sng
CLAIM CHECK 03/05/2009 07:39:13 AM sng
The following Claim History information was found
0; 2008-03-26; 206806; 264654; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

*** CASE CAMPAIGN LOOKUP 3/5/2009 7:39:17 AM, sng
CAMPAIGN CHECK 03/05/2009 07:39:17 AM sng
The following Campaign information was found
04-072; P54; 04-05 ACCORD DRIVER'S AIRBAG; 12/23/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 03/26/08; FX;
08-010; Q

*** CASE VSC LOOKUP 3/5/2009 7:39:19 AM, sng
VSC-CUC CHECK 03/05/2009 07:39:18 AM sng
No data found for VIN.

*** CASE MODIFY 3/5/2009 7:39:20 AM, sng
into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 3/5/2009 8:22:52 AM, sng
CAMPAIGN CHECK 03/05/2009 08:22:52 AM sng
The following Campaign information was found
04-072; P54; 04-05 ACCORD DRIVER'S AIRBAG; 12/23/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 03/26/08; FX;
08-010; Q

*** NOTES 3/5/2009 8:34:34 AM, sng, Action Type : Call to Customer

I called the customer at [REDACTED] and asked to speak with [REDACTED] and I was told by [REDACTED] the customer's husband that she is not available right now. He said that I can speak with him. I introduced myself as the RCM assigned to their case at this time regarding the 2004 Accord. I asked him if the vehicle is still at the dealership at this time and he said that it is. I asked him where are the services done and he

Case History

Case ID : N012009-03-0401109

Case Title : 8G*- [REDACTED]

said only at Buerkle Honda. He told me that his wife is available now and transferred me to her. I asked her what they were quoted for the repairs and she said \$3,300. She told me the vehicle was purchased new from Buerkle Honda and is serviced with them. She said her had another Accord that was purchased new from them also and her husband just bought a new Civic from Hopkins Honda. I told her that I will contact Buerkle Honda to find out what they found went wrong with the transmission and go over the service history with them and AHM will review the case to see what we can do to assist them with the repairs but I can not guarantee assistance at this time given that the vehicle is outside warranty parameters. I asked her for her expectations and she said she does not know but would like AHM to do something to assist them. I told her that we will review the case. I gave her my contact number 1800-999-1009 extension 117723 and told her that we will hopefully have an answer for them by the end of today or tomorrow and if she has any questions to contact me back anytime. I told her that I will have the dealership to deliver the offer and I will follow up after a few days to see if the vehicle is repaired. Customer thanked me and the call ended.

*** CASE MODIFY 3/5/2009 8:34:43 AM, sng
into WIP default and Status of Solving.

*** NOTES 3/5/2009 10:46:05 AM, sng, Action Type : Call to Dealer

I called Buerkle Honda at (651) 490-6600 and spoke with Ken the service manager. He told me that the DPSM is not involved in this. I asked him for what we quoted the customer and the cost of this at warranty. I also asked him for the service history on the vehicle. He said he will get all that information and call me back later with them. I gave Ken my direct line. I thanked him and the call ended.

*** CASE MODIFY 3/5/2009 10:48:19 AM, sng
into WIP default and Status of Solving.

*** COMMIT 3/5/2009 10:48:21 AM, sng, Action Type : N/A

Dlr called back?/Call dlr

*** CASE MODIFY 3/5/2009 10:48:37 AM, sng
into WIP default and Status of Solving.

*** NOTES 3/5/2009 1:27:41 PM, sng, Action Type : Call from Dealer

Ken the service manager of Buerkle Honda called me. He told me that customer pay is \$3,031.52 and warranty is \$2,820.33. He told me the customer does all the servicing with them and did change the transmission fluid. Ken told me that the DPSM is not involved. I told Ken that AHM will split the repair with the customer 50/50 so the customer is responsible for about \$1,410.17-\$1,500. Ken gave me repair order #298660 and I gave him my authorization number. I asked him to contact the customer and he said he would. I thanked him and the call ended.

*** CASE MODIFY 3/5/2009 1:27:50 PM, sng
into WIP Dist 8 and Status of Solving.

*** CASE MODIFY 3/5/2009 1:28:00 PM, sng
into WIP Dist 8 and Status of Solving.

*** NOTES 3/6/2009 6:27:23 AM, sng, Action Type : Call from Dealer

Ken the service manager called me back. He told me that they spoke with the customer and she accepted the offer and is very happy with the offer. He said they will call her when the work is done. He said if I have any questions I can contact him at 651-248-5772.

*** CASE MODIFY 3/6/2009 6:27:32 AM, sng
into WIP Dist 8 and Status of Solving.

*** CASE FULFILL 3/6/2009 6:27:37 AM, sng

Fulfilled for [REDACTED] due 03/06/2009 05:00:00 PM.

*** COMMIT 3/6/2009 6:27:43 AM, sng, Action Type : N/A

Case History

Case ID : N012009-03-0401109

Case Title : 8G*

Call cust (repaired?)

*** CASE MODIFY 3/6/2009 6:28:14 AM, sng
into WIP Dist 8 and Status of Solving.

*** CASE MODIFY 3/6/2009 6:28:20 AM, sng
into WIP Dist 8 and Status of Solving.

*** CASE MODIFY 3/6/2009 6:28:23 AM, sng
into WIP Dist 8 and Status of Solving.

*** CASE MODIFY 3/9/2009 10:22:34 AM, sng
into WIP Dist 8 and Status of Solving.

*** NOTES 3/11/2009 11:51:04 AM, sng, Action Type : Call to Customer

I called the customer at 651-429-1578 and asked her if her vehicle is repaired and she said that it is. I asked her if her vehicle is operating properly at this time and she said that it is except her key will not come out of the ignition sometimes. She said she will contact the dealership about this issue. I asked her if she would like me to follow up with her to make sure that issue is resolved. She told me that it is fine and she does not need a call back. I told her if she needs any further assistance than she can contact me back anytime. She thanked me and the call ended.

*** CASE MODIFY 3/11/2009 11:52:04 AM, sng
into WIP Dist 8 and Status of Solving.

*** SUBCASE N012009-03-0401109-I CLOSE 3/11/2009 11:52:07 AM, sng
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/11/2009 11:52:07 AM, sng
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012004-12-0800878 Division : Honda - Auto Condition : Closed Open Date : 12/8/2004 1:00:49 PM
 Case Originator : Silas Becknell (Team HI) Sub Division : Customer Relations Status : Closed Close Date : 12/14/2004 8:59:19 AM
 Case Owner : Barry Meikle (Team HG) Method : Phone Queue : Days Open : 6
 Last Closed By : Barry Meikle (Team HG) Point of Origin : Customer Wipbin :
 Case Title : 11 [REDACTED] 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 : TEMECULA, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / JHMCM56314C [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5634PLW / A
 Miles / Hours : 4,400
 In Service Date : 08/21/2004
 Months In Use : 4
 Engine Number : K24A42717318
 Originating Dealer No. / Name : 207408 / VILLA HONDA
 Selling Dealer No. / Name : 207408 / VILLA HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 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 : 208362 / DCH HONDA OF TEMECULA
 Phone No. : 951-699-4444
 Address : 26755 YNEZ ROAD
 City / State / Zip : TEMECULA, CA 92591
 Svc District / Sls District : 01L / D01
 Warranty Labor Rate / Date : \$95.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-12-0800878-1 / [REDACTED]	Subcase Close	Warranty	Coverage	725	Ignition Switch

Case Details

Case ID : N012008-07-1501857 Division : Honda - Auto Condition : Closed Open Date : 7/15/2008 4:30:28 PM
 Case Originator : Channarar Rin (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 7/15/2008 4:44:23 PM
 Case Owner : Channarar Rin (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Channarar Rin (Team HB) Point of Origin : Customer Wipbin :
 Case Title : 07C [REDACTED] 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 : BIRMINGHAM, AL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM66594A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM6654JNW / A
 Miles / Hours :
 In Service Date : 02/12/2004
 Months In Use : 53
 Engine Number : J30A42038311
 Originating Dealer No. / Name : 206815 / TAMERON HONDA
 Selling Dealer No. / Name : 206815 / TAMERON HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 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 : 208404 / SERRA HONDA
 Phone No. : 205-491-8484
 Address : 1813 ENSLEY AVENUE
 City / State / Zip : BIRMINGHAM, AL 35218
 Svc District / Sls District : 07C / E07
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012008-07-1501857-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012008-07-1501857-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Channarar Rin	Type 1 : Product	Status : Subcase Close	Open Date : 7/15/2008 4:43:13 PM
Issue Owner : Channarar Rin	Type 2 : Operation	Queue :	Close Date : 7/15/2008 4:44:23 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer
Component Category : 01 - Steering 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 : N012008-07-1501857

Case Title : 07C [REDACTED]

*** CASE CREATE 7/15/2008 4:30:28 PM, crin

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

*** CASE MODIFY 7/15/2008 4:30:36 PM, crin

into WIP default and Status of Solving.

*** CASE MODIFY 7/15/2008 4:30:38 PM, crin

into WIP default and Status of Solving.

*** CASE MODIFY 7/15/2008 4:37:59 PM, crin

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 7/15/2008 4:38:04 PM, crin

WARRANTY CHECK 07/15/2008 04:38:04 PM crin

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/15/2008 4:38:08 PM, crin

CLAIM CHECK 07/15/2008 04:38:08 PM crin

The following Claim History information was found

0; 2006-12-04; 206815; 369158; 510; 010150 ; RADIO, RADIO/TAPE OR RADIO/CD PLAYER - REPLACE.

REMANUFACTURING PROGRAM. NOTE: USE AUDIO CUSTOMER C

*** CASE CAMPAIGN LOOKUP 7/15/2008 4:38:11 PM, crin

CAMPAIGN CHECK 07/15/2008 04:38:11 PM crin

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/13/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

08-010

*** CASE VSC LOOKUP 7/15/2008 4:38:12 PM, crin

VSC-CUC CHECK 07/15/2008 04:38:12 PM crin

No data found for VIN.

*** CASE MODIFY 7/15/2008 4:38:14 PM, crin

into WIP default and Status of Solving.

*** NOTES 7/15/2008 4:42:31 PM, crin, Action Type : Call from Customer

I updated the customer's information.

Situation:

The customer is unable to remove the key from the ignition switch.

Probing Questions:

The customer stated that he is unable to remove his key from the ignition switch. The customer stated that he can turn the key to start the car but he can't turn it to the off position to remove the key. The customer stated that the key is stuck in the ignition switch.

Request:

Case History

Case ID : N012008-07-1501857

Case Title : 07C [REDACTED]

The customer wants to know what he should do to be able to remove his key.

Inbound Conclusion:

I asked if he has been trying to turn the steering wheel to the left and right and he already tried that but the key is still stuck. I informed the customer that there may be something wrong with his ignition switch so I advised him to contact his nearest dealership to have the car diagnosed and repaired. The customer understood and no further assistance needed at this time.

*** CASE MODIFY 7/15/2008 4:42:35 PM, crin

into WIP default and Status of Solving.

*** SUBCASE N012008-07-1501857-1 CREATE 7/15/2008 4:43:13 PM, crin

Created in WIP Default with Due Date 7/15/2008 4:43:13 PM.

*** CASE MODIFY 7/15/2008 4:44:19 PM, crin

into WIP default and Status of Solving.

*** SUBCASE N012008-07-1501857-1 CLOSE 7/15/2008 4:44:23 PM, crin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/15/2008 4:44:23 PM, crin

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

Case Details

Case ID : N012004-01-1901225	Division : Honda - Auto	Condition : Closed	Open Date : 1/19/2004 12:02:04 PM
Case Originator : D Hambre (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/19/2004 12:03:12 PM
Case Owner : D Hambre (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : D Hambre (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]		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 : HUNTINGTON PARK, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66594A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM6654JNW / A
 Miles / Hours : 2,000
 In Service Date : 12/30/2003
 Months In Use : 1
 Engine Number : J30A42042025
 Originating Dealer No. / Name : 208127 / HONDA SANTA ANA
 Selling Dealer No. / Name : 208127 / HONDA SANTA ANA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-01-1901225-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012004-01-1901225-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : D Hambre	Type 1 : Product	Status : Subcase Close	Open Date : 1/19/2004 12:03:03 PM
Issue Owner : D Hambre	Type 2 : Operation	Queue :	Close Date : 1/19/2004 12:03:09 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information
Component Category : 11 - Electrical 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 : N012004-01-1901225

Case Title : 

*** CASE CREATE 1/19/2004 12:02:04 PM, dhambre

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

*** NOTES 1/19/2004 12:02:04 PM, dhambre, Action Type :

Client states that the key is not releasing from the ignition. Client wanted to know how to proceed with this issue.

*** NOTES 1/19/2004 12:02:25 PM, dhambre, Action Type : Call from Customer

Advised client to call the local Honda dealership to make appt. for repairs.

*** SUBCASE N012004-01-1901225-1 CREATE 1/19/2004 12:03:03 PM, dhambre

Created in WIP Default with Due Date 1/19/2004 12:03:03 PM.

*** SUBCASE N012004-01-1901225-1 CLOSE 1/19/2004 12:03:09 PM, dhambre

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/19/2004 12:03:12 PM, dhambre

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

Case Details

Case ID : N012004-09-1302200	Division : Honda - Auto	Condition : Closed	Open Date : 9/13/2004 3:15:38 PM
Case Originator : Leon Jones (Team AA)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/20/2004 3:27:40 PM
Case Owner : Barry Meikle (Team HG)	Method : Phone	Queue :	Days Open : 7
Last Closed By : Barry Meikle (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]		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 : WEBSTER, TX [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / JHMCM56364C [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5634PLW / A
 Miles / Hours : 3,437
 In Service Date : 06/19/2004
 Months In Use : 3
 Engine Number : K24A42726295
 Originating Dealer No. / Name : 208253 / RIVERSIDE HONDA
 Selling Dealer No. / Name : 208253 / RIVERSIDE HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 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 : 208253 / RIVERSIDE HONDA
 Phone No. : 951-509-6565
 Address : 8330A INDIANA AVENUE
 City / State / Zip : RIVERSIDE, CA 92504
 Svc District / SIs District : 01B / D01
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-09-1302200-1 [REDACTED]	WARR Subcase Close	Warranty	Coverage	725	Ignition Switch

Issue Details

Issue ID : N012004-09-1302200-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Barry Meikle	Type 1 : Warranty	Status : Subcase Close	Open Date : 9/14/2004 8:17:52 AM
Issue Owner : Barry Meikle	Type 2 : Coverage	Queue :	Close Date : 9/20/2004 3:27:40 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc : Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist - AHM 100%, CR Generated Gdwill
Component Category : 11 - Electrical 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
35100-SEA-J01	LOCK ASSY., STEERING	Not Applicable

Check Req Info :

Check Requisition No. : 7391
Primary Amount : \$120.00
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$120.00
Approved By : dbertram
Approval Date : 9/16/2004
Status : PROCESSED
Check No. : 1436055
Check Date : 9/17/2004

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : MORENO VALLEY, CA [REDACTED]
Campaign Template # :
Contention Code : 07901
Defect Code : 02301
Category : Regular
Failed Part # : 35100-SEA-J01

Case History

Case ID : N012004-09-1302200

Case Title : [REDACTED]

*** CASE CREATE 9/13/2004 3:15:38 PM, ljones

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

*** NOTES 9/13/2004 3:29:44 PM, ljones, Action Type : Call from Customer

Customer advised the key was stuck in her ignition. She had it towed to Riverside Honda on thursday and she was informed that they would contact honda for reimbursement for the tow. The dealership was able to retrieve the key without any service being done on the vehicle. Customer was informed since there was no service provided on the vehicle or a defect, honda would not reimburse them so she would have to pay for the vehicle being towed. Customer advised that she would like to be reimbursed for the \$120 that she paid for towing. Customer advised that she has a letter with her experience. I apologized to customer for this experience so early in the purchase of her vehicle, informed her that a cm will contact her in 3-5 days, and provided her with the fax numbers to ACS to send her letter of concern. Customer satisfied and call ended.

*** CASE MODIFY 9/13/2004 3:29:58 PM, ljones
into WIP default and Status of Solving.*** CASE MODIFY 9/13/2004 3:30:06 PM, ljones
into WIP default and Status of Solving.*** CASE MODIFY 9/13/2004 3:30:23 PM, ljones
into WIP default and Status of Solving.*** CASE MODIFY 9/13/2004 3:30:36 PM, ljones
into WIP default and Status of Solving.*** CASE DISPATCH 9/13/2004 3:30:49 PM, ljones
from WIP default to Queue Team A.*** CASE MODIFY 9/13/2004 3:30:54 PM, ljones
into WIP default and Status of Solving.*** CASE ASSIGN 9/13/2004 5:12:10 PM, tyun
N012004-09-1302200 to bmeikle, WIP*** CASE RULE ACTION 9/13/2004 5:12:11 PM, sa
Action Task Assignee of rule Assign Notification fired*** SUBCASE N012004-09-1302200-1 CREATE 9/14/2004 8:17:52 AM, bmeikle
Created in WIP Default with Due Date 9/14/2004 8:17:52 AM.

*** COMMIT 9/14/2004 8:18:27 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 09/14/2004 06:18:29 PM.
call cust- ignition key towing*** NOTES 9/14/2004 8:19:17 AM, bmeikle, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

I'll be calling for tow reimburse.

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

Case History

Case ID : N012004-09-1302200

Case Title : [REDACTED]

Thank you for your attention to this matter.

Barry Meikle
Automobile Customer Service

*** NOTES 9/14/2004 11:15:52 AM, bmeikle, Action Type : Call to Dealer

SM Gary states the vehicle was towed in. The ignition system was checked and found to operating as designed.

*** NOTES 9/14/2004 12:51:12 PM, bmeikle, Action Type : Call to Customer

Called customer and discussed the issue. She states the SA Tyler has the original invoice. She can fax me a copy if needed.

*** CASE MODIFY 9/14/2004 1:01:14 PM, bmeikle

into WIP 1L and Status of Solving.

*** NOTES 9/14/2004 1:03:34 PM, bmeikle, Action Type : Call to Dealer

SA Tyler is to find the invoice and fax it to me.

*** CASE FULFILL 9/14/2004 1:03:37 PM, bmeikle

Fulfilled for [REDACTED] due 09/14/2004 06:18:29 PM.

*** COMMIT 9/14/2004 1:03:40 PM, bmeikle, Action Type : N/A

Made to KENNETTE JONES due 09/20/2004 05:03:41 PM.

dealer to fax towing invoice

*** NOTES 9/14/2004 4:12:56 PM, bmeikle, Action Type : Letter/Fax

Received fax from dealer.

*** NOTES 9/14/2004 4:23:07 PM, bmeikle, Action Type : Call to Customer

Called customer and advised I have the invoice. She states she was advised by the dealer not to use AAA. They then refused to reimburse her because they found nothing wrong. I apologized for that and advised AHM will reimburse her. I confirmed the address and advised it takes about two weeks to get the check out.

*** SUBCASE N012004-09-1302200-1 DISPATCH 9/14/2004 4:23:36 PM, bmeikle

from WIP default to Queue Ck Req - Bertram.

*** CASE FULFILL 9/14/2004 4:23:48 PM, bmeikle

Fulfilled for [REDACTED] due 09/20/2004 05:03:41 PM.

*** COMMIT 9/14/2004 4:23:53 PM, bmeikle, Action Type : N/A

Made to [REDACTED] due 09/20/2004 05:23:54 PM.

ck req

*** NOTES 9/14/2004 4:47:16 PM, tpurvis, Action Type : Letter/Fax

On 9/14/04 received a fax pertaining to the previous issue.

Forwarded to the CM

*** SUBCASE N012004-09-1302200-1 RULE ACTION 9/15/2004 3:23:36 PM, sa

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

*** SUBCASE N012004-09-1302200-1 9/16/2004 1:48:32 PM, dbertram, Action Type :

Check Requisition for 120.00 \$ submitted

Case History

Case ID : N012004-09-1302200

Case Title : [REDACTED]

Check Requisition for 120.00 \$ submitted by dbertram

*** SUBCASE N012004-09-1302200-1 RETURN 9/16/2004 1:48:38 PM, dbertram
from Queue Ck Req - Bertram to WIP IL.

*** SUBCASE N012004-09-1302200-1 COMMIT 9/20/2004 8:02:27 AM, bmeikle, Action Type : External Commitment
Check processed for check_req_no = 7391 on 2004-09-17-00.00.000000

*** NOTES 9/20/2004 9:10:23 AM, bmeikle, Action Type : Call to Customer
Called customer and left a message. I advised the check should be released this week.

*** CASE FULFILL 9/20/2004 9:10:29 AM, bmeikle
Fulfilled for [REDACTED] due 09/20/2004 05:23:54 PM.

*** COMMIT 9/20/2004 9:10:32 AM, bmeikle, Action Type : N/A

Made to KENNETTE JONES due 09/21/2004 12:10:33 PM.

ck req

*** NOTES 9/20/2004 1:07:51 PM, tpurvis, Action Type : Call to Customer

Called and spoke to the customer informing of a reimbursement check #1436055 in the amount of \$120.00, will be mailed out today 9/20/04.

*** CASE FULFILL 9/20/2004 3:27:32 PM, bmeikle

Fulfilled for [REDACTED] due 09/21/2004 12:10:33 PM.

*** SUBCASE N012004-09-1302200-1 CLOSE 9/20/2004 3:27:40 PM, bmeikle

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/20/2004 3:27:40 PM, bmeikle

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

Case Details

Case ID : N012008-11-1801406 Division : Honda - Auto Condition : Closed Open Date : 11/18/2008 3:27:04 PM
Case Originator : Nethly Long (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 11/18/2008 3:38:28 PM
Case Owner : Nethly Long (Team HB) Method : Phone Queue : Days Open : 0
Last Closed By : Nethly Long (Team HB) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] 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 : WALTERBORO, SC [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM665X4A [REDACTED]
Model / Year : ACCORD / 2004
Model ID / Product Line : CM6654JNW / A
Miles / Hours : 74,000
In Service Date : 05/21/2004
Months In Use : 54
Engine Number : J30A42051257
Originating Dealer No. / Name : 208207 / POHANKA HONDA OF SALISBURY
Selling Dealer No. / Name : 206772 / SPORT HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012008-11-1801406-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012008-11-1801406-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Nethly Long	Type 1 : Product	Status : Subcase Close	Open Date : 11/18/2008 3:37:45 PM
Issue Owner : Nethly Long	Type 2 : Operation	Queue :	Close Date : 11/18/2008 3:38:22 PM
Issue Title :			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer
 Component Category : 01 - Steering 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 : N012008-11-1801406

Case Title : [REDACTED]

*** CASE CREATE 11/18/2008 3:27:04 PM, nlong

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

*** CASE MODIFY 11/18/2008 3:27:09 PM, nlong

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 11/18/2008 3:27:15 PM, nlong

WARRANTY CHECK 11/18/2008 03:27:15 PM nlong

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/18/2008 3:27:19 PM, nlong

CLAIM CHECK 11/18/2008 03:27:19 PM nlong

The following Claim History information was found

0; 2006-07-13; 207929; 490530; 510; 323505 ; FUEL SUPPLY AND EVAPORATIVE EMISSION CONTROL SYSTEM (EVAP)
CODES/OPERATING DATA - RETRIEVE OR CLEAR CODES WIT

*** CASE CAMPAIGN LOOKUP 11/18/2008 3:27:22 PM, nlong

CAMPAIGN CHECK 11/18/2008 03:27:21 PM nlong

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; NR;
07-002; Q31; 04-05 ACCORD SEAT SRS SENSOR; 03/26/07; FX;
04-027; Q32; 03-04 RADIO DISPLAY; 03/26/07; FX;
08-01

*** CASE VSC LOOKUP 11/18/2008 3:27:25 PM, nlong

VSC CHECK 11/18/2008 03:27:25 PM nlong

The following VSC information was found

KENDRA;GOTTSMAN;V001983961;B70;(NEW) PREMIUM 7YR 100K 0 DED;CANCELLED;2007-11-05;2004-05-21;2011-05-20;100000;
224;206772;0.00

*** CASE CUC LOOKUP 11/18/2008 3:27:26 PM, nlong

CUC CHECK 11/18/2008 03:27:26 PM nlong

The following CUC information was found

[REDACTED];ACTIVE;100000;44587;56587;2007-11-30;2011-05-21;;2007-11-30;2007-11-30;207338;;0;2007-12-31
;2007-12-01

*** CASE MODIFY 11/18/2008 3:30:32 PM, nlong

into WIP default and Status of Solving.

*** NOTES 11/18/2008 3:37:33 PM, nlong, Action Type : Call from Customer

Verified customer information.

Situation: Key stuck in ignition

Request: Customer stated his key is stuck in the ignition. Customer contacted AHM to find out what he should do.

Probing Questions: Customer stated he has attempted to push in the key then twist to remove but it does not push in. Customer stated he never had to push the key in the ignition to remove it before.

Case Details

Case ID : N012008-02-2600862 Division : Honda - Auto Condition : Closed Open Date : 2/26/2008 11:48:05 AM
 Case Originator : Oneita Evans (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 2/26/2008 12:34:56 PM
 Case Owner : Oneita Evans (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Oneita Evans (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : ATLANTA, GA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66544A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM6654JNW / A
 Miles / Hours : 31,000
 In Service Date : 01/22/2004
 Months In Use : 49
 Engine Number : J30A42051330
 Originating Dealer No. / Name : 207621 / BLOUNT HONDA
 Selling Dealer No. / Name : 207621 / BLOUNT HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 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 : 206857 / ED VOYLES HONDA
 Phone No. : 770-951-2211
 Address : 2103 COBB PARKWAY
 City / State / Zip : MARIETTA, GA 30067
 Svc District / Sls District : 07F / D07
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012008-02-2600862-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Case History

Case ID : N012008-02-2600862

Case Title :



Created in WIP Default with Due Date 2/26/2008 12:33:59 PM.

*** CASE MODIFY 2/26/2008 12:34:06 PM, oevans
into WIP default and Status of Solving.

*** CASE MODIFY 2/26/2008 12:34:21 PM, oevans
into WIP default and Status of Solving.

*** CASE MODIFY 2/26/2008 12:34:51 PM, oevans
into WIP default and Status of Solving.

*** SUBCASE N012008-02-2600862-1 CLOSE 2/26/2008 12:34:56 PM, oevans
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/26/2008 12:34:56 PM, oevans
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012007-01-2500303 Division : Honda - Auto Condition : Closed Open Date : 1/25/2007 8:08:05 AM
 Case Originator : Krystal Fulton (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 1/25/2007 8:23:26 AM
 Case Owner : Krystal Fulton (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Krystal Fulton (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : MEMPHIS, TN [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56304A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5634PLW / A
 Miles / Hours : 37,000
 In Service Date : 12/19/2003
 Months In Use : 37
 Engine Number : K24A42045389
 Originating Dealer No. / Name : 206605 / TWIN CITY HONDA
 Selling Dealer No. / Name : 206605 / TWIN CITY HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 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 : 207321 / DOBBS HONDA ON COVINGTON PIKE
 Phone No. : 901-377-6100
 Address : 1990 COVINGTON PIKE
 City / State / Zip : MEMPHIS,, TN 38128
 Svc District / Sls District : 07A / A07
 Warranty Labor Rate / Date : \$89.95 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207967	WOLFCHASE HONDA		

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
N012007-01-2500303-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch
N012007-01-2500303-2 [REDACTED]	Subcase Close	Product	Operation	011	Center Speaker

Issue Details

Issue ID : N012007-01-2500303-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Krystal Fulton	Type 1 : Product	Status : Subcase Close	Open Date : 1/25/2007 8:22:17 AM
Issue Owner : Krystal Fulton	Type 2 : Operation	Queue :	Close Date : 1/25/2007 8:23:25 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer
 Component Category : NA - Please Specify
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012007-01-2500303-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Krystal Fulton	Type 1 : Product	Status : Subcase Close	Open Date : 1/25/2007 8:23:08 AM
Issue Owner : Krystal Fulton	Type 2 : Operation	Queue :	Close Date : 1/25/2007 8:23:22 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 011 / Center Speaker
 Condition Code Desc Spkr Static/Pop 0111
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer
 Component Category : NA - Please Specify
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case Details

Case ID : N012007-05-1501410 Division : Honda - Auto Condition : Closed Open Date : 5/15/2007 2:09:09 PM
 Case Originator : Timothy Sonntag (Team TTS) Sub Division : Customer Relations Status : Closed Close Date : 5/15/2007 2:12:10 PM
 Case Owner : Timothy Sonntag (Team TTS) Method : Phone Queue : Days Open : 0
 Last Closed By : Timothy Sonntag (Team TTS) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : BROOKLYN, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66534A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM6654JNW / A
 Miles / Hours :
 In Service Date : 05/27/2004
 Months In Use : 36
 Engine Number : J30A42067796
 Originating Dealer No. / Name : 208154 / CONICELLI HONDA
 Selling Dealer No. / Name : 208154 / CONICELLI HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012007-05-1501410-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Case Details

Case ID : N012005-05-0902058	Division : Honda - Auto	Condition : Closed	Open Date : 5/9/2005 1:10:01 PM
Case Originator : Latrice Knox (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/7/2005 7:29:39 AM
Case Owner : Vance Cross (Team MA)	Method : Phone	Queue :	Days Open : 59
Last Closed By : Vance Cross (Team MA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]		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 : STORMVILLE, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM66524A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM6654JNW / A
 Miles / Hours : 10,000
 In Service Date : 06/26/2004
 Months In Use : 11
 Engine Number : J30A42073779
 Originating Dealer No. / Name : 208271 / CURRY HONDA
 Selling Dealer No. / Name : 208271 / CURRY HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 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 : 206756 / FRIENDLY HONDA HOUSE
 Phone No. : 845-454-2400
 Address : 1143 DUTCHESS TURNPIKE
 City / State / Zip : POUGHKEEPSIE, NY 12603
 Svc District / Sls District : 09B / E09
 Warranty Labor Rate / Date : \$83.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012005-05-0902058-1 [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N012005-05-0902058-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Vance Cross	Type 1 : Product	Status : Subcase Close	Open Date : 5/10/2005 9:21:46 AM
Issue Owner : Vance Cross	Type 2 : Operation	Queue :	Close Date : 7/7/2005 7:29:32 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc : Internal Fail 2182
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - AHM 100%, CR Generated Gdwill
 Component Category : 10 - Power Train
 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
35130-SAA-J51	SWITCH, STEERING	Not Applicable

Check Req Info :

Check Requisition No. : 6137
 Primary Amount : \$1,785.00
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$1,785.00
 Approved By : jjenkins
 Approval Date : 6/29/2005
 Status : PROCESSED
 Check No. : 1497784
 Check Date : 7/1/2005

Payee Name : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : STORMVILLE, NY [REDACTED]
 Campaign Template # :
 Contention Code : 01201
 Defect Code : 00503
 Category : Regular
 Failed Part # : 35130-SAA-J51

Case History

Case ID : N012005-05-0902058

Case Title [REDACTED]

*** CASE CREATE 5/9/2005 1:10:01 PM, lknox

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

*** CASE MODIFY 5/9/2005 1:10:41 PM, lknox

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 5/9/2005 1:12:27 PM, lknox

CLAIM CHECK 05/09/2005 01:12:27 PM lknox

The following Claim History information was found

0; 2005-03-03; 208271; 737083; 510; 123503 ; DIAGNOSTIC TROUBLE CODES - USE PGM TESTER OR HONDA
DIAGNOSTIC SYSTEM FOR CONFIRMATION OF DTCS AS DESC

*** CASE EXTENDED WARRANTY LOOKUP 5/9/2005 1:12:29 PM, lknox

WARRANTY CHECK 05/09/2005 01:12:29 PM lknox

No data found for VIN.

*** CASE MODIFY 5/9/2005 1:26:39 PM, lknox

into WIP default and Status of Solving.

*** CASE MODIFY 5/9/2005 1:26:49 PM, lknox

into WIP default and Status of Solving.

*** NOTES 5/9/2005 1:34:20 PM, lknox, Action Type : Call from Customer

Dealer: FRIENDLY HONDA HOUSE

Service Advisor: Ken ext. 138

Service Manager: Don Spaeth

Vehicle is currently at FRIENDLY HONDA HOUSE

Customer says that this originally started in March 2005. Customer says that she took the vehicle to Curry Honda. Customer says the check engine light came on in the vehicle. The dealership told her that the light was coming on due to a loose gas cap and they tightened the cap and reset the light. Customer says there was a whining whistle that she was concerned about. The dealership checked the vehicle and informed customer that the noise could not be heard, unable to duplicate.

Customer says the noise continued, and she called the dealership to let them know the noise continued. Customer was told to bring the vehicle in for service and they will check it but they could not get her a loaner car for a couple of weeks. Customer says the dealership was not very accomadating and decided to go to Friendly Honda House.

Customer says she has had several problems with the vehicle and wants to inact the lemon law. Customer was told to contact our office. Customer says that a couple of weeks ago, she went to FRIENDLY HONDA HOUSE to address the concern with the whinning noise. Customer says the service advisor Ken, test drove with customer and was able to hear the noise. He told her the transmission had a problem and there was something wrong with the transmission barring. They replaced the entire transmission. Customer says that the same day she picked up the vehicle, she went home and could not get the key out of the ignition, it was stuck. She played around with the vehicle and eventually got the key out. Customer's husband is a mechanic and he drove the vehicle the following day and told her that the car was stuck in 3rd gear, the check engine light , drive indicator light was blinking, traction control light came on. Customer says her husband brought the car back home and tried starting it back up, and all of those lights went out and he also had trouble taking the key out of the vehicle, but it eventually came out.

Case History

Case ID : N012005-05-0902058

Case Title : [REDACTED]

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

Car was stuck in 3rd gear, the check engine light , drive indicator light was blinking, traction control light came on.

****Please confirm diagnostic condition of vehicle, requiring another replacement transmission as well as any other non-operating conditions.****

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

Thank you for your attention to this matter.

Vance Cross
Automobile Customer Service

*** COMMIT 5/10/2005 12:22:08 PM, vcross, Action Type : N/A

call to dealership

*** NOTES 5/10/2005 12:24:34 PM, vcross, Action Type : Call from Customer

left message on customers VM introducing myself as the CM.

*** CASE MODIFY 5/10/2005 1:33:29 PM, vcross

into WIP default and Status of Solving.

*** CASE MODIFY 5/11/2005 9:17:26 AM, vcross

into WIP 9B and Status of Solving.

*** CASE FULFILL 5/11/2005 12:40:20 PM, vcross

Fulfilled for [REDACTED] due 05/12/2005 12:00:00 AM.

*** NOTES 5/11/2005 1:50:31 PM, vcross, Action Type : Call from Customer

Customer called stating she is not happy with her vehicle and is looking for AHM to buy the vehicle back. I sympathized with the customer and informed her that the primary goal of AHM is geared towards repairing her vehicle. I informed the client that I spoke with the SM at Friendly Honda Don S. and he confirmed that the vehicle was in the process of having the transmission replaced and should be done by today 05/11/05 or tomorrow 05/12/05.

The client is still not comfortable driving the vehicle and feels something more should be provided to her if AHM is not willing to buy the vehicle back. I presented a suggestive offer of extending out the clients warranty or offering a courtesy finance payment to appease her dissatisfaction. The client is willing to accept an extension on the warranty and a body repair service to scratches on the lower right end of her vehicle quarter panel. I advised the client as a show of interest I would consult with the Field DPSM and my officials here at AHM in regards to this offer. I advised that I cannot guarantee the results, but that the request would certainly be reviewed. The customer was not completely satisfied, however did indicate this would more or less provide her comfort on this matter. Advised that I would contact her back with the results of a decision. Customer understood.

*** COMMIT 5/11/2005 1:54:35 PM, vcross, Action Type : N/A

contact DPSM

*** NOTES 5/12/2005 1:09:24 PM, vcross, Action Type : Note-General

Contacted the DPSM Don A. and reviewed with him the status the this customers vehicle condition. I informed him that I spoke with the customer and offered suggestions on resolving this matter to avoid any possible legal repercussions.

I advised Don that I would contact the customer and sell the aspects of her being offered a VSC valued at \$1500.00, Roadside assistance, \$0 deductible,

Case History

Case ID : N012005-05-0902058

Case Title : [REDACTED]

the contract would still be valid, with all terms and conditions related to the extended warranty conditions. I requested the customer fax to my attention a copy of the bill of sale and/or VSC contact that verifies the amount to process the refund. I provided her with the fax numbers [REDACTED]

The customer understood and stated she would fax the information tomorrow.

*** CASE MODIFY 6/6/2005 9:05:49 AM, vcross
into WIP 9B and Status of Solving.

*** CASE RULE ACTION 6/6/2005 12:10:01 PM, sa
Action owner - 30 days of rule Case Closure fired

*** COMMIT 6/14/2005 6:20:54 AM, vcross, Action Type : N/A
follow-up documents

*** NOTES 6/14/2005 6:31:19 AM, vcross, Action Type : Call to Customer

Contacted customer to follow-up on the request to send documentation to process the refund on a VSC. Left message on her VM requesting she return my call.

*** CASE MODIFY 6/14/2005 7:11:03 AM, vcross
into WIP 9B and Status of Solving.

*** CASE MODIFY 6/14/2005 1:46:25 PM, vcross
into WIP 9B and Status of Solving.

*** NOTES 6/15/2005 7:47:31 AM, vcross, Action Type : Call to Customer

Contacted customer with another attempt to have her submit a copy of the VSC. Left a message with her daughter to contact me back.

*** CASE FULFILL 6/15/2005 7:47:41 AM, vcross
Fulfilled for [REDACTED] due 06/16/2005 12:00:00 AM.

*** COMMIT 6/15/2005 7:47:47 AM, vcross, Action Type : N/A

3rd attempt follow-up

*** CASE MODIFY 6/15/2005 7:48:50 AM, vcross
into WIP 9B and Status of Solving.

*** CASE CUC LOOKUP 6/20/2005 9:29:53 AM, vcross

CUC CHECK 06/20/2005 09:29:53 AM vcross

The following CUC information was found

;;;0;0;0;:::0;;

*** CASE VSC LOOKUP 6/20/2005 9:29:53 AM, vcross

VSC CHECK 06/20/2005 09:29:53 AM vcross

The following VSC information was found

[REDACTED] V002016716;A70;(NEW) PREMIUM 7YR 100K \$50 DED;ACTIVE;;2004-06-26;2011-06-25;100000;6;208271;50.00

*** NOTES 6/20/2005 9:31:44 AM, vcross, Action Type : Call to Customer

Contacted customer and left a message stating I received her faxed VSC application. Requested she return my call.

*** CASE FULFILL 6/20/2005 9:35:21 AM, vcross

Fulfilled fo [REDACTED] due 06/21/2005 12:00:00 AM.

*** COMMIT 6/20/2005 9:55:48 AM, vcross, Action Type : N/A

submit check req.

Case History

Case ID : N012005-05-0902058

Case Title : [REDACTED]

*** CASE MODIFY 6/20/2005 9:59:34 AM, vcross
into WIP 9B and Status of Solving.

*** CASE MODIFY 6/23/2005 2:32:55 PM, vcross
into WIP 9B and Status of Solving.

*** SUBCASE N012005-05-0902058-1 DISPATCH 6/24/2005 8:06:20 AM, vcross
from WIP Subcases to Queue Ck Req - Jenkins.

*** NOTES 6/24/2005 8:20:10 AM, vcross, Action Type : Call to Customer
ACS contacted customer and left a message regarding the check request submitted for reimbursement for her VSC. Requested she return my call.

*** CASE FULFILL 6/24/2005 8:20:21 AM, vcross
Fulfilled for [REDACTED] due 06/23/2005 12:00:00 AM.

*** COMMIT 6/24/2005 8:20:27 AM, vcross, Action Type : N/A
customer follow-up

*** CASE MODIFY 6/24/2005 8:21:00 AM, vcross
into WIP 9B and Status of Solving.

*** SUBCASE N012005-05-0902058-1 RULE ACTION 6/25/2005 7:06:20 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE N012005-05-0902058-1 RULE ACTION 6/26/2005 7:06:20 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE MODIFY 6/27/2005 12:24:02 PM, vcross
into WIP check req file and Status of Solving.

*** SUBCASE N012005-05-0902058-1 6/29/2005 3:44:03 PM, jjenkins, Action Type :
Check Requisition for 1,785.00 \$ submitted
Check Requisition for 1,785.00 \$ submitted by jjenkins

*** SUBCASE N012005-05-0902058-1 RETURN 6/29/2005 3:44:14 PM, jjenkins
from Queue Ck Req - Jenkins to WIP Subcases.

*** CASE FULFILL 7/1/2005 7:13:40 AM, vcross
Fulfilled for [REDACTED] due 06/28/2005 12:00:00 AM.

*** COMMIT 7/1/2005 7:13:46 AM, vcross, Action Type : N/A
confirm check sent

*** NOTES 7/1/2005 7:14:14 AM, vcross, Action Type : Call to Customer
Contacted customer and phone line was busy.

*** CASE MODIFY 7/1/2005 7:14:17 AM, vcross
into WIP check req file and Status of Solving.

*** NOTES 7/1/2005 1:34:43 PM, echeng, Action Type : Call from Customer
Customer called to speak to CM, Transferred call to CM.

*** SUBCASE N012005-05-0902058-1 COMMIT 7/4/2005 8:02:52 AM, vcross, Action Type : External Commitment

Case History

Case ID : N012005-05-0902058

Case Title :



Check processed for check_req_no = 6137 on 2005-07-01-00.00.00.000000

*** NOTES 7/5/2005 9:54:32 AM, Awilli01, Action Type : Note-General

Check #1497784 in the amount of \$1,785.00 is to be mailed out on Tuesday July 05, 2005.

*** SUBCASE N012005-05-0902058-1 CLOSE 7/7/2005 7:29:32 AM, vcross

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/7/2005 7:29:39 AM, vcross

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

Case Details

Case ID : N012004-05-1401028 Division : Honda - Auto Condition : Closed Open Date : 5/14/2004 2:18:58 PM
 Case Originator : Brian Pledger (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 5/14/2004 2:23:25 PM
 Case Owner : Brian Pledger (Team HD) Method : Phone Queue : Days Open : 0
 Last Closed By : Brian Pledger (Team HD) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : FLORISSANT, MO [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56774A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5674JW / A
 Miles / Hours : 11,100
 In Service Date : 04/22/2004
 Months In Use : 1
 Engine Number : K24A42066573
 Originating Dealer No. / Name : 206604 / FRANK LETA HONDA
 Selling Dealer No. / Name : 206604 / FRANK LETA HONDA
 Trim : EX CSRS
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 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 : 206604 / FRANK LETA HONDA
 Phone No. : 636-336-5000
 Address : 500 AUTO MALL DRIVE
 City / State / Zip : O'FALLON, MO 63368
 Svc District / Sls District : 08J / E08
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-05-1401028-1 / [REDACTED]	Subcase Close	Product	Operation	743	Shift Interlock

Issue Details

Issue ID : N012004-05-1401028-1 Disposition: Complaint Condition : Closed Wipbin :
Issue Originator : Brian Pledger Type 1 : Product Status : Subcase Close Open Date : 5/14/2004 2:23:15 PM
Issue Owner : Brian Pledger Type 2 : Operation Queue : Close Date : 5/14/2004 2:23:25 PM
Issue Title : [REDACTED]

Coding Info :

Labor Code / Desc : 743 / Shift Interlock
Condition Code Desc Any 7430
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information
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 : N012004-05-1401028

Case Title : XXXXXXXXXX

*** CASE CREATE 5/14/2004 2:18:58 PM, bpledger

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

*** CASE CAMPAIGN LOOKUP 5/14/2004 2:19:03 PM, bpledger

CAMPAIGN CHECK 05/14/2004 02:19:03 PM bpledger

No data found for VIN

*** NOTES 5/14/2004 2:21:49 PM, bpledger, Action Type : Call from Customer

The customer stated that she was unable to remove the vehicle Key. The customer is requesting assistance. I advised the customer to contact the dealer service department for assistance. The customer agreed. I provide the customer with the dealer phone #. The customer thanked.

*** CASE MODIFY 5/14/2004 2:21:57 PM, bpledger

into WIP Default and Status of Solving.

*** CASE MODIFY 5/14/2004 2:22:16 PM, bpledger

into WIP Default and Status of Solving.

*** SUBCASE N012004-05-1401028-1 CREATE 5/14/2004 2:23:15 PM, bpledger

Created in WIP Default with Due Date 5/14/2004 2:23:15 PM.

*** CASE MODIFY 5/14/2004 2:23:21 PM, bpledger

into WIP Default and Status of Solving.

*** CASE CLOSE 5/14/2004 2:23:25 PM, bpledger

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

*** SUBCASE N012004-05-1401028-1 CLOSE 5/14/2004 2:23:25 PM, bpledger

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012008-03-2601448 Division : Honda - Auto Condition : Closed Open Date : 3/26/2008 3:42:53 PM
 Case Originator : Jennifer Aggrey (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 3/26/2008 3:54:51 PM
 Case Owner : Jennifer Aggrey (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Jennifer Aggrey (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : CANTON, OH [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM66514A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM6654JNW / A
 Miles / Hours : 56,000
 In Service Date : 03/31/2004
 Months In Use : 48
 Engine Number : J30A42083197
 Originating Dealer No. / Name : 206760 / MOTORCARS HONDA
 Selling Dealer No. / Name : 206760 / MOTORCARS HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 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 : 207128 / PARK HONDA
 Phone No. : 330-644-3322
 Address : 951 INTERSTATE PARKWAY
 City / State / Zip : AKRON, OH 44312
 Svc District / Sls District : 04F / C04
 Warranty Labor Rate / Date : \$89.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012008-03-2601448-1 [REDACTED]	PROD Subcase Close	Product	Technical Assistance	725	Ignition Switch

Case History

Case ID : N012008-03-2601448

Case Title : 

Thank you for your attention to this matter.

Jennifer Aggrey
Automobile Customer Service

*** CASE MODIFY 3/26/2008 3:54:49 PM, jaggrey
into WIP default and Status of Solving.

*** CASE CLOSE 3/26/2008 3:54:51 PM, jaggrey
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012005-03-1701146 Division : Honda - Auto Condition : Closed Open Date : 3/17/2005 3:57:39 PM
 Case Originator : Patricia Burkhardt (Team HI) Sub Division : Customer Relations Status : Closed Close Date : 4/11/2005 3:19:17 PM
 Case Owner : Kentaro Ogawa (Team HG) Method : Mail Queue : Days Open : 25
 Last Closed By : Kentaro Ogawa (Team HG) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : MIDDLETOWN, CT [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66574A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM6654JNW / A
 Miles / Hours : 4,000
 In Service Date : 04/10/2004
 Months In Use : 11
 Engine Number : J30A42090432
 Originating Dealer No. / Name : 207385 / CASTLE HONDA
 Selling Dealer No. / Name : 207385 / CASTLE HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 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 : 207385 / CASTLE HONDA
 Phone No. : 847-965-8833
 Address : 6900 W.DEMPSTER STREET
 City / State / Zip : MORTON GROVE, IL 60053
 Svc District / Sls District : 08C / A08
 Warranty Labor Rate / Date : \$98.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012005-03-1701146-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012005-03-1701146-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 3/18/2005 1:12:31 PM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 3/23/2005 8:47:48 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Referred to Dealer
Component Category : 11 - Electrical 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 : N012005-03-1701146

Case Title : 8E [REDACTED]

*** NOTES 3/17/2005 3:57:39 PM, pburkhar, Action Type :

On 3/17/05, ACS received a letter from customer dated 3/5/05 stating the following:

"We are writing you because our recent experience with our Honda dealer may go a long way to explaining why Honda is losing market share to other Asian car makers.

We bought a 4 door Honda Accord EX , in 04/04. We had what we believe is a relatively minor mechanical problem with the car and brought the car in for service which is covered under a warranty from American Honda. Our experience with the people at Castle Honda has been a veritable nightmare. We when first brought the car in the service manager insisted that he was only going to check the starting system. Then we took the car to our mechanic and he said the problem was in the shifter cable. After a less than easy conversation with the service department, they agreed that the shifter cable, in fact, was the problem, and they proceeded to adjust the shifter cable.

.Consequently, we will pay our mechanic for work that is guaranteed under the warranty. In light of this experience with Castle Honda no rational person would willingly want to deal with AHM again."

*** CASE CREATE 3/17/2005 3:57:39 PM, pburkhar

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

*** CASE MODIFY 3/17/2005 3:59:05 PM, pburkhar

into WIP default and Status of Solving.

*** CASE MODIFY 3/17/2005 3:59:06 PM, pburkhar

into WIP default and Status of Solving.

*** CASE DISPATCH 3/17/2005 3:59:11 PM, pburkhar

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 3/18/2005 1:07:46 PM, kogawa

from Queue Honda Team E to WIP Default.

*** SUBCASE N012005-03-1701146-1 CREATE 3/18/2005 1:12:31 PM, kogawa

Created in WIP Default with Due Date 3/18/2005 1:12:31 PM.

*** NOTES 3/18/2005 1:14:52 PM, kogawa, Action Type : Call to Customer

Called customer, left message on answering machine acknowledging receipt of correspondence, asked for call back to review.

*** COMMIT 3/18/2005 1:15:00 PM, kogawa, Action Type : N/A

dcs

*** COMMIT 3/18/2005 1:15:14 PM, kogawa, Action Type : N/A

ccb?

*** NOTES 3/18/2005 3:04:43 PM, kogawa, Action Type : Call to Customer

Returned customer's call. Customer loves the car, but has to admit is not too pleased with the service dept based on a recent visit to address a minor problem: Car intermittently would not start in Park. Dealer started the car a few times, and that was the extent of it. An independent suggested it could be the shifter cable. So dealer verified and adjusted the shifter cable. Now there is a difficulty in getting the key out of the ignition. Customer called the dealer, a service advisor/receptionist informed customer that the manager was not available and that the voicemail for the service manager and general manager were full, and asked if it was ok if he would be transferred to the Finance manager's voicemail. Customer left a message on Finance manager's voicemail for appropriate follow up, and no one has called him back. Is considering just paying for the repairs at the independent, rather than return to dealer.

ACS thanked customer for his feedback, and offered to contact dealer on his behalf, in efforts that they will follow up with him in efforts to remedy his poor perception of this dealer. Customer is not expecting much action but would be pleased if the dealer did follow up, will leave the matter now in AHM's hands.

Case History

Case ID : N012005-03-1701146

Case Title : [REDACTED]

*** COMMIT 3/18/2005 3:04:58 PM, kogawa, Action Type :

Made to [REDACTED] due 03/21/2005 03:05:06 PM.

DCS Follow-Up

*** NOTES 3/18/2005 3:06:18 PM, kogawa, Action Type : Dealer Communication

ATTN: Rob Borre, SERVICE MANAGER

Rob, FYI on customer who wrote us a letter. I called him on the letter, and the following is the gist of the conversation. Please consider giving him a call to discuss, perhaps have him bring car in. Thanks.

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

Returned customer's call. Customer loves the car, but has to admit is not too pleased with the service dept based on a recent visit to address a minor problem:

Car intermittently would not start in Park. Dealer started the car a few times, and that was the extent of it. An independent suggested it could be the shifter cable. So dealer verified and adjusted the shifter cable. Now there is a difficulty in getting the key out of the ignition. Customer called the dealer, a service advisor/receptionist informed customer that the manager was not available and that the voicemail for the service manager and general manager were full, and asked if it was ok if he would be transferred to the Finance manager's voicemail. Customer left a message on Finance manager's voicemail for appropriate follow up, and no one has called him back. Is considering just paying for the repairs at the independent, rather than return to dealer.

ACS thanked customer for his feedback, and offered to contact dealer on his behalf, in efforts that they will follow up with him in efforts to remedy his poor perception of this dealer. Customer is not expecting much action but would be pleased if the dealer did follow up, will leave the matter now in AHM's hands.

Thank you for your attention to this matter.

Kentaro Ogawa

800-999-1009 x118016

Automobile Customer Service

*** CASE FULFILL 3/18/2005 3:06:28 PM, kogawa

Fulfilled for [REDACTED] due 03/21/2005 12:00:00 AM.

*** SUBCASE N012005-03-1701146-1 CLOSE 3/23/2005 8:47:48 AM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/23/2005 8:48:25 AM, kogawa

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

*** CASE REOPEN 4/5/2005 1:43:35 PM, aferrel

with Condition of Open and Status of Solving.

*** CASE MODIFY 4/5/2005 1:50:44 PM, aferrel

into WIP default and Status of Solving.

*** NOTES 4/5/2005 1:57:17 PM, aferrel, Action Type : Call from Customer

Mr. [REDACTED] called AH in regards to his previous request to find some resolve to poor dealer service.

I informed the customer his CM had sent the Castle Honda a DCS in hopes that the service manager would call him (customer) back with some resolve.

The customer stated he had not received a call as of yet.

Case History

Case ID : N012005-03-1701146

Case Title : 8E [REDACTED]

I apologized to Mr [REDACTED] for the inconvenience.
The customer stated he would begin to submit letters to newspapers, AH VP, and board committees.
I informed the customer I would reopen his case and submit for further follow up.
I provided the customer with name and his case number.

The customer stated he would just like his issue to be resolved.
The customer did not request further assistance.
The call was ended on a good note.

*** NOTES 4/5/2005 1:58:13 PM, aferrel, Action Type : Note-General

Dispatching case to Honda Team E.

*** CASE DISPATCH 4/5/2005 1:58:24 PM, aferrel

from WIP default to Queue Honda Team E.

*** CASE ASSIGN 4/5/2005 2:11:51 PM, mwalters

N012005-03-1701146 to kogawa, WIP -

*** CASE RULE ACTION 4/5/2005 2:11:52 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 4/5/2005 4:45:30 PM, kogawa, Action Type : Dealer Communication

ATTN: Rob Borre, SERVICE MANAGER

Rob, customer called us back, advises has not heard from anyone at dealer since he called our office on March 17th. Please contact customer to discuss and resolve. Thanks.

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

Returned customer's call. Customer loves the car, but has to admit is not too pleased with the service dept based on a recent visit to address a minor problem: Car intermittently would not start in Park. Dealer started the car a few times, and that was the extent of it. An independent suggested it could be the shifter cable. So dealer verified and adjusted the shifter cable. Now there is a difficulty in getting the key out of the ignition. Customer called the dealer, a service advisor/receptionist informed customer that the manager was not available and that the voicemail for the service manager and general manager were full, and asked if it was ok if he would be transferred to the Finance manager's voicemail. Customer left a message on Finance manager's voicemail for appropriate follow up, and no one has called him back. Is considering just paying for the repairs at the independent, rather than return to dealer.

ACS thanked customer for his feedback, and offered to contact dealer on his behalf, in efforts that they will follow up with him in efforts to remedy his poor perception of this dealer. Customer is not expecting much action but would be pleased if the dealer did follow up, will leave the matter now in AHM's hands.

Kentaro Ogawa
800-999-1009 x118016
Automobile Customer Service

*** NOTES 4/8/2005 3:08:09 PM, kogawa, Action Type : Call to Dealer

While discussing another case, asked Abe in service if anyone at dealer had followed up with customer on the issues pertaining to the ignition. Gabe shows last visit was on 3/3/05. Gabe will contact customer in efforts to address any pending issues.

Case Details

Case ID : N012005-04-1400681 Division : Honda - Auto Condition : Closed Open Date : 4/14/2005 10:19:36 AM
 Case Originator : Barry Meikle (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 4/14/2005 10:20:22 AM
 Case Owner : Barry Meikle (Team HG) Method : Phone Queue : Days Open : 0
 Last Closed By : Barry Meikle (Team HG) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : DUNWOODY, GA
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66824A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM6684JNW / A
 Miles / Hours : 15,000
 In Service Date : 04/24/2004
 Months In Use : 12
 Engine Number : J30A42093552
 Originating Dealer No. / Name : 207577 / GWINNETT PLACE HONDA
 Selling Dealer No. / Name : 207577 / GWINNETT PLACE HONDA
 Trim : EX-V6NV
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012005-04-1400681-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Case History

Case ID : N012005-04-1400681

Case Title : 

*** CASE CREATE 4/14/2005 10:19:36 AM, bmeikle

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

*** NOTES 4/14/2005 10:19:36 AM, bmeikle, Action Type :

Customer called and states she can not remove the key from the ignition. We attempted several ways to get it out and it will not. I apologized for this issue and advised she needs to see the dealer. She is quite upset. I apologized again.

*** SUBCASE N012005-04-1400681-1 CREATE 4/14/2005 10:19:46 AM, bmeikle

Created in WIP Default with Due Date 4/14/2005 10:19:46 AM.

*** SUBCASE N012005-04-1400681-1 CLOSE 4/14/2005 10:20:22 AM, bmeikle

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/14/2005 10:20:22 AM, bmeikle

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

Case Details

Case ID : N012007-11-0601591 Division : Honda - Auto Condition : Closed Open Date : 11/6/2007 3:29:08 PM
 Case Originator : Vanna Chhauy (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 11/6/2007 3:29:54 PM
 Case Owner : Vanna Chhauy (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Vanna Chhauy (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : STAMFORD, CT [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM66584A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM6654JNW / A
 Miles / Hours :
 In Service Date : 05/25/2004
 Months In Use : 42
 Engine Number : J30A42094437
 Originating Dealer No. / Name : 208060 / GREENWICH HONDA
 Selling Dealer No. / Name : 208060 / GREENWICH HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012007-11-0601591-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-11-0601591-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Vanna Chhauy	Type 1 : Product	Status : Subcase Close	Open Date : 11/6/2007 3:29:46 PM
Issue Owner : Vanna Chhauy	Type 2 : Operation	Queue :	Close Date : 11/6/2007 3:29:54 PM
Issue Title :	[REDACTED]		

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc : Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Documented Concern
Component Category : 01 - Steering 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 Details

Case ID : N012007-09-2100340	Division : Honda - Auto	Condition : Closed	Open Date : 9/21/2007 8:43:59 AM
Case Originator : Tracey Green (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/28/2007 3:56:33 PM
Case Owner : Albert Chan (Team HD)	Method : Phone	Queue :	Days Open : 7
Last Closed By : Albert Chan (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title :	[REDACTED]		

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 :	CAMARILLO, CA [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCM56114A [REDACTED]
Model / Year :	ACCORD / 2004
Model ID / Product Line :	CM5614PLW / A
Miles / Hours :	70,000
In Service Date :	03/13/2004
Months In Use :	42
Engine Number :	K24A42081449
Originating Dealer No. / Name :	208253 / RIVERSIDE HONDA
Selling Dealer No. / Name :	208253 / RIVERSIDE HONDA
Trim :	DX
No. Of Doors :	4
Transmission Code :	5AT
Exterior Color :	SI
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 :	207942 / HONDA OF THOUSAND OAKS
Phone No. :	805-371-5500
Address :	3925 AUTOMALL DRIVE
City / State / Zip :	THOUSAND OAKS, CA 91362
Svc District / Sls District :	01C / B01
Warranty Labor Rate / Date :	\$105.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012007-09-2100340-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-09-2100340-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Albert Chan	Type 1 : Product	Status : Subcase Close	Open Date : 9/24/2007 8:57:08 AM
Issue Owner : Albert Chan	Type 2 : Operation	Queue :	Close Date : 9/28/2007 3:56:32 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM Partial
Component Category : 11 - Electrical 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 : N012007-09-2100340

Case Title : [REDACTED]

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/24/2007 8:59:35 AM, achan

CLAIM CHECK 09/24/2007 08:59:35 AM achan

The following Claim History information was found

0; 2004-12-28; 208128; 598911; 510; 752106 ; SAFETY RECALL: DRIVER'S AIRBAG - INSTALL AN AIRBAG PROTECTOR BETWEEN THE DRIVER'S AIRBAG AND THE AIRBAG COVER.

*** CASE CAMPAIGN LOOKUP 9/24/2007 8:59:38 AM, achan

CAMPAIGN CHECK 09/24/2007 08:59:38 AM achan

The following Campaign information was found

04-072; P54; 04-05 ACCORD DRIVER'S AIRBAG; 2004-12-28; FX;
06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 9/24/2007 8:59:40 AM, achan

VSC-CUC CHECK 09/24/2007 08:59:40 AM achan

No data found for VIN.

*** NOTES 9/24/2007 9:08:47 AM, achan, Action Type : Call to Customer

Called the customer and introduced myself as the RCM handling his case. He informed me that Thousand Oaks Honda performed the repair and Sully is his SA. Customer stated that he is Shocked to find that his ignition switch went out. Customer is seeking reimbursement for the Part, Labor, 1 extra key and 1 day of vehicle rental which totals somewhere around \$950. I informed him that i cannot gaurantee any type of reimbursement but i will definately look into his concerns. Customer understood. I informed him that i will need to speak to the dealership regarding the diagnosis and find out what caused the ignition switch to go out. Customer thanked me for my time and ended the call.

*** COMMIT 9/24/2007 9:09:13 AM, achan, Action Type : N/A

Made to [REDACTED] due 09/24/2007 10:00:00 AM.

fax rec'd

*** CASE MODIFY 9/24/2007 9:09:45 AM, achan

into WIP default and Status of Solving.

*** CASE MODIFY 9/24/2007 9:29:32 AM, achan

into WIP default and Status of Solving.

*** NOTES 9/24/2007 5:44:35 PM, achan, Action Type : Call to Dealer

Spoke to SA Sully and he informed me that the customers ignition lock had frozen pins inside. They found no outside influence to cause this problem. Customer has had 2 oil changes in her service history.

*** CASE MODIFY 9/24/2007 5:45:40 PM, achan

into WIP 1C and Status of Solving.

*** NOTES 9/25/2007 5:02:29 PM, achan, Action Type : Call to Customer

Called the customer and left a message requesting a call back to discuss his case. I informed him that a decision has been made and would like discuss this with him.

*** CASE MODIFY COMMITMENT 9/25/2007 5:02:55 PM, achan

with [REDACTED] due 09/27/2007 10:00:00 AM.

*** CASE MODIFY 9/25/2007 5:02:57 PM, achan

Case History

Case ID : N012007-09-2100340

Case Title : [REDACTED]

into WIP IC and Status of Solving.

*** NOTES 9/26/2007 8:42:48 AM, achan, Action Type : Note-Resolution

After reviewing the case, i have decided to cover 50% of the bill for the customer due to the cause of failure and in the interest of customers satisfaction.

*** NOTES 9/26/2007 9:05:39 AM, achan, Action Type : Call to Customer

Returned customers VM

Called the customer and informed him that after reviewing his case, AHM will reimburse 50% of the repair. Customer is very happy with that decision. I asked him to fax in a copy of the invoice along with a proof of payment to 310-783-7890. Customer stated that he will fax it in today. I thanked him for his time and ended the call.

Verified customers information

*** CASE MODIFY 9/26/2007 9:06:34 AM, achan

into WIP IC and Status of Solving.

*** CASE MODIFY 9/28/2007 10:20:28 AM, achan

into WIP IC and Status of Solving.

*** NOTES 9/28/2007 1:50:47 PM, tbarnett, Action Type : Letter/Fax

On 9/28/07 ACS received a 3-page fax from customer.

*** NOTES 9/28/2007 3:46:01 PM, achan, Action Type : Call to Customer

Called the customer and informed him that i have received his receipt and i will reimburse him 50% of the repair. Customer thanked me very much for my assistance on matter and really appreciates the GW gesture.

*** NOTES 9/28/2007 3:55:54 PM, achan, Action Type : Call to Dealer

Spoke to Sully SA and informed him that since this repair was completed in the last 30 days, AHM would like the customer to be reimbursed through the dealership. I informed him that we will be reimbursing him \$416.68. He informed me that he will take care of it. I thanked him for his time and ended the call

*** CASE FULFILL 9/28/2007 3:56:17 PM, achan

Fulfilled for [REDACTED] due 09/27/2007 10:00:00 AM.

*** CASE MODIFY 9/28/2007 3:56:31 PM, achan

into WIP Check Req and Status of Solving.

*** SUBCASE N012007-09-2100340-1 CLOSE 9/28/2007 3:56:32 PM, achan

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/28/2007 3:56:33 PM, achan

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

Case Details

Case ID : N032008-09-0400204	Division : Honda - Auto	Condition : Closed	Open Date : 9/4/2008 7:37:15 AM
Case Originator : Steven Felix (Team CC)	Sub Division : Satellite Center	Status : Closed	Close Date : 9/4/2008 7:39:08 AM
Case Owner : Steven Felix (Team CC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Steven Felix (Team CC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]		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 : NORTH STREET, MI [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56644A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5664JW / A
 Miles / Hours : 60,000
 In Service Date : 04/22/2004
 Months In Use : 53
 Engine Number : K24A42084162
 Originating Dealer No. / Name : 207049 / CAWOOD HONDA
 Selling Dealer No. / Name : 207049 / CAWOOD HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 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 : 207049 / CAWOOD HONDA
 Phone No. : 810-987-3030
 Address : 2516 PINE GROVE AVE.
 City / State / Zip : PORT HURON, MI 48060
 Svc District / Sls District : 04G / A04
 Warranty Labor Rate / Date : \$92.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N032008-09-0400204-1 [REDACTED]	Subcase Close	Campaign	Eligibility	725	Ignition Switch

Issue Details

Issue ID : N032008-09-0400204-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Steven Felix	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/4/2008 7:38:33 AM
Issue Owner : Steven Felix	Type 2 : Eligibility	Queue :	Close Date : 9/4/2008 7:39:08 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

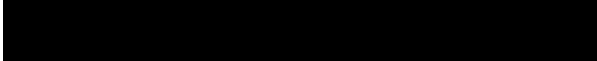
Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032008-09-0400204

Case Title : 

*** CASE CREATE 9/4/2008 7:37:15 AM, sfelix

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

*** CASE MODIFY 9/4/2008 7:37:21 AM, sfelix

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 9/4/2008 7:37:26 AM, sfelix

VSC CHECK 09/04/2008 07:37:26 AM sfelix

The following VSC information was found

;;;;;;0;0;0.0

*** CASE CUC LOOKUP 9/4/2008 7:37:26 AM, sfelix

CUC CHECK 09/04/2008 07:37:26 AM sfelix

The following CUC information was found

MICHAEL;SCHWENTOR;ACTIVE;100000;28220;48000;2007-04-24;2011-04-22;;2007-04-24;2007-04-24;207049;;0;2007-05-31;
2007-05-07

*** CASE EXTENDED WARRANTY LOOKUP 9/4/2008 7:37:28 AM, sfelix

WARRANTY CHECK 09/04/2008 07:37:28 AM sfelix

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/4/2008 7:37:31 AM, sfelix

CLAIM HISTORY CHECK 09/04/2008 07:37:31 AM sfelix

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/4/2008 7:37:36 AM, sfelix

CAMPAIGN CHECK 09/04/2008 07:37:36 AM sfelix

The following Campaign information was found

04-072; P54; 04-05 ACCORD DRIVER'S AIRBAG; 03/28/05; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; ; ;
08-010; Q74; 03-

*** CASE MODIFY 9/4/2008 7:37:38 AM, sfelix

into WIP default and Status of Solving.

*** NOTES 9/4/2008 7:38:02 AM, sfelix, Action Type : Call from Customer


Verified customer information

The customer states that the key of the vehicle will not complete shut the vehicle off. The engine will shut off but the lights and radio will stay on. The vehicle stays in the accessory on position and does not turn all the way off so the key cannot be removed at all. This issue began last week. She took the vehicle to CAWOOD HONDA and spoke with SA Dan. She was informed that the multiple fuse box would need to be replaced for about \$400. She does not know why this went out but states the dealer was a bit shocked that this part went out. She would like to know if there are any campaigns involving this issue that might assist her with the repairs.

I informed the customer that all campaigns are VIN specific. Her vehicle at this time has no outstanding campaigns dealing with the multiplex. Unfortunately at this point the vehicle is past warranty parameters and AHM will not offer assistance. Further assistance was not required.

Case History

Case ID : N032008-09-0400204

Case Title : 

*** CASE MODIFY 9/4/2008 7:38:06 AM, sfelix
into WIP default and Status of Solving.

*** SUBCASE N032008-09-0400204-1 CREATE 9/4/2008 7:38:33 AM, sfelix
Created in WIP Default with Due Date 9/4/2008 7:38:33 AM.

*** CASE MODIFY 9/4/2008 7:38:36 AM, sfelix
into WIP default and Status of Solving.

*** CASE MODIFY 9/4/2008 7:38:40 AM, sfelix
into WIP default and Status of Solving.

*** CASE MODIFY 9/4/2008 7:38:49 AM, sfelix
into WIP default and Status of Solving.

*** CASE MODIFY 9/4/2008 7:38:51 AM, sfelix
into WIP default and Status of Solving.

*** CASE MODIFY 9/4/2008 7:39:06 AM, sfelix
into WIP default and Status of Solving.

*** SUBCASE N032008-09-0400204-1 CLOSE 9/4/2008 7:39:08 AM, sfelix
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/4/2008 7:39:08 AM, sfelix
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012008-04-2501456	Division : Honda - Auto	Condition : Closed	Open Date : 4/25/2008 4:04:05 PM
Case Originator : Atiya Bey (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/25/2008 5:16:45 PM
Case Owner : Atiya Bey (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Atiya Bey (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 : JOLIET, IL [REDACTED]
 E Mail : NONE
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / HRCM56384 [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5634PLW / A
 Miles / Hours :
 In Service Date : 06/04/2004
 Months In Use : 46
 Engine Number : K24A42083765
 Originating Dealer No. / Name : 207001 / COMMUNITY HONDA OF ORLAND
 Selling Dealer No. / Name : 207001 / COMMUNITY HONDA OF ORLAND P
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012008-04-2501456-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012008-04-2501456-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Atiya Bey	Type 1 : Product	Status : Subcase Close	Open Date : 4/25/2008 5:16:39 PM
Issue Owner : Atiya Bey	Type 2 : Operation	Queue :	Close Date : 4/25/2008 5:16:44 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

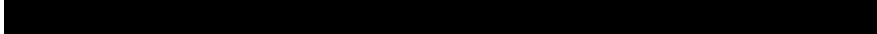
Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-04-2501456

Case Title : 

I advised that he would need to visit his Honda dealer at this point because there was not any other information that could be provided.

Resolution:

He thanked me and no further assistance needed.

*** SUBCASE N012008-04-2501456-1 CREATE 4/25/2008 5:16:39 PM, abey
Created in WIP Default with Due Date 4/25/2008 5:16:39 PM.

*** SUBCASE N012008-04-2501456-1 CLOSE 4/25/2008 5:16:44 PM, abey
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/25/2008 5:16:45 PM, abey
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012004-09-0200632 Division : Honda - Auto Condition : Closed Open Date : 9/2/2004 10:28:09 AM
 Case Originator : Kara Castanon (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 9/2/2004 1:19:12 PM
 Case Owner : Kara Castanon (Team HC) Method : Phone Queue : Days Open : 0
 Last Closed By : Kara Castanon (Team HC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : MASSAPEQUA PK, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56824A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5684JNW / A
 Miles / Hours : 5,000
 In Service Date : 03/22/2004
 Months In Use : 6
 Engine Number : K24A42310515
 Originating Dealer No. / Name : 208226 / HONDA CITY
 Selling Dealer No. / Name : 208226 / HONDA CITY
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 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 : 207255 / P. S. HONDA
 Phone No. : 516-487-8900
 Address : 1260 NORTHERN BLVD.
 City / State / Zip : MANHASSET, NY 11030
 Svc District / Sls District : 05A / A05
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-09-0200632-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012004-09-0200632-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kara Castanon	Type 1 : Product	Status : Subcase Close	Open Date : 9/2/2004 1:18:32 PM
Issue Owner : Kara Castanon	Type 2 : Operation	Queue :	Close Date : 9/2/2004 1:18:54 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Documented Concern, Referred to Dealer
Component Category : 01 - Steering 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 : N012004-09-0200632

Case Title : 

*** CASE MODIFY 9/2/2004 1:18:58 PM, kcastano
into WIP default and Status of Solving.

*** CASE MODIFY 9/2/2004 1:19:05 PM, kcastano
into WIP default and Status of Solving.

*** CASE MODIFY 9/2/2004 1:19:11 PM, kcastano
into WIP default and Status of Solving.

*** CASE CLOSE 9/2/2004 1:19:12 PM, kcastano
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012007-12-0601235 Division : Honda - Auto Condition : Closed Open Date : 12/6/2007 3:32:15 PM
 Case Originator : Luis Acevedo (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 12/6/2007 3:38:06 PM
 Case Owner : Luis Acevedo (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Luis Acevedo (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : TAYLORS, SC [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56694A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5664JW / A
 Miles / Hours :
 In Service Date : 04/07/2004
 Months In Use : 44
 Engine Number : K24A42093641
 Originating Dealer No. / Name : 206907 / VIC BAILEY HONDA
 Selling Dealer No. / Name : 206907 / VIC BAILEY HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 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 : 207960 / BREAKAWAY HONDA
 Phone No. : 864-234-6632
 Address : 330 WOODRUFF RD.
 City / State / Zip : GREENVILLE, SC 29607
 Svc District / Sls District : 06J / D06
 Warranty Labor Rate / Date : \$95.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012007-12-0601235-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-12-0601235-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Luis Acevedo	Type 1 : Product	Status : Subcase Close	Open Date : 12/6/2007 3:37:57 PM
Issue Owner : Luis Acevedo	Type 2 : Operation	Queue :	Close Date : 12/6/2007 3:38:04 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 11 - Electrical 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 : N012007-12-0601235

Case Title : [REDACTED]

*** CASE CREATE 12/6/2007 3:32:15 PM, lacevedo

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

*** CASE CAMPAIGN LOOKUP 12/6/2007 3:32:53 PM, lacevedo

CAMPAIGN CHECK 12/06/2007 03:32:53 PM lacevedo

The following Campaign information was found

04-072; P54; 04-05 ACCORD DRIVER'S AIRBAG; 11/23/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

*** CASE VSC LOOKUP 12/6/2007 3:32:54 PM, lacevedo

VSC-CUC CHECK 12/06/2007 03:32:54 PM lacevedo

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/6/2007 3:32:57 PM, lacevedo

CLAIM CHECK 12/06/2007 03:32:57 PM lacevedo

The following Claim History information was found

0; 2004-11-23; 206907; 001562; 510; 752106 ; SAFETY RECALL: DRIVER'S AIRBAG - INSTALL AN AIRBAG PROTECTOR

BETWEEN THE DRIVER'S AIRBAG AND THE AIRBAG COV

*** CASE EXTENDED WARRANTY LOOKUP 12/6/2007 3:32:58 PM, lacevedo

WARRANTY CHECK 12/06/2007 03:32:58 PM lacevedo

No data found for VIN.

*** CASE MODIFY 12/6/2007 3:35:24 PM, lacevedo

into WIP default and Status of Solving.

*** CASE MODIFY 12/6/2007 3:35:29 PM, lacevedo

into WIP default and Status of Solving.

*** NOTES 12/6/2007 3:37:12 PM, lacevedo, Action Type : Call from Customer

The customer called AS to obtain information on the ignition key. The customer stated the keys got stuck on the ignition lock. The customer wanted to know if this was normal. I advised her that it is not and referred her to a Honda dealership

*** SUBCASE N012007-12-0601235-1 CREATE 12/6/2007 3:37:57 PM, lacevedo

Created in WIP Default with Due Date 12/6/2007 3:37:57 PM.

*** SUBCASE N012007-12-0601235-1 CLOSE 12/6/2007 3:38:04 PM, lacevedo

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/6/2007 3:38:06 PM, lacevedo

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

Case Details

Case ID : N012009-01-0200064	Division : Honda - Auto	Condition : Closed	Open Date : 1/2/2009 6:27:14 AM
Case Originator : Yolanda Jones (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/19/2009 12:41:04 PM
Case Owner : Caroline Odulio (Team HH)	Method : Phone	Queue :	Days Open : 17
Last Closed By : Caroline Odulio (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 :	WARREN, PA [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCM66894A [REDACTED]
Model / Year :	ACCORD / 2004
Model ID / Product Line :	CM6684JNW / A
Miles / Hours :	98,000
In Service Date :	06/30/2004
Months In Use :	55
Engine Number :	J30A42119000
Originating Dealer No. / Name :	207252 / JOHN HOLTZ HONDA
Selling Dealer No. / Name :	206683 / BIANCHI HONDA
Trim :	EX-V6NV
No. Of Doors :	4
Transmission Code :	5AT
Exterior Color :	GY
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 :	207078 / HARTLEY HONDA
Phone No. :	716-484-0131
Address :	1505 WASHINGTON ST.
City / State / Zip :	JAMESTOWN, NY 14701
Svc District / Sls District :	09A / A09
Warranty Labor Rate / Date :	\$70.00 /
Agent Name :	Comp Ind. : YES

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206683	BIANCHI HONDA		

3rd Party Info :

Party 1 : DPSM	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
N012009-01-0200064-1 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans
N012009-01-0200064-2 / [REDACTED]	Subcase Close	Service - Dealer	Service Transaction	725	Ignition Switch

Issue Details

Issue ID : N012009-01-0200064-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 1/2/2009 8:45:40 AM
Issue Owner : Caroline Odulio	Type 2 : Operation	Queue :	Close Date : 1/19/2009 12:39:49 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Other 218X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Assist - AHM Partial
 Component Category : 10 - Power Train
 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 : N012009-01-0200064-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 1/19/2009 12:40:42 PM
Issue Owner : Caroline Odulio	Type 2 : Service Transaction	Queue :	Close Date : 1/19/2009 12:41:04 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : Documented Concern
 Component Category : 11 - Electrical 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 : N012009-01-0200064

Case Title : [REDACTED]

*** CASE CREATE 1/2/2009 6:27:14 AM, yjones

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

*** CASE VSC LOOKUP 1/2/2009 6:27:17 AM, yjones

VSC-CUC CHECK 01/02/2009 06:27:17 AM yjones

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/2/2009 6:27:26 AM, yjones

CAMPAIGN CHECK 01/02/2009 06:27:26 AM yjones

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

07-002; Q31; 04-05 ACCORD SEAT SRS SENSOR; 02/26/07; FX;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGH; ; ;

*** CASE CLAIMS LOOKUP 1/2/2009 6:27:30 AM, yjones

CLAIM CHECK 01/02/2009 06:27:30 AM yjones

The following Claim History information was found

0; 2005-11-21; 206683; 524291; 510; 1161D3 ; IMMOBILIZER & TRANSMITTER KEY - REPLACE AND RE-CUT.

*** CASE EXTENDED WARRANTY LOOKUP 1/2/2009 6:27:32 AM, yjones

WARRANTY CHECK 01/02/2009 06:27:32 AM yjones

No data found for VIN.

*** CASE MODIFY 1/2/2009 6:27:37 AM, yjones

into WIP default and Status of Solving.

*** CASE MODIFY 1/2/2009 6:28:08 AM, yjones

into WIP default and Status of Solving.

*** NOTES 1/2/2009 6:45:51 AM, yjones, Action Type : Call from Customer

Verified the customers information.

Customer states he has purchased 3 Hondas in the past several years and never has he experienced a major failure.

Customer states on Dec. 30th the vehicle stalled, so he had vehicle towed to listed dealership and was advised that the transmission has failed and needs to be replaced.

Customer states he has serviced all his vehicles at Bianchi Honda so there is no failure on his part, in terms of maintaining vehicle. Customer states he was

told that there was some defect with the Accord transmissions. Customer states that even GM gives its customers 100,000 mile warranty on transmissions.

Customer states dealership wants customer to pay 3500.00 to replace transmission and he does not have the money. Customer would like AHM to assist with transmission replacement costs.

Advised customer that part is no longer warranted so ACS can not guarantee any assistance.

ACS asked customer what could he contribute towards replacement cost.


Customer states he should not have to contribute anything because the defect is known.

ACS informed customer that he has received 98,000 miles worth of use out of the transmission and this warrants a customer contribution.

Advised customer that a customer contribution would give customer a warranty provision.

Case History

Case ID : N012009-01-0200064

Case Title : 

Customer states Honda has to take care of its customers like GM, who would replace the transmission for free.
Customer states he does not want to pay for a manufacturers defect.

Advised customer that ACS would forward request for assistance to a RCM, and again ACS could not guarantee assistance.
Advised the customers that a RCM would contact customer sometime next week with a decision.

Customer understood.

*** CASE MODIFY 1/2/2009 6:46:06 AM, yjones
into WIP default and Status of Solving.

*** CASE DISPATCH 1/2/2009 6:46:36 AM, yjones
from WIP default to Queue Honda Team H .

*** CASE ASSIGN 1/2/2009 6:49:31 AM, codulio
N012009-01-0200064 to bphilbin, WIP

*** NOTES 1/2/2009 6:49:32 AM, yjones, Action Type : Call from Customer
Customer states his contact at listed dealership is Mike Hartley, SM.

*** CASE RULE ACTION 1/2/2009 6:49:32 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/2/2009 6:56:50 AM, bphilbin
into WIP NEW (Default) and Status of Solving.

*** CASE MODIFY 1/2/2009 8:21:10 AM, bphilbin
into WIP Other and Status of Solving.

*** CASE ASSIGN 1/2/2009 8:21:16 AM, bphilbin
N012009-01-0200064 to codulio, WIP

*** CASE RULE ACTION 1/2/2009 8:21:16 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/2/2009 8:45:27 AM, codulio
into WIP Default and Status of Solving.

*** SUBCASE N012009-01-0200064-1 CREATE 1/2/2009 8:45:40 AM, codulio
Created in WIP Default with Due Date 1/2/2009 8:45:40 AM.

*** CASE MODIFY 1/2/2009 9:10:00 AM, codulio
into WIP Default and Status of Solving.

*** NOTES 1/2/2009 1:33:21 PM, gsongg, Action Type : Call for Case Mgr
Customer called in to have a conversation with either the inbound rep or the RCM
advised the customer that the RCM needs 2 business days to review the case.
customer stated taht the dealer had already made an offer for the rcm

*** NOTES 1/2/2009 2:01:38 PM, nlong, Action Type : Call for Case Mgr

Customer called for CM. Advised customer that it may take up to 2 business days before he hears from his CM. Customer stated that his dealer just called

Case History

Case ID : N012009-01-0200064

Case Title : [REDACTED]

him and told him the CM has already reached a decision. Advised customer that CM is unavailable. Customer stated his dealer told him that AHM will cover all of the cost except for \$500. Customer asked that the part be expedited to his dealer because he's been out of a vehicle for a while. Advised customer that it is out of my hands and he would need to discuss it with his CM. Customer asked that I send the CM an e-mail requesting that she call him back and also asked to be transferred to voicemail.

Transferred customer to voicemail, per his request.

*** CASE MODIFY 1/5/2009 7:23:34 AM, codulio
into WIP Default and Status of Solving.

*** NOTES 1/5/2009 11:11:53 AM, codulio, Action Type : Call to Customer
I spoke with the customer. I confirmed the address & phone number is correct.

I spoke with the customer. I confirmed the address & phone number is correct.

I told the customer I rec'd his messages requesting more help than \$500. The customer said everyone he spoke with in our office has been great and they said I am the person I should talk to get more help? Customer said he has always purchased GM & Ford vehicle's but he has gotten into the Honda groupies. The customer said he purchased two other Hondas from Bianci Honda, a 2007 Civic (vin#1hgfa16857L114662) and a 2008 Odyssey (vin#5fnrl387x8b [REDACTED]). He does all of his services at Bianci Honda also.

Phil @ Bianci Honda was surprised that a transmission failed at this age and mileage of the vehicle. The customer felt there is a defective part.

The customer said he wants to know if AH will reconsider \$250 instead of \$500. Customer said he just had his 90k service.

The customer said there are no Honda dealer in Warren, PA. I apologized for the needed repair. I told the customer I will call Mike Hartley to let him know he is requesting more help. I told the customer that I will be in touch to make sure he has been notified about a status. I told the customer I will call him tomorrow 1/6/09. Customer agreed with the arrangements.

*** NOTES 1/5/2009 11:13:32 AM, codulio, Action Type : Call to Dealer

I called Hartley Honda. I spoke with Hope Smith who took a message asking the SM Mike Hartley to review the customer's request for more help than \$500. I related customer wants to pay \$250 instead. I did let Hope know to tell Mike this customer has other Honda's they own and they also service at the dealer level. I said customer broke down in his area that is why he does not go to them for services.

*** NOTES 1/5/2009 11:17:00 AM, codulio, Action Type : Field/DSM

I spoke with the DPSM for 9A asking if we can reconsider having this customer pay \$250 instead of \$500 because they currently own two other Honda vehicle, the newest one is a 2008 Odyssey. I also told the DPSM the customer services at Bianci Honda. DPSM was ok with having the customer pay \$250. DPSM asked me to call the SM Mike Hartley and let him know.

*** NOTES 1/5/2009 11:18:01 AM, codulio, Action Type : Call to Dealer

I called Hartley Honda back. I spoke with Cindy who took another message for the SM Mike Hartley to let him know the DPSM offered to have the customer pay \$250 for a transmission repair.

*** NOTES 1/5/2009 11:20:50 AM, codulio, Action Type : Call to Customer

I spoke with the customer. I let him know I was able to convince the DPSM to grant his request so he will pay \$250 instead of \$500. The customer was very pleased and thanked me. I told the customer I will call him back tomorrow to make sure the SM has rec'd the status so there is no problem or confusion. Customer agreed with the arrangements.

*** NOTES 1/5/2009 11:22:14 AM, codulio, Action Type : Call from Dealer

Case History

Case ID : N012009-01-0200064

Case Title : [REDACTED]

I spoke with the [REDACTED] I let him know the DPSM authorized to have the customer pay \$250 instead of \$500. Mike understood. I asked if the part has been ordered? Mike said it has and part should be arriving anytime.

*** NOTES 1/5/2009 11:23:27 AM, codulio, Action Type : Call to Customer

I spoke with the customer. I told him I personally spoke with the SM Mike Hartley so he is aware of what is going on so he is all set. I told the customer I will call on 1/12/09 to confirm if his repairs are satisfactory.

*** CASE MODIFY 1/5/2009 11:23:32 AM, codulio
into WIP Default and Status of Solving.

*** COMMIT 1/5/2009 11:23:35 AM, codulio, Action Type : N/A

9. [REDACTED] READY TO CLOSE/ trans/ see if repairs are completed

*** NOTES 1/19/2009 12:30:32 PM, codulio, Action Type : Call to Dealer

I called Hartley Honda. I spoke with the SM Mike Hartley.

I asked Mike if this vehicle is repaired? Mike said the customer has had the vehicle for about a week now. Repairs are completed.

*** NOTES 1/19/2009 12:39:18 PM, codulio, Action Type : Call to Customer

I spoke with the customer. I told him I spoke with Hartley Honda, they tell me the repairs are completed? I asked if the repairs are satisfactory?

The customer explained he is disappointed and explained the key would not come out of the ignition. Customer had to wait over a weekend to go into the dealer and after waiting 2 hours they tell him the vehicle is repaired but it is not. The customer said it is not my fault and our department is very good but he is just disappointed with his experience with Hartley Honda. I apologized for this and told the customer I will document his feed back.

No further request is needed. The customer said he will be dealing with his original dealer and he does thank Hartley for repairing his vehicle and taking his vehicle in for repairs.

*** SUBCASE N012009-01-0200064-1 CLOSE 1/19/2009 12:39:49 PM, codulio
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012009-01-0200064-2 CREATE 1/19/2009 12:40:42 PM, codulio
Created in WIP Default with Due Date 1/19/2009 12:40:42 PM.

*** CASE MODIFY 1/19/2009 12:41:01 PM, codulio
into WIP ACCORD transmission and Status of Solving.

*** SUBCASE N012009-01-0200064-2 CLOSE 1/19/2009 12:41:04 PM, codulio
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/19/2009 12:41:04 PM, codulio
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012006-03-0800162	Division : Honda - Auto	Condition : Closed	Open Date : 3/8/2006 7:27:01 AM
Case Originator : Darrell Harville (Team HE)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/8/2006 7:31:50 AM
Case Owner : Darrell Harville (Team HE)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Darrell Harville (Team HE)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 :	ZIONSVILLE, IN [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / IHGCM66504A [REDACTED]
Model / Year :	ACCORD / 2004
Model ID / Product Line :	CM6654JNW / A
Miles / Hours :	19,000
In Service Date :	07/17/2004
Months In Use :	20
Engine Number :	J30A42120688
Originating Dealer No. / Name :	208315 / CAPITAL HONDA
Selling Dealer No. / Name :	208315 / CAPITAL HONDA
Trim :	EX-V6
No. Of Doors :	4
Transmission Code :	5AT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012006-03-0800162-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012006-03-0800162-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Darrell Harville	Type 1 : Product	Status : Subcase Close	Open Date : 3/8/2006 7:31:29 AM
Issue Owner : Darrell Harville	Type 2 : Operation	Queue :	Close Date : 3/8/2006 7:31:50 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 11 - Electrical 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 : N012006-03-0800162

Case Title : [REDACTED]

*** CASE CREATE 3/8/2006 7:27:01 AM, dharvill

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

*** NOTES 3/8/2006 7:30:46 AM, dharvill, Action Type : Call from Customer

The customer contacted AHM due to he ignition key being stuck in the ignition cylinder. Suggested having the vehicle towed to the nearest dealership for evaluation. ACS asked if she had emergency roadside assistance with her insurance provider or whether she purchased Honda Care Roadside Assistance at the time of purchasing the vehicle. The customer is going to determine how to get the vehicle to the nearest dealership for evaluation and ended the call.

*** SUBCASE N012006-03-0800162-1 CREATE 3/8/2006 7:31:29 AM, dharvill

Created in WIP Default with Due Date 3/8/2006 7:31:29 AM.

*** CASE MODIFY 3/8/2006 7:31:38 AM, dharvill

into WIP default and Status of Solving.

*** CASE CLOSE 3/8/2006 7:31:50 AM, dharvill

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

*** SUBCASE N012006-03-0800162-1 CLOSE 3/8/2006 7:31:50 AM, dharvill

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012005-02-2401347 Division : Honda - Auto Condition : Closed Open Date : 2/24/2005 4:21:30 PM
 Case Originator : Armen Yergatian (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 2/24/2005 4:25:37 PM
 Case Owner : Armen Yergatian (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Armen Yergatian (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : GREEN BROOK, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66844A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM6684JNW / A
 Miles / Hours : 15,000
 In Service Date : 08/30/2004
 Months In Use : 6
 Engine Number : J30A42123152
 Originating Dealer No. / Name : 207871 / ROUTE 22 HONDA
 Selling Dealer No. / Name : 207871 / ROUTE 22 HONDA
 Trim : EX-V6NV
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 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 : 207871 / ROUTE 22 HONDA
 Phone No. : 973-705-9300
 Address : 75 ROUTE 22 WEST
 City / State / Zip : HILLSIDE, NJ 07205
 Svc District / Sls District : 05C / B05
 Warranty Labor Rate / Date : \$98.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012005-02-2401347-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012005-02-2401347-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Armen Yergatian	Type 1 : Product	Status : Subcase Close	Open Date : 2/24/2005 4:25:21 PM
Issue Owner : Armen Yergatian	Type 2 : Operation	Queue :	Close Date : 2/24/2005 4:25:35 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information
Component Category : 11 - Electrical 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 : N012005-02-2401347

Case Title : [REDACTED]

*** CASE CREATE 2/24/2005 4:21:30 PM, ayergati

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

*** CASE MODIFY 2/24/2005 4:21:36 PM, ayergati

into WIP default and Status of Solving.

*** CASE MODIFY 2/24/2005 4:22:47 PM, ayergati

into WIP default and Status of Solving.

*** NOTES 2/24/2005 4:24:53 PM, ayergati, Action Type : Call from Customer

Customer called in and states the key will not come out from the ignition.

Advised to start the vehicle and shift the lever from the park to drive and than back to park.

Turn the ignition off and the key will come out.

Customer stated the key came out and thanked ACS rep.

*** NOTES 2/24/2005 4:24:59 PM, ayergati, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer called in and states the key will not come out from the ignition.

Advised to start the vehicle and shift the lever from the park to drive and than back to park.

Turn the ignition off and the key will come out.

Customer stated the key came out and thanked ACS rep.

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

Thank you for your attention to this matter.

Armen Yergatian

Automobile Customer Service

*** SUBCASE N012005-02-2401347-1 CREATE 2/24/2005 4:25:21 PM, ayergati

Created in WIP Default with Due Date 2/24/2005 4:25:21 PM.

*** SUBCASE N012005-02-2401347-1 CLOSE 2/24/2005 4:25:35 PM, ayergati

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/24/2005 4:25:37 PM, ayergati

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

Case Details

Case ID : N012004-10-1301450 Division : Honda - Auto Condition : Closed Open Date : 10/13/2004 3:58:16 PM
 Case Originator : Summer Wheaton (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 10/13/2004 4:18:52 PM
 Case Owner : Summer Wheaton (Team HF) Method : Phone Queue : Days Open : 0
 Last Closed By : Summer Wheaton (Team HF) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : HOPKINTON, MA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM66534A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM6654JNW / A
 Miles / Hours :
 In Service Date : 09/29/2004
 Months In Use : 1
 Engine Number : J30A42123374
 Originating Dealer No. / Name : 208131 / BARRY'S DARTMOUTH HONDA
 Selling Dealer No. / Name : 206748 / MAJESTIC HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 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 : 240002 / HONDA SERVICE CENTER
 Phone No. : 310-782-7200
 Address : 2280 CRENSHAW BLVD.
 City / State / Zip : TORRANCE, CA 90501
 Svc District / Sls District : 01F / A01
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-10-1301450-1 / [REDACTED]	Subcase Close	Product	Technical Assistance	725	Ignition Switch

Case History

Case ID : N012004-10-1301450

Case Title : [REDACTED]

*** CASE CREATE 10/13/2004 3:58:16 PM, swheaton

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

*** CASE MODIFY 10/13/2004 3:59:27 PM, swheaton

into WIP default and Status of Solving.

*** NOTES 10/13/2004 4:01:55 PM, swheaton, Action Type : Call from Customer

Customer called stating that his key is stuck in the ignition. Customer wanted the number to a dlr so that he may possibly speak with a technician. I tried to go through some possible issues to see if the key would come out and the customer advised he did everything with no luck. I further advised that due to it being 7pm, in his area, the dlrs service areas are closed. I provided him a conference call to a service center in torrance, CA. Customer thanked. Case closed.

*** CASE MODIFY 10/13/2004 4:01:57 PM, swheaton

into WIP default and Status of Solving.

*** NOTES 10/13/2004 4:02:47 PM, swheaton, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

I provided the number to your dlr; Customer's key stuck in the ignition.

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

Thank you for your attention to this matter.

Summer Wheaton

Automobile Customer Service

*** CASE MODIFY 10/13/2004 4:02:48 PM, swheaton

into WIP default and Status of Solving.

*** CASE MODIFY 10/13/2004 4:15:10 PM, swheaton

into WIP default and Status of Solving.

*** SUBCASE N012004-10-1301450-1 CREATE 10/13/2004 4:18:37 PM, swheaton

Created in WIP Default with Due Date 10/13/2004 4:18:37 PM.

*** SUBCASE N012004-10-1301450-1 CLOSE 10/13/2004 4:18:49 PM, swheaton

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/13/2004 4:18:52 PM, swheaton

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

Case Details

Case ID : N032007-11-3001175 Division : Honda - Auto Condition : Closed Open Date : 11/30/2007 3:06:43 PM
 Case Originator : Arlene Garcia (Team CD) Sub Division : Customer Relations Status : Closed Close Date : 11/30/2007 3:28:13 PM
 Case Owner : Arlene Garcia (Team CD) Method : Phone Queue : Days Open : 0
 Last Closed By : Arlene Garcia (Team CD) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : MACEDONIA, OH [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66524A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM6654JNW / A
 Miles / Hours : 22,000
 In Service Date : 09/18/2004
 Months In Use : 38
 Engine Number : J30A42124988
 Originating Dealer No. / Name : 208288 / MIKE PRUITT HONDA
 Selling Dealer No. / Name : 208313 / CLASSIC HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N032007-11-3001175-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	725	Ignition Switch

Case History

Case ID : N032007-11-3001175

Case Title [REDACTED]

*** CASE CREATE 11/30/2007 3:06:43 PM, agarcia2

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

*** CASE EXTENDED WARRANTY LOOKUP 11/30/2007 3:06:45 PM, agarcia2

WARRANTY CHECK 11/30/2007 03:06:45 PM agarcia2

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/30/2007 3:06:50 PM, agarcia2

CLAIM CHECK 11/30/2007 03:06:50 PM agarcia2

The following Claim History information was found

0; 2004-12-21; 208313; 018536; 510; 816330 ; DOOR, RIGHT FRONT - ADJUST.

*** CASE VSC LOOKUP 11/30/2007 3:06:52 PM, agarcia2

VSC-CUC CHECK 11/30/2007 03:06:52 PM agarcia2

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/30/2007 3:06:57 PM, agarcia2

CAMPAIGN CHECK 11/30/2007 03:06:57 PM agarcia2

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** NOTES 11/30/2007 3:26:07 PM, agarcia2, Action Type : Call from Customer

Verified customer information.

Customer called because her key would not come out of the ignition. Customer state she was in a parking lot and the key would not come out of the ignition. Customer turned the vehicle back on and drove around and parked and tried to take the key out again but it would not come out. Customer stated she has been attempting to call Classic Honda and gets no response. I advised the customer there are no campaign affecting her vehicle at this time. I also advised the customer Classic Honda's service department close at 6pm on Fridays. Customer asked if I could locate another dealership that might be opened. I went on to locate another dealership but I could not locate one that would still be open. Customer asked if I could get her a toll free number for a dealership in the west coast. I provided the customer with Norm Reeves Honda of West Covina number 888-849-4466. Customer stated she wanted to speak to someone about the issue because she is afraid the battery will drain. No further assistance was needed, I thanked the customer for calling AHM and call ended.

*** CASE MODIFY 11/30/2007 3:26:47 PM, agarcia2

into WIP default and Status of Solving.

*** SUBCASE N032007-11-3001175-1 CREATE 11/30/2007 3:27:41 PM, agarcia2

Created in WIP Default with Due Date 11/30/2007 3:27:41 PM.

*** SUBCASE N032007-11-3001175-1 CLOSE 11/30/2007 3:28:13 PM, agarcia2

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/30/2007 3:28:13 PM, agarcia2

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

Spool Report

Run Date : 04/29/2009

Case Details

Case ID : N012009-01-1202048 Division : Honda - Auto Condition : Closed Open Date : 1/12/2009 4:16:12 PM
 Case Originator : Richard Miller (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 1/12/2009 4:27:12 PM
 Case Owner : Richard Miller (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Richard Miller (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : GREENVILLE, SC [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56354A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5634PLW / A
 Miles / Hours : 78,845
 In Service Date : 04/21/2004
 Months In Use : 57
 Engine Number : K24A42110375
 Originating Dealer No. / Name : 208008 / BRANDON HONDA
 Selling Dealer No. / Name : 208008 / BRANDON HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GN
 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 : 207960 / BREAKAWAY HONDA
 Phone No. : 864-234-6632
 Address : 330 WOODRUFF RD.
 City / State / Zip : GREENVILLE, SC 29607
 Svc District / Sls District : 06J / D06
 Warranty Labor Rate / Date : \$95.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012009-01-1202048-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012009-01-1202048-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Richard Miller	Type 1 : Product	Status : Subcase Close	Open Date : 1/12/2009 4:26:07 PM
Issue Owner : Richard Miller	Type 2 : Operation	Queue :	Close Date : 1/12/2009 4:26:27 PM
Issue Title :	[REDACTED]		

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc : Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Documented Concern, Referred to Dealer
Component Category : 01 - Steering 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 :

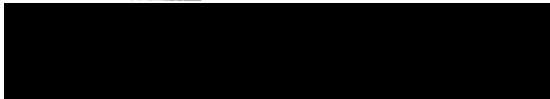
Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-01-1202048

Case Title :



*** CASE CREATE 1/12/2009 4:16:12 PM, rmiller

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

*** CASE EXTENDED WARRANTY LOOKUP 1/12/2009 4:16:15 PM, rmiller

WARRANTY CHECK 01/12/2009 04:16:15 PM rmiller

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/12/2009 4:16:20 PM, rmiller

CLAIM CHECK 01/12/2009 04:16:20 PM rmiller

The following Claim History information was found

0; 2007-04-30; 207366; 235856; 510; 612130 ; BLOWER RESISTOR/TRANSISTOR - REPLACE. S/B# 87-003

*** CASE CAMPAIGN LOOKUP 1/12/2009 4:16:24 PM, rmiller

CAMPAIGN CHECK 01/12/2009 04:16:24 PM rmiller

The following Campaign information was found

04-072; P54; 04-05 ACCORD DRIVER'S AIRBAG; 12/20/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

*** CASE VSC LOOKUP 1/12/2009 4:16:34 PM, rmiller

VSC CHECK 01/12/2009 04:16:34 PM rmiller

The following VSC information was found

;;;;;;;0;0;0.0

*** CASE CUC LOOKUP 1/12/2009 4:16:34 PM, rmiller

CUC CHECK 01/12/2009 04:16:34 PM rmiller

The following CUC information was found

LAURA;MACK;ACTIVE;105000;2483;50400;2007-04-21;2011-04-21;2004-04-21;2004-08-24;2004-08-24;207366;2007-04-30;39661;2004-08-31;2004-08-27

*** NOTES 1/12/2009 4:25:40 PM, rmiller, Action Type : Call from Customer

Verified and updated customer contact information.

SITUATION:

Ms. [REDACTED] called ACS stating that he key will not come out of Accessory I position.

REQUEST:

Customer wants to know what to do.

PROBING QUESTIONS:

Customer tried turning the steering wheel, moving the shifter, and re-starting the vehicle. It will not come out.

INBOUND CONCLUSION:

I apologized to the customer. I informed her that her only other option is to take the vehicle to a Honda dealer tomorrow since all are closed for the rest of the night. I provided Breakaway Honda information. I informed the customer that they are open from 7:30am to 6:00pm.

Case History

Case ID : N012009-01-1202048

Case Title :



Customer thanked me and needed no further assistance at this moment.

*** SUBCASE N012009-01-1202048-1 CREATE 1/12/2009 4:26:07 PM, rmiller
Created in WIP Default with Due Date 1/12/2009 4:26:07 PM.

*** SUBCASE N012009-01-1202048-1 CLOSE 1/12/2009 4:26:27 PM, rmiller
Status = Solving, Resolution Code = Instruction Given

*** NOTES 1/12/2009 4:27:04 PM, rmiller, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

Ms. will be bringing her vehicle in tomorrow. Her key will not come out of the ignition.

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

Thank you for your attention to this matter.

Richard Miller
Automobile Customer Service

*** CASE MODIFY 1/12/2009 4:27:07 PM, rmiller
into WIP default and Status of Solving.

*** CASE CLOSE 1/12/2009 4:27:12 PM, rmiller
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012006-01-1300153 Division : Honda - Auto Condition : Closed Open Date : 1/13/2006 7:40:00 AM
 Case Originator : Denise Hamilton (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 1/13/2006 7:43:10 AM
 Case Owner : Denise Hamilton (Team HC) Method : Phone Queue : Days Open : 0
 Last Closed By : Denise Hamilton (Team HC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : POMPANO BCH, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56374A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5634PLW / A
 Miles / Hours : 17,000
 In Service Date : 06/08/2004
 Months In Use : 19
 Engine Number : K24A42113958
 Originating Dealer No. / Name : 207219 / POMPANO HONDA
 Selling Dealer No. / Name : 208325 / HOLMAN HONDA OF FT. LAUDERDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012006-01-1300153-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012006-01-1300153-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Denise Hamilton	Type 1 : Product	Status : Subcase Close	Open Date : 1/13/2006 7:42:45 AM
Issue Owner : Denise Hamilton	Type 2 : Operation	Queue :	Close Date : 1/13/2006 7:43:06 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc : Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 01 - Steering 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 : N012006-01-1300153

Case Title : [REDACTED]

*** CASE CREATE 1/13/2006 7:40:00 AM, dhamilto

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

*** NOTES 1/13/2006 7:40:01 AM, dhamilto, Action Type :

Customer called and said that it is hard getting the key out of his ignition. The customer said that after driving his vehicle and leaving his vehicle it hard to pull the key out of the ignition. I asked the customer if he had taken the vehicle to the dealership to have diganosis, he said no. I suggested that he take it to the nearest Honda dealership. I informed the customer that he is still under warranty and he should have this look into. The customer understood and the the call ended.

*** CASE CLAIMS LOOKUP 1/13/2006 7:40:14 AM, dhamilto

CLAIM CHECK 01/13/2006 07:40:14 AM dhamilto

The following Claim History information was found

0; 2004-04-21; 207219; 241697; 510; 416321 ; WHEELS, FOUR-WHEEL - ALIGN.

*** CASE CLAIMS LOOKUP 1/13/2006 7:40:19 AM, dhamilto

CLAIM CHECK 01/13/2006 07:40:19 AM dhamilto

The following Claim History information was found

0; 2004-04-21; 207219; 241697; 510; 416321 ; WHEELS, FOUR-WHEEL - ALIGN.

*** CASE CAMPAIGN LOOKUP 1/13/2006 7:40:22 AM, dhamilto

CAMPAIGN CHECK 01/13/2006 07:40:21 AM dhamilto

The following Campaign information was found

04-072; P54; 04-05 ACCORD DRIVER'S AIRBAG; ;

*** CASE VSC LOOKUP 1/13/2006 7:40:23 AM, dhamilto

VSC-CUC CHECK 01/13/2006 07:40:23 AM dhamilto

No data found for VIN.

*** SUBCASE N012006-01-1300153-1 CREATE 1/13/2006 7:42:45 AM, dhamilto

Created in WIP Default with Due Date 1/13/2006 7:42:45 AM.

*** SUBCASE N012006-01-1300153-1 CLOSE 1/13/2006 7:43:06 AM, dhamilto

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/13/2006 7:43:10 AM, dhamilto

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

Case Details

Case ID : N012004-10-0400452 Division : Honda - Auto Condition : Closed Open Date : 10/4/2004 7:25:45 AM
 Case Originator : Kara Castanon (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 10/4/2004 7:43:18 AM
 Case Owner : Kara Castanon (Team HC) Method : Phone Queue : Days Open : 0
 Last Closed By : Kara Castanon (Team HC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : TEANECK, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM56334A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5634PLW / A
 Miles / Hours : 2,000
 In Service Date : 06/28/2004
 Months In Use : 4
 Engine Number : K24A42159106
 Originating Dealer No. / Name : 208328 / GARDEN STATE HONDA
 Selling Dealer No. / Name : 208328 / GARDEN STATE HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-10-0400452-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012004-10-0400452-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kara Castanon	Type 1 : Product	Status : Subcase Close	Open Date : 10/4/2004 7:42:48 AM
Issue Owner : Kara Castanon	Type 2 : Operation	Queue :	Close Date : 10/4/2004 7:43:06 AM
Issue Title :	[REDACTED]		

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc : Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information, Documented Concern
Component Category : 01 - Steering 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 : N012004-10-0400452

Case Title : [REDACTED]

*** CASE CREATE 10/4/2004 7:25:45 AM, kcastano
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 10/4/2004 7:25:53 AM, kcastano
CAMPAIGN CHECK 10/04/2004 07:25:53 AM kcastano
No data found for VIN

*** CASE CUC LOOKUP 10/4/2004 7:25:58 AM, kcastano
CUC CHECK 10/04/2004 07:25:58 AM kcastano
The following CUC information was found
;;;0;0;0;,,,,,0;;

*** CASE VSC LOOKUP 10/4/2004 7:25:58 AM, kcastano
VSC CHECK 10/04/2004 07:25:58 AM kcastano
The following VSC information was found
CHARLES;WEISINGER;V002019147;B46;(NEW) PREMIUM 4YR 60K 0 DED;ACTIVE;;2004-06-28;2008-06-27;60000;6;208328;0.00

*** CASE CLAIMS LOOKUP 10/4/2004 7:25:59 AM, kcastano
CLAIM HISTORY CHECK 10/04/2004 07:25:59 AM kcastano
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 10/4/2004 7:26:02 AM, kcastano
WARRANTY CHECK 10/04/2004 07:26:02 AM kcastano
No data found for VIN.

*** NOTES 10/4/2004 7:40:49 AM, kcastano, Action Type : Call from Customer
The customer contacted AHM because the key was stuck in the ignition. ACS advised the customer to turn the vehicle on and shift through the gears and push the key in just a bit. The customer did and the key came out. The customer was pleased and did not have any further questions. Closing case.

*** CASE MODIFY 10/4/2004 7:41:10 AM, kcastano
into WIP dispatch and Status of Solving.

*** SUBCASE N012004-10-0400452-1 CREATE 10/4/2004 7:42:48 AM, kcastano
Created in WIP Default with Due Date 10/4/2004 7:42:48 AM.

*** SUBCASE N012004-10-0400452-1 CLOSE 10/4/2004 7:43:06 AM, kcastano
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/4/2004 7:43:09 AM, kcastano
into WIP dispatch and Status of Solving.

*** CASE MODIFY 10/4/2004 7:43:15 AM, kcastano
into WIP dispatch and Status of Solving.

*** CASE CLOSE 10/4/2004 7:43:18 AM, kcastano
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012005-08-2400472	Division : Honda - Auto	Condition : Closed	Open Date : 8/24/2005 9:15:51 AM
Case Originator : Julie Blunt (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/12/2005 7:32:38 AM
Case Owner : Don Pippin (Team HD)	Method : Phone	Queue :	Days Open : 19
Last Closed By : Don Pippin (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]		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 : ANSONIA, CT [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : [REDACTED]

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56324A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5634PLW / A
 Miles / Hours : 15,000
 In Service Date : 08/10/2004
 Months In Use : 12
 Engine Number : K24A42173412
 Originating Dealer No. / Name : 206792 / CURTISS RYAN HONDA
 Selling Dealer No. / Name : 206792 / CURTISS RYAN HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 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 : 206792 / CURTISS RYAN HONDA
 Phone No. : 203-929-1484
 Address : 333 BRIDGEPORT AVENUE
 City / State / Zip : SHELTON, CT 06484
 Svc District / Sls District : 05F / F05
 Warranty Labor Rate / Date : \$92.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012005-08-2400472-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012005-08-2400472-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Don Pippin	Type 1 : Product	Status : Subcase Close	Open Date : 8/24/2005 9:58:05 AM
Issue Owner : Don Pippin	Type 2 : Operation	Queue :	Close Date : 9/1/2005 7:20:22 AM
Issue Title : XXXXXXXXXXXXXXXXXXXX			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 11 - Electrical 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 : N012005-08-2400472

Case Title : 05F [REDACTED]

*** CASE CREATE 8/24/2005 9:15:51 AM, jblunt1

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

*** CASE MODIFY 8/24/2005 9:16:50 AM, jblunt1

into WIP default and Status of Solving.

*** NOTES 8/24/2005 9:27:36 AM, jblunt1, Action Type : Call from Customer

Customer called ACS to inquire about his key that gets stuck in the ignition. Customer took his vehicle to CURTISS RYAN HONDA on Saturday and spoke to SA (name unknown) who told him that another key would have to be cut. Customer is also not able to easily remove the key even after the ignition is cleaned and serviced. Customer states the SA advised him that it is possible that the ignition may need to be changed and customer would have to use two separate keys for the ignition and doors. Customer doesn't want to use two separate keys, and wants the same ignition put into his vehicle if possible. I advised customer that this may be difficult considering the SA advised him that a different ignition may need to be used. I am forwarding this to CM in efforts to get this issue resolved in the interest of customer satisfaction.

*** CASE MODIFY 8/24/2005 9:28:04 AM, jblunt1

into WIP default and Status of Solving.

*** CASE MODIFY 8/24/2005 9:28:04 AM, jblunt1

into WIP default and Status of Solving.

*** CASE DISPATCH 8/24/2005 9:28:17 AM, jblunt1

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 8/24/2005 9:35:27 AM, mjuniel

N012005-08-2400472 to dpippin, WIP

*** CASE RULE ACTION 8/24/2005 9:35:28 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/24/2005 9:50:25 AM, dpippin

into WIP 1-default and Status of Solving.

*** SUBCASE N012005-08-2400472-1 CREATE 8/24/2005 9:58:05 AM, dpippin

Created in WIP Default with Due Date 8/24/2005 9:58:05 AM.

*** NOTES 8/24/2005 9:58:40 AM, dpippin, Action Type : Call to Dealer

I spoke to John, SM. Agreed that if customer needs to replace ignition, AHM will pay for a key set.

*** COMMIT 8/24/2005 9:58:57 AM, dpippin, Action Type : N/A

Call Ignition Dealer

*** CASE MODIFY 8/24/2005 9:59:10 AM, dpippin

into WIP 1-default and Status of Solving.

*** NOTES 8/25/2005 6:52:19 AM, dpippin, Action Type : Call to Customer

I called the customer and let him know of our agreement to change the locks in order for him to have one key. Customer thanked and will call the dealer to arrange repairs.

*** CASE FULFILL 8/25/2005 6:52:25 AM, dpippin

Fulfilled for [REDACTED] due 08/25/2005 12:00:00 AM.

*** COMMIT 8/25/2005 6:52:29 AM, dpippin, Action Type : N/A

Case History

Case ID : N012005-08-2400472

Case Title : 05F- [REDACTED]

Ignition Repair Completed?

*** CASE MODIFY 8/25/2005 6:52:43 AM, dpippin
into WIP 5F and Status of Solving.

*** SUBCASE N012005-08-2400472-1 CLOSE 9/1/2005 7:20:22 AM, dpippin
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/1/2005 7:20:24 AM, dpippin
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/12/2005 6:57:48 AM, jbanks
with Condition of Open and Status of Solving.

*** NOTES 9/12/2005 7:19:53 AM, jbanks, Action Type : Call from Customer

Spoke to customer's husband "Vincent" who provided me the case number stating that he and his wife received the notification that this could be done, however Vincent spoke with SA Lewis who advised the customer that he had an appointment for 9/1/05, but customer states that he was never advised. Customer states that he and his wife was upset because SA Lewis made the comment that he believes the customer was only there to get a free rental. Lewis did apologize stating that it was an inappropriate comment to make. Vehicle still has the problem where key gets stuck in the ignition

Customer would like the RCM to contact the dlr, and speak with SA Lewis regarding how he spoke to the customer "his wife". I advised the customer that it would be better to address this action toward the dlr GM. I explained to the customer that the complaint is being formally documented as we speak.

Customer then began to mention how great the dealership is with the exception of SA Lewis, and how the dealership should not be negatively marked due to the SA Lewis. I then suggested to the customer that he contact the dlr GM and discuss his concerns rather than to contact AHM in order to create a negative mark against the dlr. Customer asked me if I knew the name of the GM, and I advised him that I did not, however I would forward the case to his RCM in order to have him provide the info to him, and make necessary follow up.

Customer agreed to my action plan, and is now simply asking for the name of the GM at Curtiss Ryan Honda in order to inform the GM of his concern with SA Lewis. Repairs/repair arrangements will still be completed at dlr.

*** CASE MODIFY 9/12/2005 7:19:59 AM, jbanks
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 9/12/2005 7:20:13 AM, jbanks
into WIP DEFAULT and Status of Solving.

*** CASE ASSIGN 9/12/2005 7:20:33 AM, jbanks
N012005-08-2400472 to dpippin, WIP

*** CASE RULE ACTION 9/12/2005 7:20:34 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 9/12/2005 7:20:53 AM, jbanks, Action Type : Note-General
Case assigned back to RCM, and an e-mail fyi will be sent.

*** NOTES 9/12/2005 7:32:32 AM, dpippin, Action Type : Call to Customer
I called and spoke to customer and provided the name of the GM (Ed DeMarseilles).

*** CASE CLOSE 9/12/2005 7:32:38 AM, dpippin

Case History

Case ID : N012005-08-2400472

Case Title :



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

Case Details

Case ID : N012004-12-2000832 Division : Honda - Auto Condition : Closed Open Date : 12/20/2004 9:33:22 AM
 Case Originator : Jalindah Woods (Team CE) Sub Division : Customer Relations Status : Closed Close Date : 1/4/2005 9:38:17 AM
 Case Owner : Jeff McCaughan (Team HG) Method : Phone Queue : Days Open : 15
 Last Closed By : Jeff McCaughan (Team HG) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED]

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 : CAMBRIA HGTS, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56644A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5664JW / A
 Miles / Hours : 5,025
 In Service Date : 08/30/2004
 Months In Use : 4
 Engine Number : K24A42322492
 Originating Dealer No. / Name : 207455 / SOUTH SHORE HONDA
 Selling Dealer No. / Name : 207455 / SOUTH SHORE HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 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 : 207455 / SOUTH SHORE HONDA
 Phone No. : 516-285-8036
 Address : 704 WEST MERRICK ROAD
 City / State / Zip : VALLEY STREAM, NY 11580
 Svc District / Sls District : 05A / A05
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-12-2000832-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012004-12-2000832-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 12/21/2004 1:13:02 PM
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 1/4/2005 9:38:14 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Repaired/Warranty
Component Category : 11 - Electrical 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 : N012004-12-2000832

Case Title : [REDACTED]

*** CASE CREATE 12/20/2004 9:33:22 AM, jwoods
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 12/20/2004 9:33:22 AM, jwoods, Action Type :

The customer states that he has been having problems with the ignition switch. The customer states that he has been having problems getting the key out of the ignition. The customer took the vehicle to the dealership, South Shore Honda twice and has made an appointment for the third time to have it serviced, but it is still having the same problems. The contact at the dealership is Mike Dalal, SA.

The customer would like to know if there are any recalls with the vehicle relating to the ignition switch.

*** CASE EXTENDED WARRANTY LOOKUP 12/20/2004 9:33:25 AM, jwoods

WARRANTY CHECK 12/20/2004 09:33:25 AM jwoods
No data found for VIN.

*** CASE CUC LOOKUP 12/20/2004 9:33:31 AM, jwoods

CUC CHECK 12/20/2004 09:33:31 AM jwoods
The following CUC information was found
;;0;0;0;0;0;0;0;0;0;0;

*** CASE VSC LOOKUP 12/20/2004 9:33:31 AM, jwoods

VSC CHECK 12/20/2004 09:33:30 AM jwoods
The following VSC information was found

[REDACTED]V002126074;A70;(NEW) PREMIUM 7YR 100K \$50 DED;ACTIVE;;2004-08-30;2011-08-29;100000;1;207455;50.00

*** CASE CAMPAIGN LOOKUP 12/20/2004 9:33:34 AM, jwoods

CAMPAIGN CHECK 12/20/2004 09:33:34 AM jwoods
The following Campaign information was found
04-072; P54; 04-05 ACCORD DRIVER'S AIRBAG; ;

*** CASE CLAIMS LOOKUP 12/20/2004 9:33:39 AM, jwoods

CLAIM CHECK 12/20/2004 09:33:39 AM jwoods
The following Claim History information was found
0; 2004-11-15; 207455; 627201; 510; 214305 ; SHIFT CABLE - ADJUST.

*** CASE MODIFY 12/20/2004 9:33:50 AM, jwoods

into WIP default and Status of Solving.

*** NOTES 12/20/2004 9:42:12 AM, jwoods, Action Type : Call from Customer

I updated customer information and checked the VIN for recalls/campaigns/warranties.

The customer states that when he tries to take the key out of the ignition the key gets stuck and he has to cut it off and on and play with the shift lever before it comes out.

I advised the customer that there are no recalls for the ignition switch, and I also informed the customer that he has the airbag recall. The customer states that he is aware of the airbag recall and had it done already last week.

The customer states that he will be taking the vehicle to the dealership in about two days but would like the vehicle fixed properly because he is being inconvenienced by going back and forth to the dealership and the problem is still not resolved.

Case History

Case ID : N012004-12-2000832

Case Title :

The customer states that he is not sure whether it is the shifter or the ignition switch, and being that this is a new car he would like it fixed or the vehicle traded in for another one. The customer states that he should not be having this problem with a new vehicle.

*** NOTES 12/20/2004 9:46:32 AM, jwoods, Action Type : Call from Customer

In the interest of customer satisfaction, I opted to dispatch this case to a CM. I informed the customer that a CM will follow up with him in 1-2 business days to obtain the outcome of the service at the dealership and ensure further assistance is not needed.

*** CASE MODIFY 12/20/2004 9:46:48 AM, jwoods
into WIP default and Status of Solving.

*** NOTES 12/20/2004 9:49:44 AM, jwoods, Action Type : Call from Customer

The customer states that would be fine, but what does he do in the event that he begins to experience the problem again after the follow up call. I informed the customer in the event that happens he can call AHM with the case number to request further assistance. The customer stated that sounds fair and he would give the dealership the opportunity to repair the vehicle. I provided the customer with the case number, and asked if there was anything further I can assist him with. The customer stated not at this time. I informed the customer that I would dispatch the case. The customer thanked me for my assistance.
Call ended.

*** CASE MODIFY 12/20/2004 9:49:47 AM, jwoods
into WIP default and Status of Solving.

*** CASE ASSIGN 12/20/2004 10:22:48 AM, jwoods
N012004-12-2000832 to abajwa, WIP

*** CASE RULE ACTION 12/20/2004 10:22:49 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE DISPATCH 12/20/2004 12:20:39 PM, abajwa
from WIP default to Queue Team D.

*** CASE RULE ACTION 12/21/2004 12:20:39 PM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE YANKED 12/21/2004 1:11:50 PM, jmccaugh
Yanked by jmccaugh into WIPbin default.

*** CASE MODIFY 12/21/2004 1:12:04 PM, jmccaugh
into WIP default and Status of Solving.

*** SUBCASE N012004-12-2000832-1 CREATE 12/21/2004 1:13:02 PM, jmccaugh
Created in WIP Default with Due Date 12/21/2004 1:13:02 PM.

*** NOTES 12/21/2004 1:15:20 PM, jmccaugh, Action Type : Dealer Communication
ATTN: SERVICE MANAGER: Sam Nicoleau

This customer contacted our office regarding the following issue(s):Key will not come out of the ignition. This concern is an intermittent concern. What is your diagnosis? Has tech line been contacted? Please call me and advise. Thank you for your time.

1 (800) 999-1009 ext. 118124

Case History

Case ID : N012004-12-2000832

Case Title : [REDACTED]

Thank you for your attention to this matter.

Jeff McCaughan
Automobile Customer Service

*** COMMIT 12/21/2004 1:17:48 PM, jmccaugh, Action Type : N/A

Call the Service Mgr.

*** NOTES 1/4/2005 9:33:21 AM, jmccaugh, Action Type : Call to Dealer

Called the Service Mgr. Sam, and he informed me that the vehicle was repaired under warranty, and the customer picked up the vehicle last Friday. The customer was upset that the dlr ordered the wrong part for a vehicle that was produced in Japan.

*** CASE FULFILL 1/4/2005 9:33:30 AM, jmccaugh

Fulfilled for R W UPSHUR due 12/22/2004 12:00:00 AM.

*** COMMIT 1/4/2005 9:33:32 AM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 1/4/2005 9:37:41 AM, jmccaugh, Action Type : Call to Customer

Called the customer and he informed me that the vehicle has been repaired, and he is satisfied with the repair so far. I apologized for the delay in this repair. I provided him my name, phone #, and ext. I requested he call me back if the ignition is still causing him problems. He thanked me for the call. No further assistance was requested at this time. I thanked him for calling AHM.

*** CASE FULFILL 1/4/2005 9:37:54 AM, jmccaugh

Fulfilled for [REDACTED] due 01/05/2005 12:00:00 AM.

*** SUBCASE N012004-12-2000832-1 CLOSE 1/4/2005 9:38:14 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/4/2005 9:38:17 AM, jmccaugh

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

Case Details

Case ID : N012005-04-2200711 Division : Honda - Auto Condition : Closed Open Date : 4/22/2005 10:53:13 AM
 Case Originator : Teresa Martin (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 4/22/2005 11:06:37 AM
 Case Owner : Teresa Martin (Team HF) Method : Phone Queue : Days Open : 0
 Last Closed By : Teresa Martin (Team HF) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : WESTON, CT [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56494A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5644EW / A
 Miles / Hours : 10,000
 In Service Date : 08/05/2004
 Months In Use : 8
 Engine Number : K24A42173576
 Originating Dealer No. / Name : 206866 / HONDA AUTOMOBILES OF WESTPO
 Selling Dealer No. / Name : 206866 / HONDA AUTOMOBILES OF WESTPO
 Trim : LX SSRS
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012005-04-2200711-1 / [REDACTED]	R Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012005-04-2200711-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Teresa Martin	Type 1 : Product	Status : Subcase Close	Open Date : 4/22/2005 11:03:20 AM
Issue Owner : Teresa Martin	Type 2 : Operation	Queue :	Close Date : 4/22/2005 11:03:37 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc : Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Documented Concern
Component Category : 11 - Electrical 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 : N012005-04-2200711

Case Title : [REDACTED]

*** CASE CREATE 4/22/2005 10:53:13 AM, tmartin

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

*** CASE MODIFY 4/22/2005 10:53:22 AM, tmartin

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 4/22/2005 10:53:27 AM, tmartin

CAMPAIGN CHECK 04/22/2005 10:53:27 AM tmartin

The following Campaign information was found

04-072; P54; 04-05 ACCORD DRIVER'S AIRBAG; 2004-12-15; FX

*** CASE MODIFY 4/22/2005 10:53:46 AM, tmartin

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 4/22/2005 10:53:56 AM, tmartin

CLAIM CHECK 04/22/2005 10:53:56 AM tmartin

The following Claim History information was found

0; 2004-12-15; 206866; 089050; 510; 752106 ;

*** CASE VSC LOOKUP 4/22/2005 10:53:57 AM, tmartin

VSC-CUC CHECK 04/22/2005 10:53:57 AM tmartin

No data found for VIN.

*** CASE MODIFY 4/22/2005 10:54:02 AM, tmartin

into WIP default and Status of Solving.

*** CASE MODIFY 4/22/2005 11:01:17 AM, tmartin

into WIP default and Status of Solving.

*** CASE MODIFY 4/22/2005 11:01:33 AM, tmartin

into WIP default and Status of Solving.

*** CASE MODIFY 4/22/2005 11:01:45 AM, tmartin

into WIP default and Status of Solving.

*** SUBCASE N012005-04-2200711-1 CREATE 4/22/2005 11:03:20 AM, tmartin

Created in WIP Default with Due Date 4/22/2005 11:03:20 AM.

*** SUBCASE N012005-04-2200711-1 CLOSE 4/22/2005 11:03:37 AM, tmartin

Status = Solving, Resolution Code = Instruction Given

*** NOTES 4/22/2005 11:06:32 AM, tmartin, Action Type : Call from Customer

The customer contacted ACS because she is unable to remove the key from the ignition switch. The customer is able to move the steering wheel, shift lever, and the key from start, to II, to I, but the it will not allow her to remove the key from the O position. The customer was unable to remove the key and stated the key had not recently been replaced. I advised the customer AHM is unable to determine the cause of her current concern. I referred the customer to dealer for additional assistance. The customer understood and requested no further assistance. Closing case.

*** CASE MODIFY 4/22/2005 11:06:33 AM, tmartin

into WIP default and Status of Solving.

*** CASE CLOSE 4/22/2005 11:06:37 AM, tmartin

Case History

Case ID : N012005-04-2200711

Case Title :



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

Case Details

Case ID : N012005-03-0401210	Division : Honda - Auto	Condition : Closed	Open Date : 3/4/2005 4:08:27 PM
Case Originator : Teresa Martin (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/4/2005 4:27:17 PM
Case Owner : Teresa Martin (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Teresa Martin (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 : ASHLAND, MA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56314A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5634PLW / A
 Miles / Hours : 16,000
 In Service Date : 10/04/2004
 Months In Use : 5
 Engine Number : K24A42322893
 Originating Dealer No. / Name : 206930 / HONDA VILLAGE
 Selling Dealer No. / Name : 206930 / HONDA VILLAGE
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012005-03-0401210-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012005-03-0401210-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Teresa Martin	Type 1 : Product	Status : Subcase Close	Open Date : 3/4/2005 4:25:52 PM
Issue Owner : Teresa Martin	Type 2 : Operation	Queue :	Close Date : 3/4/2005 4:26:05 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc : Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Documented Concern
Component Category : 11 - Electrical 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 : N012005-03-0401210

Case Title : [REDACTED]

*** CASE CREATE 3/4/2005 4:08:27 PM, tmartin
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 3/4/2005 4:08:32 PM, tmartin
into WIP default and Status of Solving.

*** CASE VSC LOOKUP 3/4/2005 4:08:34 PM, tmartin
VSC-CUC CHECK 03/04/2005 04:08:34 PM tmartin
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/4/2005 4:08:39 PM, tmartin
CAMPAIGN CHECK 03/04/2005 04:08:39 PM tmartin
The following Campaign information was found
04-072; P54; 04-05 ACCORD DRIVER'S AIRBAG; 2005-01-27; FX

*** CASE CLAIMS LOOKUP 3/4/2005 4:08:42 PM, tmartin
CLAIM CHECK 03/04/2005 04:08:42 PM tmartin
The following Claim History information was found
0; 2005-01-27; 206930; 857701; 510; 752106 ;

*** CASE MODIFY 3/4/2005 4:25:25 PM, tmartin
into WIP default and Status of Solving.

*** SUBCASE N012005-03-0401210-1 CREATE 3/4/2005 4:25:52 PM, tmartin
Created in WIP Default with Due Date 3/4/2005 4:25:52 PM.

*** SUBCASE N012005-03-0401210-1 CLOSE 3/4/2005 4:26:05 PM, tmartin
Status = Solving, Resolution Code = Instruction Given

*** NOTES 3/4/2005 4:27:13 PM, tmartin, Action Type : Call from Customer
The customer contacted ACS because his key was stuck in the ignition. The customer stated the vehicle was in park but the key would not release. While attempting to retrieve information the call was lost.

*** CASE MODIFY 3/4/2005 4:27:15 PM, tmartin
into WIP default and Status of Solving.

*** CASE CLOSE 3/4/2005 4:27:17 PM, tmartin
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012006-02-1401638 Division : Honda - Auto Condition : Closed Open Date : 2/14/2006 5:04:19 PM
 Case Originator : Edgar Josephson (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 2/15/2006 7:34:59 AM
 Case Owner : Edgar Josephson (Team HA) Method : Phone Queue : Days Open : 1
 Last Closed By : Edgar Josephson (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : NEWYORK, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM568X4A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5684JNW / A
 Miles / Hours : 12,000
 In Service Date : 09/15/2004
 Months In Use : 17
 Engine Number : K24A42326544
 Originating Dealer No. / Name : 207164 / BAY RIDGE HONDA
 Selling Dealer No. / Name : 206779 / MARTIN HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 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 : 206962 / BRONX HONDA
 Phone No. : 718-892-3300
 Address : 2541 E. TREMONT AVENUE
 City / State / Zip : BRONX, NY 10461
 Svc District / Sls District : 05E / F05
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012006-02-1401638-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012006-02-1401638-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Edgar Josephson	Type 1 : Product	Status : Subcase Close	Open Date : 2/15/2006 7:34:39 AM
Issue Owner : Edgar Josephson	Type 2 : Operation	Queue :	Close Date : 2/15/2006 7:34:59 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc : Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer
 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 : N012006-02-1401638

Case Title : [REDACTED]

*** CASE CREATE 2/14/2006 5:04:19 PM, ejosephs

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

*** CASE VSC LOOKUP 2/14/2006 5:06:44 PM, ejosephs

VSC-CUC CHECK 02/14/2006 05:06:44 PM ejosephs

No data found for VIN.

*** CASE MODIFY 2/14/2006 5:09:55 PM, ejosephs

into WIP default and Status of Solving.

*** CASE MODIFY 2/14/2006 5:10:01 PM, ejosephs

into WIP default and Status of Solving.

*** NOTES 2/14/2006 5:13:10 PM, ejosephs, Action Type : Call from Customer

Customer called and stated the vehicle will not allow the the key to be removed from the ignition.

Explained the procedures on page 81 in the owner's manual; these did not work.

Explained to the customer that the only other option is to have the vehicle towed to a dealership.

Provided customer with dealer 206962 Bronx Honda's phone number 7188923300.

Customer understood.

NOTE: EJ Josephson is not the CM; Stephanie Hermosillo is using his login, as she does not have one at this time.

*** CASE MODIFY 2/14/2006 5:13:13 PM, ejosephs

into WIP default and Status of Solving.

*** NOTES 2/15/2006 7:33:34 AM, ejosephs, Action Type : Call from Customer

Customer wanted to know if the towing would have to be paid for out of his pocket.

Explained to the customer that if he was to contact the dealership, they may have a towing company that they use and can put the charges on sublet to be paid when the vehicle is repaired either by the customer or warranty (if the problem is covered by warranty.) Explained to the customer that if the dealer does not have a towing company they recommended and he had a service such as AAA that he could contact them to have the vehicle towed.

Customer wanted to know if he would have to pay for the towing through his AAA.

Explained to the customer that if this repair is made through warranty the dealer can either cover it under warranty, or he could request for reimbursement.

Explained to customer that I could not guarantee reimbursement or that the repairs would be covered under warranty.

Customer understood.

NOTE: EJ Josephson is not the CM; Stephanie Hermosillo is using his login, as she does not have one at this time.

*** SUBCASE N012006-02-1401638-1 CREATE 2/15/2006 7:34:39 AM, ejosephs

Created in WIP Default with Due Date 2/15/2006 7:34:39 AM.

*** CASE MODIFY 2/15/2006 7:34:48 AM, ejosephs

into WIP default and Status of Solving.

*** SUBCASE N012006-02-1401638-1 CLOSE 2/15/2006 7:34:59 AM, ejosephs

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/15/2006 7:34:59 AM, ejosephs

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

Case Details

Case ID : N012005-09-2100595 Division : Honda - Auto Condition : Closed Open Date : 9/21/2005 10:02:57 AM
 Case Originator : Rena Curtis (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 9/23/2005 2:25:34 PM
 Case Owner : Rena Curtis (Team HG) Method : Phone Queue : Days Open : 2
 Last Closed By : Rena Curtis (Team HG) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : WARWICK, RI [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGEM22982L [REDACTED]
 Model / Year : CIVIC / 2002
 Model ID / Product Line : EM2292MW / A
 Miles / Hours : 46,000
 In Service Date : 10/10/2001
 Months In Use : 47
 Engine Number : D17A22406562
 Originating Dealer No. / Name : 206774 / PLANET HONDA
 Selling Dealer No. / Name : 206774 / PLANET HONDA
 Trim : EX
 No. Of Doors : 2
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012005-09-2100595-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012005-09-2100595-1 Disposition: Complaint Condition : Closed Wipbin :

Issue Originator : Rena Curtis Type 1 : Product Status : Subcase Close Open Date : 9/23/2005 2:25:12 PM

Issue Owner : Rena Curtis Type 2 : Operation Queue : Close Date : 9/23/2005 2:25:31 PM

Issue Title : XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

Coding Info :

Labor Code / Desc : 725 / Ignition Switch

Condition Code Desc Any 7250

Campaign Code / Desc : /

Temperament Code : Please Specify

Resolutions : Referred to Dealer, Documented Concern

Component Category : 11 - Electrical 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 : N012005-09-2100595

Case Title : [REDACTED]

*** CASE CREATE 9/21/2005 10:02:57 AM, rcurtis

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

*** CASE CAMPAIGN LOOKUP 9/21/2005 10:03:24 AM, rcurtis

CAMPAIGN CHECK 09/21/2005 10:03:24 AM rcurtis

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-08-04; FX

*** CASE CAMPAIGN LOOKUP 9/21/2005 10:03:29 AM, rcurtis

CAMPAIGN CHECK 09/21/2005 10:03:29 AM rcurtis

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-08-04; FX

*** CASE CLAIMS LOOKUP 9/21/2005 10:07:10 AM, rcurtis

CLAIM CHECK 09/21/2005 10:07:10 AM rcurtis

The following Claim History information was found

0; 2003-04-02; 206774; 222471; 510; 218102 ; TRANSMISSION ANDTORQUE CONVERTER - EXCHANGE. S/B#
01-014 S/B# 01-019 S/B# 98-061

*** NOTES 9/23/2005 2:24:29 PM, rcurtis, Action Type : Call from Customer

CRMS froze while opening, all notes lost

Ms [REDACTED] called because she can't remove the key from her ignition. She stated that she is very frustrated and feels that a Honda with this mileage should not have this problem. I suggested to her that she will have to have the problem diagnosed at a dealer. I also advised that, being the second owner, if the problem is related to aftermarket parts then it would not be considered a manufacturer defect. She did state that she has an aftermarket remote starter, but the problem began prior to it being installed. I advised her that the case had been documented and referred her to the dealer for diagnosis. She does not know when she will go...case closed for now.

*** CASE MODIFY 9/23/2005 2:24:48 PM, rcurtis

into WIP default and Status of Solving.

*** SUBCASE N012005-09-2100595-1 CREATE 9/23/2005 2:25:12 PM, rcurtis

Created in WIP Default with Due Date 9/23/2005 2:25:12 PM.

*** SUBCASE N012005-09-2100595-1 CLOSE 9/23/2005 2:25:31 PM, rcurtis

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/23/2005 2:25:34 PM, rcurtis

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

Case Details

Case ID : N012006-08-0701373 Division : Honda - Auto Condition : Closed Open Date : 8/7/2006 1:58:05 PM
 Case Originator : Kevin Wong (Team AB) Sub Division : Customer Relations Status : Closed Close Date : 8/15/2006 11:59:25 AM
 Case Owner : Shana Sicherman (Team HA) Method : Phone Queue : Days Open : 8
 Last Closed By : Shana Sicherman (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED]

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 : GOODYEAR, AZ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGES16532L [REDACTED]
 Model / Year : CIVIC / 2002
 Model ID / Product Line : ES1652PW / A
 Miles / Hours : 38,000
 In Service Date : 10/06/2001
 Months In Use : 58
 Engine Number : D17A12412671
 Originating Dealer No. / Name : 208245 / EARNHARDT HONDA
 Selling Dealer No. / Name : 208245 / EARNHARDT HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : TI
 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 : 208245 / EARNHARDT HONDA
 Phone No. : 623-934-5211
 Address : 10151 W.PAPAGO FREEWAY
 City / State / Zip : AVONDALE, AZ 85323
 Svc District / Sls District : 10D / D10
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012006-08-0701373-1 / [REDACTED]	P Subcase Close	Product	Operation	744	Power window swt
N012006-08-0701373-2 / [REDACTED]	P Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012006-08-0701373-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Shana Sicherman	Type 1 : Product	Status : Subcase Close	Open Date : 8/7/2006 4:12:49 PM
Issue Owner : Shana Sicherman	Type 2 : Operation	Queue :	Close Date : 8/15/2006 11:59:21 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc :744 / Power window swt
Condition Code Desc Inoperative 7442
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%, Documented Concern
Component Category : 13 - Visibility
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 : N012006-08-0701373-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Shana Sicherman	Type 1 : Product	Status : Subcase Close	Open Date : 8/7/2006 4:13:28 PM
Issue Owner : Shana Sicherman	Type 2 : Operation	Queue :	Close Date : 8/15/2006 11:59:25 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc :725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 01 - Steering 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 : N012006-08-0701373

Case Title : [REDACTED]

*** CASE CREATE 8/7/2006 1:58:05 PM, kwong

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

*** CASE MODIFY 8/7/2006 1:58:31 PM, kwong

into WIP default and Status of Solving.

*** CASE MODIFY 8/7/2006 1:59:09 PM, kwong

into WIP default and Status of Solving.

*** NOTES 8/7/2006 2:11:08 PM, kwong, Action Type : Call from Customer
Customer called ACS regarding Passenger Side Front Window is stuck.

Customer did not know who he deals with at Earnhardt Honda.

Customer states that window operation was fine up until a month ago. Customer states that Passenger Side Front Window does not go up or down. Customer states that he tried both the master window switch and the secondary switch on the passenger side front door and neither switch works. Customer has not taken vehicle to dealer for this issue.

ACS advised customer that his vehicle is not in warranty and cannot guarantee that AHM will cover customer for this repair.

Customer wants AHM to pay for parts/labor to repair Passenger Side Front Window.

Customer states that he owns 2 Honda vehicles and does all maintenance at Earnhardt Honda.

ACS issued customer a case number for reference. ACS advised customer that a case manager will contact customer in 1-2 business days. Customer thanked ACS and ended call.

*** CASE EXTENDED WARRANTY LOOKUP 8/7/2006 2:11:18 PM, kwong

WARRANTY CHECK 08/07/2006 02:11:18 PM kwong

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/7/2006 2:11:24 PM, kwong

CLAIM CHECK 08/07/2006 02:11:24 PM kwong

The following Claim History information was found

0; 2003-07-24; 208245; 778481; 510; 421097 ; GOODWILL PARTS ONLY (REPLACES 000007).

*** CASE CAMPAIGN LOOKUP 8/7/2006 2:11:28 PM, kwong

CAMPAIGN CHECK 08/07/2006 02:11:28 PM kwong

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-09-21; FX

*** CASE VSC LOOKUP 8/7/2006 2:11:30 PM, kwong

VSC-CUC CHECK 08/07/2006 02:11:30 PM kwong

No data found for VIN.

*** CASE MODIFY 8/7/2006 2:11:40 PM, kwong

into WIP default and Status of Solving.

Case History

Case ID : N012006-08-0701373

Case Title : [REDACTED]

*** CASE DISPATCH 8/7/2006 2:11:53 PM, kwong
from WIP default to Queue Honda Team G.

*** CASE MODIFY 8/7/2006 2:11:56 PM, kwong
into WIP default and Status of Solving.

*** NOTES 8/7/2006 2:27:17 PM, tpalacio, Action Type : Call from Customer

Key Issue

Customer called today in reference to key still being stuck in the vehicle. Customer added in this information that his key got stuck in the ignition. Customer took vehicle into the dealerships and the dealers still have not found out the problem on why his key is still being stuck. The customer wants to take vehicle back and wants Honda to pay for this issue. ACS informed the customer that there is no guarantee on this issue and he would have to way out his options in concern of this issue. ACS informed the customer that he has a case open at the moment ready to be solved. The customer stated that he had a previous case in reference to this key issue. ACS looked up information and only pulled up this date with this case. ACS informed the customer that his case is being solved, but it could take up to 1-3 day. The customer was satisfied no further information.

*** CASE ASSIGN 8/7/2006 3:05:08 PM, tcarter1
N012006-08-0701373 to ssicherm, WIP

*** CASE RULE ACTION 8/7/2006 3:05:09 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/7/2006 4:08:00 PM, ssicherm
into WIP default and Status of Solving.

*** COMMIT 8/7/2006 4:08:02 PM, ssicherm, Action Type :

Made to [REDACTED] due 08/10/2006 04:08:04 PM.

DCS Follow-Up

*** NOTES 8/7/2006 4:10:15 PM, ssicherm, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 8/10/2006

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:

Good afternoon!

I am assisting Corey with his case load since he is out of the office today. Customer contacted our offices in regards to 2 concerns. Customer indicates that the passenger front window is getting stuck as well as the key in the ignition switch.

When was the customer at the dealership?

Diagnosis?

RO#?

Tech Line Involvement?

Service History?

DPSM involvement?

Case History

Case ID : N012006-08-0701373

Case Title : [REDACTED]

Repairs needed & amt?

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.

Shana Sicherman
Automobile Customer Service
800-999-1009 ext. 118141

*** COMMIT 8/7/2006 4:10:36 PM, ssicherm, Action Type : N/A

Contact Cust/Dlr

*** SUBCASE N012006-08-0701373-1 CREATE 8/7/2006 4:12:49 PM, ssicherm
Created in WIP Default with Due Date 8/7/2006 4:12:49 PM.*** SUBCASE N012006-08-0701373-2 CREATE 8/7/2006 4:13:28 PM, ssicherm
Created in WIP Default with Due Date 8/7/2006 4:13:28 PM.*** CASE MODIFY 8/7/2006 4:13:30 PM, ssicherm
into WIP default and Status of Solving.*** NOTES 8/8/2006 11:24:39 AM, ckruishe, Action Type : Call from Dealer
Received call from Larry Rowe.

Customer is scheduled for 8/14.

*** CASE FULFILL 8/10/2006 8:59:00 AM, ssicherm
Fulfilled for [REDACTED] due 08/10/2006 04:08:04 PM.*** NOTES 8/11/2006 8:40:16 AM, ssicherm, Action Type : Call to Customer
1st contact.

Contacted Mr [REDACTED] at both the daytime phone number & cell phone number listed in the contact information. Was advised by woman who answered the phone that the customer was at work, but she did not provide an alternate contact number to contact the customer on.

Received continuous ring on the cell/page phone number provided in contact information. Unable to leave message.

*** CASE FULFILL 8/11/2006 8:40:23 AM, ssicherm
Fulfilled for [REDACTED] due 08/08/2006 12:00:00 AM.

*** COMMIT 8/11/2006 8:40:25 AM, ssicherm, Action Type : N/A

Cust Call Back?/2nd Attempt/Dlr inspection

*** NOTES 8/15/2006 8:22:24 AM, ssicherm, Action Type : Call to Dealer
LM on dealership vm requesting SM contact me back in regards to customer's vehicle inspection.*** NOTES 8/15/2006 10:48:13 AM, ssicherm, Action Type : Call to Dealer
LM for SA David in regards to vehicle inspection.

Case History

Case ID : N012006-08-0701373

Case Title : [REDACTED]

*** CASE CAMPAIGN LOOKUP 8/15/2006 11:49:41 AM, ssicherm

CAMPAIGN CHECK 08/15/2006 11:49:41 AM ssicherm

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-09-21; FX

*** CASE VSC LOOKUP 8/15/2006 11:50:08 AM, ssicherm

VSC-CUC CHECK 08/15/2006 11:50:08 AM ssicherm

No data found for VIN.

*** CASE FULFILL 8/15/2006 11:52:56 AM, ssicherm

Fulfilled for [REDACTED] due 08/14/2006 12:00:00 AM.

*** NOTES 8/15/2006 11:58:21 AM, ssicherm, Action Type : Call to Customer

Spoke with customer. Introduced myself to Mr. [REDACTED] as the RCM assigned to his case. Informed Mr. [REDACTED] that I have been informed that the repairs were completed on his vehicle & asked what repairs were performed. Mr. [REDACTED] was unable to provide the exact repairs that were completed, but made mention that Honda had taken care of the repairs. Mr. [REDACTED] indicates that he has been driving his Honda Accord to work, so he is unable to determine at this time whether the passenger window is operating, but indicates that he was informed that it was.

Mr. [REDACTED] indicated that he has also had difficulty in removing the key from the ignition after the end of his driving. Asked Mr. [REDACTED] if this concern presents itself under certain conditions, i.e. warm weather, cold weather, first thing in the morning, etc. Mr. [REDACTED] indicates that this is mostly occurring in warmer weather, however Earnhardt Honda has never been able to duplicate the concern. Empathized with the customer given this concern & a suggestion to assist the dealership in verifying his concern the next time it happens. Mr. [REDACTED] clearly understood & may follow this recommendation.

Informed Mr. [REDACTED] that I would be closing his case at this time as it appears that all of his concerns have been addressed & repaired. Mr. [REDACTED] clearly understood & needs no further assistance at this time.

*** CASE MODIFY 8/15/2006 11:59:14 AM, ssicherm

into WIP Other Districts and Status of Solving.

*** SUBCASE N012006-08-0701373-1 CLOSE 8/15/2006 11:59:21 AM, ssicherm

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012006-08-0701373-2 CLOSE 8/15/2006 11:59:25 AM, ssicherm

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/15/2006 11:59:25 AM, ssicherm

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

Case Details

Case ID : N012009-01-1902033 Division : Honda - Auto Condition : Closed Open Date : 1/19/2009 4:41:29 PM
 Case Originator : Richard Miller (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 2/10/2009 10:25:09 AM
 Case Owner : Walter Menjivar (Exec Review) Method : Phone Queue : Days Open : 22
 Last Closed By : Walter Menjivar (Exec Review) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : W HARTFORD, CT [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGES16592L [REDACTED]
 Model / Year : CIVIC / 2002
 Model ID / Product Line : ES1652PW / A
 Miles / Hours : 91,000
 In Service Date : 11/01/2001
 Months In Use : 86
 Engine Number : D17A12414955
 Originating Dealer No. / Name : 206975 / WADE RAULERSON HONDA
 Selling Dealer No. / Name : 206975 / WADE RAULERSON HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 206794 / MANCHESTER HONDA
 Phone No. : 860-645-3100
 Address : 24 ADAMS STREET
 City / State / Zip : MANCHESTER, CT 06042
 Svc District / Sls District : 09D / B09
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207195	HOFFMAN HONDA		

3rd Party Info :

Party 1 : DPSM 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
N012009-01-1902033-1 [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N012009-01-1902033-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Walter Menjivar	Type 1 : Product	Status : Subcase Close	Open Date : 1/21/2009 8:38:00 AM
Issue Owner : Walter Menjivar	Type 2 : Operation	Queue :	Close Date : 2/10/2009 10:25:09 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
Condition Code Desc Shift Quality 2181
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Documented Concern, Provided Information,
Component Category : 10 - Power Train
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 : N012009-01-1902033

Case Title : [REDACTED]

*** CASE CREATE 1/19/2009 4:41:29 PM, rmiller

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

*** CASE EXTENDED WARRANTY LOOKUP 1/19/2009 4:41:32 PM, rmiller

WARRANTY CHECK 01/19/2009 04:41:32 PM rmiller

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/19/2009 4:41:37 PM, rmiller

CLAIM CHECK 01/19/2009 04:41:37 PM rmiller

The following Claim History information was found

0; 2006-08-15; 206975; 342069; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN

*** CASE CAMPAIGN LOOKUP 1/19/2009 4:41:40 PM, rmiller

CAMPAIGN CHECK 01/19/2009 04:41:40 PM rmiller

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 08/15/06; FX;

*** CASE VSC LOOKUP 1/19/2009 4:41:41 PM, rmiller

VSC-CUC CHECK 01/19/2009 04:41:41 PM rmiller

No data found for VIN.

*** NOTES 1/19/2009 4:58:30 PM, rmiller, Action Type : Call from Customer

Verified and updated customer contact information.

SITUATION:

Ms. [REDACTED] called ACS stating that her transmission needs to be replaced.

REQUEST:

Customer is asking for goodwill assistance in replacing the transmission.

PROBING QUESTIONS:

Customer states that on 1/17 the transmission would not go into gear. The vehicle was taken to a local shop and customer was informed that the transmission needs to be replaced.

Customer states that she seen online that AHM offers "goodwill" assistance.

Customer states that in the middle of December the shifter would not go into gear. Customer turned off the vehicle, but the key would not come out.

Customer took the vehicle to HOFFMAN HONDA and S.M. (no name) told the customer that the ignition starter kit will need to be installed. Customer did not get the repair because S.M. was not nice.

Customer purchased this vehicle from her father (original owner) in '03 with about 12,000 miles on it.

This is the customer's 2nd Honda. All services performed at Honda dealers. Customer is not sure if she has all the service records.

INBOUND CONCLUSION:

I informed the customer that her case can be forwarded to a RCM for further review, but ACS would first need a diagnosis from a Honda dealer. Customer said that she will go to MANCHESTER HONDA on 1/22. I supplied the case number and informed her that a RCM will be in contact within 1-2 business days. I informed the customer that there is no guarantee for assistance due to the vehicle being out of warranty. Customer understood.

Case is being dispatched for customer satisfaction.

Case History

Case ID : N012009-01-1902033

Case Title : XXXXXXXXXX

Customer thanked me and need no further assistance at this moment.

*** CASE MODIFY 1/19/2009 4:58:47 PM, rmiller
into WIP default and Status of Solving.

*** CASE MODIFY 1/19/2009 4:58:48 PM, rmiller
into WIP default and Status of Solving.

*** CASE MODIFY 1/19/2009 4:58:49 PM, rmiller
into WIP default and Status of Solving.

*** CASE DISPATCH 1/19/2009 4:58:57 PM, rmiller
from WIP default to Queue Honda Team H .

*** CASE ASSIGN 1/20/2009 6:03:56 AM, codulio
N012009-01-1902033 to wmenjiva, WIP

*** CASE RULE ACTION 1/20/2009 6:03:56 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/21/2009 8:34:38 AM, wmenjiva
into WIP 9G and Status of Solving.

*** SUBCASE N012009-01-1902033-1 CREATE 1/21/2009 8:38:00 AM, wmenjiva
Created in WIP Default with Due Date 1/21/2009 8:38:00 AM.

*** CASE MODIFY 1/21/2009 8:38:08 AM, wmenjiva
into WIP 9G and Status of Solving.

*** CASE VSC LOOKUP 1/21/2009 8:41:55 AM, wmenjiva
VSC-CUC CHECK 01/21/2009 08:41:55 AM wmenjiva
No data found for VIN.

*** CASE CLAIMS LOOKUP 1/21/2009 8:42:05 AM, wmenjiva
CLAIM CHECK 01/21/2009 08:42:05 AM wmenjiva
The following Claim History information was found
0; 2006-08-15; 206975; 342069; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE
COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE I

*** CASE EXTENDED WARRANTY LOOKUP 1/21/2009 8:42:07 AM, wmenjiva
WARRANTY CHECK 01/21/2009 08:42:07 AM wmenjiva
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/21/2009 9:21:41 AM, wmenjiva
CAMPAIGN CHECK 01/21/2009 09:21:41 AM wmenjiva
The following Campaign information was found
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 08/15/06; FX;

*** NOTES 1/21/2009 9:40:08 AM, wmenjiva, Action Type : Call to Customer
I contacted customer on 860-543-5079,
I verified address and contact number.

Case History

Case ID : N012009-01-1902033

Case Title : [REDACTED]

She states that this is her 2nd Honda, other was a 1996 Civic, new through her father, as well.

Vehicle maintenance has been through Avon Honda and Manchester Honda, and prior to that were Honda dealers in FL.

Customer states that she does not have the maintenance records.

She states that both of her sisters have owned 1995 & 1996 Civic, both new.

She states that vehicle is being towed into Manchester Honda, today. It has not been diagnosed by a Honda dealer, yet.

I explained to customer that her vehicle manufacturer warranty of 3 years/36,000 miles whichever comes first, has long expired. There are no recalls or warranty extensions affecting her transmission. There is no records of any prior A/T concerns.

I asked customer, know this, how much assistance would she be satisfied with?

She states that she would expect 100%.

I explained to customer that being that her vehicle is well out of the warranty parameters, Honda would only be in a position to review for partial assistance.

I explained to customer that I understand the current financial situation, but this is not a factor used in Honda's review process.

I educated customer on Honda's goodwill process, since she inquired about it.

I asked customer to please send me [REDACTED] any maintenance records she might be able to obtain. And I will research maintenance through Avon & Manchester Honda, and follow up with Manchester Honda tomorrow, for dealer findings. Since up to this point, we have been assuming it is an A/T issue.

*** COMMIT 1/21/2009 9:40:19 AM, wmenjiva, Action Type : N/A

Made to [REDACTED] due 01/22/2009 09:00:00 AM.

(Manchester) Follow up with dlr/cust

*** COMMIT 1/21/2009 9:40:57 AM, wmenjiva, Action Type :

Made to [REDACTED] due 01/24/2009 09:41:00 AM.

DCS Follow-Up

*** NOTES 1/21/2009 9:42:18 AM, wmenjiva, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 1/24/2009

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

Customer contacted AHM, requesting assistance with possible transmission repair.

Vehicle is being towed into dealer, this morning.

Her family has owned 4-5 Hondas in the last 10-12 years.

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 with your dpsm.

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

Walter Menjivar

Automobile Customer Service

310.783.7742

*** CASE MODIFY 1/21/2009 9:42:27 AM, wmenjiva

into WIP 9G and Status of Solving.

*** NOTES 1/23/2009 12:30:26 PM, wmenjiva, Action Type : Call to Dealer

Case History

Case ID : N012009-01-1902033

Case Title : [REDACTED]

I spoke with Manchester Honda SM-Tom, who informed me that the vehicle is under Sal Landow.

SM states dealer diagnosed vehicle as needing transmission, quoted \$2494.

No maintenance history.

SM states that dealer ordered part, because customer asked dealer to do so. Part should be in Monday or Tuesday.

I informed SM that I will need to speak with dpsm.

*** CASE MODIFY 1/23/2009 12:37:59 PM, wmenjiva
into WIP 9G and Status of Solving.

*** NOTES 1/23/2009 12:44:05 PM, wmenjiva, Action Type : Call to Customer

I contacted customer on 860-543-5079, and asked customer if she had been able to collect any maintenance records?

She states that she is waiting for those to be faxed into her by the dealers.

I informed customer that the estimate is \$2500, how much would she be satisfied, if Honda were to extend any assistance?

She states that if Honda could cover close to 50%, she would be happy.

I informed customer that I will follow up with her, as soon as I can.

*** NOTES 1/23/2009 12:44:27 PM, wmenjiva, Action Type : Field/DSM
I left voice message for dpsm.

*** CASE FULFILL 1/23/2009 12:44:35 PM, wmenjiva
Fulfilled for [REDACTED] due 01/22/2009 09:00:00 AM.

*** CASE FULFILL 1/23/2009 12:44:53 PM, wmenjiva
Fulfilled for [REDACTED] due 01/24/2009 09:41:00 AM.

*** NOTES 1/23/2009 2:03:51 PM, wmenjiva, Action Type : Field/DSM
I consulted with dpsm.

*** COMMIT 1/23/2009 2:04:05 PM, wmenjiva, Action Type : N/A
Made to [REDACTED] due 01/26/2009 09:00:00 AM.

(Manchester)Follow up with cust

*** CASE MODIFY 1/23/2009 2:11:14 PM, wmenjiva
into WIP 9G and Status of Solving.

*** NOTES 1/26/2009 6:21:49 AM, wmenjiva, Action Type : Call to Dealer

I spoke with Manchester Honda SM-Tom and asked that he breakdown the repair cost, and give me a call back.

I explained to SM that I had consulted with dpsm, Friday night.

*** CASE MODIFY 1/26/2009 6:21:58 AM, wmenjiva
into WIP 9G and Status of Solving.

*** NOTES 1/26/2009 12:09:53 PM, wmenjiva, Action Type : Call from Dealer

I spoke with Manchester Honda SM-Tom who informed me: parts = \$1593.72, labor = \$594, freight = \$108.

*** NOTES 1/26/2009 12:16:06 PM, wmenjiva, Action Type : Call to Customer

I contacted customer on 860-543-5079, and informed customer that after further review, Honda had agreed to reduce the repair cost from \$2600 to \$1500, her cost.

She thanked for the assistance, and appreciated the offer.

I asked customer to contact Honda dealer SM-Tom to authorize repairs and accept offer.

Case History

Case ID : N012009-01-1902033

Case Title : [REDACTED]

*** NOTES 1/26/2009 12:16:48 PM, wmenjiva, Action Type : Call to Dealer

I spoke with SM-Tom and informed her that customer accepted offer to pay \$1500 on A/T replacement cost.

*** CASE MODIFY 1/26/2009 12:16:55 PM, wmenjiva
into WIP 9G and Status of Solving.

*** CASE FULFILL 1/26/2009 12:17:00 PM, wmenjiva

Fulfilled for [REDACTED] due 01/26/2009 09:00:00 AM.

*** CASE MODIFY 1/26/2009 12:18:16 PM, wmenjiva
into WIP 9G and Status of Solving.

*** NOTES 2/6/2009 10:36:11 AM, wmenjiva, Action Type : Call to Dealer

I spoke with Manchester Honda SM-Tom, who informed me the vehicle was repaired and was picked up on 1/27/09.
R.O.# 6068105, customer paid = \$1499.97, Honda paid = \$1007.00.

*** CASE MODIFY 2/6/2009 10:36:22 AM, wmenjiva
into WIP Awaiting repairs under GW and Status of Solving.

*** CASE MODIFY 2/10/2009 7:12:20 AM, wmenjiva
into WIP Awaiting repairs under GW and Status of Solving.

*** NOTES 2/10/2009 10:24:29 AM, wmenjiva, Action Type : Call to Customer

I contacted customer on 860-543-5079, and inquired the status of her vehicle repairs?
She states that vehicle is driving fine.
She is very happy with the repairs and the assistance Honda provided her.

*** CASE MODIFY 2/10/2009 10:25:06 AM, wmenjiva
into WIP Awaiting repairs under GW and Status of Solving.

*** SUBCASE N012009-01-1902033-1 CLOSE 2/10/2009 10:25:09 AM, wmenjiva
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/10/2009 10:25:09 AM, wmenjiva
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012004-05-1900542 Division : Honda - Auto Condition : Closed Open Date : 5/19/2004 10:02:45 AM
 Case Originator : Bryan Jones (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 5/19/2004 10:15:18 AM
 Case Owner : Bryan Jones (Team AC) Method : Phone Queue : Days Open : 0
 Last Closed By : Bryan Jones (Team AC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : CHESTERFIELD, MI [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGEM22532L [REDACTED]
 Model / Year : CIVIC / 2002
 Model ID / Product Line : EM2252PW / A
 Miles / Hours : 40,000
 In Service Date : 02/25/2002
 Months In Use : 27
 Engine Number : D17A12443783
 Originating Dealer No. / Name : 208256 / SUBURBAN HONDA
 Selling Dealer No. / Name : 208126 / JEFFREY HONDA
 Trim : LX
 No. Of Doors : 2
 Transmission Code : 4AT
 Exterior Color : TI
 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 : 208126 / JEFFREY HONDA
 Phone No. : 586-296-1300
 Address : 30780 GRATIOT
 City / State / Zip : ROSEVILLE, MI 48066
 Svc District / Sls District : 04A / A04
 Warranty Labor Rate / Date : \$92.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-05-1900542-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Case History

Case ID : N012004-05-1900542

Case Title : [REDACTED]

*** CASE CREATE 5/19/2004 10:02:45 AM, bjones

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

*** CASE MODIFY 5/19/2004 10:04:37 AM, bjones

into WIP default and Status of Solving.

*** NOTES 5/19/2004 10:13:03 AM, bjones, Action Type : Call from Customer

the customer called in with a problem of having their vehicle's key stuck in ignition. The customer called in trying to figure out is there a position that they can take the car key out. i informed the customer that they are going to have to take the vehicle to the local dealership and receive a diagnosis on the vehicle. i informed the customer due to his vehicle being out of warranty the customer is going to be responsible for the servicing of this vehicle. the customer understood the situation with his warranty and thank me for my assistance.
i informed the customer to try an obtain assistance on the dealer level first and then if necessary feel free to call us back
the customer vehicle is able to be driven and turned of the key is just stuck in the ignition.

*** CASE MODIFY 5/19/2004 10:13:09 AM, bjones

into WIP default and Status of Solving.

*** SUBCASE N012004-05-1900542-1 CREATE 5/19/2004 10:13:17 AM, bjones

Created in WIP Default with Due Date 5/19/2004 10:13:17 AM.

*** CASE MODIFY 5/19/2004 10:15:14 AM, bjones

into WIP default and Status of Solving.

*** SUBCASE N012004-05-1900542-1 CLOSE 5/19/2004 10:15:18 AM, bjones

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/19/2004 10:15:18 AM, bjones

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

Case Details

Case ID : N012009-02-1100678	Division : Honda - Auto	Condition : Closed	Open Date : 2/11/2009 10:50:11 AM
Case Originator : Nethly Long (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/19/2009 4:26:06 PM
Case Owner : Sergio Suarez (Team HD)	Method : Phone	Queue :	Days Open : 36
Last Closed By : Sergio Suarez (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 : MISSION HILLS, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGEM22922L [REDACTED]
 Model / Year : CIVIC / 2002
 Model ID / Product Line : EM2292MW / A
 Miles / Hours : 83,914
 In Service Date : 01/09/2002
 Months In Use : 85
 Engine Number : D17A22431091
 Originating Dealer No. / Name : 207776 / ROCK HONDA
 Selling Dealer No. / Name : 207776 / ROCK HONDA
 Trim : EX
 No. Of Doors : 2
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 208424 / GALPIN HONDA
 Phone No. : 818-837-6100
 Address : 11151 LAUREL CANYON BL
 City / State / Zip : MISSION HILLS, CA 91340
 Svc District / Sls District : 01D / B01
 Warranty Labor Rate / Date : \$95.00 /
 Agent Name : DAVID GONZALEZ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012009-02-1100678-1 [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N012009-02-1100678-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sergio Suarez	Type 1 : Product	Status : Subcase Close	Open Date : 2/12/2009 2:04:38 PM
Issue Owner : Sergio Suarez	Type 2 : Operation	Queue :	Close Date : 3/18/2009 9:20:01 AM
Issue Title : XXXXXXXXXX			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
Condition Code Desc Internal Fail 2182
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM Partial
Component Category : 10 - Power Train
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 : N012009-02-1100678

Case Title : [REDACTED]

*** CASE CREATE 2/11/2009 10:50:11 AM, nlong

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

*** CASE EXTENDED WARRANTY LOOKUP 2/11/2009 10:50:14 AM, nlong

WARRANTY CHECK 02/11/2009 10:50:14 AM nlong

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/11/2009 10:50:17 AM, nlong

CLAIM HISTORY CHECK 02/11/2009 10:50:17 AM nlong

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/11/2009 10:50:21 AM, nlong

CAMPAIGN CHECK 02/11/2009 10:50:20 AM nlong

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

*** CASE VSC LOOKUP 2/11/2009 10:50:25 AM, nlong

VSC CHECK 02/11/2009 10:50:25 AM nlong

The following VSC information was found

[REDACTED];V002524183;H70;HONDA CERTIFIED 7/100 VSC UPSELL;EXPIRED;;2005-12-03;2009-01-08;100000;57008;206534;

0.00

*** CASE CUC LOOKUP 2/11/2009 10:50:25 AM, nlong

CUC CHECK 02/11/2009 10:50:25 AM nlong

The following CUC information was found

[REDACTED];EXPIRED;100000;57008;69008;2005-12-03;2009-01-09;;2005-12-03;2005-12-03;206534;;0;2005-12-31;2005-1

2-05

*** CASE VSC LOOKUP 2/11/2009 10:53:05 AM, nlong

VSC CHECK 02/11/2009 10:53:05 AM nlong

The following VSC information was found

[REDACTED];V002524183;H70;HONDA CERTIFIED 7/100 VSC UPSELL;EXPIRED;;2005-12-03;2009-01-08;100000;57008;206534;

0.00

*** CASE CUC LOOKUP 2/11/2009 10:53:05 AM, nlong

CUC CHECK 02/11/2009 10:53:05 AM nlong

The following CUC information was found

[REDACTED];EXPIRED;100000;57008;69008;2005-12-03;2009-01-09;;2005-12-03;2005-12-03;206534;;0;2005-12-31;2005-1

2-05

*** CASE MODIFY 2/11/2009 10:59:32 AM, nlong

into WIP default and Status of Solving.

*** NOTES 2/11/2009 11:00:59 AM, nlong, Action Type : Call from Customer

Verified customer information.

Situation: Replacement Transmission

Case History

Case ID : N012009-02-1100678

Case Title : ██████████

Request: Customer stated she took her vehicle to the dealer for routine maintenance. She received a call from the dealer and was told that the arm bushings were broken and needed to be changed. Customer authorized the repair. Customer stated now she's having problems with the vehicle. When she tries to drive it, the engine revs but does not move forward. Customer stated she took the vehicle back to the dealer and was told that the transmission needs to be replaced. Customer stated when she took the vehicle to the dealer for service yesterday, she had no issues with the transmission. Customer was told by the dealer that her extended warranty had already expired so she would be responsible for the cost of repair. Customer stated it has not been 7 years since she purchased the VSC. Customer contacted AHM for assistance.

Probing Questions: Customer purchased the vehicle in 2005 at 54,000 miles. Customer stated she has her vehicle serviced by the dealer. Customer stated this is her first Honda vehicle. Customer stated the new transmission will cost over \$3,000. Vehicle is at the dealer.

Inbound Conclusion: Advised customer that the VSC's parameters start at the in-service date of the vehicle, which was 1-9-02. Advised customer that I will forward her case to a CM for review. The CM will be in contact with the customer within 1-2 business days. Customer stated the best number to reach her is 818-892-8762 (home).

Customer needed no further assistance.

*** CASE MODIFY 2/11/2009 11:01:08 AM, nlong
into WIP default and Status of Solving.

*** CASE DISPATCH 2/11/2009 11:01:24 AM, nlong
from WIP default to Queue Honda Team D.

*** CASE ACCEPT 2/11/2009 5:07:38 PM, ssuarez
from Queue Honda Team D to WIP default.

*** NOTES 2/12/2009 2:03:28 PM, ssuarez, Action Type : Call to Customer
Called customer and left VM requesting call back.

*** COMMIT 2/12/2009 2:03:50 PM, ssuarez, Action Type : N/A

Dealer

*** CASE MODIFY 2/12/2009 2:04:10 PM, ssuarez
into WIP default and Status of Solving.

*** SUBCASE N012009-02-1100678-1 CREATE 2/12/2009 2:04:38 PM, ssuarez
Created in WIP Default with Due Date 2/12/2009 2:04:38 PM.

*** CASE MODIFY 2/12/2009 2:04:50 PM, ssuarez
into WIP default and Status of Solving.

*** NOTES 2/13/2009 8:57:27 AM, ssuarez, Action Type : Call from Customer
Spoke to Ms. ██████████ Verified previous inbound notes.

The customer was notified that this repair will not be covered under warranty, since her warranty (VSC) expired. The customer is requesting that American Honda meet her halfway with regards to the transmission repair cost. The RCM notified the customer that her case needs to be reviewed before any decision can be made, and more than likely she will not have a decision until early next week. The customer was notified that since she has an expired VSC, purchased the vehicle as a CUC, and only services at the dealership, the RCM will be pushing to try and meet the customer's expectation.

*** CASE MODIFY 2/13/2009 8:57:31 AM, ssuarez

Case History

Case ID : N012009-02-1100678

Case Title : [REDACTED]

into WIP ID and Status of Solving.

*** CASE MODIFY COMMITMENT 2/13/2009 8:57:40 AM, ssuarez
with [REDACTED] due 02/16/2009 12:00:00 AM.

*** CASE MODIFY 2/13/2009 8:57:58 AM, ssuarez
into WIP ID and Status of Solving.

*** NOTES 2/17/2009 9:55:57 AM, ssuarez, Action Type : Call to Dealer
Spoke to SM Karl.

Overall service history is very good: maintenance, repairs, etc. The RCM notified the SM that AHM would like to extend a 50/50 split with regards to the cost of repairs, specifically due to the customer's service history, the fact that she purchased a CUC and a VSC, and has a reasonable expectation of coverage.

The RCM notified the SM that there will be a follow up phone call to obtain the R.O. number and information. The RCM provided the authorization number to the SM.

The SM was notified to contact the customer in order to begin repairs.

*** CASE FULFILL 2/17/2009 9:56:09 AM, ssuarez
Fulfilled for [REDACTED] due 02/16/2009 12:00:00 AM.

*** COMMIT 2/17/2009 9:56:11 AM, ssuarez, Action Type : N/A

Customer/dealer follow up

*** CASE MODIFY 2/17/2009 9:56:31 AM, ssuarez
into WIP ID and Status of Solving.

*** NOTES 2/17/2009 10:25:55 AM, ssuarez, Action Type : Call from Customer
Spoke to Ms. [REDACTED]

Originally quoted \$3000. Customer quoted \$1500 for her pay portion. Customer is requesting some further assistance. The customer stated that she is a single mother and can't afford \$1500 for the repair. The RCM notified the customer that the pricing information will be reviewed, and the customer will be notified of an update by tomorrow.

*** NOTES 2/19/2009 9:24:25 AM, ssuarez, Action Type : Call to Dealer
Spoke to Director Karl.

The Director notified the RCM that he will review the pricing information with the SA to ensure that the customer pays half of the warranty rate. The RCM will receive more detailed information once it is available to the Director. The Director was provided the RCM's direct line for contact.

*** NOTES 2/19/2009 9:25:46 AM, ssuarez, Action Type : Note-General

Half of warranty rate should be no more than \$1200, according to the remanufactured automatic transmission worksheet.

*** CASE MODIFY 2/19/2009 9:25:53 AM, ssuarez
into WIP ID and Status of Solving.

*** CASE MODIFY 2/19/2009 9:25:57 AM, ssuarez
into WIP ID and Status of Solving.

Case History

Case ID : N012009-02-1100678

Case Title : ██████████

*** NOTES 2/19/2009 3:58:02 PM, ssuarez, Action Type : Call to Customer
Called Ms. ██████████ and left a VM notifying the customer of the following.

The confirmed repair price should be no more than about \$1200, and the RCM confirmed that her son was notified this by the SA David. If the customer has any questions she can call the RCM.

*** CASE MODIFY COMMITMENT 2/19/2009 4:00:09 PM, ssuarez
with ROSE GOMEZ due 02/23/2009 12:00:00 AM.

*** CASE MODIFY 2/19/2009 4:00:28 PM, ssuarez
into WIP ID and Status of Solving.

*** CASE MODIFY 2/23/2009 8:24:57 AM, ssuarez
into WIP ID and Status of Solving.

*** NOTES 2/23/2009 9:07:11 AM, ssuarez, Action Type : Call from Customer
Spoke to Ms. ██████████

The customer did not receive the RCM's VM due to the fact that her cell phone is not currently working. The customer was notified that her portion of the repair is \$1200, not \$1500. The customer stated that she will go ahead and authorize the repair as soon as possible, now that the pricing concerns were addressed. The customer was notified that she will receive a follow up phone call once repairs are completed.

*** CASE MODIFY COMMITMENT 2/23/2009 9:07:38 AM, ssuarez
with ██████████ due 02/27/2009 12:00:00 AM.

*** CASE MODIFY 2/23/2009 9:07:46 AM, ssuarez
into WIP ID and Status of Solving.

*** CASE MODIFY COMMITMENT 3/2/2009 1:08:10 PM, ssuarez
with ██████████ due 03/03/2009 12:00:00 AM.

*** CASE MODIFY 3/2/2009 1:08:25 PM, ssuarez
into WIP ID and Status of Solving.

*** NOTES 3/3/2009 2:06:07 PM, ssuarez, Action Type : Call to Dealer
Spoke to SD Karl.

The customer will not have the repair performed until the customer's income tax refund has been received. The RCM will follow up with the customer at a later date.

*** CASE MODIFY COMMITMENT 3/3/2009 2:06:30 PM, ssuarez
with ██████████ due 03/05/2009 12:00:00 AM.

*** CASE MODIFY 3/3/2009 2:10:29 PM, ssuarez
into WIP ID and Status of Solving.

*** NOTES 3/5/2009 2:38:35 PM, ssuarez, Action Type : Call to Customer
Called customer and left VM requesting call back.

*** CASE MODIFY COMMITMENT 3/5/2009 2:46:53 PM, ssuarez
with ██████████ due 03/10/2009 12:00:00 AM.

Case History

Case ID : N012009-02-1100678

Case Title : [REDACTED]

*** CASE MODIFY 3/5/2009 2:46:59 PM, ssuarez
into WIP ID and Status of Solving.

*** NOTES 3/10/2009 1:45:51 PM, ssuarez, Action Type : Call to Customer

Called customer and left VM requesting call back. The customer was notified that any goodwill offer has a 30 day time limit, and therefore the customer would need to formally request a time extension before any time extension can be reviewed.

*** NOTES 3/10/2009 1:46:19 PM, ssuarez, Action Type : Note-General
Customer's cell phone was not working.

*** CASE MODIFY 3/10/2009 1:46:22 PM, ssuarez
into WIP ID and Status of Solving.

*** CASE MODIFY COMMITMENT 3/11/2009 8:29:28 AM, ssuarez
with [REDACTED] due 03/16/2009 12:00:00 AM.

*** CASE MODIFY 3/11/2009 8:29:35 AM, ssuarez
into WIP ID and Status of Solving.

*** CASE RULE ACTION 3/11/2009 9:50:11 AM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 3/16/2009 12:31:12 PM, ssuarez, Action Type : Call to Customer
Called customer and was notified that the mailbox is now full. The RCM will follow up with the dealership, at which point the case will then be closed if there has been no action by the customer.

*** CASE MODIFY COMMITMENT 3/16/2009 12:31:30 PM, ssuarez
with ROSE GOMEZ due 03/18/2009 12:00:00 AM.

*** CASE MODIFY 3/16/2009 12:31:36 PM, ssuarez
into WIP ID and Status of Solving.

*** NOTES 3/18/2009 8:58:24 AM, ssuarez, Action Type : Call to Dealer
Spoke to SD Karl.

According to the SD, the repair as authorized by the customer and the RCM has been completed within the 30 day time limit.

The SD notified the RCM of the following:

R.O.: 138925

AHM pay amount: \$1060

Close date: not closed, but can be entered as 3/13/09. The SD stated that there are some issues with the check being properly verified.

This goodwill was issued with respect to the age and mileage of the vehicle as well as the fact that the customer purchased the vehicle as a CUC and also with a VCS. The customer also has good service history at this dealership as well.

*** NOTES 3/18/2009 9:19:42 AM, ssuarez, Action Type : Call to Customer
Spoke to Ms. [REDACTED]

Case History

Case ID : N012009-02-1100678

Case Title : [REDACTED]

The customer stated that she had a problem when she first brought the car back home. The key was not coming out of the ignition after the customer stopped driving the car. The customer was notified by the dealership that this is due to the transmission being a new unit, and over time it should loosen up just fine. The customer had no further questions or concerns, and at this point, the case will now be closed. The customer did also state that she is very pleased with the outcome of the case.

No further action required at this time.

*** SUBCASE N012009-02-1100678-1 CLOSE 3/18/2009 9:20:01 AM, ssuarez

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 3/18/2009 9:26:06 AM, ssuarez

Fulfilled for [REDACTED] due 03/18/2009 12:00:00 AM.

*** COMMIT 3/18/2009 9:26:10 AM, ssuarez, Action Type : N/A

Close after review

*** CASE MODIFY 3/18/2009 9:26:22 AM, ssuarez

into WIP ID and Status of Solving.

*** CASE CLOSE 3/19/2009 4:26:06 PM, ssuarez

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

Case Details

Case ID : N012003-11-0400560	Division : Honda - Auto	Condition : Closed	Open Date : 11/4/2003 8:38:14 AM
Case Originator : Ron Robbins (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/4/2003 8:39:27 AM
Case Owner : Ron Robbins (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Ron Robbins (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 : LOUISVILLE, KY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGES16562L [REDACTED]
 Model / Year : CIVIC / 2002
 Model ID / Product Line : ES1652PW / A
 Miles / Hours : 35,710
 In Service Date : 04/23/2002
 Months In Use : 19
 Engine Number : D17A12512337
 Originating Dealer No. / Name : 206623 / SAM SWOPE HONDA WORLD
 Selling Dealer No. / Name : 206623 / SAM SWOPE HONDA WORLD
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : TI
 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 : 206623 / SAM SWOPE HONDA WORLD
 Phone No. : 502-499-5040
 Address : #1 SWOPE AUTO CENTER
 City / State / Zip : LOUISVILLE, KY 40299
 Svc District / Sls District : 04J / E04
 Warranty Labor Rate / Date : \$84.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-11-0400560-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012003-11-0400560-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Robbins	Type 1 : Product	Status : Subcase Close	Open Date : 11/4/2003 8:38:22 AM
Issue Owner : Ron Robbins	Type 2 : Operation	Queue :	Close Date : 11/4/2003 8:39:24 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Documented Concern
Component Category : 11 - Electrical 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 : N012003-11-0400560

Case Title : [REDACTED]

*** CASE CREATE 11/4/2003 8:38:14 AM, rrobbins

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

*** NOTES 11/4/2003 8:38:14 AM, rrobbins, Action Type :

Cust states on 4 seperate occasions, car would start but then key would get stuck in the ignition and the car would not turn off. She could turn it to the accessory position, but not all the way off. The key would not come off.

It would stay that way for about 12 hours, but then it would come

207238

206623

Cust does have a/m keyless entry, which she acknowledges, but she feels that the dealership did not do enough of a diagnosis.

I adv cust that I will keep this concern on record, and adv that should a repair need be diagnosed at a dealer we will make our best efforts to assist.

I adv, however, that if a dlr can not duplicate the concern, they can not properly diagnose the car.

Cust disconnected the call.

*** SUBCASE N012003-11-0400560-1 CREATE 11/4/2003 8:38:22 AM, rrobbins

Created in WIP Default with Due Date 11/4/2003 8:38:22 AM.

*** CASE MODIFY 11/4/2003 8:39:17 AM, rrobbins

into WIP default and Status of Solving.

*** SUBCASE N012003-11-0400560-1 CLOSE 11/4/2003 8:39:24 AM, rrobbins

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/4/2003 8:39:27 AM, rrobbins

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

Case Details

Case ID : N012009-02-1001526 Division : Honda - Auto Condition : Closed Open Date : 2/10/2009 4:30:06 PM
 Case Originator : Kawana Riley (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 2/10/2009 4:44:09 PM
 Case Owner : Kawana Riley (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Kawana Riley (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : STRONGSVILLE, OH [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGES16572L [REDACTED]
 Model / Year : CIVIC / 2002
 Model ID / Product Line : ES1652PW / A
 Miles / Hours : 109,386
 In Service Date : 04/10/2002
 Months In Use : 82
 Engine Number : D17A12512371
 Originating Dealer No. / Name : 207532 / SUNNYSIDE HONDA
 Selling Dealer No. / Name : 207532 / SUNNYSIDE HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012009-02-1001526-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012009-02-1001526-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kawana Riley	Type 1 : Product	Status : Subcase Close	Open Date : 2/10/2009 4:43:49 PM
Issue Owner : Kawana Riley	Type 2 : Operation	Queue :	Close Date : 2/10/2009 4:44:03 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : NR - No Category Found
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case Details

Case ID : N032007-09-1300260 Division : Honda - Auto Condition : Closed Open Date : 9/13/2007 8:16:01 AM
 Case Originator : Jonathan Ellis (Team CE) Sub Division : Satellite Center Status : Closed Close Date : 9/13/2007 3:26:45 PM
 Case Owner : Jonathan Ellis (Team CE) Method : Phone Queue : Days Open : 0
 Last Closed By : Jonathan Ellis (Team CE) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : CYPRESS, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGEM22532L [REDACTED]
 Model / Year : CIVIC / 2002
 Model ID / Product Line : EM2252PW / A
 Miles / Hours : 33,000
 In Service Date : 08/27/2002
 Months In Use : 61
 Engine Number : D17A12544282
 Originating Dealer No. / Name : 206887 / COMMUNITY HONDA
 Selling Dealer No. / Name : 206887 / COMMUNITY HONDA
 Trim : LX
 No. Of Doors : 2
 Transmission Code : 4AT
 Exterior Color : GN
 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 : 207767 / HONDA WORLD
 Phone No. : 714-890-8900
 Address : 13600 BEACH BLVD.
 City / State / Zip : WESTMINSTER, CA 92683
 Svc District / Sls District : 01G / A01
 Warranty Labor Rate / Date : \$103.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207471	HONDA CARS OF CORONA		

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
N032007-09-1300260-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032007-09-1300260-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jonathan Ellis	Type 1 : Product	Status : Subcase Close	Open Date : 9/13/2007 8:40:14 AM
Issue Owner : Jonathan Ellis	Type 2 : Operation	Queue :	Close Date : 9/13/2007 12:56:32 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 01 - Steering 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 : N032007-09-1300260

Case Title : [REDACTED]

*** CASE CREATE 9/13/2007 8:16:01 AM, jellis

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

*** CASE EXTENDED WARRANTY LOOKUP 9/13/2007 8:16:54 AM, jellis

WARRANTY CHECK 09/13/2007 08:16:54 AM jellis

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/13/2007 8:16:58 AM, jellis

CLAIM CHECK 09/13/2007 08:16:58 AM jellis

The following Claim History information was found

0; 2007-05-16; 206506; 588165; 510; 827110 ; FRONT DOOR WINDOW REGULATOR (RIGHT) - REPLACE. NOTE:
FOR POWER WINDOW COMPONENTS SEE SECTION 7. S/B# 04

*** CASE CAMPAIGN LOOKUP 9/13/2007 8:17:01 AM, jellis

CAMPAIGN CHECK 09/13/2007 08:17:01 AM jellis

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 9/13/2007 8:17:18 AM, jellis

VSC CHECK 09/13/2007 08:17:18 AM jellis

The following VSC information was found

[REDACTED]LIAO;V001394558;B46;(NEW) PREMIUM 4YR 60K 0 DED;EXPIRED;;2002-08-27;2006-08-26;60000;9;206887;0.00

*** CASE CUC LOOKUP 9/13/2007 8:17:18 AM, jellis

CUC CHECK 09/13/2007 08:17:18 AM jellis

The following CUC information was found

GERALDYN;SANTOS;ACTIVE;100000;49253;61253;2006-09-01;2009-08-27;2002-08-27;2006-09-01;2006-09-01;206506;2007-0
5-16;57299;2006-09-30;2006-09-05

*** NOTES 9/13/2007 8:36:04 AM, jellis, Action Type : Call from Customer

The customer is calling because he is having problems removing his key from the ignition switch. I checked the customer's VIN for any campaigns and informed the customer that he doesn't have any campaigns for this vehicle. I informed the customer that he should call Honda World to see if the dealership can provide instructions to the customer over the phone on how to remove his key from the ignition switch if possible. I also informed the customer that if Honda World can't help him over the phone then the customer should take his vehicle to Honda World and have his vehicle diagnosed. I informed the customer of the Ignition Switch Safety Recall that is a current campaign for certain Honda vehicles, but I told the customer that his vehicle is not currently affected by that campaign. I instructed the customer to call Honda World to see if the dealership can provide him assistance with his ignition switch problem and if he needs further assistance from American Honda he can call us back for more information. I gave the customer the phone number for Honda World and Honda or Corona. The customer didn't require further assistance and I thanked the customer for calling American Honda and the call ended.

I updated the customer's information.


*** NOTES 9/13/2007 8:36:59 AM, jellis, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s): The customer will be contacting you soon because their vehicle key is currently "stuck" in their ignition switch.

Case History

Case ID : N032007-09-1300260

Case Title : 

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

Thank you for your attention to this matter.

Jonathan Ellis
Automobile Customer Service

*** SUBCASE N032007-09-1300260-1 CREATE 9/13/2007 8:40:14 AM, jellis

Created in WIP Default with Due Date 9/13/2007 8:40:14 AM.

*** CASE MODIFY 9/13/2007 8:41:54 AM, jellis

into WIP Default and Status of Solving.

*** CASE MODIFY 9/13/2007 8:42:05 AM, jellis

into WIP Default and Status of Solving.

*** CASE MODIFY 9/13/2007 9:07:11 AM, jellis

into WIP Default and Status of Solving.

*** CASE MODIFY 9/13/2007 9:14:37 AM, jellis

into WIP Default and Status of Solving.

*** CASE MODIFY 9/13/2007 9:42:09 AM, jellis

into WIP Default and Status of Solving.

*** NOTES 9/13/2007 10:19:21 AM, dduan, Action Type : Call from Customer

Customer contacted AHM in regards to Ignition switch. Customer stated he contacted Honda World and was advised to turn the steering wheel and then try to turn key. Customer stated he still can't turn vehicle on. I advised the customer that he needs to take his vehicle to the dealership. Customer thanked me and the call ended.

I verified the customer's information.

*** NOTES 9/13/2007 10:41:57 AM, prodigu, Action Type : Call from Customer

The customer called to obtain contact information for Honda World. Information was provided, the call ended.

Customer understands there is one contact number for the facility.

*** NOTES 9/13/2007 12:56:26 PM, jellis, Action Type : Note-General

Case reviewed by C.Chao.

*** SUBCASE N032007-09-1300260-1 CLOSE 9/13/2007 12:56:32 PM, jellis

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/13/2007 12:56:32 PM, jellis

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

*** CASE REOPEN 9/13/2007 3:10:13 PM, jellis

with Condition of Open and Status of Solving.

*** NOTES 9/13/2007 3:10:29 PM, jellis, Action Type : Note-General

*** NOTES 09/13/2007 09:14:14 jellis Action Type: Call from Dealer

Case History

Case ID : N032007-09-1300260

Case Title : [REDACTED]

Cindy Vu from Honda World is calling American Honda regarding a customer that contacted American Honda earlier the same morning (Case # N032007-09-1300260). Cindy Vu wanted to know what the customer was told regarding his vehicle's key being stuck in the ignition switch. I read the below to Cindy Vu to explain what was told to the customer: The customer is calling because he is having problems removing his key from the ignition switch. I checked the customer's VIN for any campaigns and informed the customer that he doesn't have any campaigns for this vehicle. I informed the customer that he should call Honda World to see if the dealership can provide instructions to the customer over the phone on how to remove his key from the ignition switch if possible. I also informed the customer that if Honda World can't help him over the phone then the customer should take his vehicle to Honda World and have his vehicle diagnosed. I informed the customer of the Ignition Switch Safety Recall that is a current campaign for certain Honda vehicles, but I told the customer that his vehicle is not currently affected by that campaign. I instructed the customer to call Honda World to see if the dealership can provide him assistance with his ignition switch problem and if he needs further assistance from American Honda he can call us back for more information. I gave the customer the phone number for Honda World and Honda or Corona. The customer didn't require further assistance and I thanked the customer for calling American Honda and the call ended.

Cindy Vu understood what the customer was told when the customer called this morning. I asked Cindy Vu if she needed further assistance and she declined. I thanked Ms. Vu for calling American Honda and the call ended.

I added Cindy Vu as a contact.

*** CASE CLOSE 9/13/2007 3:26:45 PM, jellis

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

Case Details

Case ID : N012009-04-0101329 Division : Honda - Auto Condition : Closed Open Date : 4/1/2009 3:07:10 PM
 Case Originator : Katrina Perez (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/1/2009 3:19:27 PM
 Case Owner : Katrina Perez (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Katrina Perez (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED]

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 : SIMI VALLEY, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGEM22552L [REDACTED]
 Model / Year : CIVIC / 2002
 Model ID / Product Line : EM2252PW / A
 Miles / Hours : 69,999
 In Service Date : 10/12/2002
 Months In Use : 78
 Engine Number : D17A12630883
 Originating Dealer No. / Name : 208136 / FIRST HONDA
 Selling Dealer No. / Name : 208136 / FIRST HONDA
 Trim : LX
 No. Of Doors : 2
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 208136 / FIRST HONDA
 Phone No. : 805-584-6632
 Address : 2283 FIRST STREET
 City / State / Zip : SIMI VALLEY, CA 93065
 Svc District / Sls District : 01C / B01
 Warranty Labor Rate / Date : \$104.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207942	HONDA OF THOUSAND OA		

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
N012009-04-0101329-1 / [REDACTED]	PR Subcase Close	Product	Operation	725	Ignition Switch
N012009-04-0101329-2 / [REDACTED]	DE Subcase Close	Dealer Location	Locate / Info		

Issue Details

Issue ID : N012009-04-0101329-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Katrina Perez	Type 1 : Product	Status : Subcase Close	Open Date : 4/1/2009 3:17:35 PM
Issue Owner : Katrina Perez	Type 2 : Operation	Queue :	Close Date : 4/1/2009 3:17:58 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : 01 /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Documented Concern, Referred to Dealer
 Component Category : 01 - Steering 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 : N012009-04-0101329-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Katrina Perez	Type 1 : Dealer Location	Status : Subcase Close	Open Date : 4/1/2009 3:18:03 PM
Issue Owner : Katrina Perez	Type 2 : Locate / Info	Queue :	Close Date : 4/1/2009 3:18:14 PM
Issue Title : [REDACTED]			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case Details

Case ID : N012002-04-2400118 Division : Honda - Auto Condition : Closed Open Date : 4/24/2002 7:54:25 AM
 Case Originator : Vivian Ransom (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/24/2002 8:12:26 AM
 Case Owner : Vivian Ransom (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Vivian Ransom (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : HOUSTON, TX [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES26712H [REDACTED]
 Model / Year : CIVIC / 2002
 Model ID / Product Line : ES2672MW / A
 Miles / Hours :
 In Service Date : 09/28/2001
 Months In Use : 7
 Engine Number : D17A22406176
 Originating Dealer No. / Name : 208247 / GOODSON HONDA NORTH
 Selling Dealer No. / Name : 208247 / GOODSON HONDA NORTH
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012002-04-2400118-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012002-04-2400118-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Vivian Ransom	Type 1 : Product	Status : Subcase Close	Open Date : 4/24/2002 8:11:53 AM
Issue Owner : Vivian Ransom	Type 2 : Operation	Queue :	Close Date : 4/24/2002 8:12:23 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Referred to Dealer
 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 : N012002-04-2400118

Case Title : [REDACTED]

*** CASE CREATE 4/24/2002 7:54:25 AM, vransom

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

*** NOTES 4/24/2002 7:54:26 AM, vransom, Action Type :

Cust calling to state she cannot get the key out of the ignition

cust state that the key will start the vehicle but will not come out of the ignition

inquired if cust had vehicle in park, and the ignition was turned all the way around to the lock position. Per cust the vehicle will not go into the lock

position. Cust states that there is Honda dealership near her

cust was referred to the Honda dealership.

*** CASE MODIFY 4/24/2002 7:54:32 AM, vransom

into WIP default and Status of Solving.

*** CASE MODIFY 4/24/2002 8:11:47 AM, vransom

into WIP default and Status of Solving.

*** SUBCASE N012002-04-2400118-1 CREATE 4/24/2002 8:11:53 AM, vransom

Created in WIP Default with Due Date 4/24/2002 8:11:53 AM.

*** SUBCASE N012002-04-2400118-1 CLOSE 4/24/2002 8:12:23 AM, vransom

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/24/2002 8:12:26 AM, vransom

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

*** CASE RULE ACTION 5/22/2002 6:54:25 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 6/5/2002 6:54:25 AM, sa

Action owners supvsr - 45 days of rule Case Closure fired

Case Details

Case ID : N012003-12-0400841	Division : Honda - Auto	Condition : Closed	Open Date : 12/4/2003 12:24:40 PM
Case Originator : Steven Fox (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/4/2003 12:35:07 PM
Case Owner : Steven Fox (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Steven Fox (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 : EXTON, PA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES16502H [REDACTED]
 Model / Year : CIVIC / 2002
 Model ID / Product Line : ES1652PW / A
 Miles / Hours : 38,500
 In Service Date : 12/15/2001
 Months In Use : 24
 Engine Number : D17A12435656
 Originating Dealer No. / Name : 208106 / ROBERTS HONDA
 Selling Dealer No. / Name : 208106 / ROBERTS HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 208106 / ROBERTS HONDA
 Phone No. : 610-269-8200
 Address : 19 PARK LANE
 City / State / Zip : DOWNINGTOWN, PA 19335
 Svc District / Sls District : 05M / C05
 Warranty Labor Rate / Date : \$85.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-12-0400841-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch
N012003-12-0400841-2 / [REDACTED]	Subcase Close	Warranty	Coverage		

Issue Details

Issue ID : N012003-12-0400841-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Steven Fox	Type 1 : Product	Status : Subcase Close	Open Date : 12/4/2003 12:34:26 PM
Issue Owner : Steven Fox	Type 2 : Operation	Queue :	Close Date : 12/4/2003 12:34:34 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 11 - Electrical 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 : N012003-12-0400841-2	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Steven Fox	Type 1 : Warranty	Status : Subcase Close	Open Date : 12/4/2003 12:34:53 PM
Issue Owner : Steven Fox	Type 2 : Coverage	Queue :	Close Date : 12/4/2003 12:35:02 PM
Issue Title : [REDACTED]			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012003-12-0400841

Case Title : [REDACTED]

*** CASE CREATE 12/4/2003 12:24:40 PM, sfox

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

*** NOTES 12/4/2003 12:33:43 PM, sfox, Action Type : Call from Customer

Customer called in stating that after shutting her 2002 Civic off and putting the vehicle into park, she cannot remove the key from the ignition. Customer states that this happens almost all of the time she shuts of the vehicle. Customer states that this has been happening for the last two weeks. Customer states she has not taken her vehicle to the local dealer. Customer states she has an appointment at ROBERTS HONDA on 12/5/03. Customer is requesting AHM assist on the repair. Customer states she regularly services her vehicle at ROBERTS HONDA. Customer states this is her first Honda.

Customer also states she had her A/C compressor replaced in 12/01 and her right strut replaced in 8/03 under warranty.

I apologized to the customer for her inconvenience and informed her that I have documented her concern. Informed customer that she is outside of her original 3yr/36K warranty. I advised customer to bring her vehicle to the local dealership for inspection and diagnosis of the problem. Informed customer that after she has had her vehicle inspected at a local dealership she can call AHM back and request goodwill assistance. Informed customer that goodwill is determined on a case-by-case basis and there is no guarantee of financial assistance. Customer said she understood, but appreciated my help. Customer stated she would take her vehicle into the dealership for inspection tomorrow. Provided case number. Customer pleased.

*** CASE CAMPAIGN LOOKUP 12/4/2003 12:33:55 PM, sfox

CAMPAIGN CHECK 12/04/2003 12:33:55 PM sfox

No data found for VIN

*** CASE MODIFY 12/4/2003 12:33:59 PM, sfox

into WIP default and Status of Solving.

*** SUBCASE N012003-12-0400841-1 CREATE 12/4/2003 12:34:26 PM, sfox

Created in WIP Default with Due Date 12/4/2003 12:34:26 PM.

*** SUBCASE N012003-12-0400841-1 CLOSE 12/4/2003 12:34:34 PM, sfox

Status = Solving, Resolution Code = Instruction Given

*** NOTES 12/4/2003 12:34:41 PM, sfox, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer called in stating that after shutting her 2002 Civic off and putting the vehicle into park, she cannot remove the key from the ignition. Customer states that this happens almost all of the time she shuts of the vehicle. Customer states that this has been happening for the last two weeks. Customer states she has not taken her vehicle to the local dealer. Customer states she has an appointment at ROBERTS HONDA on 12/5/03. Customer is requesting AHM assist on the repair. Customer states she regularly services her vehicle at ROBERTS HONDA. Customer states this is her first Honda.

Customer also states she had her A/C compressor replaced in 12/01 and her right strut replaced in 8/03 under warranty.

I apologized to the customer for her inconvenience and informed her that I have documented her concern. Informed customer that she is outside of her original 3yr/36K warranty. I advised customer to bring her vehicle to the local dealership for inspection and diagnosis of the problem. Informed customer that after she has had her vehicle inspected at a local dealership she can call AHM back and request goodwill assistance. Informed customer that goodwill is determined on a case-by-case basis and there is no guarantee of financial assistance. Customer said she understood, but appreciated my help. Customer stated she would

Case History

Case ID : N012003-12-0400841

Case Title : [REDACTED]

take her vehicle into the dealership for inspection tomorrow. Provided case number. Customer pleased.

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

Thank you for your attention to this matter.

Steven Fox
Automobile Customer Service

*** SUBCASE N012003-12-0400841-2 CREATE 12/4/2003 12:34:53 PM, sfox
Created in WIP Default with Due Date 12/4/2003 12:34:53 PM.

*** SUBCASE N012003-12-0400841-2 CLOSE 12/4/2003 12:35:02 PM, sfox
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/4/2003 12:35:04 PM, sfox
into WIP default and Status of Solving.

*** CASE CLOSE 12/4/2003 12:35:07 PM, sfox
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012003-11-0301534 Division : Honda - Auto Condition : Closed Open Date : 11/3/2003 1:20:11 PM
 Case Originator : Mawana Thomas (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 11/3/2003 1:22:33 PM
 Case Owner : Mawana Thomas (Team HF) Method : Phone Queue : Days Open : 0
 Last Closed By : Mawana Thomas (Team HF) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : EAST STROUDSBURG, PA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES26742F [REDACTED]
 Model / Year : CIVIC / 2002
 Model ID / Product Line : ES2672MW / A
 Miles / Hours :
 In Service Date : 06/26/2002
 Months In Use : 17
 Engine Number : D17A22425936
 Originating Dealer No. / Name : 207075 / HONDA NORTH
 Selling Dealer No. / Name : 207075 / HONDA NORTH
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : RE
 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 : 207858 / RAY PRICE HONDA
 Phone No. : 570-476-5500
 Address : 410 ANALOMINK ROAD
 City / State / Zip : E. STROUDSBURG, PA 18301
 Svc District / Sls District : 05L / B05
 Warranty Labor Rate / Date : \$88.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-11-0301534-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012003-11-0301534-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mawana Thomas	Type 1 : Product	Status : Subcase Close	Open Date : 11/3/2003 1:22:13 PM
Issue Owner : Mawana Thomas	Type 2 : Operation	Queue :	Close Date : 11/3/2003 1:22:31 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Referred to Dealer
Component Category : 11 - Electrical 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 : N012003-11-0301534

Case Title : [REDACTED]

*** CASE CREATE 11/3/2003 1:20:11 PM, mthomas

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

*** CASE MODIFY 11/3/2003 1:20:21 PM, mthomas

into WIP default and Status of Solving.

*** NOTES 11/3/2003 1:21:21 PM, mthomas, Action Type : Call from Customer

ACS received a call from the cust stating that her keys is stuck in the ignition switch and she's unable to remove the key. The cust stated that she ran over a tractor trailer tire. The cust stated that the car seem to be fine but the key will not release. The cust stated that she strided turning the steering wheel and key will not release. I advised the cust to contact her local dlr. I provided the cust with the phone # to Ray Price Honda.

*** CASE MODIFY 11/3/2003 1:21:37 PM, mthomas

into WIP default and Status of Solving.

*** SUBCASE N012003-11-0301534-1 CREATE 11/3/2003 1:22:13 PM, mthomas

Created in WIP Default with Due Date 11/3/2003 1:22:13 PM.

*** SUBCASE N012003-11-0301534-1 CLOSE 11/3/2003 1:22:31 PM, mthomas

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/3/2003 1:22:33 PM, mthomas

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

Case Details

Case ID : N012008-03-2601302 Division : Honda - Auto Condition : Closed Open Date : 3/26/2008 2:41:42 PM
 Case Originator : Karen Rivas (Team SA) Sub Division : Customer Relations Status : Closed Close Date : 3/27/2008 9:12:07 AM
 Case Owner : Kentaro Ogawa (Team HG) Method : Mail Queue : Days Open : 1
 Last Closed By : Kentaro Ogawa (Team HG) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : BRUNSWICK, GA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES16592H [REDACTED]
 Model / Year : CIVIC / 2002 [REDACTED]
 Model ID / Product Line : ES1652PW / A
 Miles / Hours : 76,000
 In Service Date : 12/10/2001
 Months In Use : 75
 Engine Number : D17A12445410
 Originating Dealer No. / Name : 208152 / GRAINGER HONDA
 Selling Dealer No. / Name : 208152 / GRAINGER HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 207706 / NALLEY HONDA
 Phone No. : 912-267-7000
 Address : 178 ALTAMA CONNECTOR
 City / State / Zip : BRUNSWICK, GA 31525
 Svc District / Sls District : 07H / G07
 Warranty Labor Rate / Date : \$86.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012008-03-2601302-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012008-03-2601302-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 3/27/2008 7:55:32 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 3/27/2008 9:12:05 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Repaired/Cust. Pay, Assist - Dealer Part
Component Category : 11 - Electrical 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 : N012008-03-2601302

Case Title : 7H [REDACTED]

*** CASE CREATE 3/26/2008 2:41:42 PM, krivas
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 3/26/2008 2:41:42 PM, krivas, Action Type :
On 03/24/08 ACS received a 1-page letter from customer.

*** CASE MODIFY 3/26/2008 2:51:12 PM, krivas
into WIP default and Status of Solving.

*** CASE MODIFY 3/26/2008 2:51:32 PM, krivas
into WIP default and Status of Solving.

*** CASE DISPATCH 3/26/2008 2:51:38 PM, krivas
from WIP default to Queue Honda Team E.

*** CASE ACCEPT 3/26/2008 2:53:44 PM, kogawa
from Queue Honda Team E to WIP Default.

*** CASE MODIFY 3/27/2008 7:39:38 AM, kogawa
into WIP Default and Status of Solving.

*** CASE MODIFY 3/27/2008 7:39:49 AM, kogawa
into WIP Default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 3/27/2008 7:55:11 AM, kogawa
CAMPAIGN CHECK 03/27/2008 07:55:11 AM kogawa
The following Campaign information was found
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 05/28/04; FX;

*** SUBCASE N012008-03-2601302-1 CREATE 3/27/2008 7:55:32 AM, kogawa
Created in WIP Default with Due Date 3/27/2008 7:55:32 AM.

*** CASE CLAIMS LOOKUP 3/27/2008 7:55:45 AM, kogawa
CLAIM CHECK 03/27/2008 07:55:45 AM kogawa
The following Claim History information was found
0; 2008-02-25; 207706; 410893; 510; 855185 ; FRONT SHOULDER BELT BUCKLE, LEFT - REPLACE. S/B#
92-012

*** NOTES 3/27/2008 8:01:26 AM, kogawa. Action Type : Contention
Letter from customer advises the key got stuck in the ignition, and repair was over \$500. Advises she wil not be buying another Honda. Letter had no
VIN or phone number.

*** NOTES 3/27/2008 8:03:34 AM, kogawa. Action Type : Call to Dealer
Local Dealer Nalley had contact info and VIN. Robbie in service advises he believes customer has owned car since 42k miles, now 76k miles, purchased
used with an aftermarket VSC that expired. No major services at dealer. Ignition switch replaced.

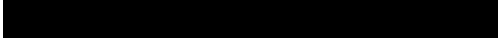
*** NOTES 3/27/2008 8:12:10 AM, kogawa. Action Type : Call to Customer
Left message on voicemail acknowledging correspondence asked for call back.

*** COMMIT 3/27/2008 8:12:14 AM, kogawa, Action Type : N/A
ccb?

Case History

Case ID : N012008-03-2601302

Case Title :



*** NOTES 3/27/2008 9:10:57 AM, kogawa, Action Type : Call from Customer

Customer advises since she wrote the letter, the problem recurred, and dealer graciously offered to correct at no further cost to customer. Customer now reconsidering past statement that she would no longer buy Hondas. ACS thanked her for the feedback.

*** NOTES 3/27/2008 9:11:53 AM, kogawa, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer advises since she wrote the letter, the problem recurred, and dealer graciously offered to correct at no further cost to customer. Customer now reconsidering past statement that she would no longer buy Hondas. ACS thanked her for the feedback.

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

Thank you for your attention to this matter.

Kentaro Ogawa
Automobile Customer Service

*** CASE MODIFY 3/27/2008 9:12:01 AM, kogawa

into WIP 7H Tracy Garneau and Status of Solving.

*** SUBCASE N012008-03-2601302-1 CLOSE 3/27/2008 9:12:05 AM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/27/2008 9:12:07 AM, kogawa

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

Case Details

Case ID : N042004-07-2100914 Division : Honda - Auto Condition : Closed Open Date : 7/21/2004 11:39:41 AM
 Case Originator : Annie Kenney (Team SB) Sub Division : Mediation Status : Closed Close Date : 8/18/2004 12:18:26 PM
 Case Owner : Durwing Gonzalez (Team HB) Method : Mail Queue : Days Open : 28
 Last Closed By : Durwing Gonzalez (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED]

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 : LARGO, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES16512HJ52527
 Model / Year : CIVIC / 2002
 Model ID / Product Line : ES1652PW / A
 Miles / Hours : 33,881
 In Service Date : 04/28/2002
 Months In Use : 27
 Engine Number : D17A12466526
 Originating Dealer No. / Name : 208048 / AUTOWAY HONDA
 Selling Dealer No. / Name : 208048 / AUTOWAY HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : TI
 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 : 208048 / AUTOWAY HONDA
 Phone No. : 727-531-0444
 Address : 17275 US HWY.19 NORTH
 City / State / Zip : CLEARWATER, FL 33764
 Svc District / Sls District : 07M / F07
 Warranty Labor Rate / Date : \$85.95 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206717	CROWN HONDA		

3rd Party Info :

Party 1 : State Dept FN 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
N042004-07-2100914-1	Subcase Close	Product	Operation	725	Ignition Switch
N042004-07-2100914-2	Subcase Close	Product	Operation	218	Automatic Trans

Mediation Details

Case ID : N042004-07-2100914	Final Decision : Repair	Descision Updated : 8/18/2004 12:17:12 PM
Process : Final Repair	Customer Position : Repair	
Document Ref : DURWING GONZALEZ	AHM Position : Repair	
Related Case : NO PREVIOUS CASE		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 8/18/2004 12:17:12 PM	By : dgonzale

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Total Amount	\$0.00	\$0.00			

Mediation Activity :

*** Event Type / Status : State Notif Recd / Completed	Start Date : 7/20/2004 11:44:12	Notes :
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 8/18/2004 12:16:07 PM / dgonzale	Actual Date : 8/18/2004 12:16:04	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 7/21/2004 11:45:35	Notes :
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 7/21/2004 11:45:40 AM / akenney	Actual Date : 7/21/2004 11:45:39	
*** Event Type / Status : DPSM Inspection / Completed	Start Date : 8/2/2004 3:23:46	Notes :
Assigned To : DPSM (DONALD LOGAN)	Due Date :	
Last Updated / By : 8/6/2004 3:57:25 PM / dgonzale	Actual Date : 8/2/2004 3:57:19	
*** Event Type / Status : Notify Zone of Close / Completed	Start Date : 8/18/2004 12:16:08	Notes : NOTIFICATION OF CLOSED CASE
Assigned To : DPSM (DPSM, DZM, DZM)	Due Date :	
Last Updated / By : 8/18/2004 12:16:37 PM / dgonzale	Actual Date : 8/18/2004 12:16:15	

Issue Details

Issue ID : N042004-07-2100914-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Annie Kenney	Type 1 : Product	Status : Subcase Close	Open Date : 7/21/2004 11:48:23 AM
Issue Owner : Durwing Gonzalez	Type 2 : Operation	Queue :	Close Date : 8/18/2004 12:18:24 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Operates as Designed
 Component Category : 11 - Electrical 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 : N042004-07-2100914-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Annie Kenney	Type 1 : Product	Status : Subcase Close	Open Date : 7/21/2004 11:49:10 AM
Issue Owner : Durwing Gonzalez	Type 2 : Operation	Queue :	Close Date : 8/18/2004 12:18:26 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Shift Quality 2181
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Assist - Dealer100%
 Component Category : 10 - Power Train
 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 : N042004-07-2100914

Case Title : [REDACTED]

*** CASE CREATE 7/21/2004 11:39:41 AM, akenney

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

*** NOTES 7/21/2004 11:39:41 AM, akenney, Action Type :

Received MVDN on 7-20-04. Date customer mailed: 7-14-04

Customer Contention: Key sticks in the ignition, gear shift tightens while going into park/before ignition locks

Resolution Sought: Repair

*** COMMIT 7/21/2004 11:39:42 AM, akenney, Action Type : N/A

Made to [REDACTED] due 07/22/2004 11:39:44 AM.

Please review new MVDN. Look for R/O's and techline notes.

*** COMMIT 7/21/2004 11:41:44 AM, akenney, Action Type :

Made to TAMARA HASSICK due 07/22/2004 11:41:47 AM.

DCS Follow-Up

*** NOTES 7/21/2004 11:43:29 AM, akenney, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/22/2004

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

Key gets stuck in ignition, gear shift tightens while going into park

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 fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to 310-783-3029.

This information is being requested for investigative purposes to determine our position for resolution.

American Honda Mediation Group

Annie Kenney

*** CASE MODIFY 7/21/2004 11:44:06 AM, akenney

into WIP default and Status of Solving.

*** CASE MEDIATION ADD/MODIFY 7/21/2004 11:44:30 AM, akenney

*** MEDIATION DECISION 07/21/2004 11:44:30 AM akenney

Proc: Final Repair

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: DURWING GONZALEZ

Rel: NO PREVIOUS CASE

*** CASE MEDIATION EVENT ADD 7/21/2004 11:45:35 AM, akenney

*** MEDIATION EVENT - STATE NOTIF RECD 07/21/2004 11:45:35 AM akenney

Status: In Progress

Case History

Case ID : N042004-07-2100914

Case Title : [REDACTED]

into WIP default and Status of Solving.

*** CASE ASSIGN 7/21/2004 12:00:28 PM, akenney
N042004-07-2100914 to dgonzale, WIP

*** CASE RULE ACTION 7/21/2004 12:00:29 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE RULE ACTION 7/21/2004 12:00:29 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE RULE ACTION 7/21/2004 12:00:29 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 7/22/2004 9:14:16 AM, akenney, Action Type : Letter/Fax
Received fax from Autoway Honda, which includes copies of requested R/O's. Forwarding to Durwing.

*** NOTES 7/22/2004 9:26:21 AM, dgonzale, Action Type : Field/DSM
RECEIVED E-MAIL FROM DPSM-DONALD LOGAN

As you can see this vehicle was most recently in 206717 - Crown Honda. Most recently had shift cable installed and was in fact back there last week (07/14) with this concern. Symptom seemed to indicated that the shift cable wasn't installed properly or out of adjustment. I spoke to service manager at Crown at the time but he never followed up with me, so I'll call him.

Did she file before or after that most recent visit?

*** NOTES 7/22/2004 9:36:57 AM, dgonzale, Action Type : Call to Dealer

I called Autoway Honda @ (727) 531-0444 and spoke with AI-SM. I advised SM to fax all RO's for this customer. I provided my fax number. I advised him that I will review RO's and will call him back if I need additional information. SM understood.

*** NOTES 7/22/2004 9:44:44 AM, dgonzale, Action Type : Call to Dealer

I called Crown Honda @ 727-521-4000. I spoke with Brad Meyers-service advisor. I asked him to fax me RO's. I provided my fax number. Brad states that he will let the SM-AI Ballerd know that I called. I advised him to have him call me back. I left my direct number.

*** CASE MODIFY 7/22/2004 9:45:42 AM, dgonzale
into WIP default and Status of Solving.

*** CASE FULFILL 7/22/2004 9:45:45 AM, dgonzale
Fulfilled for TAMARA HASSICK due 07/22/2004 11:39:44 AM.

*** CASE FULFILL 7/22/2004 9:45:49 AM, dgonzale
Fulfilled for [REDACTED] due 07/22/2004 11:41:47 AM.

*** NOTES 7/22/2004 11:21:56 AM, akenney, Action Type : Letter/Fax

Received fax from Autoway Honda, which includes additional R/O's. Forwarding to Durwing.

*** NOTES 7/22/2004 12:57:34 PM, akenney, Action Type : Letter/Fax

Received fax from Crown Honda, which includes copies of requested R/O's. Forwarding to Durwing.

*** NOTES 7/23/2004 2:38:39 PM, dgonzale, Action Type : Call to Customer

I called the customer @ [REDACTED] and left a vmx requesting a call back.

*** NOTES 7/23/2004 2:41:52 PM, dgonzale, Action Type : Call to Customer

Case History

Case ID : N042004-07-2100914

Case Title : [REDACTED]

I called the customer @ [REDACTED] A lady answered the phone and I asked to speak with customer. Lady said that I was calling the Clearwater Office. She said that it was after hours and their phone picks up after hour calls. I advised her that I will call her next week.

*** CASE MODIFY 7/23/2004 3:36:16 PM, dgonzale
into WIP MVDN and Status of Solving.

*** NOTES 7/26/2004 8:59:42 AM, akenney, Action Type : Note-Technical

Received one techline contact for this customer/VIN. Forwarding to Durwing.

*** NOTES 7/26/2004 1:48:29 PM, dgonzale, Action Type : Call from Customer

Received vmx from the customer. The customer states that she can be reached at 727-442-0233 xt. 300 today or she can be reached @ 727-327-1971 on 7/27/04. The customer requested a call back.

*** NOTES 7/26/2004 1:49:09 PM, dgonzale, Action Type : Call to Customer

I called the customer @ 727-442-0233 xt. 300. The office is now closed. Unable to leave a message for customer.

*** COMMIT 7/26/2004 1:49:19 PM, dgonzale, Action Type : N/A

Call customer @ 727-327-1971

*** CASE MODIFY 7/26/2004 1:49:53 PM, dgonzale
into WIP MVDN and Status of Solving.

*** CASE MODIFY 7/26/2004 1:51:22 PM, dgonzale
into WIP MVDN and Status of Solving.

*** CASE MODIFY 7/27/2004 9:49:38 AM, dgonzale
into WIP MVDN and Status of Solving.

*** NOTES 7/27/2004 9:52:07 AM, dgonzale, Action Type : Call from Customer

Received call from the customer. I advised the customer that I have tried to get in touch with her but we kept missing each other. I advised the customer that I would like her to meet with the DPSM-Donald Logan on 8/2/04 @ 11:00 am @ Autoway Honda. I advised her that the DPSM would like to meet with her briefly. I advised her that I talked the SM and advised him to provide rental vehicle if the vehicle will be staying at the dealership for repairs. I advised her that I will be sending her a confirmation letter today. I verified the customer's mailing address. The customer understood.

*** NOTES 7/27/2004 9:55:35 AM, dgonzale, Action Type : Call to Dealer

I called Autoway Honda, I left a vmx advising him that the customer confirmed customer's meeting with the DPSM on 8/2/04 @ 11:00 am at Autoway Honda.

*** CASE MODIFY 7/27/2004 10:00:16 AM, dgonzale
into WIP MVDN and Status of Solving.

*** CASE FULFILL 7/27/2004 10:00:32 AM, dgonzale
Fulfilled for TAMARA HASSICK due 07/27/2004 07:30:00 AM.

*** CASE MEDIATION EVENT ADD 7/27/2004 3:24:17 PM, dgonzale

*** MEDIATION EVENT - DPSM INSPECTION 07/27/2004 03:24:17 PM dgonzale

Status: In Progress

S: 08/02/2004 03:23:46 PM

D: ?/?/? ??:?

A: ?/?/? ??:?

Assgn to: DPSM (DONALD LOGAN)

Case History

Case ID : N042004-07-2100914

Case Title : [REDACTED]

Notes:

*** CASE MODIFY 7/27/2004 3:24:21 PM, dgonzale
into WIP MVDN and Status of Solving.

*** NOTES 7/27/2004 3:36:42 PM, dgonzale, Action Type : Note-General
CONFIRMATION LETTER SENT TO CUSTOMER TODAY VIA FEDEX (DPSM INSPECTION)
July 27, 2004

[REDACTED]
Largo, FL [REDACTED]

Re: 2002 Civic LX VIN # 2HGES16512H [REDACTED]

Dear [REDACTED]

In accordance with your Motor Vehicle Defect Notification received on July 20, 2004, we have scheduled an appointment with the District Parts & Service Manager, Donald Logan at Autoway Honda to inspect and/or repair your vehicle under the terms of our warranty. Once your vehicle has been evaluated the dealership will contact you regarding the results of the inspection or repair. Please drop your vehicle at the dealership on time.

Alternate transportation will be provided to you at no charge if needed.

DATE: August 2, 2004

TIME: 11:00 AM

RENTAL VEHICLE: YES NO

REPAIR FACILITY: AUTOWAY HONDA
17275 US HWY.19 NORTH
CLEARWATER, FL 33764
(727) 531-0444

If you are unable to keep this appointment for any reason, please contact me at 310-781-5044. We apologize for any inconvenience this matter has caused you and appreciate the opportunity to address your concerns.

Sincerely,

Durwing Gonzalez
Mediation Case Manager
American Honda Motor, Inc.

*** NOTES 7/27/2004 3:37:33 PM, dgonzale, Action Type : Note-General
THE ABOVE CONFIRMATION WAS ALSO SENT TO DPSM-DONALD LOGAN VIA EMAIL TODAY 7/27/04

Case History

Case ID : N042004-07-2100914

Case Title : [REDACTED]

*** CASE MODIFY 7/27/2004 3:38:51 PM, dgonzale
into WIP MVDN and Status of Solving.

*** CASE MODIFY 7/27/2004 3:40:45 PM, dgonzale
into WIP MVDN and Status of Solving.

*** NOTES 8/2/2004 10:12:21 AM, dgonzale, Action Type : Field/DSM

Received vmx from DPSM-Donald Logan. DPSM states that he met with the customer. DPSM states that they were not able to duplicate her concern. They did a detailed inspection. They pulled the cover off the console over the shift mechanism. They found that she has spilled beverages in and around the gear shift area. It has accumulated and dried. He feels this has contributed if not caused the problem on the vehicle. They will take care of this. The dealership will take pictures and document it.

*** CASE MODIFY 8/2/2004 10:12:25 AM, dgonzale
into WIP MVDN and Status of Solving.

*** COMMIT 8/3/2004 4:48:17 PM, tbohi, Action Type : N/A

Call DPSM and get last RO

*** CASE MODIFY COMMITMENT 8/4/2004 3:52:14 PM, dgonzale
with TAMARA HASSICK due 08/06/2004 09:00:00 AM.

*** CASE MODIFY 8/4/2004 3:52:19 PM, dgonzale
into WIP MVDN and Status of Solving.

*** NOTES 8/6/2004 8:18:02 AM, agarcia, Action Type : Letter/Fax
Received ROs from Della Honda, forward to Durwing.

*** NOTES 8/6/2004 8:18:44 AM, agarcia, Action Type : Letter/Fax
Correcetion, RO's from AutoWay Honda.

*** NOTES 8/6/2004 2:43:25 PM, dgonzale, Action Type : Field/DSM
Received vmx from DPSM-Donald Logan requesting a call back.

*** CASE MODIFY COMMITMENT 8/6/2004 3:56:48 PM, dgonzale
with [REDACTED] due 08/09/2004 09:00:00 AM.

*** CASE MODIFY 8/6/2004 3:56:55 PM, dgonzale
into WIP MVDN and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 8/6/2004 3:57:26 PM, dgonzale

*** MEDIATION EVENT - DPSM INSPECTION 08/06/2004 03:57:26 PM dgonzale

Status: Completed

S: 08/02/2004 03:23:46 PM

D: ??? ??:?

A: 08/02/2004 03:57:19 PM

Assgn to: DPSM (DONALD LOGAN)

Notes:

*** CASE MODIFY 8/6/2004 3:57:31 PM, dgonzale
into WIP MVDN and Status of Solving.

Case History

Case ID : N042004-07-2100914

Case Title : [REDACTED]

*** CASE MODIFY 8/6/2004 4:01:53 PM, dgonzale
into WIP MVDN and Status of Solving.

*** NOTES 8/9/2004 3:55:13 PM, dgonzale, Action Type : Call to Customer

I called the customer @ [REDACTED]. The customer states that she is having a problem with the ignition switch. She picked up the vehicle on Thursday afternoon. She states that on Sunday she drove the vehicle and when she was about to take the key out of the ignition, the key got stuck. The customer states that she took the vehicle back today @ 10:30 am. She spoke with Ken in service. She is no longer having issues with the shifter. I advised the customer that I will contact the dealership and find out what is going on. I advised the customer that I will follow up with her shortly. She understood. She can be reached at 727-422-0765 Cell #.

*** CASE FULFILL 8/9/2004 3:55:36 PM, dgonzale

Fulfilled for [REDACTED] due 08/09/2004 09:00:00 AM.

*** COMMIT 8/9/2004 3:55:39 PM, dgonzale, Action Type : N/A

Call SM. Did the dlr duplicate the ignition problem?

*** CASE MODIFY 8/9/2004 3:56:20 PM, dgonzale
into WIP MVDN and Status of Solving.

*** NOTES 8/10/2004 1:19:34 PM, dgonzale, Action Type : Call to Dealer

I spoke with AI-SM. SM states that they have had the vehicle since yesterday and they have not been able to duplicate the problem with the ignition switch. SM states that his tech has tried about 25 tries to start the vehicle. I advised AI-SM that it may be a good idea to drive the vehicle for a longer period of time and not just a few minutes. I asked the SM if he could drive the vehicle home tonight and see if the problem is verified. SM states that he will have his advisor call the customer and get her approval to drive the vehicle tonight. I advised SM that they should contact techline. Dealership will contact techline before the vehicle leaves the dealership.

*** NOTES 8/10/2004 1:24:18 PM, dgonzale, Action Type : Call to Customer

I called the customer @ [REDACTED] and left her a vmx advising her that the dealership needed her approval to drive her vehicle. I advised the customer to contact AI-SM.

*** CASE FULFILL 8/10/2004 1:24:31 PM, dgonzale

Fulfilled for [REDACTED] due 08/10/2004 07:09:00 AM.

*** COMMIT 8/10/2004 1:24:33 PM, dgonzale, Action Type : N/A

Call DLR. Did they verify the problem?

*** CASE MODIFY 8/10/2004 1:25:02 PM, dgonzale
into WIP MVDN and Status of Solving.

*** NOTES 8/11/2004 9:35:39 AM, dgonzale, Action Type : Call from Dealer

Received call from AI-SM. SM states that he just spoke with DPSM-Donald Logan. SM states that he drove the vehicle for about 45 miles. SM states made 19 attempts to shut the vehicle off and could not get the key to stick in the ignition. SM spoke to techline Ref: #1411264. The vehicle has not failed. SM requested a call back.

*** CASE MODIFY 8/11/2004 9:35:44 AM, dgonzale
into WIP MVDN and Status of Solving.

*** NOTES 8/11/2004 9:56:49 AM, dgonzale, Action Type : Call from Customer

Received call from AI-SM. SM states he cannot duplicate her concern. SM states there were multiple attempts. SM will talk to the customer and tell her that she would need to bring her vehicle to them when the problem is present. I advised AI-SM that I will follow up with the customer at a later time.

Case History

Case ID : N042004-07-2100914

Case Title : [REDACTED]

04/20/04 at 30,902 miles customer states there is clunk from brake and it is hard to get key out. Dealer could not duplicate customer concern and replaced and adjusted shift cable for ignition.

1 day

07/10/04 at 33,881 miles customer states there is A/C whining noise when compressor cycle. Dealer tested A/C performance and found low on Freon. RO refers to S/B 96-012 for service.

1 day

08/02/04 at 34,788 miles customer states the key sticks in ignition and gearshift is tight.

Dealer found fluid spilled into shift mechanism and unknown fluid on entire shifter. AHM allowed car rental and replacement of shifter assembly as a one-time goodwill repair.

4 days

*** CASE FULFILL 8/13/2004 7:20:04 AM, dgonzale

Fulfilled for [REDACTED] due 08/12/2004 07:11:00 AM.

*** COMMIT 8/13/2004 7:21:09 AM, dgonzale, Action Type : N/A

Call SM. Has the vehicle been released to customer?

*** NOTES 8/13/2004 7:22:37 AM, dgonzale, Action Type : Call to Dealer

I called the dealership, There seems to be technical difficulties at this time due to the hurricane. I am not able to speak with SM at this time.

*** CASE MODIFY 8/13/2004 7:23:02 AM, dgonzale

into WIP MVDN and Status of Solving.

*** CASE MODIFY COMMITMENT 8/16/2004 4:23:04 PM, dgonzale

with TAMARA HASSICK due 08/17/2004 07:11:00 AM.

*** CASE MODIFY 8/16/2004 4:23:16 PM, dgonzale

into WIP MVDN and Status of Solving.

*** CASE FULFILL 8/17/2004 2:36:36 PM, dgonzale

Fulfilled for [REDACTED] due 08/17/2004 07:11:00 AM.

*** NOTES 8/17/2004 2:43:54 PM, dgonzale, Action Type : Call to Dealer

I called the dealership. AI is in school at this time. I spoke with Ken- Advisor. Ken states that the vehicle was released on 8/11/04. The customer has not called since then. I asked Ken to fax me last RO.

*** NOTES 8/17/2004 2:45:11 PM, dgonzale, Action Type : Call to Customer

I called the customer @ 727-593-5302 and left a vmx requesting a call back.

*** COMMIT 8/17/2004 2:45:16 PM, dgonzale, Action Type : N/A

Has customer called? Send letter

*** CASE MODIFY 8/17/2004 2:45:42 PM, dgonzale

into WIP MVDN and Status of Solving.

*** CASE MODIFY 8/17/2004 2:46:04 PM, dgonzale

into WIP MVDN and Status of Solving.

*** NOTES 8/17/2004 3:02:51 PM, ivanbi, Action Type : Letter/Fax

Case History

Case ID : N042004-07-2100914

Case Title : [REDACTED]

Received RO from Autoway Honda

*** CASE RULE ACTION 8/18/2004 10:39:41 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 8/18/2004 12:05:01 PM, dgonzale, Action Type : Call from Customer

Received call from customer. I advised her that I was following up. The customer states that the vehicle is driving ok now. The customer states that dealership advised her to remove all her keys from her key ring. The customer states that she has a lot of keys on her key ring. The customer states that she removed them and left her car key by itself. The customer states that she has not had the problem since she started doing this. I advised the customer that I will be documenting her comments in the case. The customer thanked me and understood.

*** CASE MODIFY COMMITMENT 8/18/2004 12:05:24 PM, dgonzale

with [REDACTED] due 08/18/2004 01:19:00 PM.

*** CASE FULFILL 8/18/2004 12:05:27 PM, dgonzale

Fulfilled for TAMARA HASSICK due 08/18/2004 01:19:00 PM.

*** CASE MODIFY 8/18/2004 12:15:52 PM, dgonzale

into WIP MVDN and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 8/18/2004 12:16:07 PM, dgonzale

*** MEDIATION EVENT - STATE NOTIF RECD 08/18/2004 12:16:07 PM dgonzale

Status: Completed

S: 07/20/2004 11:44:12 AM

D: ?/?/? ??:?

A: 08/18/2004 12:16:04 PM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 8/18/2004 12:16:38 PM, dgonzale

*** MEDIATION EVENT - NOTIFY ZONE OF CLOSE 08/18/2004 12:16:38 PM dgonzale

Status: Completed

S: 08/18/2004 12:16:08 PM

D: ?/?/? ??:?

A: 08/18/2004 12:16:15 PM

Assgn to: DPSM (DPSM, DZM, DZM ASSISTANT, MEDIATION MGR AND SUPERVISOR)

Notes: NOTIFICATI

*** CASE MEDIATION ADD/MODIFY 8/18/2004 12:17:12 PM, dgonzale

*** MEDIATION DECISION 08/18/2004 12:17:12 PM dgonzale

Proc: Final Repair

Dcsn: Repair

Cust: Repair

AHM: Repair Rsn: Repair Available

Arb Mthd: Please Specify Outcome: Please Specify

Ref: DURWING GONZALEZ

Rel: NO PREVIOUS CASE

*** CASE MODIFY 8/18/2004 12:17:15 PM, dgonzale

Case History

Case ID : N042004-07-2100914

Case Title :



into WIP MVDN and Status of Solving.

*** CASE MODIFY 8/18/2004 12:18:10 PM, dgonzale

into WIP MVDN and Status of Solving.

*** CASE MODIFY 8/18/2004 12:18:17 PM, dgonzale

into WIP MVDN and Status of Solving.

*** SUBCASE N042004-07-2100914-1 CLOSE 8/18/2004 12:18:24 PM, dgonzale

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/18/2004 12:18:26 PM, dgonzale

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

*** SUBCASE N042004-07-2100914-2 CLOSE 8/18/2004 12:18:26 PM, dgonzale

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N052007-04-3001256	Division : Honda - Auto	Condition : Closed	Open Date : 4/30/2007 12:52:10 PM
Case Originator : Christina Andaya (Team CB)	Sub Division : PCRM	Status : Closed	Close Date : 8/6/2007 4:33:30 PM
Case Owner : Christina Andaya (Team CB)	Method : Phone	Queue :	Days Open : 98
Last Closed By : Christina Andaya (Team CB)	Point of Origin : CSE/ACE	Wipbin :	
Case Title : [REDACTED]		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 : GROTON, CT [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES16592H [REDACTED]
 Model / Year : CIVIC / 2002
 Model ID / Product Line : ES1652PW / A
 Miles / Hours : 32,000
 In Service Date : 06/17/2002
 Months In Use : 58
 Engine Number : D17A12487530
 Originating Dealer No. / Name : 207844 / CARDINAL HONDA
 Selling Dealer No. / Name : 207844 / CARDINAL HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : BK
 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 : 207844 / CARDINAL HONDA
 Phone No. : 860-449-0411
 Address : 531 ROUTE 12
 City / State / Zip : GROTON, CT 06340
 Svc District / Sls District : 09F / B09
 Warranty Labor Rate / Date : \$98.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N052007-04-3001256-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch
N052007-04-3001256-2 [REDACTED]	Subcase Close	Product	Operation	110	Upper Engine

Issue Details

Issue ID : N052007-04-3001256-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Christina Andaya	Type 1 : Product	Status : Subcase Close	Open Date : 5/1/2007 4:46:13 PM
Issue Owner : Christina Andaya	Type 2 : Operation	Queue :	Close Date : 5/1/2007 4:47:16 PM
Issue Title : ██████████			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 11 - Electrical 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 : N052007-04-3001256-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Christina Andaya	Type 1 : Product	Status : Subcase Close	Open Date : 5/1/2007 4:46:55 PM
Issue Owner : Christina Andaya	Type 2 : Operation	Queue :	Close Date : 5/1/2007 4:47:12 PM
Issue Title : ██████████			

Coding Info :

Labor Code / Desc : 110 / Upper Engine
 Condition Code Desc Scheduled Maint 1109
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 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 : N052007-04-3001256

Case Title : [REDACTED]

*** CASE CREATE 4/30/2007 12:52:10 PM, candaya

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

*** CASE EXTENDED WARRANTY LOOKUP 4/30/2007 12:52:32 PM, candaya

WARRANTY CHECK 04/30/2007 12:52:32 PM candaya

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/30/2007 12:52:35 PM, candaya

CLAIM CHECK 04/30/2007 12:52:35 PM candaya

The following Claim History information was found

0; 2007-03-30; 207844; 623280; 510; 111170 ; OIL PAN AND/OR GASKET - REPLACE. INCLUDES: OIL AND FILTER CHANGE.

*** CASE CAMPAIGN LOOKUP 4/30/2007 12:52:37 PM, candaya

CAMPAIGN CHECK 04/30/2007 12:52:37 PM candaya

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 4/30/2007 12:52:40 PM, candaya

VSC-CUC CHECK 04/30/2007 12:52:40 PM candaya

No data found for VIN.

*** CASE MODIFY 4/30/2007 2:00:27 PM, candaya

into WIP default and Status of Solving.

*** COMMIT 4/30/2007 2:01:29 PM, candaya, Action Type : N/A

2nd call

*** NOTES 4/30/2007 2:01:38 PM, candaya. Action Type : Call to Customer

I attempted to contact the customer to ask some questions on how we can better improve their Honda experience. The customer was not available, so I left a message with a gentleman with the nature of my call and my contact number (800) 999-1009 ext. 220736.

I will try the customer again on 05/02/07.

*** CASE MODIFY 4/30/2007 2:01:40 PM, candaya

into WIP default and Status of Solving.

*** NOTES 4/30/2007 2:59:14 PM, candaya. Action Type : Call from Customer

Mrs. [REDACTED] returned my call. I informed that the reason for my call was to get detailed information about an outstanding issues or concerns she expressed in one of our surveys, and to ensure customer satisfaction. I asked the customer if now was convenient for discussion, she agreed, and I asked the following;

Customer's address was verified and mileage provided.

Q. Do you have any outstanding concerns at this time?

A. Well, yes, I do but the dealership was unable to duplicate it; therefore they have nothing they can do for me now. On Friday, in the first week of April I took my vehicle to Cardinal Honda for an oil change. My SA Randy informed me that I had a cracked oil pan, so they replaced it for free since I have low mileage. Shortly after this I noticed that I was having a hard time pulling the key out of the ignition, but this issue was occurring very intermittently. About 2 weeks after the oil change, I noticed oil leaking again, so I brought the vehicle back to the dealership. My SA Randy advised that it was a bad plunger (or something like that), so they replaced it at no cost again which was nice.

Case History

Case ID : N052007-04-3001256

Case Title : [REDACTED]

Two weeks after this visit I noticed that I was still leaking oil again, so I brought the vehicle back last week on Wednesday 04/25/07. Again Randy advised that it was a bad oil filter so they replaced it at no cost.

During one of those visits I informed them of the issue I was experiencing with the key getting stuck. They were unable to duplicate this issue, so that was that. I asked the customer if the problem has gotten worse or more often and she advised that the only thing she noticed is after a long distance drive. She advised that she has noticed it when going to visit her sister which is a 20-30 minute drive and she has to play with the gears and pulling them in and out of the park gear in order for the key to eventually come out.

The customer stated that the goal now is to have it duplicated at the dealership, so she will drive a long distance and go straight to them and hopefully it will occur in order for them to have something to work with. I asked the customer if she knows if the dealership took her vehicle for a test drive when they tried to find the problem with the key not coming out, but she did not know what the dealership did. I apologized for this trouble and advised that I would make record of it and also encouraged her to bring it back once she thinks that it can be duplicated because that is the only way for the dealership to work on it. The customer agreed and thanked me.

The customer stated that she did also speak with the SM Fred and he was involved and he suggested the same.

Q. Would you have contacted AHM regarding this issue, had we not contacted you first?

A. Most likely not.

Q. At Honda, we are committed to the complete satisfaction of our customers, can you offer us some suggestions on how we may improve your overall Ownership experience?

A. I have none at this time.

Q. How likely are you to consider Honda for your next vehicle purchase?

A. Definitely will.

I thanked Mrs. [REDACTED] on behalf of American Honda for her time and valuable feedback. I advised that their overall ownership experience is very important to American Honda.

*** NOTES 4/30/2007 3:01:29 PM, candaya, Action Type : Contention

The customer stated that the outstanding concern has not been duplicated at the dealership yet, so there is no fix.

The customer stated that she most likely would have not contacted AHM about this concern.

The customer had no suggestions at this time.

The customer stated that she would consider Honda for her next vehicle purchase.

*** NOTES 4/30/2007 3:02:48 PM, candaya, Action Type : Note-Resolution

The customer requires no further assistance at the moment since the key issue has not been duplicated by dealership.

The customer's key concern is so far intermittent and can not be duplicated.

I will close case for now.

*** CASE MODIFY 4/30/2007 3:02:52 PM, candaya
into WIP 2nd call and Status of Solving.

*** CASE FULFILL 4/30/2007 3:02:58 PM, candaya
Fulfilled for [REDACTED] due 05/02/2007 12:00:00 AM.

*** CASE MODIFY 4/30/2007 3:03:34 PM, candaya
into WIP 2nd call and Status of Solving.

Case History

Case ID : N052007-04-3001256

Case Title : [REDACTED]

*** SUBCASE N052007-04-3001256-1 CREATE 5/1/2007 4:46:13 PM, candaya
Created in WIP Default with Due Date 5/1/2007 4:46:13 PM.

*** SUBCASE N052007-04-3001256-2 CREATE 5/1/2007 4:46:55 PM, candaya
Created in WIP Default with Due Date 5/1/2007 4:46:55 PM.

*** CASE MODIFY 5/1/2007 4:47:04 PM, candaya
into WIP CSE close and Status of Solving.

*** SUBCASE N052007-04-3001256-2 CLOSE 5/1/2007 4:47:12 PM, candaya
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N052007-04-3001256-1 CLOSE 5/1/2007 4:47:16 PM, candaya
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/1/2007 4:47:16 PM, candaya
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 6/27/2007 11:21:37 AM, candaya
with Condition of Open and Status of Solving.

*** NOTES 6/27/2007 11:28:21 AM, candaya, Action Type : Call from Customer

Mrs. [REDACTED] called to inform that her vehicle is currently at Cardinal Honda for the key concern. She advised that her SA Randy informed her that there was a pin switch in the ignition and that was causing the key to not be released. She advised that they inspected the vehicle yesterday and that hopefully it will be ready today. I thanked her for calling me back to communicate such. I advised that I would be in contact with the dealership so that I can document their findings. The customer thanked me for the time and ended the call.

*** CASE MODIFY 6/27/2007 1:30:51 PM, candaya
into WIP default and Status of Solving.

*** NOTES 6/27/2007 2:45:06 PM, candaya, Action Type : Call to Dealer

I called SA Randy at Cardinal Honda and reached him. I advised that I was calling to get some history on Mrs. Wagner's vehicle. Randy advised that the customer just picked her vehicle up, but that the problem was a pin switch in the ignition. He advised that the customer had been there twice previously (04/11/07 and 04/25/07), but there had not been any duplication at the time of those visits. Today we were able to duplicate the issue for further inspection and were able to determine what was causing the key to get stuck in the ignition. I asked Randy for the cost of the repairs and he advised that it was a total of \$293.73 for parts, labor, and tax and after a \$30.07 discount. I thanked Randy for the information and his time.

*** CASE MODIFY 6/27/2007 2:45:29 PM, candaya
into WIP default and Status of Solving.

*** CASE MODIFY 6/28/2007 11:50:06 AM, candaya
into WIP default and Status of Solving.

*** CASE MODIFY 6/28/2007 11:50:24 AM, candaya
into WIP default and Status of Solving.

*** CASE CLOSE 6/28/2007 11:50:36 AM, candaya
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 6/28/2007 3:23:37 PM, candaya
with Condition of Open and Status of Solving.

Case History

Case ID : N052007-04-3001256

Case Title : [REDACTED]

*** NOTES 6/28/2007 3:32:53 PM, candaya, Action Type : Call from Customer

Mrs. [REDACTED] returned my call. She advised that her vehicle would not turn off earlier today and it they key got stuck again. She advised that she will be contacting Randy tomorrow to let him know so that they can do further inspection with this issue. She advised that the problem now is that she needs a vehicle while she leaves hers there for them to work on it.

I apologized to the customer for the trouble she is experiencing. I advised that I will also call Randy to give him a rental authorization to make things a bit less inconvenient for her. She advised that she will speak with him first thing in the morning. I advised that my schedule does not start until 8:30, so I will speak with him after she talks to him. I advised that when she speaks with him to also find out what time the rental office closes so that she can drop her vehicle early enough to get the rental. The customer thanked me. I thanked her for her time and advised that we will be in contact tomorrow.

*** CASE MODIFY 6/28/2007 3:33:00 PM, candaya
into WIP default and Status of Solving.

*** COMMIT 6/28/2007 3:33:13 PM, candaya, Action Type : N/A
call SA Randy w/new rental authorization code

*** CASE MODIFY 6/28/2007 3:33:50 PM, candaya
into WIP default and Status of Solving.

*** NOTES 6/29/2007 12:15:34 PM, candaya, Action Type : Call to Dealer

I called SA Randy at Cardinal Honda and reached him. I advised that Mrs. Wagner called me yesterday to inform that she was not able to turn her vehicle off and of course the key was stuck again. I asked Randy if he has heard from her. He advised that one of the other advisors took the call for him and she will be there in a few minutes to drop her vehicle off. I advised Randy that I would like the customer to be provided with a rental and gave him my rental authorization code. I advised Randy that I would be in contact with him next week to see what the outcome is. Randy and I thanked each other and we ended the call.

*** NOTES 6/29/2007 12:16:10 PM, candaya, Action Type : Call to Customer
I called the customer at both contact numbers, but she was not available.

*** CASE MODIFY 6/29/2007 12:16:19 PM, candaya
into WIP working cases and Status of Solving.

*** CASE FULFILL 6/29/2007 12:19:40 PM, candaya
Fulfilled for [REDACTED] due 06/29/2007 12:00:00 AM.

*** COMMIT 6/29/2007 12:19:44 PM, candaya, Action Type : N/A
diagnosis/SA Randy

*** CASE MODIFY 6/29/2007 12:20:06 PM, candaya
into WIP working cases and Status of Solving.

*** NOTES 7/2/2007 10:32:51 AM, candaya, Action Type : Call to Dealer

I called SA Randy for an update on Mrs. [REDACTED] s vehicle. Randy advised that they do not have one as of yet. I thanked Randy and asked what kind of inspection has taken place and he advised that they have not inspected the vehicle at all. I asked for an approximate time as to when they should have some kind of update. He advised that with in the next 48 hours or so. I thanked Randy for his time and advised that I would follow up.

*** CASE FULFILL 7/2/2007 10:33:09 AM, candaya
Fulfilled for [REDACTED] due 07/02/2007 12:00:00 AM.

*** COMMIT 7/2/2007 10:33:15 AM, candaya, Action Type : N/A
diagnosis

Case History

Case ID : N052007-04-3001256

Case Title : [REDACTED]

*** CASE MODIFY 7/2/2007 10:33:40 AM, candaya
into WIP working cases and Status of Solving.

*** CASE MODIFY COMMITMENT 7/2/2007 10:40:31 AM, candaya
with [REDACTED] due 07/05/2007 12:00:00 AM.

*** CASE MODIFY 7/2/2007 10:40:36 AM, candaya
into WIP working cases and Status of Solving.

*** NOTES 7/3/2007 3:17:27 PM, candaya, Action Type : Call from Customer

Mrs. [REDACTED] called to inform me that she picked her vehicle up today. She advised that the SM Fred assisted her. She advised that he informed her that the center console was removed so that they could remove and work on the shift lever. She advised that he also informed her that he will be on vacation until Monday the 9th and when he returns he will look to see what can be done about the \$293.00 she paid previously. She thanked me for my assistance and said she will let me know how things go with the vehicle. I thanked her for her calling me to communicate such. I also advised that her info will be documented. I advised that she calls me if anything changes with her vehicle.

*** CASE MODIFY 7/3/2007 3:17:31 PM, candaya
into WIP working cases and Status of Solving.

*** CASE FULFILL 7/3/2007 3:17:35 PM, candaya
Fulfilled for [REDACTED] due 07/05/2007 12:00:00 AM.

*** COMMIT 7/3/2007 3:17:38 PM, candaya, Action Type : N/A
client call back? if not, close case

*** CASE MODIFY 7/3/2007 3:17:57 PM, candaya
into WIP working cases and Status of Solving.

*** NOTES 7/13/2007 8:43:31 AM, candaya, Action Type : Note-General
Mrs. Wagner has not called back; therefore I will close the case

*** CASE MODIFY 7/13/2007 8:43:36 AM, candaya
into WIP working cases and Status of Solving.

*** CASE CLOSE 7/13/2007 8:43:38 AM, candaya
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 7/16/2007 4:58:13 PM, candaya
with Condition of Open and Status of Solving.

*** NOTES 7/16/2007 4:58:22 PM, candaya, Action Type : Call from Customer

Mrs. Wagner called and left a message informing that she had to take her vehicle back to the dealership. She advised that they informed her that they need to install a shift lever and they did provide her with a rental. She advised that if I need to get a hold of her I can call her at work 860 433-3916 and ended her message.

*** NOTES 7/17/2007 9:45:32 AM, candaya, Action Type : Call to Dealer

I called Cardinal Honda and spoke with service. I asked to speak with SM Ted, but was advised that he was out to lunch. I asked to speak with SA Randy and was informed that Randy was out on a test-drive.

*** CASE MODIFY 7/17/2007 9:45:39 AM, candaya
into WIP default and Status of Solving.

Case History

Case ID : N052007-04-3001256

Case Title : [REDACTED]

*** CASE MODIFY 7/17/2007 9:47:08 AM, candaya
into WIP default and Status of Solving.

*** CASE MODIFY 7/17/2007 1:58:48 PM, candaya
into WIP default and Status of Solving.

*** COMMIT 7/17/2007 2:00:19 PM, candaya, Action Type : N/A
vehicle performance/shift lever replaced

*** NOTES 7/17/2007 2:00:35 PM, candaya, Action Type : Call to Customer

I called Mrs. [REDACTED] to inform that I got her message. I advised that I did call the dealer but had no luck. The customer advised that she got her vehicle back today and that Randy asked her to drive it until Monday and let him know how things go. I thanked her for her time and advised that I would also follow up then. The customer thanked me.

*** CASE MODIFY 7/17/2007 2:00:58 PM, candaya
into WIP default and Status of Solving.

*** CASE FULFILL 7/23/2007 3:33:57 PM, candaya
Fulfilled for [REDACTED] due 07/23/2007 12:00:00 AM.

*** COMMIT 7/23/2007 3:34:02 PM, candaya, Action Type : N/A
update on turning vehicle off

*** NOTES 7/23/2007 3:34:24 PM, candaya, Action Type : Call to Customer

I called Mrs. [REDACTED] and reached her. I advised that I was following up her vehicle's performance after the shift lever replacement. She advised that she had similar issues with it today, so she drove to Cardinal and the SM and a mechanic came out. She advised that they got the vehicle to turn off with one try and the difference is that they are pushing the key in just prior to turning it off. She advised that she will try this and sew what happens. I apologized for the trouble she has experienced and advised that I would follow up next week to see if this helps. The customer thanked me.

*** CASE MODIFY 7/23/2007 3:34:28 PM, candaya
into WIP working cases and Status of Solving.

*** COMMIT 8/1/2007 2:44:49 PM, candaya, Action Type : N/A
visit outcome

*** CASE FULFILL 8/1/2007 2:45:06 PM, candaya
Fulfilled for [REDACTED] due 08/01/2007 12:00:00 AM.

*** NOTES 8/1/2007 2:45:12 PM, candaya, Action Type : Call to Customer

I called the customer, but reached family member who advised that Mrs. Wagner was not home. I left a message requesting a call back. I will try the customer again later this week.

*** CASE MODIFY COMMITMENT 8/3/2007 4:56:51 PM, candaya
with [REDACTED] due 08/06/2007 12:00:00 AM.

*** CASE MODIFY 8/3/2007 4:56:57 PM, candaya
into WIP working cases and Status of Solving.

*** NOTES 8/6/2007 10:33:03 AM, candaya, Action Type : Call to Customer

I called the customer, but reached a ringing line at home. I called the work number but was advised that the customer was not in today. I will try her later

Case History

Case ID : N052007-04-3001256

Case Title : [REDACTED]

today again.

*** NOTES 8/6/2007 4:33:23 PM, candaya, Action Type : Call to Customer

I called Mrs. [REDACTED] and reached her. I advised that I was calling to see how things are going with her vehicle. She advised that she has not had any problems so far, so she believes that the vehicle may have been repaired. The customer thanked me for calling. I thanked her for her time and suggested keeping my updated on the concern. The customer thanked me for the call.

*** CASE MODIFY 8/6/2007 4:33:28 PM, candaya

into WIP working cases and Status of Solving.

*** CASE CLOSE 8/6/2007 4:33:30 PM, candaya

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

Case Details

Case ID : N012002-04-1900741	Division : Honda - Auto	Condition : Closed	Open Date : 4/19/2002 3:16:05 PM
Case Originator : Lisa Green (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/19/2002 3:27:33 PM
Case Owner : Lisa Green (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Lisa Green (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 : HYDE PARK, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES16562H[REDACTED]
 Model / Year : CIVIC / 2002
 Model ID / Product Line : ES1652PW / A
 Miles / Hours :
 In Service Date : 02/23/2002
 Months In Use : 2
 Engine Number : D17A12497337
 Originating Dealer No. / Name : 207933 / HONDA OF KINGSTON
 Selling Dealer No. / Name : 207933 / HONDA OF KINGSTON
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : GN
 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 : 206756 / FRIENDLY HONDA HOUSE
 Phone No. : 845-454-2400
 Address : 1143 DUTCHESS TURNPIKE
 City / State / Zip : POUGHKEEPSIE, NY 12603
 Svc District / Sls District : 09B / E09
 Warranty Labor Rate / Date : \$83.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012002-04-1900741-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012002-04-1900741-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Lisa Green	Type 1 : Product	Status : Subcase Close	Open Date : 4/19/2002 3:26:20 PM
Issue Owner : Lisa Green	Type 2 : Operation	Queue :	Close Date : 4/19/2002 3:27:31 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information
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 Details

Case ID : N012003-08-2500255 Division : Honda - Auto Condition : Closed Open Date : 8/25/2003 7:44:37 AM
 Case Originator : Kentaro Ogawa (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 8/25/2003 7:49:13 AM
 Case Owner : Kentaro Ogawa (Team HG) Method : Phone Queue : Days Open : 0
 Last Closed By : Kentaro Ogawa (Team HG) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : LENOX, AL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES26722H [REDACTED]
 Model / Year : CIVIC / 2002
 Model ID / Product Line : ES2672MW / A
 Miles / Hours : 13,000
 In Service Date : 04/23/2002
 Months In Use : 16
 Engine Number : D17A22491011
 Originating Dealer No. / Name : 208181 / HONDA OF COVINGTON
 Selling Dealer No. / Name : 208181 / HONDA OF COVINGTON
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : BK
 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 : 207526 / TREADWELL HONDA
 Phone No. : 251-476-8682
 Address : 1175 EI65 SERVICE RD S
 City / State / Zip : MOBILE, AL 36606
 Svc District / Sls District : 07D / G07
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-08-2500255-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012003-08-2500255-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 8/25/2003 7:49:00 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 8/25/2003 7:49:11 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Referred to Dealer
Component Category : 11 - Electrical 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 : N012003-08-2500255

Case Title : [REDACTED]

*** CASE CREATE 8/25/2003 7:44:37 AM, kogawa

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

*** NOTES 8/25/2003 7:44:38 AM, kogawa. Action Type :

Customer advises intermittently, the key is difficult to get out of the ignition. Has not taken to dealer.

*** CASE EXTENDED WARRANTY LOOKUP 8/25/2003 7:46:22 AM, kogawa

WARRANTY CHECK 08/25/2003 07:46:22 AM kogawa

No data found for VIN.

*** CASE MODIFY 8/25/2003 7:47:11 AM, kogawa

into WIP Default and Status of Solving.

*** CASE MODIFY 8/25/2003 7:47:14 AM, kogawa

into WIP Default and Status of Solving.

*** NOTES 8/25/2003 7:48:08 AM, kogawa. Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer called to advise the ignition key has been noticeably harder to get out of the ignition. Has not taken to any dealer. Provided customer with phone number to nearest dealer, Treadwell. Customer will call dealer.

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

Thank you for your attention to this matter.

Ken Ogawa

Automobile Customer Service

*** SUBCASE N012003-08-2500255-1 CREATE 8/25/2003 7:49:00 AM, kogawa

Created in WIP Default with Due Date 8/25/2003 7:49:00 AM.

*** SUBCASE N012003-08-2500255-1 CLOSE 8/25/2003 7:49:11 AM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/25/2003 7:49:13 AM, kogawa

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

Case Details

Case ID : N012003-07-2201344	Division : Honda - Auto	Condition : Closed	Open Date : 7/22/2003 2:31:16 PM
Case Originator : John Nguyen (Team HH)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/29/2003 8:50:10 AM
Case Owner : Ron Rubinoff (Team HC)	Method : Phone	Queue :	Days Open : 7
Last Closed By : Ron Rubinoff (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 : BRICK, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES26792H [REDACTED]
 Model / Year : CIVIC / 2002
 Model ID / Product Line : ES2672MW / A
 Miles / Hours : 15,000
 In Service Date : 05/22/2002
 Months In Use : 14
 Engine Number : D17A22506868
 Originating Dealer No. / Name : 208066 / COAST HONDA
 Selling Dealer No. / Name : 208066 / COAST HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 208066 / COAST HONDA
 Phone No. : 732-974-2211
 Address : 2110 HWY 35
 City / State / Zip : SEA GIRT, NJ 08750
 Svc District / Sls District : 05K / G05
 Warranty Labor Rate / Date : \$99.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-07-2201344-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Case History

Case ID : N012003-07-2201344

Case Title : [REDACTED]

*** NOTES 7/22/2003 2:31:16 PM, jnguyen, Action Type :

The cust stated that he is having problems with his ignition. The cust stated he has taken the vehicle back there about 9 times to Coast Honda. The cust stated the keys will get stuck when he is attempting to take the key out, and he experiences problems with hard starting. The cust stated that he is also getting scratches on the vehicle. The cust stated he is still having the same problems since March. The cust has been dealing with SVC advisor Mike Miller. The cust stated the dealer advised they even contacted AHM, however, does not know if it was techline. The cust is requesting assistance in repairing the vehicle or taking the vehicle back and providing him another Honda. I advised the cust that I will forward his case to a CM for a review and assistance regarding the vehicle. I advised the cust this process will take 3-5 business days for a return car. The cust understood and thanked me for the help.

*** CASE CREATE 7/22/2003 2:31:16 PM, jnguyen

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

*** CASE MODIFY 7/22/2003 2:32:14 PM, jnguyen

into WIP default and Status of Solving.

*** CASE MODIFY 7/22/2003 2:32:15 PM, jnguyen

into WIP default and Status of Solving.

*** CASE MODIFY 7/22/2003 2:32:15 PM, jnguyen

into WIP default and Status of Solving.

*** CASE DISPATCH 7/22/2003 2:32:19 PM, jnguyen

from WIP default to Queue Team H.

*** CASE YANKED 7/23/2003 7:53:10 AM, rcolli01

Yanked by rcolli01 into WIPbin default.

*** SUBCASE N012003-07-2201344-1 CREATE 7/23/2003 8:11:53 AM, rcolli01

Created in WIP Default with Due Date 7/23/2003 8:11:53 AM.

*** CASE ASSIGN 7/23/2003 8:12:35 AM, rcolli01

N012003-07-2201344 to rrubinof, WIP

*** CASE RULE ACTION 7/23/2003 8:12:37 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012003-07-2201344-1 ASSIGN 7/23/2003 8:12:43 AM, rcolli01

N012003-07-2201344-1 to rrubinof, WIP eC!δμHp

*** SUBCASE N012003-07-2201344-1 RULE ACTION 7/23/2003 8:12:44 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 7/24/2003 3:08:25 PM, rrubinof, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer stated that he is having problems with his ignition. The customer stated he has taken the vehicle back there about 9 times to Coast Honda. The customer stated the keys will get stuck when he is attempting to take the key out, and he experiences problems with hard starting. The customer stated that he is also getting scratches on the vehicle. The customer stated he is still having the same problems since March. The customer has been dealing with SVC advisor Mike Miller. The customer stated the dealer advised they even contacted AHM, however, does not know if it was Techline. The customer is

Case History

Case ID : N012003-07-2201344

Case Title : [REDACTED]

requesting assistance in repairing the vehicle or taking the vehicle back and providing him another Honda. Please advise on this matter.

This is for your information only and a response is required.

Thank you for your attention to this matter.

Ron Rubinoff
Automobile Customer Service
800-999-10009 ext. 118055

*** NOTES 7/29/2003 8:25:15 AM, rrubinof, Action Type : Call to Dealer

Called Coast Honda and asked for the SM. He was not in. Spoke to the customer's SA, Mike who stated that the vehicle was in on 4/30/03 @ 13,363 customer key get's stuck in ignition intermittently and was duplicated. The shift cable was adjusted. 6/10/03 the vehicle came in for the same problem, key get's stuck in ignition. The gear position switch was adjusted. Then the vehicle was in for an intermittent no start. The immobilizer unit receiver was replaced per Techline. mike did not have the Techline ref. # off hand. Mike stated that he did speak tot he customer and was informed that the customer was still experiencing problems pulling the key out of the ignition and starting the vehicle so he asked for the customer to bring the vehicle back and the customer's husband stated he was not brining the vehicle back in. Then spoke to Nick, SM who stated the vehicle has not been in 9 times for this same issue, just 3 times and it appears to be a different issue every time. Nick stated that he did let his DPSM, Joe Gresh know of the concern. I told Nick that we will try to get the customer to bring the vehicle back to the dealership for additional diagnosis.

*** NOTES 7/29/2003 8:27:00 AM, rrubinof, Action Type : Call to Customer

Called the customer and LM.

*** NOTES 7/29/2003 8:49:01 AM, rrubinof, Action Type : Call to Customer

Called the customer and spoke to Mr. Devivi. I informed the customer that a call was made to the SM, Nick and Mike at Coast Honda who indicated that they have made three repair attempts on the concern. The customer stated his intermittent no start concern was resolved but the key is still getting stuck in the ignition intermittently. The customer was advised to bring the vehicle back to the dealership for additional diagnosis. The customer stated that he refused to bring the vehicle back to Coast Honda stating that Coast damaged his vehicle no and it has scratches and dings. The customer stated he was demanding a new vehicle at this time. Informed the customer that was an inappropriate request at this time and that AHM would work to repair the concern under the term of the limited warranty. The customer was told that he can bring the vehicle to another Honda dealership if he wished and he refused stating he was through and will call his attorney after he gets off the phone with ACS. Informed the customer that I was sorry he felt that way but if he goes that route there would be nothing more I could do for him. The customer stood firm on his decision. Closing case at this time as the customer refuses to bring his vehicle to any Honda dealership for additional diagnosis.

*** SUBCASE N012003-07-2201344-1 CLOSE 7/29/2003 8:50:08 AM, rrubinof

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/29/2003 8:50:10 AM, rrubinof

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

Case Details

Case ID : N012003-05-0100599	Division : Honda - Auto	Condition : Closed	Open Date : 5/1/2003 11:18:26 AM
Case Originator : Emmett Simmons (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/9/2003 8:56:37 AM
Case Owner : Emmett Simmons (Team HA)	Method : Phone	Queue :	Days Open : 8
Last Closed By : Emmett Simmons (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 : BURBANK, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES26782H [REDACTED]
 Model / Year : CIVIC / 2002
 Model ID / Product Line : ES2672MW / A
 Miles / Hours : 7,854
 In Service Date : 08/04/2002
 Months In Use : 9
 Engine Number : D17A22520016
 Originating Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR
 Selling Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 206564 / HONDA OF HOLLYWOOD
 Phone No. : 323-466-3247
 Address : 6511 SANTA MONICA BLVD
 City / State / Zip : HOLLYWOOD, CA 90038
 Svc District / Sls District : 01D / B01
 Warranty Labor Rate / Date : \$102.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-05-0100599-1 [REDACTED]	ubcase Close	Product	Operation	725	Ignition Switch

Case History

Case ID : N012003-05-0100599

Case Title : [REDACTED]

*** CASE CREATE 5/1/2003 11:18:26 AM, esimmons

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

*** NOTES 5/1/2003 11:25:05 AM, esimmons, Action Type : Call from Customer

Ms. [REDACTED] called because she was using the valet key for her car. The key is currently stuck in the ignition and won't come out and when she turns the ignition on the alarm starts. I apologized for her inconvenience. I ascertained that she belongs to a auto club that offers towing. It was agreed that she would have the vehicle towed to the service department of Honda of Hollywood#206564. I suggested that if she encountered any problems/concerns that I should be contacted. She expressed acceptance and appreciation

*** SUBCASE N012003-05-0100599-1 CREATE 5/1/2003 11:27:38 AM, esimmons

Created in WIP Default with Due Date 5/1/2003 11:27:38 AM.

*** CASE MODIFY 5/1/2003 11:27:58 AM, esimmons

into WIP default and Status of Solving.

*** COMMIT 5/1/2003 11:28:02 AM, esimmons, Action Type : N/A

Follow through to close

*** CASE MODIFY 5/1/2003 11:28:22 AM, esimmons

into WIP default and Status of Solving.

*** CASE FULFILL 5/2/2003 1:34:50 PM, esimmons

Fulfilled for [REDACTED] due 05/02/2003 12:00:00 AM.

*** NOTES 5/2/2003 1:36:12 PM, esimmons, Action Type : Call to Customer

The file was monitored for a response to this matter. None was received. I telephoned and left a voice message for Ms. Abing asking her to advise me of the status. I will monitor to close on 5-9-03

*** COMMIT 5/2/2003 1:36:15 PM, esimmons, Action Type : N/A

Close file

*** SUBCASE N012003-05-0100599-1 CLOSE 5/2/2003 1:36:57 PM, esimmons

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/2/2003 1:37:00 PM, esimmons

into WIP Daily Schedule and Status of Solving.

*** NOTES 5/9/2003 8:56:15 AM, esimmons, Action Type : Note-Resolution

Ms. [REDACTED] called because she was using the valet key for her car. The key is currently stuck in the ignition and won't come out and when she turns the ignition on the alarm starts. I apologized for her inconvenience. I ascertained that she belongs to a auto club that offers towing. It was agreed that she would have the vehicle towed to the service department of Honda of Hollywood#206564. I suggested that if she encountered any problems/concerns that I should be contacted.

I spoke with Ms. [REDACTED] she said that it was ascertained that a foreign object had lodged within the gear shift area and was stuck, that cause the an engagement of the shift level and the key could not be removed. The object was removed and all was fine. Ms. [REDACTED] expressed appreciation

*** CASE FULFILL 5/9/2003 8:56:25 AM, esimmons

Fulfilled for [REDACTED] due 05/09/2003 12:00:00 AM.

*** CASE MODIFY 5/9/2003 8:56:35 AM, esimmons

into WIP Daily Schedule and Status of Solving.

Case History

Case ID : N012003-05-0100599

Case Title :



*** CASE CLOSE 5/9/2003 8:56:37 AM, esimmons

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

Case Details

Case ID : N012008-05-1301398 Division : Honda - Auto Condition : Closed Open Date : 5/13/2008 2:41:59 PM
 Case Originator : Kristin Tillery (Team CE) Sub Division : Customer Relations Status : Closed Close Date : 6/4/2008 1:48:32 PM
 Case Owner : Andrea Garcia (Team CF) Method : Phone Queue : Days Open : 22
 Last Closed By : Andrea Garcia (Team CF) Point of Origin : Customer Wipbin :
 Case Title : 8A [REDACTED]

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 : STEVENS POINT, WI [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGES16533L [REDACTED]
 Model / Year : CIVIC / 2003
 Model ID / Product Line : ES1653PW / A
 Miles / Hours : 34,000
 In Service Date : 08/18/2003
 Months In Use : 57
 Engine Number : D17A13428932
 Originating Dealer No. / Name : 207853 / ROSEN HONDA
 Selling Dealer No. / Name : 207123 / COURTESY HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : RE
 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 : 207123 / COURTESY HONDA
 Phone No. : 715-341-2440
 Address : 301 N. GREEN AVENUE
 City / State / Zip : STEVENS POINT, WI 54481
 Svc District / Sls District : 08A / D08
 Warranty Labor Rate / Date : \$65.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012008-05-1301398-1 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans

Case Details

Case ID : N032004-12-2700605 Division : Honda - Auto Condition : Closed Open Date : 12/27/2004 9:10:34 AM
 Case Originator : Susan Stern (Team CE) Sub Division : Satellite Center Status : Closed Close Date : 12/27/2004 9:23:15 AM
 Case Owner : Susan Stern (Team CE) Method : Phone Queue : Days Open : 0
 Last Closed By : Susan Stern (Team CE) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : HARLINGEN, TX [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES26793H [REDACTED]
 Model / Year : CIVIC / 2003
 Model ID / Product Line : ES2673MW / A
 Miles / Hours : 57,000
 In Service Date : 03/13/2003
 Months In Use : 21
 Engine Number : D17A23453230
 Originating Dealer No. / Name : 206594 / GUNN HONDA
 Selling Dealer No. / Name : 206594 / GUNN HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : BL
 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 : 206594 / GUNN HONDA
 Phone No. : 210-680-3371
 Address : 14610 IH 10 WEST
 City / State / Zip : SAN ANTONIO, TX 78249
 Svc District / Sls District : 03B / B03
 Warranty Labor Rate / Date : \$80.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N032004-12-2700605-1 [REDACTED]	Subcase Close	Campaign	Eligibility	725	Ignition Switch

Issue Details

Issue ID : N032004-12-2700605-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Susan Stern	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/27/2004 9:20:56 AM
Issue Owner : Susan Stern	Type 2 : Eligibility	Queue :	Close Date : 12/27/2004 9:21:59 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Referred to Dealer
 Component Category : 11 - Electrical 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 : N032004-12-2700605

Case Title : 

*** SUBCASE N032004-12-2700605-1 CREATE 12/27/2004 9:20:56 AM, sstern
Created in WIP Default with Due Date 12/27/2004 9:20:56 AM.
*** SUBCASE N032004-12-2700605-1 CLOSE 12/27/2004 9:21:59 AM, sstern
Status = Solving, Resolution Code = Instruction Given
*** NOTES 12/27/2004 9:23:03 AM, sstern, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s): The customer contacted our office today regarding the Ignition Switch. The customer will be calling your dealership shortly to schedule an appointment.

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

Thank you for your attention to this matter.

Susan Stern
Automobile Customer Service

*** CASE MODIFY 12/27/2004 9:23:08 AM, sstern
into WIP default and Status of Solving.
*** CASE CLOSE 12/27/2004 9:23:15 AM, sstern
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012007-10-2300211	Division : Honda - Auto	Condition : Closed	Open Date : 10/23/2007 8:01:54 AM
Case Originator : Greg Vong (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/13/2007 10:30:43
Case Owner : Kysha Sullivan (Team HC)	Method : Phone	Queue :	Days Open : 21
Last Closed By : Kysha Sullivan (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 : POMPTON PLAINS, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES16523H [REDACTED]
 Model / Year : CIVIC / 2003
 Model ID / Product Line : ES1653PW / A
 Miles / Hours : 45,000
 In Service Date : 04/11/2003
 Months In Use : 54
 Engine Number : D17A13486935
 Originating Dealer No. / Name : 208219 / PLANET HONDA ROUTE 3
 Selling Dealer No. / Name : 208219 / PLANET HONDA ROUTE 3
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : BK
 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 : 208328 / GARDEN STATE HONDA
 Phone No. : 973-777-1600
 Address : 584 ROUTE 3 WEST
 City / State / Zip : CLIFTON, NJ 07014
 Svc District / Sls District : 05C / B05
 Warranty Labor Rate / Date : \$94.50 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012007-10-2300211-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Case History

Case ID : N012007-10-2300211

Case Title : [REDACTED]

*** CASE MODIFY 10/23/2007 8:10:37 AM, gvong
into WIP default and Status of Solving.

*** CASE MODIFY 10/23/2007 8:10:37 AM, gvong
into WIP default and Status of Solving.

*** CASE DISPATCH 10/23/2007 8:10:49 AM, gvong
from WIP default to Queue Honda Team G.

*** NOTES 10/23/2007 1:51:04 PM, kapplewh, Action Type : Call from Customer

Customer called inquiring on case status. I advised customer that the case has been forwarded for further review; however, as of this afternoon there have not be any new developments. I advised customer to allow more time. Customer understood. I advised customer that a CM will follow up regarding what AHM involvement will be. Customer thanked and ended call.

*** CASE ACCEPT 10/24/2007 5:56:42 AM, ksulliva
from Queue Honda Team G to WIP default.

*** CASE VSC LOOKUP 10/24/2007 12:54:15 PM, ksulliva
VSC-CUC CHECK 10/24/2007 12:54:15 PM ksulliva
No data found for VIN.

*** SUBCASE N012007-10-2300211-1 CREATE 10/24/2007 1:01:50 PM, ksulliva
Created in WIP Default with Due Date 10/24/2007 1:01:50 PM.

*** NOTES 10/24/2007 1:32:47 PM, ksulliva, Action Type : Call from Customer

Received call from customer and was advised that he just purchased the vehicle from his father-in-law. Customer stated that the valet key got stuck in the ignition and the dlr has advised that the ignition cylinder has to be replaced. I advised that I have not had an opportunity to contact the dlr. I advised that I will contact the dlr and call him back. Customer thanked me and ended call.

*** NOTES 10/24/2007 1:35:11 PM, ksulliva, Action Type : Call to Dealer
Called dlr and left message for Shodi(sa)

*** COMMIT 10/24/2007 1:35:15 PM, ksulliva, Action Type : N/A
call dlr

*** CASE MODIFY 10/24/2007 1:35:42 PM, ksulliva
into WIP default and Status of Solving.

*** CASE FULFILL 10/30/2007 2:55:54 PM, ksulliva
Fulfilled for MIKE BLAKEY due 10/25/2007 12:00:00 AM.

*** COMMIT 10/30/2007 2:55:58 PM, ksulliva, Action Type : N/A
call dlr

*** CASE CLAIMS LOOKUP 11/5/2007 6:59:48 AM, ksulliva

CLAIM CHECK 11/05/2007 06:59:48 AM ksulliva

The following Claim History information was found

0; 2007-10-20; 208328; 751162; 510; 725100 ; IGNITION SWITCH AND LOCK ASSEMBLY - REPLACE.

*** NOTES 11/5/2007 7:19:49 AM, ksulliva, Action Type : Call to Dealer

Called dlr and spoke with Shodi(sa) and was advised that the part has been replaced before and I would like to offer to cover the parts and the customer would

Case Details

Case ID : N012004-06-0801494 Division : Honda - Auto Condition : Closed Open Date : 6/8/2004 3:15:47 PM
 Case Originator : Timiesha Theard (Team AB) Sub Division : Customer Relations Status : Closed Close Date : 6/8/2004 3:59:01 PM
 Case Owner : Timiesha Theard (Team AB) Method : Phone Queue : Days Open : 0
 Last Closed By : Timiesha Theard (Team AB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : TUPELO, MS [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES26793H [REDACTED]
 Model / Year : CIVIC / 2003
 Model ID / Product Line : ES2673MW / A
 Miles / Hours : 18,400
 In Service Date : 06/11/2003
 Months In Use : 12
 Engine Number : D17A23469146
 Originating Dealer No. / Name : 206600 / DUVAL HONDA
 Selling Dealer No. / Name : 206600 / DUVAL HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 207374 / HOUSE OF HONDA
 Phone No. : 662-842-4162
 Address : 712 SO. GLOSTER STREET
 City / State / Zip : TUPELO, MS 38801
 Svc District / Sls District : 03K / D03
 Warranty Labor Rate / Date : \$65.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-06-0801494-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012004-06-0801494-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Timiesha Theard	Type 1 : Product	Status : Subcase Close	Open Date : 6/8/2004 3:58:47 PM
Issue Owner : Timiesha Theard	Type 2 : Operation	Queue :	Close Date : 6/8/2004 3:58:59 PM
Issue Title :	[REDACTED]		

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Referred to Dealer, Documented Concern
Component Category : 11 - Electrical 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 : N012004-06-0801494

Case Title : [REDACTED]

*** CASE CREATE 6/8/2004 3:15:47 PM, Ttheard

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

*** CASE MODIFY 6/8/2004 3:15:55 PM, Ttheard

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 6/8/2004 3:16:01 PM, Ttheard

CAMPAIGN CHECK 06/08/2004 03:16:01 PM Ttheard

No data found for VIN

*** CASE VSC LOOKUP 6/8/2004 3:16:04 PM, Ttheard

VSC-CUC CHECK 06/08/2004 03:16:04 PM Ttheard

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/8/2004 3:16:08 PM, Ttheard

CLAIM HISTORY CHECK 06/08/2004 03:16:08 PM Ttheard

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 6/8/2004 3:16:11 PM, Ttheard

WARRANTY CHECK 06/08/2004 03:16:11 PM Ttheard

No data found for VIN.

*** CASE MODIFY 6/8/2004 3:16:52 PM, Ttheard

into WIP default and Status of Solving.

*** NOTES 6/8/2004 3:56:39 PM, Ttheard, Action Type : Call from Customer

Ms. [REDACTED] called ACS to state that she is having issues with taking her key out of the ignition. I apologized to the customer for the issues she is having. I informed her that currently there are no open campaigns on her vehicle. I asked her if she has been to an authorized Honda dealership. The customer stated no. I asked her if she needed me to provide her with the contact information to a dealership in her area. The customer stated yes and I provided her with the contact information to House of Honda.

The customer asked me if this issue is covered under warranty. I informed the customer that warranty coverage is determined at the time of diagnosis. I informed the customer if the diagnosis reveals that the part failed due to a defect in material or workmanship then the repair would be covered under warranty. The customer thanked me and I thanked her for calling AHM.

*** NOTES 6/8/2004 3:57:56 PM, Ttheard, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Ms. [REDACTED] is going to contact your dealership to schedule a service appointment to have her ignition diagnosed. She is having a hard time removing the key from the ignition. I provided her with the contact information to your dealership.

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

Thank you for your attention to this matter.

Timiesha Theard

Case Details

Case ID : N012005-03-2101833 Division : Honda - Auto Condition : Closed Open Date : 3/21/2005 4:56:46 PM
 Case Originator : Shawnbay Jones (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 3/21/2005 4:57:45 PM
 Case Owner : Shawnbay Jones (Team HF) Method : Phone Queue : Days Open : 0
 Last Closed By : Shawnbay Jones (Team HF) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : SAVANNAH, GA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES16523H [REDACTED]
 Model / Year : CIVIC / 2003
 Model ID / Product Line : ES1653PW / A
 Miles / Hours :
 In Service Date : 06/16/2003
 Months In Use : 21
 Engine Number : D17A13537848
 Originating Dealer No. / Name : 206715 / SOUTHERN MOTORS HONDA
 Selling Dealer No. / Name : 206715 / SOUTHERN MOTORS HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012005-03-2101833-1 / [REDACTED]	Subcase Close	Product	Fit/Finish/Quality	725	Ignition Switch

Issue Details

Issue ID : N012005-03-2101833-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Shawnbay Jones	Type 1 : Product	Status : Subcase Close	Open Date : 3/21/2005 4:57:33 PM
Issue Owner : Shawnbay Jones	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 3/21/2005 4:57:42 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Provided Information
 Component Category : 01 - Steering 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 : N012005-03-2101833

Case Title : XXXXXXXXXX

*** NOTES 3/21/2005 4:56:46 PM, shajones, Action Type :

Customer contacted ACS regarding an issue with the vehicle. customer has the key stuck in the ignition. Customer has tried everything that he can do to get the key out. I advised the customer that the immobilizer has recognized the key as being not a Honda key. i advised the customer to bring this to a dealership. customer thanked me and the call was ended.

*** CASE CREATE 3/21/2005 4:56:46 PM, shajones

Contact = THOMAS JAMES, Priority = N/A, Status = Solving.

*** SUBCASE N012005-03-2101833-1 CREATE 3/21/2005 4:57:33 PM, shajones

Created in WIP Default with Due Date 3/21/2005 4:57:33 PM.

*** SUBCASE N012005-03-2101833-1 CLOSE 3/21/2005 4:57:42 PM, shajones

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/21/2005 4:57:45 PM, shajones

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

Case Details

Case ID : N012003-10-1600355 Division : Honda - Auto Condition : Closed Open Date : 10/16/2003 8:22:38 AM
 Case Originator : Steven Fox (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 10/16/2003 8:24:17 AM
 Case Owner : Steven Fox (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Steven Fox (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : OCEANSIDE, CA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES16593H [REDACTED]
 Model / Year : CIVIC / 2003
 Model ID / Product Line : ES1653PW / A
 Miles / Hours :
 In Service Date : 09/11/2003
 Months In Use : 1
 Engine Number : D17A13584202
 Originating Dealer No. / Name : 208149 / POWAY HONDA
 Selling Dealer No. / Name : 208149 / POWAY HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : BK
 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 : 208149 / POWAY HONDA
 Phone No. : 858-486-4300
 Address : 13747 POWAY ROAD
 City / State / Zip : POWAY, CA 92064
 Svc District / Sls District : 01K / C01
 Warranty Labor Rate / Date : \$99.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-10-1600355-1 / [REDACTED]	Subcase Close	Service - Dealer	Experience		
N012003-10-1600355-2 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Case History

Case ID : N012003-10-1600355

Case Title : [REDACTED]

*** CASE CREATE 10/16/2003 8:22:38 AM, sfox

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

*** NOTES 10/16/2003 8:22:38 AM, sfox, Action Type :

Customer called in stating that he bought a 2003 Civic at Poway Honda on 9/11/03. Customer states that on 10/15/03 his keys got stuck in his ignition and would come not out. Customer states he called the dealer and they informed him that they could not provide him with a rental car, but did offer to send a tow truck. Customer states he spoke to Sales manager Lee and he was rude and not very helpful. Customer states that he got into an argument with the Sales Manager. Customer states that the Sales manager asked him to leave the dealership. Customer states he was attempting to leave the dealership and the Sales manager ran out after him. Customer states that profanity was used. Customer states that the Sales manager would not let him open his car door and leave the dealership. Customer is upset at how he was treated and wanted AHM to document his concern. Customer states he is going to contact the BBB and the police department. Customer feels that the Sales manager was completely out of line. Customer states he will take his vehicle to Carlsbad Honda for the ignition switch problem.

I apologized to the customer for his inconvenience and informed him that I have documented his concern. Informed customer that all dealerships are owned and operated independently, but I will send a DCS to Poway Honda expressing his dissatisfaction with the sales transaction. Informed customer that AHM cannot force any of its dealerships into any action but just hope and recommend that they do the right thing. Informed customer that I will also forward his complaint to AHM management. I recommended he contact the general manager for possible further assistance. I also recommended possibly visiting another dealership. Customer pleased and thanked me for my help.

*** NOTES 10/16/2003 8:23:00 AM, sfox, Action Type : Dealer Communication

ATTN: GENERAL MANAGER

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

Customer called in stating that he bought a 2003 Civic at Poway Honda on 9/11/03. Customer states that on 10/15/03 his keys got stuck in his ignition and would come not out. Customer states he called the dealer and they informed him that they could not provide him with a rental car, but did offer to send a tow truck. Customer states he spoke to Sales manager Lee and he was rude and not very helpful. Customer states that he got into an argument with the Sales Manager. Customer states that the Sales manager asked him to leave the dealership. Customer states he was attempting to leave the dealership and the Sales manager ran out after him. Customer states that profanity was used. Customer states that the Sales manager would not let him open his car door and leave the dealership. Customer is upset at how he was treated and wanted AHM to document his concern. Customer states he is going to contact the BBB and the police department. Customer feels that the Sales manager was completely out of line. Customer states he will take his vehicle to Carlsbad Honda for the ignition switch problem.

I apologized to the customer for his inconvenience and informed him that I have documented his concern. Informed customer that all dealerships are owned and operated independently, but I will send a DCS to Poway Honda expressing his dissatisfaction with the sales transaction. Informed customer that AHM cannot force any of its dealerships into any action but just hope and recommend that they do the right thing. Informed customer that I will also forward his complaint to AHM management. I recommended he contact the general manager for possible further assistance. I also recommended possibly visiting another dealership. Customer pleased and thanked me for my help.

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

Thank you for your attention to this matter.

Steven Fox

Case History

Case ID : N012003-10-1600355

Case Title :



Automobile Customer Service

*** SUBCASE N012003-10-1600355-1 CREATE 10/16/2003 8:23:11 AM, sfox
Created in WIP Default with Due Date 10/16/2003 8:23:11 AM.

*** SUBCASE N012003-10-1600355-1 CLOSE 10/16/2003 8:23:27 AM, sfox
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012003-10-1600355-2 CREATE 10/16/2003 8:23:57 AM, sfox
Created in WIP Default with Due Date 10/16/2003 8:23:57 AM.

*** SUBCASE N012003-10-1600355-2 CLOSE 10/16/2003 8:24:12 AM, sfox
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/16/2003 8:24:15 AM, sfox
into WIP default and Status of Solving.

*** CASE CLOSE 10/16/2003 8:24:17 AM, sfox
Status = Closed, Resolution Code = Instruction Given, State = Open

Issue Details

Issue ID : N012003-11-2600546-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 11/26/2003 12:38:37
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 12/2/2003 8:10:12 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 010 / Radio, EQ & CD
 Condition Code Desc
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Repaired/Warranty
 Component Category : 11 - Electrical 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 : N012003-11-2600546-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 11/26/2003 12:39:28
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 12/2/2003 8:10:18 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 421 / Wheels/Tires
 Condition Code Desc Other 421X
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Repaired/Warranty
 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 : N012003-11-2600546

Case Title : [REDACTED]

*** CASE CREATE 11/26/2003 10:29:55 AM, eclogg

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

*** NOTES 11/26/2003 12:04:27 PM, eclogg, Action Type : Call from Customer

Customer states that she has the following issues on her vehicle and that it has been at the dealer more than it has been driven.

Customer states a few weeks after owning, the vehicle dies in the customer's driveway and was towed to the dealer #206967. The vehicle started at the dealer and no service was needed to be performed.

About a month after owning, the vehicle had a problem with the transmission and had to get it replaced. After the customer picked up the vehicle at dealer# 206967, the vehicle had a problem with removing the key from the ignition. The dealer readjusted the neutral safety, but the customer still has current problems of getting the key out of the ignition. The vehicle also had a problem with the wheel bearing which has been replaced.

The vehicle is currently at the dealer for the radio not working, even after they entered the code, and front hub replacement. Customer states the dealer noticed that the front hub was bent when replacing the wheel bearing. Customer states that the dealer told her that this made the vehicle off center.

Customer states that these issues are extremely aggravating and she is looking to pursue lemon laws. I let the customer know that it is the goal of AHM to repair the vehicle and ACS can look into this issue for her to make sure that the dealer is addressing the problems accordingly. I informed her that lemon laws are pursued through her state office and BBB Auto line. I provided her with the contact information to BBB Auto line and asked if fixing the vehicle was an option. Customer states that AHM could try and assist by looking into these issues for her and contacting the dealer, however, she is very upset and concerned, because each time the dealer tells her that the vehicle is perfect, there is another issue with the vehicle.

I let the customer know that I would look into this for her and that someone should be contacting her in about 3-5 business days. I reminded her that I was not sure what they were going to find, but that AHM is going to want to fix this for her. I provided the customer with the case# and she ended call.

*** CASE MODIFY 11/26/2003 12:04:40 PM, eclogg
into WIP default and Status of Solving.*** CASE MODIFY 11/26/2003 12:04:45 PM, eclogg
into WIP default and Status of Solving.*** CASE MODIFY 11/26/2003 12:04:45 PM, eclogg
into WIP default and Status of Solving.*** CASE DISPATCH 11/26/2003 12:04:54 PM, eclogg
from WIP default to Queue Team D.*** CASE YANKED 11/26/2003 12:36:49 PM, jmccaugh
Yanked by jmccaugh into WIPbin default.*** SUBCASE N012003-11-2600546-1 CREATE 11/26/2003 12:38:37 PM, jmccaugh
Created in WIP Default with Due Date 11/26/2003 12:38:37 PM.*** SUBCASE N012003-11-2600546-2 CREATE 11/26/2003 12:39:28 PM, jmccaugh
Created in WIP Default with Due Date 11/26/2003 12:39:28 PM.*** NOTES 11/26/2003 12:43:03 PM, jmccaugh, Action Type : Dealer Communication
ATTN: SERVICE MANAGER: Kristin Tucci

Case History

Case ID : N012003-11-2600546

Case Title : XXXXXXXXXX

*** CASE RULE ACTION 12/1/2003 11:25:21 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 12/2/2003 7:05:30 AM, jlifosjo
N012003-11-2600546 to jmccaugh, WIP °

*** CASE RULE ACTION 12/2/2003 7:05:32 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 12/2/2003 7:28:16 AM, jmccaugh, Action Type : Field/DSM

Called and spoke to the DPSM. I informed Russ of the contact with the service dept. I then informed him of the conversation with the customer. He stated he has no knowledge of this repair. He stated he would look into this repair, and call me back if he finds out anything that will be useful to me. I thanked.

*** NOTES 12/2/2003 8:08:21 AM, jmccaugh, Action Type : Call to Dealer

Called and spoke to the service mgr. Kristin. She informed me that the customer is currently in a loaner vehicle. The only issue he has at this time is the ignition/key problem. The dlr has not been able to duplicate this concern. All other repairs have been completed. She was aware this customer is filing for the Lemon Law.

*** SUBCASE N012003-11-2600546-3 CREATE 12/2/2003 8:09:30 AM, jmccaugh
Created in WIP Default with Due Date 12/2/2003 8:09:30 AM.

*** SUBCASE N012003-11-2600546-1 CLOSE 12/2/2003 8:10:12 AM, jmccaugh
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012003-11-2600546-2 CLOSE 12/2/2003 8:10:18 AM, jmccaugh
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012003-11-2600546-3 CLOSE 12/2/2003 8:12:28 AM, jmccaugh
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/2/2003 8:12:31 AM, jmccaugh
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 12/3/2003 2:50:34 PM, jmccaugh
with Condition of Open and Status of Solving.

*** NOTES 12/3/2003 2:54:57 PM, jmccaugh, Action Type : Field/DSM

Russ called and left me a VM. He stated he has spoken to the service advisor Craig Orlando. He has addressed the issues with this customer. Currently the dlr is going to call the customer to have him bring the vehicle back in. He will personally road test this vehicle with the customer to make sure they have addressed the concern the customer has. He was informed by Criag that the transmission did need to be replaced, the rear differential had a wind in it. Craig was only aware that the customer has a intermittent concern about getting the key out of the ignition. He will follow up by contacting Russ after the customer brings the vehicle in. Russ stated he would keep me updated.

*** CASE ASSIGN 12/8/2003 6:49:04 AM, jmccaugh
N012003-11-2600546 to hmuhamma, WIP eClô

*** COMMIT 12/8/2003 11:23:05 AM, hmuhamma, Action Type :

Made to ROBERT LYONS due 12/11/2003 11:23:10 AM.

DCS Follow-Up

*** NOTES 12/8/2003 11:23:59 AM, hmuhamma, Action Type : Dealer Communication

Case History

Case ID : N012003-11-2600546

Case Title : [REDACTED]

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 12/11/2003

This customer contacted our office regarding the following issue(s): PLEASE PROVIDE ME WITH THE NEXT INSPECTION DATE.

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:
I AM HANDLING THIS CASE FOR JEFF, BECAUSE HE IS ON MEDICAL LEAVE.

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.

Holly Muhammad
Automobile Customer Service
800-999-1009 Ext. 118040

*** COMMIT 12/8/2003 11:24:06 AM, hmuhamma, Action Type : N/A

GET INSPECTION DATE FROM DEALER/CALL CUST

*** CASE MODIFY 12/8/2003 11:24:32 AM, hmuhamma

into WIP NEW CASES and Status of Solving.

*** CASE RULE ACTION 12/8/2003 11:24:19 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 12/9/2003 9:58:26 AM, hmuhamma

into WIP JEFF"S CASES and Status of Solving.

*** NOTES 12/11/2003 9:25:25 AM, hmuhamma, Action Type : Call to Dealer

ASM, Kristine, stated that the customer brought the vehicle to the dealer on 11/28/03, at 4,055 miles RO 11888. Customer complained of the key getting stuck ignition. ASM stated that they were not able to duplicate the problem. Customer has possession of the vehicle.

I asked the ASM if SA, Orlando, arranged for the customer to bring the vehicle back to the dealer for the DPSM to road test the vehicle. ASM stated that she will ask the SA, and call me back. ASM stated that the DPSM's next dealer visit in 12/17/03.

*** CASE MODIFY 12/11/2003 9:25:33 AM, hmuhamma

into [REDACTED] S CASES and Status of Solving.

*** NOTES 12/15/2003 9:19:51 AM, hmuhamma, Action Type : Call to Dealer

I left a message requesting the ASM return my call.

*** CASE MODIFY 12/15/2003 9:19:56 AM, hmuhamma

into WIP JEFF"S CASES and Status of Solving.

*** NOTES 12/15/2003 9:40:48 AM, hmuhamma, Action Type : Field/DSM

DPSM confirmed that he will be at the dealer on 12/17/03. DPSM stated that he spoke with the SA about the vehicle. DPSM stated that the lead techs have gone over the vehicle, and can not duplicate the key getting stuck. DPSM stated the dealer inspected the shift cable, which is in perfect condition.

DPSM stated that he will attempt to duplicate the key getting stuck, and conduct 10 - 20 tests. DPSM stated that he will provide me the results of his inspection.

*** CASE MODIFY 12/15/2003 9:40:55 AM, hmuhamma

Case Details

Case ID : N012006-07-0701287 Division : Honda - Auto Condition : Closed Open Date : 7/7/2006 3:03:53 PM
 Case Originator : Corey Kruisheer (Team MA) Sub Division : Customer Relations Status : Closed Close Date : 7/18/2006 12:17:56 PM
 Case Owner : Kysha Sullivan (Team HC) Method : Phone Queue : Days Open : 11
 Last Closed By : Kysha Sullivan (Team HC) Point of Origin : Customer Wipbin :
 Case Title : (([REDACTED])) 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 : GLEN BURNIE, MD [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES26843H [REDACTED]
 Model / Year : CIVIC / 2003
 Model ID / Product Line : ES2683JW / A
 Miles / Hours : 40,000
 In Service Date : 10/11/2003
 Months In Use : 33
 Engine Number : D17A23522110
 Originating Dealer No. / Name : 207479 / BROWNS HONDA CITY HONDA & C
 Selling Dealer No. / Name : 207479 / BROWNS HONDA CITY HONDA & CL
 Trim : EX SSRS
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : BK
 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 : 207479 / BROWNS HONDA CITY HONDA &
 Phone No. : 410-553-8014
 Address : 7160 RITCHIE HIGHWAY
 City / State / Zip : GLEN BURNIE, MD 21061
 Svc District / Sls District : 06F / B06
 Warranty Labor Rate / Date : \$89.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012006-07-0701287-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012006-07-0701287-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kysha Sullivan	Type 1 : Product	Status : Subcase Close	Open Date : 7/11/2006 10:21:35 AM
Issue Owner : Kysha Sullivan	Type 2 : Operation	Queue :	Close Date : 7/18/2006 12:17:56 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 11 - Electrical 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 : N012006-07-0701287

Case Title : [REDACTED]

*** CASE CREATE 7/7/2006 3:03:53 PM, ckruishe
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 7/7/2006 3:03:53 PM. ckruishe, Action Type :
Customer: [REDACTED] called regarding the ignition of the vehicle.

Both of her master keys stick in the lock cylinder to the ignition. Brown's Honda has inspected the vehicle. Dealer quoted \$1000 for the repair to the vehicle. Customer is unsure what the recommended repair would be. Customer would like some sort of assistance. The last time Browns Honda inspected the vehicle was approximately 9 months ago.

Directed the customer to take the vehicle to Browns Honda for a more up to date inspection. Advised that once a diagnosis is completed AHM can consider assistance with the repair. Advised that she would receive a follow up call from AHM some time in the middle of next week.

*** CASE MODIFY 7/7/2006 3:04:16 PM, ckruishe
into WIP DEFAULT and Status of Solving.

*** CASE DISPATCH 7/7/2006 3:04:26 PM, ckruishe
from WIP DEFAULT to Queue Honda Team A.

*** CASE RULE ACTION 7/8/2006 2:04:26 PM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 7/9/2006 2:04:26 PM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE ACCEPT 7/10/2006 5:59:24 AM, ksulliva
from Queue Honda Team A to WIP default.

*** CASE VSC LOOKUP 7/11/2006 10:20:55 AM, ksulliva
VSC-CUC CHECK 07/11/2006 10:20:55 AM ksulliva
No data found for VIN.

*** CASE MODIFY 7/11/2006 10:21:22 AM, ksulliva
into WIP default and Status of Solving.

*** SUBCASE N012006-07-0701287-1 CREATE 7/11/2006 10:21:35 AM, ksulliva
Created in WIP Default with Due Date 7/11/2006 10:21:35 AM.

*** NOTES 7/11/2006 10:25:32 AM, ksulliva, Action Type : Call to Customer
Called customer and there is a recording on his cell phone that states he is not accepting calls at this time and there was no prompt to leave a message.
Will send 10 day letter.

*** NOTES 7/11/2006 10:25:59 AM, ksulliva, Action Type : Letter/Fax
sent 10 day letter from crms

*** COMMIT 7/11/2006 10:26:11 AM, ksulliva, Action Type : N/A

Made to [REDACTED] due 07/11/2006 12:26:11 PM.
call cust/call dlr

*** CASE FULFILL 7/11/2006 10:26:32 AM, ksulliva
Fulfilled for [REDACTED] due 07/11/2006 12:26:11 PM.

Case History

Case ID : N012006-07-0701287

Case Title : [REDACTED]

*** COMMIT 7/11/2006 10:26:39 AM, ksulliva. Action Type : N/A

Made to [REDACTED] ue 07/18/2006 10:26:40 AM.

close case if no response

*** NOTES 7/18/2006 12:17:26 PM, ksulliva. Action Type : Note-Resolution

no response from customer closing case.

*** SUBCASE N012006-07-0701287-1 CLOSE 7/18/2006 12:17:56 PM, ksulliva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/18/2006 12:17:56 PM, ksulliva

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

Case Details

Case ID : N042004-10-0100400 Division : Honda - Auto Condition : Closed Open Date : 10/1/2004 9:36:01 AM
 Case Originator : Angela Garcia (Team MA) Sub Division : Mediation Status : Closed Close Date : 11/29/2004 12:11:56
 Case Owner : Frank Swartwout (Team MA) Method : Mail Queue : Days Open : 59
 Last Closed By : Frank Swartwout (Team MA) Point of Origin : Lawyer Wipbin :
 Case Title : [REDACTED] 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 : INGLEWOOD, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES165X3H [REDACTED]
 Model / Year : CIVIC / 2003
 Model ID / Product Line : ES1653PW / A
 Miles / Hours : 10,075
 In Service Date : 09/25/2003
 Months In Use : 13
 Engine Number : D17A13601167
 Originating Dealer No. / Name : 208253 / RIVERSIDE HONDA
 Selling Dealer No. / Name : 208253 / RIVERSIDE HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 208188 / AIRPORT MARINA HONDA
 Phone No. : 310-649-2440
 Address : 5850 W. CENTINELA AVE.
 City / State / Zip : LOS ANGELES, CA 90045
 Svc District / Sls District : 01F / A01
 Warranty Labor Rate / Date : \$98.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Attorney 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
N042004-10-0100400-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch
N042004-10-0100400-2 / [REDACTED]	Subcase Close	Product	Operation	743	Shift Interlock

Mediation Details

Case ID	N042004-10-0100400	Final Decision :	No Action Required	Descision Updated :	11/29/2004 11:56:35
Process :	Mediation	Customer Position :	Buyback-Repurchase		
Document Ref :	FRANK SWARTWOUT	AHM Position :	No Action Required		
Related Case :	NO PREVIOUS CASE				
Arbitration Method :	Please Specify				
Arbitration Outcome :	Please Specify	Last Updated :	1/25/2005 6:07:04 PM	By :	fswartwo

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Total Amount	\$0.00	\$0.00			

Mediation Activity :

*** Event Type / Status :	Attorney Letter Recd / Completed	Start Date :	9/29/2004 9:44:24	Notes :	RECEIVED A DEMAND LETTER FOR A REPURCHASE
Assigned To :	Mediation (MICHAEL	Due Date :			
Last Updated / By :	11/29/2004 11:57:09 AM /	Actual Date :	11/17/2004 11:57:04		
*** Event Type / Status :	Notify Zone of Open / Completed	Start Date :	10/1/2004 9:44:39	Notes :	
Assigned To :	Mediation (Due Date :			
Last Updated / By :	10/1/2004 9:44:44 AM / agarcia	Actual Date :	10/1/2004 9:44:43		
*** Event Type / Status :	Notify Zone of Close / Completed	Start Date :	11/29/2004 11:57:12	Notes :	E-MAIL TOTEH ZM, ZMPI AND DPSM
Assigned To :	Mediation (FRANK	Due Date :			
Last Updated / By :	11/29/2004 11:57:34 AM /	Actual Date :	11/29/2004 11:57:33		

Case History

Case ID : N042004-10-0100400

Case Title : [REDACTED]

*** CASE CREATE 10/1/2004 9:36:01 AM, agarcia

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

*** NOTES 10/1/2004 9:36:02 AM, agarcia, Action Type :

Received on 09/29/04 an attorney letter dated 09/24/04 from Law offices of Michael A Saunders
Customer Contention: Defected Ignition System, Defective Battery, Defective Electrical System, Unusual Thumping Noises
Resolution Sought: Replacement

*** Attached to the attorney letter: Exhibit List for Customer, ROs from Marina Honda, copy of contract from First City Credit Union 800-944-2200,
and copy of registration w/lienholder
Received techline report from Annie.

*** SUBCASE N042004-10-0100400-1 CREATE 10/1/2004 9:38:31 AM, agarcia

Created in WIP Default with Due Date 10/1/2004 9:38:31 AM.

*** CASE MEDIATION ADD/MODIFY 10/1/2004 9:44:20 AM, agarcia

*** MEDIATION DECISION 10/01/2004 09:44:20 AM agarcia

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: FRANK SWARTWOUT

Rel: NO PREVIOUS CASE

*** CASE MEDIATION EVENT ADD 10/1/2004 9:44:39 AM, agarcia

*** MEDIATION EVENT - ATTORNEY LETTER RECD 10/01/2004 09:44:39 AM agarcia

Status: In Progress

S: 09/29/2004 09:44:24 AM

D: ?/?/? ??:?

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 10/1/2004 9:44:44 AM, agarcia

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 10/01/2004 09:44:44 AM agarcia

Status: Completed

S: 10/01/2004 09:44:39 AM

D: ?/?/? ??:?

A: 10/01/2004 09:44:43 AM

Assgn to: Mediation ()

Notes:


*** COMMIT 10/1/2004 9:44:57 AM, agarcia, Action Type : N/A

Made to [REDACTED] ue 10/04/2004 12:00:00 AM.


REVIEW.. New case opened. Review ROs and techline report

Case History

Case ID : N042004-10-0100400

Case Title : 

*** COMMIT 10/1/2004 9:53:08 AM, agarcia, Action Type :

Made to  due 10/02/2004 09:53:11 AM.

DCS Follow-Up

*** NOTES 10/1/2004 9:54:12 AM, agarcia, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/2/2004

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

Defective Ignition System, Defective Battery, Defective Electrical System, Unusual Thumping Noises

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 fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to 310-783-3029. This information is being requested for investigative purposes to determine our position for resolution.

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.

Angela Garcia

Automobile Customer Service

*** NOTES 10/1/2004 9:54:40 AM, agarcia, Action Type : Note-General

Email sent notifying zone of case being opened. Sent DCS to dealer.

*** SUBCASE N042004-10-0100400-1 ASSIGN 10/1/2004 9:55:19 AM, agarcia

N042004-10-0100400-1 to fswartwo, WIP

*** SUBCASE N042004-10-0100400-1 RULE ACTION 10/1/2004 9:55:21 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 10/1/2004 9:55:42 AM, agarcia

into WIP default and Status of Solving.

*** CASE ASSIGN 10/1/2004 9:55:47 AM, agarcia

N042004-10-0100400 to fswartwo, WIP

*** CASE RULE ACTION 10/1/2004 9:55:49 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE FULFILL 10/15/2004 10:22:56 AM, agarcia

Fulfilled for FELITA HORTON due 10/02/2004 09:53:11 AM.

*** CASE MODIFY COMMITMENT 10/15/2004 10:23:11 AM, agarcia

with  due 10/19/2004 12:00:00 AM.

*** CASE FULFILL 10/26/2004 1:03:05 PM, fswartwo

Fulfilled for  due 10/19/2004 12:00:00 AM.

*** COMMIT 10/26/2004 1:03:08 PM, fswartwo, Action Type : N/A

Case History

Case ID : N042004-10-0100400

Case Title : [REDACTED]

Made to [REDACTED] ue 10/27/2004 01:03:09 PM.

Call dlr for missing RO

*** CASE MODIFY 10/26/2004 1:03:31 PM, fswartwo
into WIP default and Status of Solving.

*** CASE MODIFY 10/27/2004 7:44:43 AM, fswartwo
into WIP default and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 10/27/2004 7:45:43 AM, fswartwo
*** MEDIATION EVENT - ATTORNEY LETTER RECD 10/27/2004 07:45:43 AM fswartwo

Status: In Progress

S: 09/29/2004 09:44:24 AM

D: ?/?/? ?:?:?

A: ?/?/? ?:?:?

Assgn to: Mediation (MICHAEL SAUNDERS, ATTORNEY)

Notes: RECEIVED A DEMAND LETTER FOR A REPURCHASE

*** CASE MEDIATION ADD/MODIFY 10/27/2004 7:45:49 AM, fswartwo

*** MEDIATION DECISION 10/27/2004 07:45:49 AM fswartwo

Proc: Mediation

Dcsn: Please Specify

Cust: Buyback-Repurchase

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: FRANK SWARTWOUT

Rel: NO PREVIOUS CASE

*** CASE MODIFY 10/27/2004 7:47:40 AM, fswartwo
into WIP default and Status of Solving.

*** CASE RULE ACTION 10/29/2004 8:36:01 AM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 11/9/2004 1:49:17 PM, fswartwo, Action Type : Call from Customer

RO History:

1/9/04 10,072 miles 5 days - washer nozzle plugged, replaced. Air leak passenger door, replaced door seal. Water leak in trunk, performed bulletin 03-067. vibration, balanced tires.

2/9/04 12,005 miles 1 day - trunk mat stained from water leak, replaced mat.

3/31/04 16,000 miles 7 days - trunk water leak, sublet to body shop.

4/12/04 17,042 miles 2 days - replaced trunk carpet. Air leak, normal wind turbulence.

4/14/04 17,168 miles 7 days - water leak in trunk, replace carpet and panels and resealed all seams.

4/27/04 17,521 miles 3 days - water leak in trunk, sublet to water doctors.

4/29/04 17,521 miles 1 day - replaced trunk liner, damaged by water.

26 days out of service and 7 ROs

Case History

Case ID : N042004-10-0100400

Case Title : [REDACTED]

4 repairs are for the water leak and the other 3 are to replace interior panels damaged by the water leak.

*** NOTES 11/9/2004 1:51:43 PM, fswartwo, Action Type : Note-General

Ignore the above note- it was entered into the wrong case. It should have been entered into the case for Barbara Burton.

*** CASE MODIFY 11/9/2004 1:51:46 PM, fswartwo

into WIP default and Status of Solving.

*** NOTES 11/11/2004 1:42:39 PM, fswartwo, Action Type : Note-General

RO History:

1/9/04 3,215 miles - oil and filter change.

4/9/04 6,035 miles 1 day - minor service. thumping noise while driving, no abnormal noises heard during test drive.

5/7/04 7,145 miles 5 days - Key will not come out of the ignition, replaced shifter solenoid. Car rental.

7/26/04 8,987 miles - oil and filter change.

8/12/04 9,574 miles 2 days - check charging system, all OK see RO 105532.

9/1/04 10,075 miles 1 days - engine shuts off while driving, could not find a problem. Rental car.

9/2/04 10,075 miles 7 days - key is stuck in the ignition, replaced solenoid. Rental car.

7 ROs, 5 ROs for warranty repairs. 16 days out of service.

*** NOTES 11/11/2004 1:46:19 PM, fswartwo, Action Type : Call to Dealer

Left a voice mail for Les, ser mgr, to fax copeis of all ROs to me.

*** CASE MODIFY 11/11/2004 1:52:05 PM, fswartwo

into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 11/11/2004 1:52:38 PM, fswartwo

with [REDACTED] due 11/12/2004 01:03:09 PM.

*** CASE MODIFY 11/11/2004 1:52:42 PM, fswartwo

into WIP default and Status of Solving.

*** CASE MODIFY 11/11/2004 1:53:13 PM, fswartwo

into WIP default and Status of Solving.

*** NOTES 11/12/2004 2:54:49 PM, akenney, Action Type : Letter/Fax

Received fax from Airport Marina, which includes copies of requested R/O's. Forwarding to Frank.

*** NOTES 11/15/2004 6:24:40 AM, fswartwo, Action Type : Note-General

Reviewed ROs and we are still missing one

*** CASE MODIFY COMMITMENT 11/15/2004 6:25:16 AM, fswartwo

with [REDACTED] due 11/15/2004 01:03:09 PM.

*** CASE MODIFY 11/15/2004 6:25:22 AM, fswartwo

into WIP default and Status of Solving.

*** NOTES 11/15/2004 8:08:34 AM, agarcia, Action Type : Letter/Fax

Received ROs from Airport Marina Honda, forward to Frank.

Case History

Case ID : N042004-10-0100400

Case Title : [REDACTED]

*** NOTES 11/17/2004 9:33:09 AM, fswartwo, Action Type : Note-General

Received additional ROs from the dlr:

10/28/03 1,054 miles - waiter. replaced exterior mirror, customer pay.
11/17/03 1,488 miles - reprogram keys to car, customer pay.
1/9/04 3,215 miles - oil and filter change.
4/9/04 6,035 miles 1 day - minor service. thumping noise while driving, no abnormal noises heard during test drive.
5/7/04 7,145 miles 5 days - Key will not come out of the ignition, replaced shifter solenoid. Car rental.
7/26/04 8,987 miles - oil and filter change.
8/10/04 9,483 miles 1 day - Had to jump start car, alternator and battery passed tests, no problem found.
8/12/04 9,574 miles 2 days - check charging system, all OK see RO 105532.
9/1/04 10,075 miles 1 days - engine shuts off while driving, could not find a problem. Rental car.
9/2/04 10,075 miles 7 days - key is stuck in the ignition, replaced solenoid. Rental car.

10 ROs, 6 ROs for all warranty complaints. 17 days out of service for warranty complaints.

*** NOTES 11/17/2004 9:57:16 AM, fswartwo, Action Type : Letter/Fax

Faxed and Fed Ex'ed to the attorney:

November 17, 2004

[REDACTED]
San Diego, CA [REDACTED]

Re [REDACTED]

Dear Mr [REDACTED]

Please accept my apology for the delay in responding to your letter.

American Honda Motor Co., Inc. thanks you for the opportunity to address our customer's concerns. We have reviewed your client's request regarding her 2003 Honda Civic, vehicle identification number 2HGES165X3H [REDACTED]. It appears that your client has two main complaints, the car has to be jump started and the key will not come out of the ignition. Both complaints have been addressed twice. At this time we do not feel that we have had sufficient opportunity to repair her complaints. If her complaints are continuing, we request an additional opportunity to repair them. Based on the current information we have available, we are not able to grant your client's request to repurchase her car.

We regret any inconvenience your client may have experienced. If you have any information not already included, please submit it to my attention for additional consideration.

Alternatively, your client may contact the BBB Auto Line Program by calling 1-800-955-5100 or writing to BBB Auto Line, Council of Better Business Bureaus, 4200 Wilson Blvd., Suite 800, Arlington, VA 22203-1804. This information is clearly set forth in the Warranty Manual that comes with every new vehicle.

Case History

Case ID : N042004-10-0100400

Case Title : [REDACTED]

Sincerely,

Frank Swartwout
Automobile Customer Service

*** CASE FULFILL 11/17/2004 10:00:31 AM, fswartwo

Fulfilled for [REDACTED] due 11/15/2004 01:03:09 PM.

*** COMMIT 11/17/2004 10:00:42 AM, fswartwo, Action Type : N/A

Made to FELITA HORTON due 11/24/2004 10:00:43 AM.

Close if no reply from the attorney.

*** CASE MODIFY 11/17/2004 10:01:09 AM, fswartwo

into WIP default and Status of Solving.

*** CASE MEDIATION ADD/MODIFY 11/29/2004 11:56:35 AM, fswartwo

*** MEDIATION DECISION 11/29/2004 11:56:35 AM fswartwo

Proc: Mediation

Decsn: No Action Required

Cust: Buyback-Repurchase

AHM: No Action Required Rsn: Lemon Law - Not Met

Arb Mthd: Please Specify Outcome: Please Specify

Rel: [REDACTED]

Rel: NO

*** CASE MEDIATION EVENT UPDATE 11/29/2004 11:57:09 AM, fswartwo

*** MEDIATION EVENT - ATTORNEY LETTER RECD 11/29/2004 11:57:09 AM fswartwo

Status: Completed

S: 09/29/2004 09:44:24 AM

D: ???/??/??

A: 11/17/2004 11:57:04 AM

Assgn to: Mediation (MICHAEL SAUNDERS, ATTORNEY)

Notes: RECEIVED A DEMAND LETTER FOR A RE

*** CASE MEDIATION EVENT ADD 11/29/2004 11:57:34 AM, fswartwo

*** MEDIATION EVENT - NOTIFY ZONE OF CLOSE 11/29/2004 11:57:34 AM fswartwo

Status: Completed

S: 11/29/2004 11:57:12 AM

D: ???/??/??

A: 11/29/2004 11:57:33 AM

Assgn to: Mediation (FRANK SWARTWOUT)

Notes: E-MAIL TOTEH ZM, ZMPI AND DPSM

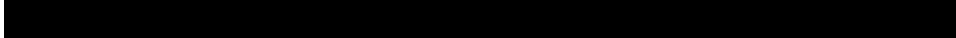
*** CASE MODIFY 11/29/2004 12:02:23 PM, fswartwo

into WIP default and Status of Solving.

*** SUBCASE N042004-10-0100400-1 CLOSE 11/29/2004 12:06:44 PM, fswartwo

Case History

Case ID : N042004-10-0100400

Case Title : 

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N042004-10-0100400-2 CREATE 11/29/2004 12:06:56 PM, fswartwo

Created in WIP Default with Due Date 11/29/2004 12:06:56 PM.

*** SUBCASE N042004-10-0100400-2 CLOSE 11/29/2004 12:11:42 PM, fswartwo

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/29/2004 12:11:56 PM, fswartwo

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

Case Details

Case ID : N012005-02-0301349 Division : Honda - Auto Condition : Closed Open Date : 2/3/2005 3:38:18 PM
 Case Originator : Kysha Sullivan (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 2/15/2005 10:48:15 AM
 Case Owner : Ron Robbins (Team HF) Method : Phone Queue : Days Open : 12
 Last Closed By : Ron Robbins (Team HF) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : LAWNSDALE, NC [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGEM22964L [REDACTED]
 Model / Year : CIVIC / 2004
 Model ID / Product Line : EM2294MW / A
 Miles / Hours : 5,000
 In Service Date : 10/08/2004
 Months In Use : 4
 Engine Number : D17A24404037
 Originating Dealer No. / Name : 207504 / ROSENTHAL LANDMARK HONDA
 Selling Dealer No. / Name : 207155 / JOE WATERS HONDA
 Trim : EX
 No. Of Doors : 2
 Transmission Code : 4AT
 Exterior Color : RE
 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 : 207155 / JOE WATERS HONDA
 Phone No. : 828-286-2614
 Address : 284 DANIEL ROAD
 City / State / Zip : FOREST CITY, NC 28043
 Svc District / Sls District : 06J / E06
 Warranty Labor Rate / Date : \$60.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012005-02-0301349-[REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012005-02-0301349-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Robbins	Type 1 : Product	Status : Subcase Close	Open Date : 2/4/2005 10:06:34 AM
Issue Owner : Ron Robbins	Type 2 : Operation	Queue :	Close Date : 2/15/2005 10:48:12 AM
Issue Title :			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Repaired/Warranty
 Component Category : 11 - Electrical 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 : N012005-02-0301349

Case Title : [REDACTED]

*** CASE CREATE 2/3/2005 3:38:18 PM, ksulliva

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

*** CASE MODIFY 2/3/2005 3:40:25 PM, ksulliva

into WIP default and Status of Solving.

*** NOTES 2/3/2005 3:50:22 PM, ksulliva, Action Type : Call from Customer

Customer is calling our office because her key is getting stuck in the ignition. Customer stated that she took vehicle to Joe Waters Honda and they replaced the gear shift on the vehicle. Customer stated the key is still getting stuck. Customer would like her vehicle fixed because key is getting stuck in the "on" position which is running the battery down. ACS advised that case will be forwarded to cm and she will receive a call, customer understood.

*** CASE MODIFY 2/3/2005 3:50:28 PM, ksulliva

into WIP default and Status of Solving.

*** CASE DISPATCH 2/3/2005 3:50:39 PM, ksulliva

from WIP default to Queue Honda Team G.

*** CASE ASSIGN 2/4/2005 6:17:18 AM, codulio

N012005-02-0301349 to rrobbins, WIP

*** CASE RULE ACTION 2/4/2005 6:17:20 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012005-02-0301349-1 CREATE 2/4/2005 10:06:34 AM, rrobbins

Created in WIP Default with Due Date 2/4/2005 10:06:34 AM.

*** NOTES 2/4/2005 10:07:59 AM, rrobbins, Action Type : Dealer Communication

ATTN: HUBERT, SERVICE MANAGER

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

Customer is calling our office because her key is getting stuck in the ignition. Customer stated that she took vehicle to Joe Waters Honda and they replaced the gear shift on the vehicle. Customer stated the key is still getting stuck. Customer would like her vehicle fixed because key is getting stuck in the "on" position which is running the battery down. ACS advised that case will be forwarded to cm and she will receive a call, customer understood.

Thank you for your attention to this matter.

Ron Robbins

Automobile Customer Service

*** CASE MODIFY 2/4/2005 10:08:09 AM, rrobbins

into WIP Default and Status of Solving.

*** NOTES 2/4/2005 10:08:21 AM, rrobbins, Action Type : Call to Customer

calling cust to adv that case is in review

*** CASE MODIFY 2/4/2005 10:08:24 AM, rrobbins

into WIP Default and Status of Solving.

*** COMMIT 2/4/2005 10:08:27 AM, rrobbins, Action Type : N/A

Case History

Case ID : N012005-02-0301349

Case Title : 

Hubert, SM - ignition concern

*** CASE MODIFY 2/4/2005 10:08:44 AM, robbins
into WIP Default and Status of Solving.

*** NOTES 2/15/2005 10:47:26 AM, robbins, Action Type : Call to Dealer

Hubert adv that he had customer come back in and with a little more adjustment he got her concern resolved.
I thanked him for info.

*** CASE MODIFY 2/15/2005 10:47:30 AM, robbins
into WIP Dist 6J and Status of Solving.

*** NOTES 2/15/2005 10:48:00 AM, robbins, Action Type : Call to Customer

Adv cust that I was aware that dlr resolved her repair concern.
Welcomed call with any further concerns.

*** CASE MODIFY 2/15/2005 10:48:02 AM, robbins
into WIP Dist 6J and Status of Solving.

*** SUBCASE N012005-02-0301349-1 CLOSE 2/15/2005 10:48:12 AM, robbins

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/15/2005 10:48:15 AM, robbins

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

Case Details

Case ID : N012004-06-0301363	Division : Honda - Auto	Condition : Closed	Open Date : 6/3/2004 3:32:12 PM
Case Originator : Sean Danley (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/3/2004 3:34:34 PM
Case Owner : Sean Danley (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Sean Danley (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	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 : GLOUCESTER POINT, VA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGEM22544L [REDACTED]
 Model / Year : CIVIC / 2004
 Model ID / Product Line : EM2254PW / A
 Miles / Hours : 7,000
 In Service Date : 03/22/2004
 Months In Use : 3
 Engine Number : D17A14412398
 Originating Dealer No. / Name : 207566 / WILLIAMSBURG HONDA
 Selling Dealer No. / Name : 207566 / WILLIAMSBURG HONDA
 Trim : LX
 No. Of Doors : 2
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 207780 / HALL STATE LINE HONDA
 Phone No. : 252-435-6328
 Address : 134 CARATOKE HWY.
 City / State / Zip : MOYOCK, NC 27958
 Svc District / Sls District : 06H / G06
 Warranty Labor Rate / Date : \$99.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-06-0301363-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Case History

Case ID : N012004-06-0301363

Case Title : 

*** CASE CREATE 6/3/2004 3:32:12 PM, sdanley

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

*** NOTES 6/3/2004 3:32:12 PM, sdanley, Action Type :

The customer called to state that the key will not come out of his ignition. State Line Honda tried to repair the issue, but he can only get the key out sometimes now.

I advised that he should return the vehicle back to the dealer to have the issue corrected.

*** CASE CAMPAIGN LOOKUP 6/3/2004 3:32:14 PM, sdanley

CAMPAIGN CHECK 06/03/2004 03:32:14 PM sdanley

No data found for VIN

*** SUBCASE N012004-06-0301363-1 CREATE 6/3/2004 3:32:55 PM, sdanley

Created in WIP Default with Due Date 6/3/2004 3:32:55 PM.

*** CASE MODIFY 6/3/2004 3:33:33 PM, sdanley

into WIP default and Status of Solving.

*** CASE MODIFY 6/3/2004 3:34:12 PM, sdanley

into WIP default and Status of Solving.

*** NOTES 6/3/2004 3:34:28 PM, sdanley, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer called to state that the key will not come out of his ignition. State Line Honda tried to repair the issue, but he can only get the key out sometimes now.

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

Thank you for your attention to this matter.

Sean Danley

Automobile Customer Service

*** SUBCASE N012004-06-0301363-1 CLOSE 6/3/2004 3:34:33 PM, sdanley

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/3/2004 3:34:34 PM, sdanley

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

Case Details

Case ID : N012003-12-2600023 Division : Honda - Auto Condition : Closed Open Date : 12/26/2003 7:15:09 AM
 Case Originator : Dax Amary (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 1/30/2004 10:49:09 AM
 Case Owner : Corey Kruisheer (Team MA) Method : Phone Queue : Days Open : 35
 Last Closed By : Corey Kruisheer (Team MA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : WESTLAND, MI [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGES16434L [REDACTED]
 Model / Year : CIVIC / 2004
 Model ID / Product Line : ES1644BW / A
 Miles / Hours : 1,000
 In Service Date : 11/29/2003
 Months In Use : 1
 Engine Number : D17A14440116
 Originating Dealer No. / Name : 206809 / ART MOEHN HONDA
 Selling Dealer No. / Name : 206809 / ART MOEHN HONDA
 Trim : VP SSRS
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-12-2600023-1	Subcase Close	Product	Operation	725	Ignition Switch
N012003-12-2600023-2	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012003-12-2600023-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Dax Amary	Type 1 : Product	Status : Subcase Close	Open Date : 12/26/2003 7:28:00 AM
Issue Owner : Dax Amary	Type 2 : Operation	Queue :	Close Date : 12/26/2003 7:28:42 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Referred to Dealer
 Component Category : 11 - Electrical 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 : N012003-12-2600023-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Corey Kruisheer	Type 1 : Product	Status : Subcase Close	Open Date : 1/19/2004 3:05:05 PM
Issue Owner : Corey Kruisheer	Type 2 : Operation	Queue :	Close Date : 1/30/2004 10:49:06 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc Other 510X
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Offered Incentive
 Component Category : 01 - Steering 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 : N012003-12-2600023

Case Title : [REDACTED]

CLAIM HISTORY CHECK 01/26/2004 08:31:53 AM ckruishe

No data found for VIN.

*** COMMIT 1/26/2004 8:53:54 AM, ckruishe, Action Type : N/A

try customer again

*** NOTES 1/26/2004 8:55:17 AM, ckruishe, Action Type : Call to Customer

LM for [REDACTED] on his cell phone

*** CASE FULFILL 1/26/2004 8:55:22 AM, ckruishe

Fulfilled for JEREMY/AMY WILSON due 01/21/2004 12:00:00 AM.

*** NOTES 1/28/2004 3:16:59 PM, ckruishe, Action Type : Call to Customer

LM for the customer returning his call back from yesterday.

*** COMMIT 1/28/2004 3:17:06 PM, ckruishe, Action Type : N/A

f/u to see what customer wants and close

*** CASE FULFILL 1/28/2004 3:17:23 PM, ckruishe

Fulfilled for [REDACTED] due 01/28/2004 12:00:00 AM.

*** CASE FULFILL 1/29/2004 3:54:19 PM, ckruishe

Fulfilled for JEREMY/AMY WILSON due 01/29/2004 12:00:00 AM.

*** CASE CAMPAIGN LOOKUP 1/29/2004 3:55:18 PM, ckruishe

CAMPAIGN CHECK 01/29/2004 03:55:18 PM ckruishe

No data found For VIN

*** NOTES 1/29/2004 4:09:59 PM, ckruishe, Action Type : Call to Customer

Spoke with Mr. [REDACTED] Customer said that he is over all disappointed with the Honda car. He expected more from his first Honda. Customer took the car to a dealership three times in the first month of ownership. Customer is not sure what Honda can do to make up the loss of the Joy of Buying. (Customer's car is working properly at this time).

I apologized for the issues that he has encountered. I asked the customer if there is anything that he would like to add to his Honda. Customer said he would like a spoiler. Told the customer I would give him credit for a new spoiler. Advised he could have the work done at any dealer within the next 12 months.

Customer seemed pleased with the offer and thanked me. Confirmed mailing address.

*** COMMIT 1/29/2004 4:10:05 PM, ckruishe, Action Type : N/A

mail letter

*** CASE CLAIMS LOOKUP 1/30/2004 10:07:46 AM, ckruishe

CLAIM HISTORY CHECK 01/30/2004 10:07:46 AM ckruishe

No data found for VIN.

*** NOTES 1/30/2004 10:48:45 AM, ckruishe, Action Type : Note-General

Mailed following letter to the customer:

January 30, 2004

Mr. [REDACTED]

Case History

Case ID : N012003-12-2600023

Case Title : [REDACTED]

[REDACTED]
Westland, MI [REDACTED]

Dear Mr. [REDACTED]

We regret to learn of the problems that you encountered with your 2004 Honda Civic, VIN 1HGES16434L005845. Although we cannot change the aggravation and inconvenience you have encountered, we are extremely concerned with your satisfaction.

During our conversations, you indicated that you would like to add accessories to your Accord. In the interest of goodwill and customer satisfaction, American Honda would like to extend a credit for a genuine Honda accessory spoiler. This accessory must be purchased from, and installed by, an authorized Honda dealership. This offer is non-transferable and must be exercised within 12 months from the date of this letter (expires January 30, 2005).

Please understand that this offer is unusual and may not be automatically understood by a dealer service manager. A copy of this letter should be presented to the dealer as evidence of our agreement.

Thank you for bringing your concerns to our attention. We apologize for any dissatisfaction your experiences with your Accord have caused you. We are hopeful that you can take advantage of our offer and that we will retain you as a Honda owner. Please contact our office at (800) 999-1009 if you have any questions regarding our product line or the offer presented in this letter.

Sincerely,
American Honda Motor Co., Inc.

Corey Kruisheer
Automobile Customer Service
N012003-12-2600023

*** SUBCASE N012003-12-2600023-2 CLOSE 1/30/2004 10:49:06 AM, ckruishe

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/30/2004 10:49:07 AM, ckruishe

into WIP 4G and Status of Solving.

*** CASE CLOSE 1/30/2004 10:49:09 AM, ckruishe

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

Case Details

Case ID : N032005-10-0500252	Division : Honda - Auto	Condition : Closed	Open Date : 10/5/2005 8:29:06 AM
Case Originator : Maria Olivas (Team CE)	Sub Division : Satellite Center	Status : Closed	Close Date : 10/7/2005 10:34:34 AM
Case Owner : Julie Kim (Team HF)	Method : Phone	Queue :	Days Open : 2
Last Closed By : Julie Kim (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title :	[REDACTED]		

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 : CHARLOTTE, NC [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGEST6394L [REDACTED]
 Model / Year : CIVIC / 2004
 Model ID / Product Line : ES1634W / A
 Miles / Hours : 26,000
 In Service Date : 07/12/2004
 Months In Use : 15
 Engine Number : D17A14444173
 Originating Dealer No. / Name : 207907 / COLLEGE PARK HONDA
 Selling Dealer No. / Name : 207400 / BROWNS ARLINGTON HONDA/AMA
 Trim : VP
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : GN
 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 : 208326 / CROWN HONDA
 Phone No. : 704-887-5800
 Address : 7001 E INDEPENDENCE BL
 City / State / Zip : CHARLOTTE, NC 28227
 Svc District / Sls District : 06K / E06
 Warranty Labor Rate / Date : \$89.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207400	BROWNS ARLINGTON HON		

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
N032005-10-0500252-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032005-10-0500252-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Kim	Type 1 : Product	Status : Subcase Close	Open Date : 10/6/2005 6:19:27 AM
Issue Owner : Julie Kim	Type 2 : Operation	Queue :	Close Date : 10/7/2005 10:34:31 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Assist - AHM 100%
Component Category : 11 - Electrical 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 : N032005-10-0500252

Case Title : [REDACTED]

*** CASE CREATE 10/5/2005 8:29:06 AM, molivas

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

*** CASE CAMPAIGN LOOKUP 10/5/2005 8:29:09 AM, molivas

CAMPAIGN CHECK 10/05/2005 08:29:09 AM molivas

No data found for VIN

*** CASE EXTENDED WARRANTY LOOKUP 10/5/2005 8:29:12 AM, molivas

WARRANTY CHECK 10/05/2005 08:29:12 AM molivas

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/5/2005 8:29:15 AM, molivas

CLAIM HISTORY CHECK 10/05/2005 08:29:15 AM molivas

No data found for VIN.

*** CASE VSC LOOKUP 10/5/2005 8:29:18 AM, molivas

VSC-CUC CHECK 10/05/2005 08:29:18 AM molivas

No data found for VIN.

*** CASE MODIFY 10/5/2005 8:29:57 AM, molivas

into WIP default and Status of Solving.

*** CASE MODIFY 10/5/2005 8:48:31 AM, molivas

into WIP default and Status of Solving.

*** CASE MODIFY 10/5/2005 8:48:36 AM, molivas

into WIP default and Status of Solving.

*** CASE MODIFY 10/5/2005 8:49:01 AM, molivas

into WIP default and Status of Solving.

*** NOTES 10/5/2005 8:53:33 AM, molivas, Action Type : Call from Customer

Customer states she took her vehicle to CROWN HONDA because her steering wheel was locked and would not unlock with the key. Frank S/A advised the customer that they needed to replace the ignition switch unit and she would need to purchase a new set of keys, Frank advised the customer that she would have two sets of keys one that starts the engine and the other that opens the doors. Customer states she called BROWNS ARLINGTON HONDA/AMALGAMATED LEASING and spoke to Hugo S/A she informed him of her situation and he advised her that all the dealer would need to do is re-code the keys. Customer states she called Frank back at CROWN HONDA and informed him on what Hugo advised her. Frank informed the customer that AHM would not allow him to re-code the keys. Customer states she does not want to pay the \$100.00 dollars for another set of keys if all the dealer would need to do is re-code the keys. I advised the customer that I have documented his concern. I advised the customer that I would forward her case to a CM for review. I advised the customer that AHM would be a liaison between her and the dealership. I provided the customer her case number for reference. Customer states her vehicle is still at the dealer. Customer needed no further assistance and ended the call.

*** CASE ASSIGN 10/5/2005 8:53:49 AM, molivas

N032005-10-0500252 to wnazaret, WIP

*** CASE RULE ACTION 10/5/2005 8:53:50 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE DISPATCH 10/5/2005 9:05:37 AM, wnazaret

from WIP default to Queue Honda Team A.

Case History

Case ID : N032005-10-0500252

Case Title : [REDACTED]

*** CASE ACCEPT 10/6/2005 6:04:04 AM, mkim
from Queue Honda Team A to WIP DEFAULT.

*** SUBCASE N032005-10-0500252-1 CREATE 10/6/2005 6:19:27 AM, mkim
Created in WIP Default with Due Date 10/6/2005 6:19:27 AM.

*** COMMIT 10/6/2005 6:19:31 AM, mkim, Action Type : N/A
call cust/call SM

*** CASE MODIFY 10/6/2005 6:19:46 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 10/6/2005 9:50:03 AM, mkim
into WIP Crown #208326 and Status of Solving.

*** CASE MODIFY 10/6/2005 9:50:08 AM, mkim
into WIP Crown #208326 and Status of Solving.

*** NOTES 10/6/2005 10:00:43 AM, mkim, Action Type : Call to Dealer

I called Crown Honda and spoke to SM-Larry, who informed me that customer needed the key re-coded. However, he informed me that there is no operational code for this and therefore, its not covered under warranty. However, after speaking with DPSM-Kevin, they re-coded the key at no charge to the customer.

*** CASE MODIFY 10/6/2005 10:05:33 AM, mkim
into WIP Crown #208326 and Status of Solving.

*** CASE MODIFY 10/6/2005 10:05:51 AM, mkim
into WIP Crown #208326 and Status of Solving.

*** CASE MODIFY 10/6/2005 10:06:07 AM, mkim
into WIP Crown #208326 and Status of Solving.

*** CASE FULFILL 10/7/2005 10:34:11 AM, mkim
Fulfilled for [REDACTED] due 10/07/2005 05:00:00 PM.

*** NOTES 10/7/2005 10:34:16 AM, mkim, Action Type : Call to Customer

I called the customer and introduced myself as the CM.
The customer stated that key has been reprogrammed and she thanked me for following up with her.
I informed the customer that I will document and close the case.
The customer was satisfied and no further assistance was needed at this time.

*** CASE MODIFY 10/7/2005 10:34:19 AM, mkim
into WIP Crown #208326 and Status of Solving.

*** SUBCASE N032005-10-0500252-1 CLOSE 10/7/2005 10:34:31 AM, mkim
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/7/2005 10:34:32 AM, mkim
into WIP Crown #208326 and Status of Solving.

*** CASE CLOSE 10/7/2005 10:34:34 AM, mkim
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012008-06-1400086	Division : Honda - Auto	Condition : Closed	Open Date : 6/14/2008 10:04:55 AM
Case Originator : Yolanda Jones (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/14/2008 12:47:57 PM
Case Owner : Yolanda Jones (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Yolanda Jones (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]		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 : MAPLEWOOD, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGEM22544L [REDACTED]
 Model / Year : CIVIC / 2004
 Model ID / Product Line : EM2254PW / A
 Miles / Hours : 52,268
 In Service Date : 07/08/2004
 Months In Use : 47
 Engine Number : D17A14564222
 Originating Dealer No. / Name : 208140 / HUDSON HONDA
 Selling Dealer No. / Name : 208140 / HUDSON HONDA
 Trim : LX
 No. Of Doors : 2
 Transmission Code : 4AT
 Exterior Color : RE
 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 : 206774 / PLANET HONDA
 Phone No. : 908-964-1600
 Address : 2285 ROUTE 22 WEST
 City / State / Zip : UNION, NJ 07083
 Svc District / Sls District : 05C / B05
 Warranty Labor Rate / Date : \$99.50 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207871	ROUTE 22 HONDA		

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
N012008-06-1400086-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012008-06-1400086-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Yolanda Jones	Type 1 : Product	Status : Subcase Close	Open Date : 6/14/2008 12:47:44 PM
Issue Owner : Yolanda Jones	Type 2 : Operation	Queue :	Close Date : 6/14/2008 12:47:54 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information, Referred to Dealer
Component Category : NR - No Category Found
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case Details

Case ID : N012004-02-0600773	Division : Honda - Auto	Condition : Closed	Open Date : 2/6/2004 12:25:43 PM
Case Originator : Ron Rubinoff (Team HC)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/19/2004 12:30:07 PM
Case Owner : Holly Muhammad (Team HE)	Method : Phone	Queue :	Days Open : 13
Last Closed By : Holly Muhammad (Team HE)	Point of Origin : Customer	Wipbin :	
Case Title :	[REDACTED]		

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 : HILLSIDE, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES16534H [REDACTED]
 Model / Year : CIVIC / 2004
 Model ID / Product Line : ES1654PW / A
 Miles / Hours : 3,000
 In Service Date : 10/28/2003
 Months In Use : 4
 Engine Number : D17A14404944
 Originating Dealer No. / Name : 206774 / PLANET HONDA
 Selling Dealer No. / Name : 206774 / PLANET HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : YR
 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 : 206774 / PLANET HONDA
 Phone No. : 908-964-1600
 Address : 2285 ROUTE 22 WEST
 City / State / Zip : UNION, NJ 07083
 Svc District / Sls District : 05C / B05
 Warranty Labor Rate / Date : \$99.50 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-02-0600773-1 / [REDACTED]	Subcase Close	Service - Dealer	Timeliness of Repair	725	Ignition Switch

Issue Details

Issue ID : N012004-02-0600773-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Holly Muhammad	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 2/6/2004 1:30:53 PM
Issue Owner : Holly Muhammad	Type 2 : Timeliness of Repair	Queue :	Close Date : 2/19/2004 12:29:57 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist - Rental
Component Category : 11 - Electrical 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 : N012004-02-0600773

Case Title : [REDACTED]

*** CASE CREATE 2/6/2004 12:25:43 PM, rrubinof

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

*** NOTES 2/6/2004 12:25:44 PM, rrubinof, Action Type :

Customer stated he just purchased this vehicle. The customer stated that yesterday the key would not come out of the ignition and the shifter became stuck. The customer stated that they contacted Planet Honda and they took the vehicle and are currently working on the vehicle under warranty. The customer is seeking a rental car because he stated that this is not his fault. The customer stated the car is now down and if it is ready today he does not have a problem but if it goes into Monday or Tuesday he expects a free rental car from ACS. Advised that rentals do not come with the limited factory warranty however can be offered on a case by case basis. Advised that a RCM will review the request and get back to him in 24-48 business hours.

*** CASE MODIFY 2/6/2004 12:26:05 PM, rrubinof

into WIP default and Status of Solving.

*** CASE DISPATCH 2/6/2004 12:26:23 PM, rrubinof

from WIP default to Queue Team D.

*** CASE YANKED 2/6/2004 1:28:42 PM, hmuhamma

Yanked by hmuhamma into WIPbin DEFAULT.

*** SUBCASE N012004-02-0600773-1 CREATE 2/6/2004 1:30:53 PM, hmuhamma

Created in WIP Default with Due Date 2/6/2004 1:30:53 PM.

*** COMMIT 2/6/2004 1:30:56 PM, hmuhamma, Action Type :

Made to [REDACTED] due 02/09/2004 01:30:59 PM.

DCS Follow-Up

*** SUBCASE N012004-02-0600773-1 NOTES 2/6/2004 1:31:47 PM, hmuhamma, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 2/9/2004 1

This customer contacted our office regarding the following issue(s): **NOTES LOG 02/06/2004 12:25:44 PM rrubinof

Customer stated he just purchased this vehicle. The customer stated that yesterday the key would not come out of the ignition and the shifter became stuck. The customer stated that they contacted Planet Honda and they took the vehicle and are currently working on the vehicle under warranty. The customer is seeking a rental car because he stated that this is not his fault. The customer stated the car is now down and if it is ready today he does not have a problem but if it goes into Monday or Tuesday he expects a free rental car from ACS.

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 PERTAINING TO THE CUSTOMER'S CONTENTION, AND THE STATUS OF HIS VEHICLE.

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.

Holly Muhammad

Automobile Customer Service

800-999-1009 Ext. 118040

*** CASE MODIFY 2/6/2004 1:31:54 PM, hmuhamma

into WIP DEFAULT and Status of Solving.

*** SUBCASE N012004-02-0600773-1 NOTES 2/6/2004 1:38:12 PM, hmuhamma, Action Type : Call to Dealer

Case History

Case ID : N012004-02-0600773

Case Title : [REDACTED]

SM, Steve, stated that the key is stuck in the ignition, and will not come out of park. SM stated that the customer came to the dealer on 2/6/04, at 3745 miles RO 58620. SM stated that they are going to try to pull the vehicle into the shop tonight. I provided the SM with my authorization code to provide the customer with a rental. SM stated that they are generally charged \$32.00 per day; however, they get weekend specials at times. SM stated that he will not the tech-line reference number, if it is necessary to contact them, and provide me with the number. SM stated that he will provide me with the rental totals once the repair has been completed.

*** CASE MODIFY 2/6/2004 1:38:28 PM, hmuhamma
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 2/6/2004 1:38:48 PM, hmuhamma
into WIP DEFAULT and Status of Solving.

*** SUBCASE N012004-02-0600773-1 NOTES 2/6/2004 1:55:58 PM, hmuhamma, Action Type : Call to Customer

I introduced myself to the customer as her RCM. I provided the customer with the SM's response to provide a rental. Customer thanked me for the follow-up call, and stated that she will pass the information to her husband. I explained to the customer that their dealer point of contact is Steve. Customer thanked me, and declined further assistance from ACS. I explained to the customer that I will keep her case open until the repairs have been completed. I provided the customer with my toll-free number, and direct extension.

*** CASE FULFILL 2/6/2004 1:56:09 PM, hmuhamma
Fulfilled for [REDACTED] 02/09/2004 01:30:59 PM.

*** COMMIT 2/6/2004 1:56:15 PM, hmuhamma, Action Type : N/A

DOC REPAIR/RENTAL TOTAL

*** CASE MODIFY 2/6/2004 1:56:42 PM, hmuhamma
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 2/6/2004 1:56:43 PM, hmuhamma
into WIP DEFAULT and Status of Solving.

*** SUBCASE N012004-02-0600773-1 NOTES 2/19/2004 12:07:49 PM, hmuhamma, Action Type : Call to Dealer
SA, Steve, stated that the customer's repairs have been completed.

SA provided me with the following information: RO 58628 3745 miles, and the rental total was \$125.00

*** CASE MODIFY 2/19/2004 12:08:02 PM, hmuhamma
into WIP DISTRICT C and Status of Solving.

*** CASE MODIFY 2/19/2004 12:12:13 PM, hmuhamma
into WIP DISTRICT C and Status of Solving.

*** SUBCASE N012004-02-0600773-1 NOTES 2/19/2004 12:29:42 PM, hmuhamma, Action Type : Note-Resolution
Customer's vehicle has been repaired. Customer declined further assistance from ACS. No further action is necessary. Closing case.

*** CASE MODIFY 2/19/2004 12:29:48 PM, hmuhamma
into WIP DISTRICT C and Status of Solving.

*** SUBCASE N012004-02-0600773-1 CLOSE 2/19/2004 12:29:57 PM, hmuhamma
Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 2/19/2004 12:30:00 PM, hmuhamma
Fulfilled for [REDACTED] due 02/13/2004 12:00:00 AM.

Case History

Case ID : N012004-02-0600773

Case Title : [REDACTED]

*** CASE MODIFY 2/19/2004 12:30:05 PM, hmuhamma
into WIP DISTRICT C and Status of Solving.

*** CASE CLOSE 2/19/2004 12:30:07 PM, hmuhamma
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012008-04-2201365 Division : Honda - Auto Condition : Closed Open Date : 4/22/2008 1:26:41 PM
 Case Originator : Steven Felix (Team CC) Sub Division : Customer Relations Status : Closed Close Date : 4/22/2008 1:33:13 PM
 Case Owner : Steven Felix (Team CC) Method : Phone Queue : Days Open : 0
 Last Closed By : Steven Felix (Team CC) Point of Origin : Customer Wipbin :
 Case Title : ANDROSIGLIO, CHET - IGNITION SWITCH 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 : AVENEL, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES26704H [REDACTED]
 Model / Year : CIVIC / 2004
 Model ID / Product Line : ES2674MW / A
 Miles / Hours : 43,000
 In Service Date : 02/09/2004
 Months In Use : 50
 Engine Number : D17A24408260
 Originating Dealer No. / Name : 207553 / DCH ACADEMY HONDA
 Selling Dealer No. / Name : 207553 / DCH ACADEMY HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : YR
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012008-04-2201365-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch
N012008-04-2201365-2 / [REDACTED]	Subcase Close	Warranty - Extended	VSC		

Issue Details

Issue ID : N012008-04-2201365-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Steven Felix	Type 1 : Product	Status : Subcase Close	Open Date : 4/22/2008 1:32:31 PM
Issue Owner : Steven Felix	Type 2 : Operation	Queue :	Close Date : 4/22/2008 1:33:13 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information, Referred to Dealer
 Component Category : 11 - Electrical 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 : N012008-04-2201365-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Steven Felix	Type 1 : Warranty - Extended	Status : Subcase Close	Open Date : 4/22/2008 1:32:57 PM
Issue Owner : Steven Felix	Type 2 : VSC	Queue :	Close Date : 4/22/2008 1:33:13 PM
Issue Title : [REDACTED]			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-04-2201365

Case Title : [REDACTED]

*** NOTES 4/22/2008 1:26:41 PM, sfelix, Action Type :

Verified customer information 732-713-2474

*** CASE CREATE 4/22/2008 1:26:41 PM, sfelix

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

*** CASE MODIFY 4/22/2008 1:26:48 PM, sfelix

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 4/22/2008 1:27:13 PM, sfelix

VSC CHECK 04/22/2008 01:27:13 PM sfelix

The following VSC information was found

[REDACTED]V001883092;A70;(NEW) PREMIUM 7YR 100K \$50 DED;ACTIVE;;2004-02-09;2011-02-08;100000;10;207553;
50.00

*** CASE CUC LOOKUP 4/22/2008 1:27:13 PM, sfelix

CUC CHECK 04/22/2008 01:27:13 PM sfelix

The following CUC information was found

;;;0;0;0;,,,,,;0;;

*** CASE EXTENDED WARRANTY LOOKUP 4/22/2008 1:27:15 PM, sfelix

WARRANTY CHECK 04/22/2008 01:27:15 PM sfelix

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/22/2008 1:27:18 PM, sfelix

CLAIM HISTORY CHECK 04/22/2008 01:27:18 PM sfelix

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/22/2008 1:27:21 PM, sfelix

CAMPAIGN CHECK 04/22/2008 01:27:21 PM sfelix

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE MODIFY 4/22/2008 1:27:23 PM, sfelix

into WIP default and Status of Solving.

*** NOTES 4/22/2008 1:32:11 PM, sfelix, Action Type : Call from Customer

The customer is calling because the key will not come out of the ignition. He states that the vehicle does shut off but he can't remove the key.

I informed the customer that per the manual he can check to make sure the key is in the locked position. Then he would have to make sure that the transmission is in park and if the wheels are turned at an angle that might also restrict the key being moved out of the ignition.

The customer already checked these issues. I advised the customer to contact his local dealer for further information. He states that he purchased a VSC and wants to know if that is still in effect. I informed the customer that the VSC is a 7 year or 100k miles warranty. The customer thanked me for my assistance and the call ended.

*** SUBCASE N012008-04-2201365-1 CREATE 4/22/2008 1:32:31 PM, sfelix

Created in WIP Default with Due Date 4/22/2008 1:32:31 PM.

Case History

Case ID : N012008-04-2201365

Case Title : [REDACTED] IGNITION SWITCH

*** CASE MODIFY 4/22/2008 1:32:37 PM, sfelix
into WIP default and Status of Solving.

*** CASE MODIFY 4/22/2008 1:32:40 PM, sfelix
into WIP default and Status of Solving.

*** SUBCASE N012008-04-2201365-2 CREATE 4/22/2008 1:32:57 PM, sfelix
Created in WIP Default with Due Date 4/22/2008 1:32:57 PM.

*** CASE MODIFY 4/22/2008 1:33:02 PM, sfelix
into WIP default and Status of Solving.

*** CASE MODIFY 4/22/2008 1:33:04 PM, sfelix
into WIP default and Status of Solving.

*** CASE MODIFY 4/22/2008 1:33:05 PM, sfelix
into WIP default and Status of Solving.

*** SUBCASE N012008-04-2201365-1 CLOSE 4/22/2008 1:33:13 PM, sfelix
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012008-04-2201365-2 CLOSE 4/22/2008 1:33:13 PM, sfelix
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/22/2008 1:33:13 PM, sfelix
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N042004-05-2800783	Division : Honda - Auto	Condition : Closed	Open Date : 5/28/2004 12:36:53 PM
Case Originator : Annie Kenney (Team SB)	Sub Division : Mediation	Status : Closed	Close Date : 7/23/2004 2:36:16 PM
Case Owner : Rodney Boudreaux (Team MA)	Method : Fax	Queue :	Days Open : 56
Last Closed By : Rodney Boudreaux (Team MA)	Point of Origin : BBB	Wipbin :	
Case Title : [REDACTED] VEHICLE GETS STUCK IN PARK	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 : TARZANA, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGEST16684H [REDACTED]
 Model / Year : CIVIC / 2004
 Model ID / Product Line : ES1664PBW / A
 Miles / Hours : 870
 In Service Date : 04/25/2004
 Months In Use : 1
 Engine Number : D17A14432556
 Originating Dealer No. / Name : 206550 / WOODLAND HILLS HONDA
 Selling Dealer No. / Name : 206550 / WOODLAND HILLS HONDA
 Trim : LX SSRS
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : WH
 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 : 206550 / WOODLAND HILLS HONDA
 Phone No. : 818-887-7111
 Address : 6111 TOPANGA CANYON BL
 City / State / Zip : WOODLAND HILLS, CA 91367
 Svc District / Sls District : 01C / B01
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208128	MILLER HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N042004-05-2800783-1 [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans

Mediation Details

Case ID	N042004-05-2800783	Final Decision :	Repair	Descision Updated :	7/23/2004 2:35:27 PM
Process :	Mediation	Customer Position :	Buyback-Replace		
Document Ref :	RODNEY BOUDREAUX	AHM Position :	Repair		
Related Case :	N012004-05-2600529				
Arbitration Method :	Please Specify				
Arbitration Outcome :	Please Specify	Last Updated :	1/25/2005 6:07:04 PM	By :	rboudrea

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Total Amount	\$0.00	\$0.00			

Mediation Activity :

***	Event Type / Status :	BBB Case Recd / Completed	Start Date :	5/26/2004 12:39:35	Notes :	HON0442468 DCS SENT REQUESTING ROS FOR REVIE W AND CONSIDERATION
	Assigned To :	Mediation ()	Due Date :			
	Last Updated / By :	6/1/2004 12:16:42 PM / rboudrea	Actual Date :	5/26/2004 12:16:16		
***	Event Type / Status :	Notify Zone of Open / Completed	Start Date :	5/28/2004 12:40:07	Notes :	
	Assigned To :	Mediation ()	Due Date :			
	Last Updated / By :	5/28/2004 12:40:14 PM / akenney	Actual Date :	5/28/2004 12:40:12		
***	Event Type / Status :	MRF Sent / Completed	Start Date :	6/1/2004 2:19:47	Notes :	VEHICLE REPAIRED DOES NOT MEET CA LL PRESUMP TION
	Assigned To :	Third Party (BBB: LINDA	Due Date :			
	Last Updated / By :	6/1/2004 2:22:52 PM / rboudrea	Actual Date :	6/1/2004 2:19:53		

Issue Details

Issue ID : N042004-05-2800783-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Annie Kenney	Type 1 : Product	Status : Subcase Close	Open Date : 5/28/2004 12:37:21 PM
Issue Owner : Rodney Boudreaux	Type 2 : Operation	Queue :	Close Date : 7/23/2004 2:36:16 PM
Issue Title : XXXXXXXXXXXXXXXXXXXX - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
Condition Code Desc Shift Quality 2181
Campaign Code / Desc : /
Temperament Code :
Resolutions : Repaired/Warranty
Component Category : 10 - Power Train
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 : N042004-05-2800783

Case Title : [REDACTED] VEHICLE GETS STUCK IN PARK

*** CASE CREATE 5/28/2004 12:36:53 PM, akenney

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

*** NOTES 5/28/2004 12:36:54 PM, akenney, Action Type :

Received CCF from BBB:HON0442468

Start Date: 5-26-04

Customer Contention: Vehicle gets stuck in park

Resolution Sought: Replacement

*** SUBCASE N042004-05-2800783-1 CREATE 5/28/2004 12:37:21 PM, akenney

Created in WIP Default with Due Date 5/28/2004 12:37:21 PM.

*** COMMIT 5/28/2004 12:37:57 PM, akenney, Action Type : N/A

Made to [REDACTED] due 05/31/2004 12:37:58 PM.

Please review new BBB case. Look for R/O's and techline notes.

*** COMMIT 5/28/2004 12:38:23 PM, akenney, Action Type :

Made to [REDACTED] due 05/29/2004 12:38:26 PM.

DCS Follow-Up

*** NOTES 5/28/2004 12:38:48 PM, akenney, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 5/29/2004

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

Vehicle gets stuck in park

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 fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to 310-783-3029. This information is being requested for investigative purposes to determine our position for resolution.

American Honda Mediation Group

Annie Kenney

*** CASE MODIFY 5/28/2004 12:38:51 PM, akenney

into WIP default and Status of Solving.

*** CASE MEDIATION ADD/MODIFY 5/28/2004 12:39:50 PM, akenney

*** MEDIATION DECISION 05/28/2004 12:39:50 PM akenney

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: RODNEY BOUDREAUX

Rel: N012004-05-2600529

Case History

Case ID : N042004-05-2800783

Case Title :

[REDACTED] VEHICLE GETS STUCK IN PARK

*** CASE MEDIATION EVENT ADD 5/28/2004 12:40:07 PM, akenney
*** MEDIATION EVENT - BBB CASE RECD 05/28/2004 12:40:07 PM akenney
Status: In Progress
S: 05/26/2004 12:39:35 PM
D: ??? ??:?
A: ??? ??:?
Assgn to: Mediation ()
Notes: HON0442468

*** CASE MEDIATION EVENT ADD 5/28/2004 12:40:14 PM, akenney
*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 05/28/2004 12:40:14 PM akenney
Status: Completed
S: 05/28/2004 12:40:07 PM
D: ??? ??:?
A: 05/28/2004 12:40:12 PM
Assgn to: Mediation ()
Notes:

*** CASE MODIFY 5/28/2004 12:40:27 PM, akenney
into WIP default and Status of Solving.

*** NOTES 5/28/2004 12:55:16 PM, akenney, Action Type : Note-General
Sent request for R/O's and techline notes. Sent DPSM notification letter.

*** SUBCASE N042004-05-2800783-1 ASSIGN 5/28/2004 1:11:01 PM, akenney
N042004-05-2800783-1 to rboudrea, WIP

*** SUBCASE N042004-05-2800783-1 RULE ACTION 5/28/2004 1:11:02 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 5/28/2004 1:11:11 PM, akenney
into WIP default and Status of Solving.

*** CASE ASSIGN 5/28/2004 1:11:26 PM, akenney
N042004-05-2800783 to rboudrea, WIP !-xÐ

*** CASE RULE ACTION 5/28/2004 1:11:27 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MEDIATION EVENT UPDATE 6/1/2004 12:16:42 PM, rboudrea
*** MEDIATION EVENT - BBB CASE RECD 06/01/2004 12:16:42 PM rboudrea
Status: Completed
S: 05/26/2004 12:39:35 PM
D: ??? ??:?
A: 05/26/2004 12:16:16 PM
Assgn to: Mediation ()
Notes: HON0442468 DCS SENT REQUESTING ROS FOR REVIEW AND CONSIDERATION

*** NOTES 6/1/2004 12:17:40 PM, rboudrea, Action Type : Call to Dealer

Case History

Case ID : N042004-05-2800783

Case Title :

[REDACTED] VEHICLE GETS STUCK IN PARK

Phoned and left VM for Barney Henderson serv mgr: Requesting call back with update on repair status / any outstanding concerns and ROs

*** CASE MODIFY 6/1/2004 12:17:44 PM, rboudrea
into WIP A. New Cases and Status of Solving.

*** CASE VSC LOOKUP 6/1/2004 12:17:49 PM, rboudrea
VSC-CUC CHECK 06/01/2004 12:17:49 PM rboudrea
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/1/2004 12:18:00 PM, rboudrea
CAMPAIGN CHECK 06/01/2004 12:18:00 PM rboudrea
No data found For VIN

*** NOTES 6/1/2004 2:07:20 PM, rboudrea, Action Type : Call to Dealer
Received VMI from dealer serv mgr; Barney Henderson

Call Barney: There was actually only one repair for this issue. The customer came with complaint and dealer confirmed problem and after checking and tightening all associated pin fits/connection and lubing lock, it seemed to be working fine. The dealer later noted that there was still a problem and when the customer arrived, he was told that they needed the vehicle a couple more days that they had order parts for repair. Customer insisted on another Repair Order and serv advisor advised customer that this is the same repair attempt and that they were documenting everything on 1 RO. Customer insisted that he needed another repair order.

Barney stated that customer took delivery upon completion of repair and they have not heard nor seen customer since.

*** CASE MODIFY 6/1/2004 2:19:10 PM, rboudrea
into WIP A. New Cases and Status of Solving.

*** CASE MEDIATION EVENT ADD 6/1/2004 2:20:41 PM, rboudrea
*** MEDIATION EVENT - MRF SENT 06/01/2004 02:20:41 PM rboudrea
Status: Completed
S: 06/01/2004 02:19:47 PM
D: ???/? :??/?
A: 06/01/2004 02:19:53 PM
Assgn to: Third Party (BBB: LINDA FERNANDEZ)
Notes: DESIGN CHARACTERISTIC

*** CASE MODIFY 6/1/2004 2:21:26 PM, rboudrea
into WIP A. New Cases and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 6/1/2004 2:22:52 PM, rboudrea
*** MEDIATION EVENT - MRF SENT 06/01/2004 02:22:52 PM rboudrea
Status: Completed
S: 06/01/2004 02:19:47 PM
D: ???/? :??/?
A: 06/01/2004 02:19:53 PM
Assgn to: Third Party (BBB: LINDA FERNANDEZ)
Notes: VEHICLE REPAIRED DOES NOT MEET CA LL PRESUMPTION

*** CASE MODIFY 6/1/2004 2:22:55 PM, rboudrea

Case History

Case ID : N042004-05-2800783

Case Title : [REDACTED] VEHICLE GETS STUCK IN PARK

into WIP A. New Cases and Status of Solving.

*** CASE MODIFY 6/1/2004 2:23:13 PM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE MEDIATION ADD/MODIFY 6/1/2004 3:50:48 PM, rboudrea

*** MEDIATION DECISION 06/01/2004 03:50:48 PM rboudrea

Proc: Mediation

Dcsn: Please Specify

Cust: Buyback-Replace

AHM: Repair Rsn: Lemon Law - Not Met

Arb Mthd: Please Specify Outcome: Please Specify

Ref: RODNEY BOUDREAUX

Rel: N012004-05-2600529

*** NOTES 6/1/2004 3:51:30 PM, rboudrea, Action Type : Note-Third Party

AHM position emailed to BBB:

CUSTOMER: [REDACTED]

VIN: 2HGES16684F [REDACTED]

BBB CASE: HON0442468

AHM POSITION:

American Honda reviewed the customer's contentions with his servicing dealership, Woodland Hills Honda and we were advised that there has only been one repair for the ignition key problem that the customer experienced and the vehicle was repaired, with no recurrence. There are no reported outstanding issues at this time. Based on this information, this case does not meet CA Lemon Law and American Honda cannot honor the customer's request to replace his vehicle. I left a message on the customer's VM. If there are any outstanding issues, AHM would be glad to address them per the terms and conditions of American Honda's New Car Limited Warranty.

*** CASE MODIFY 6/1/2004 3:51:37 PM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE MODIFY 6/1/2004 3:52:05 PM, rboudrea

into WIP A. New Cases and Status of Solving.

*** NOTES 6/2/2004 8:33:08 AM, rboudrea, Action Type : Call to Customer

Phoned and left VM introducing myself and requesting call for review BBB claim for amiable resolution.

*** CASE MODIFY 6/2/2004 8:33:12 AM, rboudrea

into WIP A. New Cases and Status of Solving.

*** NOTES 6/2/2004 10:14:44 AM, akenney, Action Type : Note-Technical

Per Jeff, there were no techline contacts for this customer/VIN. Forwarding information to Rodney.

*** NOTES 6/2/2004 1:26:29 PM, agarcia, Action Type : Letter/Fax

RO's received from Keyes Woodland Hills Honda, forward to Rodney.

*** NOTES 6/4/2004 12:46:11 PM, rboudrea, Action Type : Note-Third Party

Received Email from BBB:

Case History

Case ID : N042004-05-2800783

Case Title : [REDACTED] VEHICLE GETS STUCK IN PARK

to provide information regarding the problems found and repairs performed and when he told them of his dissatisfaction, they referred him to another dealer.

I told customer that I have documented his concern and hope that this was a misunderstanding. We would also recommend working with a dealership the he would be comfortable with. I explained warranty assistance can be obtained at the dealership of his choice. I also informed customer that his concerns would be addressed.

I provided overview of AHM dealer/CR/DPSM network that specifically address customer/dealer issues.

I apologized again for his experience and advised customer that there are several dealerships in his area and we would like to schedule a Honda rep to meet with him and inspect his vehicle for the appropriate resolution. Customer agreed. Kolbe Honda is most convenient.

I asked customer about any outstanding issues he was experiencing:
Vehicle transmission makes clicking noise when vehicle is put in gear
Vehicle jerks when downshifting

Customer states that just began after last repair. Customer states that he is not driving vehicle because he feels that there is something wrong with the transmission and that it is unsafe.

I told customer that I would contact DPSM/Kolbe Honda today and make arrangements. I should get information regarding DPSM schedule etc by no later than Friday and would call him at that time with update.

*** CASE MODIFY 6/8/2004 9:47:01 AM, rboudrea
into WIP A. New Cases and Status of Solving.

*** NOTES 6/8/2004 9:56:24 AM, rboudrea, Action Type : Field/DSM
Phoned and left detailed message on 18155 VM for DPSM advising that we would like to arrange for him to meet with customer for identification of problem for resolution.

*** NOTES 6/8/2004 10:34:24 AM, rboudrea, Action Type : Call to Dealer
Phoned Kolbe Honda: DPSM has left Honda and dealer is currently without coverage.

*** NOTES 6/8/2004 10:36:52 AM, rboudrea, Action Type : Field/DSM
Phoned and left message requesting inspection/test drive with customer and Miller Honda pending DPSM schedule

*** NOTES 6/8/2004 11:17:13 AM, rboudrea, Action Type : Call to Dealer
Miller Honda:

Phoned Stuart Katz serv mgr:

Stuart will be glad to assist as needed. I told Stuart that I would send DCS and call upon verification of DPSM approval and schedule.

*** CASE MODIFY 6/14/2004 5:10:05 PM, rboudrea
into WIP A. New Cases and Status of Solving.

*** NOTES 6/16/2004 11:16:51 AM, rboudrea, Action Type : Field/DSM
Phoned and left VM for DPSM to call regarding dealer schedule for customer meet / vehicle inspection test drive.

*** CASE MODIFY 6/16/2004 11:26:40 AM, rboudrea
into WIP A. New Cases and Status of Solving.

Case History

Case ID : N042004-05-2800783

Case Title :

VEHICLE GETS STUCK IN PARK

*** NOTES 6/16/2004 12:36:15 PM, rboudrea, Action Type : Field/DSM

Spoke to DPSM:

He will be at Miller Honda in Van Nuys on Friday 6/18/04 and can meet with customer in AM 9:30 +/-

*** NOTES 6/16/2004 12:38:48 PM, rboudrea, Action Type : Call to Customer

Phoned and left detailed message for customer advising that we are in contact with DPSM and would like to set up meet/inspection for this Friday at 9:30am
Explained that we would like to inspect vehicle and if he cannot meet with DPSM we can arrange to get car in and provide alternate trans for DPSM to inspect his vehicle.

*** NOTES 6/16/2004 12:45:17 PM, rboudrea, Action Type : Call to Dealer

Phoned Allen at Miller Honda Van Nuys and provided details regarding customer/vehicle and our request to provide space and assistance for DPSM meet on Friday.
Allen will schedule for assistance.

*** CASE MODIFY 6/16/2004 12:45:20 PM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE MODIFY 6/16/2004 12:49:41 PM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE FULFILL 6/16/2004 12:49:45 PM, rboudrea

Fulfilled for [REDACTED] due 05/29/2004 12:38:26 PM.

*** CASE FULFILL 6/16/2004 12:49:48 PM, rboudrea

Fulfilled for [REDACTED] due 05/31/2004 12:37:58 PM.

*** COMMIT 6/16/2004 12:49:51 PM, rboudrea, Action Type : N/A

Made to CLAUDE MAIKE due 06/17/2004 09:00:00 AM.

CALL CUSTOMER FOR CONFIRMATION OF INSPECTION ON FRIDAY 6/18/04

*** NOTES 6/17/2004 2:13:19 PM, agarcia, Action Type : Letter/Fax

Received terms of settlement from BBB, terms are as follows:

Consumer [REDACTED] is scheduled to take his Honda Civic 2004 to the dealership on 6/18/04, for diagnosis/repairs. Arrangements have been made by Rodney Boudreaux of American Honda. If repairs are done, or no resolution is reached, and consumer is not satisfied, then consumer can elect to recontact BBB AUTO LINE, and pursue with his claim.

*** NOTES 6/18/2004 9:39:02 AM, rboudrea, Action Type : Call to Dealer

Called Allen and confirmed that customer and DPSM are there and rental was provided for extensive test inspection.

*** CASE MODIFY 6/18/2004 9:39:07 AM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE RULE ACTION 6/25/2004 11:36:53 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 7/23/2004 2:34:48 PM, rboudrea, Action Type : Call to Dealer

Phoned Allen to confirm that there has been no further contact or concerns since DPSM meet. Allen advised that customer understood that the concern he had was for a characteristic and that AHM could not make any adjustments.

Case History

Case ID : N042004-05-2800783

Case Title : [REDACTED] VEHICLE GETS STUCK IN PARK

I requested RO for records and to close case.

Note: DPSM met with customer and customer demonstrated trans issues. The DPSM explained to customer what they are experiencing is the trans down shifting due to Grade Logic engagement.

DPSM explained how grade logic works and customer was able to recognize that the trans was reacting to driving/road condition. DPSM also showed how he could control the shift points through acceleration. The customer was unable to demonstrate any of their rattle concerns and DPSM and service manager assured them that AHM/Dealer is there to assist and should they experience anything that they feel is not normal to please bring it to our attention.

Customer happy with outcome.

Requested RO for records

*** CASE MODIFY 7/23/2004 2:34:53 PM, rboudrea
into WIP E. Repairs and Status of Solving.

*** CASE MEDIATION ADD/MODIFY 7/23/2004 2:35:27 PM, rboudrea
*** MEDIATION DECISION 07/23/2004 02:35:27 PM rboudrea

Proc: Mediation

Dcsn: Repair

Cust: Buyback-Replace

AHM: Repair Rsn: Lemon Law - Not Met

Arb Mthd: Please Specify Outcome: Please Specify

Ref: RODNEY BOUDREAUX

Rel: N012004-05-2600529

*** CASE MODIFY 7/23/2004 2:35:46 PM, rboudrea
into WIP E. Repairs and Status of Solving.

*** CASE MODIFY 7/23/2004 2:36:11 PM, rboudrea
into WIP E. Repairs and Status of Solving.

*** CASE CLOSE 7/23/2004 2:36:16 PM, rboudrea

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

*** SUBCASE N042004-05-2800783-1 CLOSE 7/23/2004 2:36:16 PM, rboudrea
Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012004-05-1100177 Division : Honda - Auto Condition : Closed Open Date : 5/11/2004 7:33:05 AM
 Case Originator : Mickie Walters (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 5/14/2004 10:40:48 AM
 Case Owner : Darcelle Wesley (Team CE) Method : Phone Queue : Days Open : 3
 Last Closed By : Darcelle Wesley (Team CE) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : LEBANON, PA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES16644H [REDACTED]
 Model / Year : CIVIC / 2004
 Model ID / Product Line : ES1664PBW / A
 Miles / Hours :
 In Service Date : 02/07/2004
 Months In Use : 3
 Engine Number : D17A14434062
 Originating Dealer No. / Name : 207745 / BOBBY RAHAL HONDA
 Selling Dealer No. / Name : 207794 / EBERSOLE HONDA
 Trim : LX SSRS
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SL
 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 : 207794 / EBERSOLE HONDA
 Phone No. : 717-273-7611
 Address : 1900 CUMBERLAND STREET
 City / State / Zip : LEBANON, PA 17042
 Svc District / Sls District : 05M / D05
 Warranty Labor Rate / Date : \$70.99 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-05-1100177-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012004-05-1100177-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Mickie Walters	Type 1 : Product	Status : Subcase Close	Open Date : 5/11/2004 7:40:30 AM
Issue Owner : Mickie Walters	Type 2 : Operation	Queue :	Close Date : 5/11/2004 7:40:43 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Referred to Dealer
Component Category : 11 - Electrical 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 : N012004-05-1100177

Case Title : [REDACTED] - KEY STUCK IN IGNITION / REMOTE ENTRY BLOCKED

*** CASE CREATE 5/11/2004 7:33:05 AM, mwalters

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

*** CASE MODIFY 5/11/2004 7:33:25 AM, mwalters

into WIP default and Status of Solving.

*** NOTES 5/11/2004 7:37:43 AM, mwalters, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer called because key is stuck in the ignition, and remote entry doesn't work once he locked the car. He will be bringing the car in for service today.

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

Thank you for your attention to this matter.

Michelle Walters

Automobile Customer Service

*** NOTES 5/11/2004 7:39:40 AM, mwalters, Action Type : Call from Customer

Customer called regarding an issue with his ignition. Key stuck this morning, and he was late for a meeting, so he used the remote entry to lock the car. When he came out, the remote entry wouldn't work (possibly because the key was still in the ignition). I advised him to call AAA to get the door open and then drive his car to Ebersole Honda (his dealership.) I advised him I would document the occurrence and send Ebersole Honda a message. He thanked me for my help.

*** CASE MODIFY 5/11/2004 7:39:58 AM, mwalters

into WIP default and Status of Solving.

*** SUBCASE N012004-05-1100177-1 CREATE 5/11/2004 7:40:30 AM, mwalters

Created in WIP Default with Due Date 5/11/2004 7:40:30 AM.

*** CASE MODIFY 5/11/2004 7:40:38 AM, mwalters

into WIP default and Status of Solving.

*** SUBCASE N012004-05-1100177-1 CLOSE 5/11/2004 7:40:43 AM, mwalters

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/11/2004 7:40:43 AM, mwalters

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

*** CASE REOPEN 5/14/2004 6:26:22 AM, bkumiyam

with Condition of Open and Status of Solving.

*** NOTES 5/14/2004 6:42:40 AM, bkumiyam, Action Type : Call from Dealer

Joe SM from Ebersole Honda is calling. Joe informed me that the customer did call there dealer but his receptionist advised him to call AHM to get a number to a closer dealer. At which he did and the customer told him that AHM advised him to call AAA to get into the vehicle. At which AHM would pay for the AAA service. He states that when the vehicle got there was extensive damage to weather strip on the outside of the passenger window. He states that there is scratch to the passenger door jamb, B pillar, body weather strip, passenger door panel, and the B pillar panel. Signs that try to pry something into the

Case History

Case ID : N012004-05-1100177

Case Title : [REDACTED] KEY STUCK IN IGNITION / REMOTE ENTRY BLOCKED

vehicle to open the door causing all the damage. He states that the customer is looking at about \$800-\$1000 in repairs. He states that the customer feels that it is the dealers and AHM fault of damage because nobody wanted to help him. Joe explained to me that his receptionist is not going to know the procedures or any other numbers to closer dealers as to why he was referred to AHM. I explained to the customer that we provided him options, but if the customer has AAA and pays for the service then he decided to use it. I advised him that AHM nor the dealer is going to know what is going to happen after he contacted AAA. I explained to Joe that it is a workmanship concern that the customer would have to speak to AAA about. I informed him that it is no different if work is done at the dealer anybody that causes damages is responsible for it. Joe informed me that he completely understood. I advised Joe to pass this information on to the dealer to contact AAA and if the customer has any concerns he can have the customer follow up with us as we can provide this information to him. Thanked Joe for calling.

*** NOTES 5/14/2004 6:42:47 AM, bkumiyam, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Joe SM from Edersole Honda is calling. Joe informed me that the customer did call there dealer but his receptionist advised him to call AHM to get a number to a closer dealer. At which he did and the customer told him that AHM advised him to call AAA to get into the vehicle. At which AHM would pay for the AAA service. He states that when the vehicle got there was extensive damage to weather strip on the outside of the passenger window. He states that there is scratch to the passenger door jamb, B pillar, body weather strip, passenger door panel, and the B pillar panel. Signs that try to pry something into the vehicle to open the door causing all the damage. He states that the customer is looking at about \$800-\$1000 in repairs. He states that the customer feels that it is the dealers and AHM fault of damage because nobody wanted to help him. Joe explained to me that his receptionist is not going to know the procedures or any other numbers to closer dealers as to why he was referred to AHM. I explained to the customer that we provided him options, but if the customer has AAA and pays for the service then he decided to use it. I advised him that AHM nor the dealer is going to know what is going to happen after he contacted AAA. I explained to Joe that it is a workmanship concern that the customer would have to speak to AAA about. I informed him that it is no different if work is done at the dealer anybody that causes damages is responsible for it. Joe informed me that he completely understood. I advised Joe to pass this information on to the dealer to contact AAA and if the customer has any concerns he can have the customer follow up with us as we can provide this information to him. Thanked Joe for calling.

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

Thank you for your attention to this matter.

Bryan Kumiyama

Automobile Customer Service

*** CASE MODIFY 5/14/2004 6:42:58 AM, bkumiyam

into WIP default and Status of Solving.

*** CASE CLOSE 5/14/2004 6:43:04 AM, bkumiyam

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

*** CASE REOPEN 5/14/2004 10:32:56 AM, dwesley

with Condition of Open and Status of Solving.

*** NOTES 5/14/2004 10:40:39 AM, dwesley, Action Type : Call from Customer

The customer stated that the dealer informed him that the damage to his vehicle could have been avoided if he had requested them to cut another key.

I reviewed the previous case notes and advised the customer the AAA is responsible for the workmanship performed by its workers. I advised the customer that he would have needed to transport the vehicle to a Honda dealer to have a key cut. The customer stated that AHM is washing their hands in this matter and he express dissatisfaction with the information provided.

Case History

Case ID : N012004-05-1100177

Case Title : [REDACTED] KEY STUCK IN IGNITION / REMOTE ENTRY BLOCKED

No further assistance was provided the customer disconnected without allowing response.

*** CASE CLOSE 5/14/2004 10:40:48 AM, dwesley

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

Mediation Details

Case ID : N042004-07-2602217	Final Decision : No Assistance	Descision Updated : 7/29/2004 2:19:37 PM
Process : Mediation	Customer Position : Buyback-Repurchase	
Document Ref : FRANK SWARTWOUT	AHM Position : No Assistance	
Related Case : NO PREVIOUS CASE		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 1/25/2005 6:07:04 PM	By : fswartwo

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Total Amount	\$0.00	\$0.00			

Mediation Activity :

*** Event Type / Status : Attorney Letter Recd / Completed	Start Date : 7/19/2004 3:10:15	Notes : RECEVEID DEMAND LETTER FOR A REPURCHASE
Assigned To : Mediation (CHRISTINA S. KIM,	Due Date :	
Last Updated / By : 7/29/2004 2:19:21 PM / fswartwo	Actual Date : 7/29/2004 2:19:18	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 7/26/2004 3:10:31	Notes :
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 7/26/2004 3:10:36 PM / agarcia	Actual Date : 7/26/2004 3:10:35	
*** Event Type / Status : Notify Zone of Close / Completed	Start Date : 7/29/2004 2:19:45	Notes : E-MAIL TO DPSM, ZM, ZMPI
Assigned To : Mediation (FRANK	Due Date :	
Last Updated / By : 7/29/2004 2:20:16 PM / fswartwo	Actual Date : 7/29/2004 2:20:15	

Case History

Case ID : N042004-07-2602217

Case Title : [REDACTED] 04 CIVIC- KEY STUCK IN IGNITION

*** CASE CREATE 7/26/2004 3:04:23 PM, agarcia

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

*** NOTES 7/26/2004 3:04:23 PM, agarcia, Action Type :

Received attorney letter dated 07/19/04 from Baron, Honey, Kim & Macaulay on July 23,2004

Customer Contention:

Key would not release from ignition, transmission would switch gears on its own

Resolution Sought;

Refund

*** SUBCASE N042004-07-2602217-1 CREATE 7/26/2004 3:06:40 PM, agarcia

Created in WIP Default with Due Date 7/26/2004 3:06:40 PM.

*** SUBCASE N042004-07-2602217-2 CREATE 7/26/2004 3:08:26 PM, agarcia

Created in WIP Default with Due Date 7/26/2004 3:08:26 PM.

*** CASE MEDIATION ADD/MODIFY 7/26/2004 3:10:11 PM, agarcia

*** MEDIATION DECISION 07/26/2004 03:10:11 PM agarcia

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: FRANK SWARTWOUT

Rel: NO PREVIOUS CASE

*** CASE MEDIATION EVENT ADD 7/26/2004 3:10:31 PM, agarcia

*** MEDIATION EVENT - ATTORNEY LETTER RECD 07/26/2004 03:10:31 PM agarcia

Status: In Progress

S: 07/19/2004 03:10:15 PM

D: ??? ??:?

A: ??? ??:?

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 7/26/2004 3:10:36 PM, agarcia

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 07/26/2004 03:10:36 PM agarcia

Status: Completed

S: 07/26/2004 03:10:31 PM

D: ??? ??:?

A: 07/26/2004 03:10:35 PM

Assgn to: Mediation ()

Notes:

*** COMMIT 7/26/2004 3:10:40 PM, agarcia, Action Type : N/A

Made to [REDACTED] due 07/27/2004 03:10:41 PM.

Review new case & attorney letter. Look for RO's and techline notes

Case History

Case ID : N042004-07-2602217

Case Title : [REDACTED] ATTY-CA-04 CIVIC- KEY STUCK IN IGNITION

*** NOTES 7/26/2004 3:13:54 PM, agarcia, Action Type : Note-General
RO's from Kaiser Honda and copy of lease agreement were attached to the attorney letter

*** NOTES 7/26/2004 3:21:19 PM, agarcia, Action Type : Note-General
Emails sent requesting techline notes and notifying zone of case being opened.

*** SUBCASE N042004-07-2602217-1 ASSIGN 7/26/2004 3:21:42 PM, agarcia
N042004-07-2602217-1 to fswartwo, WIP

*** SUBCASE N042004-07-2602217-1 RULE ACTION 7/26/2004 3:21:42 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N042004-07-2602217-2 ASSIGN 7/26/2004 3:21:59 PM, agarcia
N042004-07-2602217-2 to fswartwo, WIP CURRENT TIMESTAMP

*** SUBCASE N042004-07-2602217-2 RULE ACTION 7/26/2004 3:22:00 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE YANKED 7/26/2004 3:22:21 PM, agarcia
Yanked by agarcia into WIPbin default.

*** SUBCASE N042004-07-2602217-2 YANKED 7/26/2004 3:22:45 PM, agarcia
Yanked by agarcia into WIPbin default.

*** SUBCASE N042004-07-2602217-2 MODIFY 7/26/2004 3:23:00 PM, agarcia
into WIP default and Status of Solving.

*** SUBCASE N042004-07-2602217-2 ASSIGN 7/26/2004 3:23:12 PM, agarcia
N042004-07-2602217-2 to fswartwo, WIP

*** SUBCASE N042004-07-2602217-2 RULE ACTION 7/26/2004 3:23:12 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 7/26/2004 3:23:24 PM, agarcia
into WIP default and Status of Solving.

*** CASE ASSIGN 7/26/2004 3:23:27 PM, agarcia
N042004-07-2602217 to fswartwo, WIP

*** CASE RULE ACTION 7/26/2004 3:23:28 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 7/27/2004 9:01:39 AM, agarcia, Action Type : Note-General
Received tech line report, forward to case file

*** CASE MODIFY 7/28/2004 9:44:38 AM, fswartwo
into WIP default and Status of Solving.

*** CASE MODIFY 7/28/2004 9:44:47 AM, fswartwo
into WIP default and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 7/28/2004 9:46:36 AM, fswartwo
*** MEDIATION EVENT - ATTORNEY LETTER RECD 07/28/2004 09:46:36 AM fswartwo

Case History

Case ID : N042004-07-2602217

Case Title : [REDACTED] -CA-04 CIVIC- KEY STUCK IN IGNITION

Status: In Progress

S: 07/19/2004 03:10:15 PM

D: ?/?/? ??:?

A: ?/?/? ??:?

Assgn to: Mediation (CHRISTINA S. KIM, ATTORNEY)

Notes: RECEVEID DEMAND LETTER FOR A REPURCHASE

*** CASE MEDIATION ADD/MODIFY 7/28/2004 9:46:40 AM, fswartwo

*** MEDIATION DECISION 07/28/2004 09:46:40 AM fswartwo

Proc: Mediation

Dcsn: Please Specify

Cust: Buyback-Repurchase

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: FRANK SWARTWOUT

Rel: NO PREVIOUS CASE

*** NOTES 7/28/2004 9:47:32 AM, fswartwo, Action Type : Call to Dealer

Called Rich, ser mgr, and left a voice mail requesting copies of all ROs.

*** CASE FULFILL 7/28/2004 9:47:58 AM, fswartwo

Fulfilled for [REDACTED] ue 07/27/2004 03:10:41 PM.

*** COMMIT 7/28/2004 9:48:02 AM, fswartwo, Action Type : N/A

Made to DEBORAH YOO due 07/30/2004 09:48:04 AM.

look for ROs

*** CASE MODIFY 7/28/2004 9:48:20 AM, fswartwo

into WIP default and Status of Solving.

*** CASE MODIFY 7/28/2004 9:54:15 AM, fswartwo

into WIP default and Status of Solving.

*** NOTES 7/28/2004 1:11:15 PM, akenney, Action Type : Letter/Fax

Received fax from Kaiser Brothers Honda, which includes copies of requested R/O's. Forwarding to Frank.

*** CASE FULFILL 7/29/2004 12:44:45 PM, fswartwo

Fulfilled for DEBORAH YOO due 07/30/2004 09:48:04 AM.

*** NOTES 7/29/2004 12:51:01 PM, fswartwo, Action Type : Note-General

Reviewed ROs

3 ROs and 15 days out of service.

*** NOTES 7/29/2004 12:56:12 PM, fswartwo, Action Type : Call to Dealer

Called Sergio at the dlr. I told him that the letter from the attorney states that the car came in for a check engine light in April. Sergio says they have no RO for a check engine light. He sent me everything they have.

*** NOTES 7/29/2004 2:18:11 PM, fswartwo, Action Type : Note-Resolution

fed ex'ed to teh attorney:

Case History

Case ID : N042004-07-2602217

Case Title : [REDACTED] CHRISTINA KIM, ATTY-CA-04 CIVIC- KEY STUCK IN IGNITION

July 29, 2004

Ms. Christina S. Kim
12371 Lewis Street, Suite 103
Garden Grove, CA 92840

R [REDACTED]

Dear Ms. Kim:

American Honda Motor Co., Inc. thanks you for the opportunity to address our customer's concerns. We have reviewed your client's request regarding her 2003 Honda Civic, vehicle identification number 2HGES16544H [REDACTED]. We have no repair orders to document a complaint with the handling of her car or the check engine light. The only complaint we have documented is the key not coming out of the ignition switch. Since this complaint has been repaired, we are not able to grant your client's request to repurchase her car.

We regret any inconvenience your client may have experienced. If you have any information not already included, please submit it to my attention for additional consideration.

Alternatively, your client may contact the BBB Auto Line Program by calling 1-800-955-5100 or writing to BBB Auto Line, Council of Better Business Bureaus, 4200 Wilson Blvd., Suite 800, Arlington, VA 22203-1804. This information is clearly set forth in the Warranty Manual that comes with every new vehicle.

Sincerely,

Frank Swartwout
Mediation Department

*** CASE MEDIATION EVENT UPDATE 7/29/2004 2:19:21 PM, fswartwo

*** MEDIATION EVENT - ATTORNEY LETTER RECD 07/29/2004 02:19:21 PM fswartwo

Status: Completed

S: 07/19/2004 03:10:15 PM

D: ?/?/? ??:??

A: 07/29/2004 02:19:18 PM

Assgn to: Mediation (CHRISTINA S. KIM, ATTORNEY)

Notes: RECEVEID DEMAND LETTER FOR A REPU

*** CASE MEDIATION ADD/MODIFY 7/29/2004 2:19:37 PM, fswartwo

*** MEDIATION DECISION 07/29/2004 02:19:37 PM fswartwo

Proc: Mediation

Dcsn: No Assistance

Cust: Buyback-Repurchase

AHM: No Assistance Rsn: Lemon Law - Not Met

Arb Mthd: Please Specify Outcome: Please Specify

Case History

Case ID : N042004-07-2602217

Case Title : ██████████ CHRISTINA KIM, ATTY-CA-04 CIVIC- KEY STUCK IN IGNITION

Ref: FRANK SWARTWOUT

Rel: NO PREVIOUS C

*** CASE MEDIATION EVENT ADD 7/29/2004 2:20:16 PM, fswartwo

*** MEDIATION EVENT - NOTIFY ZONE OF CLOSE 07/29/2004 02:20:16 PM fswartwo

Status: Completed

S: 07/29/2004 02:19:45 PM

D: ?/?/? ??:?

A: 07/29/2004 02:20:15 PM

Assgn to: Mediation (FRANK SWARTWOUT)

Notes: E-MAIL TO DPSM, ZM, ZMPI

*** CASE MODIFY 7/29/2004 2:20:21 PM, fswartwo

into WIP default and Status of Solving.

*** SUBCASE N042004-07-2602217-1 CLOSE 7/29/2004 2:26:27 PM, fswartwo

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N042004-07-2602217-2 CLOSE 7/29/2004 2:27:41 PM, fswartwo

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/29/2004 2:27:55 PM, fswartwo

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

Case Details

Case ID : N052006-07-2601243 Division : Honda - Auto Condition : Closed Open Date : 7/26/2006 2:24:12 PM
Case Originator : Aaron Goldberg (Team CA) Sub Division : PCRM Status : Closed Close Date : 7/31/2006 9:36:05 AM
Case Owner : Aaron Goldberg (Team CA) Method : Pro-Active O/B Queue : Days Open : 5
Last Closed By : Aaron Goldberg (Team CA) Point of Origin : Special Projects Wipbin :
Case Title : [REDACTED] 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 : TUCSON, AZ [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES26764H [REDACTED]
Model / Year : CIVIC / 2004
Model ID / Product Line : ES2674MW / A
Miles / Hours : 39,057
In Service Date : 03/03/2004
Months In Use : 28
Engine Number : D17A24435373
Originating Dealer No. / Name : 208216 / TEMPE HONDA
Selling Dealer No. / Name : 208216 / TEMPE HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SL
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 : 208381 / CHAPMAN HONDA
Phone No. : 520-748-0099
Address : 4646 E. 22ND STREET
City / State / Zip : TUCSON, AZ 85711
Svc District / Sls District : 10H / E10
Warranty Labor Rate / Date : \$92.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207648	DOBBS HONDA		

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
N052006-07-2601243-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N052006-07-2601243-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Aaron Goldberg	Type 1 : Product	Status : Subcase Close	Open Date : 7/26/2006 2:24:53 PM
Issue Owner : Aaron Goldberg	Type 2 : Operation	Queue :	Close Date : 7/31/2006 9:36:05 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Documented Concern
Component Category : 01 - Steering 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 : N052006-07-2601243

Case Title : [REDACTED]

call at her earliest convenience. I thanked the customer and call ended.

I will make a follow up call with the customer on 08/01.

*** NOTES 7/28/2006 10:14:14 AM, agoldber, Action Type : Call from Customer

I received a VM from customer returning my call stating that she could also be reached during the day at 520-690-6603 between 5:00 am and 1:30 pm MST.

The customer thanked me and call ended.

*** CASE MODIFY 7/28/2006 10:15:28 AM, agoldber
into WIP PPCSE 3rd call and Status of Solving.

*** CASE MODIFY 7/28/2006 10:22:27 AM, agoldber
into WIP PPCSE 3rd call and Status of Solving.

*** CASE FULFILL 7/28/2006 10:24:47 AM, agoldber
Fulfilled for [REDACTED] due 08/01/2006 12:00:00 AM.

*** CASE MODIFY 7/28/2006 10:25:12 AM, agoldber
into WIP PPCSE 3rd call and Status of Solving.

*** NOTES 7/28/2006 10:30:47 AM, agoldber, Action Type : Call to Customer

I contacted the customer and spoke with Ms. Dumes. I introduced myself and explained that I am calling from the corporate offices of AHM in regards to her 2004 Civic. I explained that we want to assure her complete satisfaction with her Honda vehicle and that I would like to ask her five very quick questions. I asked if this is a convenient time. The customer stated that it was. I asked if it was okay to record call for quality assurance purposes. The customer stated it was okay to record the call.

I asked if there are any outstanding concerns pertaining to her Honda vehicle that I may assist her with in resolving at this time. The customer stated that she has no current issues. She stated that she has had weird things happen in her car and the most recent repair was a replacement ignition switch in which the customer states the key was stuck and took 6 technicians to remove the column and perform the repair. The customer stated that this was done at Chapman Honda and that she is satisfied with the repairs and service that she receives there. The customer also informed me that she services her vehicle at Dobb's Honda as well. I apologized to the customer for the inconvenience that she may have had with the vehicle. The customer accepted. I asked if she is satisfied with the overall performance of her vehicle. The customer stated that her vehicle's performance is good and it's paid for. The customer stated that she would consider purchasing another Honda. I asked if she would have contacted AHM regarding her Honda vehicle had we not contacted her first. She stated that she would not have.

I thanked Ms. [REDACTED] for her time and asked if she has any comments or information that would help assist Honda in better serving her in the future. The customer stated that she had no further comments or information. I thanked the customer for her time and feedback, provided my contact information and ended the call.

*** SUBCASE N052006-07-2601243-1 CLOSE 7/31/2006 9:36:05 AM, agoldber
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/31/2006 9:36:05 AM, agoldber
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012004-10-2001014 Division : Honda - Auto Condition : Closed Open Date : 10/20/2004 1:04:13 PM
Case Originator : Michelle Wilson (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 10/20/2004 1:36:45 PM
Case Owner : Michelle Wilson (Team HG) Method : Phone Queue : Days Open : 0
Last Closed By : Michelle Wilson (Team HG) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] 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 : FALLBROOK, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES165X4H [REDACTED]
Model / Year : CIVIC / 2004
Model ID / Product Line : ES1654PW / A
Miles / Hours : 14,206
In Service Date : 01/20/2004
Months In Use : 9
Engine Number : D17A14465942
Originating Dealer No. / Name : 207375 / NORM REEVES HONDA, TEMECULA
Selling Dealer No. / Name : 207375 / NORM REEVES HONDA, TEMECULA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BK
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 : 208362 / DCH HONDA OF TEMECULA
Phone No. : 951-699-4444
Address : 26755 YNEZ ROAD
City / State / Zip : TEMECULA, CA 92591
Svc District / Sls District : 01L / D01
Warranty Labor Rate / Date : \$95.00 /
Agent Name : Comp Ind. :

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012004-10-2001014-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012004-10-2001014-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Michelle Wilson	Type 1 : Product	Status : Subcase Close	Open Date : 10/20/2004 1:32:14 PM
Issue Owner : Michelle Wilson	Type 2 : Operation	Queue :	Close Date : 10/20/2004 1:34:30 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Referred to Dealer
Component Category : 10 - Power Train
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 : N012004-10-2001014

Case Title : [REDACTED] KEY STUCK IN IGNITION

*** CASE CREATE 10/20/2004 1:04:13 PM, mwilson

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

*** CASE VSC LOOKUP 10/20/2004 1:04:24 PM, mwilson

VSC CHECK 10/20/2004 01:04:24 PM mwilson

The following VSC information was found

SOLOMON;PETCHERS;V001867163;A57;(NEW) PREMIUM 5YR 75K \$50 DED;INACTIVE;2004-09-13;2004-01-20;2009-01-19;75000;
5;207375;50.00

*** CASE CUC LOOKUP 10/20/2004 1:04:24 PM, mwilson

CUC CHECK 10/20/2004 01:04:24 PM mwilson

The following CUC information was found

[REDACTED];ACTIVE;100000;8909;48000;2007-01-20;2011-01-20;;2004-09-06;2004-09-06;208362;;0;2004-09-30;20
04-09-13

*** CASE VSC LOOKUP 10/20/2004 1:05:14 PM, mwilson

VSC CHECK 10/20/2004 01:05:14 PM mwilson

The following VSC information was found

SOLOMON;PETCHERS;V001867163;A57;(NEW) PREMIUM 5YR 75K \$50 DED;INACTIVE;2004-09-13;2004-01-20;2009-01-19;75000;
5;207375;50.00

*** CASE CUC LOOKUP 10/20/2004 1:05:14 PM, mwilson

CUC CHECK 10/20/2004 01:05:14 PM mwilson

The following CUC information was found

[REDACTED];ACTIVE;100000;8909;48000;2007-01-20;2011-01-20;;2004-09-06;2004-09-06;208362;;0;2004-09-30;20
04-09-13

*** CASE CAMPAIGN LOOKUP 10/20/2004 1:05:15 PM, mwilson

CAMPAIGN CHECK 10/20/2004 01:05:15 PM mwilson

No data found for VIN

*** CASE VSC LOOKUP 10/20/2004 1:05:29 PM, mwilson

VSC CHECK 10/20/2004 01:05:29 PM mwilson

The following VSC information was found

SOLOMON;PETCHERS;V001867163;A57;(NEW) PREMIUM 5YR 75K \$50 DED;INACTIVE;2004-09-13;2004-01-20;2009-01-19;75000;
5;207375;50.00

*** CASE CUC LOOKUP 10/20/2004 1:05:29 PM, mwilson

CUC CHECK 10/20/2004 01:05:29 PM mwilson

The following CUC information was found

[REDACTED];ACTIVE;100000;8909;48000;2007-01-20;2011-01-20;;2004-09-06;2004-09-06;208362;;0;2004-09-30;20
04-09-13

*** CASE VSC LOOKUP 10/20/2004 1:05:37 PM, mwilson

VSC CHECK 10/20/2004 01:05:37 PM mwilson

The following VSC information was found

SOLOMON;PETCHERS;V001867163;A57;(NEW) PREMIUM 5YR 75K \$50 DED;INACTIVE;2004-09-13;2004-01-20;2009-01-19;75000;
5;207375;50.00

Case History

Case ID : N012004-10-2001014

Case Title : [REDACTED] KEY STUCK IN IGNITION

*** CASE CUC LOOKUP 10/20/2004 1:05:37 PM, mwilson

CUC CHECK 10/20/2004 01:05:37 PM mwilson

The following CUC information was found

[REDACTED] ACTIVE;100000;8909;48000;2007-01-20;2011-01-20;;2004-09-06;2004-09-06;208362;;0;2004-09-30;2004-09-13

*** NOTES 10/20/2004 1:10:53 PM, mwilson, Action Type : Call from Customer

The caller states he can not get the key out of the ignition. The customer states he contacted the dealer where he purchased the vehicle from as a CUC and was advised to contact ACS for roadside assistance. The customer did not have Honda Care.

I warm transferred caller to Ted in service at dlr # Norm Reeves Temecula, explaining to the SA-Ted the customer's situation. The customer was connected. call ended case closed.

*** CASE MODIFY 10/20/2004 1:11:16 PM, mwilson

into WIP default and Status of Solving.

*** SUBCASE N012004-10-2001014-1 CREATE 10/20/2004 1:32:14 PM, mwilson

Created in WIP Default with Due Date 10/20/2004 1:32:14 PM.

*** SUBCASE N012004-10-2001014-1 CLOSE 10/20/2004 1:34:30 PM, mwilson

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/20/2004 1:34:39 PM, mwilson

into WIP default and Status of Solving.

*** NOTES 10/20/2004 1:35:26 PM, mwilson, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The caller states he can not get the key out of the ignition. The customer states he contacted the dealer where he purchased the vehicle from as a CUC and was advised to contact ACS for roadside assistance. The customer did not have Honda Care.

I warm transferred caller to Ted in service at dlr # Norm Reeves Temecula, explaining to the SA-Ted the customer's situation. The customer was connected. call ended case closed.

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

Thank you for your attention to this matter.

Michelle Wilson

Automobile Customer Service

*** CASE MODIFY 10/20/2004 1:36:31 PM, mwilson

into WIP default and Status of Solving.

*** CASE CLOSE 10/20/2004 1:36:45 PM, mwilson

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

Case Details

Case ID : N032006-08-1501518 Division : Honda - Auto Condition : Closed Open Date : 8/15/2006 4:40:31 PM
 Case Originator : Jennell Fort (Team MA) Sub Division : Satellite Center Status : Closed Close Date : 8/15/2006 4:45:06 PM
 Case Owner : Jennell Fort (Team MA) Method : Phone Queue : Days Open : 0
 Last Closed By : Jennell Fort (Team MA) Point of Origin : Customer Wipbin :
 Case Title : 07 F - [REDACTED] IGNITION SWITCH NON CAMPAIGN 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 : DECATUR, GA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES16564H [REDACTED]
 Model / Year : CIVIC / 2004
 Model ID / Product Line : ES1654PW / A
 Miles / Hours : 35,000
 In Service Date : 09/16/2004
 Months In Use : 23
 Engine Number : D17A14612726
 Originating Dealer No. / Name : 206848 / CAREY PAUL HONDA
 Selling Dealer No. / Name : 206848 / CAREY PAUL HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : BK
 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 : 206848 / CAREY PAUL HONDA
 Phone No. : 770-985-1444
 Address : 3430 HIGHWAY 78
 City / State / Zip : SNELLVILLE, GA 30078
 Svc District / Sls District : 07F / D07
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N032006-08-1501518-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032006-08-1501518-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennell Fort	Type 1 : Product	Status : Subcase Close	Open Date : 8/15/2006 4:43:14 PM
Issue Owner : Jennell Fort	Type 2 : Operation	Queue :	Close Date : 8/15/2006 4:44:01 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Updated Information, Referred to Dealer, Provided Information
Component Category : 11 - Electrical 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 : N032006-08-1501518

Case Title : 07 F - [REDACTED] - IGNITION SWITCH NON CAMPAIGN INQUIRY

*** NOTES 8/15/2006 4:40:31 PM, jfort, Action Type :

The customer contacted AHM stating she wanted to check for recalls.

I verified the customers contact information.

I checked in CICS and found no campaign data.

I advised the customer that her vehicle is under no campaign and she informed that her key is stuck in the ignition.

I advised her that if her vehicle has less then 36,000 miles she is under warranty. I provided her with the phone number and address for dealer #206848.

The customer thanked me and the call ended.

*** CASE CREATE 8/15/2006 4:40:31 PM, jfort

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

*** CASE EXTENDED WARRANTY LOOKUP 8/15/2006 4:40:34 PM, jfort

WARRANTY CHECK 08/15/2006 04:40:34 PM jfort

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/15/2006 4:40:39 PM, jfort

CLAIM CHECK 08/15/2006 04:40:39 PM jfort

The following Claim History information was found

0; 2005-01-05; 206848; 588361; 510; 042100 ; ARMREST - REPLACE.

*** CASE CAMPAIGN LOOKUP 8/15/2006 4:40:41 PM, jfort

CAMPAIGN CHECK 08/15/2006 04:40:40 PM jfort

No data found for VIN

*** CASE VSC LOOKUP 8/15/2006 4:40:44 PM, jfort

VSC-CUC CHECK 08/15/2006 04:40:44 PM jfort

No data found for VIN.

*** SUBCASE N032006-08-1501518-1 CREATE 8/15/2006 4:43:14 PM, jfort

Created in WIP Default with Due Date 8/15/2006 4:43:14 PM.

*** SUBCASE N032006-08-1501518-1 CLOSE 8/15/2006 4:44:01 PM, jfort

Status = Solving, Resolution Code = Instruction Given

*** CASE EXTENDED WARRANTY LOOKUP 8/15/2006 4:44:30 PM, jfort

WARRANTY CHECK 08/15/2006 04:44:30 PM jfort

No data found for VIN.

*** CASE VSC LOOKUP 8/15/2006 4:44:33 PM, jfort

VSC-CUC CHECK 08/15/2006 04:44:33 PM jfort

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/15/2006 4:44:37 PM, jfort

CAMPAIGN CHECK 08/15/2006 04:44:37 PM jfort

No data found for VIN

*** CASE CLAIMS LOOKUP 8/15/2006 4:44:42 PM, jfort

CLAIM CHECK 08/15/2006 04:44:42 PM jfort

The following Claim History information was found

Case History

Case ID : N032006-08-1501518 Case Title : 07 F - [REDACTED] GNITION SWITCH NON CAMPAIGN INQUIRY
0; 2005-01-05; 206848; 588361; 510; 042100 ; ARMREST - REPLACE.
*** CASE MODIFY 8/15/2006 4:44:56 PM, jfort
into WIP default and Status of Solving.
*** CASE CLOSE 8/15/2006 4:45:06 PM, jfort
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012007-03-2801395 Division : Honda - Auto Condition : Closed Open Date : 3/28/2007 3:00:59 PM
 Case Originator : Armen Tumanian (Team TTS) Sub Division : Customer Relations Status : Closed Close Date : 3/28/2007 3:02:22 PM
 Case Owner : Armen Tumanian (Team TTS) Method : Phone Queue : Days Open : 0
 Last Closed By : Armen Tumanian (Team TTS) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : CINCINNATI, OH [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5J6YH28243L [REDACTED]
 Model / Year : ELEMENT / 2003
 Model ID / Product Line : YH2823PW / A
 Miles / Hours :
 In Service Date : 06/18/2003
 Months In Use : 45
 Engine Number : K24A41614656
 Originating Dealer No. / Name : 206674 / SUPERIOR HONDA
 Selling Dealer No. / Name : 206674 / SUPERIOR HONDA
 Trim : 4WD DX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012007-03-2801395-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-03-2801395-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Armen Tumanian	Type 1 : Product	Status : Subcase Close	Open Date : 3/28/2007 3:01:28 PM
Issue Owner : Armen Tumanian	Type 2 : Operation	Queue :	Close Date : 3/28/2007 3:01:43 PM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer
 Component Category : NR - No Category Found
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-03-2801395

Case Title : ██████████ KEY STUCK IN IGNITION

*** CASE CREATE 3/28/2007 3:00:59 PM, atumania

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

*** CASE EXTENDED WARRANTY LOOKUP 3/28/2007 3:01:00 PM, atumania

WARRANTY CHECK 03/28/2007 03:01:00 PM atumania

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/28/2007 3:01:03 PM, atumania

CLAIM CHECK 03/28/2007 03:01:03 PM atumania

The following Claim History information was found

0; 2007-01-15; 208014; 750621; 510; 751100 ; SRS CONTROL UNIT - REPLACE. S/B# 02-014 S/B# 03-066

*** CASE CAMPAIGN LOOKUP 3/28/2007 3:01:06 PM, atumania

CAMPAIGN CHECK 03/28/2007 03:01:06 PM atumania

The following Campaign information was found

06-084; Q25; 03-04 ELEMENT WINDSHIELD EXT; ;

06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 3/28/2007 3:01:08 PM, atumania

VSC CHECK 03/28/2007 03:01:08 PM atumania

The following VSC information was found

██████████;V001663928;B77;(NEW) PREMIUM 7YR 75K 0 DED;ACTIVE;;2003-06-18;2010-06-17;75000;43;206674;0.00

*** CASE CUC LOOKUP 3/28/2007 3:01:08 PM, atumania

CUC CHECK 03/28/2007 03:01:08 PM atumania

The following CUC information was found

;;0;0;0;0;0;0;0;0;0;0;0;0;

*** SUBCASE N012007-03-2801395-1 CREATE 3/28/2007 3:01:28 PM, atumania

Created in WIP Default with Due Date 3/28/2007 3:01:28 PM.

*** SUBCASE N012007-03-2801395-1 CLOSE 3/28/2007 3:01:43 PM, atumania

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/28/2007 3:01:55 PM, atumania

into WIP default and Status of Solving.

*** NOTES 3/28/2007 3:02:20 PM, atumania, Action Type : Call from Customer

Customer contacted ACS regarding the following issue(s):

His key is stuck in his ignition. I referred him to his local dealership for diagnoses and repair as this was not a quick fix over the phone.

*** CASE CLOSE 3/28/2007 3:02:22 PM, atumania

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

Case Details

Case ID : N012007-05-2200522 Division : Honda - Auto Condition : Closed Open Date : 5/22/2007 9:20:32 AM
 Case Originator : Marina Wood (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/22/2007 9:38:58 AM
 Case Owner : Marina Wood (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Marina Wood (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ KEY LOCKED IN IGNITION 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 : WICHITA, KS ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 5J6YH185131 ██████████
 Model / Year : ELEMENT / 2003
 Model ID / Product Line : YH1853PLW / A
 Miles / Hours : 40,000
 In Service Date : 05/20/2003
 Months In Use : 48
 Engine Number : K24A41636456
 Originating Dealer No. / Name : 206663 / ESKRIDGE HONDA
 Selling Dealer No. / Name : 206607 / SCHOLFIELD HONDA
 Trim : 2WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : OR
 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 : 206607 / SCHOLFIELD HONDA
 Phone No. : 316-688-6400
 Address : 7017 EAST KELLOGG
 City / State / Zip : WICHITA, KS 67207
 Svc District / Sls District : 10B / A10
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012007-05-2200522-1 ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-05-2200522-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marina Wood	Type 1 : Product	Status : Subcase Close	Open Date : 5/22/2007 9:38:28 AM
Issue Owner : Marina Wood	Type 2 : Operation	Queue :	Close Date : 5/22/2007 9:38:58 AM
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 01 - Steering 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 : N012007-05-2200522

Case Title : [REDACTED] KEY LOCKED IN IGNITION

*** CASE CREATE 5/22/2007 9:20:32 AM, mwood

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

*** CASE EXTENDED WARRANTY LOOKUP 5/22/2007 9:20:34 AM, mwood

WARRANTY CHECK 05/22/2007 09:20:34 AM mwood

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/22/2007 9:20:37 AM, mwood

CLAIM CHECK 05/22/2007 09:20:36 AM mwood

The following Claim History information was found

0; 2007-04-27; 206607; 269356; 510; 831120 ; WINDSHIELD, GLUE-IN TYPE - REPLACE. S/B# 84-020
S/B# 06-084

*** CASE VSC LOOKUP 5/22/2007 9:20:39 AM, mwood

VSC CHECK 05/22/2007 09:20:39 AM mwood

The following VSC information was found

;;;;;;;;;0;0;;0.0

*** CASE CUC LOOKUP 5/22/2007 9:20:39 AM, mwood

CUC CHECK 05/22/2007 09:20:39 AM mwood

The following CUC information was found

[REDACTED] ACTIVE;100000;16687;48000;2006-05-20;2010-05-20;;2005-05-26;2005-05-26;206607;;0;2005-06-30;20
05-06-01

*** CASE CAMPAIGN LOOKUP 5/22/2007 9:20:41 AM, mwood

CAMPAIGN CHECK 05/22/2007 09:20:41 AM mwood

The following Campaign information was found

06-084; Q25; 03-04 ELEMENT WINDSHIELD EXT; 2007-04-27; FX
06-085; Q26; Vaughn Class Action Honda; ;

*** CASE MODIFY 5/22/2007 9:25:38 AM, mwood

into WIP default and Status of Solving.

*** CASE CUC LOOKUP 5/22/2007 9:33:38 AM, mwood

CUC CHECK 05/22/2007 09:33:38 AM mwood

The following CUC information was found

[REDACTED] ACTIVE;100000;16687;48000;2006-05-20;2010-05-20;;2005-05-26;2005-05-26;206607;;0;2005-06-30;20
05-06-01

*** CASE VSC LOOKUP 5/22/2007 9:33:38 AM, mwood

VSC CHECK 05/22/2007 09:33:38 AM mwood

The following VSC information was found

;;;;;;;;;0;0;;0.0

*** NOTES 5/22/2007 9:37:43 AM, mwood, Action Type : Call from Customer

The customer called in and stated that the key is locked in the ignition and that the steering wheel is locked as well. Because she has a CUC, I offered to call Roadside Assistance on her behalf to inquire as to if assisting her would be covered. She stated that was fine. I placed her on hold and reached Dominic at Roadside Assistance who stated that the customer is not covered and gave the estimate of \$79.14 to tow the vehicle to her nearest Honda dealer

Case History

Case ID : N012007-05-2200522

Case Title : [REDACTED] KEY LOCKED IN IGNITION

which is Scholfield Honda. I thanked him for his assistnace and relayed this information to the customer. The customer became irate and used profanity. She thanked me for my assistance but stated that she would be contacting the Better Business Bureau. I provided her with the phone numbers to Honda Roadside and Honda Care. The customer ended the call. I will close this case.

*** CASE MODIFY 5/22/2007 9:37:46 AM, mwood
into WIP default and Status of Solving.

*** SUBCASE N012007-05-2200522-1 CREATE 5/22/2007 9:38:28 AM, mwood
Created in WIP Default with Due Date 5/22/2007 9:38:28 AM.

*** CASE MODIFY 5/22/2007 9:38:48 AM, mwood
into WIP default and Status of Solving.

*** CASE MODIFY 5/22/2007 9:38:50 AM, mwood
into WIP default and Status of Solving.

*** CASE CLOSE 5/22/2007 9:38:58 AM, mwood
Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE N012007-05-2200522-1 CLOSE 5/22/2007 9:38:58 AM, mwood
Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N032007-02-0601088 Division : Honda - Auto Condition : Closed Open Date : 2/6/2007 10:22:17 AM
 Case Originator : Cristal Moore (Team CE) Sub Division : Satellite Center Status : Closed Close Date : 2/6/2007 10:46:17 AM
 Case Owner : Cristal Moore (Team CE) Method : Phone Queue : Days Open : 0
 Last Closed By : Cristal Moore (Team CE) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] DOOR LOCK / IGNITION SWITCH 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 : MALIBU, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5J6YH18523L044574
 Model / Year : ELEMENT / 2003
 Model ID / Product Line : YH1853PLW / A
 Miles / Hours : 50,444
 In Service Date : 06/22/2003
 Months In Use : 44
 Engine Number : K24A41640262
 Originating Dealer No. / Name : 207615 / DCH HONDA OF OXNARD
 Selling Dealer No. / Name : 207615 / DCH HONDA OF OXNARD
 Trim : 2WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : OR
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N032007-02-0601088-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	725	Ignition Switch
N032007-02-0601088-2 / [REDACTED]	Subcase Close	Campaign	Eligibility	817	Door locks

Issue Details

Issue ID : N032007-02-0601088-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Cristal Moore	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/6/2007 10:30:41 AM
Issue Owner : Cristal Moore	Type 2 : Eligibility	Queue :	Close Date : 2/6/2007 10:46:13 AM
Issue Title : ██████████ CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Documented Concern
 Component Category : 01 - Steering 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 : N032007-02-0601088-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Cristal Moore	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/6/2007 10:31:41 AM
Issue Owner : Cristal Moore	Type 2 : Eligibility	Queue :	Close Date : 2/6/2007 10:46:17 AM
Issue Title : ██████████ CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 817 / Door locks
 Condition Code Desc Other 817X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Documented Concern
 Component Category : 17 - Latches
 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 : N032007-02-0601088

Case Title : [REDACTED] DOOR LOCK / IGNITION SWITCH

*** CASE CREATE 2/6/2007 10:22:17 AM, cmoore

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

*** NOTES 2/6/2007 10:22:23 AM, cmoore, Action Type : Call from Customer

The customer is calling to see if there are any recalls on the vehicle for the locks. The customer states that the key does not open the door and once the key is in the ignition, it does not come out. The customer then would like to know if there is any type of warranty for this.

*** CASE MODIFY 2/6/2007 10:22:41 AM, cmoore

into WIP default and Status of Solving.

*** CASE MODIFY 2/6/2007 10:22:46 AM, cmoore

into WIP default and Status of Solving.

*** CASE MODIFY 2/6/2007 10:23:58 AM, cmoore

into WIP default and Status of Solving.

*** CASE MODIFY 2/6/2007 10:29:03 AM, cmoore

into WIP default and Status of Solving.

*** NOTES 2/6/2007 10:29:51 AM, cmoore, Action Type : Call from Customer

After looking at the customer's warranty screen, I informed the customer that there is no warranty or recall for this issue. I then informed the customer that if she were to have the vehicle repaired the cost of repairs would be at her expense. The customer then asked if there was a recall for this.

I then informed the customer that all recalls are VIN specific, and there are no recalls pertaining to this issue. The customer understood the information that was provided and needed no further information at this time.

*** CASE MODIFY 2/6/2007 10:29:54 AM, cmoore

into WIP default and Status of Solving.

*** SUBCASE N032007-02-0601088-1 CREATE 2/6/2007 10:30:41 AM, cmoore

Created in WIP Default with Due Date 2/6/2007 10:30:41 AM.

*** SUBCASE N032007-02-0601088-2 CREATE 2/6/2007 10:31:41 AM, cmoore

Created in WIP Default with Due Date 2/6/2007 10:31:41 AM.

*** CASE MODIFY 2/6/2007 10:31:55 AM, cmoore

into WIP default and Status of Solving.

*** CASE MODIFY 2/6/2007 10:46:07 AM, cmoore

into WIP default and Status of Solving.

*** SUBCASE N032007-02-0601088-1 CLOSE 2/6/2007 10:46:13 AM, cmoore

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032007-02-0601088-2 CLOSE 2/6/2007 10:46:17 AM, cmoore

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/6/2007 10:46:17 AM, cmoore

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

Case Details

Case ID : N012009-03-2700763 Division : Honda - Auto Condition : Closed Open Date : 3/27/2009 12:15:39 PM
 Case Originator : Oneita Evans (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/14/2009 10:55:07 AM
 Case Owner : Terence Tong (Team HH) Method : Phone Queue : Days Open : 18
 Last Closed By : Terence Tong (Team HH) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION LOCK AND SWITCH 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 : JAMAICA PLAIN, MA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5J6YH28573L [REDACTED]
 Model / Year : ELEMENT / 2003
 Model ID / Product Line : YH2853PLW / A
 Miles / Hours : 50,000
 In Service Date : 08/09/2003
 Months In Use : 67
 Engine Number : K24A41656123
 Originating Dealer No. / Name : 207105 / CLAIR HONDA
 Selling Dealer No. / Name : 207105 / CLAIR HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : OR
 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 : 208470 / PRIME 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 : \$99.98 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012009-03-2700763-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch
N012009-03-2700763-2 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012009-03-2700763-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Oneita Evans	Type 1 : Product	Status : Subcase Close	Open Date : 3/27/2009 12:46:48 PM
Issue Owner : Oneita Evans	Type 2 : Operation	Queue :	Close Date : 3/27/2009 12:47:12 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 11 - Electrical 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 : N012009-03-2700763-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Terence Tong	Type 1 : Product	Status : Subcase Close	Open Date : 4/8/2009 6:19:18 AM
Issue Owner : Terence Tong	Type 2 : Operation	Queue :	Close Date : 4/14/2009 10:55:07 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - AHM Partial
 Component Category : 17 - Latches
 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 : N012009-03-2700763

Case Title : [REDACTED] IGNITION LOCK AND SWITCH

*** CASE CREATE 3/27/2009 12:15:39 PM, oevans

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

*** CASE EXTENDED WARRANTY LOOKUP 3/27/2009 12:15:43 PM, oevans

WARRANTY CHECK 03/27/2009 12:15:43 PM oevans

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/27/2009 12:15:50 PM, oevans

CLAIM CHECK 03/27/2009 12:15:50 PM oevans

The following Claim History information was found

0; 2006-05-18; 207105; 459251; 510; 817104 ; DOOR LOCK CYLINDER BINDS - REMOVE THE DOOR LOCK CYLINDER,
AND REPLACE THE TUMBLERS. IF ANY TUMBLERS CANNOT

*** CASE CAMPAIGN LOOKUP 3/27/2009 12:15:54 PM, oevans

CAMPAIGN CHECK 03/27/2009 12:15:53 PM oevans

The following Campaign information was found

06-084; Q25; 03-04 ELEMENT WINDSHIELD EXT; 01/30/08; FX;
06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 3/27/2009 12:15:55 PM, oevans

VSC-CUC CHECK 03/27/2009 12:15:55 PM oevans

No data found for VIN.

*** CASE MODIFY 3/27/2009 12:16:35 PM, oevans

into WIP default and Status of Solving.

*** CASE MODIFY 3/27/2009 12:20:23 PM, oevans

into WIP default and Status of Solving.

*** NOTES 3/27/2009 12:45:47 PM, oevans, Action Type : Call from Customer

Ignition Lock and Switch (info verified)

Customer called and stated that he was having difficulty removing his key from his ignition. Customer stated that he took his vehicle to Prime Honda and they told him that he would need to replace the lock assembly and the ignition switch for his vehicle. Customer stated that he paid \$743.00 for the cost of the repair. Customer stated that he would like to know if AHM will be willing to assist in reimbursement for cost.

I apologized and told him that I will document his concern and gave him the case number. Customer was advised that he is out side the warranty and that assistance can not be granted. Customer stated that he wanted the fax number and that he will forward the paper work to our office for consideration. I gave him the fax number and told him assistance will not be guaranteed and that someone will give him a call about his request.

*** SUBCASE N012009-03-2700763-1 CREATE 3/27/2009 12:46:48 PM, oevans

Created in WIP Default with Due Date 3/27/2009 12:46:48 PM.

*** CASE MODIFY 3/27/2009 12:47:07 PM, oevans

into WIP default and Status of Solving.

*** CASE CLOSE 3/27/2009 12:47:12 PM, oevans

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

Case History

Case ID : N012009-03-2700763

Case Title : [REDACTED] IGNITION LOCK AND SWITCH

*** SUBCASE N012009-03-2700763-1 CLOSE 3/27/2009 12:47:12 PM, oevans

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 4/7/2009 2:22:02 PM, ahsieh

with Condition of Open and Status of Solving.

*** NOTES 4/7/2009 2:24:42 PM, ahsieh, Action Type : Letter/Fax

On 04/07/09 ACS rec'd a 2-page fax from the customer. Customer faxed over a copy of a RO from Prime Honda.

*** CASE MODIFY 4/7/2009 2:24:52 PM, ahsieh

into WIP default and Status of Solving.

*** CASE DISPATCH 4/7/2009 2:25:02 PM, ahsieh

from WIP default to Queue Honda Team H .

*** CASE ASSIGN 4/7/2009 2:35:07 PM, codulio

N012009-03-2700763 to ttong, WIP

*** CASE RULE ACTION 4/7/2009 2:35:08 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012009-03-2700763-2 CREATE 4/8/2009 6:19:18 AM, ttong

Created in WIP Default with Due Date 4/8/2009 6:19:18 AM.

*** CASE MODIFY 4/8/2009 6:19:21 AM, ttong

into WIP Default and Status of Solving.

*** NOTES 4/8/2009 8:40:17 AM, ttong, Action Type : Call to Customer

Spoke to customer on the phone and introduced myself as his RCM. Advised that I'll be reviewing his case. Customer explained that he had his door lock tumbler failed before and now the ignition lock failed. It is a costly repair and he wonder if this is a wild spread issue that we should consider assisting. RCM found that his door tumbler repair was back in May 06 and it was under warranty. Advised the customer we'll review the repair with the dealership and get back to him in 2 days. Customer appreciates the time we took to review his case.

*** COMMIT 4/8/2009 8:40:23 AM, ttong, Action Type : N/A

call dlr

*** CASE EXTENDED WARRANTY LOOKUP 4/8/2009 1:22:24 PM, ttong

WARRANTY CHECK 04/08/2009 01:22:24 PM ttong

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/8/2009 1:23:02 PM, ttong

CLAIM CHECK 04/08/2009 01:23:02 PM ttong

The following Claim History information was found

0; 2006-05-18; 207105; 459251; 510; 817104 ; DOOR LOCK CYLINDER BINDS - REMOVE THE DOOR LOCK CYLINDER, AND REPLACE THE TUMBLERS. IF ANY TUMBLERS CANNOT B

*** CASE CAMPAIGN LOOKUP 4/8/2009 1:23:08 PM, ttong

CAMPAIGN CHECK 04/08/2009 01:23:08 PM ttong

The following Campaign information was found

06-084; Q25; 03-04 ELEMENT WINDSHIELD EXT; 01/30/08; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;

Case History

Case ID : N012009-03-2700763

Case Title : [REDACTED] IGNITION LOCK AND SWITCH

*** CASE VSC LOOKUP 4/8/2009 1:23:09 PM, ttong
VSC-CUC CHECK 04/08/2009 01:23:09 PM ttong
No data found for VIN.

*** NOTES 4/8/2009 1:49:03 PM, ttong, Action Type : Call to Dealer

Discussed with Osirus/SM regarding the customer's repair history. Customer is the original owner who bought the car from Prime (then Clair Honda). Customer does not have much maintenance service history but does come in for warranty and CP repairs about once a year. Both Osirus and RCM agreed that the customer's vehicle has rather low mileage for the ignition tumbler to fail. Osirus also pointed out the customer did perform his 30k service at the dealership. RCM proposed a \$200 reimbursement from the dealership as GW. Osirus is in agreement but would like to get DPSM involve. RCM agreed and will call on their behalf.

*** NOTES 4/8/2009 1:49:49 PM, ttong, Action Type : Field/DSM

Contacted DPSM and left a message, briefed him of the SM and RCM conversation and requested an OK for \$200 goodwill.

*** CASE FULFILL 4/8/2009 1:49:57 PM, ttong

Fulfilled for [REDACTED] due 04/09/2009 12:00:00 AM.

*** COMMIT 4/8/2009 1:49:59 PM, ttong, Action Type : N/A

dpsm reply

*** NOTES 4/10/2009 12:17:12 PM, ttong, Action Type : Field/DSM

DPSM replied and concurred GW decision.

*** NOTES 4/10/2009 12:20:20 PM, ttong, Action Type : Call to Dealer

Called Osirus/SM and left a voice mail. Advised him to go ahead and reimburse the customer \$200 via RCM GW authorization to the customer. RCM had discussed with DPSM and we have reached the same decision.

*** CASE FULFILL 4/10/2009 12:20:25 PM, ttong

Fulfilled for JEFFREY GOODMAN due 04/09/2009 12:00:00 AM.

*** COMMIT 4/10/2009 12:20:28 PM, ttong, Action Type : N/A

call cust to confirm offer

*** NOTES 4/14/2009 10:50:49 AM, ttong, Action Type : Call to Customer

Called customer to follow up. He advised that he had not heard back from the dealership. Apologized for their delay but we have good news. RCM had authorized the dealership to reimburse him \$200 towards his repair bill. This is a goodwill offer to him because we want to promote customer satisfaction. Osirus/SM is going to reimburse him directly through the dealership system. Customer thanked ACS and proceed to talked favorably about his Element. Advised the customer he should give the dealership another week, to process the reimbursement. If he had not heard back, he can call Osirus or RCM directly to resolve.

Customer wanted to suggest a feature on the Element. He stated that the rear seat, although fold flat toward the side, it's more useful if they are folded flat towards the floor board like the minivan. RCM understood what his concerns are because it loose 12-18 inches of width the seats are folded to the side. Customer explained that he can take the seats out, but he doesn't have a garage. RCM suggested that he can try folding them flat but leaning the seats against the back of the front seat, He loose some length but it seems that his concerns are width. Customer found that suggestion very useful and stated he'll try it out.

Verified address

*** CASE MODIFY 4/14/2009 10:55:02 AM, ttong
into WIP 9G / Dan Enderle and Status of Solving.

Case History

Case ID : N012009-03-2700763

Case Title : [REDACTED] - IGNITION LOCK AND SWITCH

*** SUBCASE N012009-03-2700763-2 CLOSE 4/14/2009 10:55:07 AM, ttong

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/14/2009 10:55:07 AM, ttong

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

Case Details

Case ID : N012004-01-2600739 Division : Honda - Auto Condition : Closed Open Date : 1/26/2004 9:11:01 AM
 Case Originator : Heather Mcginn (Team HI) Sub Division : Customer Relations Status : Closed Close Date : 2/6/2004 10:17:42 AM
 Case Owner : Tina Crabtree (Team HB) Method : Mail Queue : Days Open : 11
 Last Closed By : Tina Crabtree (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : MOUNTAIN VIEW, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5J6YH28653L [REDACTED]
 Model / Year : ELEMENT / 2003
 Model ID / Product Line : YH2863EW / A
 Miles / Hours : 1,000
 In Service Date : 10/11/2003
 Months In Use : 3
 Engine Number : K24A41668351
 Originating Dealer No. / Name : 208196 / SAN LEANDRO HONDA
 Selling Dealer No. / Name : 208196 / SAN LEANDRO HONDA
 Trim : 4WD EXS
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 208059 / ANDERSON HONDA
 Phone No. : 650-856-6000
 Address : 1766 EMBARCADERO ROAD
 City / State / Zip : PALO ALTO, CA 94303
 Svc District / Sls District : 12G / B12
 Warranty Labor Rate / Date : \$125.00 /
 Agent Name : JANETTE Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-01-2600739-1 [REDACTED] PRODUCT C	Subcase Close	Product	Operation	725	Ignition Switch

Case History

Case ID : N012004-01-2600739

Case Title : [REDACTED]

*** CASE CREATE 1/26/2004 9:11:01 AM, hmcginn

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

*** NOTES 1/26/2004 9:11:02 AM, hmcginn, Action Type :

On 1/23/04 ACS received a letter from customer dated 1/20/04 regarding a product issue. The customer states that regarding the recall notice for the ignition switch interlock, he has a similar type of defect with his Element. The customer noticed the defect almost immediately after purchasing the vehicle. The customer states that from time to time, with the transmission in park, the ignition key cannot be removed and gets stuck in the accessory position and he cannot turn to the off position to remove the key. The customer has to restart the engine and turn the steering wheel a couple of times plus push down the brakes a few times before the ignition key can be removed. The customer took the vehicle to Anderson Honda and states that he was shocked that the dealer not only did not remedy this safety defect, but they would not even let the mechanics check it out or take it apart to do a diagnostic analysis. The service advisor was Tim Kwak. The customer would like assistance.

*** CASE MODIFY 1/26/2004 9:11:50 AM, hmcginn

into WIP default and Status of Solving.

*** CASE MODIFY 1/26/2004 9:11:50 AM, hmcginn

into WIP default and Status of Solving.

*** CASE DISPATCH 1/26/2004 9:11:56 AM, hmcginn

from WIP default to Queue Team E.

*** CASE ASSIGN 1/26/2004 4:49:48 PM, cgriffin

N012004-01-2600739 to tcrabtre, WIP

*** CASE RULE ACTION 1/26/2004 4:49:50 PM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 1/28/2004 8:46:33 AM, tcrabtre, Action Type :

Made to [REDACTED] due 01/31/2004 08:46:37 AM.

DCS Follow-Up

*** NOTES 1/28/2004 8:47:04 AM, tcrabtre, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 1/31/2004

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 1/23/04 ACS received a letter from customer dated 1/20/04 regarding a product issue. The customer states that regarding the recall notice for the ignition switch interlock, he has a similar type of defect with his Element. The customer noticed the defect almost immediately after purchasing the vehicle. The customer states that from time to time, with the transmission in park, the ignition key cannot be removed and gets stuck in the accessory position and he cannot turn to the off position to remove the key. The customer has to restart the engine and turn the steering wheel a couple of times plus push down the brakes a few times before the ignition key can be removed. The customer took the vehicle to Anderson Honda and states that he was shocked that the dealer not only did not remedy this safety defect, but they would not even let the mechanics check it out or take it apart to do a diagnostic analysis. The service advisor was Tim Kwak. The customer would like assistance.

Please contact me to review this case.

Case History

Case ID : N012004-01-2600739

Case Title : [REDACTED]

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.

Tina Crabtree
Automobile Customer Service

*** SUBCASE N012004-01-2600739-1 CREATE 1/28/2004 8:47:16 AM, tcrabtre

Created in WIP Default with Due Date 1/28/2004 8:47:16 AM.

*** CASE MODIFY 1/28/2004 8:47:42 AM, tcrabtre

into WIP Default and Status of Solving.

*** NOTES 2/5/2004 11:31:14 AM, tcrabtre, Action Type : Inbound DCS

VEHICLE WAS NOT DOING IT AT THE TIME IT CAME BY, THERE ARE NO BULLITENS ON PROBABLE REPAIR. WITHOUT DUPLICATING CONCERN WE ARE UNABLE TO MAKE ANY REPAIRS.

*** COMMIT 2/5/2004 11:31:14 AM, tcrabtre, Action Type : External Commitment

Inbound DCS received from Dealer # 208059

*** NOTES 2/6/2004 9:42:44 AM, cgriffin, Action Type : Call from Dealer

SM Jeanette states this customer wants the dlr to perform the interlock recall on his vehicle. She tried to explain to the customer that the recall does not pertain to his vehicle. Customer was told that if he has a concern w/his vehicle, he needs to allow the dlr to duplicate and diagnose his concerns. The customer would not allow her to do this. He demanded that the recall be performed on his vehicle.

Jeanette states she tried to explain several times to the customer, that there are no recalls on his vehicle. Also the customer would not allow the dlr to diagnose his concerns.

*** CASE MODIFY 2/6/2004 9:52:03 AM, tcrabtre

into WIP 5 Friday and Status of Solving.

*** CASE MODIFY 2/6/2004 9:55:17 AM, tcrabtre

into WIP 5 Friday and Status of Solving.

*** NOTES 2/6/2004 10:15:37 AM, tcrabtre, Action Type : Call to Customer

I spoke to the customer and explained that all of our campaigns and recalls are model and VIN specific and the ignition switch recall did not affect his Element. I told him if he feels his car is operating abnormally, he would need to give the dealer the opportunity to investigate it. He said he would be willing to do that. I told him I would call the Service Manager, Jeanette and have her contact him directly to schedule an appointment to diagnose his concern.

*** NOTES 2/6/2004 10:17:20 AM, tcrabtre, Action Type : Call to Dealer

I spoke to Service Manager, Jeanette Baldwin and let her know I spoke to the customer. He said he wanted to have his concern looked into further. She said she would contact him to schedule a service appointment to diagnose his issues. She said she would call me if she needs any further assistance.

*** SUBCASE N012004-01-2600739-1 CLOSE 2/6/2004 10:17:39 AM, tcrabtre

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/6/2004 10:17:42 AM, tcrabtre

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

Case Details

Case ID : N012004-07-2800992 Division : Honda - Auto Condition : Closed Open Date : 7/28/2004 12:06:42 PM
 Case Originator : Jeanette Smith (Team MA) Sub Division : Customer Relations Status : Closed Close Date : 7/28/2004 1:28:01 PM
 Case Owner : Jeanette Smith (Team MA) Method : Phone Queue : Days Open : 0
 Last Closed By : Jeanette Smith (Team MA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : HAMBURG, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5J6YH28593L [REDACTED]
 Model / Year : ELEMENT / 2003
 Model ID / Product Line : YH2853PLW / A
 Miles / Hours : 12,000
 In Service Date : 11/20/2003
 Months In Use : 8
 Engine Number : K24A41676548
 Originating Dealer No. / Name : 208305 / VICTORY HONDA OF PLYMOUTH
 Selling Dealer No. / Name : 208305 / VICTORY HONDA OF PLYMOUTH
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : SI
 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 : 206707 / RAY LAKS HONDA
 Phone No. : 716-826-4200
 Address : 100 ORCHARD PARK ROAD
 City / State / Zip : WEST SENECA, NY 14224
 Svc District / Sls District : 09A / A09
 Warranty Labor Rate / Date : \$93.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012004-07-2800992-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012004-07-2800992-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeanette Smith	Type 1 : Product	Status : Subcase Close	Open Date : 7/28/2004 1:27:20 PM
Issue Owner : Jeanette Smith	Type 2 : Operation	Queue :	Close Date : 7/28/2004 1:27:57 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Referred to Dealer
Component Category : 11 - Electrical 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 : N012004-07-2800992

Case Title : [REDACTED]

The customer will be contacting you to schedule an appointment because she is having issues with her key getting stuck in the ignition. The customer had the interlock system replaced this year.

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

Thank you for your attention to this matter.

Jeanette Smith
Automobile Customer Service

*** CASE CLAIMS LOOKUP 7/28/2004 12:16:31 PM, jsmith01

CLAIM CHECK 07/28/2004 12:16:31 PM jsmith01

The following Claim History information was found

0; 2004-02-12; 208312; 047140; 510; 743099 ; S/T BASE FOR SHIFT INTERLOCK SYSTEM

*** CASE MODIFY 7/28/2004 1:06:08 PM, jsmith01

into WIP default and Status of Solving.

*** CASE MODIFY 7/28/2004 1:23:42 PM, jsmith01

into WIP default and Status of Solving.

*** SUBCASE N012004-07-2800992-1 CREATE 7/28/2004 1:27:20 PM, jsmith01

Created in WIP Default with Due Date 7/28/2004 1:27:20 PM.

*** SUBCASE N012004-07-2800992-1 CLOSE 7/28/2004 1:27:57 PM, jsmith01

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/28/2004 1:27:59 PM, jsmith01

into WIP default and Status of Solving.

*** CASE CLOSE 7/28/2004 1:28:01 PM, jsmith01

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

Case Details

Case ID : N012007-02-0200011 Division : Honda - Auto Condition : Closed Open Date : 2/2/2007 6:12:02 AM
 Case Originator : Christine Juszcak (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 2/6/2007 6:46:51 AM
 Case Owner : Edward Lopez (Team HH) Method : Phone Queue : Days Open : 4
 Last Closed By : Edward Lopez (Team HH) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - KEY STUCK IN IGNITION 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 : LOUISVILLE, KY ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 5J6YH28534L ██████████
 Model / Year : ELEMENT / 2004
 Model ID / Product Line : YH2854PLW / A
 Miles / Hours : 40,000
 In Service Date : 04/29/2004
 Months In Use : 34
 Engine Number : K24A42615387
 Originating Dealer No. / Name : 207217 / GLOCKNER HONDA
 Selling Dealer No. / Name : 207217 / GLOCKNER HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : OR
 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 : 206623 / SAM SWOPE HONDA WORLD
 Phone No. : 502-499-5040
 Address : #1 SWOPE AUTO CENTER
 City / State / Zip : LOUISVILLE, KY 40299
 Svc District / Sls District : 04J / E04
 Warranty Labor Rate / Date : \$84.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012007-02-0200011-1 ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-02-0200011-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Edward Lopez	Type 1 : Product	Status : Subcase Close	Open Date : 2/6/2007 6:30:51 AM
Issue Owner : Edward Lopez	Type 2 : Operation	Queue :	Close Date : 2/6/2007 6:46:39 AM
Issue Title : XXXXXXXXXX			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 11 - Electrical 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 : N012007-02-0200011

Case Title : [REDACTED] - KEY STUCK IN IGNITION

*** CASE CREATE 2/2/2007 6:12:02 AM, cjuszcza

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

*** CASE EXTENDED WARRANTY LOOKUP 2/2/2007 6:15:45 AM, cjuszcza

WARRANTY CHECK 02/02/2007 06:15:45 AM cjuszcza

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/2/2007 6:15:49 AM, cjuszcza

CLAIM CHECK 02/02/2007 06:15:49 AM cjuszcza

The following Claim History information was found

0; 2005-07-22; 207217; 094704; 510; 711100 ; HORN - REPLACE.

*** CASE CAMPAIGN LOOKUP 2/2/2007 6:15:53 AM, cjuszcza

CAMPAIGN CHECK 02/02/2007 06:15:53 AM cjuszcza

The following Campaign information was found

06-084; Q25; 03-04 ELEMENT WINDSHIELD EXT; ;

*** CASE CUC LOOKUP 2/2/2007 6:16:03 AM, cjuszcza

CUC CHECK 02/02/2007 06:16:03 AM cjuszcza

The following CUC information was found

LISA;CARLISLE;ACTIVE;100000;41245;53245;2007-01-05;2011-04-29;;2007-01-05;2007-01-05;206623;;0;2007-01-31;2007-01-08

*** CASE VSC LOOKUP 2/2/2007 6:16:03 AM, cjuszcza

VSC CHECK 02/02/2007 06:16:03 AM cjuszcza

The following VSC information was found

VERNAL;RIFFE;V001958942;B77;(NEW) PREMIUM 7YR 75K 0 DED;CANCELLED;2005-12-14;2004-04-29;2011-04-28;75000;50;207217;0.00

*** CASE MODIFY 2/2/2007 6:16:05 AM, cjuszcza

into WIP default and Status of Solving.

*** CASE MODIFY 2/2/2007 6:19:28 AM, cjuszcza

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 2/2/2007 6:19:31 AM, cjuszcza

WARRANTY CHECK 02/02/2007 06:19:31 AM cjuszcza

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/2/2007 6:19:38 AM, cjuszcza

CLAIM CHECK 02/02/2007 06:19:38 AM cjuszcza

The following Claim History information was found

0; 2005-07-22; 207217; 094704; 510; 711100 ; HORN - REPLACE.

*** CASE CAMPAIGN LOOKUP 2/2/2007 6:19:40 AM, cjuszcza

CAMPAIGN CHECK 02/02/2007 06:19:39 AM cjuszcza

The following Campaign information was found

06-084; Q25; 03-04 ELEMENT WINDSHIELD EXT; ;

Case History

Case ID : N012007-02-0200011

Case Title : [REDACTED] KEY STUCK IN IGNITION

*** CASE VSC LOOKUP 2/2/2007 6:20:11 AM, cjustzca

VSC CHECK 02/02/2007 06:20:11 AM cjustzca

The following VSC information was found

VERNAL;RIFFE;V001958942;B77;(NEW) PREMIUM 7YR 75K 0 DED;CANCELLED;2005-12-14;2004-04-29;2011-04-28;75000;50;207217;0.00

*** CASE CUC LOOKUP 2/2/2007 6:20:11 AM, cjustzca

CUC CHECK 02/02/2007 06:20:11 AM cjustzca

The following CUC information was found

LISA;CARLISLE;ACTIVE;100000;41245;53245;2007-01-05;2011-04-29;;2007-01-05;2007-01-05;206623;;0;2007-01-31;2007-01-08

*** CASE MODIFY 2/2/2007 6:20:16 AM, cjustzca

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 2/2/2007 6:20:23 AM, cjustzca

WARRANTY CHECK 02/02/2007 06:20:23 AM cjustzca

No data found for VIN.

*** CASE MODIFY 2/2/2007 6:21:30 AM, cjustzca

into WIP default and Status of Solving.

*** NOTES 2/2/2007 6:28:12 AM, cjustzca, Action Type : Call from Customer

The customer states that the key is stuck in the ignition and she is unable to remove it. She states that the vehicle is not running, but the lights won't shut off and she is worried that the battery will die. I advised the customer that without viewing the vehicle there is no way to advise on how to remove the key. I advised the customer that she needs to take her vehicle to a local Honda dealership so that they may view the vehicle and remove the key.

The customer asked if this would be covered under her CUC warranty. I advised the customer that if it is found to be a defect in material or workmanship, it will most likely be covered under warranty. The customer states that she will call Sam Swope Honda World. I provided the customer with the number to Sam Swope Honda World. I advised the customer to contact American Honda if she has any further questions or concerns. The customer thanked me for my assistance and ended the call.

*** CASE MODIFY 2/2/2007 6:28:23 AM, cjustzca

into WIP default and Status of Solving.

*** CASE MODIFY 2/2/2007 6:28:35 AM, cjustzca

into WIP default and Status of Solving.

*** CASE MODIFY 2/2/2007 6:28:51 AM, cjustzca

into WIP default and Status of Solving.

*** CASE DISPATCH 2/2/2007 6:28:59 AM, cjustzca

from WIP default to Queue Honda Team H .

*** CASE ASSIGN 2/2/2007 6:42:31 AM, codulio

N012007-02-0200011 to elopez01, WIP

*** CASE RULE ACTION 2/2/2007 6:42:32 AM, sa

Action Task Assignee of rule Assign Notification fired

Case History

Case ID : N012007-02-0200011

Case Title : [REDACTED] - KEY STUCK IN IGNITION

*** CASE MODIFY 2/6/2007 6:30:02 AM, elopez01
into WIP default and Status of Solving.

*** SUBCASE N012007-02-0200011-1 CREATE 2/6/2007 6:30:51 AM, elopez01
Created in WIP Default with Due Date 2/6/2007 6:30:51 AM.

*** CASE MODIFY 2/6/2007 6:31:00 AM, elopez01
into WIP default and Status of Solving.

*** CASE VSC LOOKUP 2/6/2007 6:31:40 AM, elopez01
VSC CHECK 02/06/2007 06:31:40 AM elopez01
The following VSC information was found
VERNAL;RIFFE;V001958942;B77;(NEW) PREMIUM 7YR 75K 0 DED;CANCELLED;2005-12-14;2004-04-29;2011-04-28;75000;50;20
7217;0.00

*** CASE CUC LOOKUP 2/6/2007 6:31:40 AM, elopez01
CUC CHECK 02/06/2007 06:31:40 AM elopez01
The following CUC information was found
[REDACTED] CTIVE;100000;41245;53245;2007-01-05;2011-04-29;;2007-01-05;2007-01-05;206623;;0;2007-01-31;2007
-01-08

*** CASE MODIFY 2/6/2007 6:31:59 AM, elopez01
into WIP default and Status of Solving.

*** NOTES 2/6/2007 6:45:31 AM, elopez01, Action Type : Call to Customer
I contacted customer & I introduced myself & customer said she took vehicle to Sam Swope Honda #206623 & customer said that they checked the vehicle
out & the ignition key was coming out of the ignition as designed at this time. They advised customer if it starts to act up again to bring it back in &
they can take another look at it. Customer thanked me for calling. I advised her that if she needs to contact us that she can feel free to call us back.

*** CASE MODIFY 2/6/2007 6:46:01 AM, elopez01
into WIP default and Status of Solving.

*** SUBCASE N012007-02-0200011-1 CLOSE 2/6/2007 6:46:39 AM, elopez01
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/6/2007 6:46:41 AM, elopez01
into WIP default and Status of Solving.

*** CASE CLOSE 2/6/2007 6:46:51 AM, elopez01
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012006-06-1500892 Division : Honda - Auto Condition : Closed Open Date : 6/15/2006 11:39:52 AM
 Case Originator : Vickie Hernandez (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 6/15/2006 11:40:39 AM
 Case Owner : Vickie Hernandez (Team HF) Method : Phone Queue : Days Open : 0
 Last Closed By : Vickie Hernandez (Team HF) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION SWITCH CONCERN 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 : DILLON BEACH, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5J6YH18644L [REDACTED]
 Model / Year : ELEMENT / 2004
 Model ID / Product Line : YH1864EW / A
 Miles / Hours : 11,720
 In Service Date : 10/08/2004
 Months In Use : 20
 Engine Number : K24A42651918
 Originating Dealer No. / Name : 206892 / MISTLIN HONDA
 Selling Dealer No. / Name : 208111 / HANSEL HONDA
 Trim : 2WD EXS
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012006-06-1500892-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012006-06-1500892-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Vickie Hernandez	Type 1 : Product	Status : Subcase Close	Open Date : 6/15/2006 11:40:15 AM
Issue Owner : Vickie Hernandez	Type 2 : Operation	Queue :	Close Date : 6/15/2006 11:40:32 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : / .
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 11 - Electrical 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 : N012006-06-1500892

Case Title :

IGNITION SWITCH CONCERN

*** CASE CREATE 6/15/2006 11:39:52 AM, vhernand

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

*** NOTES 6/15/2006 11:39:52 AM, vhernand, Action Type :

The customer states that he is experiencing problems with the ignition switch. He said he just parked and he can not pull the key out because he can not put the key all the way over to the off position. I asked the customer if he made sure the gear is all the way in Park. He said it is. I advised the customer that he will need to take the vehicle into an authorized Honda dealership for a diagnoses. I offered to give him dealership information in his area, he declined it. I thanked the customer for contacting AHM and advised him if he has any questions or concerns in the future not to hesitate to contact AHM.

Closing case.

*** SUBCASE N012006-06-1500892-1 CREATE 6/15/2006 11:40:15 AM, vhernand

Created in WIP Default with Due Date 6/15/2006 11:40:15 AM.

*** SUBCASE N012006-06-1500892-1 MODIFY 6/15/2006 11:40:26 AM, vhernand
into WIP default and Status of Solving.

*** SUBCASE N012006-06-1500892-1 CLOSE 6/15/2006 11:40:32 AM, vhernand

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/15/2006 11:40:37 AM, vhernand

into WIP default and Status of Solving.

*** CASE CLOSE 6/15/2006 11:40:39 AM, vhernand

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

Case Details

Case ID : N012005-08-1500668 Division : Honda - Auto Condition : Closed Open Date : 8/15/2005 9:36:15 AM
 Case Originator : Chris Martinez (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 10/27/2005 10:15:19
 Case Owner : David Kitchen (Team HF) Method : Phone Queue : Days Open : 73
 Last Closed By : David Kitchen (Team HF) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - IGNITION/REQUEST FOR ASSISTANCE/BB 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 : CAMP HILL, PA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 5J6YH28554L ██████████
 Model / Year : ELEMENT / 2004
 Model ID / Product Line : YH2854PLW / A
 Miles / Hours : 7,961
 In Service Date : 12/11/2004
 Months In Use : 8
 Engine Number : K24A42629828
 Originating Dealer No. / Name : 207606 / FAULKNER HONDA
 Selling Dealer No. / Name : 207606 / FAULKNER HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : BK
 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 : 207606 / FAULKNER HONDA
 Phone No. : 717-232-8800
 Address : 2008 PAXTON STREET
 City / State / Zip : HARRISBURG, PA 17111
 Svc District / Sls District : 05M / D05
 Warranty Labor Rate / Date : \$80.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-08-1500668-1 ██████████	Subcase Close	Product	Operation	725	Ignition Switch
N012005-08-1500668-2 ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012005-08-1500668-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Kitchen	Type 1 : Product	Status : Subcase Close	Open Date : 8/16/2005 10:47:15 AM
Issue Owner : David Kitchen	Type 2 : Operation	Queue :	Close Date : 8/29/2005 3:06:57 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : Repaired/Warranty
 Component Category : 11 - Electrical 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 : N012005-08-1500668-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Kitchen	Type 1 : Product	Status : Subcase Close	Open Date : 10/14/2005 6:37:28 AM
Issue Owner : David Kitchen	Type 2 : Operation	Queue :	Close Date : 10/27/2005 10:15:07
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : Referred to 3rd Party, Documented Concern
 Component Category : 11 - Electrical 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 : N012005-08-1500668

Case Title : [REDACTED] IGNITION/REQUEST FOR ASSISTANCE/BBB

*** CASE CREATE 8/15/2005 9:36:15 AM, cmartine

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

*** CASE CLAIMS LOOKUP 8/15/2005 9:36:47 AM, cmartine

CLAIM CHECK 08/15/2005 09:36:47 AM cmartine

The following Claim History information was found

0; 2005-07-18; 207606; 094929; 510; 725199 ; IGNITION SWITCH AND LOCK ASSEMBLY - REPLACE.

*** NOTES 8/15/2005 9:42:22 AM, cmartine, Action Type : Call from Customer

ACS received inbound call regarding the ignition switch.

Customer states that she has taken the vehicle to dealer 207606 FAULKNER HONDA four times for the same problem, she states that the key keeps getting stuck in the ignition. Customer states that the key will get stuck in the ignition and to remove the key she has to restart the ignition and then move the gear selector and re shut off. Customer states that the problem happens 2 out of five times and states that she is calling ACS for assistance prior to taking the vehicle to the dealer again and is requesting assistance in the repair of the vehicle.

I apologized to the customer for her frustrations regarding this issue and advised her that her request for assistance would be dispatched to a RCM for review.

*** CASE MODIFY 8/15/2005 9:43:43 AM, cmartine

into WIP default and Status of Solving.

*** CASE DISPATCH 8/15/2005 9:43:53 AM, cmartine

from WIP default to Queue Honda Team B.

*** CASE ACCEPT 8/15/2005 2:14:26 PM, dkitchen

from Queue Honda Team B to WIP default.

*** SUBCASE N012005-08-1500668-1 CREATE 8/16/2005 10:47:15 AM, dkitchen

Created in WIP Default with Due Date 8/16/2005 10:47:15 AM.

*** CASE MODIFY 8/16/2005 10:47:17 AM, dkitchen

into WIP default and Status of Solving.

*** NOTES 8/16/2005 10:47:26 AM, dkitchen, Action Type : Call to Customer

LM for customer

*** CASE MODIFY 8/16/2005 10:47:32 AM, dkitchen

into WIP default and Status of Solving.

*** CASE MODIFY 8/16/2005 10:47:35 AM, dkitchen

into WIP default and Status of Solving.

*** CASE MODIFY 8/16/2005 10:47:46 AM, dkitchen

into WIP default and Status of Solving.

*** CASE MODIFY 8/16/2005 10:47:49 AM, dkitchen

into WIP default and Status of Solving.

*** COMMIT 8/16/2005 1:07:06 PM, dkitchen, Action Type :

Made to [REDACTED] due 08/22/2005 01:07:11 PM.

DCS Follow-Up

*** NOTES 8/16/2005 1:07:44 PM, dkitchen, Action Type : Dealer Communication

Case History

Case ID : N012005-08-1500668

Case Title : [REDACTED] - IGNITION/REQUEST FOR ASSISTANCE/BBB

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/22/2005

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

Customer states that the key will get stuck in the ignition and to remove the key she has to restart the ignition and then move the gear selector and re shut off. Customer states that the problem happens 2 out of five times

HAS DEALER EVER DUPLICATE SUCH CONDITION? WHAT IS DIAGNOSIS?

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

*** COMMIT 8/16/2005 1:07:51 PM, dkitchen, Action Type : N/A

call customer

*** CASE MODIFY 8/16/2005 1:08:04 PM, dkitchen

into WIP default and Status of Solving.

*** CASE MODIFY 8/16/2005 1:26:35 PM, dkitchen

into WIP 5M Walt Radziszew and Status of Solving.

*** NOTES 8/29/2005 8:21:01 AM, dkitchen, Action Type : Call to Dealer

LM for Frank (SM) to call about this matter.

*** CASE FULFILL 8/29/2005 8:21:24 AM, dkitchen

Fulfilled for [REDACTED] due 08/22/2005 01:07:11 PM.

*** COMMIT 8/29/2005 8:21:28 AM, dkitchen, Action Type : N/A

Call dealer again

*** CASE MODIFY 8/29/2005 8:22:23 AM, dkitchen

into WIP 5M Walt Radziszew and Status of Solving.

*** NOTES 8/29/2005 3:02:42 PM, dkitchen, Action Type : Call from Dealer

Frank (SM) called to say dealership has replaced the necessary part already, and informed customer to call them back to let them know if there is another issue. The dealership has contacted the customer.

*** NOTES 8/29/2005 3:06:37 PM, dkitchen, Action Type : Call to Customer

Followed up with customer and informed her to contact the dealership. I informed her that the dealership is handling this and no further action is required from AHM at this time.

*** CASE MODIFY 8/29/2005 3:06:41 PM, dkitchen

into WIP 5M Walt Radziszew and Status of Solving.

*** CASE MODIFY 8/29/2005 3:06:52 PM, dkitchen

into WIP 5M Walt Radziszew and Status of Solving.

Case History

Case ID : N012005-08-1500668

Case Title :

IGNITION/REQUEST FOR ASSISTANCE/BBB

*** SUBCASE N012005-08-1500668-1 CLOSE 8/29/2005 3:06:57 PM, dkitchen

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/29/2005 3:06:58 PM, dkitchen

into WIP 5M Walt Radziszew and Status of Solving.

*** CASE CLOSE 8/29/2005 3:07:01 PM, dkitchen

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

*** CASE REOPEN 10/12/2005 6:37:41 AM, pbongco

with Condition of Open and Status of Solving.

*** NOTES 10/12/2005 6:40:07 AM, pbongco, Action Type : Letter/Fax

On 10/11/05 ACS received a BBB call record# HON0593315 stating the following:

"I would like the manufacturer to purchased the vehicle back from me (or the lienholder), so that I am free to buy another car. I would also except a new Honda element without the same defect, but that is not my first preference."

*** CASE MODIFY 10/12/2005 6:40:17 AM, pbongco

into WIP default and Status of Solving.

*** CASE DISPATCH 10/12/2005 6:41:08 AM, pbongco

from WIP default to Queue Honda Team B.

*** CASE ACCEPT 10/12/2005 8:54:51 AM, dkitchen

from Queue Honda Team B to WIP default.

*** SUBCASE N012005-08-1500668-2 CREATE 10/14/2005 6:37:28 AM, dkitchen

Created in WIP Default with Due Date 10/14/2005 6:37:28 AM.

*** CASE MODIFY 10/14/2005 6:41:21 AM, dkitchen

into WIP default and Status of Solving.

*** COMMIT 10/14/2005 6:41:30 AM, dkitchen, Action Type : N/A

Call customer /dealer

*** CASE MODIFY 10/14/2005 6:42:06 AM, dkitchen

into WIP default and Status of Solving.

*** CASE MODIFY 10/14/2005 6:42:14 AM, dkitchen

into WIP default and Status of Solving.

*** CASE MODIFY 10/20/2005 8:39:39 AM, dkitchen

into WIP 5M Walt Radziszew and Status of Solving.

*** COMMIT 10/20/2005 8:40:17 AM, dkitchen, Action Type :

Made to [REDACTED] due 10/23/2005 08:40:50 AM.

DCS Follow-Up

*** NOTES 10/20/2005 8:42:32 AM, dkitchen, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/23/2005

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

Case History

Case ID : N012005-08-1500668

Case Title :

IGNITION/REQUEST FOR ASSISTANCE/BBB

On 10/11/05 ACS received a BBB call record# HON0593315 stating the following:

Customer would like the manufacturer to purchased the vehicle back from her because of the issues with vehicle?

DID CUSTOMER RETURN TO DEALERSHIP FOR RECURRING ISSUE?

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 10/20/2005 8:42:38 AM, dkitchen
into WIP 5M Walt Radziszew and Status of Solving.

*** NOTES 10/20/2005 8:43:16 AM, dkitchen, Action Type : Call to Dealer
LM for dealership to call.

*** CASE MODIFY 10/20/2005 8:43:23 AM, dkitchen
into WIP 5M Walt Radziszew and Status of Solving.

*** CASE MODIFY 10/20/2005 8:43:31 AM, dkitchen
into WIP 5M Walt Radziszew and Status of Solving.

*** NOTES 10/27/2005 9:38:55 AM, dkitchen, Action Type : Call to Customer
Talked with customer. She wanted to call me back. I gave her my number.

*** CASE MODIFY 10/27/2005 9:39:07 AM, dkitchen
into WIP 5M Walt Radziszew and Status of Solving.

*** NOTES 10/27/2005 10:13:08 AM, dkitchen, Action Type : Call to Dealer
Customer said she will not take vehicle back to dealership, that she will stay in touch with the BBB and wait for arbitration. she said she has had it with the repairs and will not entertain any ideas to have dealership work on the vehicle again.

*** NOTES 10/27/2005 10:13:30 AM, dkitchen, Action Type : Call to Customer
Customer said she will not take vehicle back to dealership, that she will stay in touch with the BBB and wait for arbitration. she said she has had it with the repairs and will not entertain any ideas to have dealership work on the vehicle again.

*** NOTES 10/27/2005 10:14:06 AM, dkitchen, Action Type : Note-General
Closing case as customer wants to wait for BBB arbitration.

*** CASE MODIFY 10/27/2005 10:14:13 AM, dkitchen
into WIP 5M Walt Radziszew and Status of Solving.

*** SUBCASE N012005-08-1500668-2 CLOSE 10/27/2005 10:15:07 AM, dkitchen
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/27/2005 10:15:10 AM, dkitchen
into WIP 5M Walt Radziszew and Status of Solving.

Case History

Case ID : N012005-08-1500668

Case Title :



IGNITION/REQUEST FOR ASSISTANCE/BBB

*** CASE CLOSE 10/27/2005 10:15:19 AM, dkitchen

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

Case Details

Case ID : N042005-10-2800441 Division : Honda - Auto Condition : Closed Open Date : 10/28/2005 9:58:20 AM
 Case Originator : Angela Garcia (Team MA) Sub Division : Mediation Status : Closed Close Date : 1/31/2007 10:02:28 AM
 Case Owner : Annie Kenney (Team SB) Method : Fax Queue : Days Open : 460
 Last Closed By : Annie Kenney (Team SB) Point of Origin : BBB Wipbin :
 Case Title : ██████████ - KEY GETS STUCK IN IGNITION 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 : CAMP HILL, PA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 5J6YH28554L ██████████
 Model / Year : ELEMENT / 2004
 Model ID / Product Line : YH2854PLW / A
 Miles / Hours : 7,961
 In Service Date : 12/11/2004
 Months In Use : 10
 Engine Number : K24A42629828
 Originating Dealer No. / Name : 207606 / FAULKNER HONDA
 Selling Dealer No. / Name : 207606 / FAULKNER HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : BK
 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 : 207606 / FAULKNER HONDA
 Phone No. : 717-232-8800
 Address : 2008 PAXTON STREET
 City / State / Zip : HARRISBURG, PA 17111
 Svc District / Sls District : 05M / D05
 Warranty Labor Rate / Date : \$80.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : BBB 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
N042005-10-2800441-1 / ██████████	Subcase Close	Product	Operation	725	Ignition Switch
N042005-10-2800441-2 / ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Mediation Details

Case ID	N042005-10-2800441	Final Decision :	Buyback-Repurchase	Descision Updated :	1/16/2006 9:01:20 AM
Process :	Mediation	Customer Position :	Buyback-Repurchase		
Document Ref :	SUSZANN SMITH	AHM Position :	Buyback-Repurchase		
Related Case :	N012005-08-1500668				
Arbitration Method :	Please Specify				
Arbitration Outcome :	Please Specify	Last Updated :	1/16/2006 9:01:26 AM	By :	ssmith1

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Repurchase Cost	(\$21,630.00)	(\$21,630.00)	1/5/2006 2:55:53 PM	1/5/2006 2:55:53 PM	ssmith1
Auction Proceeds	\$14,000.00	\$15,632.00	4/17/2006 1:54:15 PM	4/18/2006 1:54:20 PM	akenney
Sales Tax Refund	\$1,197.00	\$1,218.00	1/22/2007 10:02:16 AM	1/31/2007 10:02:22 AM	akenney
Total Amount	(\$6,433.00)	(\$4,780.00)			

Mediation Activity :

*** Event Type / Status :	BBB Case Recd / Completed	Start Date :	10/24/2005 10:11:50	Notes :	HON0593315
Assigned To :	Mediation ()	Due Date :	1/27/2006		
Last Updated / By :	1/16/2006 9:01:04 AM / ssmith1	Actual Date :	1/16/2006 9:01:03		
*** Event Type / Status :	MRF Sent / Completed	Start Date :	10/24/2005 10:12:44	Notes :	
Assigned To :	Mediation ()	Due Date :	11/14/2005		
Last Updated / By :	11/14/2005 1:28:28 PM / ssmith1	Actual Date :	11/14/2005 1:28:26		
*** Event Type / Status :	Docs Received / Completed	Start Date :	10/28/2005 10:12:39	Notes :	
Assigned To :	Mediation ()	Due Date :	10/31/2005		
Last Updated / By :	11/14/2005 1:28:59 PM / ssmith1	Actual Date :	11/11/2005 1:28:55		
*** Event Type / Status :	Notify Zone of Open / Completed	Start Date :	10/28/2005 10:12:57	Notes :	
Assigned To :	Mediation ()	Due Date :			
Last Updated / By :	10/28/2005 10:13:02 AM / agarcia	Actual Date :	10/28/2005 10:13:01		
*** Event Type / Status :	Send Check / Completed	Start Date :	1/9/2006 3:07:53	Notes :	
Assigned To :	Mediation ()	Due Date :			
Last Updated / By :	1/9/2006 3:08:07 PM / ssmith1	Actual Date :	1/9/2006 3:08:06		
*** Event Type / Status :	Auction Unit / Completed	Start Date :	1/16/2006 10:14:57	Notes :	
Assigned To :	ISG (NATIONAL AUTO	Due Date :	2/25/2006		
Last Updated / By :	4/18/2006 1:53:36 PM / akenney	Actual Date :	4/17/2006 1:53:19		
*** Event Type / Status :	Disclosure Requested / Completed	Start Date :	4/17/2006 1:53:49	Notes :	
Assigned To :	ISG ()	Due Date :	6/17/2006		
Last Updated / By :	6/27/2006 3:49:50 PM / mlyon	Actual Date :	6/27/2006 3:49:49		
*** Event Type / Status :	Sales Tax Recovery / Completed	Start Date :	6/1/2006 10:01:53	Notes :	
Assigned To :	ISG ()	Due Date :	9/1/2006		
Last Updated / By :	1/31/2007 10:02:05 AM / akenney	Actual Date :	1/22/2007 10:02:00		

Issue Details

Issue ID : N042005-10-2800441-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Angela Garcia	Type 1 : Product	Status : Subcase Close	Open Date : 10/28/2005 10:09:21
Issue Owner : Suszann Smith	Type 2 : Operation	Queue :	Close Date : 1/16/2006 9:00:46 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : CR Generated Gdwill, Buy Back
 Component Category : 11 - Electrical 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
06350-SCV-A30ZA	CYL SET *NH167L*	Not Applicable

Check Req Info :

Check Requisition No. : 16162
 Primary Amount : \$5,906.30
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$5,906.30
 Approved By : dmontgom
 Approval Date : 1/5/2006 2:31:05
 Status : PROCESSED
 Check No. : 1543161
 Check Date : 1/6/2006

Payee Name : XXXXXXXXXX
 Address : XXXXXXXXXX
 City / State / Zip : CAMP HILL, PA XXXXXX
 Campaign Template # :
 Contention Code : 01201
 Defect Code : 03214
 Category : BuyBack
 Failed Part # : 06350-SCV-A30ZA

Issue Details

Issue ID : N042005-10-2800441-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Suszann Smith	Type 1 : Product	Status : Subcase Close	Open Date : 12/26/2005 9:32:36 AM
Issue Owner : Suszann Smith	Type 2 : Operation	Queue :	Close Date : 1/16/2006 9:00:52 AM
Issue Title :			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : CR Generated Gdwill, Buy Back
 Component Category : 11 - Electrical 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
06350-SCV-A30ZA	CYL SET *NH167L*	Not Applicable

Check Req Info :

Check Requisition No. : 16163	Payee Name : AMERICAN HONDA FINANCE CORPORATION
Primary Amount : \$15,724.29	Address : P.O. BOX 70252
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : PHILADELPHIA, PA 19176
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$15,724.29	Contention Code : 01201
Approved By : dmontgom	Defect Code : 03214
Approval Date : 1/5/2006 2:30:32	Category : BuyBack
Status : PROCESSED	Failed Part # : 06350-SCV-A30ZA
Check No. : 1543130	
Check Date : 1/6/2006	

Case History

Case ID : N042005-10-2800441

Case Title : 4/12 [REDACTED] KEY GETS STUCK IN IGNITION

*** CASE CREATE 10/28/2005 9:58:20 AM, agarcia

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

*** NOTES 10/28/2005 9:58:21 AM, agarcia, Action Type :

Received CCF from BBB HON0593315

Start Date: 10/24/05

Customer Contention: key gets stuck in the ignition, cannot be removed, windshield cracked

Resolution Sought: repurchase

**Attached to the CCF: copy of vehilce registration, title application, letter from customer, repair history, ROs from Faulkner Honda, buyers order, contract,

Lien holder: AHFC

121 CONTINENTAL DR # 308

NEWARK, DE 19713

ACCT # 65101249

*** SUBCASE N042005-10-2800441-1 CREATE 10/28/2005 10:09:21 AM, agarcia

Created in WIP Default with Due Date 10/28/2005 10:09:21 AM.

*** CASE MEDIATION ADD/MODIFY 10/28/2005 10:12:10 AM, agarcia

*** MEDIATION DECISION 10/28/2005 10:12:10 AM agarcia

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: SUSZANN SMITH

Rel: N012005-08-1500668

*** CASE MEDIATION EVENT ADD 10/28/2005 10:12:39 AM, agarcia

*** MEDIATION EVENT - BBB CASE RECD 10/28/2005 10:12:39 AM agarcia

Status: In Progress

S: 10/24/2005 10:11:50 AM

D: 12/03/2005 12:00:00 AM

A: ???/??:?

Assgn to: Mediation ()

Notes: HON0593315

*** CASE MEDIATION EVENT ADD 10/28/2005 10:12:44 AM, agarcia

*** MEDIATION EVENT - DOCS RECEIVED 10/28/2005 10:12:44 AM agarcia

Status: In Progress

S: 10/28/2005 10:12:39 AM

D: 10/31/2005 12:00:00 AM

A: ???/??:?

Assgn to: Mediation ()

Notes:

Case History

Case ID : N042005-10-2800441

Case Title : 4/12 [REDACTED] - KEY GETS STUCK IN IGNITION

*** CASE MEDIATION EVENT ADD 10/28/2005 10:12:57 AM, agarcia

*** MEDIATION EVENT - MRF SENT 10/28/2005 10:12:57 AM agarcia

Status: In Progress

S: 10/24/2005 10:12:44 AM

D: 11/03/2005 12:00:00 AM

A: ??/? ??:?

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 10/28/2005 10:13:03 AM, agarcia

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 10/28/2005 10:13:03 AM agarcia

Status: Completed

S: 10/28/2005 10:12:57 AM

D: ??/? ??:?

A: 10/28/2005 10:13:01 AM

Assgn to: Mediation ()

Notes:

*** COMMIT 10/28/2005 10:13:05 AM, agarcia, Action Type : N/A

New case opened. Review BBB docs/prev case notes. Look for ROs.

*** COMMIT 10/28/2005 10:13:34 AM, agarcia, Action Type :

Made to [REDACTED] due 10/29/2005 10:13:37 AM.

DCS Follow-Up

*** NOTES 10/28/2005 10:14:09 AM, agarcia, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/29/2005

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

key gets stuck in the ignition, cannot be removed, windshield cracked

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 fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to 310-783-3029. This information is being requested for investigative purposes to determine our position for resolution.

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.

Angela Garcia

Automobile Customer Service

*** NOTES 10/28/2005 10:19:55 AM, agarcia, Action Type : Note-General

Email sent notifying zone of case being opened. Requested for ROs from the dealer. There are not techline notes for this VIN.

*** SUBCASE N042005-10-2800441-1 ASSIGN 10/28/2005 10:20:59 AM, agarcia

Case History

Case ID : N042005-10-2800441

Case Title : [REDACTED] - KEY GETS STUCK IN IGNITION

N042005-10-2800441-1 to ssmith1, WIP B B B ¾

*** SUBCASE N042005-10-2800441-1 RULE ACTION 10/28/2005 10:21:01 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 10/28/2005 10:21:07 AM, agarcia
into WIP default and Status of Solving.*** CASE ASSIGN 10/28/2005 10:21:19 AM, agarcia
N042005-10-2800441 to ssmith1, WIP*** CASE RULE ACTION 10/28/2005 10:21:20 AM, sa
Action Task Assignee of rule Assign Notification fired*** CASE FULFILL 11/1/2005 8:06:19 AM, ssmith1
Fulfilled for [REDACTED] due 10/29/2005 10:13:37 AM.*** CASE MODIFY COMMITMENT 11/1/2005 8:06:57 AM, ssmith1
with [REDACTED] due 11/02/2005 12:00:00 AM.*** NOTES 11/1/2005 3:44:03 PM, ssmith1. Action Type : Note-General
The following notice has been sent to the DPSM:

To: Parts and Service Zone Manager, DPSM

Date: November 1, 2005

American Honda's Mediation Group has just received a case from the BBB regarding this customer/vehicle. We are currently investigating this case and have contacted the servicing dealer for repair orders and any other necessary documentation.

Please contact the case manager if you have any information about this client or vehicle, or if you have questions, concerns or suggestions that would be pertinent in the resolution of this matter. Thank you in advance for your assistance.

Customer's Name: [REDACTED]

VIN: 5J6YH28554L [REDACTED]

Year/Model: 2004 ELEMENT

Mileage: 7,961

Dealer Name and Number: FAULKNER HONDA, 207606

Customer's Contention: WINDSHIELD CRACKED

Resolution Sought: REPURCHASE

Case Manager: Suszann Smith (310) 781-5259

*** CASE MODIFY 11/3/2005 2:30:08 PM, ssmith1
into WIP DEFAULT and Status of Solving.

*** NOTES 11/3/2005 2:31:35 PM, ssmith1. Action Type : Call to Dealer

Placed a call to the dealership to speak with the svc manager, (Frank). He was not available to take my call. I left him a voicemail message with the following request: Please fax to my attention all invoice copies of repair order history, including customer paid invoices and the front and back of hard copies that show technician notes.

Case History

Case ID : N042005-10-2800441

Case Title : [REDACTED] KEY GETS STUCK IN IGNITION

*** CASE FULFILL 11/3/2005 2:31:40 PM, ssmith1

Fulfilled for [REDACTED] due 11/02/2005 12:00:00 AM.

*** COMMIT 11/3/2005 2:31:46 PM, ssmith1, Action Type : N/A

Made to [REDACTED] due 11/08/2005 05:00:00 PM.

Have ro's arrive/complete MRF

*** NOTES 11/11/2005 11:17:43 AM, ssmith1, Action Type : Call to Dealer

Placed a call to the dealership to speak with the svc manager. I still have not received the ro's, and I need to send a MRF today. I received his voicemail. I hit 0 and asked to be transfered back to the operator. I then asked for the svc department. I asked to speak with the svc manager. I was advised that he is at another location today. It was suggested that I speak with the svc advisor that has been working with the customer.

I spoke with a young lady who advise that she would forward my request to the service advisor that works with the customer. I stressed to her the importance of receiving this fax information today, since I need to send the MRF today.

*** NOTES 11/11/2005 1:13:31 PM, mplant, Action Type : Letter/Fax

Received ROs from Faulkner Honda. Forward to Suzann.

*** NOTES 11/11/2005 3:52:32 PM, ssmith1, Action Type : Note-General

The following ro's were received from the dealership:

Ro#281390

Vehicle arrived on 01/20/05. Customer picked it up on 01/24/05. Down 4 days.

Customer contention: Key is getting stuck in ignition.

Dealership Action: Cleaned out ignition and lubed.

Ro#294929

Vehicle arrived on 07/18/05. Customer picked it up on 07/21/05 Down 4 days.

Customer contention: Key is getting stuck in ignition

Dealership Action: Replaced Selector cover, power door lock switch garnish, ignition switch and lock assembly.

Ro#293545

Vehicle arrived on 06/29/05. Customer picked up on 06/30/05. Vehicle down 2 days.

Customer contention: Key getting stuck in ignition.

Dealership action: Ordered and installed new ignition switch.

Case History

Case ID : N042005-10-2800441

Case Title : [REDACTED] KEY GETS STUCK IN IGNITION

Ro#296234

Vehicle arrived on 08/02/05. Customer picked up on 08/03/05 Down 2 days.

Customer contention: Ignition lock still in op.

Dealership action: Replaced shift selector shaft seal.

Ro#300398

Vehicle arrived on 09/20/05. Customer picked up on 09/23/05 Down 4 days.

Customer complaint: Key gets stuck in ignition.

Dealership action: Tested over three days. Could not duplicate. Cleaned up key/check over complete car.

NOTE

To date, the customer is still experiencing this problem with the vehicle. Customer owns another Honda Element, of which she has advised she has no problems with. Customer also has immediate family that owns Honda vehicles.

Based on all of the above information, AHM will offer the customer two options to choose from:

1. AHM will replace the current Element with an 06. Will also provide for customer satisfaction, provide additional VSC coverage of an addition two years, up to 60,000 miles.
2. AHM will replace the customer's vehicle. She will only be responsible for mileage up to the first complaint at 1,189 miles. Total amount customer would have to pay is \$118.90

*** NOTES 11/11/2005 3:52:58 PM, ssmith1, Action Type : Call to Customer

Placed a call to the customer to present the two offers. I had to leave her a voicemail message.

*** COMMIT 11/11/2005 3:53:16 PM, ssmith1, Action Type : N/A

Made to [REDACTED] due 11/14/2005 05:00:00 PM.

Present offers to cust/send MRF

*** CASE FULFILL 11/11/2005 3:54:54 PM, ssmith1

Fulfilled for [REDACTED] due 11/08/2005 05:00:00 PM.

*** NOTES 11/14/2005 1:17:38 PM, ssmith1, Action Type : Call to Customer

Was able to speak with customer directly. I advised her of the two options that AHM can provide her with. She is going consider both options, and give me a call back once she has decided what she would like to do.

*** NOTES 11/14/2005 1:27:33 PM, ssmith1, Action Type : Note-General

The following MRF was sent to the BBB:

Case History

Case ID : N042005-10-2800441

Case Title : [REDACTED] - KEY GETS STUCK IN IGNITION

AMERICAN HONDA POSITION STATEMENT

American Honda Motor Co., INC.
1919 Torrance Blvd.
Torrance, CA 90501

Date: November 14th, 2005

BBB Auto Line
4200 Wilson Blvd. Suite 800
Arlington, BA 22203

ATTN: [REDACTED]
Custom [REDACTED]
VIN# 5J6YH28554 [REDACTED]
BBB Case: HON0593315

AHM Position:

American Honda has reviewed the customer's concern with the servicing dealership Faulkner Honda. Based on the repair invoices gathered from the dealership it is American Honda's belief that a reasonable amount of repair attempts have been performed on the vehicle. Therefore, American Honda has offered the customer one of the following two options to choose from:

1. AHM will replace the current Element with an 06. Will also provide for customer satisfaction, provide additional VSC coverage of an addition two years, up to 60,000 miles.
2. AHM will replace the customer's vehicle. She will only be responsible for mileage up to the first complaint at 1,189 miles. Total amount customer would have to pay is \$118.90.

The customer will contact American Honda once she has made her final decision.

Susszann Smith
Mediation Case Manager/FE Coordinator
American Honda Motor Co., Inc.
310-781-5259
310-783-3029 - Fax
Suszann_Smith@ahm.honda.com

*** CASE FULFILL 11/14/2005 1:27:41 PM, ssmith1

Fulfilled for [REDACTED] due 11/14/2005 05:00:00 PM.

*** COMMIT 11/14/2005 1:27:44 PM, ssmith1, Action Type : N/A

Made to [REDACTED] due 11/17/2005 05:00:00 PM.

Waiting for customer's response from offer

Case History

Case ID : N042005-10-2800441

Case Title :

KEY GETS STUCK IN IGNITION

*** CASE MEDIATION EVENT UPDATE 11/14/2005 1:28:28 PM, ssmith1

*** MEDIATION EVENT - MRF SENT 11/14/2005 01:28:28 PM ssmith1

Status: Completed

S: 10/24/2005 10:12:44 AM

D: 11/14/2005 12:00:00 AM

A: 11/14/2005 01:28:26 PM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT UPDATE 11/14/2005 1:28:59 PM, ssmith1

*** MEDIATION EVENT - DOCS RECEIVED 11/14/2005 01:28:59 PM ssmith1

Status: Completed

S: 10/28/2005 10:12:39 AM

D: 10/31/2005 12:00:00 AM

A: 11/11/2005 01:28:55 PM

Assgn to: Mediation ()

Notes:

*** NOTES 11/16/2005 12:28:24 PM, ssmith1, Action Type : Note-General

Received e-mail from BBB, advising that the customer wants to go with the repurchase.

*** CASE FULFILL 11/16/2005 12:28:33 PM, ssmith1

Fulfilled for [REDACTED] due 11/17/2005 05:00:00 PM.

*** COMMIT 11/16/2005 12:28:37 PM, ssmith1, Action Type : N/A

Made to [REDACTED] due 11/18/2005 05:00:00 PM.

Began paperwork for repurchase

*** NOTES 11/21/2005 9:23:22 AM, ssmith1, Action Type : Call to Dealer

Placed a call to the dealership to request the buyers order, and the sales contract. I had to leave a message for the sales manager requesting this information. I also left my fax, and phone number.

*** NOTES 11/21/2005 9:37:19 AM, ssmith1, Action Type : Call to Customer

Placed a call to the customer to provide her with an update of the case.

I advised her that I've started the process for the repurchase of the vehicle.

The customer advised that a small rock hit the windshield, and caused a big crack. However she feels that the window is defective, and that it should not come out of the repurchase check. I advise her that I need to review this with a senior manager.

I explained that I will follow up with her later in the week.

*** NOTES 11/21/2005 9:47:05 AM, ssmith1, Action Type : Note-General

Reviewed customer's concern with paying for the windshield. Customer advised that a rock hit the windshield and cracked it. The customer feels that the windshield is defective. She does not feel that it should have cracked even though a rock hit it.

I reviewed the customer's request with a senior case manager. It was determined that since the cause of the crack is due to an object, (a rock), hitting

Case History

Case ID : N042005-10-2800441

Case Title : [REDACTED] - KEY GETS STUCK IN IGNITION

it, this is not a defect. The customer has one of two options:

1. Get an esta, and it will be deducted from the amount of the check.
2. Pay to have the dealership replace the windshield.

I will contact the customer and provide this information to her.

*** CASE FULFILL 11/21/2005 9:53:05 AM, ssmith1

Fulfilled for [REDACTED] due 11/18/2005 05:00:00 PM.

*** COMMIT 11/21/2005 9:53:10 AM, ssmith1, Action Type : N/A

Made to [REDACTED] due 11/23/2005 05:00:00 PM.

waiting for buyers order/contrac/complete worksheet/est for replacing windshield

*** NOTES 11/21/2005 10:04:52 AM, ssmith1, Action Type : Call to Dealer

Svc manager is on vacation for this week. I asked to speak with the person who is stepping in for him for the week. I was advised it is a service advisor by the name of Tony. I left him a voicemail message asking if he can provide me with an est for the replacement of the windshield in an 04 Honda Element. I asked that he please give me a call back with this information.

*** CASE MODIFY COMMITMENT 11/23/2005 1:51:17 PM, ssmith1

with [REDACTED] due 11/29/2005 05:00:00 PM.

*** CASE RULE ACTION 11/25/2005 9:58:20 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY COMMITMENT 11/28/2005 3:27:11 PM, ssmith1

with [REDACTED] due 11/30/2005 05:00:00 PM.

*** CASE MODIFY COMMITMENT 11/30/2005 3:57:03 PM, ssmith1

with [REDACTED] due 12/05/2005 05:00:00 PM.

*** NOTES 12/7/2005 8:16:45 AM, mplant, Action Type : Letter/Fax

Received Terms of Settlement from BBB. Terms are as follows:

"The customer, Sari Bultman and Suzann Smith, representing Honda Motor America, agree to repurchase the customer's 2004 Element at Faulkner Honda in Harrisburg, PA no later than 12/16/05. The customer is responsible for a usage charge of \$118.90. The manufacturer will supply the final figures to the customer. The BBB Auto Line will verify performance no later than 12/16/05."

Forward to Suzann.

*** NOTES 12/7/2005 12:08:14 PM, dphillip, Action Type : Call from Customer

The customer called requesting to speak to the case manager assigned to her case. I informed the customer that I would notify the case manager by email to inform her of the customers request for a return call. I asked the customer if I could be of any further assistance. The customer declined, thanked me and ended the call.

The customer stated that this would be the 4th time trying to contact her case manager without a response.

*** NOTES 12/7/2005 1:37:54 PM, agarcia, Action Type : Call from Customer

Case History

Case ID : N042005-10-2800441

Case Title : [REDACTED] KEY GETS STUCK IN IGNITION

Received call from the customer, she wanted to know when the repurchase was going to take place. I advised her that I don't see any notes in the case or the file that we have obtained a payoff quote from the financial institution yet. I did advise her that she can call tomorrow to talk to Suszann and find out what the current status is.

*** NOTES 12/8/2005 8:55:22 AM, ssmith1, Action Type : Call to Customer

Placed a follow up call to the customer.

She advised that she has had the windshield fixed. She wanted to know the status of her case. I explained to her that I am going to request all of the necessary information from AHFC. Once I receive that I will complete the worksheet so that I can give her the final figure of what the reimbursement will be. Customer advised that she has made a payment that is due for 12/10/05. She wanted to make sure that will be included in the amount of the check. I advised her that it will.

I advised the customer that I will follow up her either Thursday or Friday.

*** CASE FULFILL 12/8/2005 8:55:36 AM, ssmith1

Fulfilled for [REDACTED] due 12/05/2005 05:00:00 PM.

*** COMMIT 12/8/2005 8:55:57 AM, ssmith1, Action Type : N/A

Made to [REDACTED] due 12/09/2005 05:00:00 PM.

Waiting for information from AHFC

*** NOTES 12/8/2005 9:00:27 AM, ssmith1, Action Type : Note-General

The following email was sent to Marc with AHFC:

Good Morning Marc,

I had another case where I have to repurchase a vehicle. Can you provide me with the following information:

Sari Bultman - Vin#5J6YH28554L [REDACTED]

Payoff amount:

Monthly payment:

Date monthly payment is due:

Interest paid up to date:

Thank You again for your help

*** NOTES 12/13/2005 8:40:42 AM, mplant, Action Type : Letter/Fax

Received copy of buyers order and sales contract from the customer (but both are too light to read). Forward to Suszann.

*** NOTES 12/16/2005 9:17:44 AM, ssmith1, Action Type : Note-General

Received the following information from Marc with AHFC:

Honda Account Number # 65101249.

Case History

Case ID : N042005-10-2800441

Case Title : [REDACTED] KEY GETS STUCK IN IGNITION

2004 Honda Element

PAYOFF: \$16,039.78 (good until 12/18/2005)

MONTHLY PAYMENT: \$339.84

DATE PAYMENT DUE: 10th of each month

INTEREST PAID UP TO DATE: \$332.94

I sent him an e-mail back requesting a 30 day pay off quote. I also asked for a list of the customer's payment history.

*** NOTES 12/16/2005 9:28:36 AM, ssmith1, Action Type : Call to Customer

Placed a call to the customer to advised her that the fax was received, but was two light to read. She advised that if she faxes it again, it will come through the same way. I advised her that I will follow up with the dealership where she purchased the vehicle from to see if I can get that information from them.

I spoke with Don. He took the customer's info, and agreed to fax that information over to me. I thanked him for his assistance.

*** CASE FULFILL 12/16/2005 9:28:45 AM, ssmith1

Fulfilled for [REDACTED] due 12/09/2005 05:00:00 PM.

*** COMMIT 12/16/2005 9:28:48 AM, ssmith1, Action Type : N/A

Made to [REDACTED] due 12/20/2005 05:00:00 PM.

Waiting for copy of contract/buyers order/complete worksheet

*** NOTES 12/16/2005 1:30:19 PM, mplant, Action Type : Letter/Fax

Received payoff information and payment history from AHFC. Forward to Suzann.

Payoff amount: \$15,724.29

Good through: 1/16/06

No per diem specified.

*** CASE FULFILL 12/20/2005 3:19:09 PM, ssmith1

Fulfilled for SARI BULTMAN due 12/20/2005 05:00:00 PM.

*** COMMIT 12/20/2005 3:19:50 PM, ssmith1, Action Type : N/A

Made to [REDACTED] due 12/21/2005 05:00:00 PM.

Still need copy of sales contract to complete workorder

*** NOTES 12/20/2005 3:23:41 PM, ssmith1, Action Type : Call to Dealer

Placed second call to Don at dealership to request a copy of the sales contract for this customer's vehicle. He was not available to take the call. I left him a voicemail message with my request.

*** NOTES 12/21/2005 7:44:34 AM, mplant, Action Type : Letter/Fax

Received sales contract and buyers order from Faulkner Honda. Forward to Suzann.

*** CASE CAMPAIGN LOOKUP 12/26/2005 8:39:17 AM, ssmith1

CAMPAIGN CHECK 12/26/2005 08:39:17 AM ssmith1

No data found For VIN

*** CASE CAMPAIGN LOOKUP 12/26/2005 9:26:38 AM, ssmith1

Case History

Case ID : N042005-10-2800441

Case Title : [REDACTED] KEY GETS STUCK IN IGNITION

CAMPAIGN CHECK 12/26/2005 09:26:38 AM ssmith1
No data found For VIN

*** CASE CLAIMS LOOKUP 12/26/2005 9:26:56 AM, ssmith1

CLAIM CHECK 12/26/2005 09:26:56 AM ssmith1
The following Claim History information was found
0; 2005-07-18; 207606; 094929; 510; 725199 ; IGNITION SWITCH AND LOCK ASSEMBLY - REPLACE.

*** CASE CLAIMS LOOKUP 12/26/2005 9:28:31 AM, ssmith1

CLAIM CHECK 12/26/2005 09:28:31 AM ssmith1
The following Claim History information was found
0; 2005-07-18; 207606; 094929; 510; 725199 ; IGNITION SWITCH AND LOCK ASSEMBLY - REPLACE.

*** SUBCASE N042005-10-2800441-2 CREATE 12/26/2005 9:32:36 AM, ssmith1

Created in WIP Default with Due Date 12/26/2005 9:32:36 AM.

*** CASE FULFILL 12/26/2005 9:37:14 AM, ssmith1

Fulfilled for [REDACTED] due 12/21/2005 05:00:00 PM.

*** COMMIT 12/26/2005 9:37:23 AM, ssmith1, Action Type : N/A

Made to SARI BULTMAN due 01/09/2006 05:00:00 PM.

Waiting for check

*** SUBCASE N042005-10-2800441-1 DISPATCH 12/27/2005 7:52:15 AM, ssmith1
from WIP Wipbin-Subcases to Queue CK Req - Mediation Mgr.*** SUBCASE N042005-10-2800441-2 DISPATCH 12/27/2005 7:52:40 AM, ssmith1
from WIP Wipbin-Subcases to Queue CK Req - Mediation Mgr.*** SUBCASE N042005-10-2800441-1 RULE ACTION 12/28/2005 7:52:15 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired*** SUBCASE N042005-10-2800441-2 RULE ACTION 12/28/2005 7:52:40 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired*** SUBCASE N042005-10-2800441-1 RULE ACTION 12/29/2005 7:52:15 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired*** SUBCASE N042005-10-2800441-2 RULE ACTION 12/29/2005 7:52:40 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE YANKED 12/29/2005 2:37:10 PM, acaswell

Yanked by acaswell into WIPbin default.

*** NOTES 12/29/2005 2:45:08 PM, acaswell, Action Type : Call from Customer

The customer called in upset that she thought we were not going to fulfill our promise of repurchasing her vehicle. She states that she has left a number of vm's to Suzann with no call back. I reviewed the file with her and advised her of what she will be receiving back and went over the process with ISG and who they are and that she does not have to make another payment since we have a quote that is good through the 16th. I advised her that with the holiday's we will get the funds back on the 9th and can set her up for that week and ISG. I provided her my name and number to call me if she has further questions, however Suzann will be back in the office tomorrow.

*** CASE ASSIGN 1/3/2006 9:25:31 AM, acaswell

Case History

Case ID : N042005-10-2800441

Case Title : [REDACTED] KEY GETS STUCK IN IGNITION

N042005-10-2800441 to ssmith1, WIP

*** CASE RULE ACTION 1/3/2006 9:25:32 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MEDIATION EVENT UPDATE 1/4/2006 8:56:49 AM, ssmith1

*** MEDIATION EVENT - BBB CASE RECD 01/04/2006 08:56:49 AM ssmith1

Status: In Progress

S: 10/24/2005 10:11:50 AM

D: 01/27/2006 12:00:00 AM

A: ???/???:?

Assgn to: Mediation ()

Notes: HON0593315

*** SUBCASE N042005-10-2800441-2 1/5/2006 2:30:32 PM, dmontgom, Action Type :

Check Requisition for 15,724.29 \$ submitted

Check Requisition for 15,724.29 \$ submitted by dmontgom

*** SUBCASE N042005-10-2800441-2 RETURN 1/5/2006 2:30:50 PM, dmontgom

from Queue CK Req - Mediation Mgr to WIP Wipbin-Subcases.

*** SUBCASE N042005-10-2800441-1 1/5/2006 2:31:05 PM, dmontgom, Action Type :

Check Requisition for 5,906.30 \$ submitted

Check Requisition for 5,906.30 \$ submitted by dmontgom

*** SUBCASE N042005-10-2800441-1 RETURN 1/5/2006 2:31:42 PM, dmontgom

from Queue CK Req - Mediation Mgr to WIP Wipbin-Subcases.

*** SUBCASE N042005-10-2800441-1 COMMIT 1/9/2006 8:03:44 AM, ssmith1, Action Type : External Commitment

Check processed for check_req_no = 16162 on 2006-01-06-00.00.000000

*** SUBCASE N042005-10-2800441-2 COMMIT 1/9/2006 8:04:30 AM, ssmith1, Action Type : External Commitment

Check processed for check_req_no = 16163 on 2006-01-06-00.00.000000

*** SUBCASE N042005-10-2800441-2 FULFILL 1/9/2006 8:15:41 AM, ssmith1

Fulfilled for [REDACTED] due ???/???:?.

*** SUBCASE N042005-10-2800441-1 FULFILL 1/9/2006 8:16:10 AM, ssmith1

Fulfilled for [REDACTED] due ???/???:?.

*** CASE FULFILL 1/9/2006 3:07:13 PM, ssmith1

Fulfilled for [REDACTED] due 01/09/2006 05:00:00 PM.

*** COMMIT 1/9/2006 3:07:17 PM, ssmith1, Action Type : N/A

Made to [REDACTED] due 01/17/2006 05:00:00 PM.

Transfer set to occur on 01/14/06

*** CASE MEDIATION EVENT ADD 1/9/2006 3:08:08 PM, ssmith1

*** MEDIATION EVENT - SEND CHECK 01/09/2006 03:08:08 PM ssmith1

Status: Completed

S: 01/09/2006 03:07:53 PM

Case History

Case ID : N042005-10-2800441

Case Title : [REDACTED] KEY GETS STUCK IN IGNITION

D: ?/? ?/?

A: 01/09/2006 03:08:06 PM

Assgn to: Mediation ()

Notes:

*** NOTES 1/9/2006 3:08:32 PM, ssmith1, Action Type : Note-General

Check was sent to ISG today.

*** NOTES 1/9/2006 3:10:56 PM, ssmith1, Action Type : Call to Customer

Placed a call to the customer to advised that the check has been mailed to ISG. She should receive a call within the week to schedule an appt. I had to leave this information on the customer's voicemail.

*** NOTES 1/13/2006 11:38:16 AM, ssmith1, Action Type : Note-General

Received the following e-mail from ISG:

Manuf= Honda

VIN= 4L020668

01/13/06 - The Transfer Agent: Tina Greer is scheduled to meet with the above referenced customer on 1/14/2006 at 10:00 AM at FAULKNER HONDA (Dealer Code: 207606)

(Document link: Doclink to case)

*** NOTES 1/16/2006 9:00:12 AM, ssmith1, Action Type : Note-General

Received the following e-mail from ISG:

Verify Exchange Notification

To: Suszann_Smith@ahm.honda.com

CC to: RLara@impartialservices.com

Subject : Case# N042005-10-2800441 / Customer Last Name Bultman / Full

VIN : 5J6YH28554L020668

Notification:

On 01/14/2006 , the above referenced vehicle was surrendered by the customer to Faulkner Honda and dealer code is 207606.

Auction Name: N.A.D.E.

*** CASE FULFILL 1/16/2006 9:00:20 AM, ssmith1

Fulfilled for [REDACTED] due 01/17/2006 05:00:00 PM.

*** SUBCASE N042005-10-2800441-1 CLOSE 1/16/2006 9:00:46 AM, ssmith1

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N042005-10-2800441-2 CLOSE 1/16/2006 9:00:52 AM, ssmith1

Case History

Case ID : N042005-10-2800441

Case Title : [REDACTED] KEY GETS STUCK IN IGNITION

Status = Solving, Resolution Code = Instruction Given

*** CASE MEDIATION EVENT UPDATE 1/16/2006 9:01:04 AM, ssmith1

*** MEDIATION EVENT - BBB CASE RECD 01/16/2006 09:01:04 AM ssmith1

Status: Completed

S: 10/24/2005 10:11:50 AM

D: 01/27/2006 12:00:00 AM

A: 01/16/2006 09:01:03 AM

Assgn to: Mediation ()

Notes: HON0593315

*** CASE MEDIATION ADD/MODIFY 1/16/2006 9:01:20 AM, ssmith1

*** MEDIATION DECISION 01/16/2006 09:01:20 AM ssmith1

Proc: Mediation

Dcsn: Buyback-Repurchase

Cust: Buyback-Repurchase

AHM: Buyback-Repurchase Rsn: No Fix Available

Arb Mthd: Please Specify Outcome: Please Specify

Ref: SUSZANN SMITH

Rel: N012005-0

*** CASE MEDIATION ADD/MODIFY 1/16/2006 9:01:26 AM, ssmith1

*** MEDIATION DECISION 01/16/2006 09:01:26 AM ssmith1

Proc: Mediation

Dcsn: Buyback-Repurchase

Cust: Buyback-Repurchase

AHM: Buyback-Repurchase Rsn: Excessive Repairs

Arb Mthd: Please Specify Outcome: Please Specify

Ref: SUSZANN SMITH

Rel: N012005-

*** CASE CLOSE 1/16/2006 9:01:32 AM, ssmith1

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

*** CASE REOPEN 1/16/2006 9:01:48 AM, ssmith1

with Condition of Open and Status of Solving.

*** CASE ASSIGN 1/16/2006 9:02:08 AM, ssmith1

N042005-10-2800441 to mlyon, WIP

*** CASE RULE ACTION 1/16/2006 9:02:10 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MEDIATION EVENT ADD 1/16/2006 10:16:24 AM, mlyon

*** MEDIATION EVENT - AUCTION UNIT 01/16/2006 10:16:24 AM mlyon

Status: In Progress

S: 01/16/2006 10:14:57 AM

D: 02/25/2006 12:00:00 AM

Case History

Case ID : N042005-10-2800441

Case Title :

KEY GETS STUCK IN IGNITION

A: ?/?/? ?:?:?

Assgn to: ISG ()

Notes:

*** CASE CHG STATUS 1/16/2006 10:16:37 AM, mlyon
from status Solving to status Disposing Unit

*** CASE ASSIGN 1/16/2006 10:16:49 AM, mlyon
N042005-10-2800441 to akenney, WIP

*** CASE RULE ACTION 1/16/2006 10:16:50 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE CHG STATUS 4/18/2006 1:53:05 PM, akenney
from status Disposing Unit to status Awaiting Disclosure

*** CASE MEDIATION EVENT UPDATE 4/18/2006 1:53:36 PM, akenney
*** MEDIATION EVENT - AUCTION UNIT 04/18/2006 01:53:36 PM akenney

Status: Completed

S: 01/16/2006 10:14:57 AM

D: 02/25/2006 12:00:00 AM

A: 04/17/2006 01:53:19 PM

Assgn to: ISG (NATIONAL AUTO DEALERS EXCHANGE)

Notes:

*** CASE MEDIATION EVENT ADD 4/18/2006 1:54:07 PM, akenney
*** MEDIATION EVENT - DISCLOSURE REQUESTED 04/18/2006 01:54:06 PM akenney

Status: In Progress

S: 04/17/2006 01:53:49 PM

D: 06/17/2006 12:00:00 AM

A: ?/?/? ?:?:?

Assgn to: ISG ()

Notes:

*** CASE ASSIGN 4/18/2006 1:54:58 PM, akenney
N042005-10-2800441 to mlyon, WIP "5%p

*** CASE RULE ACTION 4/18/2006 1:55:00 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 4/19/2006 9:16:06 AM, mlyon
into WIP default and Status of Awaiting Disclosure.

*** NOTES 4/19/2006 9:16:46 AM, mlyon, Action Type : Note-General
Buying dealer and disclosure sighed off by:
Simmons Rockwell Suzuki 784 County Rd 64 Elmira, NJ. 14903 607 796-5555 Richard Rockwell
04/12/06

*** CASE MODIFY 5/24/2006 4:06:13 PM, mlyon
into WIP Disclosure 90 day wait and Status of Awaiting Disclosure.

Case History

Case ID : N042005-10-2800441

Case Title : [REDACTED] - KEY GETS STUCK IN IGNITION

*** NOTES 6/27/2006 3:49:30 PM, mlyon, Action Type : Note-General

Retailed to and retail disclosure signed off by;
Timothy Fell
9702 Caughenay Rd
Brewerton New York NY 13029

*** CASE MEDIATION EVENT UPDATE 6/27/2006 3:49:51 PM, mlyon

*** MEDIATION EVENT - DISCLOSURE REQUESTED 06/27/2006 03:49:51 PM mlyon
Status: Completed
S: 04/17/2006 01:53:49 PM
D: 06/17/2006 12:00:00 AM
A: 06/27/2006 03:49:49 PM
Assgn to: ISG ()
Notes:

*** CASE CLOSE 6/27/2006 3:49:53 PM, mlyon

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

*** CASE REOPEN 9/8/2006 10:01:19 AM, akenney

with Condition of Open and Status of Solving.

*** CASE CHG STATUS 9/8/2006 10:01:46 AM, akenney

from status Solving to status Sales Tax

*** CASE MEDIATION EVENT ADD 9/8/2006 10:02:14 AM, akenney

*** MEDIATION EVENT - SALES TAX RECOVERY 09/08/2006 10:02:14 AM akenney
Status: In Progress
S: 06/01/2006 10:01:53 AM
D: 09/01/2006 12:00:00 AM
A: ?/?/? ?/?/?
Assgn to: ISG ()
Notes:

*** CASE MEDIATION EVENT UPDATE 1/31/2007 10:02:06 AM, akenney

*** MEDIATION EVENT - SALES TAX RECOVERY 01/31/2007 10:02:05 AM akenney

Status: Completed
S: 06/01/2006 10:01:53 AM
D: 09/01/2006 12:00:00 AM
A: 01/22/2007 10:02:00 AM
Assgn to: ISG ()
Notes:

*** CASE CLOSE 1/31/2007 10:02:28 AM, akenney

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

Case Details

Case ID : N012006-11-0701038 Division : Honda - Auto Condition : Closed Open Date : 11/7/2006 10:30:18 AM
 Case Originator : Tito Ogunnaike (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 11/21/2006 7:07:15 AM
 Case Owner : Bettie McDonald (Team HE) Method : Phone Queue : Days Open : 14
 Last Closed By : Bettie McDonald (Team HE) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED]

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 : HUNTINGTON, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5J6YH28344L [REDACTED]
 Model / Year : ELEMENT / 2004
 Model ID / Product Line : YH2834PW / A
 Miles / Hours : 35,863
 In Service Date : 08/30/2004
 Months In Use : 27
 Engine Number : K24A42647966
 Originating Dealer No. / Name : 206967 / HUNTINGTON HONDA
 Selling Dealer No. / Name : 206967 / HUNTINGTON HONDA
 Trim : 4WD LX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : BL
 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 : 206967 / HUNTINGTON HONDA
 Phone No. : 631-423-6000
 Address : 1055 E.JERICHO TRNPKE
 City / State / Zip : HUNTINGTON, NY 11743
 Svc District / Sls District : 05B / A05
 Warranty Labor Rate / Date : \$96.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012006-11-0701038-[REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012006-11-0701038-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Bettie McDonald	Type 1 : Product	Status : Subcase Close	Open Date : 11/8/2006 6:46:18 AM
Issue Owner : Bettie McDonald	Type 2 : Operation	Queue :	Close Date : 11/21/2006 7:07:09 AM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - AHM 100%, CR Generated Gdwill
 Component Category : 01 - Steering 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
35100-S9A-A53	LOCK ASSY., STEERING	Not Applicable

Check Req Info :

Check Requisition No. : 18816	Payee Name : [REDACTED]
Primary Amount : \$849.90	Address : [REDACTED]
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : HUNTINGTON, NY [REDACTED]
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$849.90	Contention Code : 03220
Approved By : acaswell	Defect Code : 03214
Approval Date : 11/16/2006	Category : Regular
Status : PROCESSED	Failed Part # : 35100-S9A-A53
Check No. : 1619423	
Check Date : 11/17/2006	

Case History

Case ID : N012006-11-0701038

Case Title : [REDACTED] REIMBURSEMENT-STEERING WHEEL COLUM

*** CASE CREATE 11/7/2006 10:30:18 AM, dogunnai

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

*** NOTES 11/7/2006 1:03:00 PM, dogunnai, Action Type : Call from Customer

Customer called ACS stating that her father's key got stuck in the ignition a month ago and so he was unable to pull it out. He then called his local mechanic at Hendrickson Auto place and they had to have his car towed to their shop.

The mechanics tried pulling out the key but were unable to do that so they changed the whole steering column and charged the customer \$800 for the repair.

She has tried having Huntington Honda reimburse her for the service, however they required that she provide the old parts and was unable document

Customer is requesting to be reimbursed for the steering wheel repair that was performed, since the vehicle is still under warranty.

ACS informed the customer that there is no guarantee that Honda will reimburse her, however a case manager will review her case to determine what Honda can do for her. Customer was provided a case number and will expect a call in 1-2 business days.

*** CASE MODIFY 11/7/2006 1:04:06 PM, dogunnai

into WIP default and Status of Solving.

*** CASE DISPATCH 11/7/2006 1:04:12 PM, dogunnai

from WIP default to Queue Honda Team C.

*** CASE MODIFY 11/7/2006 1:04:15 PM, dogunnai

into WIP default and Status of Solving.

*** CASE ACCEPT 11/7/2006 2:54:44 PM, bmcdonal

from Queue Honda Team C to WIP default.

*** CASE MODIFY 11/8/2006 6:33:23 AM, bmcdonal

into WIP default and Status of Solving.

*** SUBCASE N012006-11-0701038-1 CREATE 11/8/2006 6:46:18 AM, bmcdonal

Created in WIP Default with Due Date 11/8/2006 6:46:18 AM.

*** CASE MODIFY 11/8/2006 6:46:22 AM, bmcdonal

into WIP default and Status of Solving.

*** COMMIT 11/8/2006 10:52:49 AM, bmcdonal, Action Type : N/A

Made to [REDACTED] due 11/11/2006 10:52:53 AM.

DCS Follow-Up call the customer to discuss the request.

*** NOTES 11/8/2006 10:56:59 AM, bmcdonal, Action Type : Dealer Communication

ATTN: DENNIS BUCHANAN SERVICE MANAGER

RESOLUTION DUE DATE : 11/11/2006

cc: MARK SCHLOBOHM

This customer contacted our office regarding the following issue(s): Please contact the case manager to review the service history and/or any previous complaints related to the steering column. If no information please notify the case manager in a timely manner. Thank you for your cooperation.

Customer called ACS stating that her father's key got stuck in the ignition a month ago and so he was unable to pull it out. He then called his local mechanic at Hendrickson Auto place and they had to have his car towed to their shop.

The mechanics tried pulling out the key but were unable to do that so they changed the whole steering column and charged the customer \$800 for the repair.

She has tried having Huntington Honda reimburse her for the service, however they required that she provide the old parts and was unable document

Customer is requesting to be reimbursed for the steering wheel repair that was performed, since the vehicle is still under warranty.

Case History

Case ID : N012006-11-0701038

Case Title : 5-B [REDACTED] REIMBURSEMENT-STEERING WHEEL COLUM

ACS informed the customer that there is no guarantee that Honda will reimburse her, however a case manager will review her case to determine what Honda can do for her. Customer was provided a case number and will expect a call in 1-2 business days.

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

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

Bettie McDonald
Automobile Customer Service
800 999-1009 ext 118051

*** CASE MODIFY COMMITMENT 11/8/2006 10:57:42 AM, bmcdonal
with [REDACTED] due 11/10/2006 10:52:53 AM.

*** CASE MODIFY 11/8/2006 10:57:47 AM, bmcdonal
into WIP default and Status of Solving.

*** NOTES 11/9/2006 1:30:10 PM, bmcdonal, Action Type : Call to Dealer
Only PDI inspection.

*** NOTES 11/9/2006 1:56:26 PM, bmcdonal, Action Type : Call to Customer
Left a detailed message for the customer to fax a copy of the invoice and the proof of payment for review & consideration. I also requested that the customer return the call to further discuss the issue.

*** CASE MODIFY COMMITMENT 11/9/2006 1:56:43 PM, bmcdonal
with [REDACTED] due 11/14/2006 10:52:53 AM.

*** CASE MODIFY 11/9/2006 1:56:47 PM, bmcdonal
into WIP Huntington and Status of Solving.

*** NOTES 11/14/2006 1:40:54 PM, bmcdonal, Action Type : Call to Customer

I spoke to the customer's daughter who states that her Father was nowhere near any dealer when his key got stuck in the ignition. The customer went to a local repair facility that he is familiar with because he panic when he could turn the steering wheel or remove the key. She states that her Father had his two dogs with him and was uncomfortable about traveling any distance with his animals under these circumstances. I requested that the invoice be faxed to my attention and it will be reviewed for the viability and consideration for reimbursement.

I advised Ms [REDACTED] that I will notify her of the final determination.

*** CASE MODIFY 11/14/2006 1:40:59 PM, bmcdonal
into WIP Huntington and Status of Solving.

*** CASE FULFILL 11/14/2006 1:41:22 PM, bmcdonal
Fulfilled for [REDACTED] K due 11/14/2006 10:52:53 AM.

*** COMMIT 11/14/2006 1:41:25 PM, bmcdonal, Action Type : N/A
Submit the check requisition.

*** CASE MODIFY 11/14/2006 1:41:44 PM, bmcdonal
into WIP Check Requisitions and Status of Solving.

Case History

Case ID : N012006-11-0701038

Case Title : 5-B / [REDACTED] REIMBURSEMENT-STEERING WHEEL COLUM

*** NOTES 11/16/2006 7:52:55 AM, bmc donal, Action Type : Note-General

GOODWILL SUMMARY:

Owner of a 2004 Element 35,863 miles had key stuck in ignition unable to turn steering wheel had vehicle towed to local (IRF) for repair. Daughter states Father panic was not near AHM dealer. The repair was a installation key/lock assembly code key to vehicle and re flash. Reimbursement for towing, and repair. Vehicle under warranty at time of the repair.

HENDRICKSON CAR CARE, INC.
MOTOR VEHICLE REPAIR SHOP # R1522525
29 NEW YORK AVENUE
HUNTINGTON, NEW YORK 11743
(631) 423-9033

TOTAL PARTS:	\$437.42
LABOR :	300.00
TOWING:	45.00
TAX	67.48
TOTAL :	\$849.90

*** SUBCASE N012006-11-0701038-1 MODIFY 11/16/2006 7:54:49 AM, bmc donal
into WIP WIPbin-Sub 1 and Status of Solving.

*** CASE MODIFY 11/16/2006 7:56:13 AM, bmc donal
into WIP Check Requisitions and Status of Solving.

*** CASE MODIFY 11/16/2006 8:11:20 AM, bmc donal
into WIP Check Requisitions and Status of Solving.

*** CASE FULFILL 11/16/2006 8:11:49 AM, bmc donal
Fulfilled for ELIZABETH BONUCK due 11/16/2006 12:00:00 AM.

*** COMMIT 11/16/2006 8:11:51 AM, bmc donal, Action Type : N/A
Close the case when check is mailed.

*** CASE MODIFY 11/16/2006 8:15:25 AM, bmc donal
into WIP Check Requisitions and Status of Solving.

*** CASE MODIFY 11/16/2006 12:35:08 PM, bmc donal
into WIP Check Requisitions and Status of Solving.

*** NOTES 11/16/2006 12:49:25 PM, bmc donal, Action Type : Call from Customer

I advised Ms. [REDACTED] that the check req was submitted today for reimbursement in full amount. She is very happy and thanked me for the consideration. Ms. [REDACTED] said that she told her Father that he not permitted to go anywhere except , the dealer whenever he has a vehicle repair concern.:-)

*** CASE MODIFY 11/16/2006 12:49:29 PM, bmc donal
into WIP Check Requisitions and Status of Solving.

*** SUBCASE N012006-11-0701038-1 DISPATCH 11/16/2006 12:52:59 PM, bmc donal
from WIP WIPbin-Sub 1 to Queue Ck Req - Caswell.

Case History

Case ID : N012006-11-0701038

Case Title :

REIMBURSEMENT-STEERING WHEEL COLUM

*** CASE MODIFY 11/16/2006 12:53:09 PM, bmcDonal
into WIP Check Requisitions and Status of Solving.

*** SUBCASE N012006-11-0701038-1 11/16/2006 12:54:55 PM, acaswell, Action Type :
Check Requisition for 849.90 \$ submitted
Check Requisition for 849.90 \$ submitted by acaswell

*** SUBCASE N012006-11-0701038-1 RETURN 11/16/2006 12:55:02 PM, acaswell
from Queue Ck Req - Caswell to WIP WIPbin-Sub 1.

*** SUBCASE N012006-11-0701038-1 COMMIT 11/20/2006 8:07:03 AM, bmcDonal, Action Type : External Commitment
Check processed for check_req_no = 18816 on 2006-11-17-00.00.000000

*** NOTES 11/20/2006 3:25:57 PM, gtamayo, Action Type : Note-General
Check Mailed

*** SUBCASE N012006-11-0701038-1 CLOSE 11/21/2006 7:07:09 AM, bmcDonal
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/21/2006 7:07:15 AM, bmcDonal
Status = Closed, Resolution Code = Instruction Given, State = Open

*** NOTES 1/2/2007 11:25:15 AM, bmcDonal, Action Type : Inbound DCS
NOT AWARE OF ANY ISSUE WITH THIS VEHICLE NO HISTORY IN IT

*** COMMIT 1/2/2007 11:25:15 AM, bmcDonal, Action Type : External Commitment
Inbound DCS received from Dealer # 206967

*** CASE FULFILL 1/3/2007 6:26:44 AM, bmcDonal
Fulfilled for [REDACTED] due ?/?/? ??:??.

Case Details

Case ID : N012007-12-0401605 Division : Honda - Auto Condition : Closed Open Date : 12/4/2007 5:10:06 PM
 Case Originator : Tekeisha Nelson (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 12/4/2007 5:16:20 PM
 Case Owner : Tekeisha Nelson (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Tekeisha Nelson (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : MINNEAPOLIS, MN [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : ELEMENT / 2004
 Model ID / Product Line : /
 Miles / Hours :
 In Service Date :
 Months In Use :
 Engine Number :
 Originating Dealer No. / Name :
 Selling Dealer No. / Name :
 Trim :
 No. Of Doors :
 Transmission Code :
 Exterior Color :
 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 : 207653 / RICHFIELD-BLOOMINGTON HONDA
 Phone No. : 612-866-8832
 Address : 400 WEST 78TH STREET
 City / State / Zip : RICHFIELD, MN 55423
 Svc District / Sls District : 08G / C08
 Warranty Labor Rate / Date : \$102.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012007-12-0401605-1, [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-12-0401605-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tekeisha Nelson	Type 1 : Product	Status : Subcase Close	Open Date : 12/4/2007 5:16:10 PM
Issue Owner : Tekeisha Nelson	Type 2 : Operation	Queue :	Close Date : 12/4/2007 5:16:17 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer
Component Category : 01 - Steering 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 : N012007-12-0401605

Case Title : 

*** CASE CREATE 12/4/2007 5:10:06 PM, tnelson

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

*** NOTES 12/4/2007 5:15:37 PM, tnelson, Action Type : Call from Customer

Customer called for information on how to release his ignition key. Advised customer owner manual does not indicate how to release key and suggested contacting a dealership. Customer was currently stuck on the highway so conference call was made to Richfield Bloomington Honda, spoke with service advisor Mark(I advised to try turning steering wheel hard to the left. Customer advised nothing happening. SA then advised to try wiggling key and turning. Customer advises there is play in the steering wheel but nothing is happening. SA advised vehicle would need to be towed in for further inspection. Customer inquired how long would be take to inspect vehicle. Customer was advised unable to look at vehicle tonight, may be able to inspect tomorrow and depending on problem determine time for repair. Customer thanked dealership and ACS for assistance and disconnected call. Customer did not have VIN readily available.

*** CASE MODIFY 12/4/2007 5:15:39 PM, tnelson

into WIP default and Status of Solving.

*** SUBCASE N012007-12-0401605-1 CREATE 12/4/2007 5:16:10 PM, tnelson

Created in WIP Default with Due Date 12/4/2007 5:16:10 PM.

*** SUBCASE N012007-12-0401605-1 CLOSE 12/4/2007 5:16:17 PM, tnelson

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/4/2007 5:16:19 PM, tnelson

into WIP default and Status of Solving.

*** CASE CLOSE 12/4/2007 5:16:20 PM, tnelson

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

Case Details

Case ID : B012004-12-1301968 Division : Acura - Auto Condition : Closed Open Date : 12/13/2004 4:11:48 PM
 Case Originator : Leon Jones (Team AA) Sub Division : Customer Relations Status : Closed Close Date : 12/13/2004 4:14:54 PM
 Case Owner : Leon Jones (Team AA) Method : Phone Queue : Days Open : 0
 Last Closed By : Leon Jones (Team AA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 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 : FORT MYERS, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 19UUA66274A [REDACTED]
 Model / Year : TL / 2004
 Model ID / Product Line : UA6624JW / B
 Miles / Hours :
 In Service Date : 03/13/2004
 Months In Use : 9
 Engine Number : J32A31030181
 Originating Dealer No. / Name : 251512 / SCANLON ACURA
 Selling Dealer No. / Name : 251512 / SCANLON ACURA
 Trim : TL
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
B012004-12-1301968-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : B012004-12-1301968-1 Disposition: Complaint Condition : Closed Wipbin :
Issue Originator : Leon Jones Type 1 : Product Status : Subcase Close Open Date : 12/13/2004 4:14:30 PM
Issue Owner : Leon Jones Type 2 : Operation Queue : Close Date : 12/13/2004 4:14:53 PM
Issue Title : [REDACTED]

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Documented Concern
Component Category : 11 - Electrical 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 : B012004-12-1301968

Case Title : 

*** CASE CREATE 12/13/2004 4:11:48 PM, ljones

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

*** NOTES 12/13/2004 4:11:48 PM, ljones, Action Type :

ACS received a call from a client. The client states that he cannot shut his vehicle all the way off. The client states he can drive the vehicle, he is unable to take the key out of the ignition. The client contacted ACS to inquire if there has been a widespread issue with the key being stuck in the ignition.

*** CASE CAMPAIGN LOOKUP 12/13/2004 4:11:55 PM, ljones

CAMPAIGN CHECK 12/13/2004 04:11:55 PM ljones

No data found for VIN

*** NOTES 12/13/2004 4:13:38 PM, ljones, Action Type : Call from Customer

The client disconnected before, I was able to provide further information.

*** SUBCASE B012004-12-1301968-1 CREATE 12/13/2004 4:14:30 PM, ljones

Created in WIP Default with Due Date 12/13/2004 4:14:30 PM.

*** CASE MODIFY 12/13/2004 4:14:39 PM, ljones

into WIP default and Status of Solving.

*** CASE MODIFY 12/13/2004 4:14:49 PM, ljones

into WIP default and Status of Solving.

*** SUBCASE B012004-12-1301968-1 CLOSE 12/13/2004 4:14:53 PM, ljones

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/13/2004 4:14:54 PM, ljones

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

Case Details

Case ID : B012005-07-0801041 Division : Acura - Auto Condition : Closed Open Date : 7/8/2005 1:49:50 PM
 Case Originator : Robert Magallanes (Team AB) Sub Division : Customer Relations Status : Closed Close Date : 7/8/2005 1:55:37 PM
 Case Owner : Robert Magallanes (Team AB) Method : Phone Queue : Days Open : 0
 Last Closed By : Robert Magallanes (Team AB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ NOT ABLE TO GET OUT KEY. 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 : ALGONQUIN, IL ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 19UUA66294A ██████████
 Model / Year : TL / 2004
 Model ID / Product Line : UA6624JW / B
 Miles / Hours :
 In Service Date : 05/31/2004
 Months In Use : 14
 Engine Number : J32A31054280
 Originating Dealer No. / Name : 251430 / MCGRATH ACURA OF WESTMONT
 Selling Dealer No. / Name : 251430 / MCGRATH ACURA OF WESTMONT
 Trim : TL
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BU
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
B012005-07-0801041-1 / ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : B012005-07-0801041-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Robert Magallanes	Type 1 : Product	Status : Subcase Close	Open Date : 7/8/2005 1:55:22 PM
Issue Owner : Robert Magallanes	Type 2 : Operation	Queue :	Close Date : 7/8/2005 1:55:32 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : B012005-07-0801041

Case Title : [REDACTED]

*** CASE CREATE 7/8/2005 1:49:50 PM, rmagalla

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

*** NOTES 7/8/2005 1:54:31 PM, rmagalla, Action Type : Call from Customer

The client called in stating that her keys is currently stuck in the ignition and it not allowing her key to get released. The client would like to know what to do.

I advised the client that he has to make sure that her vehicle is fully on the park position. The client tried it and it release the key, The client thanked and ended the call.

*** SUBCASE B012005-07-0801041-1 CREATE 7/8/2005 1:55:22 PM, rmagalla

Created in WIP Default with Due Date 7/8/2005 1:55:22 PM.

*** SUBCASE B012005-07-0801041-1 CLOSE 7/8/2005 1:55:32 PM, rmagalla

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/8/2005 1:55:37 PM, rmagalla

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

Case Details

Case ID : B012006-01-0901085 Division : Acura - Auto Condition : Closed Open Date : 1/9/2006 11:53:57 AM
 Case Originator : Robert Gibbons (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 1/9/2006 12:05:27 PM
 Case Owner : Robert Gibbons (Team AC) Method : Phone Queue : Days Open : 0
 Last Closed By : Robert Gibbons (Team AC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION KEY 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 : FLORHAM, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 19UUA66284A [REDACTED]
 Model / Year : TL / 2004
 Model ID / Product Line : UA6624JW / B
 Miles / Hours : 18,000
 In Service Date : 09/06/2004
 Months In Use : 16
 Engine Number : J32A31071475
 Originating Dealer No. / Name : 251373 / SPRINGFIELD ACURA
 Selling Dealer No. / Name : 251373 / SPRINGFIELD ACURA
 Trim : TL
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GV
 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 : 251373 / SPRINGFIELD ACURA
 Phone No. : 973-912-9000
 Address : 243 ROUTE 22 EAST
 City / State / Zip : SPRINGFIELD, NJ 07081
 Svc District / Sls District : 05H / D05
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
B012006-01-0901085-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : B012006-01-0901085-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Robert Gibbons	Type 1 : Product	Status : Subcase Close	Open Date : 1/9/2006 12:04:37 PM
Issue Owner : Robert Gibbons	Type 2 : Operation	Queue :	Close Date : 1/9/2006 12:05:23 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical 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 : B012006-01-0901085

Case Title : [REDACTED] IGNITION KEY

*** CASE CREATE 1/9/2006 11:53:57 AM, rgibbons

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

*** NOTES 1/9/2006 11:53:58 AM, rgibbons, Action Type :

Client states that the key keeps getting stuck in the ignition. Client states that it was very infrequent but has happened 6x's in the past 10 days. Client states that the dlr is advising her they cannot do anything unless they can duplicate. Client states that she did speak to the service mgr who did not have any answers other than to say the next time it gets stuck then to bring it in.

*** CASE MODIFY 1/9/2006 11:54:09 AM, rgibbons

into WIP default and Status of Solving.

*** CASE MODIFY 1/9/2006 11:54:20 AM, rgibbons

into WIP default and Status of Solving.

*** CASE MODIFY 1/9/2006 11:54:34 AM, rgibbons

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 1/9/2006 11:58:02 AM, rgibbons

CLAIM HISTORY CHECK 01/09/2006 11:58:02 AM rgibbons

No data found for VIN.

*** NOTES 1/9/2006 12:00:46 PM, rgibbons, Action Type : Call from Customer

Client states that she has only taken the vehicle into the dlr once and that was about a week ago. Client was advised that the dlr is going to have to duplicate the problem before any repairs will be made.

*** SUBCASE B012006-01-0901085-1 CREATE 1/9/2006 12:04:37 PM, rgibbons

Created in WIP Default with Due Date 1/9/2006 12:04:37 PM.

*** SUBCASE B012006-01-0901085-1 CLOSE 1/9/2006 12:05:23 PM, rgibbons

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/9/2006 12:05:25 PM, rgibbons

into WIP default and Status of Solving.

*** CASE CLOSE 1/9/2006 12:05:27 PM, rgibbons

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