

Case Details

Case ID : N012009-01-1601408	Division : Honda - Auto	Condition : Closed	Open Date : 1/16/2009 3:57:16 PM
Case Originator : Bridgette Samonte (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/6/2009 1:12:22 PM
Case Owner : Brian Magana (Team HC)	Method : Phone	Queue :	Days Open : 21
Last Closed By : Brian Magana (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : 02E - (PFLUEGER HONDA) - LOCKMAN, MICHAEL - A/C FAILURE		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 : WAIPAHU, HI [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HJYK16526H [REDACTED]
 Model / Year : RIDGELINE / 2006
 Model ID / Product Line : YK1656ENW / A
 Miles / Hours : 40,000
 In Service Date : 03/18/2005
 Months In Use : 46
 Engine Number : J35A91002254
 Originating Dealer No. / Name : 207742 / UNICARS HONDA
 Selling Dealer No. / Name : 207742 / UNICARS HONDA
 Trim : RTL
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WX
 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 : 206500 / PFLUEGER HONDA
 Phone No. : 808-528-7200
 Address : 188 S. BERETANIA ST.
 City / State / Zip : HONOLULU, HI 96813
 Svc District / SIs District : 02E / D02
 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
N012009-01-1601408-1 / [REDACTED] -	Subcase Close	Product	Operation	616	A/C Condenser

Issue Details

Issue ID : N012009-01-1601408-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lauren Vaughn	Type 1 : Product	Status : Subcase Close	Open Date : 1/19/2009 2:58:48 PM
Issue Owner : Brian Magana	Type 2 : Operation	Queue :	Close Date : 2/6/2009 1:12:21 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 616 / A/C Condenser
 Condition Code Desc Any 6160
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Assist Denied, Documented Concern
 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 : N012009-01-1601408

Case Title : 02E - (PFLUEGER HONDA) - [REDACTED] - A/C FAILURE

*** CASE CREATE 1/16/2009 3:57:16 PM, bsamonte

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

*** CASE MODIFY 1/16/2009 3:57:26 PM, bsamonte

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 1/16/2009 4:00:31 PM, bsamonte

WARRANTY CHECK 01/16/2009 04:00:31 PM bsamonte

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/16/2009 4:00:34 PM, bsamonte

CLAIM CHECK 01/16/2009 04:00:34 PM bsamonte

The following Claim History information was found

0; 2006-05-22; 208149; 991021; 510; 817106 ; PRODUCT UPDATE: 2006 RIDGELINE INNER DOOR HANDLE CABLE
END CLIP - REPLACE THE INNER DOOR CLIP ON ALL FOUR

*** CASE CAMPAIGN LOOKUP 1/16/2009 4:00:37 PM, bsamonte

CAMPAIGN CHECK 01/16/2009 04:00:37 PM bsamonte

The following Campaign information was found

06-012; Q02; 06 RIDGELINE INNER DOOR HANDLE; 05/22/06; FX;
06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 1/16/2009 4:00:39 PM, bsamonte

VSC CHECK 01/16/2009 04:00:39 PM bsamonte

The following VSC information was found

LLOYD;CLARK;V002401738;B50;(NEW) PREMIUM 5YR 100K 0 DED;CANCELLED;2006-08-23;2005-08-05;2010-03-17;100000;6951
;207742;0.00

*** CASE CUC LOOKUP 1/16/2009 4:00:40 PM, bsamonte

CUC CHECK 01/16/2009 04:00:40 PM bsamonte

The following CUC information was found

;;;0;0;0;0;0;0;0;0;0;0;

*** CASE MODIFY 1/16/2009 4:02:02 PM, bsamonte

into WIP default and Status of Solving.

*** NOTES 1/16/2009 4:04:54 PM, bsamonte, Action Type : Call from Customer

Verified Customer Information

Situation: Customer says his air conditioner went out.

Request: Customer is requesting assistance with cost of repair.

Probing Questions: 3 weeks ago, customer brought vehicle to a drive thru car wash. Customer smelled something and got out of vehicle. PFLUEGER HONDA advised customer air conditioning burned out. Vehicle filled with smoke. Cost of repair is \$1800. Customer says this is his 1st Honda. Customer has spoken to Leann in service. Customer services vehicle with Honda. Customer and wife are in the market of purchasing a Honda Accord, but if AHM does not assist with cost of repair, they will not purchase. Customer says he has also read online that other owners have issues with air conditioner.

Case History

Case ID : N012009-01-1601408

Case Title : 02E - (PFLUEGER HONDA) [REDACTED] - A/C FAILURE

Inbound Conclusion: ACS apologized and advised customer a case manager will contact customer in 1-2 business days. ACS advised there are no guarantees as cases are reviewed on case by case basis. Customer understands and has no further questions. Case number provided.

*** CASE DISPATCH 1/16/2009 4:05:38 PM, bsamonte

from WIP default to Queue Honda Team C.

*** CASE RULE ACTION 1/17/2009 4:05:38 PM, sa

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

*** CASE RULE ACTION 1/18/2009 5:02:31 PM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE ASSIGN 1/19/2009 7:40:56 AM, mfenner

N012009-01-1601408 to bmagana, WIP

*** CASE RULE ACTION 1/19/2009 7:40:56 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE YANKED 1/19/2009 2:54:41 PM, lvaughn

Yanked by lvaughn into WIPbin default.

*** SUBCASE N012009-01-1601408-1 CREATE 1/19/2009 2:58:48 PM, lvaughn

Created in WIP Default with Due Date 1/19/2009 2:58:48 PM.

*** SUBCASE N012009-01-1601408-1 ASSIGN 1/19/2009 2:59:04 PM, lvaughn

N012009-01-1601408-1 to bmagana, WIP 1253,

*** SUBCASE N012009-01-1601408-1 RULE ACTION 1/19/2009 2:59:04 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 1/19/2009 3:00:03 PM, lvaughn, Action Type : Call to Customer

Verified that customer is looking for customers to assist with the parts and he will cover the labor.

I informed the customer that their case has been assigned to a case manager. I provided the customer with the case manager's name and ext. I also let the customer know that their case manager will be reviewing their case and be in contact with them in a timely manner.

*** CASE ASSIGN 1/19/2009 3:00:40 PM, lvaughn

N012009-01-1601408 to bmagana, WIP @

*** CASE RULE ACTION 1/19/2009 3:00:41 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/20/2009 11:12:40 AM, bmagana

into WIP DEFAULT and Status of Solving.

*** NOTES 1/22/2009 10:47:32 AM, kriley, Action Type : Call for Case Mgr

Customer called to speak to Brian but he is unavail. ACS was not able to leave an IM message. Customer needs to be called back soon the case was opened on the 16th and still has not heard from case manager. Please call the customer on his cell phone 808-330-2880.

*** CASE MODIFY 1/30/2009 4:13:41 PM, bmagana

into WIP 24 HOUR and Status of Solving.

*** NOTES 2/3/2009 11:48:52 AM, ahsieh, Action Type : Call for Case Mgr

Case History

Case ID : N012009-01-1601408

Case Title : 02E - (PFLUEGER HONDA) [REDACTED] - A/C FAILURE

On 02/03/09 ACS rec'd a call from the customer, customer called the CM. But, CM was on the phone and I asked the customer to leave a msg and have the CM call him back when he's done. He agreed and I thanked him and ended the call.

*** CASE MODIFY 2/3/2009 2:08:14 PM, bmagana
into WIP 24 HOUR and Status of Solving.

*** NOTES 2/3/2009 2:23:08 PM, bmagana, Action Type : Field/DSM
Spoke with DPSM on February 03 regarding the vehicle.

DPSM indicated he has been contacted by Pflueger Honda regarding customers concern at this time. DPSM had indicated the wire harness going from the blower motor to the fire wall has burnt up. DPSM had indicated it appears there has been an over ride in the electric system which may have caused this incident to happen. DPSM indicated the technician did not locate any aftermarket parts/components on the vehicle which could have caused the fuse over ride. DPSM indicated the vehicle is designed with fuses which stop failures like this from happening which is the reason he believes there has been an over ride in the electrical system where the fuse wouldn't catch the electrical surge.

DPSM indicated customer was advised to contact their insurance company due to this not being a manufactures defect.

DPSM indicated he has not been supplied an update by the dealer. ACS thanked the DPSM for updated information and informed the customer will be contacted.

*** CASE MODIFY 2/3/2009 5:01:35 PM, bmagana
into WIP 24 HOUR and Status of Solving.

*** COMMIT 2/3/2009 5:01:37 PM, bmagana, Action Type : N/A
contact customer

*** CASE MODIFY 2/3/2009 5:01:48 PM, bmagana
into WIP 24 HOUR and Status of Solving.

*** NOTES 2/6/2009 1:10:55 PM, bmagana, Action Type : Call to Customer

Spoke with the customer regarding his current concerns.

Customer was informed the dealership and DPSM have been contacted and upon further review the DPSM has stated that AHM is not in the position to supply any assistance at this time.

Customer then stated "so Honda isn't going to help me with the repairs" and customer was informed that is correct AHM is not able to supply any assistance due to the nature of the failure.

Customer then resulted to cursing and indicated he will just sell the vehicle.

Customer ended call right after.

*** CASE MODIFY 2/6/2009 1:12:19 PM, bmagana
into WIP 24 HOUR and Status of Solving.

*** SUBCASE N012009-01-1601408-1 CLOSE 2/6/2009 1:12:21 PM, bmagana
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/6/2009 1:12:22 PM, bmagana
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012007-04-0201141 Division : Honda - Auto Condition : Closed Open Date : 4/2/2007 11:53:00 AM
 Case Originator : Candice Sherrard (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 5/3/2007 9:00:58 AM
 Case Owner : Kenitra Mitchell (Team HF) Method : Dealer Referred Queue : Days Open : 31
 Last Closed By : Kenitra Mitchell (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 08B - (HONDA CITY) LITWICKI, STEVE - AIR CONDITIONING UNIT REPEAT REP No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HJYK16436H [REDACTED]
 Model / Year : RIDGELINE / 2006
 Model ID / Product Line : YK1646EW / A
 Miles / Hours : 13,000
 In Service Date : 03/20/2006
 Months In Use : 13
 Engine Number : J35A91052071
 Originating Dealer No. / Name : 206863 / WILDE HONDA
 Selling Dealer No. / Name : 206863 / WILDE HONDA
 Trim : RTS
 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 : 206917 / SCHLOSSMANN'S HONDA CITY
 Phone No. : 414-328-3500
 Address : 3450 SO. 108TH STREET
 City / State / Zip : MILWAUKEE, WI 53227
 Svc District / Sls District : 08B / D08
 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
N012007-04-0201141-1 / [REDACTED]	Subcase Close	Product	Operation	614	A/C Compressor

Issue Details

Issue ID : N012007-04-0201141-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kenitra Mitchell	Type 1 : Product	Status : Subcase Close	Open Date : 4/3/2007 6:52:32 AM
Issue Owner : Kenitra Mitchell	Type 2 : Operation	Queue :	Close Date : 5/3/2007 9:00:58 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 614 / A/C Compressor
Condition Code Desc Any 6140
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Repaired/Warranty
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 : N012007-04-0201141

Case Title : 08B - (HONDA CITY) [REDACTED] - AIR CONDITIONING UNIT REPEAT REPAIR

*** CASE CREATE 4/2/2007 11:53:00 AM, csherrar

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

*** CASE MODIFY 4/2/2007 11:53:18 AM, csherrar

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 4/2/2007 11:53:22 AM, csherrar

CAMPAIGN CHECK 04/02/2007 11:53:22 AM csherrar

The following Campaign information was found

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

*** CASE CLAIMS LOOKUP 4/2/2007 11:53:24 AM, csherrar

CLAIM CHECK 04/02/2007 11:53:24 AM csherrar

The following Claim History information was found

0; 2006-07-27; 206917; 709760; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023

*** CASE MODIFY 4/2/2007 12:03:28 PM, csherrar

into WIP default and Status of Solving.

*** NOTES 4/2/2007 12:05:08 PM, csherrar, Action Type : Call from Customer

Customer states that his vehicle has been to the dealer 6 times 4 times for the air conditioner twice for the battery.

He states that his car had filled with smoke and he was told that the AC unit burned up.

Customer states that he was assisted by Gina Dilman who has been very helpful.

Customer was informed by Gina

Customer is leasing the vehicle.

Customer wants to know if he can trade his vehicle in for another ridgeline or get outside of his lease because he is tired of going back and forth to the dealership.

ACS informed customer that ACS is unable to guarantee that AHM will be able to assist him with getting him into another vehicle and his case will be reviewed for consideration.

ACS provided case number and needed no further assistance.

Call ended, case forwarded.

*** CASE MODIFY 4/2/2007 12:05:08 PM, csherrar

into WIP default and Status of Solving.

*** CASE MODIFY 4/2/2007 12:05:14 PM, csherrar

into WIP default and Status of Solving.

*** CASE DISPATCH 4/2/2007 12:05:29 PM, csherrar

from WIP default to Queue Honda Team F.

*** CASE MODIFY 4/2/2007 12:05:35 PM, csherrar

into WIP default and Status of Solving.

*** CASE ASSIGN 4/3/2007 5:57:19 AM, acaswell

N012007-04-0201141 to kmitchel, WIP

*** CASE RULE ACTION 4/3/2007 5:57:21 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 4/3/2007 6:49:19 AM, kmitchel

Case History

Case ID : N012007-04-0201141

Case Title : 08B - (HONDA CITY) [REDACTED] - AIR CONDITIONING UNIT REPEAT REPAIR

into WIP default and Status of Solving.

*** SUBCASE N012007-04-0201141-1 CREATE 4/3/2007 6:52:32 AM, kmitchel

Created in WIP Default with Due Date 4/3/2007 6:52:32 AM.

*** CASE MODIFY 4/3/2007 6:53:26 AM, kmitchel

into WIP default and Status of Solving.

*** NOTES 4/3/2007 8:08:06 AM, kmitchel, Action Type : Call to Customer

LM for [REDACTED] introducing myself as the CM on his case.

I stated that I had not been in touch with the dlr, but once I had I would call him back with further information.

I explained that this department did not trade or buyback vehicles. If that is what he was looking for then he should discuss that with the dlr.

I provided my phone number, extension, and office hours.

*** COMMIT 4/3/2007 8:08:39 AM, kmitchel, Action Type : N/A

call dlr

*** CASE CLAIMS LOOKUP 4/3/2007 11:18:52 AM, kmitchel

CLAIM CHECK 04/03/2007 11:18:52 AM kmitchel

The following Claim History information was found

0; 2006-07-27; 206917; 709760; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023

*** CASE CAMPAIGN LOOKUP 4/9/2007 1:57:56 PM, kmitchel

CAMPAIGN CHECK 04/09/2007 01:57:55 PM kmitchel

The following Campaign information was found

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

*** CASE CLAIMS LOOKUP 4/9/2007 1:58:32 PM, kmitchel

CLAIM CHECK 04/09/2007 01:58:32 PM kmitchel

The following Claim History information was found

0; 2006-07-27; 206917; 709760; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023

*** NOTES 4/9/2007 2:00:17 PM, kmitchel, Action Type : Call to Customer

LM for [REDACTED] requesting a call back in regards to his case.

I provided my phone number, extension, and office hours.

*** CASE FULFILL 4/9/2007 2:02:44 PM, kmitchel

Fulfilled for [REDACTED] due 04/04/2007 12:00:00 AM.

*** COMMIT 4/9/2007 2:02:47 PM, kmitchel, Action Type : N/A

cust call back?

*** NOTES 4/9/2007 2:04:47 PM, kmitchel, Action Type : Call to Dealer

I spoke with the dlr and was advised that the customer had been in 5 times and all repairs have been completed at this time.

The clutch burned up, which cause the smoke to come into the cabin of the vehicle.

It was explained to the customer that everything had been repaired an the vehicle was fine.

*** CASE VSC LOOKUP 4/11/2007 9:56:06 AM, kmitchel

VSC-CUC CHECK 04/11/2007 09:56:06 AM kmitchel

No data found for VIN.

Case History

Case ID : N012007-04-0201141

Case Title : 08B - (HONDA CITY) [REDACTED] - AIR CONDITIONING UNIT REPEAT REPAIR

*** CASE CLAIMS LOOKUP 4/11/2007 9:56:12 AM, kmitchel

CLAIM CHECK 04/11/2007 09:56:12 AM kmitchel

The following Claim History information was found

0; 2006-07-27; 206917; 709760; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023

*** CASE CAMPAIGN LOOKUP 4/11/2007 9:56:15 AM, kmitchel

CAMPAIGN CHECK 04/11/2007 09:56:15 AM kmitchel

The following Campaign information was found

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

*** CASE CAMPAIGN LOOKUP 4/11/2007 10:02:44 AM, kmitchel

CAMPAIGN CHECK 04/11/2007 10:02:44 AM kmitchel

The following Campaign information was found

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

*** CASE CLAIMS LOOKUP 4/11/2007 10:03:37 AM, kmitchel

CLAIM CHECK 04/11/2007 10:03:37 AM kmitchel

The following Claim History information was found

0; 2006-07-27; 206917; 709760; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023

*** CASE FULFILL 4/11/2007 10:09:11 AM, kmitchel

Fulfilled for [REDACTED] due 04/12/2007 12:00:00 AM.

*** COMMIT 4/11/2007 10:09:15 AM, kmitchel, Action Type : N/A

cust. f/u

*** NOTES 4/11/2007 10:26:32 AM, kmitchel, Action Type : Call to Customer

I spoke with [REDACTED] and explained that I spoke with the dlr and was advised that his vehicle had been repaired.

I stated that if the vehicle had been repaired, I was not quite sure what further he would like to be done.

He stated that he wanted out of his lease.

I apologized and stated that unfortunately I could not provide him with that request.

I stated that the responsibility of AHM is to repair the vehicle and his vehicle is repaired.

[REDACTED] stated that this was not acceptable. His vehicle obviously had an electrical problem and he did not feel that no future problems would arise.

I stated that I could offer an extended warranty on the vehicle but to be taken out of his contract is not something I could do for him.

He stated that an extended warranty would not do him any good because the vehicle is leased and will be under warranty for as long as his leasing agreement is active.

he stated that the vehicle caught on fire and he does not feel safe having his child in the vehicle knowing that it could happen again.

[REDACTED] stated that if I could not help him he would like to speak with the district rep.

I apologized and asked was he having any problems at this time?

He stated that he was not.

I explained that unless there were any problems with the vehicle currently there would really be nothing further that the dpsm could do for him.

I stated that I wished I could give every customer exactly what they wanted, but unfortunately that is not realistic. I stated that I was doing my best to try and help him with his concerns, but I could not terminate his leasing agreement. I advised him that if he was not satisfied with this he could refer to his warranty booklet or his selling dlr.

He stated that he did contact WILDE HONDA and they refused to help him because he did not have the problem repaired there. The only reason the problem was not repaired there was due to there being a 3 day waiting list to get the truck in.

Case History

Case ID : N012007-04-0201141

Case Title : 08B - (HONDA CITY) [REDACTED] - AIR CONDITIONING UNIT REPEAT REPAIR

I empathized and stated that he would then have to take matters into his own hands and follow the steps in his warranty booklet.

He again requested the dpsm.

I further explained that the dpsm would not be able to provide him with any, but in the interest of customer satisfaction I would call him and discuss the concerns.

[REDACTED] stated that he would also contact the dlr and see what would happen from there.

I stated that I would get back with him next week due to the dpsm being in meeting for the remainder of the week.

*** NOTES 4/19/2007 1:56:49 PM, kmitchel, Action Type : Call to Customer

LM for customer requesting a call back in regards to his case.

I provided my phone number, extension, and office hours.

*** CASE FULFILL 4/19/2007 1:57:18 PM, kmitchel

Fulfilled for [REDACTED] due 04/16/2007 12:00:00 AM.

*** COMMIT 4/19/2007 1:57:21 PM, kmitchel, Action Type : N/A

cust. call back?

*** CASE RULE ACTION 4/30/2007 10:53:00 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 5/3/2007 8:57:29 AM, kmitchel, Action Type : Call to Customer

LM for [REDACTED] stating that as we discussed per our last conversation, his vehicle had been repaired per Honda standards therefore there was no further assistance that could be provided.

I apologized for the inconvenience, but explained that this department was not able to assist him with his request to get out of his lease.

I stated that if he had any further concerns or issues with the vehicle he could call the dlr or myself for assistance.

I provided my contact info and office hours.

*** CASE VSC LOOKUP 5/3/2007 8:58:29 AM, kmitchel

VSC-CUC CHECK 05/03/2007 08:58:29 AM kmitchel

No data found for VIN.

*** NOTES 5/3/2007 9:00:46 AM, kmitchel, Action Type : Call to Customer

I apologized that he no longer wanted the vehicle, but if he wanted out of the vehicle that is something that he would have to pursue on his own.

*** SUBCASE N012007-04-0201141-1 CLOSE 5/3/2007 9:00:58 AM, kmitchel

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/3/2007 9:00:58 AM, kmitchel

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