

Case Details

Case ID : N012005-12-0500373	Division : Honda - Auto	Condition : Closed	Open Date : 12/5/2005 8:35:10 AM
Case Originator : Sophie Scott (Team HE)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/20/2006 12:08:51 PM
Case Owner : Chris Davis (Team HF)	Method : Phone	Queue :	Days Open : 136
Last Closed By : Chris Davis (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : 7J - PATTON, ROBERT - VEHICLE FIRE	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 : JACKSONVILLE, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HJYK16576H [REDACTED]
 Model / Year : RIDGELINE / 2006
 Model ID / Product Line : YK1656ENW / A
 Miles / Hours : 13,000
 In Service Date : 03/05/2005
 Months In Use : 9
 Engine Number : J35A91000801
 Originating Dealer No. / Name : 206600 / DUVAL HONDA
 Selling Dealer No. / Name : 206600 / DUVAL HONDA
 Trim : RTL
 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 : 206600 / DUVAL HONDA
 Phone No. : 904-387-9024
 Address : 1325 CASSAT AVENUE
 City / State / Zip : JACKSONVILLE, FL 32205
 Svc District / Sls District : 07J / B07
 Warranty Labor Rate / Date : \$91.00 /
 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
N012005-12-0500373-1 / [REDACTED]	Subcase Close	Product	Operation	746	Integrated switc

Issue Details

Issue ID : N012005-12-0500373-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chris Davis	Type 1 : Product	Status : Subcase Close	Open Date : 12/5/2005 12:25:49 PM
Issue Owner : Chris Davis	Type 2 : Operation	Queue :	Close Date : 4/20/2006 12:08:46 PM
Issue Title : [REDACTED]			

Coding Info :

Labor Code / Desc : 746 / Integrated switc
Condition Code Desc Other 746X
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 : N012005-12-0500373

Case Title : 7J [REDACTED]

*** CASE CREATE 12/5/2005 8:35:10 AM, sscott1

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

*** NOTES 12/5/2005 8:56:58 AM, sscott1, Action Type : Call from Customer

The customer stated that on 11-25-05, his vehicle "burned to the ground."

The customer stated that he was driving to work that morning and smelled smoke.

The customer stated that it was already light outside and the outside temperature may have been about 50 degrees.

The customer said that he was driving a city street and was crossing to go the interstate. He was driving between 30 - 40MPH maybe, maintaining speed and the radio was on.

The customer is a fire fighter and he stated that maybe he was smelling residual smoke in the seat.

A minute later, he could see smoke.

Then he pulled over and investigated and saw a glow and flames in the dash area.

He got out of the vehicle, called 911 and then attempted to remove his personal belongings from the vehicle.

The fire grew larger and the fire department put out the fire.

The car was totaled.

The customer was working with State Farm agent Ray Moore, 904-751-5055.

The customer had only had scheduled services prior to the accident; he hadn't had any problems with it.

He had scheduled an appointment for a radio inspection because the balance and fader weren't reflecting what the display was showing; when he wanted to move the sound front-back, the sound would go side to side.

This service was not performed because the customer wasn't able to take his car in at that time.

The customer contacted the dealership but they didn't offer any insight.

The customer wanted to document the concern and was looking to get some answers about why it happened.

I think he may be seeking financial recourse but he didn't state this directly.

The customer also owns a Civic and a motorcycle.

*** NOTES 12/5/2005 8:57:39 AM, sscott1, Action Type : Call from Customer

I advised him that AHM would like to further investigate and thanked him for the feedback.

*** NOTES 12/5/2005 8:57:55 AM, sscott1, Action Type : Call from Customer

The customer was not injured.

*** CASE MODIFY 12/5/2005 8:58:01 AM, sscott1

into WIP default and Status of Solving.

*** CASE MODIFY 12/5/2005 8:58:08 AM, sscott1

into WIP default and Status of Solving.

*** CASE MODIFY 12/5/2005 8:58:11 AM, sscott1

into WIP default and Status of Solving.

*** CASE MODIFY 12/5/2005 8:58:11 AM, sscott1

into WIP default and Status of Solving.

*** CASE DISPATCH 12/5/2005 8:58:16 AM, sscott1

from WIP default to Queue Honda Team D.

Case History

Case ID : N012005-12-0500373

Case Title : 7J - [REDACTED] - VEHICLE FIRE

*** CASE YANKED 12/5/2005 10:45:19 AM, cdavis

Yanked by cdavis into WIPbin default.

*** NOTES 12/5/2005 10:53:07 AM, cdavis, Action Type : Call to Customer

Left message for customer asking him to contact ACS so that we can gather more information regarding the vehicle fire.

Cm will email Jim Narney and DPSM once all the information has been obtained.

*** NOTES 12/5/2005 11:09:57 AM, cdavis, Action Type : Call to Customer

ACS contacted the customer and obtained the following information.

The vehicle is currently at:

Wilson Towing
1882 Dunn Ave.
Jacksonville, FL
(904) 751-2323

Customer was advised that I will make arrangements to have the DPSM inspect and take photos of the vehicle. I will also forward the information to Jim Narney.

*** NOTES 12/5/2005 12:23:54 PM, cdavis, Action Type : Note-General

forwarded case to Jim Narney and David Cathcart-DPSM.

The DPSM will not be able to see the vehicle until sometime next week.

*** COMMIT 12/5/2005 12:24:00 PM, cdavis, Action Type : N/A

DPSM inspect / take photos of veh?

*** CASE MODIFY 12/5/2005 12:24:26 PM, cdavis

into WIP default and Status of Solving.

*** SUBCASE N012005-12-0500373-1 CREATE 12/5/2005 12:25:49 PM, cdavis

Created in WIP Default with Due Date 12/5/2005 12:25:49 PM.

*** CASE MODIFY 12/5/2005 12:25:51 PM, cdavis

into WIP default and Status of Solving.

*** CASE MODIFY 12/5/2005 2:06:35 PM, cdavis

into WIP default and Status of Solving.

*** NOTES 12/5/2005 2:53:52 PM, cdavis, Action Type : Call from Customer

Customer stated that the vehicle has been moved to the State farm lot (904) 781-3141.

The vehicle was moved on 12/02/05.

*** CASE MODIFY 12/5/2005 2:56:28 PM, cdavis

into WIP default and Status of Solving.

*** CASE MODIFY 12/6/2005 2:15:47 PM, cdavis

into WIP 3J/7J and Status of Solving.

Case History

Case ID : N012005-12-0500373

Case Title : 7J - [REDACTED] - VEHICLE FIRE

*** CASE MODIFY 12/8/2005 8:53:11 AM, cdavis
into WIP 3J/7J and Status of Solving.

*** NOTES 12/19/2005 7:40:38 AM, cdavis, Action Type : Note-General
The status of the case is still pending. The CM will be notified by the supervisor when it is okay to close.

*** CASE FULFILL 12/19/2005 7:40:52 AM, cdavis
Fulfilled for [REDACTED] due 12/15/2005 12:00:00 AM.

*** COMMIT 12/19/2005 7:40:58 AM, cdavis, Action Type : N/A
F/u with doug / tina

*** CASE MODIFY 12/19/2005 7:41:44 AM, cdavis
into WIP 7J and Status of Solving.

*** NOTES 12/26/2005 12:46:37 PM, cdavis, Action Type : Note-Resolution
Still waiting for a word from Honda Canada. They are in the process of setting aside time to inspect the vehicle.

*** CASE MODIFY COMMITMENT 12/26/2005 12:47:37 PM, cdavis
with [REDACTED] due 01/10/2006 12:00:00 AM.

*** CASE MODIFY 12/26/2005 12:47:46 PM, cdavis
into WIP 7J and Status of Solving.

*** CASE RULE ACTION 1/2/2006 8:35:10 AM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 1/4/2006 7:17:03 AM, cdavis, Action Type : Call from Customer
On 01/03/06 received an email from Mr. Narney who stated he will be inspecting the vehicle (in a few weeks). Once the vehicle has been inspected the will forward all if any information to the CM .

*** CASE MODIFY 1/4/2006 7:17:36 AM, cdavis
into WIP 7J and Status of Solving.

*** CASE MODIFY 1/11/2006 7:39:18 AM, cdavis
into WIP 7J and Status of Solving.

*** NOTES 1/12/2006 12:39:56 PM, cdavis, Action Type : Call from Customer
Spoke to Tina Bohi - supervisor who stated that they will provide more information after the fire meeting on Thursday.

*** CASE MODIFY COMMITMENT 1/12/2006 12:40:31 PM, cdavis
with [REDACTED] due 01/19/2006 12:00:00 AM.

*** CASE MODIFY 1/12/2006 12:40:40 PM, cdavis
into WIP 7J and Status of Solving.

*** NOTES 1/19/2006 9:56:56 AM, cdavis, Action Type : Call from Customer
tech will visit and inspect the vehicle on 01/31/06. Once they have completed the inspection they will notify the Cm of the findings.

*** CASE MODIFY 1/19/2006 9:57:03 AM, cdavis
into WIP 7J and Status of Solving.

*** NOTES 1/25/2006 10:49:35 AM, cdavis, Action Type : Call to Customer

Case History

Case ID : N012005-12-0500373

Case Title : 7J - [REDACTED] - VEHICLE FIRE

called customer and asked the questions provided by the engineers and forwarded the answers to Mr. Narney.

*** CASE MODIFY COMMITMENT 1/25/2006 10:49:57 AM, cdavis

with [REDACTED] due 02/03/2006 12:00:00 AM.

*** CASE MODIFY 1/25/2006 10:50:03 AM, cdavis

into WIP 7J and Status of Solving.

*** CASE MODIFY 2/8/2006 7:40:01 AM, cdavis

into WIP 7J and Status of Solving.

*** NOTES 2/17/2006 7:12:42 AM, cdavis, Action Type : Note-General

Fire team advised the case manager that there hasn't been any progress at this time.

*** CASE MODIFY 2/17/2006 7:12:46 AM, cdavis

into WIP 7J and Status of Solving.

*** CASE MODIFY 2/24/2006 1:51:52 PM, cdavis

into WIP 7J/7K and Status of Solving.

*** CASE MODIFY 3/6/2006 10:59:54 AM, cdavis

into WIP 7J/7K and Status of Solving.

*** NOTES 3/7/2006 8:58:37 AM, cdavis, Action Type : Note-General

Spoke to Doug (fire team) about the status of the customer's case. Mr. Narney is still trying to speak to the insurance agent who is handling the case. They have not been able to speak. No action will be taken until I get an update on the case.

*** CASE MODIFY 3/7/2006 8:58:43 AM, cdavis

into WIP 7J/7K and Status of Solving.

*** CASE MODIFY 3/13/2006 7:38:49 AM, cdavis

into WIP 7J/7K and Status of Solving.

*** NOTES 3/17/2006 8:16:12 AM, cdavis, Action Type : Note-General

e mailed Jim Narney inquiring about the status of the investigation.

*** CASE MODIFY 3/17/2006 8:16:17 AM, cdavis

into WIP 7J/7K and Status of Solving.

*** NOTES 3/17/2006 12:06:50 PM, cdavis, Action Type : Call to Customer

Left a message for the customer asking him to provide a call back so that we can attempt to resolve this matter.

What is needed from the customer;

1) photographs

2)service records from the dealer

3) DPSM to examine and photograph door

4) make Mr. Narney aware of DPSM inspection

*** CASE MODIFY 3/17/2006 12:15:10 PM, cdavis

into WIP 7J/7K and Status of Solving.

*** NOTES 3/20/2006 10:47:14 AM, cdavis, Action Type : Note-General

Case History

Case ID : N012005-12-0500373

Case Title : 7J- [REDACTED] - VEHICLE FIRE

CM left a message for the DPSM asking for a copy of his Schedule.

Left a message for the customer asking him to provide a call back so that we may address his concerns.

*** CASE MODIFY 3/20/2006 10:47:20 AM, cdavis

into WIP 7J/7K and Status of Solving.

*** NOTES 3/20/2006 1:41:44 PM, csiders, Action Type : Call from Customer

The customer returned the case manager's call, but he was unavailable. I told the customer that I would document the call and send an email to the CM.

He thanked me and the call ended.

*** CASE MODIFY 3/27/2006 8:15:50 AM, cdavis

into WIP 7J/7K and Status of Solving.

*** CASE MODIFY 4/3/2006 7:19:49 AM, cdavis

into WIP 7J/7K and Status of Solving.

*** NOTES 4/3/2006 10:24:15 AM, cdavis, Action Type : Call to Customer

called customer and advised him that we will keep him posted as the information comes in .

*** NOTES 4/3/2006 10:33:36 AM, cdavis, Action Type : Call from Customer

customer was advised that the Cm will provide him with an update no later than 04/06/06.

*** CASE FULFILL 4/3/2006 10:33:46 AM, cdavis

Fulfilled for [REDACTED] due 02/03/2006 12:00:00 AM.

*** COMMIT 4/3/2006 10:33:50 AM, cdavis, Action Type : N/A

f/u with customer

*** CASE MODIFY 4/3/2006 10:34:08 AM, cdavis

into WIP 7J/7K and Status of Solving.

*** CASE MODIFY 4/4/2006 2:57:44 PM, cdavis

into WIP 7J/7K and Status of Solving.

*** NOTES 4/7/2006 7:14:57 AM, cdavis, Action Type : Note-General

Called customer and advised him that I will contact him if there is any change in his case.

*** CASE MODIFY 4/7/2006 7:15:02 AM, cdavis

into WIP 7J/7K and Status of Solving.

*** CASE MODIFY 4/19/2006 7:19:02 AM, cdavis

into WIP 7J/7K and Status of Solving.

*** NOTES 4/19/2006 7:53:52 AM, cdavis, Action Type : Note-General

Spoke to Mr. Narney who stated that they are getting the insurance company to take a second look at the vehicle and make a decision.

According to Mr. Narney this case should be closed sometime this week.

*** CASE MODIFY 4/19/2006 7:54:07 AM, cdavis

into WIP 7J/7K and Status of Solving.

*** NOTES 4/20/2006 12:07:55 PM, cdavis, Action Type : Call from Customer

Closing case as directed by Teena Bohi.

*** CASE FULFILL 4/20/2006 12:08:05 PM, cdavis

Case History

Case ID : N012005-12-0500373

Case Title : 7J - [REDACTED] - VEHICLE FIRE

Fulfilled for [REDACTED] due 04/06/2006 12:00:00 AM.

*** SUBCASE N012005-12-0500373-1 CLOSE 4/20/2006 12:08:46 PM. cdavis

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/20/2006 12:08:51 PM, cdavis

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

Case Details

Case ID : N012009-01-2100739	Division : Honda - Auto	Condition : Closed	Open Date : 1/21/2009 10:53:15 AM
Case Originator : Cynthia Castanon (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/5/2009 3:08:03 PM
Case Owner : Liz Clogg (Team HC)	Method : Phone	Queue :	Days Open : 15
Last Closed By : Liz Clogg (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : COHEN, ANDREW - VEHICLE WENT UP IN FLAMES	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 : GREAT NECK, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HJYK16596H [REDACTED]
 Model / Year : RIDGELINE / 2006
 Model ID / Product Line : YK1656KNW / A
 Miles / Hours : 30,000
 In Service Date : 04/12/2005
 Months In Use : 45
 Engine Number : J35A91010842
 Originating Dealer No. / Name : 207255 / P. S. HONDA
 Selling Dealer No. / Name : 207255 / P. S. HONDA
 Trim : RTLNAV
 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 : 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
N012009-01-2100739-1 / [REDACTED]	Subcase Close	Product	Operation - "Safety"	745	Electrical test

Issue Details

Issue ID : N012009-01-2100739-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Liz Clogg	Type 1 : Product	Status : Subcase Close	Open Date : 1/21/2009 2:53:21 PM
Issue Owner : Liz Clogg	Type 2 : Operation - "Safety"	Queue :	Close Date : 2/5/2009 3:08:00 PM
Issue Title : ██████████ - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 745 / Electrical test
Condition Code Desc : Car Fire 7451
Campaign Code / Desc : /
Temperament Code : Medium
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : YES
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 : N012009-01-2100739

Case Title : ██████████ - VEHICLE WENT UP IN FLAMES

*** CASE CREATE 1/21/2009 10:53:15 AM, ccastano

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

*** NOTES 1/21/2009 11:17:44 AM, ccastano, Action Type : Call from Customer

Verified customer's contact information.

Situation: Customer indicated that his vehicle went up in flames while he was driving.

Request: Customer wants to know if AHM can assist him in obtain a new vehicle.

Probing question: Customer indicated that the car went up in flames on Monday 01/19/2009 at around 6:15 am. Customer indicated that he was driving the vehicle at about 50mph or 55mph. Geico is his insurance company and the person who is assisting him with his case is Meredith her number is 516-496-5039. The vehicle had no previous damages. He indicated that the passenger compartment inside the dash is where he noticed the fire. There were no injuries. The vehicle was towed and he does not know where it is or the company who towed the vehicle but Meredith has the information. Customer indicated that he did have accessories on the vehicle he had a tow hitch, a rear view camera and a running board. The vehicle was totaled. Customer was the only one in the vehicle when the incident occurred. He indicated that the radio was on when he was driving the vehicle. The call was still running when it was on fire. He indicated that the headlights were on and indicated that everything was working properly. He did smell something burning while he was driving before 1 minutes before the car started burning. The windows were fogging at the right corner of windshield. He indicated that he could see the flames from the AC vent. Customer indicated that he contacted 911. The vehicle was towed within the hour. He indicated that he took pictures and is willing to provide copies. Customer wants to know if AHM can assist him in purchasing a new vehicle

Inbound Conclusion: ACS informed the customer that their case would be dispatched to a case manager for further assistance. ACS informed the customer that a case manager would contact her within 1 to 2 business days. ACS informed the customer that the case manger would review his case and determine what AHM would or could do for the customer. ACS gave the customer their case number and no further assistance was needed.

*** CASE MODIFY 1/21/2009 11:18:32 AM, ccastano

into WIP default and Status of Solving.

*** NOTES 1/21/2009 11:19:23 AM, ccastano, Action Type : Call from Customer

customer did not have his VIN.

*** CASE MODIFY 1/21/2009 11:33:04 AM, ccastano

into WIP default and Status of Solving.

*** CASE ASSIGN 1/21/2009 11:33:10 AM, ccastano

N012009-01-2100739 to eclogg, WIP □ à L. ð

*** CASE RULE ACTION 1/21/2009 11:33:11 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/21/2009 12:29:09 PM, eclogg

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 1/21/2009 12:29:22 PM, eclogg

CLAIM CHECK 01/21/2009 12:29:22 PM eclogg

The following Claim History information was found

0; 2006-04-06; 207255; 070141; 510; 841099 ; BASE FOR STRAIGHT TIME. S/B# 83-027

USED ON A PREVIOUS S/B - INSTRUMENT PANEL BUBBLES

Case History

Case ID : N012009-01-2100739

Case Title : [REDACTED] VEHICLE WENT UP IN FLAMES

*** CASE EXTENDED WARRANTY LOOKUP 1/21/2009 12:29:23 PM, eclogg

WARRANTY CHECK 01/21/2009 12:29:23 PM eclogg

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/21/2009 12:29:26 PM, eclogg

CLAIM CHECK 01/21/2009 12:29:26 PM eclogg

The following Claim History information was found

0; 2006-04-06; 207255; 070141; 510; 841099 ; BASE FOR STRAIGHT TIME. S/B# 83-027

USED ON A PREVIOUS S/B - INSTRUMENT PANEL BUBBLES

*** CASE CAMPAIGN LOOKUP 1/21/2009 12:29:29 PM, eclogg

CAMPAIGN CHECK 01/21/2009 12:29:29 PM eclogg

The following Campaign information was found

06-012; Q02; 06 RIDGELINE INNER DOOR HANDLE; 04/26/06; FX;

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

*** CASE VSC LOOKUP 1/21/2009 12:29:31 PM, eclogg

VSC CHECK 01/21/2009 12:29:31 PM eclogg

The following VSC information was found

[REDACTED] V002305525;B70;(NEW) PREMIUM 7YR 100K 0 DED;ACTIVE;;2005-04-12;2012-04-11;100000;3;207255;0.00

*** CASE CUC LOOKUP 1/21/2009 12:29:32 PM, eclogg

CUC CHECK 01/21/2009 12:29:32 PM eclogg

The following CUC information was found

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

*** CASE VSC LOOKUP 1/21/2009 12:29:40 PM, eclogg

VSC CHECK 01/21/2009 12:29:39 PM eclogg

The following VSC information was found

[REDACTED] V002305525;B70;(NEW) PREMIUM 7YR 100K 0 DED;ACTIVE;;2005-04-12;2012-04-11;100000;3;207255;0.00

*** CASE CUC LOOKUP 1/21/2009 12:29:40 PM, eclogg

CUC CHECK 01/21/2009 12:29:40 PM eclogg

The following CUC information was found

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

*** CASE CLAIMS LOOKUP 1/21/2009 12:32:14 PM, eclogg

CLAIM CHECK 01/21/2009 12:32:14 PM eclogg

The following Claim History information was found

0; 2006-04-06; 207255; 070141; 510; 841099 ; BASE FOR STRAIGHT TIME. S/B# 83-027

USED ON A PREVIOUS S/B - INSTRUMENT PANEL BUBBLES

*** SUBCASE N012009-01-2100739-1 CREATE 1/21/2009 2:53:21 PM, eclogg

Created in WIP Default with Due Date 1/21/2009 2:53:21 PM.

*** COMMIT 1/21/2009 2:53:24 PM, eclogg, Action Type : N/A

fire 1/21

*** CASE CAMPAIGN LOOKUP 1/22/2009 11:48:16 AM, eclogg

Case History

Case ID : N012009-01-2100739

Case Title : ██████████ - VEHICLE WENT UP IN FLAMES

CAMPAIGN CHECK 01/22/2009 11:48:16 AM eclogg

The following Campaign information was found

06-012; Q02; 06 RIDGELINE INNER DOOR HANDLE; 04/26/06; FX;

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

*** NOTES 1/22/2009 3:39:53 PM. eclogg, Action Type : Call to Customer

I spoke with the customer today, but need to leave and would document tomorrow.

*** NOTES 1/23/2009 2:09:25 PM. eclogg, Action Type : Call to Customer

I spoke with the customer yesterday, but did not get a chance to document the contact until now. I advised the customer that I have received this case that he had opened in relations to an incident which had occurred with his vehicle. The customer agreed. I asked when this had occurred and what happened. He advised that around 5:00 am-5:45 am, he was driving from home to a home that he was fixing in Brooklyn. He advised that he had noticed a noxious smell starting a few miles from his home. He advised that at first he felt that the smell was from something outside of the car and rolled down the window. He advised that he realized that this was not coming from outside. He advised that after driving a few minutes, he noticed that there was an area in the right front windshield near the vent which was filling up with condensation. He informed me that he stopped the car and noticed that the flames were coming from the heating/A/C vent on that side. He advised that he called the fire department and they were out in about 5 min for extinguish the fire. He advised that he feels that the entire car was a total loss, that after the fire department had put out the vehicle, he had tried to get something out of the trunk and found that the tailgate was melted. He advised that the entire interior was gone. He advised that he has had many Hondas and found that this was very odd. I advised the customer that it is really not an issue that we have with our products and that there are no recalls on the vehicle. He agreed that this has been his experience, that the other Hondas he has had have had no concerns.

I asked the customer if he has had issues in the past or that day. The customer advised that the only thing that had occurred was a door lock and fuse box replacement that he had. I advised the customer that I see a prior case opened in our office where AHM had provided him with an update based on a mid year model change we had made. I advised him that although this was not a feature that had come standard on the car, we did provide him with this update free of charge. He agreed. I advised the customer that according to our records of this concern, the vehicle had 20,000 miles on it then and asked if the estimate of 30,000 miles was accurate. He agreed and advised that he owns a business less than 1 mile away from his home, that although he does not drive the vehicle very far for the most part, he does drive the car everyday. I asked if he had any body work or windshield replacements and he advised that he did have the windshield replaced. He advised that he did have the windshield replaced based on a spider web crack that had occurred from road debris about 2 years ago from a windshield place that AHM had recommended. He advised that there has been no body work done. I asked about his last maintenance and he advised that it was a few months ago from an IRF and just for an oil change and brake work.

I advised the customer that the safety of our products is very important to our company and we do try and do what we can to be proactive in these matters. I advised the customer that the way something like this works, is that an insurance company would be responsible for settling the claim in repairs or loss, that if they found evidence of a factory defect, they would notify AHM directly for the loss. I advised the customer that from there, we would be involved in reviewing the evidence. I explained to him that in the event that we did find something related to a defect, we would not normally be in a position to add to what his insurance company had paid for the loss. The customer advised that he has been a lifetime customer and felt that in good faith, we should assist him in getting into another vehicle. He advised that he now finds himself in a position where he needs a car and felt that him being a good customer would allow AHM to help him, since this was an odd issue. I advised the customer that AHM really would not be in a position to take responsibility for a loss which we do not know was the result of a factory defect or not. I advised the customer that I understand his perception, that we could review the request if we do find evidence of a defect, but I could not guarantee that this would be something that we could consider and based on what is involved, if we do look into the matter, the determination could take months down the road. He advised that he felt that this response was a poor way to treat a customer. I advised him that I was sorry that he saw it that way. I advised the customer that we would do our due diligence in looking into what his insurance company found and would contact them Monday or Tuesday of next week after they are able to get an opportunity to do what they need to in their investigation. I advised him that if they find evidence of a defect, we would proceed from them and let him know in a few weeks what we have found. The customer understood and I

Case History

Case ID : N012009-01-2100739

Case Title : [REDACTED] VEHICLE WENT UP IN FLAMES

asked him about the claim#. He advised that his insurance company will know him. I verified his contact information and provided him with my contact information if he needs.

*** CASE FULFILL 1/23/2009 2:09:39 PM, eclogg

Fulfilled for [REDACTED] due 01/22/2009 12:00:00 AM.

*** COMMIT 1/23/2009 2:09:44 PM, eclogg, Action Type : N/A

insurance fire

*** NOTES 1/27/2009 3:35:33 PM, eclogg, Action Type : Note-Third Party

I spoke with the insurance company today, but need to leave and would document tomorrow.

*** NOTES 1/29/2009 7:10:53 AM, eclogg, Action Type : Note-General

I spoke with the Meredith at Gieco on 1/27, but did not get a chance to document the contact until now. I advised her of the contact from the customer and concern of incident. I advised her that we do not have any recalls of immediate concerns with the product and did wish to follow up with them to see if they had found anything which may have caused the issue. I also asked if they would be performing a cause and origin inspection. She advised that they would not, that it appears that there has been a total burn and not something that they would investigate or put AHM on notice for. I asked if they find something in the future, to please let me know and she agreed. I provided her with my contact information.

*** CASE FULFILL 1/29/2009 7:11:05 AM, eclogg

Fulfilled for ANDREW COHEN due 01/27/2009 12:00:00 AM.

*** COMMIT 1/29/2009 7:11:12 AM, eclogg, Action Type : N/A

Made to [REDACTED] due 01/29/2009 12:00:00 PM.

review jim insurance fire

*** NOTES 1/29/2009 3:16:12 PM, eclogg, Action Type : Note-General

Reviewed information with Jim and he advised that he would see what they would like to do and let me know.

*** NOTES 1/29/2009 3:16:49 PM, eclogg, Action Type : Call to Customer

Follow up with customer after response from Jim.

*** CASE FULFILL 1/29/2009 3:16:56 PM, eclogg

Fulfilled for [REDACTED] due 01/29/2009 12:00:00 PM.

*** COMMIT 1/29/2009 3:16:59 PM, eclogg, Action Type : N/A

Jim response? call cust

*** NOTES 1/30/2009 3:33:24 PM, eclogg, Action Type : Call to Dealer

I contacted PS Honda per request of Jim and was advised that there is no record of a windshield replacement, that they replaced a broken A/C vent in 4/06 Adjusted rear view mirror in 1/06 and replaced door locks per update and AHM authorization on 4/26/06. He advised that prior to that it was a PDI. I thanked the dealer.

*** NOTES 2/2/2009 11:52:11 AM, eclogg, Action Type : Note-Technical

Jim advised that he is still reviewed the contact and would let me know either late today or tomorrow.

*** CASE FULFILL 2/2/2009 11:52:23 AM, eclogg

Fulfilled for ANDREW COHEN due 02/02/2009 12:00:00 AM.

*** COMMIT 2/2/2009 11:52:28 AM, eclogg, Action Type : N/A

jim call cust

Case History

Case ID : N012009-01-2100739

Case Title : ██████████ - VEHICLE WENT UP IN FLAMES

*** NOTES 2/3/2009 3:23:26 PM, eclogg, Action Type : Call to Customer

Jim advised that he would let me know of when to contact the customer.

*** CASE FULFILL 2/3/2009 3:23:36 PM, eclogg

Fulfilled for ██████████ due 02/03/2009 12:00:00 AM.

*** COMMIT 2/3/2009 3:23:41 PM, eclogg, Action Type : N/A

Jim call cust?

*** NOTES 2/5/2009 3:01:55 PM, eclogg, Action Type : Note-Technical

Jim advised to let the customer know that since there was no evidence of a defect, we could not be in a position to look into the matter.

*** NOTES 2/5/2009 3:07:46 PM, eclogg, Action Type : Call to Customer

I contacted the customer and advised that we were able to get information back from his insurance company, who at this point where not able to provide us with any information about this incident occurring due to a factory defect. I advised the customer that we have asked if they find something going forward to contact us and we would review further. The customer asked if we would provide him with assistance to get another Honda, since he felt that this incident could be related to a defect. I advised the customer that I was sorry, but based on parameters in which we are able to operate, we really would not be in a position to take financial responsibility for a loss which we could not say was related to a defect. I apologized to the customer and advised that we appreciate him as a Honda customer, but such incentive is not something that we could provide. The customer asked how this could not be related to a factory defect. I advised him that I could not speculate in his situation, since we really do not have facts, but a burning material could have been left or gotten in the vehicle, service work, or some other outside source. The customer advised that he is not a smoker and that this did not occur. I advised the customer that I was not saying that I knew what happened in his situation, but only providing examples, which he had asked for. I advised him that we could really only say that his insurance company was not able to provide us with information about a defect occurring and that we are not aware of any situation out there, tat we could not be in a position to provide him with compensation additional to what his insurance company had paid for the loss. The customer asked for a supervisor and I advised him that I am a regional case manager and there was no one within our company who would be able to say anything different based on the facts. The customer understood and had no further questions. I verified his contact information and we ended call.

*** SUBCASE N012009-01-2100739-1 CLOSE 2/5/2009 3:08:00 PM, eclogg

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/5/2009 3:08:03 PM, eclogg

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

Case Details

Case ID : N012005-10-2600910	Division : Honda - Auto	Condition : Closed	Open Date : 10/26/2005 1:21:05 PM
Case Originator : Janet Wheeler (Team MA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/26/2005 1:35:17 PM
Case Owner : Janet Wheeler (Team MA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Janet Wheeler (Team MA)	Point of Origin : Customer	Wipbin :	
Case Title : BEMBRY, VIRGINIA - CONSOLE FIRE	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 : KIRKVILLE, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HJYK16546H [REDACTED]
 Model / Year : RIDGELINE / 2006
 Model ID / Product Line : YK1656ENW / A
 Miles / Hours : 2,000
 In Service Date : 05/27/2005
 Months In Use : 5
 Engine Number : J35A91011556
 Originating Dealer No. / Name : 207422 / HONDA CITY
 Selling Dealer No. / Name : 207422 / HONDA CITY
 Trim : RTL
 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
N012005-10-2600910-1 / [REDACTED]	Subcase Close	Service - Dealer	Service Transaction		

Issue Details

Issue ID : N012005-10-2600910-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Janet Wheeler	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 10/26/2005 1:34:33 PM
Issue Owner : Janet Wheeler	Type 2 : Service Transaction	Queue :	Close Date : 10/26/2005 1:35:15 PM
Issue Title : ██████████ - SERVICE - DEALER - SERVICE TRANSACTION			

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 History

Case ID : N012005-10-2600910

Case Title : [REDACTED] - CONSOLE FIRE

*** CASE CREATE 10/26/2005 1:21:05 PM, jwheeler

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

*** NOTES 10/26/2005 1:33:09 PM, jwheeler, Action Type : Call from Customer

The customer was in the grocery store, and console of her vehicle caught fire. There was no one in the vehicle at the time. The customer said that no one that rode in the vehicle smoked. The customer took her vehicle to Honda City in Liverpool, NY. The dealership is going to order the parts for the vehicle for them, but he said they could not order the part until Friday. If the customer wants the part any quicker, he will have to have it Fed-Ex'd and the customer would have to pay \$200 to have it Fed-Ex'd. The customer took her vehicle to the dealership on October 21st to be serviced because the check engine light was on. Service advisor Sean Burke, told her that the only thing that she needed was an oil change. The customer stated that they did not put the car on the computer to see what the problem might be. The next day they had the fire in their console. The customer said that she wanted AHM to tell her why she had the fire in her console. I explained to the customer that her insurance company would send out an investigator to find out what started the fire. The customer understood and wanted nothing else.

*** CASE MODIFY 10/26/2005 1:33:34 PM, jwheeler

into WIP default and Status of Solving.

*** SUBCASE N012005-10-2600910-1 CREATE 10/26/2005 1:34:33 PM, jwheeler

Created in WIP Default with Due Date 10/26/2005 1:34:33 PM.

*** CASE MODIFY 10/26/2005 1:34:36 PM, jwheeler

into WIP default and Status of Solving.

*** CASE MODIFY 10/26/2005 1:35:01 PM, jwheeler

into WIP default and Status of Solving.

*** SUBCASE N012005-10-2600910-1 CLOSE 10/26/2005 1:35:15 PM, jwheeler

Status = Solving, Resolution Code = Instruction Given

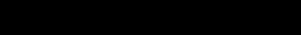
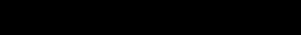
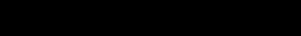
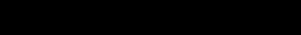
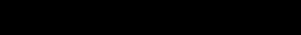
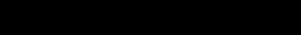
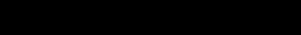
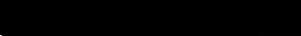
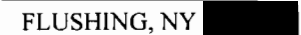


*** CASE CLOSE 10/26/2005 1:35:17 PM, jwheeler

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



Case Details

Case ID : N012008-01-3001002	Division : Honda - Auto	Condition : Closed	Open Date : 1/30/2008 1:21:21 PM
Case Originator : Yolanda Jones (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/13/2008 12:25:17 PM
Case Owner : Liz Clogg (Team HC)	Method : Phone	Queue :	Days Open : 43
Last Closed By : Liz Clogg (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : 05A - REILLY, PATRICK - VEHICLE FIRE		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 : FLUSHING, NY 
 E Mail : 
 Svc District / Sls District : /

Product Info :

Unit Owner : 
 VIN Type / No. : US VIN / 2HJYK16536H 
 Model / Year : RIDGELINE / 2006
 Model ID / Product Line : YK1656JNW / A
 Miles / Hours : 28,000
 In Service Date : 07/14/2005
 Months In Use : 30
 Engine Number : J35A91022331
 Originating Dealer No. / Name : 206719 / PARAGON HONDA
 Selling Dealer No. / Name : 206719 / PARAGON HONDA
 Trim : RTLS/R
 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
N012008-01-3001002-1 / 	PROD	Subcase Close	Product	Operation - "Safety" 745	Electrical test

Issue Details

Issue ID : N012008-01-3001002-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Liz Clogg	Type 1 : Product	Status : Subcase Close	Open Date : 1/30/2008 3:24:19 PM
Issue Owner : Liz Clogg	Type 2 : Operation - "Safety"	Queue :	Close Date : 3/13/2008 12:25:15 PM
Issue Title : ██████████ - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 745 / Electrical test
 Condition Code Desc : Car Fire 7451
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : Documented Concern
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : YES
 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 : N012008-01-3001002

Case Title : 05A - [REDACTED] - VEHICLE FIRE

*** CASE CREATE 1/30/2008 1:21:21 PM, yjones

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

*** CASE MODIFY 1/30/2008 1:35:51 PM, yjones

into WIP default and Status of Solving.

*** NOTES 1/30/2008 2:51:32 PM, yjones, Action Type : Call from Customer

Verified Customer information.

Customer called ACS to report fire damage to vehicle. Customer states while driving son to school on 1/18/08, Customer noticed smoke coming out of air vents. Customer states, smoke thickened and customer pulled vehicle off road to check under hood. Customer states that there was no smoke under hood, and hood was closed. Customer states that after returning to vehicle flames were shooting from the air vents on the passenger side. Customer states that the fire department was called immediately and the flames were extinguished with water. Customer states while on internet it was discovered on the NHTSA website that a customer with same make and model of customer's vehicle had the same fire occurrence. Customer states that this is a known defect in vehicle and customer wants AHM to provide new vehicle and vehicle storage fees reimbursement.

ACS expressed immediate concern for customer and son. ACS ensured that there were no injuries and customer and son are currently in good condition. ACS asked customer if customer had time to answer a few questions. (Policy and Procedure Job Aid.)

Customer agreed.

Customer states Insurance Carrier is Geico, 917-417-1127, and Michael Holmstrom is Claim Adjuster. Customer states claim number is 0159649360101037-01.

Customer states that vehicle was involved in a previous accident in 2006 and only the rear bumper was affected.

The vehicle is currently located at Paul's Auto Body Repair Shop. Customer could not find body shop business card and will call ACS with address and phone number. Customer states that the total cost of damage is 9500.00. Customer states the entire front portion of vehicle has smoke, water and fire damage.

Customer states that vehicle was parked for a few minutes before flames were observed.

Customer states that he was driving approximately 25 mph.

Customer states that the radio and heater was on while driving.

Customer states that after calling the fire department arrived in about 5-6 minutes.

Customer states that firemen hooked up hose and extinguished flame with water.

Customer states that he will obtain fire report today. Customer states that report will be forwarded when requested.

ACS again expressed gratitude for customers and sons safe departure.

Advised customer that request would be forwarded to a regional manager for review.

Advised customer that regional manager would contact customer regarding this matter.

Case History

Case ID : N012008-01-3001002

Case Title : 05A - [REDACTED] VEHICLE FIRE

Customer agreed.

Team Lead Michael Fenner reviewed.

Contact assigned to RCM for review and follow-up.

*** CASE MODIFY 1/30/2008 2:51:48 PM, yjones
into WIP default and Status of Solving.

*** CASE MODIFY 1/30/2008 2:52:10 PM, yjones
into WIP default and Status of Solving.

*** CASE CUC LOOKUP 1/30/2008 2:52:17 PM, yjones
CUC CHECK 01/30/2008 02:52:17 PM yjones
The following CUC information was found
;;;0;0;0;0;0;0;0;0;0;0;

*** CASE VSC LOOKUP 1/30/2008 2:52:17 PM, yjones
VSC CHECK 01/30/2008 02:52:17 PM yjones
The following VSC information was found
[REDACTED]V002374645;A77;(NEW) PREMIUM 7YR 75K \$50 DED;ACTIVE;;2005-07-13;2012-07-13;75000;5;206719;50.00

*** CASE CAMPAIGN LOOKUP 1/30/2008 2:52:22 PM, yjones
CAMPAIGN CHECK 01/30/2008 02:52:22 PM yjones
The following Campaign information was found
06-012; Q02; 06 RIDGELINE INNER DOOR HANDLE; 07/29/06; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
07-020; Q37; 05-06 HONDA FUEL PUMP RELAY; 04/19/07; FX

*** CASE CLAIMS LOOKUP 1/30/2008 2:52:28 PM, yjones
CLAIM CHECK 01/30/2008 02:52:28 PM yjones
The following Claim History information was found
0; 2007-04-18; 206719; 148609; 510; 414101 ; SPRING/SHOCK ABSORBER ASSEMBLIES, BOTH FRONT - REPLACE.

*** CASE EXTENDED WARRANTY LOOKUP 1/30/2008 2:52:29 PM, yjones
WARRANTY CHECK 01/30/2008 02:52:29 PM yjones
No data found for VIN.

*** CASE MODIFY 1/30/2008 2:52:32 PM, yjones
into WIP default and Status of Solving.

*** CASE ASSIGN 1/30/2008 2:52:56 PM, yjones
N012008-01-3001002 to eclogg, WIP

*** CASE RULE ACTION 1/30/2008 2:52:57 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE CLAIMS LOOKUP 1/30/2008 2:59:31 PM, eclogg
CLAIM CHECK 01/30/2008 02:59:31 PM eclogg
The following Claim History information was found
0; 2007-04-18; 206719; 148609; 510; 414101 ; SPRING/SHOCK ABSORBER ASSEMBLIES, BOTH FRONT - REPLACE.

Case History

Case ID : N012008-01-3001002

Case Title : 05A - [REDACTED] - VEHICLE FIRE

*** CASE EXTENDED WARRANTY LOOKUP 1/30/2008 2:59:36 PM, eclogg

WARRANTY CHECK 01/30/2008 02:59:36 PM eclogg

No data found for VIN.

*** CASE VSC LOOKUP 1/30/2008 2:59:42 PM, eclogg

VSC CHECK 01/30/2008 02:59:42 PM eclogg

The following VSC information was found

[REDACTED] V002374645;A77;(NEW) PREMIUM 7YR 75K \$50 DED;ACTIVE;;2005-07-13;2012-07-13;75000;5;206719;50.00

*** CASE CUC LOOKUP 1/30/2008 2:59:42 PM, eclogg

CUC CHECK 01/30/2008 02:59:42 PM eclogg

The following CUC information was found

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

*** SUBCASE N012008-01-3001002-I CREATE 1/30/2008 3:24:19 PM, eclogg

Created in WIP Default with Due Date 1/30/2008 3:24:19 PM.

*** COMMIT 1/30/2008 3:24:22 PM, eclogg, Action Type : N/A

advise fire close GEICO where vehicle?

*** CASE CLAIMS LOOKUP 1/31/2008 10:46:47 AM, eclogg

CLAIM CHECK 01/31/2008 10:46:47 AM eclogg

The following Claim History information was found

0; 2007-04-18; 206719; 148609; 510; 414101 ; SPRING/SHOCK ABSORBER ASSEMBLIES, BOTH FRONT - REPLACE.

*** CASE CLAIMS LOOKUP 1/31/2008 11:03:39 AM, eclogg

CLAIM CHECK 01/31/2008 11:03:39 AM eclogg

The following Claim History information was found

0; 2007-04-18; 206719; 148609; 510; 414101 ; SPRING/SHOCK ABSORBER ASSEMBLIES, BOTH FRONT - REPLACE.

*** CASE CLAIMS LOOKUP 1/31/2008 11:09:07 AM, eclogg

CLAIM CHECK 01/31/2008 11:09:07 AM eclogg

The following Claim History information was found

0; 2007-04-18; 206719; 148609; 510; 414101 ; SPRING/SHOCK ABSORBER ASSEMBLIES, BOTH FRONT - REPLACE.

*** CASE CAMPAIGN LOOKUP 1/31/2008 11:10:32 AM, eclogg

CAMPAIGN CHECK 01/31/2008 11:10:32 AM eclogg

The following Campaign information was found

06-012; Q02; 06 RIDGELINE INNER DOOR HANDLE; 07/29/06; FX;

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

07-020; Q37; 05-06 HONDA FUEL PUMP RELAY; 04/19/07; FX

*** NOTES 1/31/2008 5:09:49 PM, eclogg, Action Type : Call to Customer

I spoke with the customer today, but need to leave and would document tomorrow.

*** CASE CLAIMS LOOKUP 2/4/2008 7:38:00 AM, eclogg

CLAIM CHECK 02/04/2008 07:38:00 AM eclogg

The following Claim History information was found

0; 2007-04-18; 206719; 148609; 510; 414101 ; SPRING/SHOCK ABSORBER ASSEMBLIES, BOTH FRONT - REPLACE.

Case History

Case ID : N012008-01-3001002

Case Title : 05A - [REDACTED] - VEHICLE FIRE

*** NOTES 2/4/2008 1:06:00 PM, eclogg, Action Type : Call to Customer

I contacted the customer on 1/31/08, but did not get a chance to document the contact until now. I tried to confirm that this issue had occurred on 1/18, but the customer advised that it was on 1/28. I asked him what happened. He advised that he drove the vehicle about 5-10 min to his son's school, that his son was in the passenger's seat. He advised that right after he had dropped his son off, he had noticed smoke coming from the passenger's side vent area of the vehicle and pulled over. He advised that from there, he had pulled over and contacted the fire department, that they arrived within 5 min and put out the flames, which he feels had originated from the heater core of the vehicle. The customer advised that he is very upset by this, since his son could have been in the passenger's side seat and could have been hurt as a result. I advised the customer that I was glad that things had turned out better than they could have and he agreed. I asked the customer if he had issues with the vehicle prior to this issue occurring or any work that was done to the car. The customer declined, but advised that he looked online and found that this was an issue that AHM has with the vehicle, that his insurance company thinks so too. He advised that since the vehicle was under our warranty period, that this is AHM's responsibility and we should pay for the repairs.

I advised the customer that with this type of incident, we would refer him to his insurance company, since they would be responsible for this type of damage repair. I advised the customer that typically if they felt that a defect had occurred, then they would pay out for the repairs or if the vehicle had been declared as a total loss and then contact AHM directly about damages. I advised the customer that what any customer would be entitled to is the value of repairs or vehicle, that his insurance company would be a primary point of contact and a manufacture would become involved after that. I advised him that we are a more proactive company than most and try to be involved, but we would not take the place of his coverage. I asked him if he had contacted them and he confirmed, but advised that they felt that there was a defect, that they may not cover repairs and in any event, he did not feel he should pay for the deductible. I advised the customer that again, we would refer him to his insurance, but I was concerned about what they are saying, that I would follow up with them and contact him back. I advised the customer that myself and the fire committee are going to be out of the office next week at a training that I would do my best to be expedite, but may not call until 2/11. He agreed and we ended call.

*** NOTES 2/4/2008 1:07:44 PM, eclogg, Action Type : Note-Third Party

I contacted the agent Michael at GEICO on 1/31/08 and he advised that he did not make a determination, that the customer's claim is that it was a defect. He advised that he feels that the vehicle would be totaled and go to the fire loss department, that I could follow up with them next week at 800-848-6502.

*** NOTES 2/4/2008 1:09:26 PM, eclogg, Action Type : Call to Customer

I contacted the customer on 1/31/08 and advised him that I was able to discuss the matter with his insurance agent and they are in the process of reviewing the claim, that he could not say yet what had caused the issue, but he thinks that it maybe declared a total and would contact him to discuss within the next few days. I advised him that he had provided me with a corporate phone number for us to follow up further next week, but I again would be out of the office. I advised the customer that I would do so once I return and give him a call the week of 2/11 once I have more information. He agreed and we ended call.

*** CASE MODIFY COMMITMENT 2/4/2008 1:09:47 PM, eclogg
with [REDACTED] due 02/11/2008 12:00:00 AM.

*** NOTES 2/11/2008 1:30:25 PM, eclogg, Action Type : Note-Third Party

I contacted GEICO and was advised that the claim Jose Hernandez and his phone number is 516-714-7587.

I left a message for the insurance agent Mr. Hernandez advising him of the customer's contact and asked him to give him a call.

*** NOTES 2/11/2008 1:30:52 PM, eclogg, Action Type : Call to Customer

Follow up once new information is received.

*** CASE MODIFY COMMITMENT 2/11/2008 1:31:01 PM, eclogg
with [REDACTED] due 02/13/2008 12:00:00 AM.

*** CASE CAMPAIGN LOOKUP 2/13/2008 10:18:02 AM, eclogg

Case History

Case ID : N012008-01-3001002

Case Title : 05A - [REDACTED] - VEHICLE FIRE

CAMPAIGN CHECK 02/13/2008 10:18:02 AM eclogg

The following Campaign information was found

06-012; Q02; 06 RIDGELINE INNER DOOR HANDLE; 07/29/06; FX;

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

07-020; Q37; 05-06 HONDA FUEL PUMP RELAY; 04/19/07; FX

*** NOTES 2/13/2008 4:47:20 PM, eclogg, Action Type : Note-Third Party

The agent Mr. Hernandez from GEICO left me a message advising that they are in the process of performing a cause and origin report, that he was not sure about the call, but that I could contact him back.

I left the agent Mr. Hernandez a message thanking him for the contact and advised that we were calling on behalf of a call the customer made, that we would be interested in hearing what they found had occurred and how they would proceed. I asked that he let me know and provided him with my contact information.

*** NOTES 2/13/2008 4:47:39 PM, eclogg, Action Type : Call to Customer

Follow up with customer once more information is received.

*** CASE MODIFY COMMITMENT 2/13/2008 4:47:46 PM, eclogg

with [REDACTED] due 02/20/2008 12:00:00 AM.

*** NOTES 2/20/2008 11:49:30 AM, eclogg, Action Type : Call to Customer

I left the customer a message advising that I was touching base on this case that he had opened in our office and advised that I wanted to let him know that I had finally gotten a hold of his insurance company last week, who was in the process of performing further inspection and testing on the vehicle. I informed the customer that I asked that the insurance company let me know of findings and if needed, we would proceed to see if they would allow us to take photos of the car. I advised the customer that this process does take sometime, that if I do not hear from his insurance company by next week that I would call again. I provided the customer with my contact information if he needs.

I attempted to leave this information on the home or daytime phone number, but it would not allow me to leave a message.

*** CASE MODIFY COMMITMENT 2/20/2008 11:49:40 AM, eclogg

with [REDACTED] due 02/26/2008 12:00:00 AM.

*** NOTES 2/26/2008 11:38:55 AM, eclogg, Action Type : Note-Third Party

I contacted GEICO and was advised that the claim Jose Hernandez and his phone number is 516-714-7587.

*** CASE MODIFY COMMITMENT 2/26/2008 11:39:03 AM, eclogg

with [REDACTED] due 02/28/2008 12:00:00 AM.

*** CASE RULE ACTION 2/27/2008 1:21:21 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 2/28/2008 4:32:31 PM, eclogg, Action Type : Call to Customer

Waiting on response.

*** CASE MODIFY COMMITMENT 2/28/2008 4:32:38 PM, eclogg

with [REDACTED] due 03/05/2008 12:00:00 AM.

*** NOTES 3/5/2008 12:02:16 PM, eclogg, Action Type : Note-Third Party

I contacted GEICO and was advised that the claim Jose Hernandez and his phone number is 516-714-7587.

*** NOTES 3/5/2008 1:48:05 PM, eclogg, Action Type : Note-Third Party

Case History

Case ID : N012008-01-3001002

Case Title : 05A - [REDACTED] - VEHICLE FIRE

Please note, the above case notes are incorrect, on 2/26 and 3/5

I left GEICO claims representative Jose Hernandez asking for status on the vehicle and their cause and origin report. I asked that he contact me back.

*** CASE MODIFY COMMITMENT 3/5/2008 2:05:10 PM, eclogg

with [REDACTED] due 03/06/2008 12:00:00 AM.

*** NOTES 3/6/2008 10:30:35 AM, eclogg, Action Type : Note-Technical

Fire committee advised to inform the customer about lack of response from the insurance company and if no response, close the case.

*** NOTES 3/6/2008 10:31:31 AM, eclogg, Action Type : Call to Customer

Inform customer if no response next week.

*** CASE MODIFY COMMITMENT 3/6/2008 10:31:48 AM, eclogg

with [REDACTED] due 03/11/2008 12:00:00 AM.

*** NOTES 3/11/2008 9:46:14 AM, eclogg, Action Type : Call to Customer

I contacted the customer and advised that I was touching base on this case that he had opened in our office. I explained to the customer that I have left several messages for his insurance company and have not received a response from them about what they felt had occurred or if they were going to subrogate. I explained to the customer that we try and obtain as much information about the product that we can, but that we cannot force the insurance company to allow our involvement. I explained to the customer that based on our lack of response from them, at this point, we would wait until we hear from them about findings. He asked about AHM adding to the value of what his insurance company has paid on the claim. I explained to the customer that what any customer would be entitled to is the value of the car, which he has been paid for, that AHM would not be in a position to add to what he has been provided. I advised the customer that again if his insurance company felt that the issue was related to defect, they would subrogate for the value of the car, that we would address the matter if we hear from them. He asked about his insurance deductible and I advised the customer that typically if they do subrogate, they would do so for the value of the vehicle and a deductible, that we would again handle any details with them. The customer understood and I advised him that at this point, we would wait until we hear any further information from them in the matter. I verified his contact information and we ended call.

*** CASE MODIFY COMMITMENT 3/11/2008 9:46:33 AM, eclogg

with PATRICK REILLY due 03/14/2008 12:00:00 AM.

*** NOTES 3/12/2008 7:21:25 AM, eclogg, Action Type : Note-Third Party

Insurance agent Jose Hernandez left me a message yesterday advising that they had performed a cause and origin report and did not find either the cause or the origin, that all of their findings had gotten ruled out, so really there is nothing further that they could do. He asked me to contact him back.

I left the insurance agent Jose Hernandez a message advising that I had received his message, that it is my understanding that at this time, they did not find a defect, that if this changes and they are subrogating, we would ask for this information and their findings of defect in writing and that they preserve the evidence. I provided him with my contact information if he needs, but we would close our contact.

*** CASE CAMPAIGN LOOKUP 3/12/2008 10:23:22 AM, eclogg

CAMPAIGN CHECK 03/12/2008 10:23:22 AM eclogg

The following Campaign information was found

06-012; Q02; 06 RIDGELINE INNER DOOR HANDLE; 07/29/06; FX;

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

07-020; Q37; 05-06 HONDA FUEL PUMP RELAY; 04/19/07; FX

*** NOTES 3/13/2008 12:24:54 PM, eclogg, Action Type : Note-Resolution

Reviewed with fire committee who approved to close the contact.

Case History

Case ID : N012008-01-3001002

Case Title : 05A - [REDACTED] - VEHICLE FIRE

*** SUBCASE N012008-01-3001002-1 CLOSE 3/13/2008 12:25:15 PM. eclogg

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/13/2008 12:25:17 PM. eclogg

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

Case Details

Case ID : N012009-01-2600813 Division : Honda - Auto Condition : Closed Open Date : 1/26/2009 8:57:40 AM
Case Originator : Katrina Perez (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 1/26/2009 9:27:51 AM
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 : 4F:GENT, RICHARD - BLOWER MOTOR AND WIRING HARNNESS REPLACEME No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 7586
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : YOUNGSTOWN, OH [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HJYK16406H [REDACTED]
Model / Year : RIDGELINE / 2006
Model ID / Product Line : YK1646EW / A
Miles / Hours : 80,000
In Service Date : 09/12/2005
Months In Use : 40
Engine Number : J35A91036658
Originating Dealer No. / Name : 207812 / THE HONDA STORE
Selling Dealer No. / Name : 207812 / THE HONDA STORE
Trim : RTS
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 : 207812 / THE HONDA STORE
Phone No. : 330-726-2300
Address : 448BOARDMANCANFIELD RD
City / State / Zip : YOUNGSTOWN, OH 44512
Svc District / Sls District : 04F / C04
Warranty Labor Rate / Date : \$72.00 /
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
N012009-01-2600813-1 / [REDACTED]	Subcase Close	Product	Change Owner/Info		
N012009-01-2600813-2 / [REDACTED]	Subcase Close	Product	Operation	612	Blower motor

Issue Details

Issue ID : N012009-01-2600813-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Katrina Perez	Type 1 : Product	Status : Subcase Close	Open Date : 1/26/2009 8:58:27 AM
Issue Owner : Katrina Perez	Type 2 : Change Owner/Info	Queue :	Close Date : 1/26/2009 8:58:56 AM
Issue Title : ██████████ - PRODUCT - CHANGE OWNER/INFO			

Coding Info :

Labor Code / Desc : /
 Condition Code Desc
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Updated 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

Issue Details

Issue ID : N012009-01-2600813-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Katrina Perez	Type 1 : Product	Status : Subcase Close	Open Date : 1/26/2009 9:07:03 AM
Issue Owner : Katrina Perez	Type 2 : Operation	Queue :	Close Date : 1/26/2009 9:07:54 AM
Issue Title : ██████████ PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 612 / Blower motor
 Condition Code Desc Any 6120
 Campaign Code / Desc : 13 /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer, Provided Information
 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

Case History

Case ID : N012009-01-2600813

Case Title : 4F: [REDACTED] - BLOWER MOTOR AND WIRING HARNNESS REPLACEMENT

*** CASE CREATE 1/26/2009 8:57:40 AM, kperez

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

*** SUBCASE N012009-01-2600813-1 CREATE 1/26/2009 8:58:27 AM, kperez

Created in WIP Default with Due Date 1/26/2009 8:58:27 AM.

*** SUBCASE N012009-01-2600813-1 CLOSE 1/26/2009 8:58:56 AM, kperez

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/26/2009 9:01:19 AM, kperez

into WIP default and Status of Solving.

*** CASE MODIFY 1/26/2009 9:01:25 AM, kperez

into WIP default and Status of Solving.

*** CASE MODIFY 1/26/2009 9:01:36 AM, kperez

into WIP default and Status of Solving.

*** CASE MODIFY 1/26/2009 9:02:17 AM, kperez

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 1/26/2009 9:05:12 AM, kperez

WARRANTY CHECK 01/26/2009 09:05:12 AM kperez

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/26/2009 9:05:18 AM, kperez

CLAIM CHECK 01/26/2009 09:05:18 AM kperez

The following Claim History information was found

0; 2006-12-14; 208313; 376681; 510; 817106 ; PRODUCT UPDATE: 2006 RIDGELINE INNER DOOR HANDLE CABLE

END CLIP - REPLACE THE INNER DOOR CLIP ON ALL FOUR DO

*** CASE CAMPAIGN LOOKUP 1/26/2009 9:05:21 AM, kperez

CAMPAIGN CHECK 01/26/2009 09:05:21 AM kperez

The following Campaign information was found

06-012; Q02; 06 RIDGELINE INNER DOOR HANDLE; 12/14/06; FX;

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

*** CASE VSC LOOKUP 1/26/2009 9:05:22 AM, kperez

VSC-CUC CHECK 01/26/2009 09:05:22 AM kperez

No data found for VIN.

*** CASE CREATE 1/26/2009 9:07:03 AM, kperez

Number = N012009-01-2600813-2, Created in WIP default with due date 01/27/2009 09:07:03 AM..

*** SUBCASE N012009-01-2600813-2 CREATE 1/26/2009 9:07:03 AM, kperez. Action Type :

Created in WIP default with due date 01/27/2009 09:07:03 AM.

*** SUBCASE N012009-01-2600813-2 MODIFY 1/26/2009 9:07:51 AM, kperez

into WIP default and Status of Solving.

*** SUBCASE N012009-01-2600813-2 CLOSE 1/26/2009 9:07:54 AM, kperez

Case History

Case ID : N012009-01-2600813

Case Title : 4F [REDACTED] - BLOWER MOTOR AND WIRING HARNNESS REPLACEMENT

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/26/2009 9:07:59 AM, kperez
into WIP default and Status of Solving.

*** NOTES 1/26/2009 9:27:42 AM, kperez, Action Type : Call from Customer
Updated the customer's information.

Situation:

The customer thinks that the blow motor and the wiring harness are defective so he wants AHM, Co. to pay for the repair cost.

Request:

To see whether or not AHM, Co. will provide reimbursement assistance and/or a permanent resolution.

Probing Questions:

The customer went online and found that there are reported issues with this model.
An AHM, Co. dealership has not diagnosed the vehicle.
The customer discovered that it will cost \$2,000 + to repair the blow motor and the wiring harness.
ACS asked if there was an actual fire, the customer said that when he smelt the plastic burning.
ACS asked when the vehicle's problems began: The customer said it began about 8 months ago.

Inbound conclusion:

ACS explained that the vehicle needs to be diagnosed by an AHM, Co. dealership so it can be considered for goodwill. ACS advised the customer that the vehicle is outside of warranty. Apologized to customer on behalf of AHM. Advised customer that ACS has documented concern and provided the case number. ACS asked if all the questions were answered: the customer said yes. No further assistance was needed.

*** CASE MODIFY 1/26/2009 9:27:47 AM, kperez
into WIP default and Status of Solving.

*** CASE CLOSE 1/26/2009 9:27:51 AM, kperez
Status = Closed, Resolution Code = Instruction Given, State = Open