

Case Details

Case ID : N012008-10-2901163 Division : Honda - Auto Condition : Closed Open Date : 10/29/2008 2:02:09 PM
 Case Originator : Naomi Ropati (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 11/7/2008 2:11:11 PM
 Case Owner : Kysha Sullivan (Team HC) Method : Dealer Referred Queue : Days Open : 9
 Last Closed By : Kysha Sullivan (Team HC) Point of Origin : Customer Wipbin :
 Case Title : 9J [REDACTED] - ASSISTANCE REQUEST/RUSTED REAR STRUTS No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 2 ST
 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 : METHUEN, MA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2 ST
 VIN Type / No. : US VIN / 4S6CM58W1W44 [REDACTED]
 Model / Year : PASSPORT / 1998
 Model ID / Product Line : 9B325W4BA / A
 Miles / Hours : 116,726
 In Service Date : 10/19/1998
 Months In Use : 120
 Engine Number : 6VD1 548137
 Originating Dealer No. / Name : 206880 / GERRISH HONDA
 Selling Dealer No. / Name : 208097 / CAMBRIDGE HONDA
 Trim : 4WD LXW
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207893 / COMMONWEALTH HONDA
 Phone No. : 978-683-5000
 Address : 6 COMMONWEALTH DRIVE
 City / State / Zip : LAWRENCE, MA 01841
 Svc District / Sls District : 09J / C09
 Warranty Labor Rate / Date : \$96.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-10-2901163-1 / [REDACTED]	Subcase Close	Product	Operation	418	Rear Shocks

Issue Details

Issue ID : N012008-10-2901163-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kysha Sullivan	Type 1 : Product	Status : Subcase Close	Open Date : 10/30/2008 1:48:40 PM
Issue Owner : Kysha Sullivan	Type 2 : Operation	Queue :	Close Date : 11/7/2008 2:11:10 PM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 418 / Rear Shocks
 Condition Code Desc : Suspension Rust 4183
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist Denied
 Component Category : 02 - Suspension System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-10-2901163

Case Title : 9J [REDACTED] - ASSISTANCE REQUEST/RUSTED REAR STRUTS

*** CASE CREATE 10/29/2008 2:02:09 PM, nropati

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

*** CASE MODIFY 10/29/2008 2:02:26 PM, nropati

into WIP default and Status of Solving.

*** CASE MODIFY 10/29/2008 2:03:32 PM, nropati

into WIP default and Status of Solving.

*** CASE MODIFY 10/29/2008 2:06:52 PM, nropati

into WIP default and Status of Solving.

*** NOTES 10/29/2008 2:20:15 PM, nropati, Action Type : Call from Customer

ACS received call from Mrs. Sweeney.

Customer's information was verified and phone no. updated to current.

Customer contacted our office to complain about her experience at COMMONWEALTH HONDA and her vehicle. Customer states when she's driving her vehicle starts gearing to the left. Customer states this has been happening to her several times last week and she decided to take in her vehicle to the dealership. Customer took it in and was informed by Jim, S.Mgr and Martin, S/Tech who informed her the cause to her issue is the frame at the rear strut is rusted and at this time nothing can be done. Customer was also informed by the S.A. the part on her vehicle is an ISUZU part, therefore nothing can be done. Customer was referred to contact AHM by Charlene the Secretary of the owner to COMMONWEALTH HONDA. Customer upset and refuse to accept the information provided by the Service Dept. Customer was the dealership would be our technical support and it's unfortunate at this time nothing can be done. ACS advised customer rust is not covered under any warranty and she's extremely outside warranty. Customer adamant and asked that her request be escalated. ACS advised customer I don't have a problem escalating her request to a RCM, however there's no guarantee. Customer understands. Customer was provided her case no. for reference.

Case forward.

*** CASE EXTENDED WARRANTY LOOKUP 10/29/2008 2:20:20 PM, nropati

WARRANTY CHECK 10/29/2008 02:20:20 PM nropati

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/29/2008 2:20:22 PM, nropati

CLAIM HISTORY CHECK 10/29/2008 02:20:22 PM nropati

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/29/2008 2:20:29 PM, nropati

CAMPAIGN CHECK 10/29/2008 02:20:29 PM nropati

The following Campaign information was found

98-015; K31; 1998 PASSPORT ABS INDICATOR; 04/20/99; FX;

98-020; K34; 98 PASSPORT CHARGING SYSTEM; 03/31/99; FX;

98-059; K36; 1998 PASSPORT BATTERY CABLE; 03

*** CASE CUC LOOKUP 10/29/2008 2:20:32 PM, nropati

CUC CHECK 10/29/2008 02:20:32 PM nropati

The following CUC information was found

[REDACTED] EXPIRED;100000;32508;48000;2001-10-19;2005-10-19;;2000-11-13;2000-11-13;207893;;0;2001-02-28;

Case History

Case ID : N012008-10-2901163

Case Title : 9J [REDACTED] - ASSISTANCE REQUEST/RUSTED REAR STRUTS

2001-02-13

*** CASE VSC LOOKUP 10/29/2008 2:20:32 PM. nropati

VSC CHECK 10/29/2008 02:20:32 PM nropati

The following VSC information was found

:0;0;0.0

*** CASE MODIFY 10/29/2008 2:20:50 PM. nropati

into WIP default and Status of Solving.

*** CASE MODIFY 10/29/2008 2:20:59 PM. nropati

into WIP default and Status of Solving.

*** CASE MODIFY 10/29/2008 2:21:04 PM. nropati

into WIP default and Status of Solving.

*** CASE MODIFY 10/29/2008 2:21:05 PM. nropati

into WIP default and Status of Solving.

*** CASE DISPATCH 10/29/2008 2:21:12 PM. nropati

from WIP default to Queue Honda Team H.

*** CASE ASSIGN 10/29/2008 2:23:56 PM. jstradfo

N012008-10-2901163 to ksulliva, WIP

*** CASE RULE ACTION 10/29/2008 2:23:57 PM. sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012008-10-2901163-1 CREATE 10/30/2008 1:48:40 PM. ksulliva

Created in WIP Default with Due Date 10/30/2008 1:48:40 PM.

*** NOTES 10/30/2008 1:49:19 PM. ksulliva, Action Type : Call to Customer

Called customer and left message.

*** NOTES 11/3/2008 1:19:40 PM. nlawrene, Action Type : Warm Transfer

Transferred to RCM

*** NOTES 11/7/2008 2:10:51 PM. ksulliva, Action Type : Call from Customer

Received call from customer and advised that the warranty for rust on her vehicle is five years. I advised that unfortunately at this age and mileage AHM would not be able to assist her. Customer wasn't happy but understood our position. Call ended, closing case.

*** SUBCASE N012008-10-2901163-1 CLOSE 11/7/2008 2:11:10 PM. ksulliva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/7/2008 2:11:11 PM. ksulliva

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

Spool Report

Run Date : 06/30/2009

Case Details

Case ID : N012008-07-1501702 Division : Honda - Auto Condition : Closed Open Date : 7/15/2008 3:16:08 PM
 Case Originator : Yelena Raysky (Team SA) Sub Division : Customer Relations Status : Closed Close Date : 8/7/2008 2:54:12 PM
 Case Owner : Seth King (Team TTS) Method : Mail Queue : Days Open : 23
 Last Closed By : Seth King (Team TTS) Point of Origin : Customer Wipbin :
 Case Title : 7B - ██████████ - CECIL, JANET - FRAME RUST ISSUE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 1072
 VIN Type / No. : US VIN / 4S6CM58W6W ██████████
 Model / Year : PASSPORT / 1998
 Model ID / Product Line : 9B325W4BA / A
 Miles / Hours :
 In Service Date : 02/11/1998
 Months In Use : 125
 Engine Number : 6VD1 581803
 Originating Dealer No. / Name :
 Selling Dealer No. / Name : 207128 / PARK HONDA
 Trim : 4WD LXW
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208278 / RUSTY WALLACE HONDA
 Phone No. : 865-938-4222
 Address : 109 CALLAHAN DRIVE
 City / State / Zip : KNOXVILLE, TN 37912
 Svc District / Sls District : 07B / A07
 Warranty Labor Rate / Date : \$78.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-07-1501702-1 / ██████████ - PRODUCT	Subcase Close	Product	Operation	419	Rear axle bearin

Spool Report

Run Date : 06/30/2009

Issue Details

Issue ID : N012008-07-1501702-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Seth King	Type 1 : Product	Status : Subcase Close	Open Date : 7/16/2008 10:29:10 AM
Issue Owner : Seth King	Type 2 : Operation	Queue :	Close Date : 8/7/2008 2:54:05 PM
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 419 / Rear axle bearin
 Condition Code Desc Any 4190
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : No Contact
 Component Category : 02 - Suspension System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-07-1501702

Case Title : 7B [REDACTED] [REDACTED] FRAME RUST ISSUE

*** NOTES 7/15/2008 3:16:08 PM, yraysky, Action Type :
On 7/11/08 ACS received a 1 page letter from customer.

*** CASE CREATE 7/15/2008 3:16:08 PM, yraysky
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 7/15/2008 3:17:27 PM, yraysky
into WIP default and Status of Solving.

*** CASE DISPATCH 7/15/2008 3:17:54 PM, yraysky
from WIP default to Queue Honda Team E.

*** CASE ASSIGN 7/16/2008 6:13:03 AM, Itafoya
N012008-07-1501702 to sking, WIP -01 00:00

*** CASE RULE ACTION 7/16/2008 6:13:03 AM, sa
Action Task Assignee of rule Assign Notification fired

*** COMMIT 7/16/2008 10:21:10 AM, sking, Action Type : N/A
contact cust - BEFORE 3:15 PM

*** CASE MODIFY 7/16/2008 10:21:30 AM, sking
into WIP New and Status of Solving.

*** CASE MODIFY 7/16/2008 10:21:42 AM, sking
into WIP New and Status of Solving.

*** SUBCASE N012008-07-1501702-1 CREATE 7/16/2008 10:29:10 AM, sking
Created in WIP Default with Due Date 7/16/2008 10:29:10 AM.

*** CASE MODIFY 7/16/2008 10:29:47 AM, sking
into WIP New and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 7/16/2008 10:29:50 AM, sking
WARRANTY CHECK 07/16/2008 10:29:50 AM sking
No data found for VIN.

*** CASE CLAIMS LOOKUP 7/16/2008 10:29:53 AM, sking
CLAIM HISTORY CHECK 07/16/2008 10:29:53 AM sking
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/16/2008 10:30:12 AM, sking
CAMPAIGN CHECK 07/16/2008 10:30:12 AM sking
The following Campaign information was found
98-059; K36; 1998 PASSPORT BATTERY CABLE; 09/17/98; FX;
98-048; K39; 1998 PASSPORT WIRING HARNESS; ; JX;
99-009; K56; 1998-99 PASSPORT PEDAL; 03/31/99; FX;

*** CASE VSC LOOKUP 7/16/2008 10:30:26 AM, sking
VSC CHECK 07/16/2008 10:30:26 AM sking
The following VSC information was found

Case History

Case ID : N012008-07-1501702

Case Title : 7B - [REDACTED] - CECIL, JANET - FRAME RUST ISSUE

call cust 2

*** CASE MODIFY 7/16/2008 10:37:00 AM, sking
into WIP 7B - [REDACTED] and Status of Solving.

*** NOTES 7/22/2008 8:03:08 AM, sking, Action Type : Call to Customer

Called and left voice message requesting customer to return my call in regards to this case and supplied my contact info. Asked customer to please leave a message if I am unable to answer the phone and include their best contact number and best time to be reached at. Informed customer if I do not receive a return call I will be calling them again in 3-4 business days.

Questions to ask:

Has the vehicle been repaired?
Is it the entire frame or a another component?
Where is the vehicle maintained?
Is this your first Honda vehicle?

Customer's Expectations:

Justification for Expectations:

*** CASE MODIFY 7/22/2008 8:03:11 AM, sking
into WIP 7B - [REDACTED] and Status of Solving.

*** CASE FULFILL 7/22/2008 8:03:14 AM, sking
Fulfilled for [REDACTED] due 07/22/2008 12:00:00 AM.

*** COMMIT 7/22/2008 8:03:15 AM, sking, Action Type : N/A

call cust 3

*** CASE MODIFY 7/22/2008 8:03:28 AM, sking
into WIP 7B - [REDACTED] and Status of Solving.

*** NOTES 7/28/2008 8:02:06 AM, sking, Action Type : Call to Customer

Called and left voice message requesting customer to return my call in regards to this case and supplied my contact info. Asked customer to please leave a message if I am unable to answer the phone and include their best contact number and best time to be reached at. Informed customer I will be sending her a 10 - Day no contact letter.

*** CASE MODIFY 7/28/2008 8:02:10 AM, sking
into WIP 7B - [REDACTED] and Status of Solving.

*** NOTES 7/28/2008 8:02:52 AM, sking, Action Type : Letter/Fax
July 28, 2008

[REDACTED]
Helenwood, TN [REDACTED]

RE: Your 1998 Passport , Vin #4S6CM58W6W4 [REDACTED]

Spool Report

Run Date : 06/30/2009

Case History

Case ID : N012008-07-1501702

Case Title : 7B - [REDACTED] - FRAME RUST ISSUE

Dear [REDACTED]

Thank you for contacting American Honda Motor Co., Inc. regarding your concerns. I have been trying to contact you by telephone but have been unsuccessful in reaching you. Please contact me at your earliest convenience, so that we may discuss your concerns in detail. My office hours are Monday through Friday, 6:00 a.m. to 2:30 p.m., Pacific Time.

Please call within 10 days of this letter. After that, I will assume that all issues have been resolved, and you no longer require our assistance. Again, thank you for contacting our office and I hope to hear from you soon.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Seth King
Automobile Customer Service
(800) 999-1009 Extension 118126

File ID: N012008-07-1501702

*** CASE MODIFY 7/28/2008 8:02:56 AM, sking
into WIP 7B - [REDACTED] and Status of Solving.

*** CASE FULFILL 7/28/2008 8:02:58 AM, sking
Fulfilled for [REDACTED] due 07/28/2008 12:00:00 AM.

*** COMMIT 7/28/2008 8:03:00 AM, sking, Action Type : N/A
10 -Day Letter Response?

*** CASE MODIFY 7/28/2008 8:03:25 AM, sking
into WIP 7B - [REDACTED] and Status of Solving.

*** NOTES 8/4/2008 8:40:33 AM, yraysky, Action Type : Letter/Fax
On 8/1/08 ACS received a 1 page letter from customer.

*** CASE MODIFY 8/4/2008 2:21:09 PM, sking
into WIP 7B - [REDACTED] and Status of Solving.

*** SUBCASE N012008-07-1501702-1 CLOSE 8/7/2008 2:54:05 PM, sking
Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 8/7/2008 2:54:07 PM, sking
Fulfilled for [REDACTED] due 08/07/2008 02:30:00 PM.

*** CASE MODIFY 8/7/2008 2:54:10 PM, sking
into WIP 7B - [REDACTED] and Status of Solving.

*** CASE CLOSE 8/7/2008 2:54:12 PM, sking
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 06/30/2009

Case Details

Case ID : N012009-01-2200972 Division : Honda - Auto Condition : Closed Open Date : 1/22/2009 12:48:18 PM
 Case Originator : Mary Stapleton (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 3/2/2009 10:46:25 AM
 Case Owner : Edward Lopez (Team HH) Method : Phone Queue : Days Open : 39
 Last Closed By : Edward Lopez (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 4J-(BOB MONTGOMERY HONDA)-[REDACTED] FRAME BRO 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 : CRESTWOOD, KY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 102
 VIN Type / No. : US VIN / 4S6CM58W5W4 [REDACTED]
 Model / Year : PASSPORT / 1998
 Model ID / Product Line : 9B326W4EA / A
 Miles / Hours : 150,000
 In Service Date : 03/13/1998
 Months In Use : 130
 Engine Number : 6VD1 583508
 Originating Dealer No. / Name : 206622 / BOB MONTGOMERY DIXIE HONDA
 Selling Dealer No. / Name : 206622 / BOB MONTGOMERY DIXIE HONDA
 Trim : 4WDEX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206622 / BOB MONTGOMERY DIXIE HONDA
 Phone No. : 502-448-2802
 Address : 5340 DIXIE HIGHWAY
 City / State / Zip : LOUISVILLE, KY 40216
 Svc District / Sls District : 04J / E04
 Warranty Labor Rate / Date : \$83.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-01-2200972-1 / [REDACTED]	Subcase Close	Product	Fit/Finish/Quality	417	RearDamper/Strut
N012009-01-2200972-2 / [REDACTED]	Subcase Close	Product	Operation	418	Rear Shocks

Spool Report

Run Date : 06/30/2009

Issue Details

Issue ID : N012009-01-2200972-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Product	Status : Subcase Close	Open Date : 1/22/2009 1:03:44 PM
Issue Owner : Mary Stapleton	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 1/22/2009 1:03:55 PM
Issue Title : [REDACTED]	- PRODUCT - FIT/FINISH/QUALITY		

Coding Info :

Labor Code / Desc : 417 / RearDamper/Strut
 Condition Code Desc : Other 417X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer
 Component Category : 02 - Suspension System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-01-2200972-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Edward Lopez	Type 1 : Product	Status : Subcase Close	Open Date : 1/28/2009 10:21:10 AM
Issue Owner : Edward Lopez	Type 2 : Operation	Queue :	Close Date : 3/2/2009 10:45:23 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 418 / Rear Shocks
 Condition Code Desc : Suspension Rust 4183
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist Denied, Documented Concern
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-01-2200972

Case Title : 4J-(BOB MONTGOMERY HONDA)-[REDACTED] - FRAME BROKE FRO

*** CASE CREATE 1/22/2009 12:48:18 PM, mstaplet

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

*** CASE EXTENDED WARRANTY LOOKUP 1/22/2009 12:48:33 PM, mstaplet

WARRANTY CHECK 01/22/2009 12:48:33 PM mstaplet

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/22/2009 12:48:37 PM, mstaplet

CLAIM HISTORY CHECK 01/22/2009 12:48:36 PM mstaplet

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/22/2009 12:49:00 PM, mstaplet

CAMPAIGN CHECK 01/22/2009 12:48:59 PM mstaplet

The following Campaign information was found

98-059; K36; 1998 PASSPORT BATTERY CABLE; 11/15/99; FX;

98-048; K39; 1998 PASSPORT WIRING HARNESS; ; ;

99-009; K56; 1998-99 PASSPORT PEDAL; 11/15/99; FX;

*** CASE VSC LOOKUP 1/22/2009 12:49:02 PM, mstaplet

VSC-CUC CHECK 01/22/2009 12:49:02 PM mstaplet

No data found for VIN.

*** CASE MODIFY 1/22/2009 12:58:56 PM, mstaplet

into WIP default and Status of Solving.

*** NOTES 1/22/2009 1:02:33 PM, mstaplet, Action Type : Call from Customer

Verified the owner information.

The customer called regarding frame broke in half.

The customer said she was traveling on the ice and heard a noise and pulled to the side of the road.

The customer said the frame is all rusted and has broken in half.

I advised the customer of the recalls on the vehicle.

The customer said this is a safety issue and would like for Honda to look into it.

I explained that in order for Honda to review the issue we would need an inspection by the Honda dealer. And then there is still the issue of the high miles and the age of the vehicle.

The customer said she would contact Bob Montgomery Honda.

I gave the case number for reference.

No further assistance requested.

*** SUBCASE N012009-01-2200972-1 CREATE 1/22/2009 1:03:44 PM, mstaplet

Created in WIP Default with Due Date 1/22/2009 1:03:44 PM.

*** SUBCASE N012009-01-2200972-1 CLOSE 1/22/2009 1:03:55 PM, mstaplet

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/22/2009 1:04:00 PM, mstaplet

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

*** CASE REOPEN 1/27/2009 10:24:51 AM, ahorton

with Condition of Open and Status of Solving.

Case History

Case ID : N012009-01-2200972

Case Title : 4J-(BOB MONTGOMERY HONDA)- [REDACTED] FRAME BROKE FRO

*** NOTES 1/27/2009 10:27:28 AM, ahorton, Action Type : Call from Customer

Customer called because Dale from Bob Montgomery Honda- has not received a letter or email from AHM telling him to tow in the vehicle to be inspected. He can not proceed until he receives this letter.

Dale from Montgomery Honda says he has never seen this issue before. She spoke to a garage that said they have seen this issue several times and it is a well known problem.

It is going to cost \$300 to \$400 to tow the vehicle to the dealer. Does not want to pay to tow the vehicle to be told the same info (the vehicle is rusted) that she already knows. She does not want to do this with no idea as to whether she will receive assistance. Customer almost died last week and she feels no cares. Vehicle has holes in the frame, and wheel stabilizer has completely rusted. No rust on body or inner fenders. No exposed to high amounts of salt. She was informed her case will be forwarded.

*** CASE MODIFY 1/27/2009 10:27:39 AM, ahorton
into WIP default and Status of Solving.*** CASE DISPATCH 1/27/2009 10:27:47 AM, ahorton
from WIP default to Queue Honda Team H.*** NOTES 1/27/2009 12:30:27 PM, keaton, Action Type : Call from Customer
Customer provided case number

Situation: Customer states that she thinks she has been getting the run around between AHM and the dealer. Customer states that she has followed the dealers instructions by contacting AHM in regards to the situation she has been experiencing for what she considers a manufacturers defect. ACS advised the customer that her request for towing fees has been forwarded to a case manager for further review. ACS explained to the customer that any further details of her feelings about the situation would need to be dealt with by a decision maker= a case manager. Customer states that SA Dale at the dealer has explained to the customer that he will not be able to even inspect the issue without authorization form AHM. Customer states that when she initially contacted ACS she thought she was submitting a claim. ACS went on to explain to the customer that in order for a claim to be submitted AHM does require that a diagnoses be performed prior. Customer states that her understanding from the dealer is that they would not even be able to diagnose the issue without consent from AHM. ACS stated to the customer that it sounds like some misunderstanding and confusion about this process.

Conclusion: ACS advised the customer that her request for towing fees has been forwarded to a case manager for further review, in regards to the situation she has been experiencing for what she considers a manufacturers defect. Customer thanked ACS for information provided and had no further questions. ACS advised the customer that a case manager will contacting her in the next 1 to 2 business days in regards to her request.

*** CASE ASSIGN 1/27/2009 12:45:49 PM, kroyster
N012009-01-2200972 to elopez01, WIP -01 00:00*** CASE RULE ACTION 1/27/2009 12:45:49 PM, sa
Action Task Assignee of rule Assign Notification fired*** CASE MODIFY 1/27/2009 1:00:39 PM, elopez01
into WIP default and Status of Solving.*** CASE MODIFY 1/27/2009 1:03:43 PM, elopez01
into WIP default and Status of Solving.*** CASE MODIFY 1/27/2009 1:05:58 PM, elopez01
into WIP default and Status of Solving.

Spool Report

Run Date : 06/30/2009

Case History

Case ID : N012009-01-2200972

Case Title : 4J-(BOB MONTGOMERY HONDA)- [REDACTED] - FRAME BROKE FRO

*** COMMIT 1/27/2009 1:06:05 PM, clopez01, Action Type :

Made to [REDACTED] due 01/30/2009 01:06:12 PM.

DCS Follow-Up

*** NOTES 1/27/2009 1:08:00 PM, clopez01, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 1/30/2009

DALE GREATHOUSE

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

** NOTES 01/22/2009 13:02:33 mstaplet Action Type: Call from Customer

Verified the owner information.

The customer called regarding frame broke in half.

The customer said she was traveling on the ice and heard a noise and pulled to the side of the road.

The customer said the frame is all rusted and has broken in half.

I advised the customer of the recalls on the vehicle.

The customer said this is a safety issue and would like for Honda to look into it.

I explained that in order for Honda to review the issue we would need an inspection by the Honda dealer. And then there is still the issue of the high miles and the age of the vehicle.

The customer said she would contact Bob Montgomery Honda.

I gave the case number for reference.

No further assistance requested.

*** SUBCASE N012009-01-2200972-1 1/22/2009 1:03:44 PM mstaplet

*** NOTES 01/27/2009 10:27:28 ahorton Action Type: Call from Customer

Customer called because Dale from Bob Montgomery Honda- has not received a letter or email from AHM telling him to tow in the vehicle to be inspected. He can not proceed until he receives this letter.

Dale from Montgomery Honda says he has never seen this issue before. She spoke to a garage that said they have seen this issue several times and it is a well known problem.

It is going to cost \$300 to \$400 to tow the vehicle to the dealer. Does not want to pay to tow the vehicle to be told the same info (the vehicle is rusted) that she already knows. She does not want to do this with no idea as to whether she will receive assistance. Customer almost died last week and she feels no cares. Vehicle has holes in the frame, and wheel stabilizer has completely rusted. No rust on body or inner fenders. No exposed to high amounts of salt. She was informed her case will be forwarded.

*** NOTES 01/27/2009 12:30:27 keaton Action Type: Call from Customer

Customer provided case number

Situation: Customer states that she thinks she has been getting the run around between AHM and the dealer. Customer states that she has followed the dealers instructions by contacting AHM in regards to the situation she has been experiencing for what she considers a manufacturers defect. ACS advised the customer that her request for towing fees has been forwarded to a case manager for further review. ACS explained to the customer that any further details of her feelings about the situation would need to be dealt with by a decision maker= a case manager. Customer states that SA Dale at the dealer has explained to the customer that he will not be able to even inspect the issue without authorization form AHM. Customer states that when she initially contacted ACS she thought she was

Case History

Case ID : N012009-01-2200972

Case Title : 4J-(BOB MONTGOMERY HONDA)-[REDACTED] FRAME BROKE FRO

submitting a claim. ACS went on to explain to the customer that in order for a claim to be submitted AHM does require that a diagnoses be performed prior. Customer states that her understanding from the dealer is that they would not even be able to diagnose the issue without consent from AHM. ACS stated to the customer that it sounds like some misunderstanding and confusion about this process.

Conclusion: ACS advised the customer that her request for towing fees has been forwarded to a case manager for further review, in regards to the situation she has been experiencing for what she considers a manufacturers defect. Customer thanked ACS for information provided and had no further questions. ACS advised the customer that a case manager will contacting her in the next 1 to 2 business days in regards to her request.

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

DALE,
GIVE ME A CALL REGARDING THIS CASE.

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

Edward Lopez
Automobile Customer Service
Regional Manager
310-783-7741(dealer only)

*** CASE MODIFY 1/27/2009 1:08:15 PM, elopez01
into WIP default and Status of Solving.
*** CASE MODIFY 1/27/2009 1:08:19 PM, elopez01
into WIP default and Status of Solving.
*** CASE MODIFY 1/28/2009 10:09:17 AM, elopez01
into WIP default and Status of Solving.
*** CASE MODIFY 1/28/2009 10:09:21 AM, elopez01
into WIP default and Status of Solving.
*** CASE MODIFY 1/28/2009 10:10:15 AM, elopez01
into WIP default and Status of Solving.
*** CASE MODIFY 1/28/2009 10:10:24 AM, elopez01
into WIP default and Status of Solving.
*** CASE MODIFY 1/28/2009 10:10:27 AM, elopez01
into WIP default and Status of Solving.
*** CASE MODIFY 1/28/2009 10:10:32 AM, elopez01
into WIP default and Status of Solving.
*** CASE MODIFY 1/28/2009 10:10:34 AM, elopez01
into WIP default and Status of Solving.
*** CASE MODIFY 1/28/2009 10:10:56 AM, elopez01
into WIP default and Status of Solving.

Case History

Case ID : N012009-01-2200972

Case Title : 4J-(BOB MONTGOMERY HONDA)-[REDACTED] - FRAME BROKE FRO

*** CASE MODIFY 1/28/2009 10:14:51 AM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 10:15:01 AM, elopez01
into WIP default and Status of Solving.

*** CASE VSC LOOKUP 1/28/2009 10:15:17 AM, elopez01
VSC-CUC CHECK 01/28/2009 10:15:16 AM elopez01
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/28/2009 10:15:26 AM, elopez01
CAMPAIGN CHECK 01/28/2009 10:15:26 AM elopez01
The following Campaign information was found
98-059; K36; 1998 PASSPORT BATTERY CABLE; 11/15/99; FX;
98-048; K39; 1998 PASSPORT WIRING HARNESS; ; ;
99-009; K56; 1998-99 PASSPORT PEDAL; 11/15/99; FX;

*** CASE CLAIMS LOOKUP 1/28/2009 10:15:27 AM, elopez01
CLAIM HISTORY CHECK 01/28/2009 10:15:27 AM elopez01
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 1/28/2009 10:15:33 AM, elopez01
WARRANTY CHECK 01/28/2009 10:15:33 AM elopez01
No data found for VIN.

*** CASE MODIFY 1/28/2009 10:17:05 AM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 10:17:13 AM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 10:17:32 AM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 10:17:46 AM, elopez01
into WIP default and Status of Solving.

*** SUBCASE N012009-01-2200972-2 CREATE 1/28/2009 10:21:10 AM, elopez01
Created in WIP Default with Due Date 1/28/2009 10:21:10 AM.

*** CASE MODIFY 1/28/2009 10:21:22 AM, elopez01
into WIP default and Status of Solving.

*** CASE FULFILL 1/28/2009 10:22:08 AM, elopez01
Fulfilled for [REDACTED] due 01/30/2009 01:06:12 PM.

*** NOTES 1/28/2009 10:28:30 AM, elopez01, Action Type : Call from Dealer

The SM Dale called me & advised me that he spoke to the customer & he told him that this issue for rust is not covered & the vehicle is 11 years old & has 150,000 miles on the vehicle. I advised SM that the customer needs to contact his insurance company & that AHM will not offer any good will assistance. I advised SM that assistance will be denied due to age & high mileage.

Spool Report

Run Date : 06/30/2009

Case History

Case ID : N012009-01-2200972

Case Title : 4J-(BOB MONTGOMERY HONDA)-[REDACTED] - FRAME BROKE FRO

*** CASE MODIFY 1/28/2009 10:28:38 AM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 10:34:16 AM, elopez01
into WIP default and Status of Solving.

*** NOTES 1/28/2009 10:49:15 AM, elopez01, Action Type : Call to Customer
I left a message for customer introducing myself & I left my contact information to call me back to discuss this case.

*** NOTES 1/28/2009 10:50:33 AM, elopez01, Action Type : Field/DPSM
I left a message for the DPSM & asked him to call me back to discuss this case.

*** CASE MODIFY 1/28/2009 10:52:58 AM, elopez01
into WIP default and Status of Solving.

*** NOTES 1/28/2009 11:08:02 AM, elopez01, Action Type : Field/DPSM
The DPSM called me back & advised me that he is aware of this vehicle because he spoke to the SM Dale at Bob Montgomery Honda #206622 & he advised the SM to tell the customer that if the customer will tow the vehicle to the dealer the SM & or DPSM will inspect it but assistance will most likely be denied due to the age & mileage. DPSM spoke to the Zone office & denied assistance with the tow & said that they will inspect it for the customer but there is no guarantee of any assistance. SM said that the customer did not want to tow the vehicle to the dealer per what the SM told him there will be no assistance if he will not do that. I thanked him for the information.

*** CASE MODIFY 1/28/2009 11:08:07 AM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 11:08:21 AM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 12:33:31 PM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 12:33:43 PM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 12:34:02 PM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 12:35:07 PM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 12:35:27 PM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 12:36:19 PM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 12:36:24 PM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 12:36:41 PM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 12:36:46 PM, elopez01

Spool Report

Run Date : 06/30/2009

Case History

Case ID : N012009-01-2200972

Case Title : 4J-(BOB MONTGOMERY HONDA)-[REDACTED] FRAME BROKE FRO

into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 12:36:50 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 12:39:10 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 12:39:14 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 12:39:19 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 12:39:24 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 12:39:32 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 12:39:57 PM, elopez01

into WIP default and Status of Solving.

*** NOTES 1/28/2009 1:00:10 PM, elopez01, Action Type : Call to Customer

i contacted customer returning his call & we discussed the case regarding his rust issue on his 1998 Passport with 150,000 miles on it. Customer said his rear frame separating on him from rust & he is upset that AH is not covering this because it is a safety issue. I advised customer that his vehicle is 8 years out of warranty & 120,000 miles out of warranty. I asked customer if he contacted his insurance company & he said no why should they have to pay for it & I advised him that is why you have insurance. I asked customer if the dealer advised him that he spoke to the DPSM & he said if the customer got the vehicle to the dealer that the DPSM would be willing to inspect the damage. Customer said he is not willing to tow the vehicle & pay the expense. Then I advised customer than we cannot assist him. Customer suggested that if he took digital pictures of the damage & sent them to us. I advised him to send them to the SM Dale Greathouse at Bob Montgomery Honda & he will forward them to the DPSM to review & make a decision on behalf of AHM. Customer said if AHM does not repair this safety issue that he will contact the news & a lawyer & try to sue Honda. I advised customer that if he has a bad tire that is a safety issue. Customer said he will get those pictures & send them to the dealer. I advised customer that I will document the case & wait for the pictures to get to the dealer.

*** NOTES 1/28/2009 1:01:53 PM, elopez01, Action Type : Field/DPSM

I contacted the DPSM & advised him that the customer will take digital pictures & send them to the SM Dale at Bob Montgomery Honda & then he will forward them to him & then he will send them to AHM & tech line. DPSM said I should leave the case open.

*** CASE MODIFY 1/28/2009 1:02:02 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2009 1:02:09 PM, elopez01

into WIP default and Status of Solving.

*** COMMIT 1/28/2009 1:02:12 PM, elopez01, Action Type : N/A

waiting for pictures to DPSM for review

*** CASE MODIFY 1/28/2009 1:02:37 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 1/30/2009 7:43:34 AM, elopez01

Case History

Case ID : N012009-01-2200972

Case Title : 4J-(BOB MONTGOMERY HONDA)- [REDACTED] FRAME BROKE FRO

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY COMMITMENT 2/6/2009 2:34:56 PM, elopez01
with ROBERT OR MARIN LEAVITT due 02/10/2009 12:00:00 AM.

*** CASE MODIFY COMMITMENT 2/13/2009 2:28:38 PM, elopez01
with ROBERT OR MARIN LEAVITT due 02/20/2009 12:00:00 AM.

*** CASE RULE ACTION 2/19/2009 12:48:18 PM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY COMMITMENT 2/20/2009 2:35:44 PM, elopez01
with ROBERT OR MARIN LEAVITT due 02/27/2009 12:00:00 AM.

*** CASE MODIFY 2/23/2009 8:42:48 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 2/23/2009 10:20:29 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 2/23/2009 10:21:56 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 2/23/2009 10:22:32 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 2/23/2009 10:22:53 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** NOTES 2/25/2009 10:39:51 AM, kperez. Action Type : Call for Case Mgr
Verified the customer's information.
Situation:
The customer called to speak with the CM.
Request:
To speak with the CM.

Probing Questions:
The customer says that she left a VM for the CM yesterday.

Inbound conclusion:
ACS sent an internal message to the CM.
The CM was available so ACS transferred the call.
No further assistance was needed.

*** CASE MODIFY 2/25/2009 10:40:16 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 2/25/2009 10:43:21 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 2/25/2009 10:44:00 AM, elopez01

Spool Report

Run Date : 06/30/2009

Case History

Case ID : N012009-01-2200972

Case Title : 4J-(BOB MONTGOMERY HONDA)-[REDACTED] FRAME BROKE FRO

into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 10:44:04 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 10:45:05 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 10:45:14 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 10:45:17 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 10:45:30 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 10:45:39 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 10:45:43 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 10:46:56 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 10:47:04 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 10:47:08 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 10:47:21 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 10:47:26 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 10:47:37 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 10:47:39 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 10:55:00 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 11:00:46 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 11:00:50 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 11:00:55 AM, elopez01

Case History

Case ID : N012009-01-2200972

Case Title : 4J-(BOB MONTGOMERY HONDA)-[REDACTED]-FRAME BROKE FRO

into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 11:01:13 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 11:01:15 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 11:01:19 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 11:01:23 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 11:01:34 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 11:01:36 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 11:01:38 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 11:05:23 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 11:05:27 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 11:05:42 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 11:05:43 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 11:09:48 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 11:10:14 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 11:11:59 AM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 12:44:54 PM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 1:02:26 PM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** CASE MODIFY 2/25/2009 1:02:44 PM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.
*** NOTES 2/25/2009 1:25:47 PM, elopez01, Action Type : Field/DSM

Case History

Case ID : N012009-01-2200972

Case Title : 4J-(BOB MONTGOMERY HONDA)- [REDACTED] FRAME BROKE FRO

I discussed the case with the DPSM & we discussed the case. DPSM said that he reviewed the pictures of the frame rust on this vehicle & also spoke with the Zone office with the AZM Ron Bennett. The DPSM advised me that this vehicles way too far out of the warranty parameters. & has too many miles on it. DPSM said that there will be no assistance offered regarding this issue & assistance is denied. DPSM said that rust is a very common issue out there in his part of the country. The DPSM asked me to check with someone in Mediation to see if they had any other cases regarding this issue. I advised him that I will check with them. I thanked him for the information.

*** NOTIFS 2/25/2009 1:43:00 PM, elopez01, Action Type : Note-General

I contacted Rodney in Mediation & advised him about this case to ask if they have seen any cases in the past regarding frame rust on the undercarriage of a 1998 Passport. He told me that he does not recall any cases off the top of his mind going into Mediation for arbitration for a rust issue on the suspension. So there is not any type of issue where he has seen any or several cases regarding this issue & he said he does not recall any. I thanked him for the information.

*** NOTIFS 2/25/2009 2:30:18 PM, elopez01, Action Type : Call from Customer

Customer called in & was transferred to me & I advised her that I did receive her message yesterday afternoon & I was still working on her case. Note: This is the first time I have spoke to this person because I spoke to her husband the previous call about this case. I advised customer that we did receive her pictures that she sent to the dealer because regarding her frame rust on her 1998 Passport, I advised customer that we have reviewed her case with the Zone office & I have reviewed the pictures also & I have spoke to our Mediation department too. I advised customer that the underbody of the vehicle or any other part of the vehicle except body panels is not covered under the rust perforation warranty. I advised customer that AHM will not offer any assistance with this issue because the vehicle is 11 years old & has 150,000 miles on the vehicle. Customer asked me if I looked at the pictures & I said I did. She asked me what color her truck was & I did not remember because I looked at the pictures last week. I advised customer that this is our final position regarding this issue. Customer is very upset & said that she could have been killed because of this rust issue. & that this is a safety issue & Honda needs to recall the 1998 Passports for this issue because she has seen on the Internet that she is not the only that has had this problem. I advised customer that in most cases the vehicles were from the mid west to the eastern part of the country where there is a lot of moisture,rain sleet, snow & salt & freezing temperatures. I advised customer that rust will develop on any vehicle over time. Customer said she wants Honda to address this & she is not going away because she says people are going to die because of this issue & that Honda will have to live with that. Customer wants to change her case now that she does not want us to fix her issue but she wants Honda to address this as a safety issue & she says this there needs to be a recall & that she wants to talk to our engineers. Customer said her dad was a metal specialist & she knows a lot about metal. I advised customer that when we address product issues when the issue gets closed it gets forwarded to our engineering group so they are aware of any product issues on all of our vehicles. Customer says that Honda does not care & is just going to brush this under the carpet & that I do not care. Customer said she wants to speak to my supervisor & escalate her ease. I advised her that our position will change with this matter. Customer said her neighbor drives a passport also & she has 3 kids & she told her about this issue & that her vehicle is unsafe. Customer said she was going to contact the TV news & report American Honda because we are not doing the right thing & do not care about this issue. I apologized to customer & I understand how she feels but all I can do is document her complaint & forward it to our engineers & close her case & if they get enough complaints about a particular product issue than they will investigate the matter. Customer said she is not satisfied & she asked me of I have kids & I said no. I advised her that I will escalate her case & will have a escalation manager contact her within 48 hours. Customer wanted the name of that person & I advised her that I do not know who will be assigned this case. Customer said to call her on the home phone number. Customer said if she does not hear back by Friday afternoon she will be calling back.. Call ended.

*** CASE MODIFY 2/25/2009 2:30:34 PM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE FULFILL 2/25/2009 2:30:46 PM, elopez01
Fulfilled for [REDACTED] lue 02/27/2009 12:00:00 AM.

*** COMMIT 2/25/2009 2:30:51 PM, elopez01, Action Type : N/A
URGENT ESCALATION

*** CASE MODIFY 2/25/2009 2:31:26 PM, elopez01
into WIP 4J-Bob Montgomery Dixie and Status of Solving.

Spool Report

Run Date : 06/30/2009

Case History

Case ID : N012009-01-2200972

Case Title : 4J-(BOB MONTGOMERY HONDA) [REDACTED] FRAME BROKE FRO

*** CASE MODIFY 2/26/2009 9:37:39 AM, elopez01

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 2/27/2009 10:46:08 AM, elopez01

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 2/27/2009 10:46:10 AM, elopez01

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 2/27/2009 10:46:23 AM, elopez01

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 2/27/2009 10:46:29 AM, elopez01

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 2/27/2009 10:49:22 AM, elopez01

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 2/27/2009 10:49:25 AM, elopez01

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 2/27/2009 10:49:31 AM, elopez01

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 2/27/2009 10:49:46 AM, elopez01

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 2/27/2009 10:49:48 AM, elopez01

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 2/27/2009 10:50:01 AM, elopez01

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 2/27/2009 10:50:05 AM, elopez01

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 2/27/2009 10:50:12 AM, elopez01

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 2/27/2009 10:50:29 AM, elopez01

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** NOTES 2/27/2009 12:31:59 PM, elopez01, Action Type : Field/DSM

I contacted the DPSM & he advised me that he has not spoke to anyone that is interested in the rust issue on this vehicle. DPSM advised me again that the AZM Ron Bennett denied assistance because the vehicle is 11 years old. DPSM said he will let me know if anything changes but he says that we do not owe the customer anything.

*** CASE MODIFY 2/27/2009 12:32:08 PM, elopez01

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** NOTES 2/27/2009 12:33:16 PM, elopez01, Action Type : Escalation

Escalated case to CM Brian Philbin.

Spool Report

Run Date : 06/30/2009

Case History

Case ID : N012009-01-2200972

Case Title : 4J-(BOB MONTGOMERY HONDA)-[REDACTED]-FRAME BROKE FRO

*** CASE FULFILL 2/27/2009 12:33:27 PM, elopez01

Fulfilled for [REDACTED] due 02/27/2009 12:00:00 AM.

*** COMMIT 2/27/2009 12:33:32 PM, elopez01, Action Type : N/A

CLOSE????

*** CASE MODIFY 2/27/2009 12:33:48 PM, elopez01

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** NOTES 2/27/2009 12:54:27 PM, bphilbin, Action Type : Call to Customer

Attempted call to both Cell and Home numbers. Customer unavailable on both numbers. Left message for customer on Cell/Daytime number. Advised customer that I am calling concerning her request for escalation beyond RCM. Advised customer that I will attempt another call to her in an effort to speak to her directly on this matter.

*** NOTES 3/2/2009 10:37:15 AM, bphilbin, Action Type : Escalation

Spoke to customer, advising that I am responding to her request to have her case escalated and further reviewed.

Customer indicates that her main concern is not monetary in nature, but as a safety matter. Customer indicates that she feels that the vehicle has a defective part that is rusting on its own. Customer indicates that she feels that AH should make a policy decision to address this matter on all Honda Passports and consider either notification or assistance to them. Customer indicates that she has seen similar concerns on the Internet and has contacted the NHTSA about the issue. Customer indicates that the vehicle was covered for 5 years against rust and now it has failed in an unsafe manner.

Advised customer that, at over 10 years of age and over 150,000 miles, the maintenance and condition of the vehicle have been with the owner of the vehicle for over 8 years and over 114,000 miles. Informed customer that if this were a defective part, we would see this type of issue regardless of location, such as here in Southern California. Informed customer that her location is part of an area that experiences snow and ice and also utilizes salt to condition the roads. Informed customer that, as such, the undercarriage of the vehicle is regularly exposed to impact from salt and the elements. Informed customer that regular maintenance of her vehicle should include a regular undercarriage inspection to ensure that all essential components are sound. Informed customer that I will certainly document her comments for the record, which will be shared with not only our engineers and upper management, but also the NHTSA.

Informed customer that, while we have ensured that her position is documented and do wish for her voice to be heard, as ACS makes no policy decisions, there would be no change to our position on the warranty of the vehicle at this time. Informed customer that, as the warrantor of the vehicle, there would be no repair to a vehicle that is this far outside of the New Vehicle Limited Warranty, which is the portion of the warranty that covers this component. Advised customer that the Rust Perforation Limited Warranty does not cover underbody or any other part of the vehicle except body panels.

Customer indicates that she does not feel that this is much of a response and wants to know whom else she can contact.

Advised customer that we have outlined our recommended procedure for customer satisfaction in her warranty booklet, which advises her of other steps she may wish to take.

Customer indicates that that is the Better Business Bureau. Customer indicates that she may decide to engage counsel to take a class action lawsuit against Honda on this matter.

Informed customer that I will also document her comments to that effect, however, that would not have any bearing on our current position.

Customer indicates that she understands.

Spool Report

Run Date : 06/30/2009

Case History

Case ID : N012009-01-2200972

Case Title : 4J-(BOB MONTGOMERY HONDA)- [REDACTED] - FRAME BROKE FRO

Inquired if there is anything further.

Customer indicates that there is not.

Advised customer that we recognize that this was not the answer she was hoping for and thanked customer for her time.

*** CASE MODIFY 3/2/2009 10:37:43 AM, elopez01

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 3/2/2009 10:39:37 AM, elopez01

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** CASE MODIFY 3/2/2009 10:44:53 AM, elopez01

into WIP 4J-Bob Montgomery Dixie and Status of Solving.

*** SUBCASE: N012009-01-2200972-2 CLOSE 3/2/2009 10:45:23 AM, elopez01

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 3/2/2009 10:45:34 AM, elopez01

Fulfilled for ROBERT OR MARIN LEAVITT due 03/02/2009 12:00:00 AM.

*** NOTES 3/2/2009 10:46:05 AM, elopez01, Action Type : Call to Customer

Closing case after escalation call was completed.

*** CASE CLOSE 3/2/2009 10:46:25 AM, elopez01

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

Spool Report

Run Date : 06/30/2009

Case Details

Case ID : N012008-05-0800178 Division : Honda - Auto Condition : Closed Open Date : 5/8/2008 7:32:57 AM
 Case Originator : Pamela Bongco (Team SA) Sub Division : Customer Relations Status : Closed Close Date : 5/13/2008 1:27:51 PM
 Case Owner : Armen Tumanian (Team TTS) Method : Mail Queue : Days Open : 5
 Last Closed By : Armen Tumanian (Team TTS) Point of Origin : Customer Wipbin :
 Case Title : 6G - [REDACTED] - VEHICLE FRAME RUST CONCERN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PASSPORT / 1999
 Model ID / Product Line : /
 Miles / Hours : 101,000
 In Service Date :
 Months In Use :
 Engine Number :
 Originating Dealer No. / Name :
 Selling Dealer No. / Name :
 Trim :
 No. Of Doors :
 Transmission Code :
 Exterior Color :
 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
N012008-05-0800178-1 / [REDACTED]	Subcase Close	Product	Operation	419	Rear axle bearin

Spool Report

Run Date : 06/30/2009

Issue Details

Issue ID : N012008-05-0800178-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Armen Tumanian	Type 1 : Product	Status : Subcase Close	Open Date : 5/8/2008 7:53:15 AM
Issue Owner : Armen Tumanian	Type 2 : Operation	Queue :	Close Date : 5/8/2008 11:17:06 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 419 / Rear axle bearin
 Condition Code Desc : Any 4190
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information, Assist Denied
 Component Category : 02 - Suspension System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-05-0800178

Case Title : 6G [REDACTED] - VEHICLE FRAME RUST CONCERN

*** NOTES 5/8/2008 7:32:57 AM, pbongco, Action Type :
Please refer to case# N032008-05-0601021.

*** CASE CREATE 5/8/2008 7:32:57 AM, pbongco
Contact [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 5/8/2008 7:33:04 AM, pbongco
into WIP default and Status of Solving.

*** CASE MODIFY 5/8/2008 7:33:05 AM, pbongco
into WIP default and Status of Solving.

*** CASE MODIFY 5/8/2008 7:33:05 AM, pbongco
into WIP default and Status of Solving.

*** CASE MODIFY 5/8/2008 7:33:16 AM, pbongco
into WIP default and Status of Solving.

*** CASE MODIFY 5/8/2008 7:33:17 AM, pbongco
into WIP default and Status of Solving.

*** CASE MODIFY 5/8/2008 7:33:18 AM, pbongco
into WIP default and Status of Solving.

*** CASE DISPATCH 5/8/2008 7:33:22 AM, pbongco
from WIP default to Queue Honda Team F.

*** CASE ACCEPT 5/8/2008 7:51:13 AM, atumania
from Queue Honda Team F to WIP default.

*** CASE MODIFY 5/8/2008 7:51:39 AM, atumania
into WIP default and Status of Solving.

*** CASE MODIFY 5/8/2008 7:52:19 AM, atumania
into WIP default and Status of Solving.

*** CASE MODIFY 5/8/2008 7:52:21 AM, atumania
into WIP default and Status of Solving.

*** SUBCASE N012008-05-0800178-1 CREATE 5/8/2008 7:53:15 AM, atumania
Created in WIP Default with Due Date 5/8/2008 7:53:15 AM.

*** CASE MODIFY 5/8/2008 7:53:24 AM, atumania
into WIP default and Status of Solving.

*** CASE MODIFY 5/8/2008 7:53:26 AM, atumania
into WIP default and Status of Solving.

*** NOTES 5/8/2008 7:55:25 AM, atumania, Action Type : Call to Customer

Attempted to contact customer. Left voicemail introducing myself. I provided my contact information and office hours. I requested the customer contact me at their earliest convenience.

*** COMMIT 5/8/2008 7:55:28 AM, atumania, Action Type : N/A

Case History

Case ID : N012008-05-0800178

Case Title : 6G - [REDACTED] - VEHICLE FRAME RUST CONCERN

Made to [REDACTED] on 05/12/2008 07:55:28 AM.

cust. call back? call cust.

*** CASE MODIFY 5/8/2008 7:55:36 AM, atumania
into WIP default and Status of Solving.

*** NOTES 5/8/2008 8:45:24 AM, rpaolino, Action Type : Call from Customer

I received two voicemail messages from the customer today 6:19 am and 7:47 am. The customer requested a callback at her work (304) 256-6685, she will be there all day today.

*** NOTES 5/8/2008 8:47:05 AM, rpaolino, Action Type : Call to Customer

I contacted the customer to advise her that I will not be the CM handling her case, that it has been forwarded and assigned to RCM Armen Tumanian extension 118052. She was provided with this information and her case number. I advised her that I will send an email to her with this information.

I thanked her for her time and the call ended.

*** NOTES 5/8/2008 11:16:58 AM, atumania, Action Type : Call from Customer

Spoke with customer and verified their information. I explained this call may be recorded for quality purposes. Customer stated the rear portion of the frame has rusted and the struts came loose as a result. She indicated the vehicle is not driveable and she would like to repair it. She inquired if AHM can direct her to somewhere she can purchase a new frame from. I explained unfortunately we do not provide the frame as a part to purchase. I explained it is constructed with the vehicle at assembly. I stated her best option would be to check any local parts yards for a used frame in tact. I explained often times vehicles at yards may have been involved in an accident consequently resulting in frame damage. I suggested having a professional inspect any used frames before purchasing. Customer expressed dissatisfaction that her frame has rusted and stated she may just purchase a new vehicle. I explained if she decides to purchase a Honda vehicle I would be happy to explore offering some services in light of her inconvenience. Customer thanked for the information and indicated no further assistance was needed.

*** SUBCASE N012008-05-0800178-1 CLOSE 5/8/2008 11:17:06 AM, atumania

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/8/2008 11:17:07 AM, atumania

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

*** CASE REOPEN 5/13/2008 11:43:52 AM, yraysky

with Condition of Open and Status of Solving.

*** NOTES 5/13/2008 11:44:14 AM, yraysky, Action Type : Letter/Fax

On 5/9/08 ACS received a 1 page letter from customer.

*** CASE DISPATCH 5/13/2008 11:44:52 AM, yraysky

from WIP default to Queue Honda Team F.

*** CASE ACCEPT 5/13/2008 12:26:36 PM, atumania

from Queue Honda Team F to WIP default.

*** NOTES 5/13/2008 1:27:48 PM, atumania, Action Type : Letter/Fax

Customer sent letter expressing concerns with the frame rusting. Letter was dated for April 29. Customer's concerns were addressed after this date. Closing case.

*** CASE CLOSE 5/13/2008 1:27:51 PM, atumania

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

Spool Report

Run Date : 06/30/2009

Case Details

Case ID : N012008-10-2100310 Division : Honda - Auto Condition : Closed Open Date : 10/21/2008 8:42:12 AM
 Case Originator : Sarah Lambert (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 11/3/2008 7:38:01 AM
 Case Owner : Edward Lopez (Team HH) Method : Phone Queue : Days Open : 13
 Last Closed By : Edward Lopez (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 4M-(COLLEGE HILLS HONDA)-[REDACTED] - GOODWILL REQUEST-TIRE FR No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 275
 VIN Type / No. : US VIN / 4S6CM58W2X4 [REDACTED]
 Model / Year : PASSPORT / 1999
 Model ID / Product Line : 9B325X4BA / A
 Miles / Hours : 129,000
 In Service Date : 11/30/1998
 Months In Use : 119
 Engine Number : 6VD1 672383
 Originating Dealer No. / Name : 207843 / COLLEGE HILLS HONDA
 Selling Dealer No. / Name : 207843 / COLLEGE HILLS HONDA
 Trim : 4WD LXW
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207843 / COLLEGE HILLS HONDA
 Phone No. : 330-345-5200
 Address : 4600 CLEVELAND ROAD
 City / State / Zip : WOOSTER, OH 44691
 Svc District / Sls District : 04M / C04
 Warranty Labor Rate / Date : \$79.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-10-2100310-1 / [REDACTED] PRODUC	Subcase Close	Product	Operation	418	Rear Shocks

Issue Details

Issue ID : N012008-10-2100310-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Edward Lopez	Type 1 : Product	Status : Subcase Close	Open Date : 10/22/2008 9:21:10 AM
Issue Owner : Edward Lopez	Type 2 : Operation	Queue :	Close Date : 11/3/2008 7:37:49 AM
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 418 / Rear Shocks
 Condition Code Desc : Suspension Rust 4183
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist Denied
 Component Category : 02 - Suspension System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-10-2100310

Case Title : 4M-(COLLEGE HILLS HONDA)-[REDACTED] GOODWILL REQUEST-TIRE FRAME ID

*** CASE CREATE 10/21/2008 8:42:12 AM, slambert

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

*** CASE MODIFY 10/21/2008 11:06:41 AM, slambert

into WIP default and Status of Solving.

*** CASE MODIFY 10/21/2008 11:06:58 AM, slambert

into WIP default and Status of Solving.

*** NOTES 10/21/2008 3:52:43 PM, slambert, Action Type : Call from Customer

ACS verified and updated the customer's information.

Situation: Rear wheel damage

Request: The customer would like AHM to offer him some type of settlement and re-inspect the vehicle for manufacturing defect.

Probing Questions:

The customer was unable to provide ACS with the vin #. He stated on 10/14/08 he was driving down the road and the rear wheels broke loose from the frame of the vehicle causing him to lose control of the vehicle and be in an accident. He said the tires were turned opposite of each other. He said he took the vehicle to College Hills Honda and after they inspected the vehicle they advised him the frame was rusted. He said the cost of the repairs is about \$3000. He said he has been a loyal customer since 1997. He stated his wife has owned 6 Hondas and they all have been purchased from College Hills Honda. He said he was advised by the dealership to contact AHM and request assistance. He stated after the vehicle was inspected he decided to purchase another vehicle and purchased a 07' Ford Ranger that had been traded in at College Hills Honda. He said he has lost the trade-in value for the vehicle and feels like the rusted frame was a manufacturing defect. He said the dealership was very nice to him and insisted on speaking to a RCM. The vehicle is still at the dealership. He said he has a good relationship with the dealership. He said he dealt with Bob Beasley, the owner of the dealership.

Inbound Conclusion:

ACS advised the customer the RCM act as a liaison between him and the dealership and there are no guarantees as to what the RCM can do for him. The customer understood and had no further requests. ACS forwarded the case to the RCM.

Internal only- As I was noting the case my system shut down and all the notes were lost. I may be missing information.

*** CASE DISPATCH 10/21/2008 3:53:02 PM, slambert

from WIP default to Queue Honda Team H.

*** CASE YANKED 10/22/2008 6:11:14 AM, elopez01

Yanked by elopez01 into WIPbin default.

*** CASE MODIFY 10/22/2008 6:16:22 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 6:16:50 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 6:16:59 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 7:09:31 AM, elopez01

Case History

Case ID : N012008-10-2100310

Case Title : 4M-(COLLEGE HILLS HONDA)-[REDACTED] GOODWILL REQUEST-TIRE FRAME D

into WIP default and Status of Solving.
*** CASE MODIFY 10/22/2008 7:09:46 AM, elopez01
into WIP default and Status of Solving.
*** CASE MODIFY 10/22/2008 7:11:14 AM, elopez01
into WIP default and Status of Solving.
*** CASE MODIFY 10/22/2008 7:11:59 AM, elopez01
into WIP default and Status of Solving.
*** CASE MODIFY 10/22/2008 7:30:36 AM, elopez01
into WIP default and Status of Solving.
*** CASE EXTENDED WARRANTY LOOKUP 10/22/2008 7:31:06 AM, elopez01
WARRANTY CHECK 10/22/2008 07:31:06 AM elopez01
No data found for VIN.
*** CASE CLAIMS LOOKUP 10/22/2008 7:31:10 AM, elopez01
CLAIM HISTORY CHECK 10/22/2008 07:31:10 AM elopez01
No data found for VIN.
*** CASE CAMPAIGN LOOKUP 10/22/2008 7:31:20 AM, elopez01
CAMPAIGN CHECK 10/22/2008 07:31:20 AM elopez01
The following Campaign information was found
99-009; K56; 1998-99 PASSPORT PEDAL; 09/22/03; FX;
00-030; K81; 98-99 PASSPORT REAR SUSPENSION; 05/02/00; FX;
00-051; K89; 1999 PASSPORT HEAD IMPACT; 04/02
*** CASE VSC LOOKUP 10/22/2008 7:31:22 AM, elopez01
VSC-CUC CHECK 10/22/2008 07:31:21 AM elopez01
No data found for VIN.
*** CASE MODIFY 10/22/2008 7:31:26 AM, elopez01
into WIP default and Status of Solving.
*** CASE MODIFY 10/22/2008 7:59:58 AM, elopez01
into WIP default and Status of Solving.
*** CASE MODIFY 10/22/2008 8:00:05 AM, elopez01
into WIP default and Status of Solving.
*** CASE MODIFY 10/22/2008 8:05:35 AM, elopez01
into WIP default and Status of Solving.
*** CASE MODIFY 10/22/2008 8:07:16 AM, elopez01
into WIP default and Status of Solving.
*** CASE MODIFY 10/22/2008 8:07:18 AM, elopez01
into WIP default and Status of Solving.
*** CASE MODIFY 10/22/2008 8:07:35 AM, elopez01

Case History

Case ID : N012008-10-2100310

Case Title : 4M-(COLLEGE HILLS HONDA) [REDACTED] - GOODWILL REQUEST-TIRE FRAME D

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 8:07:38 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 8:09:25 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 8:09:37 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 8:10:29 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 8:10:34 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 8:12:05 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 8:31:37 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 9:04:34 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 9:04:37 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 9:05:12 AM, elopez01

into WIP default and Status of Solving.

*** NOTES 10/22/2008 9:07:48 AM, elopez01, Action Type : Call from Customer

I contacted the SM Chad Thomas at College Park Honda #207843 & we discussed this case & the customers rust issue. SM says that the under body frame is completely rusted out & needs replacement & or repaired at a body shop. I advised SM that the vehicle is too old & is not covered under warranty. I advised him that the frame is not covered under the rust warranty. I advised him that I will contact the customer. I thanked him for the information.

*** CASE MODIFY 10/22/2008 9:07:52 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 9:08:08 AM, elopez01

into WIP default and Status of Solving.

*** NOTES 10/22/2008 9:12:03 AM, elopez01, Action Type : Field/DSM

I contacted the DPSM & discussed the case with him. DPSM is aware of this vehicle & advised me that there is no warranty for rust on the frame. I advised him that I pulled up the warranty booklet information on page 33 that states surface rust on the under body or any part of the vehicle except body panels are not covered. DPSM said he will be at the dealer tomorrow & will inspect the rust on the frame but assistance is still denied. DPSM also said that the vehicle was not in an accident like the customer's claims & that the SM drove the vehicle yesterday.

*** CASE MODIFY 10/22/2008 9:13:13 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 9:13:42 AM, elopez01

Case History

Case ID : N012008-10-2100310

Case Title : 4M-(COLLEGE HILLS HONDA)-[REDACTED] GOODWILL REQUEST-TIRE FRAME D

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 9:14:36 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 9:14:42 AM, elopez01

into WIP default and Status of Solving.

*** NOTES 10/22/2008 9:15:47 AM, elopez01, Action Type : Call to Customer

I left a message for customer introducing myself & I left my contact information to call me back to discuss his case.

*** CASE MODIFY 10/22/2008 9:15:52 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 9:17:19 AM, elopez01

into WIP default and Status of Solving.

*** NOTES 10/22/2008 9:18:02 AM, elopez01, Action Type : Call to Customer

I left a message for customer at home & work introducing myself & I left my contact information to call me back.

*** SUBCASE N012008-10-2100310-1 CREATE 10/22/2008 9:21:10 AM, elopez01

Created in WIP Default with Due Date 10/22/2008 9:21:10 AM.

*** CASE MODIFY 10/22/2008 9:21:20 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 9:21:20 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 9:21:21 AM, elopez01

into WIP default and Status of Solving.

*** COMMIT 10/22/2008 9:21:32 AM, elopez01, Action Type : N/A

Made to [REDACTED] due 10/29/2008 12:00:00 AM.

f/u DPSM insp./cust

*** CASE MODIFY 10/22/2008 9:22:22 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 1:12:27 PM, elopez01

into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/22/2008 1:13:10 PM, elopez01

into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/22/2008 1:13:16 PM, elopez01

into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/22/2008 1:13:27 PM, elopez01

into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/22/2008 1:13:35 PM, elopez01

into WIP 4M-All dealers and Status of Solving.

Spool Report

Run Date : 06/30/2009

Case History

Case ID : N012008-10-2100310

Case Title : 4M-(COLLEGE HILLS HONDA)-[REDACTED]-GOODWILL REQUEST-TIRE FRAME D

*** CASE MODIFY 10/22/2008 1:13:42 PM, elopez01
into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/22/2008 1:13:50 PM, elopez01
into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/22/2008 1:13:58 PM, elopez01
into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/22/2008 1:14:18 PM, elopez01
into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/22/2008 1:14:21 PM, elopez01
into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/22/2008 1:14:25 PM, elopez01
into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/22/2008 1:14:56 PM, elopez01
into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/22/2008 1:15:00 PM, elopez01
into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/22/2008 1:18:04 PM, elopez01
into WIP 4M-All dealers and Status of Solving.

*** NOTES 10/22/2008 1:24:53 PM, elopez01, Action Type : Call to Customer

I contacted customer returning his call & I advised him that surface rust & under body & frame is not covered under his rust perforation warranty. I advised customer that it is not covered even under the factory warranty. I advised customer that assistance is going to be denied but the DPSM will be at the dealer & he informed me that he will inspect the vehicle tomorrow. I advised customer that he can contact the SM Chad Thomas & see when he will be there. I advised customer to look at his warranty manual on page 33 that addresses the rust coverage information. I advised customer that I will keep the case open until the DPSM looks at the vehicle. Customer thanked me for calling.

*** CASE MODIFY 10/22/2008 1:25:07 PM, elopez01
into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/22/2008 1:26:28 PM, elopez01
into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/22/2008 1:30:00 PM, elopez01
into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/22/2008 1:30:55 PM, elopez01
into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/23/2008 8:18:52 AM, elopez01
into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/27/2008 1:35:41 PM, elopez01
into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/27/2008 1:36:14 PM, elopez01

Case History

Case ID : N012008-10-2100310

Case Title : 4M-(COLLEGE HILLS HONDA)-[REDACTED]-GOODWILL REQUEST-TIRE FRAME D

into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/27/2008 1:36:26 PM. elopez01

into WIP 4M-All dealers and Status of Solving.

*** NOTES 10/27/2008 1:38:52 PM. elopez01. Action Type : Field/DSM

The DPSM left me a message stating that he inspected this vehicle for the rust issue on the frame & he advised me that no assistance will be offered for this vehicle. DPSM said that this is not a defect & has no body rust on the vehicle & the frame is rotted out & this is not our responsibility.

*** CASE MODIFY 10/27/2008 1:38:57 PM. elopez01

into WIP 4M-All dealers and Status of Solving.

*** NOTES 10/27/2008 1:39:56 PM. elopez01. Action Type : Call to Customer

I left a message for customer at both numbers & asked him to call me back to discuss the DPSM inspection of his vehicle. I left my contact information.

*** CASE MODIFY 10/27/2008 1:40:06 PM. elopez01

into WIP 4M-All dealers and Status of Solving.

*** CASE FULFILL 10/27/2008 1:40:11 PM. elopez01

Fulfilled for TIM MASTRINE due 10/29/2008 12:00:00 AM.

*** COMMIT 10/27/2008 1:40:14 PM. elopez01. Action Type : N/A

f/u cust/decline/close?

*** CASE MODIFY 10/27/2008 1:40:42 PM. elopez01

into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/27/2008 1:40:48 PM. elopez01

into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 10/27/2008 1:40:56 PM. elopez01

into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 11/3/2008 7:30:33 AM. elopez01

into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 11/3/2008 7:30:52 AM. elopez01

into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 11/3/2008 7:30:55 AM. elopez01

into WIP 4M-All dealers and Status of Solving.

*** CASE MODIFY 11/3/2008 7:31:54 AM. elopez01

into WIP 4M-All dealers and Status of Solving.

*** NOTES 11/3/2008 7:35:46 AM. elopez01. Action Type : Call to Customer

I contacted customer to let him know that I spoke to the DPSM regarding the inspection of his vehicle & customer was declined assistance from the DPSM. Customer understood & said he just wanted someone to see it. I thanked customer for letting us review his case. Customer said he sold the vehicle also. I advised customer that I will be closing his case at this time. Customer thanked me for calling.

*** CASE MODIFY 11/3/2008 7:35:55 AM. elopez01

into WIP 4M-All dealers and Status of Solving.

*** SUBCASE N012008-10-2100310-1 CLOSE 11/3/2008 7:37:49 AM. elopez01

Spool Report

Run Date : 06/30/2009

Case History

Case ID : N012008-10-2100310

Case Title : 4M-(COLLEGE HILLS HONDA)-[REDACTED] GOODWILL REQUEST-TIRE FRAME D

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 11/3/2008 7:37:53 AM, elopez01

Fulfilled for TIM MASTRINE due 11/03/2008 12:00:00 AM.

*** CASE MODIFY 11/3/2008 7:37:58 AM, elopez01

into WIP 4M-All dealers and Status of Solving.

*** CASE CLOSE 11/3/2008 7:38:01 AM, elopez01

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

Spool Report

Run Date : 06/30/2009

Case Details

Case ID : N032008-11-0600664 Division : Honda - Auto Condition : Closed Open Date : 11/6/2008 10:37:46 AM
 Case Originator : Jose Jimenez (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 11/20/2008 12:49:35
 Case Owner : Jonathan Ellis (Team CE) Method : Phone Queue : Days Open : 14
 Last Closed By : Jonathan Ellis (Team CE) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - RECALL INQUIRY 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 : SAINT ALBANS, VT ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 13 A
 VIN Type / No. : US VIN / 4S6CM58W8X4 ██████████
 Model / Year : PASSPORT / 1999
 Model ID / Product Line : 9B325X4BA / A
 Miles / Hours : 143,000
 In Service Date : 09/16/1999
 Months In Use : 110
 Engine Number : 6VD1 771637
 Originating Dealer No. / Name : 206958 / GRAPPONE HONDA
 Selling Dealer No. / Name : 206958 / GRAPPONE HONDA
 Trim : 4WD LXW
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-11-0600664-1 / ██████████	CAMP AI Subcase Close	Campaign	Eligibility	417	RearDamper/Strut

Issue Details

Issue ID : N032008-11-0600664-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jose Jimenez	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/6/2008 10:42:24 AM
Issue Owner : Jose Jimenez	Type 2 : Eligibility	Queue :	Close Date : 11/6/2008 10:44:43 AM
Issue Title : XXXXXXXXXX - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 417 / RearDamper/Strut
 Condition Code Desc : Other 417X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 02 - Suspension System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 06/30/2009

Case History

Case ID : N032008-11-0600664

Case Title : [REDACTED] - RECALL INQUIRY

*** CASE CREATE 11/6/2008 10:37:46 AM, jjimenez

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

*** SUBCASE N032008-11-0600664-1 CREATE 11/6/2008 10:42:24 AM, jjimenez

Created in WIP Default with Due Date 11/6/2008 10:42:24 AM.

*** NOTES 11/6/2008 10:44:31 AM, jjimenez, Action Type : Call from Customer

The customer's information was updated. [REDACTED]

The customer was calling because where the link bar connects to the frame rusted out and he wanted to know if there was a recall on his vehicle. He stated that he had read about the rear suspension recall online (00-030).

I apologized to the customer that he is having this issue. He was informed that all recalls are vin specific and he was advised to call back with the vin number.

He was informed that recalls are only performed once. He was provided with the case number. He stated that he would call back with the vin . He had no further questions at this time and he was thanked for calling American Honda.

*** CASE MODIFY 11/6/2008 10:44:32 AM, jjimenez

into WIP default and Status of Solving.

*** SUBCASE N032008-11-0600664-1 CLOSE 11/6/2008 10:44:43 AM, jjimenez

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/6/2008 10:44:43 AM, jjimenez

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

*** CASE REOPEN 11/20/2008 12:25:03 PM, rlopez

with Condition of Open and Status of Solving.

*** CASE MODIFY 11/20/2008 12:25:11 PM, rlopez

into WIP in box and Status of Solving.

*** CASE MODIFY 11/20/2008 12:25:16 PM, rlopez

into WIP in box and Status of Solving.

*** CASE MODIFY 11/20/2008 12:25:20 PM, rlopez

into WIP in box and Status of Solving.

*** CASE EXPENDED WARRANTY LOOKUP 11/20/2008 12:26:01 PM, rlopez

WARRANTY CHECK 11/20/2008 12:26:01 PM rlopez

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/20/2008 12:26:03 PM, rlopez

CLAIM HISTORY CHECK 11/20/2008 12:26:03 PM rlopez

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/20/2008 12:28:15 PM, rlopez

CAMPAIGN CHECK 11/20/2008 12:28:15 PM rlopez

The following Campaign information was found

00-030; K81; 98-99 PASSPORT REAR SUSPENSION; 05/13/00; FX;

00-051; K89; 1999 PASSPORT HEAD IMPACT; 01/24/02; FX;

03-021; L86; 98-99 PASSPORT ABS RECALL; ; ;

Case History

Case ID : N032008-11-0600664

Case Title : [REDACTED] RECALL INQUIRY

*** CASE CLAIMS LOOKUP 11/20/2008 12:28:16 PM, rlopez
CLAIM HISTORY CHECK 11/20/2008 12:28:16 PM rlopez
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 11/20/2008 12:28:18 PM, rlopez
WARRANTY CHECK 11/20/2008 12:28:18 PM rlopez
No data found for VIN.

*** CASE MODIFY 11/20/2008 12:28:21 PM, rlopez
into WIP in box and Status of Solving.

*** NOTES 11/20/2008 12:36:27 PM, rlopez. Action Type : Call from Customer

Updated ownership [REDACTED]

The customer stated he would like to know if the rear suspension recall has been completed which I stated yes and advised as follows:

00-030; K81; 98-99 PASSPORT REAR SUSPENSION; 05/13/00; FX; Excessive paint thickness on certain rear suspension components may cause the lower link bolts and nuts to loosen and make noise. Over time, the nut and bolt could fall out, allowing the lower link to separate from the axle. Additionally, the rear stabilizer shackles, lateral link, and rear damper mounting nuts and bolts could loosen, causing abnormal noise.

00-051; K89; 1999 PASSPORT HEAD IMPACT; 01/24/02; FX;

03-021; L86; 98-99 PASSPORT ABS RECALL; ; ; needs to be completed - I did not see an expiration date applicable in the SB.

I also advised recalls are a one time fix not an on going fix. I advised the months are voided if the mileage has been reached. I advised the standard manufacture warranty is for 3/36 which ever occurs first and his vehicle is outside warranty parameters at this point. The customer stated he is having a problem with the vehicle rusting in the UNDER parts of the vehicle and would like to know if that is covered. I advised per page 33 of the warranty boolet it states the following: Rust Perforation Limited Warranty - This Warranty Does Not Cover: Surface rust on the underbody or any other part of the vehicle except body panels. I asked customer if I could be of further assistance, customer declined further assistance. No further assistance required. I thanked the customer for calling AHM and ended the call

*** CASE MODIFY 11/20/2008 12:36:29 PM, rlopez
into WIP in box and Status of Solving.

*** CASE YANKED 11/20/2008 12:43:01 PM, jellis
Yanked by jellis into WIPbin Default.

*** CASE EXTENDED WARRANTY LOOKUP 11/20/2008 12:43:20 PM, jellis
WARRANTY CHECK 11/20/2008 12:43:20 PM jellis
No data found for VIN.

*** CASE CLAIMS LOOKUP 11/20/2008 12:43:24 PM, jellis
CLAIM HISTORY CHECK 11/20/2008 12:43:24 PM jellis
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/20/2008 12:43:30 PM, jellis
CAMPAIGN CHECK 11/20/2008 12:43:30 PM jellis

The following Campaign information was found

00-030; K81; 98-99 PASSPORT REAR SUSPENSION; 05/13/00; FX;

00-051; K89; 1999 PASSPORT HEAD IMPACT; 01/24/02; FX;

03-021; L86; 98-99 PASSPORT ABS RECALL; ; ;

Case History

Case ID : N032008-11-0600664

Case Title : ██████████ - RECALL INQUIRY

*** CASE VSC LOOKUP 11/20/2008 12:43:32 PM, jellis

VSC CHECK 11/20/2008 12:43:32 PM jellis

The following VSC information was found

JAY;COUTURE;V001094992;H70;HONDA CERTIFIED 7/100 VSC UPSSELL;CANCELLED;2003-02-17;2001-08-13;2006-09-15;100000;
39521;207961;0.00

*** CASE CUC LOOKUP 11/20/2008 12:43:32 PM, jellis

CUC CHECK 11/20/2008 12:43:32 PM jellis

The following CUC information was found

JAY;COUTURE;EXPIRED;100000;39425;51425;2001-08-13;2006-09-16;1999-09-16;2001-08-13;2001-08-13;207961;2002-01-2
4;49866;2001-08-31;2001-08-14

*** CASE CAMPAIGN LOOKUP 11/20/2008 12:43:49 PM, jellis

CAMPAIGN CHECK 11/20/2008 12:43:49 PM jellis

The following Campaign information was found

00-030; K81; 98-99 PASSPORT REAR SUSPENSION; 05/13/00; FX;
00-051; K89; 1999 PASSPORT HEAD IMPACT; 01/24/02; FX;
03-021; L86; 98-99 PASSPORT ABS RECALL; ;

*** CASE VSC LOOKUP 11/20/2008 12:43:52 PM, jellis

VSC CHECK 11/20/2008 12:43:52 PM jellis

The following VSC information was found

JAY;COUTURE;V001094992;H70;HONDA CERTIFIED 7/100 VSC UPSSELL;CANCELLED;2003-02-17;2001-08-13;2006-09-15;100000;
39521;207961;0.00

*** CASE CUC LOOKUP 11/20/2008 12:43:52 PM, jellis

CUC CHECK 11/20/2008 12:43:52 PM jellis

The following CUC information was found

JAY;COUTURE;EXPIRED;100000;39425;51425;2001-08-13;2006-09-16;1999-09-16;2001-08-13;2001-08-13;207961;2002-01-2
4;49866;2001-08-31;2001-08-14

*** NOTES 11/20/2008 12:49:18 PM, jellis. Action Type : Call from Customer

The cusotmer is calling to have a complaint logged against his vehicle's right rear frame linkage because the part of the frame has rusted and separated from the vehicle and has been like that for a year and a half. The customer said that he hasn't ever had the problem inspected and that a new vehicle was purchased to replace the damaged vehicle. The customer said that he isn't looking for assistance at this time and he just wanted to have a complaint documented at this time. The call ended.

I verified the customer's information. 8023382003

*** CASE CLOSE 11/20/2008 12:49:35 PM, jellis

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

Spool Report

Run Date : 06/30/2009

Case Details

Case ID : N012008-09-1502341 Division : Honda - Auto Condition : Closed Open Date : 9/15/2008 1:58:13 PM
 Case Originator : LeRoy Lee (Team CF) Sub Division : Customer Relations Status : Closed Close Date : 9/15/2008 2:12:06 PM
 Case Owner : LeRoy Lee (Team CF) Method : Phone Queue : Days Open : 0
 Last Closed By : LeRoy Lee (Team CF) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] RUST COMPLAINT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] RR4
 VIN Type / No. : US VIN / 4S6DM58W4Y4 [REDACTED]
 Model / Year : PASSPORT / 2000
 Model ID / Product Line : 9B325Y4BA / A
 Miles / Hours : 85,000
 In Service Date : 06/10/2000
 Months In Use : 99
 Engine Number : 6VD1 866035
 Originating Dealer No. / Name : 206904 / MOTORWORLD HONDA
 Selling Dealer No. / Name : 206904 / MOTORWORLD HONDA
 Trim : 4WD LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206904 / MOTORWORLD HONDA
 Phone No. : 570-829-3500
 Address : 150 MOTORWORLD DRIVE
 City / State / Zip : WILKES BARRE, PA 18703
 Svc District / Sls District : 05L / D05
 Warranty Labor Rate / Date : \$80.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-09-1502341-1 / [REDACTED]	PROD Subcase Close	Product	Fit/Finish/Quality	417	RearDamper/Strut

Issue Details

Issue ID : N012008-09-1502341-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : LeRoy Lee	Type 1 : Product	Status : Subcase Close	Open Date : 9/15/2008 2:11:35 PM
Issue Owner : LeRoy Lee	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 9/15/2008 2:12:06 PM
Issue Title : XXXXXXXXXX - PRODUCT - FIT/FINISH/QUALITY			

Coding Info :

Labor Code / Desc : 417 / RearDamper/Strut
 Condition Code Desc : Worn/Leaking 4172
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information, Documented Concern
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-09-1502341

Case Title : [REDACTED] RUST COMPLAINT

*** CASE CREATE 9/15/2008 1:58:13 PM, llee

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

*** NOTES 9/15/2008 1:58:13 PM, llee, Action Type :

The customer's information was verified 5703886658.

*** CASE VSC LOOKUP 9/15/2008 2:01:28 PM, llee

VSC-CUC CHECK 09/15/2008 02:01:28 PM llee

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/15/2008 2:01:32 PM, llee

CLAIM HISTORY CHECK 09/15/2008 02:01:32 PM llee

No data found for VIN.

*** NOTES 9/15/2008 2:04:17 PM, llee, Action Type : Call from Customer

The customer is calling in regards to the vehicle having rusted out on the rear of the vehicle on the frame. The customer stated that with the vehicle only being 8 years old he doesn't understand why the vehicle has rusted. The customer stated that the weld near the rear door separated from the rest of the frame. The customer stated that he spoke to John in the body department from MOTORWORLD HONDA.

I informed the customer that the rust perforation provided for 5 years. I informed the customer that with the vehicle being out of warranty that any repairs to the vehicle would be his responsibility. The customer stated he had read the warranty and was just calling to see if there was anything that could be done and thanked me for my help.

I asked if there was anything else that I could assist with and no further assistance was needed.

*** CASE MODIFY 9/15/2008 2:05:32 PM, llee

into WIP default and Status of Solving.

*** SUBCASE N012008-09-1502341-1 CREATE 9/15/2008 2:11:35 PM, llee

Created in WIP Default with Due Date 9/15/2008 2:11:35 PM.

*** SUBCASE N012008-09-1502341-1 CLOSE 9/15/2008 2:12:06 PM, llee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/15/2008 2:12:06 PM, llee

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

Case Details

Case ID : N032008-10-1500713 Division : Honda - Auto Condition : Closed Open Date : 10/15/2008 11:27:43
 Case Originator : Arlene Garcia (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 10/15/2008 11:32:01
 Case Owner : Arlene Garcia (Team CD) Method : Phone Queue : Days Open : 0
 Last Closed By : Arlene Garcia (Team CD) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - RUSTED CHASSIS 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. : () -
 Address : UNKNOWN
 City / State / Zip : TORRANCE, CA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 25 C
 VIN Type / No. : US VIN / 4S6DM58WXY4 [REDACTED]
 Model / Year : PASSPORT / 2000
 Model ID / Product Line : 9B326Y4EA / A
 Miles / Hours : 55,000
 In Service Date : 08/07/2000
 Months In Use : 98
 Engine Number : 6VD1 909494
 Originating Dealer No. / Name : 208028 / AUTOFAIR HONDA
 Selling Dealer No. / Name : 208028 / AUTOFAIR HONDA
 Trim : 4WDEX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-10-1500713-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	417	Rear Damper/Strut

Issue Details

Issue ID : N032008-10-1500713-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Arlene Garcia	Type 1 : Product	Status : Subcase Close	Open Date : 10/15/2008 11:30:49
Issue Owner : Arlene Garcia	Type 2 : Operation	Queue :	Close Date : 10/15/2008 11:31:16
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 417 / RearDamper/Strut
 Condition Code Desc : Other 417X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Documented Concern, Provided Information
 Component Category : 02 - Suspension System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032008-10-1500713

Case Title : [REDACTED] - RUSTED CHASSIS

*** NOTES 10/15/2008 11:27:43 AM, agarcia2, Action Type :

Added the customer's name and declined to provide any contact information. The customer was upset and stated he just wants answers.

The customer stated he purchased the vehicle from an independent dealership less than a month ago. The customer stated the dealership purchases the vehicle from an auction and then sells them to customers. The customer stated the chassis is rusted and will cost \$3,500 to repair. The customer stated he was advised at a Honda dealership (did not state which one) Isuzu manufactures the vehicles. The customer was very upset stated he just purchased the vehicle and wants to know if this is a known issue.

I advised the customer there are no campaigns affecting the vehicle at this time for the rust issue. I advised the customer per the warranty booklet the rust perforation limited warranty is for 5 years with no mileage limitation. I advised the customer at this point he is responsible for any repairs. I advised the customer the vehicle is 8 years old and it is unknown how the vehicle was cared for by the previous owner.

I advised the customer since he purchased the vehicle less than a month ago he may want to contact the independent dealership he purchased the vehicle from. The customer stated he has contacted the dealership and they have offered to take the vehicle back but feels he has already spent so much money. The customer stated he will work with the independent dealership in this matter. No further assistance was needed and call ended.

*** CASE CREATE 10/15/2008 11:27:43 AM, agarcia2

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

*** CASE MODIFY 10/15/2008 11:27:47 AM, agarcia2

into WIP default and Status of Solving.

*** SUBCASE N032008-10-1500713-1 CREATE 10/15/2008 11:30:49 AM, agarcia2

Created in WIP Default with Due Date 10/15/2008 11:30:49 AM.

*** SUBCASE N032008-10-1500713-1 CLOSE 10/15/2008 11:31:16 AM, agarcia2

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/15/2008 11:31:16 AM, agarcia2

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

*** CASE REOPEN 10/15/2008 11:31:51 AM, agarcia2

with Condition of Open and Status of Solving.

*** CASE CLOSE 10/15/2008 11:32:01 AM, agarcia2

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

Spool Report

Run Date : 06/30/2009

Case Details

Case ID : N012008-05-0700446 Division : Honda - Auto Condition : Closed Open Date : 5/7/2008 9:10:18 AM
 Case Originator : NaKya Jai (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/20/2008 11:04:52 AM
 Case Owner : Kris Schroeder (Team HE) Method : Phone Queue : Days Open : 13
 Last Closed By : Kris Schroeder (Team HE) Point of Origin : Customer Wipbin :
 Case Title : 09H-20775[REDACTED] - RUST UNDERNEATH THE VEHICLE 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 : PELHAM, MA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 22 C
 VIN Type / No. : US VIN / 4S6DM58W514 [REDACTED]
 Model / Year : PASSPORT / 2001
 Model ID / Product Line : 9B32714LA / A
 Miles / Hours : 118,000
 In Service Date : 12/08/2000
 Months In Use : 89
 Engine Number : 6VD1 949205
 Originating Dealer No. / Name : 207753 / HERB CHAMBERS HONDA OF BURLI
 Selling Dealer No. / Name : 207753 / HERB CHAMBERS HONDA OF BURLI
 Trim : 4WDEXL
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207753 / HERB CHAMBERS HONDA OF
 Phone No. : 781-273-5000
 Address : 33 CAMBRIDGE STREET
 City / State / Zip : BURLINGTON, MA 01803
 Svc District / Sls District : 09H / C09
 Warranty Labor Rate / Date : \$115.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-05-0700446-1 / [REDACTED]	Subcase Close	Product	Operation	418	Rear Shocks
N012008-05-0700446-2 / [REDACTED]	Subcase Close	Product	Fit/Finish/Quality	910	Upper body

Spool Report

Run Date : 06/30/2009

Issue Details

Issue ID : N012008-05-0700446-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 5/7/2008 9:40:13 AM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 5/7/2008 9:40:22 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc :418 / Rear Shocks
 Condition Code Desc : Suspension Rust 4183
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012008-05-0700446-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kris Schroeder	Type 1 : Product	Status : Subcase Close	Open Date : 5/20/2008 6:07:58 AM
Issue Owner : Kris Schroeder	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 5/20/2008 11:04:51 AM
Issue Title : ██████████ - PRODUCT - FIT/FINISH/QUALITY			

Coding Info :

Labor Code / Desc :910 / Upper body
 Condition Code Desc : Rust Structural 9107
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information, Referred to Dealer
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-05-0700446

Case Title : 09H-207753- [REDACTED] - RUST UNDERNEATH THE VEHICLE

*** CASE CREATE 5/7/2008 9:10:18 AM, jnakya

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

*** CASE MODIFY 5/7/2008 9:23:16 AM, jnakya

into WIP default and Status of Solving.

*** NOTES 5/7/2008 9:39:04 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

Caller:

The customer name is [REDACTED]

Situation:

The customer called regarding RUST underneath the vehicle

Fact finding:

The customer stated that the vehicle had rust on the suspension frame and the vehicle isn't drivable. The customer stated that he purchased this vehicle brand new from the dealership Herb Chambers Honda of BURLINGTON back in December 2000.

Request:

The customer stated that he needs some help from American Honda in fixing the problem.

Facts:

I apologized to the customer for the inconvenience.

I informed the customer that very little research could be done without the VIN number. I informed the customer to go to the dealership and have the vehicle diagnosis. I informed the customer once the vehicle has been diagnosis to call American Honda back for further review if needed.

I informed the customer that after researching the data base in Interactive Network for suspension rust no result were found.

Resolution:

I provided the case number to the customer for reference.

I informed the customer that there concerns are documented.

I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** SUBCASE N012008-05-0700446-1 CREATE 5/7/2008 9:40:13 AM, jnakya

Created in WIP Default with Due Date 5/7/2008 9:40:13 AM.

*** SUBCASE N012008-05-0700446-1 CLOSE 5/7/2008 9:40:22 AM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/7/2008 9:40:48 AM, jnakya

into WIP default and Status of Solving.

*** NOTES 5/7/2008 10:02:10 AM, nlawrene, Action Type : Call from Customer

The customer called in to provide VIN 4s6dm58w514400967 The vehicle is on its way to herb Chamber Honda in Burlington Mas. No further assistance.

*** CASE CLOSE 5/7/2008 5:20:31 PM, jnakya

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

*** CASE REOPEN 5/19/2008 6:19:07 AM, jjimenez

with Condition of Open and Status of Solving.

*** CASE MODIFY 5/19/2008 6:19:17 AM, jjimenez

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/19/2008 6:19:24 AM, jjimenez

Case History

Case ID : N012008-05-0700446

Case Title : 09H-207753 [REDACTED] - RUST UNDERNEATH THE VEHICLE

WARRANTY CHECK 05/19/2008 06:19:24 AM jjimenez
No data found for VIN.

*** CASE CLAIMS LOOKUP 5/19/2008 6:19:26 AM jjimenez
CLAIM HISTORY CHECK 05/19/2008 06:19:26 AM jjimenez
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/19/2008 6:19:31 AM jjimenez
CAMPAIGN CHECK 05/19/2008 06:19:31 AM jjimenez
The following Campaign information was found
00-077; L05; 2001 PASSPORT FUEL HOSE; ; IX;

*** CASE VSC LOOKUP 5/19/2008 6:19:32 AM jjimenez
VSC-CUC CHECK 05/19/2008 06:19:32 AM jjimenez
No data found for VIN.

*** CASE MODIFY 5/19/2008 6:19:41 AM jjimenez
into WIP default and Status of Solving.

*** CASE MODIFY 5/19/2008 6:31:41 AM jjimenez
into WIP default and Status of Solving.

*** CASE MODIFY 5/19/2008 6:31:51 AM jjimenez
into WIP default and Status of Solving.

*** NOTES 5/19/2008 6:35:04 AM jjimenez. Action Type : Call from Customer
The customers information was verified. 6033056466

The customer was calling because his frame has rusted out. The customer stated that he took the vehicle to the dealer sometime last week and he was informed that Honda would give him 2000 dollars. Customer was not satisfied with only getting 2000 dollars for a vehicle he paid 21,000 dollars for. Customer stated that the dealer informed him the vehicle is not repairable. Customer could not understand why Honda was not doing something more for him. I apologized to the customer that he is having this issue. Customer feels American Honda should give him Kelley blue book value for the vehicle. Customer was being very persistent and stated that he did not want to take other alternatives and he wanted to give Honda the chance to make things right. The vehicle is not drivable and is currently down at the dealer. Customer currently owns a Pilot and has owned 2 other Hondas.

Customer was informed that his case would be re-opened. Customer was informed that every case is reviewed on a case by case basis and that there is no guarantee as to what the result would be. Customer was provided with the case number and was informed he would get a call back. Customer understood and was thanked for calling American Honda.

The customer is seeking further assistance with the money he is going to receive from Honda.
Case is being dispatched to Honda Team H.

*** CASE MODIFY 5/19/2008 6:35:09 AM jjimenez
into WIP default and Status of Solving.

*** CASE ASSIGN 5/19/2008 6:35:15 AM jjimenez
N012008-05-0700446 to echao, WIP j

*** CASE RULE ACTION 5/19/2008 6:35:16 AM sa

Case History

Case ID : N012008-05-0700446

Case Title : 09H-207753- [REDACTED] RUST UNDERNEATH THE VEHICLE

Action Task Assignee of rule Assign Notification fired

*** NOTES 5/19/2008 8:36:44 AM, echao, Action Type : Note-General

The case has been reviewed. In the interest of customer satisfaction the case will be forwarded to Team II for further review.

*** CASE DISPATCH 5/19/2008 8:36:54 AM, echao

from WIP default to Queue Honda Team H.

*** CASE ACCEPT 5/20/2008 6:02:46 AM, kschroed

from Queue Honda Team II to WIP default.

*** CASE MODIFY 5/20/2008 6:07:20 AM, kschroed

into WIP default and Status of Solving.

*** SUBCASE N012008-05-0700446-2 CREATE 5/20/2008 6:07:58 AM, kschroed

Created in WIP Default with Due Date 5/20/2008 6:07:58 AM.

*** CASE MODIFY 5/20/2008 6:07:59 AM, kschroed

into WIP default and Status of Solving.

*** CASE MODIFY 5/20/2008 6:54:32 AM, kschroed

into WIP default and Status of Solving.

*** NOTES 5/20/2008 7:17:30 AM, kschroed, Action Type : Call to Dealer

Spoke with the general manager of the dealer who stated that the customer was his brother. he stated that the vehicle had an 18 inch hole in the front and rear frame of the vehicle. He stated that the front piece of frame had fallen off, and the rear was attached but was about to fall off. He stated that he had spoke with the DPSM and he was willing to offer \$2000 toward the trade in of the vehicle. He stated that the vehicle was in very good shape except for the from. He stated that total between AHM and the dealer, the customer was offered \$3200 for his vehicle. He stated that the customer was looking for somewhere closer to \$4500-5000 for his vehicle. i advised that i would speak with the customer and let him know. i thanked him and ended call.

*** NOTES 5/20/2008 7:31:48 AM, kschroed, Action Type : Call to Customer

Spoke with the customer who stated that he was trying to get \$5000 for his vehicle. he stated that he was trying to get Kelly blue book value for his vehicle. He stated that the vehicle was perfect except for the frame. he stated that he would purchase another Honda vehicle if they can reach some type of terms, but wanted more assistance. i advised that AHM does not get involved of the sales side of the issue. I advised that i would look into the issue and see who had offered the assistance and let them know what you were looking for. Customer agreed. i advised that i would give him call back later today.

Verified customers information.

*** NOTES 5/20/2008 7:35:00 AM, kschroed, Action Type : Field/DISM

Spoke with the DPSM who stated that he had offered the dealer assistance for the customer as a goodwill gesture. He stated that there was not going to be any more assistance with the trade in value of the vehicle. he stated that the customer has a choice of taking it or leaving it, and if the customer is not happy, he can speak with the dealer and see if they will offer more. He stated that the customer should also be notified that it is only good for purchasing a new Honda vehicle. I agreed, i thanked him and ended call.

*** CASE MODIFY 5/20/2008 7:35:17 AM, kschroed

into WIP default and Status of Solving.

*** CASE MODIFY 5/20/2008 7:35:22 AM, kschroed

into WIP default and Status of Solving.

*** NOTES 5/20/2008 8:14:21 AM, kschroed, Action Type : Call to Customer

Case History

Case ID : N012008-05-0700446

Case Title : 09H-207753- [REDACTED] - RUST UNDERNEATH THE VEHICLE

Left message for customer to give me a call back regarding issue on both phone numbers.

*** COMMIT 5/20/2008 8:14:29 AM, kschroed, Action Type : N/A

call cusotmer 1

*** CASE MODIFY 5/20/2008 8:14:39 AM, kschroed

into WIP default and Status of Solving.

*** NOTES 5/20/2008 11:04:35 AM, kschroed, Action Type : Call to Customer

Spoke with the customer regarding issue. I advised that i had found that the DPSM had offered to assist with purchasing a new Honda vehicle, but there was nothing more that he was willing to do with assistance. i advised the customer to contact the general manager if he was looking for more assistance with the repair. he agreed. i advised that the case in our office was going to be closed. i thanked him and ended call.

Verified customers information.

*** CASE MODIFY 5/20/2008 11:04:49 AM, kschroed

into WIP 9H and Status of Solving.

*** SUBCASE N012008-05-0700446-2 CLOSE 5/20/2008 11:04:51 AM, kschroed

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/20/2008 11:04:52 AM, kschroed

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

Spool Report

Run Date : 06/30/2009

Case Details

Case ID : N012008-12-0300849 Division : Honda - Auto Condition : Closed Open Date : 12/3/2008 11:40:57 AM
 Case Originator : Christina Kelley (Team HI) Sub Division : Customer Relations Status : Closed Close Date : 12/3/2008 2:19:19 PM
 Case Owner : Christina Kelley (Team HI) Method : Phone Queue : Days Open : 0
 Last Closed By : Christina Kelley (Team HI) Point of Origin : Customer Wipbin :
 Case Title : 05L [REDACTED] ROTTEN STRUCTURE 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 : SAYLORSBURG, PA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 4S6DM58W714 [REDACTED]
 Model / Year : PASSPORT / 2001
 Model ID / Product Line : 9B32714LA / A
 Miles / Hours : 50,000
 In Service Date : 12/29/2000
 Months In Use : 96
 Engine Number : 6VD1 985669
 Originating Dealer No. / Name : 207339 / PHILLIPSBURG-EASTON HONDA
 Selling Dealer No. / Name : 207339 / PHILLIPSBURG-EASTON HONDA
 Trim : 4WD EXL
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : BF
 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
N012008-12-0300849-1 / [REDACTED]	Subcase Close	Product	Fit/Finish/Quality	417	Rear Damper/Strut

Issue Details

Issue ID : N012008-12-0300849-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Christina Kelley	Type 1 : Product	Status : Subcase Close	Open Date : 12/3/2008 1:23:34 PM
Issue Owner : Christina Kelley	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 12/3/2008 2:19:14 PM
Issue Title : XXXXXXXXXX PRODUCT - FIT/FINISH/QUALITY			

Coding Info :

Labor Code / Desc : 417 / RearDamper/Strut
 Condition Code Desc : Other 417X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Updated Information
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-12-0300849

Case Title : 05L - [REDACTED] ROTTEN STRUCTURE

*** CASE CREATE 12/3/2008 11:40:57 AM, ekelley

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

*** NOTES 12/3/2008 12:09:02 PM, ekelley, Action Type : Call from Customer

Updated customer's contact information

Situation: Customer's vehicle frame is rotted.

Request: Customer wants AHM to give him some type of restitution.

Probing Questions: Customer took vehicle to Ray Price Honda to have an oil change and inspection. Service Advisor Scott Hoehler showed the customer that he had rotted frame rails. SA told the customer that he could not inspect the vehicle and that this is a common problem with Passports. SA told the customer the dealership does not do this type of repair work. Customer took his vehicle to an independent body shop named True To Form and was given an estimate of \$5300. Customer was also told by the body shop that the parts to repair this vehicle are not available. Customer is thinking about trading his vehicle in for a CR-V. Customer feels that Honda's should last for years and this is not a problem that should be occurring.

Inbound conclusions: ACS advised the customer that his vehicle is outside of the warranty parameters and AHM does not know what conditions the vehicle has been exposed to cause this condition. Customer understood and no further assistance is needed.

*** CASE EXTENDED WARRANTY LOOKUP 12/3/2008 12:09:56 PM, ekelley

WARRANTY CHECK 12/03/2008 12:09:55 PM ekelley

No data found for VIN.

*** NOTES 12/3/2008 12:10:28 PM, ekelley, Action Type : Call from Customer

Updated customer's contact information

Situation: Customer's vehicle frame is rotted.

Request: Customer wants AHM to give him some type of restitution.

Probing Questions: Customer took vehicle to Ray Price Honda to have an oil change and inspection. Service Advisor Scott Hoehler showed the customer that he had rotted frame rails. SA told the customer that he could not inspect the vehicle and that this is a common problem with Passports. SA told the customer the dealership does not do this type of repair work. Customer took his vehicle to an independent body shop named True To Form and was given an estimate of \$5300. Customer was also told by the body shop that the parts to repair this vehicle are not available. Customer is thinking about trading his vehicle in for a CR-V. Customer feels that Honda's should last for years and this is not a problem that should be occurring.

Inbound conclusions: ACS advised the customer that his vehicle is outside of the warranty parameters and AHM does not know what conditions the vehicle has been exposed to cause this condition. Customer understood and no further assistance is needed.

*** CASE CAMPAIGN LOOKUP 12/3/2008 12:10:42 PM, ekelley

CAMPAIGN CHECK 12/03/2008 12:10:42 PM ekelley

No data found for VIN

*** CASE VSC LOOKUP 12/3/2008 12:10:46 PM, ekelley

VSC-CUC CHECK 12/03/2008 12:10:46 PM ekelley

No data found for VIN.

Case History

Case ID : N012008-12-0300849

Case Title : 05L - [REDACTED] - ROTTEN STRUCTURE

*** CASE CLAIMS LOOKUP 12/3/2008 12:10:50 PM ekelley

CLAIM HISTORY CHECK 12/03/2008 12:10:50 PM ekelley

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 12/3/2008 12:10:54 PM ekelley

WARRANTY CHECK 12/03/2008 12:10:54 PM ekelley

No data found for VIN.

*** CASE MODIFY 12/3/2008 12:14:03 PM ekelley

into WIP default and Status of Solving.

*** SUBCASE N012008-12-0300849-1 CREATE 12/3/2008 1:23:34 PM ekelley

Created in WIP Default with Due Date 12/3/2008 1:23:34 PM.

*** SUBCASE N012008-12-0300849-1 CLOSE 12/3/2008 2:19:14 PM ekelley

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/3/2008 2:19:19 PM ekelley

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

Case Details

Case ID : N012009-04-0101105 Division : Honda - Auto Condition : Closed Open Date : 4/1/2009 1:43:13 PM
 Case Originator : Jun Hong (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/20/2009 9:16:46 AM
 Case Owner : Riano Sugito (Team HB) Method : Phone Queue : Days Open : 49
 Last Closed By : Riano Sugito (Team HB) Point of Origin : Customer Wipbin :
 Case Title : 05F [REDACTED] (CURTISS)REAR AXLE RUST/GW REQ No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 121
 VIN Type / No. : US VIN / 4S6DM58W414 [REDACTED]
 Model / Year : PASSPORT / 2001
 Model ID / Product Line : 9B32714LA / A
 Miles / Hours : 114,124
 In Service Date : 02/21/2001
 Months In Use : 98
 Engine Number : 6VD1 000888
 Originating Dealer No. / Name : 206675 / BALISE HONDA
 Selling Dealer No. / Name : 206675 / BALISE HONDA
 Trim : 4WD EXL
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206792 / CURTISS RYAN HONDA
 Phone No. : 203-929-1484
 Address : 333 BRIDGEPORT AVENUE
 City / State / Zip : SHELTON, CT 06484
 Svc District / Sls District : 05F / F05
 Warranty Labor Rate / Date : \$92.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-04-0101105-1 / [REDACTED]	PR Subcase Close	Product	Operation	419	Rear axle bearin
N012009-04-0101105-2 / [REDACTED]	PR Subcase Close	Product	Operation	419	Rear axle bearin

Spool Report

Run Date : 06/30/2009

Issue Details

Issue ID : N012009-04-0101105-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jun Hong	Type 1 : Product	Status : Subcase Close	Open Date : 4/1/2009 2:06:50 PM
Issue Owner : Jun Hong	Type 2 : Operation	Queue :	Close Date : 4/1/2009 2:07:03 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 419 / Rear axle bearin
 Condition Code Desc Any 4190
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Documented Concern, Assist Denied
 Component Category : 02 - Suspension System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-04-0101105-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Walter Menjivar	Type 1 : Product	Status : Subcase Close	Open Date : 4/17/2009 1:40:31 PM
Issue Owner : Walter Menjivar	Type 2 : Operation	Queue :	Close Date : 4/20/2009 10:27:33 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 419 / Rear axle bearin
 Condition Code Desc Any 4190
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist Denied, Documented Concern, No Contact
 Component Category : 02 - Suspension System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-04-0101105

Case Title : 05F - [REDACTED] (CURTISS)REAR AXLE RUST/GW REQ

*** CASE CREATE 4/1/2009 1:43:13 PM, jhong
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 4/1/2009 1:47:00 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 1:49:31 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 1:51:43 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 1:52:17 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 1:52:28 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 1:52:37 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 1:52:45 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 1:56:06 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 1:56:22 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 1:57:33 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 1:58:38 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 1:58:41 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 1:59:05 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 1:59:07 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 1:59:10 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 2:00:40 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 2:01:06 PM, jhong
into WIP default and Status of Solving.

Case History

Case ID : N012009-04-0101105

Case Title : 05F - [REDACTED] (CURTISS)REAR AXLE RUST/GW REQ

*** CASE MODIFY 4/1/2009 2:01:33 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 2:01:41 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 2:06:27 PM, jhong
into WIP default and Status of Solving.

*** SUBCASE N012009-04-0101105-1 CREATE 4/1/2009 2:06:50 PM, jhong
Created in WIP Default with Due Date 4/1/2009 2:06:50 PM.

*** SUBCASE N012009-04-0101105-1 CLOSE 4/1/2009 2:07:03 PM, jhong
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/1/2009 2:07:05 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 2:09:34 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 2:09:41 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 2:09:42 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 2:09:52 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 2:10:12 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 2:10:15 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 2:10:19 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 2:16:34 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 2:17:34 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 2:17:41 PM, jhong
into WIP default and Status of Solving.

*** NOTES 4/1/2009 2:35:49 PM, jhong, Action Type : Call from Customer
Updated customer information
Ms. [REDACTED] called ACS.

Situation:

Case History

Case ID : N012009-04-0101105

Case Title : 05F - [REDACTED] - (CURTISS)REAR AXLE RUST/GW REQ

Customer said the rear axel pulled away frame.

Request:

Customer wants AHM to fix the rear axel. Dealership told the customer they will have to send the vehicle to the body shop and she might have to pay \$7,500.00 to \$8,000.00.

Probing questions: Customer went to CURTISS RYAN HONDA yesterday for the diagnosis. Customer is working with John the SA. Customer said she purchased the vehicle as a CUC. She said she is the 2nd owner and purchased back in 2004 with 41,000 miles. Customer said her mother was driving and the rear axel came apart while driving. Customer said the rear axel pulled away from the frame. Customer said she went the IRF, and they told her she should call Honda. Customer said she had the vehicle towed to CURTISS RYAN HONDA. IRF told her that the rear axel could have completely fallen off and could have caused a major accident. Customer said she does not tow anything and does not go off-road. Customer was told by a Honda dealership the passports are junk and it is a nightmare and that is why AHM stop producing the vehicle. Customer would not say which dealership. She also said she feels like the Honda dealerships does not want to work on her vehicle.

ACS conclusion: I apologized for the issue and advised the customer I have documented the issue. I advised the customer ACS was not able to find any recalls for the issue. I advised the factory warranty was for 3/36 whichever comes first. I advised the customer AHM can not confirm the CUC warranty without the VIN number. Customer placed me on hold to locate the VIN number. Customer placed me on hold for more than 6 minutes.

*** NOTES 4/1/2009 2:36:02 PM, jhong. Action Type : Call to Customer

I checked with team lead to see if ACS can call back. I called the customer at 203/876-8048 and advised the customer the call might be recorded, customer said its okay. Customer apologized for put ACS on hold. I said its okay. ACS explained that, the vehicle's life has reached the point where the owner must take responsibility for its repairs. I advised the customer she is approximately 8 yrs and 78,000 miles outside of the factory warranty and for the CUC she is outside of the warranty by age and mileage as well. Customer understood but feels AHM should stand behind their products. I informed the customer that is why AHM has warranty periods in place and advised the customer the issue should have started appearing under the warranty of 3/36 if it was a manufacturing defect. Customer understood. I informed the customer he has exceeded the warranty perimeters and AHM does not have any obligation to assist with repairs after the warranty perimeters. Customer understood. Customer said she will never purchase another Honda because of the incident. I advised the customer I will document the dissatisfaction with the outcome. Customer thanked me and I ended the call. I also provided the fax number, 310/783-3785. She said she will write a letter to AHM. Customer thanked me and I ended the call.

*** CASE MODIFY 4/1/2009 2:36:10 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 2:36:18 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2009 2:36:28 PM, jhong
into WIP default and Status of Solving.

*** CASE CLOSE 4/1/2009 2:36:30 PM, jhong
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 4/17/2009 9:25:39 AM, kperez
with Condition of Open and Status of Solving.

*** NOTES 4/17/2009 9:37:57 AM, kperez. Action Type : Call from Customer
Verified the customer's information.

Case History

Case ID : N012009-04-0101105

Case Title : 05F - [REDACTED] (CURTISS)REAR AXLE RUST/GW REQ

Situation:

The customer said "I talked to the dealer and they even feel that Honda should do something...everyone is astonished that Honda does not want to help us out with this".

Request:

To know if AHM, Co. will provide repair assistance.

Probing Questions:

ACS asked if anyone in particular has been assisting: The customer mentioned Kim (an unspecified position). The customer said "I was told that the Vice President of the dealership called Honda". Don told the customer that the Honda representative was already contacted.

Inbound Summary:

ACS informed customer that AHM has already escalated the matter.

AHM will stand behind any decisions rendered by the Honda representative. The Honda representative is a representative of AHM and their decision is supported by Honda. The customer said "I'm just going to go the news and let the car sit on the side of the road".

Per the customer's request to have the case escalated, ACS consulted with TL [MF] and then assigned this to the Executive Review Team [ERT]. ACS explained that an Executive Review Manager will call back within 24 hours with Honda's final position. The customer prefers to be [REDACTED]

*** CASE MODIFY 4/17/2009 9:38:18 AM, kperez

into WIP default and Status of Solving.

*** CASE DISPATCH 4/17/2009 9:38:32 AM, kperez

from WIP default to Queue Executive Review Team.

*** CASE ACCEPT 4/17/2009 9:49:29 AM, wmenjiva

from Queue Executive Review Team to WIP ERT Cases in Progress.

*** SUBCASE N012009-04-0101105-2 CREATE 4/17/2009 1:40:31 PM, wmenjiva

Created in WIP Default with Due Date 4/17/2009 1:40:31 PM.

*** NOTES 4/17/2009 2:05:36 PM, wmenjiva, Action Type : Escalation

I contacted customer on 203-876-8048, no answer. Voice mail box is full, I was unable to leave a message for customer.

*** CASE MODIFY 4/17/2009 2:05:50 PM, wmenjiva

into WIP ERT Cases in Progress and Status of Solving.

*** CASE MODIFY 4/17/2009 2:05:57 PM, wmenjiva

into WIP ERT Cases in Progress and Status of Solving.

*** COMMIT 4/17/2009 2:05:59 PM, wmenjiva, Action Type : N/A

Made to [REDACTED] due 04/20/2009 02:00:00 PM.

(Curtiss)Call cust

*** CASE MODIFY 4/17/2009 2:06:18 PM, wmenjiva

into WIP ERT Cases in Progress and Status of Solving.

*** NOTES 4/20/2009 7:15:02 AM, wmenjiva, Action Type : Escalation

I contacted customer on 203-876-8048, I was informed by Mr. that she was not available.

I introduced myself and left message for customer asking for a call back to further discuss her concern.

Case History

Case ID : N012009-04-0101105

Case Title : 05F - [REDACTED] - (CURTISS)REAR AXLE RUST/GW REQ

*** CASE FULFILL 4/20/2009 7:15:14 AM, wmenjiva
Fulfilled for [REDACTED] due 04/20/2009 02:00:00 PM.

*** CASE MODIFY 4/20/2009 7:15:24 AM, wmenjiva
into WIP ERT Cases in Progress and Status of Solving.

*** CASE MODIFY 4/20/2009 10:27:20 AM, wmenjiva
into WIP ERT Cases in Progress and Status of Solving.

*** CASE MODIFY 4/20/2009 10:27:31 AM, wmenjiva
into WIP ERT Cases in Progress and Status of Solving.

*** SUBCASE N012009-04-0101105-2 CLOSE 4/20/2009 10:27:33 AM, wmenjiva
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/20/2009 10:27:33 AM, wmenjiva
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 4/21/2009 11:47:54 AM, ccastano
with Condition of Open and Status of Solving.

*** NOTES 4/21/2009 11:52:09 AM, ccastano, Action Type : Call from Customer
Mrs. [REDACTED] is calling back to speak to the executive review manager. ACS informed the customer that he was not available at the time. ACS was able to transfer the customer to the executive manager's voicemail. No further assistance is needed

*** CASE CLOSE 4/21/2009 12:50:11 PM, ccastano
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 4/24/2009 1:26:46 PM, ahorton
with Condition of Open and Status of Solving.

*** NOTES 4/24/2009 1:28:10 PM, ahorton, Action Type : Escalation
Customer called speak to Executive Rev Manager. ERM was unavailable but asked to contact customer at [REDACTED]

*** CASE DISPATCH 4/24/2009 1:28:23 PM, ahorton
from WIP default to Queue Executive Review Team.

*** CASE ACCEPT 4/24/2009 3:13:15 PM, wmenjiva
from Queue Executive Review Team to WIP ERT Cases in Progress.

*** NOTES 4/27/2009 9:13:10 AM, wmenjiva, Action Type : Escalation
I contacted customer on [REDACTED], no answer. I left customer voice message asking for a callback, if she wishes to further discuss her concern. I left customer my contact information and my hours of operation, M-F 7:00am to 3:30pm(PDT).

*** CASE MODIFY 4/27/2009 9:13:23 AM, wmenjiva
into WIP ERT Cases in Progress and Status of Solving.

*** NOTES 4/28/2009 7:42:03 AM, wmenjiva, Action Type : Escalation
I contacted customer on [REDACTED] no answer. Message indicated that voice mailbox was full and message would not be received by the subscriber.

*** CASE MODIFY 4/28/2009 7:43:03 AM, wmenjiva
into WIP ERT Cases in Progress and Status of Solving.

Spool Report

Run Date : 06/30/2009

Case History

Case ID : N012009-04-0101105

Case Title : 05F - [REDACTED] (CURTISS)REAR AXLE RUST/GW REQ

*** CASE CLOSE 4/28/2009 7:43:05 AM, wmenjiva

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

*** CASE REOPEN 5/5/2009 11:27:09 AM, esudario

with Condition of Open and Status of Solving.

*** NOTES 5/5/2009 11:31:36 AM, esudario, Action Type : Call from Customer

Customer states that the rear axle pulled away from the frame and the vehicle needs a new frame. Customer says vehicle was never pulled.

Customer was told by Curtiss Ryan Honda, that the vehicle is not fixable. Customer took the vehicle to a body shop and the owner does not understand why AHM does not repair the vehicle.

Customer states the vehicle is falling apart underneath the vehicle and has not been under an accident. Customer feels that AHM should be liable.

*** CASE MODIFY 5/5/2009 11:32:06 AM, esudario

into WIP default and Status of Solving.

*** CASE MODIFY 5/5/2009 11:32:57 AM, esudario

into WIP default and Status of Solving.

*** CASE MODIFY 5/5/2009 2:17:28 PM, esudario

into WIP default and Status of Solving.

*** CASE CLOSE 5/5/2009 4:49:48 PM, esudario

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

*** CASE REOPEN 5/13/2009 1:34:13 PM, eperez

with Condition of Open and Status of Solving.

*** NOTES 5/13/2009 1:39:16 PM, eperez, Action Type : Call for Case Mgr

Customer is calling to speak with ERM but is not available at the moment, ERM will be contacting the customer back before the day ends, ACS was verifying information, when call was lost.

*** CASE CLOSE 5/13/2009 1:39:26 PM, eperez

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

*** CASE REOPEN 5/13/2009 3:02:31 PM, wmenjiva

with Condition of Open and Status of Solving.

*** CASE MODIFY 5/14/2009 10:27:37 AM, wmenjiva

into WIP ERT Cases in Progress and Status of Solving.

*** NOTES 5/14/2009 10:32:28 AM, wmenjiva, Action Type : Escalation

I spoke with Curtiss Ryan Honda SA-Frank, who informed me that dealer advised customer that vehicle is not safe for road.

SA states that rear frame is pulling away from axle, estimated repair cost is \$7500.

SA states that dealer found underneath rotted/rusted rear area at frame.

SA states that vehicle came in on March 9th and left April 3rd, and dealer did not charge customer for diagnosis, or storage.

*** CASE MODIFY 5/14/2009 10:32:44 AM, wmenjiva

into WIP ERT Cases in Progress and Status of Solving.

Case History

Case ID : N012009-04-0101105

Case Title : 05F [REDACTED] (CURTISS) REAR AXLE RUST/GW REQ

*** NOTES 5/14/2009 10:36:00 AM, wmenjiva, Action Type : Escalation

I contacted customer on [REDACTED] no answer. I left customer voice message asking for a call back. I asked customer, if they have an alternate number they wish me to use, and if they cannot get in touch with me, to please provide Honda with that number.
I left customer my contact information and my office hours, M-F 7:00am to 3:30pm(PDT).

*** CASE MODIFY 5/14/2009 10:36:11 AM, wmenjiva
into WIP ERT Cases in Progress and Status of Solving.

*** NOTES 5/14/2009 11:47:42 AM, klehtine, Action Type : Call for Case Mgr

Customer called to reach Walter. I could not reach Walter. Customer advised they have a different number to be reached at. CELL: 203-297-1945.
Customer states timing is flexible. I advised customer I would update Walter with that best contact number.

*** CASE CUC LOOKUP 5/14/2009 12:28:29 PM, wmenjiva

CUC CHECK 05/14/2009 12:28:29 PM wmenjiva

The following CUC information was found

RAYMOND;KOLLAR;EXPIRED;100000;39914;51914;2004-06-29;2008-02-21;2001-02-21;2004-06-29;2004-06-29;206792;2005-04-07;51913;2004-06-30;2004-06-30

*** CASE VSC LOOKUP 5/14/2009 12:28:29 PM, wmenjiva

VSC CHECK 05/14/2009 12:28:28 PM wmenjiva

The following VSC information was found

:0;0;0.0

*** NOTES 5/14/2009 1:15:56 PM, wmenjiva, Action Type : Escalation

I contacted customer on [REDACTED] and introduced myself.

She asked that I call her on her home#, 203-876-8048.

I called customer on her home#.

She states that the estimated value of the vehicle is about \$6500 and estimated repair cost is \$7500.

She states that her mother was driving at the time, when she felt a pull. She was able to drive the vehicle then.

She was told by the body shop that they cannot fix it, frame would need to be replaced.

I explained to customer that Honda understands that there are issues that might arise after the warranty has expired. And Honda is always in a position to review for any assistance we might be able to provide a customer. However, there are certain criteria, as a company, that we must follow.

I informed customer that I had a chance to speak with Honda dealer that inspected her vehicle concern.

I explained to customer that dealer had informed me that they found area was rotted/rusted.

I explained to customer that underneath rust or corrosion at times can be contributed to the chemicals used on the roads to eliminate the snow, ie. outside influences.

I explained to customer that the manufacturer warranty was 3 years/36,000 miles whichever comes first. Rust (perforated by corrosion) warranty is 5 years/no mileage limit.

I explained to customer that Honda determines if any assistance will be provided to a customer based on how far out of the warranty the vehicle is at the time, by time and mileage.

I informed customer that in her case, Honda would not be in a position to provide her any assistance based on the age of her vehicle.

She argued that issue was there well before the vehicle went out of warranty.

I explained to customer that Honda is only in a position to make educated decisions based on factual information.

I explained to customer that Honda is not in a position to make decisions based on what ifs or could have beens, unless concern is properly diagnosed by a Honda dealer.

She states that Honda has made a very bad business decision, because Honda is losing a lot of business just because of \$6000.

I explained to customer that Honda understands that there will be disagreements with Honda's decisions, at time. As a manufacturer, Honda understands that at

Case History

Case ID : N012009-04-0101105

Case Title : 05F [REDACTED] (CURTISS)REAR AXLE RUST/GW REQ

times, Honda would not be in a position to make and/or fulfill every customer's request. And this is the case in her situation.

She states that she wants ERM to note in her case, that she will never ever buy another Honda. And she will let everyone know about her Honda experience.

I informed customer that I was sorry she felt that way.

I thanked customer for her time.

*** CASE MODIFY 5/14/2009 1:16:15 PM, wmenjiva
into WIP ERT Cases in Progress and Status of Solving.

*** CASE MODIFY 5/14/2009 1:16:17 PM, wmenjiva
into WIP ERT Cases in Progress and Status of Solving.

*** CASE CLOSE 5/14/2009 1:16:20 PM, wmenjiva
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 5/14/2009 3:05:20 PM, keaton
with Condition of Open and Status of Solving.

*** NOTES 5/14/2009 3:12:02 PM, keaton, Action Type : Call from Customer
Customer provided case number

Situation/Request: Customer has contacted ACS stating that she is unhappy with the decision made in regards to the repairs needed to her vehicle.

Probing Questions: Customer reiterated the story briefly for ACS and asked if there was anyone higher than her CM that can over ride his decision.

Inbound summary: ACS advised the customer that unfortunately there is no one that can over ride the CM decision. ACS offered to provide the customer the address for AHM so that she can express her dissatisfaction in writing. Customer declined and requested to be transferred to her CM VM. ACS agreed and transferred the call.

*** CASE CLOSE 5/14/2009 3:12:08 PM, keaton
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 5/20/2009 9:12:31 AM, rsugito
with Condition of Open and Status of Solving.

*** NOTES 5/20/2009 9:16:22 AM, rsugito, Action Type : Call from Customer

Verified customer information

Customer called in very dissatisfied with Honda decision

Customer indicated that she had already spoken with ERT but was not satisfied.

Customer would like to speak with someone higher than ERT

I advised the customer that there are no one higher than the ERT that she can plead her case with, I advised the customer that ERT is the highest regarding this issue

I advised the customer that ACS will document her concern and her dissatisfied regarding this case

Customer understood and ended the call

*** CASE MODIFY 5/20/2009 9:16:44 AM, rsugito
into WIP default and Status of Solving.

*** CASE CLOSE 5/20/2009 9:16:46 AM, rsugito
Status = Closed, Resolution Code = Instruction Given, State = Open

Case History

Case ID : N012009-04-0101105

Case Title : 05F [REDACTED] (CURTISS)REAR AXLE RUST/GW REQ

*** NOTES 5/20/2009 9:39:57 AM ahorton, Action Type : Warm Transfer

Customer called to speak to previous rep. Previous rep was available, call warm transferred.

Case Details

Case ID : N012009-04-0600771 Division : Honda - Auto Condition : Closed Open Date : 4/6/2009 10:26:05 AM
 Case Originator : JuanCarlos Mariano (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 4/16/2009 2:47:31 PM
 Case Owner : Philicia Walker (Team HA) Method : Phone Queue : Days Open : 10
 Last Closed By : Philicia Walker (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] RUSTED AXLE COLLAPSED 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 : BURLINGTON, CT [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 47 D
 VIN Type / No. : US VIN / 4S6DM58W614 [REDACTED]
 Model / Year : PASSPORT / 2001
 Model ID / Product Line : 9B32714LA / A
 Miles / Hours : 102,000
 In Service Date : 07/07/2001
 Months In Use : 93
 Engine Number : 6VD1 003169
 Originating Dealer No. / Name : 207664 / LIBERTY HONDA
 Selling Dealer No. / Name : 207664 / LIBERTY HONDA
 Trim : 4WD EXL
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : BF
 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 : 207195 / HOFFMAN HONDA
 Phone No. : 860-651-3501
 Address : 40 ALBANY TURNPIKE
 City / State / Zip : WEST SIMSBURY, CT 06092
 Svc District / Sls District : 09D / B09
 Warranty Labor Rate / Date : \$89.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-04-0600771-1 / [REDACTED] PRODUC	Subcase Close	Product	Operation	419	Rear axle bearin

Issue Details

Issue ID : N012009-04-0600771-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : JuanCarlos Mariano	Type 1 : Product	Status : Subcase Close	Open Date : 4/6/2009 10:56:45 AM
Issue Owner : JuanCarlos Mariano	Type 2 : Operation	Queue :	Close Date : 4/6/2009 10:57:32 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 419 / Rear axle bearin
 Condition Code Desc Any 4190
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information, Referred to Dealer
 Component Category : 10 - Power Train
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-04-0600771

Case Title : [REDACTED] RUSTED AXLE COLLAPSED

*** CASE CREATE 4/6/2009 10:26:05 AM, jmariano

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

*** CASE EXTENDED WARRANTY LOOKUP 4/6/2009 10:46:47 AM, jmariano

WARRANTY CHECK 04/06/2009 10:46:46 AM jmariano

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/6/2009 10:46:52 AM, jmariano

CLAIM CHECK 04/06/2009 10:46:51 AM jmariano

The following Claim History information was found

0; 2007-01-22; 207195; 235638; 510; 218128 ; TRANSMISSION MAIN OIL PAN AND/OR GASKET - REPLACE.

*** CASE CAMPAIGN LOOKUP 4/6/2009 10:46:53 AM, jmariano

CAMPAIGN CHECK 04/06/2009 10:46:53 AM jmariano

No data found for VIN

*** CASE CUC LOOKUP 4/6/2009 10:47:00 AM, jmariano

CUC CHECK 04/06/2009 10:47:00 AM jmariano

The following CUC information was found

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

*** CASE VSC LOOKUP 4/6/2009 10:47:00 AM, jmariano

VSC CHECK 04/06/2009 10:47:00 AM jmariano

The following VSC information was found

[REDACTED]V001069514;A70;(NEW) PREMIUM 7YR 100K \$50 DED;EXPIRED;;2001-07-07;2008-07-06;100000;20;207664;50.00

*** CASE CAMPAIGN LOOKUP 4/6/2009 10:47:02 AM, jmariano

CAMPAIGN CHECK 04/06/2009 10:47:02 AM jmariano

No data found for VIN

*** NOTES 4/6/2009 10:49:06 AM, jmariano, Action Type : Call from Customer

Updated the customer's contact information

SITUATION: The customer said that his wife was driving his grandchildren and the frame gave way and collapsed last Tuesday, 03/31/09.

REQUEST: The customer would like to know what recourse to take on this issue.

PROBING QUESTIONS: The customer said that the entire tire caved into the wheel well and the only thing that was holding it was the axle. The customer said that luckily nobody was injured. The customer said that the vehicle is undrivable at this moment. The customer has not gotten the insurance company involved. The customer said that he has always kept up with the maintenance on the vehicle. The customer said that during one of his scheduled maintenance, the IRF mechanic told the customer his frame had been deteriorating. The customer feels that there would be some kind of compensation for the vehicle. The customer said that someone at the dealership explained inferred that these types of problems had been occurring with the Passport.

INBOUND CONCLUSION: ACS expressed concern regarding the problem. ACS explained to the customer that he would have to take the vehicle to a Honda dealership to have them make determinations. ACS explained to that if the dealership is not able to make any determinations, then they may refer him to get his insurance company involved. ACS provided the customer a case number. The customer understood.

Case History

Case ID : N012009-04-0600771

Case Title : [REDACTED] - RUSTED AXLE COLLAPSED

No further assistance is needed.

*** CASE MODIFY 4/6/2009 10:49:15 AM, jmariano
into WIP default and Status of Solving.

*** SUBCASE N012009-04-0600771-1 CREATE 4/6/2009 10:56:45 AM, jmariano
Created in WIP Default with Due Date 4/6/2009 10:56:45 AM.

*** CASE MODIFY 4/6/2009 10:56:57 AM, jmariano
into WIP default and Status of Solving.

*** SUBCASE N012009-04-0600771-1 CLOSE 4/6/2009 10:57:32 AM, jmariano
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/6/2009 10:57:34 AM, jmariano
into WIP default and Status of Solving.

*** CASE MODIFY 4/6/2009 10:57:46 AM, jmariano
into WIP default and Status of Solving.

*** CASE CLOSE 4/6/2009 10:57:49 AM, jmariano
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 4/7/2009 1:19:59 PM, tyoung
with Condition of Open and Status of Solving.

*** NOTES 4/7/2009 1:56:05 PM, tyoung, Action Type : Call from Customer
Updated Customer Information

Contact Info [REDACTED]

Customer would like to express the fact that Inbound closed case without resolution states he is ready to sue AHM and get the local news stations involved with vehicle issue states dealership confirmed the case had been closed by AHM.

Customer states he called dealership to determine vehicle towing options. Customer states dealerships advised, inspection is required to determine problem with vehicle.

AHM referenced case notes which indicated customer should take vehicle for service diagnosis to determine the problem of the incident which occurred on 3/31/09. AHM advised customer(today) he should make arrangements to immediately have vehicle towed to nearest Honda dealership for service diagnosis.

Customer states he spoke with Service Advisor and he will be making appointment.

AHM informed customer concerns would be added to existing case.

Customer confirmed information, thanked customer and call was ended.

*** CASE CLOSE 4/7/2009 2:59:45 PM, tyoung

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

Case History

Case ID : N012009-04-0600771

Case Title : [REDACTED] - RUSTED AXLE COLLAPSED

*** CASE REOPEN 4/16/2009 2:27:38 PM, pwalker
with Condition of Open and Status of Solving.

*** NOTES 4/16/2009 2:47:18 PM, pwalker, Action Type : Call from Customer

The customer called stating that he spoke with a Honda dealer and he was advised that they can look at the concern if he has the vehicle towed to the dealership.

The customer states that he purchased the vehicle out of good faith and he feels that the concern should not be his responsible.

He states that if he does not have any solution that he is going to sue Honda.

He questioned if Honda will pay for the diagnoses fee of \$200.

I expressed that I understood his concern. I explained that the rust warranty was 5 years and that based on that no assistance will be offered.

The customer requested the Preside of AHM name he states that he will filing a letter with the attorney general.

The customer had no other questions.

*** CASE CLOSE 4/16/2009 2:47:31 PM, pwalker

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

Spool Report

Run Date : 06/30/2009

Case Details

Case ID : N012008-07-1600076 Division : Honda - Auto Condition : Closed Open Date : 7/16/2008 6:28:30 AM
 Case Originator : John Arauza (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/17/2008 10:56:24 AM
 Case Owner : Oneita Evans (Team HB) Method : Phone Queue : Days Open : 63
 Last Closed By : Oneita Evans (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ((NORTHHAMPTON))9E [REDACTED] REAR OF BODY FRAME HAS RUST 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 : BELCHERTOWN, MA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 5 H
 VIN Type / No. : US VIN / 4S6DM58W014 [REDACTED]
 Model / Year : PASSPORT / 2001
 Model ID / Product Line : 9B32514BA / A
 Miles / Hours : 134,000
 In Service Date : 03/14/2001
 Months In Use : 88
 Engine Number : 6VD1 014951
 Originating Dealer No. / Name : 207585 / NORTHAMPTON HONDA
 Selling Dealer No. / Name : 207585 / NORTHAMPTON HONDA
 Trim : 4WD LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207585 / NORTHAMPTON HONDA
 Phone No. : 413-586-8626
 Address : 171 KING STREET
 City / State / Zip : NORTHAMPTON, MA 01060
 Svc District / Sls District : 09E / E09
 Warranty Labor Rate / Date : \$70.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : C.R. Party 3 : Not Applicable
 Party 2 : BBB Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-07-1600076-1 [REDACTED]	Subcase Close	Product	Fit/Finish/Quality	419	Rear axle bearin

Issue Details

Issue ID : N012008-07-1600076-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : John Arauza	Type 1 : Product	Status : Subcase Close	Open Date : 7/16/2008 6:49:50 AM
Issue Owner : John Arauza	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 7/16/2008 6:49:57 AM
Issue Title : XXXXXXXXXX PRODUCT - FIT/FINISH/QUALITY			

Coding Info :

Labor Code / Desc : 419 / Rear axle bearin
Condition Code Desc Any 4190
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 02 - Suspension System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-07-1600076

Case Title : ((NORTHHAMPTON))9E [REDACTED] - REAR OF BODY FRAME HAS RUSTED OUT /

*** CASE CREATE 7/16/2008 6:28:30 AM jarauza

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

*** CASE MODIFY 7/16/2008 6:36:33 AM jarauza

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 7/16/2008 6:47:42 AM jarauza

WARRANTY CHECK 07/16/2008 06:47:42 AM jarauza

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/16/2008 6:47:45 AM jarauza

CLAIM HISTORY CHECK 07/16/2008 06:47:45 AM jarauza

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/16/2008 6:47:48 AM jarauza

CAMPAIGN CHECK 07/16/2008 06:47:48 AM jarauza

No data found for VIN

*** CASE CUC LOOKUP 7/16/2008 6:47:51 AM jarauza

CUC CHECK 07/16/2008 06:47:51 AM jarauza

The following CUC information was found

:::0;0;0;:::0::

*** CASE VSC LOOKUP 7/16/2008 6:47:51 AM jarauza

VSC CHECK 07/16/2008 06:47:51 AM jarauza

The following VSC information was found

[REDACTED] V001553847;B70;(NEW) PREMIUM 7YR 100K 0 DED;EXPIRED;;2003-02-10;2008-03-13;100000;36805;207585;0
00

*** NOTES 7/16/2008 6:47:54 AM jarauza. Action Type : Call from Customer

Contact information verified and updated.

Situation: The customer inquired about the frame. It rusted on both sides of the rear. Her husband almost killed himself while driving in the vehicle. The rear end felt it would fall off the vehicle and he almost lost control of it. An IRF found that the rear part of the frame almost rusted away from the vehicle.

Request: The customer decided to call AHM first to notify it of this and also ask what recourse she has.

Fact Finding: I checked the warranty booklet and found the information for the rust perforation. I advised the limited warranty is for five years. This vehicle is over seven years. The warranty also speaks about coverage to the panels and not the frame. Also it is not determine how the rust took place that is for a Honda dealership to determine

Inbound Conclusion: I advised the customer of this information. I also informed her that there may not. I advised if she wants the matter to be further looked into, she can go to a Honda dealership for a formal diagnosis. But one thing to keep in mind that it this point, the vehicle is out of all applicable warranties and the outcome more than likely will be that she will to take responsibility of the cost of repairs.

*** SUBCASE N012008-07-1600076-1 CREATE 7/16/2008 6:49:50 AM jarauza

Created in WIP Default with Due Date 7/16/2008 6:49:50 AM.

Case History

Case ID : N012008-07-1600076

Case Title : ((NORTHHAMPTON))9E [REDACTED] - REAR OF BODY FRAME HAS RUSTED OUT /

*** SUBCASE N012008-07-1600076-1 CLOSE 7/16/2008 6:49:57 AM. jarauza

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/16/2008 6:49:57 AM. jarauza

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

*** CASE REOPEN 8/4/2008 1:27:43 PM. kmatsuok

with Condition of Open and Status of Solving.

*** NOTES 8/4/2008 1:32:24 PM. kmatsuok, Action Type : Call from Customer

Verified customer information.

Situation:

Customer called in to inform ACS that she went to NORTHAMPTON HONDA to get the diagnosis.

Customer stated that she was informed that the rear sides of her vehicle are clearly rusted out and that they didn't know how this happened.

Customer spoke with Greg (didn't know if he was SA) who informed her that they don't know if it can be fixed.

Request:

Customer would like AHM to assist her with the repairs.

Probing Questions:

Customer stated that NORTHAMPTON HONDA might have changed name to LIA HONDA.

Inbound Conclusion:

ACS informed customer that she is out of any warranty parameters and that no guarantees are made.

ACS informed customer that the case will be dispatched to case manager for further review.

ACS provided customer with case number and informed customer that she will get a call back.

ACS asked customer if any other assistance was needed and customer said no. call ended.

*** CASE EXTENDED WARRANTY LOOKUP 8/4/2008 1:32:28 PM. kmatsuok

WARRANTY CHECK 08/04/2008 01:32:28 PM kmatsuok

No data found for VIN.

*** CASE VSC LOOKUP 8/4/2008 1:32:36 PM. kmatsuok

VSC CHECK 08/04/2008 01:32:36 PM kmatsuok

The following VSC information was found

KARIN;HOWARD;V001553847;B70;(NEW) PREMIUM 7YR 100K 0 DED;EXPIRED;;2003-02-10;2008-03-13;100000;36805;207585;0.00

*** CASE CUC LOOKUP 8/4/2008 1:32:36 PM. kmatsuok

CUC CHECK 08/04/2008 01:32:36 PM kmatsuok

The following CUC information was found

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

*** CASE CAMPAIGN LOOKUP 8/4/2008 1:32:37 PM. kmatsuok

CAMPAIGN CHECK 08/04/2008 01:32:37 PM kmatsuok

No data found For VIN

Case History

Case ID : N012008-07-1600076

Case Title : ((NORTHHAMPTON))9E [REDACTED] - REAR OF BODY FRAME HAS RUSTED OUT /

*** CASE CLAIMS LOOKUP 8/4/2008 1:32:39 PM, kmatsuok
CLAIM HISTORY CHECK 08/04/2008 01:32:39 PM kmatsuok
No data found for VIN.

*** CASE MODIFY 8/4/2008 1:32:56 PM, kmatsuok
into WIP default and Status of Solving.

*** CASE DISPATCH 8/4/2008 1:33:08 PM, kmatsuok
from WIP default to Queue Honda Team H.

*** CASE ACCEPT 8/4/2008 3:04:29 PM, ksulliva
from Queue Honda Team H to WIP default.

*** CASE MODIFY 8/7/2008 7:50:07 AM, ksulliva
into WIP default and Status of Solving.

*** NOTES 8/7/2008 8:23:11 AM, ksulliva, Action Type : Field/DSM
Received email from Suzi(dpsm) that stated that:

"I inspected the vehicle today. It has rusted through the trailing arm. The vehicle has passed multiple years of State inspection where this is looked at. It was passed in March 2008...this rust did not happen over night. If the place that inspected it and passed it in March saw this rust...they could have possibly prevented a 'dangerous' situation where he almost killed himself. I have informed the dealer the car is out of warranty and any repairs would be the responsibility of the customer. She is claiming we used the same plant as Toyota to make the vehicle! The dealer has not seen the vehicle since Nov. of 2004...

*** NOTES 8/7/2008 8:48:09 AM, ksulliva, Action Type : Call to Customer

Called customer and she stated that she would like AHM to take responsibility for repairing her vehicle. Customer stated that she was advised by that the rust warranty on the vehicle is 5yrs or 60K miles and because that has expired, AHM would not be able to offer any assistance. Customer is asking for the case to be re-reviewed.

I apologized for the failure and advised that Suzi(dpsm) along with the service department at the dlr is more than qualified to make a diagnosis of the vehicle. I advised that because the warranty on her vehicle has expired, her case was reviewed for goodwill and unfortunately because of the age and the mileage of the vehicle and the nature of the failure, AHM would not be in a position to offer assistance with this repair.

Customer stated that she would like to know what needs to be done to repair the vehicle? I advised that she should follow up with the dlr, and the customer stated that they weren't able to make any recommendations. I advised that I will follow up with them and call her back.

I apologized for the inconvenience once again and advised that she would be responsible for the repairs to the vehicle.

*** NOTES 8/7/2008 9:37:23 AM, ksulliva, Action Type : Call to Dealer

Called dlr and spoke with Rob(sm) and was advised that the vehicle would need to be taken to a body shop for diagnosis, they would have to make a recommendation for repair.

*** NOTES 8/7/2008 9:41:50 AM, ksulliva, Action Type : Call to Customer

Called customer and advised that she would have to take the vehicle to a body shop for additional diagnosis and they would be able to recommend appropriate repairs.

*** CASE CLOSE 8/7/2008 9:41:55 AM, ksulliva

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

Case History

Case ID : N012008-07-1600076

Case Title : ((NORTHHAMPTON))9E [REDACTED] - REAR OF BODY FRAME HAS RUSTED OUT /

*** CASE REOPEN 8/18/2008 5:48:22 AM, pbongeo
with Condition of Open and Status of Solving.

*** NOTES 8/18/2008 5:52:08 AM, pbongeo, Action Type : Letter/Fax

On 08/15/08 ACS received a BBB call record# HON0847068 stating:

"My 2001 Pilot that looks great on the outside can't be driven! The frame completely gave way that Honda will not fix or say it can be fixed this should not happen to vehicle so soon. I would like some assistance. I will never purchase a Honda again and I have gave my business for 3 vehicles."

*** CASE MODIFY 8/18/2008 5:52:11 AM, pbongeo
into WIP default and Status of Solving.

*** CASE MODIFY 8/18/2008 5:52:34 AM, pbongeo
into WIP default and Status of Solving.

*** CASE DISPATCH 8/18/2008 5:52:42 AM, pbongeo
from WIP default to Queue Honda Team H.

*** CASE RULE ACTION 8/19/2008 4:52:42 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE ACCEPT 8/19/2008 6:03:37 AM, ksulliva
from Queue Honda Team H to WIP default.

*** NOTES 8/26/2008 3:06:02 PM, ksulliva, Action Type : Call to Customer
Called customer and left message.

*** COMMIT 8/26/2008 3:06:11 PM, ksulliva, Action Type : N/A
has cust returned my call?

*** NOTES 8/29/2008 12:28:25 PM, ksulliva, Action Type : Call to Customer

Called customer and advised that I have received her call record from the "BBB" and AHM's position remains unchanged. I advised that the warranty for rust on the vehicle is for 5 yrs and that has expired. I apologized for the inconvenience and customer ended call, closing case.

*** CASE CLOSE 8/29/2008 12:28:30 PM, ksulliva
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/17/2008 10:43:28 AM, oevans
with Condition of Open and Status of Solving.

*** NOTES 9/17/2008 10:56:19 AM, oevans, Action Type : Call from Customer

Customer called and stated that she is not satisfied with the results of her review. She stated that she would like to speak to the RCM regarding the concern. I explained to the customer that her case was closed. I also advised her that we did receive her complaint from the BBB. RCM was contacted and the call was transferred.

*** CASE CLOSE 9/17/2008 10:56:24 AM, oevans
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012009-04-1500645 Division : Honda - Auto Condition : Closed Open Date : 4/15/2009 10:37:28 AM
 Case Originator : Cristine Perez (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 4/15/2009 10:49:10 AM
 Case Owner : Cristine Perez (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Cristine Perez (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] FRAME DAMAGE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 3 RO
 VIN Type / No. : US VIN / 4S6DM58W914 [REDACTED]
 Model / Year : PASSPORT / 2001
 Model ID / Product Line : 9B32514BA / A
 Miles / Hours : 125,000
 In Service Date : 09/13/2001
 Months In Use : 91
 Engine Number : 6VD1 026485
 Originating Dealer No. / Name : 207249 / SUSSEX HONDA
 Selling Dealer No. / Name : 207249 / SUSSEX HONDA
 Trim : 4WD LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207249 / SUSSEX HONDA
 Phone No. : 973-579-3500
 Address : 57 HAMPTON HOUSE ROAD
 City / State / Zip : NEWTON, NJ 07860
 Svc District / Sls District : 05L / B05
 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
N012009-04-1500645-1 / [REDACTED]	PRODUC Subcase Close	Product	Operation	419	Rear axle bearin

Spool Report

Run Date : 06/30/2009

Issue Details

Issue ID : N012009-04-1500645-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cristine Perez	Type 1 : Product	Status : Subcase Close	Open Date : 4/15/2009 10:48:46 AM
Issue Owner : Cristine Perez	Type 2 : Operation	Queue :	Close Date : 4/15/2009 10:48:57 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 419 / Rear axle bearin
 Condition Code Desc Any 4190
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist Denied
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 06/30/2009

Case History

Case ID : N012009-04-1500645

Case Title : [REDACTED] - FRAME DAMAGE

*** CASE CREATE 4/15/2009 10:37:28 AM. eperez

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

*** CASE EXTENDED WARRANTY LOOKUP 4/15/2009 10:38:08 AM. eperez

WARRANTY CHECK 04/15/2009 10:38:08 AM eperez

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/15/2009 10:38:13 AM. eperez

CLAIM CHECK 04/15/2009 10:38:13 AM eperez

The following Claim History information was found

0; 2006-09-20; 207249; 227324; 510; 741100 ; WIPER MOTOR (REAR) - REPLACE.

*** CASE CAMPAIGN LOOKUP 4/15/2009 10:38:15 AM. eperez

CAMPAIGN CHECK 04/15/2009 10:38:15 AM eperez

No data found for VIN

*** CASE VSC LOOKUP 4/15/2009 10:38:21 AM. eperez

VSC CHECK 04/15/2009 10:38:21 AM eperez

The following VSC information was found

SHARON;HINTZ;V001126310;A70;(NEW) PREMIUM 7YR 100K \$50 DEID;EXPIRED;;2001-09-13;2008-09-12;100000;74;207249;50.00

*** CASE CUC LOOKUP 4/15/2009 10:38:21 AM. eperez

CUC CHECK 04/15/2009 10:38:21 AM eperez

The following CUC information was found

::0;0;0;:::0;::;

*** CASE MODIFY 4/15/2009 10:42:10 AM. eperez

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 4/15/2009 10:45:45 AM. eperez

CAMPAIGN CHECK 04/15/2009 10:45:45 AM eperez

No data found for VIN

*** NOTES 4/15/2009 10:46:42 AM. eperez. Action Type : Call from Customer

Verified Customer Information // Gustave Hintz

Situation: Customer is calling about his vehicle

Request: Customer would like to know what AHM can do for him.

Probing Questions: Customer purchased the vehicle from Sussex Honda, and states his wife had an issue wither vehicle and believed that she had a flat. Customer states he was informed the axel mount, rusted away, and states the tire shifted 4 ½ inches and the mounts broke off the frame. Customer states the frame is gone and completely shot, and cannot be repaired. Customer was told by SA Dallas told him that the frame is rusted away, and that the vehicle cannot be repaired. Customer was told the vehicle is in operable and will remain so. Customer was DEALER REFERRED to AHM for assistance.

Inbound Summary: ACS documented his concern and informed his that at the moment there are no pending recalls or warranty extensions on the vehicle at the moment, if in the future there would be a recall about your issues, you will be notified by mail. ACS informed him that he is currently outside his manufacture warranty

Case History

Case ID : N012009-04-1500645

Case Title : [REDACTED] - FRAME DAMAGE

by the age and mileage for the vehicle. ACS informed his that after researching his request AHM is not in the position to assist him at this moment. Customer understood and no further assistance was needed.

*** SUBCASE N012009-04-1500645-1 CREATE 4/15/2009 10:48:46 AM, eperez

Created in WIP Default with Due Date 4/15/2009 10:48:46 AM.

*** SUBCASE N012009-04-1500645-1 CLOSE 4/15/2009 10:48:57 AM, eperez

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/15/2009 10:48:59 AM, eperez

into WIP default and Status of Solving.

*** CASE CLOSE 4/15/2009 10:49:10 AM, eperez

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

Case Details

Case ID : N012009-06-2900522 Division : Honda - Auto Condition : Closed Open Date : 6/29/2009 8:57:51 AM
 Case Originator : Kentaro Ogawa (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 6/29/2009 9:10:01 AM
 Case Owner : Kentaro Ogawa (Team HG) Method : Phone Queue : Days Open : 0
 Last Closed By : Kentaro Ogawa (Team HG) Point of Origin : Customer Wipbin :
 Case Title : 4E [REDACTED] RUSTED FRAME 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 : CHARDON, OH [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 411
 VIN Type / No. : US VIN / 4S6DM58W814 [REDACTED]
 Model / Year : PASSPORT / 2001
 Model ID / Product Line : 9B32614EA / A
 Miles / Hours : 103,000
 In Service Date : 09/27/2001
 Months In Use : 93
 Engine Number : 6VD1 029914
 Originating Dealer No. / Name : 208257 / HONDA OF MENTOR
 Selling Dealer No. / Name : 208257 / HONDA OF MENTOR
 Trim : 4WDEX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208257 / HONDA OF MENTOR
 Phone No. : 440-974-9500
 Address : 8505 MENTOR AVENUE
 City / State / Zip : MENTOR, OH 44060
 Svc District / Sls District : 04E / C04
 Warranty Labor Rate / Date : \$104.00 /
 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
N012009-06-2900522-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	419	Rear axle bearin

Spool Report

Run Date : 06/30/2009

Issue Details

Issue ID : N012009-06-2900522-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 6/29/2009 9:09:44 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 6/29/2009 9:09:56 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 419 / Rear axle bearin
 Condition Code Desc Any 4190
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist Denied
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-06-2900522

Case Title : 4E [REDACTED] RUSTED FRAME

*** CASE CREATE 6/29/2009 8:57:51 AM, kogawa

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

*** NOTES 6/29/2009 8:57:52 AM, kogawa, Action Type :

Passport question. Customer is Apul Pfister. The frame is rusted from the rear wheels back. Control arms rusted off also. The car is not safe to drive. Rear of the car is swaying. The whole center of frame, on both sides, rotted thru., and where the sway bar connects to the pass side rear, behind the tire, that is all rotted off. A torsion bar across the back connects to the frame and driveline also rusted off, about ready to pop off. Sway bar rotted off also coming off - pretty scary.

*** CASE CAMPAIGN LOOKUP 6/29/2009 8:57:59 AM, kogawa

CAMPAIGN CHECK 06/29/2009 08:57:59 AM kogawa

No data found for VIN

*** NOTES 6/29/2009 8:58:21 AM, kogawa, Action Type : Note-General

Correction: [REDACTED]

*** CASE MODIFY 6/29/2009 9:03:54 AM, kogawa

into WIP Default and Status of Solving.

*** NOTES 6/29/2009 9:07:46 AM, kogawa, Action Type : Call from Customer

Customer advises is a good 20 minute drive from Honda of Mentor, and in conversation, it was suggested he call ACS to review. ACS advised I have no recalls on the car, no TSB's suggesting a known problem with rust. How can ACS assist? Customer hopes that given car frames should not be rusting out, he expects warranty assistance on repairs. Says also has a 2002 Civic. ACS advised that while he can take to dealer, dealer will likely refer to body shop. As far as assistance, ACS apologized, advised that rust perforation warranty had maximum coverage of 5 years. At 93 months, ACS regrets we will be unable to offer financial assistance. Customer understood.

*** CASE MODIFY 6/29/2009 9:08:02 AM, kogawa

into WIP Default and Status of Solving.

*** CASE MODIFY 6/29/2009 9:09:07 AM, kogawa

into WIP Default and Status of Solving.

*** CASE MODIFY 6/29/2009 9:09:19 AM, kogawa

into WIP Default and Status of Solving.

*** SUBCASE N012009-06-2900522-1 CREATE 6/29/2009 9:09:44 AM, kogawa

Created in WIP Default with Due Date 6/29/2009 9:09:44 AM.

*** SUBCASE N012009-06-2900522-1 CLOSE 6/29/2009 9:09:56 AM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/29/2009 9:10:01 AM, kogawa

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