



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

October 23, 2009

NVS-213swmc
EA09-001

Ms. Kathleen C. DeMeter, Director
Office of Defects Investigation
U.S. DEPARTMENT OF TRANSPORTATION
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

Dear Ms. DeMeter:

In reply to your email dated October 1, 2009, we are submitting our updated response for questions 2-6 regarding the alleged failure of the ignition interlock system in 2002-04 Accord and Civic vehicles and 2003-04 Element and TL vehicles. Our response is for any complaints, claims or reports received after April 29, 2009, which was the cut-off date for data used to prepare our May 29, 2009 response.

2. **State, by model and model year, the number of each of the following, received by Honda, or of which Honda is otherwise aware, which may relate to the alleged defect in the subject and peer vehicles:**
 - a. **Consumer complaints, including those from fleet operators;**
 - b. **Field reports, including dealer field reports;**
 - c. **Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;**
 - d. **Reports involving a fire, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;**
 - e. **Property damage claims; and**
 - f. **Third-party arbitration proceedings where Honda is or was a party to the arbitration; and**
 - g. **Lawsuits, both pending and closed, in which Honda is or was a defendant or codefendant.**

For subparts "a" through "e" state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "g" provide a summary description of the alleged problem and causal and contributing factors and Honda's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "f" and "g" identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Response:

The total number of reports for items "a" through "g" are stated in the table below. Honda did not identify any relevant reports for items "b" through "g".

Note: Honda does not have any fleets.

Model	Model Year	A Owner/ Fleet Reports	B Field/ Dealer Reports	C Crash, Injury, Fatality Reports	D Fire	E Property Damage	F Third-Party Arbitration	G Lawsuits
Accord	2002	4	0	0	0	0	0	0
	2003	1	0	0	0	0	0	0
	2004	1	0	0	0	0	0	0
Civic	2002	0	0	0	0	0	0	0
	2003	1	0	0	0	0	0	0
	2004	0	0	0	0	0	0	0
Element	2003	0	0	0	0	0	0	0
	2004	0	0	0	0	0	0	0
TL	2003	2	0	0	0	0	0	0
	2004	0	0	0	0	0	0	0

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.
 As of: 10/7/09

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
- a. Honda's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN;
 - e. Vehicle's model;
 - f. Vehicle's model year;
 - g. Vehicle's mileage at time of incident;
 - h. Incident date;
 - i. Report or claim date;
 - j. Whether a crash is alleged;
 - k. Whether property damage is alleged;
 - l. Number of alleged injuries, if any; and
 - m. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, titled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

Response:

The data elements "a" through "m" are provided in the attached file titled "REQUEST NUMBER TWO DATA UPDATE." We have submitted reports only of incidents involving

the ability to remove the key when not in PARK, unlike our May response, where we submitted separate tables for the following 4 categories: 1) Remove key, not in PARK; 2) Key hard to remove or is stuck; 3) Can't turn key; and 4) Vehicle rollaway, key removed unknown.

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.
As of: 10/7/09

4. **Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Honda used for organizing the documents. Describe in detail the search criteria used by Honda to identify the claims identified in response to Request No. 2.**

Response:

See Attachment Q4 COMPLAINTS UPDATE for copies of documents.

The documents are organized by the model year and then the last six digits of the VIN.

Search criteria

Complaints: Cases were pulled based on specific model, model year and the following labor codes: 218 Automatic Transmission; 725 Ignition Switch; and 743 Shift Interlock. The text was reviewed for each case to identify alleged failure of the ignition interlock system.

Field Reports: Our Field Report search is for both Field Quality Reports and Techline reports. Field Quality Reports were pulled based on specific model and model year and each report was reviewed to identify alleged failure of the ignition interlock system. Techline reports were pulled based on model, model year and any Techline code beginning with 88, which is associated with Locks/keys. The text of each Techline report was reviewed to identify alleged failure of the ignition interlock system. No new Field Reports were identified

Claims and notices: Claims and notices were pulled based on specific model, model year and key words "key" and "ignition". The text was reviewed to identify alleged failure of the ignition interlock system. No new claims or notices were identified.

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.
As of: 10/7/09

5. **State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Honda to date that may relate to the alleged defect in the subject and peer vehicles (including all claims that may relate to the replacement of service part numbers beginning with "35100*" or "06350*" or "06351*" or "38200*" in the subject and peer vehicles): warranty claims; extended warranty claims; claims for goodwill services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction**

campaign. Provide all claims, unfiltered for alleged defect. Supply any applicable filtered claims not previously submitted.

Separately, for each such claim, state the following information:

- a. Honda's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Vehicle model;
- e. Model Year;
- f. Repair date;
- g. Vehicle mileage at time of repair;
- h. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- i. Labor operation number;
- j. Problem code;
- k. Replacement part number(s) and description(s);
- l. Concern stated by customer; and
- m. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, titled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

Response:

The total number of warranty claims are stated below. The data elements "a" through "m" are provided in the attached file titled "WARRANTY DATA UPDATE."

		EA09-001			
Model	Model Year	Warranty Claims	Goodwill Claims	Extended Warranty	Vehicle Service Contract
Accord	2002	0	0	0	0
	2003	0	0	0	0
	2004	0	0	0	0
Civic	2002	0	0	0	0
	2003	0	0	0	0
	2004	1	0	0	0
Element	2003	0	0	0	0
	2004	0	0	0	0
TL	2003	0	1	0	0
	2004	0	0	0	0

Source(s): Warranty claim data.
 As of: 10/7/09

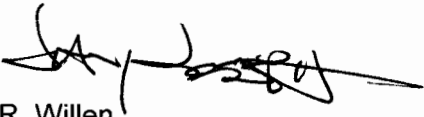
6. Describe in detail the search criteria used by Honda to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used.

Response:

Search Criteria: Using warranty data for subject and peer vehicles, claims were pulled based on replacement part numbers beginning with 35100 and 06350. All claims regarding the alleged defect are submitted.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.


William R. Willen
Managing Counsel
Product Regulatory Office

ON BEHALF OF
WILLIAM WILLEN

WRW:nis

Attachments

EA09-001

HONDA

10/23/2009

Q4 COMPLAINTS

UPDATE

Case Details

Case ID : N032009-07-3102065	Division : Honda - Auto	Condition : Closed	Open Date : 7/31/2009 4:22:53 PM
Case Originator : Kelly Fuller (Team CC)	Sub Division : Satellite Center	Status : Closed	Close Date : 7/31/2009 4:27:03 PM
Case Owner : Kelly Fuller (Team CC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Kelly Fuller (Team CC)	Point of Origin : Customer	Wipbin :	
Case Title : 07E [REDACTED] IGNITION INTERLOCK ASSISTANCE		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 306
 VIN Type / No. : US VIN / JHMCG56762C [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG5672PRW / A
 Miles / Hours : 133,000
 In Service Date : 08/30/2001
 Months In Use : 95
 Engine Number : F23A15501795
 Originating Dealer No. / Name : 208052 / CARL GREGORY HONDA
 Selling Dealer No. / Name : 208052 / CARL GREGORY HONDA
 Trim : SE
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 240009 / HONDA CARLAND SERVICE CENTER
 Phone No. : 770-993-2805
 Address : 11300 STATE BRIDGE RD.
 City / State / Zip : ALPHARETTA, GA 30022
 Svc District / Sls District : 07E / D07
 Warranty Labor Rate / Date : \$99.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032009-07-3102065-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032009-07-3102065-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kelly Fuller	Type 1 : Product	Status : Subcase Close	Open Date : 7/31/2009 4:23:58 PM
Issue Owner : Kelly Fuller	Type 2 : Operation	Queue :	Close Date : 7/31/2009 4:27:03 PM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Forward to Call Ctr
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 : N032009-07-3102065

Case Title : 07E [REDACTED] - IGNITION INTERLOCK ASSISTANCE

*** CASE CREATE 7/31/2009 4:22:53 PM, kfuller

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

*** CASE EXTENDED WARRANTY LOOKUP 7/31/2009 4:22:56 PM, kfuller

WARRANTY CHECK 07/31/2009 04:22:56 PM kfuller

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/31/2009 4:22:59 PM, kfuller

CLAIM CHECK 07/31/2009 04:22:59 PM kfuller

The following Claim History information was found

0; 2008-01-12; 208371; 678205; 510; 855185 ; FRONT SHOULDER BELT BUCKLE, LEFT - REPLACE. S/B#
92-012 07> CR-V CHANGED TO 0.4 PER TIME STUDY.

*** CASE CAMPAIGN LOOKUP 7/31/2009 4:23:02 PM, kfuller

CAMPAIGN CHECK 07/31/2009 04:23:02 PM kfuller

The following Campaign information was found

05-007; P68; 99-02 ACCORD IGN INTERLOCK; 03/30/05; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
08-093; Q96; DRIVERS AIRBAG INFLATOR; ; ;

*** CASE VSC LOOKUP 7/31/2009 4:23:03 PM, kfuller

VSC-CUC CHECK 07/31/2009 04:23:03 PM kfuller

No data found for VIN.

*** CASE MODIFY 7/31/2009 4:23:15 PM, kfuller

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 7/31/2009 4:23:50 PM, kfuller

CAMPAIGN CHECK 07/31/2009 04:23:50 PM kfuller

The following Campaign information was found

05-007; P68; 99-02 ACCORD IGN INTERLOCK; 03/30/05; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
08-093; Q96; DRIVERS AIRBAG INFLATOR; ; ;

*** SUBCASE N032009-07-3102065-1 CREATE 7/31/2009 4:23:58 PM, kfuller

Created in WIP Default with Due Date 7/31/2009 4:23:58 PM.

*** CASE MODIFY 7/31/2009 4:24:19 PM, kfuller

into WIP default and Status of Solving.

*** NOTES 7/31/2009 4:26:45 PM, kfuller, Action Type : Call from Customer

The customer called regarding the ignition interlock. I updated owner information. I checked CICS for any outstanding recalls. The customer stated she does not feel the recall was done correctly because she can still pull out her key when the car is in drive. She took the car to Carland Honda, and they told her to call AHM. I advised her that I would need to transfer her back into the queue and have her press option #7. The customer thanked me. I thanked the customer. The call ended.

*** SUBCASE N032009-07-3102065-1 CLOSE 7/31/2009 4:27:03 PM, kfuller

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N032009-07-3102065

Case Title : 07E - [REDACTED] - IGNITION INTERLOCK ASSISTANCE

*** CASE CLOSE 7/31/2009 4:27:03 PM. kfuller

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

Case Details

Case ID : N032009-05-1301152	Division : Honda - Auto	Condition : Closed	Open Date : 5/13/2009 2:13:42 PM
Case Originator : Waderia Lambert (Team CF)	Sub Division : Satellite Center	Status : Closed	Close Date : 5/13/2009 2:18:42 PM
Case Owner : Waderia Lambert (Team CF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Waderia Lambert (Team CF)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] IGNITION SWITCH		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] OB
 VIN Type / No. : US VIN / IHGCG16502A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG1652JNW / A
 Miles / Hours : 135,000
 In Service Date : 09/24/2001
 Months In Use : 92
 Engine Number : J30A15014950
 Originating Dealer No. / Name : 207706 / NALLEY HONDA
 Selling Dealer No. / Name : 207706 / NALLEY HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032009-05-1301152-1 [REDACTED] - PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032009-05-1301152-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Waderia Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 5/13/2009 2:18:19 PM
Issue Owner : Waderia Lambert	Type 2 : Operation	Queue :	Close Date : 5/13/2009 2:18:41 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Documented Concern, Provided Information
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032009-05-1301152

Case Title : [REDACTED] - IGNITION SWITCH

*** CASE CREATE 5/13/2009 2:13:42 PM, wlambert

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

*** CASE EXTENDED WARRANTY LOOKUP 5/13/2009 2:13:46 PM, wlambert

WARRANTY CHECK 05/13/2009 02:13:46 PM wlambert

The following Warranty Status information was found

- ; 1A ; 2009-01-28; J; 0; 0;
- ; 1B ; 2009-01-28; J; 0; 0;
- ; 1C ; 2009-01-28; J; 0; 0;
- ; 1G ; 2009-0

*** CASE CLAIMS LOOKUP 5/13/2009 2:13:48 PM, wlambert

CLAIM CHECK 05/13/2009 02:13:48 PM wlambert

The following Claim History information was found

0; 2006-11-08; 207748; 160222; 510; 218102 ; TRANSMISSION AND TORQUE CONVERTER - EXCHANGE.

*** CASE CAMPAIGN LOOKUP 5/13/2009 2:13:52 PM, wlambert

CAMPAIGN CHECK 05/13/2009 02:13:52 PM wlambert

The following Campaign information was found

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

*** CASE VSC LOOKUP 5/13/2009 2:13:54 PM, wlambert

VSC CHECK 05/13/2009 02:13:54 PM wlambert

The following VSC information was found

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

*** CASE CUC LOOKUP 5/13/2009 2:13:54 PM, wlambert

CUC CHECK 05/13/2009 02:13:54 PM wlambert

The following CUC information was found

[REDACTED]; EXPIRED; 100000; 26712; 48000; 2004-09-24; 2008-09-24; 2001-09-24; 2004-04-14; 2004-04-14; 207748; 2006-11-08; 80273; 2004-04-30; 2004-04-19

*** CASE MODIFY 5/13/2009 2:13:58 PM, wlambert

into WIP default and Status of Solving.

*** CASE MODIFY 5/13/2009 2:14:14 PM, wlambert

into WIP default and Status of Solving.

*** NOTES 5/13/2009 2:17:55 PM, wlambert, Action Type : Call from Customer

The customer called to report the key can come out of the ignition switch while it is gear. The customer wanted to know if his vehicle was affected by the ignition switch recall.

I updated the customer's contact information and checked CRMS for recall information. I advised the customer that his vehicle was not affected by the recall.

I advised the customer any cost to repair the ignition switch will be at his expense. The customer was not happy but understood. The call ended.

*** SUBCASE N032009-05-1301152-1 CREATE 5/13/2009 2:18:19 PM, wlambert

Created in WIP Default with Due Date 5/13/2009 2:18:19 PM.

*** CASE MODIFY 5/13/2009 2:18:38 PM, wlambert

Case History

Case ID : N032009-05-1301152

Case Title : [REDACTED] - IGNITION SWITCH

into WIP default and Status of Solving.

*** SUBCASE N032009-05-1301152-1 CLOSE 5/13/2009 2:18:41 PM, wlambert

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/13/2009 2:18:42 PM, wlambert

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

Case Details

Case ID : N012009-08-0501434	Division : Honda - Auto	Condition : Closed	Open Date : 8/5/2009 12:49:03 PM
Case Originator : Christeen Miller (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/5/2009 1:20:53 PM
Case Owner : Yolanda Jones (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Yolanda Jones (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : 06C- [REDACTED] IGNITION SWITCH INTERLOCK	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 4829
 VIN Type / No. : US VIN / 1HGCG56472A [REDACTED]
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG5642PW / A
 Miles / Hours :
 In Service Date : 10/10/2001
 Months In Use : 94
 Engine Number : F23A15022001
 Originating Dealer No. / Name : 207591 / LEESBURG HONDA
 Selling Dealer No. / Name : 207591 / LEESBURG HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : GO
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207504 / ROSENTHAL LANDMARK HONDA
 Phone No. : 703-823-8000
 Address : 5125 DUKE STREET
 City / State / Zip : ALEXANDRIA, VA 22304
 Svc District / Sls District : 06C / A06
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-08-0501434-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012009-08-0501434-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Christeen Miller	Type 1 : Product	Status : Subcase Close	Open Date : 8/5/2009 12:56:09 PM
Issue Owner : Christeen Miller	Type 2 : Operation	Queue :	Close Date : 8/5/2009 12:56:31 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-08-0501434

Case Title : 06C- [REDACTED] IGNITION SWITCH INTERLOCK

*** CASE CREATE 8/5/2009 12:49:03 PM, cmiller

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

*** CASE EXTENDED WARRANTY LOOKUP 8/5/2009 12:50:45 PM, cmiller

WARRANTY CHECK 08/05/2009 12:50:44 PM cmiller

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/5/2009 12:50:47 PM, cmiller

CLAIM HISTORY CHECK 08/05/2009 12:50:47 PM cmiller

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/5/2009 12:50:49 PM, cmiller

CAMPAIGN CHECK 08/05/2009 12:50:49 PM cmiller

No data found for VIN

*** CASE VSC LOOKUP 8/5/2009 12:50:53 PM, cmiller

VSC-CUC CHECK 08/05/2009 12:50:53 PM cmiller

No data found for VIN.

*** CASE MODIFY 8/5/2009 12:55:23 PM, cmiller

into WIP default and Status of Solving.

*** NOTES 8/5/2009 12:55:37 PM, cmiller. Action Type : Call from Customer

Updated customer information

[REDACTED]
Interlock switch

Recall

Customer for got to put the car in park and took the key out and the vehicle rolled into another vehicle. This happened 10 days ago. The customer is not the original owner of the vehicle. He purchased from a non Honda dealer. Customer wants to know if his vehicle is affected by the recall.

ACS advised the customer that his vin was not affected by the Interlock recall. Suggested he take his vehicle to the dealer. Customer understood and the call was ended.

*** SUBCASE N012009-08-0501434-1 CREATE 8/5/2009 12:56:09 PM, cmiller

Created in WIP Default with Due Date 8/5/2009 12:56:09 PM.

*** SUBCASE N012009-08-0501434-1 CLOSE 8/5/2009 12:56:31 PM, cmiller

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/5/2009 12:56:37 PM, cmiller

into WIP default and Status of Solving.

*** CASE CLOSE 8/5/2009 12:56:42 PM, cmiller

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

*** CASE REOPEN 8/5/2009 1:16:02 PM, yjones

Case History

Case ID : N012009-08-0501434

Case Title : 06C- [REDACTED] - IGNITION SWITCH INTERLOCK

with Condition of Open and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/5/2009 1:16:13 PM, yjones

CAMPAIGN CHECK 08/05/2009 01:16:13 PM yjones

No data found For VIN

*** CASE CAMPAIGN LOOKUP 8/5/2009 1:18:08 PM, yjones

CAMPAIGN CHECK 08/05/2009 01:18:08 PM yjones

No data found For VIN

*** CASE CAMPAIGN LOOKUP 8/5/2009 1:19:17 PM, yjones

CAMPAIGN CHECK 08/05/2009 01:19:17 PM yjones

No data found For VIN

*** NOTES 8/5/2009 1:20:48 PM, yjones, Action Type : Call from Customer

Customer provided limited contact information.

Customer wants to know if he has any recalls on his vehicle.

Advised customer that there are no open/closed recalls on listed vehicle.

Advised customer that recalls are vin specific.

Advised customer to register vehicle on ownerslink to receive future recall notices.

*** CASE CLOSE 8/5/2009 1:20:53 PM, yjones

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

Case Details

Case ID : N012009-06-2300624	Division : Honda - Auto	Condition : Closed	Open Date : 6/23/2009 10:08:19 AM
Case Originator : Mary Stapleton (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/23/2009 10:58:15 AM
Case Owner : Mary Stapleton (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Mary Stapleton (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ INTERLOCK 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 : MANCHESTER, WA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ DB
 VIN Type / No. : US VIN / JHMCG56602C ██████████
 Model / Year : ACCORD / 2002
 Model ID / Product Line : CG5662JW / A
 Miles / Hours : 87,435
 In Service Date : 08/13/2002
 Months In Use : 82
 Engine Number : F23A15527198
 Originating Dealer No. / Name : 207433 / LYNNWOOD HONDA
 Selling Dealer No. / Name : 207433 / LYNNWOOD HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : GO
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206864 / WEST HILLS HONDA
 Phone No. : 360-377-1100
 Address : 520 WEST HILLS BLVD.
 City / State / Zip : BREMERTON, WA 98312
 Svc District / Sls District : 02B / A02
 Warranty Labor Rate / Date : \$85.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-06-2300624-1 / ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012009-06-2300624-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Product	Status : Subcase Close	Open Date : 6/23/2009 10:22:44 AM
Issue Owner : Mary Stapleton	Type 2 : Operation	Queue :	Close Date : 6/23/2009 10:23:05 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-06-2300624

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

*** CASE CREATE 6/23/2009 10:08:19 AM, mstaplet

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

*** CASE MODIFY 6/23/2009 10:08:26 AM, mstaplet

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/23/2009 10:08:29 AM, mstaplet

WARRANTY CHECK 06/23/2009 10:08:28 AM mstaplet

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/23/2009 10:08:34 AM, mstaplet

CLAIM CHECK 06/23/2009 10:08:34 AM mstaplet

The following Claim History information was found

0; 2006-09-05; 206864; 513611; 510; 725504 ; SAFETY RECALL: IGNITION KEY IS REMOVABLE WITH THE SHIFT
LEVER OUT OF PARK - INSPECT IGNITION SWITCH KEY

*** CASE CAMPAIGN LOOKUP 6/23/2009 10:08:39 AM, mstaplet

CAMPAIGN CHECK 06/23/2009 10:08:39 AM mstaplet

The following Campaign information was found

05-007; P68; 99-02 ACCORD IGN INTERLOCK; 09/07/06; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 6/23/2009 10:08:40 AM, mstaplet

VSC-CUC CHECK 06/23/2009 10:08:40 AM mstaplet

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/23/2009 10:10:14 AM, mstaplet

CAMPAIGN CHECK 06/23/2009 10:10:14 AM mstaplet

The following Campaign information was found

05-007; P68; 99-02 ACCORD IGN INTERLOCK; 09/07/06; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CAMPAIGN LOOKUP 6/23/2009 10:14:29 AM, mstaplet

CAMPAIGN CHECK 06/23/2009 10:14:28 AM mstaplet

The following Campaign information was found

05-007; P68; 99-02 ACCORD IGN INTERLOCK; 09/07/06; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CAMPAIGN LOOKUP 6/23/2009 10:21:54 AM, mstaplet

CAMPAIGN CHECK 06/23/2009 10:21:54 AM mstaplet

The following Campaign information was found

05-007; P68; 99-02 ACCORD IGN INTERLOCK; 09/07/06; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-085; Q26; Vaughn Class Action Honda; ; ;

Case History

Case ID : N012009-06-2300624

Case Title : [REDACTED] - INTERLOCK RECALL INQUIRY

*** CASE MODIFY 6/23/2009 10:22:08 AM, mstaplet
into WIP default and Status of Solving.

*** SUBCASE N012009-06-2300624-1 CREATE 6/23/2009 10:22:44 AM, mstaplet
Created in WIP Default with Due Date 6/23/2009 10:22:44 AM.

*** SUBCASE N012009-06-2300624-1 CLOSE 6/23/2009 10:23:05 AM, mstaplet
Status = Solving, Resolution Code = Instruction Given

*** NOTES 6/23/2009 10:27:09 AM, mstaplet. Action Type : Call from Customer

Updated the customer information.

The customer called to update ownership.

I updated the owner information.

The customer -Dave called on behalf of his mother.

The customer said his mom is able to remove the key with the shift lever in drive.

The customer said she took the vehicle to Hillside Honda and was advised the recall was already performed on the vehicle.

The customer said if the recall was performed the vehicle should not still be doing this.

I explained our records indicate that the recall was performed 9/6/06 by West Hills Honda.

The customer said he does not believe it was done and asked Honda to assist with the recall.

I explained Honda does not perform the recall twice and he would have to be responsible for the repair

No further assistance requested.

I gave the case number to reference and explained I had documented the concern.

*** CASE MODIFY 6/23/2009 10:27:14 AM, mstaplet
into WIP default and Status of Solving.

*** CASE CLOSE 6/23/2009 10:58:15 AM, mstaplet
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N032009-06-2200972	Division : Honda - Auto	Condition : Closed	Open Date : 6/22/2009 11:20:16 AM
Case Originator : Amanda Esquivel (Team CD)	Sub Division : Satellite Center	Status : Closed	Close Date : 6/22/2009 11:43:08 AM
Case Owner : Amanda Esquivel (Team CD)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Amanda Esquivel (Team CD)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ TRANSMISSION CONCERN		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 : TWIN FALLS, ID ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / IHGCM66593A007228
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 100,000
 In Service Date : 10/26/2002
 Months In Use : 80
 Engine Number : J30A41009716
 Originating Dealer No. / Name : 207970 / KEN GARFF HONDA OF OREM
 Selling Dealer No. / Name : 207111 / MIDDLEKAUFF HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032009-06-2200972-1 ██████████	- Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N032009-06-2200972-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Amanda Esquivel	Type 1 : Product	Status : Subcase Close	Open Date : 6/22/2009 11:43:03 AM
Issue Owner : Amanda Esquivel	Type 2 : Operation	Queue :	Close Date : 6/22/2009 11:43:08 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Shift Quality 2181
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : Provided Information
 Component Category : 10 - Power Train
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032009-06-2200972

Case Title : ██████████ - TRANSMISSION CONCERN

*** CASE CREATE 6/22/2009 11:20:16 AM, aesquive

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

*** CASE EXTENDED WARRANTY LOOKUP 6/22/2009 11:20:18 AM, aesquive

WARRANTY CHECK 06/22/2009 11:20:18 AM aesquive

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/22/2009 11:20:25 AM, aesquive

CLAIM CHECK 06/22/2009 11:20:25 AM aesquive

The following Claim History information was found

0; 2008-06-28; 207111; 150085; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

*** CASE CAMPAIGN LOOKUP 6/22/2009 11:20:28 AM, aesquive

CAMPAIGN CHECK 06/22/2009 11:20:28 AM aesquive

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/23/04; FX;

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

04-027; Q32; 03-04 RADIO DISPLAY; 07/17/08; FX;

08

*** CASE VSC LOOKUP 6/22/2009 11:20:32 AM, aesquive

VSC CHECK 06/22/2009 11:20:32 AM aesquive

The following VSC information was found

DEE;HUDSON;V002321754;A77;(NEW) PREMIUM 7YR 75K \$50 DED;CANCELLED;2006-05-23;2005-05-20;2009-10-25;75000;27072
;207111;50.00

*** CASE CUC LOOKUP 6/22/2009 11:20:32 AM, aesquive

CUC CHECK 06/22/2009 11:20:32 AM aesquive

The following CUC information was found

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

*** CASE MODIFY 6/22/2009 11:20:33 AM, aesquive

into WIP default and Status of Solving.

*** CASE MODIFY 6/22/2009 11:20:39 AM, aesquive

into WIP default and Status of Solving.

*** CASE MODIFY 6/22/2009 11:20:43 AM, aesquive

into WIP default and Status of Solving.

*** CASE MODIFY 6/22/2009 11:22:37 AM, aesquive

into WIP default and Status of Solving.

*** NOTES 6/22/2009 11:23:21 AM, aesquive, Action Type : Call from Customer

The customer contacted ACS and advised she does not have her VIN. I was unsuccessful locating customer's VIN in CRMS. She advised that her key comes out of the interlock system and the Honda dealership has already advised the recall has been completed and she will have to pay \$440 to have this repair. She is very upset and feels that if the recall was performed, then it was replaced with a faulty unit and therefore; the recall needs to be performed again.

She is upset and asked for further clarification. I advised that with her VIN I would be able to confirm the recall has been completed, and recalls are performed

Case History

Case ID : N032009-06-2200972

Case Title : ██████████ - TRANSMISSION CONCERN

once. She asked for AHM to repair her interlock. She asked to speak with someone who would be able to advise her how this can be prepared at no cost to her. I advised once she is able to obtain her VIN she can contact ACS and select option 7 for product concerns and they would be able to advise her on her request.

Updated information.

*** CASE MODIFY 6/22/2009 11:23:22 AM, aesquive
into WIP default and Status of Solving.

*** NOTES 6/22/2009 11:24:18 AM, aesquive, Action Type : Note-General
Previous notes entered in error

*** CASE MODIFY 6/22/2009 11:24:39 AM, aesquive
into WIP default and Status of Solving.

*** NOTES 6/22/2009 11:36:24 AM, aesquive, Action Type : Call from Customer

Customer asked if the transmission recall has been performed on the vehicle. I advised that it has been performed, and recalls are performed once. She states she is having transmission issues and they are identical to the issues listed on the recall SB. I explained that recalls are one time repairs and because the second gear inspection has been performed on her vehicle, it will not be performed a second time. She understood and decline further assistance and we ended the call.

Updated as owner.

*** CASE MODIFY 6/22/2009 11:36:29 AM, aesquive
into WIP default and Status of Solving.

*** SUBCASE N032009-06-2200972-1 CREATE 6/22/2009 11:43:03 AM, aesquive
Created in WIP Default with Due Date 6/22/2009 11:43:03 AM.

*** CASE MODIFY 6/22/2009 11:43:07 AM, aesquive
into WIP default and Status of Solving.

*** SUBCASE N032009-06-2200972-1 CLOSE 6/22/2009 11:43:08 AM, aesquive
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/22/2009 11:43:08 AM, aesquive
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012009-05-2800682	Division : Honda - Auto	Condition : Closed	Open Date : 5/28/2009 10:36:50 AM
Case Originator : Ryan Watkins (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/28/2009 10:58:07 AM
Case Owner : Ryan Watkins (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Ryan Watkins (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - AUDIO UNIT BACKLIGHT IGNITION 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 : N PROVIDENCE, RI [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM56334A [REDACTED]
 Model / Year : ACCORD / 2004
 Model ID / Product Line : CM5634PLW / A
 Miles / Hours : 53,000
 In Service Date : 11/15/2004
 Months In Use : 54
 Engine Number : K24A42035622
 Originating Dealer No. / Name : 208089 / METRO HONDA
 Selling Dealer No. / Name : 208089 / METRO HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208089 / METRO HONDA
 Phone No. : 401-553-6000
 Address : 1880 HARTFORD AVENUE
 City / State / Zip : JOHNSTON, RI 02919
 Svc District / Sls District : 09F / B09
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-05-2800682-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	010	Radio, EQ & CD
N012009-05-2800682-2 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012009-05-2800682-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 5/28/2009 10:56:18 AM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 5/28/2009 10:56:31 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 010 / Radio, EQ & CD
 Condition Code Desc : Radio Display 010U
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-05-2800682-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 5/28/2009 10:56:55 AM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 5/28/2009 10:57:12 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc : Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : 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 : N012009-05-2800682

Case Title : [REDACTED] - AUDIO UNIT BACKLIGHT IGNITION CONCERN

*** CASE CREATE 5/28/2009 10:36:50 AM, rwatkins

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

*** CASE EXTENDED WARRANTY LOOKUP 5/28/2009 10:37:23 AM, rwatkins

WARRANTY CHECK 05/28/2009 10:37:23 AM rwatkins

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/28/2009 10:37:25 AM, rwatkins

CLAIM HISTORY CHECK 05/28/2009 10:37:25 AM rwatkins

No data found for VIN.

*** CASE VSC LOOKUP 5/28/2009 10:37:28 AM, rwatkins

VSC-CUC CHECK 05/28/2009 10:37:28 AM rwatkins

No data found for VIN.

*** CASE MODIFY 5/28/2009 10:38:04 AM, rwatkins

into WIP default and Status of Solving.

*** NOTES 5/28/2009 10:47:02 AM, rwatkins, Action Type : Call from Customer

Contact information verified by LORI CESARIO.

Customer states that Audio Unit will shut off once per day.

Customer states that Audio Unit will loose back light and become dark.

Customer contacted DLR. DLR advised that vehicle may be checked for \$120.

ACS advised customer that there is no campaign associate with this concern.

Customer states key is able to be removed from ignition while driving.

ACS advised customer that there is no campaign associated with this ignition concern. Customer is planning to have vehicle diagnosed by DLR in 2 weeks. Customer would like to know if assistance with cost may be offered by AH. I informed customer that vehicle must be diagnosed by DLR in order to review for consideration.

Customer advised that she will speak with DLR re assistance with cost.

Customer thanked me. Call end.

*** CASE MODIFY 5/28/2009 10:47:08 AM, rwatkins

into WIP default and Status of Solving.

*** SUBCASE N012009-05-2800682-1 CREATE 5/28/2009 10:56:18 AM, rwatkins

Created in WIP Default with Due Date 5/28/2009 10:56:18 AM.

*** SUBCASE N012009-05-2800682-1 CLOSE 5/28/2009 10:56:31 AM, rwatkins

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012009-05-2800682-2 CREATE 5/28/2009 10:56:55 AM, rwatkins

Created in WIP Default with Due Date 5/28/2009 10:56:55 AM.

*** SUBCASE N012009-05-2800682-2 CLOSE 5/28/2009 10:57:12 AM, rwatkins

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/28/2009 10:57:48 AM, rwatkins

into WIP default and Status of Solving.

*** CASE CLOSE 5/28/2009 10:58:07 AM, rwatkins

Case History

Case ID : N012009-05-2800682

Case Title : [REDACTED] AUDIO UNIT BACKLIGHT IGNITION CONCERN

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

Case Details

Case ID : N012009-07-2200503	Division : Honda - Auto	Condition : Closed	Open Date : 7/22/2009 9:53:03 AM
Case Originator : Nicole Lawrence (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/22/2009 10:03:08 AM
Case Owner : Nicole Lawrence (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Nicole Lawrence (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : 07N- [REDACTED] - IGNITION INTERLOCK		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 : DELRAY BEACH, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 532
 VIN Type / No. : US VIN / 2HGES26763H [REDACTED]
 Model / Year : CIVIC / 2003
 Model ID / Product Line : ES2673MW / A
 Miles / Hours : 36,000
 In Service Date : 02/10/2003
 Months In Use : 77
 Engine Number : D17A23417265
 Originating Dealer No. / Name : 206709 / J. L. FREED HONDA
 Selling Dealer No. / Name : 206709 / J. L. FREED HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208507 / DELRAY HONDA
 Phone No. : 561-272-3000
 Address : 3000 SO. FEDERAL HWY
 City / State / Zip : DELRAY BEACH, FL 33483
 Svc District / Sls District : 07N / C07
 Warranty Labor Rate / Date : \$87.00 /
 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
N012009-07-2200503-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012009-07-2200503-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Nicole Lawrence	Type 1 : Product	Status : Subcase Close	Open Date : 7/22/2009 10:02:26 AM
Issue Owner : Nicole Lawrence	Type 2 : Operation	Queue :	Close Date : 7/22/2009 10:03:07 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-07-2200503

Case Title : 07N [REDACTED] - IGNITION INTERLOCK

*** CASE CREATE 7/22/2009 9:53:03 AM, nlawrenc

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

*** CASE EXTENDED WARRANTY LOOKUP 7/22/2009 9:53:44 AM, nlawrenc

WARRANTY CHECK 07/22/2009 09:53:43 AM nlawrenc

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/22/2009 9:53:46 AM, nlawrenc

CLAIM HISTORY CHECK 07/22/2009 09:53:46 AM nlawrenc

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/22/2009 9:53:51 AM, nlawrenc

CAMPAIGN CHECK 07/22/2009 09:53:50 AM nlawrenc

The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; NU;

*** CASE VSC LOOKUP 7/22/2009 9:53:52 AM, nlawrenc

VSC-CUC CHECK 07/22/2009 09:53:51 AM nlawrenc

No data found for VIN.

*** CASE MODIFY 7/22/2009 9:54:03 AM, nlawrenc

into WIP default and Status of Solving.

*** CASE MODIFY 7/22/2009 9:59:51 AM, nlawrenc

into WIP default and Status of Solving.

*** NOTES 7/22/2009 10:01:53 AM, nlawrenc. Action Type : Call from Customer

The customer contact information was verified and updated. ACS received a call from a customer who key will come out of ignition while vehicle is running but will shut off once you put vehicle in gear and wanted to know about any outstanding campaigns.

Inbound Summary: I apologized and advised that there are no outstanding campaigns for his vehicle but that I have documented his concern.

The customer understood thanked me and we ended the call.

*** SUBCASE N012009-07-2200503-1 CREATE 7/22/2009 10:02:26 AM, nlawrenc

Created in WIP Default with Due Date 7/22/2009 10:02:26 AM.

*** SUBCASE N012009-07-2200503-1 CLOSE 7/22/2009 10:03:07 AM, nlawrenc

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/22/2009 10:03:08 AM, nlawrenc

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

Case Details

Case ID : N032009-06-1100133	Division : Honda - Auto	Condition : Closed	Open Date : 6/11/2009 7:27:43 AM
Case Originator : Amanda Esquivel (Team CD)	Sub Division : Satellite Center	Status : Closed	Close Date : 6/11/2009 7:35:52 AM
Case Owner : Amanda Esquivel (Team CD)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Amanda Esquivel (Team CD)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - INTERLOCK CONCERN		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 : WOODLANDS, TX ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 3 BO
 VIN Type / No. : US VIN / 19UUA56643A ██████████
 Model / Year : 3.2TL / 2003
 Model ID / Product Line : UA5663JTW / B
 Miles / Hours : 55,000
 In Service Date : 04/20/2002
 Months In Use : 86
 Engine Number : J32A15404158
 Originating Dealer No. / Name : 251036 / GILLMAN ACURA
 Selling Dealer No. / Name : 251036 / GILLMAN ACURA
 Trim : 3.2 TL
 No. Of Doors : 4
 Transmission Code : 5AT
 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 :
 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
N032009-06-1100133-1 / ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032009-06-1100133-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Amanda Esquivel	Type 1 : Product	Status : Subcase Close	Open Date : 6/11/2009 7:35:28 AM
Issue Owner : Amanda Esquivel	Type 2 : Operation	Queue :	Close Date : 6/11/2009 7:35:52 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc : Any 7250
Campaign Code / Desc : /
Temperament Code : Medium
Resolutions : Forward to Call Ctr
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032009-06-1100133

Case Title : ██████████ INTERLOCK CONCERN

*** CASE CREATE 6/11/2009 7:27:43 AM, aesquive

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

*** CASE MODIFY 6/11/2009 7:27:47 AM, aesquive

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/11/2009 7:27:49 AM, aesquive

WARRANTY CHECK 06/11/2009 07:27:49 AM aesquive

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/11/2009 7:27:51 AM, aesquive

CLAIM HISTORY CHECK 06/11/2009 07:27:51 AM aesquive

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/11/2009 7:27:58 AM, aesquive

CAMPAIGN CHECK 06/11/2009 07:27:58 AM aesquive

The following Campaign information was found

02-027; L73; 2000-03 TRANS WARRANTY EXT; ; ;

03-030; P08; 02-03 TIMING BELT TENSIONER; 02/04/04; FX;

04-020; P39; 00-04 CL & TL A/T RECALL; 01/07/05; FX;

*** CASE VSC LOOKUP 6/11/2009 7:28:01 AM, aesquive

VSC-CUC CHECK 06/11/2009 07:28:01 AM aesquive

No data found for VIN.

*** CASE MODIFY 6/11/2009 7:28:03 AM, aesquive

into WIP default and Status of Solving.

*** CASE MODIFY 6/11/2009 7:29:39 AM, aesquive

into WIP default and Status of Solving.

*** CASE MODIFY 6/11/2009 7:31:40 AM, aesquive

into WIP default and Status of Solving.

*** NOTES 6/11/2009 7:35:09 AM, aesquive. Action Type : Call from Customer

The client contacted ACS and asked if Acura would assist in an ignition interlock repair. The vehicle has not been diagnosed by an Acura dealership. Client advised of the symptoms of the defective interlock which she describes as very dangerous because the key is removable while the vehicle is not in part and not even turned off. She does not think this is due to wear and tear and is requesting Acura assist. I apologized and explained this is not a recall or campaign and the vehicle is outside of warranty, client understands but did persist to be assisted. I apologized and explained the client has reached the campaign department. I advised I will transfer them to the appropriate department.

Verified contact information.

*** SUBCASE N032009-06-1100133-1 CREATE 6/11/2009 7:35:28 AM, aesquive

Created in WIP Default with Due Date 6/11/2009 7:35:28 AM.

*** SUBCASE N032009-06-1100133-1 CLOSE 6/11/2009 7:35:52 AM, aesquive

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/11/2009 7:35:52 AM, aesquive

Case History

Case ID : N032009-06-1100133

Case Title : [REDACTED] INTERLOCK CONCERN

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

Case Details

Case ID : B012009-06-1100145	Division : Acura - Auto	Condition : Closed	Open Date : 6/11/2009 7:32:41 AM
Case Originator : Jeninne Ortiz (Team AC)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/11/2009 7:57:49 AM
Case Owner : Jeninne Ortiz (Team AC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jeninne Ortiz (Team AC)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - GW ASSIST WITH INTERLOCK		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 : WOODLANDS, TX ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ B BO
 VIN Type / No. : US VIN / 19UUA56643A ██████████
 Model / Year : 3.2TL / 2003
 Model ID / Product Line : UA5663JTW / B
 Miles / Hours : 55,000
 In Service Date : 04/20/2002
 Months In Use : 86
 Engine Number : J32A15404158
 Originating Dealer No. / Name : 251036 / GILLMAN ACURA
 Selling Dealer No. / Name : 251036 / GILLMAN ACURA
 Trim : 3.2 TL
 No. Of Doors : 4
 Transmission Code : 5AT
 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 : 251036 / GILLMAN ACURA
 Phone No. : 281-821-1100
 Address : 18002 NORTH FREEWAY
 City / State / Zip : HOUSTON, TX 77073
 Svc District / Sls District : 06C / B06
 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
B012009-06-1100145-1 / ██████████ - PRODUCT	Subcase Close	Product	Operation	725	Ignition Switch

Spool Report

Run Date : 10/06/2009

Issue Details

Issue ID : B012009-06-1100145-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeninne Ortiz	Type 1 : Product	Status : Subcase Close	Open Date : 6/11/2009 7:57:32 AM
Issue Owner : Jeninne Ortiz	Type 2 : Operation	Queue :	Close Date : 6/11/2009 7:57:41 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : B012009-06-1100145

Case Title : ██████████ - GW ASSIST WITH INTERLOCK

*** CASE CREATE 6/11/2009 7:32:41 AM, jortiz

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

*** CASE EXTENDED WARRANTY LOOKUP 6/11/2009 7:32:44 AM, jortiz

WARRANTY CHECK 06/11/2009 07:32:44 AM jortiz

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/11/2009 7:32:47 AM, jortiz

CLAIM HISTORY CHECK 06/11/2009 07:32:47 AM jortiz

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/11/2009 7:33:09 AM, jortiz

CAMPAIGN CHECK 06/11/2009 07:33:09 AM jortiz

The following Campaign information was found

02-027; L73; 2000-03 TRANS WARRANTY EXT; ; ;

03-030; P08; 02-03 TIMING BELT TENSIONER; 02/04/04; FX;

04-020; P39; 00-04 CL & TL A/T RECALL; 01/07/05; FX;

0

*** CASE VSC LOOKUP 6/11/2009 7:33:11 AM, jortiz

VSC-CUC CHECK 06/11/2009 07:33:11 AM jortiz

No data found for VIN.

*** CASE MODIFY 6/11/2009 7:33:24 AM, jortiz

into WIP default and Status of Solving.

*** CASE MODIFY 6/11/2009 7:34:49 AM, jortiz

into WIP default and Status of Solving.

*** CASE MODIFY 6/11/2009 7:34:54 AM, jortiz

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 6/11/2009 7:38:02 AM, jortiz

VSC-CUC CHECK 06/11/2009 07:38:02 AM jortiz

No data found for VIN.

*** CASE MODIFY 6/11/2009 7:38:07 AM, jortiz

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 6/11/2009 7:38:07 AM, jortiz

CAMPAIGN CHECK 06/11/2009 07:38:07 AM jortiz

The following Campaign information was found

02-027; L73; 2000-03 TRANS WARRANTY EXT; ; ;

03-030; P08; 02-03 TIMING BELT TENSIONER; 02/04/04; FX;

04-020; P39; 00-04 CL & TL A/T RECALL; 01/07/05; FX;

0

*** CASE MODIFY 6/11/2009 7:38:09 AM, jortiz

into WIP default and Status of Solving.

Case History

Case ID : B012009-06-1100145

Case Title : [REDACTED] - GW ASSIST WITH INTERLOCK

*** CASE CLAIMS LOOKUP 6/11/2009 7:38:20 AM, jortiz
CLAIM HISTORY CHECK 06/11/2009 07:38:20 AM jortiz
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 6/11/2009 7:38:22 AM, jortiz
WARRANTY CHECK 06/11/2009 07:38:22 AM jortiz
No data found for VIN.

*** CASE MODIFY 6/11/2009 7:38:36 AM, jortiz
into WIP default and Status of Solving.

*** CASE MODIFY 6/11/2009 7:38:42 AM, jortiz
into WIP default and Status of Solving.

*** CASE MODIFY 6/11/2009 7:38:43 AM, jortiz
into WIP default and Status of Solving.

*** CASE MODIFY 6/11/2009 7:38:46 AM, jortiz
into WIP default and Status of Solving.

*** NOTES 6/11/2009 7:56:36 AM, jortiz, Action Type : Call from Customer

The client was WT from Amanda in Chino.

I had the client re-verify the contact information.

The client stated she noticed the problem about a month ago.

She parked in a parking lot and without knowing, she took the key out while the vehicle shifter was still in DRIVE.

She proceeded to walk away from her car and a man yelled out that her car was rolling back and he was holding her car.

She went online and seen there was a recall with the exact same symptoms on the 99 vehicles.

She doesn't know how she got one of these defective ignitions on her 2003 TL.

But that the symptoms described in the recall is exactly what has happened to her.

She called Gillman Acura and she does not know who she spoke with.

But they told her yes it definitely sounds like the recall, but she did not actually take it in.

That is why she is calling ACS to seek assistance.

She understands that she is outside of the factory warranty of 4/50K and even she is out of her 3rd party warranty.

I advised that anytime the vehicle is outside of warranty, assistance is not guaranteed.

However, if she is looking for assistance outside of warranty, the vehicle must be physically diagnosed by the dealer.

And yes she will be responsible to pay for the diagnosis fee and even so assistance is not guaranteed.

I advised her to speak with the SM after diagnosis and request assistance outside of warranty.

She may discuss the following information below with the SM:

The SM will present these facts to the DPSM which is the highest level of escalation.

His decision is final and we cannot overturn it.

I also advised her of the OPDS campaign affected by Vaughn.

She understood, thanked me and the call ended.

-She is the original owner.

-She has done some maintenance at Gillman Acura, but then again she hasn't had to do alot; the vehicle has been fine.

-Her daughter and husband both have owned Hondas and Acuras.

Case History

Case ID : B012009-06-1100145

Case Title : [REDACTED] GW ASSIST WITH INTERLOCK

*** NOTES 6/11/2009 7:56:59 AM, jortiz, Action Type : Call from Customer

-But this is her first Honda/Acura product.

*** SUBCASE B012009-06-1100145-1 CREATE 6/11/2009 7:57:32 AM, jortiz

Created in WIP Default with Due Date 6/11/2009 7:57:32 AM.

*** SUBCASE B012009-06-1100145-1 CLOSE 6/11/2009 7:57:41 AM, jortiz

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/11/2009 7:57:49 AM, jortiz

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