

PE10-037

HONDA

11/9/2010

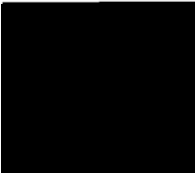










Q4 Consumer Complaints

2007 Fit

Case Details

Case ID : N012010-08-1000685	Division : Honda - Auto	Condition : Closed	Open Date : 8/10/2010 8:22:45 AM
Case Originator : Allan Perez (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/10/2010 8:29:26 AM
Case Owner : Allan Perez (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Allan Perez (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : ROWAN, KENNETH - HEAD LIGHT SWITCH/REIMBURSEMENT REQUEST	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 : UNKNOWN   
City / State / Zip : TORRANCE, CA   
E Mail :   
Svc District / Sls District : /

Product Info :

Unit Owner :  
VIN Type / No. : No VIN /  
Model / Year : FIT / 2007  
Model ID / Product Line : /  
Miles / Hours : 70,000  
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 : 206809 / ART MOEHN HONDA  
Phone No. : 517-787-7700  
Address : 2200 SEYMOUR ROAD  
City / State / Zip : JACKSON, MI 49201  
Svc District / Sls District : 04A / D04  
Warranty Labor Rate / Date : \$84.00 /  
Agent Name : Comp Ind. :

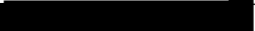
Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-08-1000685-1 / 	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-08-1000685-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Allan Perez	Type 1 : Product	Status : Subcase Close	Open Date : 8/10/2010 8:28:42 AM
Issue Owner : Allan Perez	Type 2 : Operation	Queue :	Close Date : 8/10/2010 8:28:52 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Documented Concern  
Component Category : 12 - Exterior Lighting  
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 : N012010-08-1000685

Case Title : [REDACTED] HEAD LIGHT SWITCH/REIMBURSEMENT REQUEST

\*\*\* CASE CREATE 8/10/2010 8:22:45 AM, aperezl

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

\*\*\* NOTES 8/10/2010 8:28:13 AM, aperezl, Action Type : Call from Customer

Customer did not provide an address or VIN, best contact # 517-392-3095

Customer states that he took the vehicle to ART MOEHN HONDA because the head lights would not turn on. Customer states that first they tried to replace the bulbs but that did not work and then they found that some wiring had melted by the head light switch. Customer states that he was charged around \$200 for the repair. Customer would like to be reimbursed by Honda for this repair. Customer states that he found a forum online where people are complaining about this issue. Customer states that the dealer did not offer any assistance.

ACS advised the customer that the new vehicle limited warranty has ended. ACS advised the customer that he may mail his request to AHM but no promises will be made at this time.

Customer understood, call ended.

\*\*\* SUBCASE N012010-08-1000685-1 CREATE 8/10/2010 8:28:42 AM, aperezl

Created in WIP Default with Due Date 8/10/2010 8:28:42 AM.

\*\*\* SUBCASE N012010-08-1000685-1 CLOSE 8/10/2010 8:28:52 AM, aperezl

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 8/10/2010 8:28:57 AM, aperezl

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/10/2010 8:29:04 AM, aperezl

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/10/2010 8:29:06 AM, aperezl

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/10/2010 8:29:15 AM, aperezl

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/10/2010 8:29:24 AM, aperezl

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 8/10/2010 8:29:26 AM, aperezl

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



## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 10/01/2010

Case Details

Case ID :	N052006-05-2800264	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/28/2006
Case Originator :	John Kristianson (Team PA)	Sub Division :	PCRM	Status :	Closed	Close Date :	6/5/2006 2:30:56 PM
Case Owner :	Bertha Atayde (Team CF)	Method :	Pro-Active O/B	Queue :		Days Open :	8
Last Closed By :	Bertha Atayde (Team CF)	Point of Origin :	RDR	Wipbin :			
Case Title :	[REDACTED] - FIT, SI, RC, CP, AH-050, 27, 05, Y, \$0			No. of Attachments :	1		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 1200  
VIN Type / No. : US VIN / JHMGD384X7S [REDACTED]  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3847EW / A  
Miles / Hours : 900  
In Service Date : 04/19/2006  
Months In Use : 1  
Engine Number : L15A11102208  
Originating Dealer No. / Name : 207999 / HONDA OF OCALA  
Selling Dealer No. / Name : 207999 / HONDA OF OCALA  
Trim : BASE  
No. Of Doors : 5  
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 : 207999 / HONDA OF OCALA  
Phone No. : 352-867-1900  
Address : 1800 S.W. COLLEGE ROAD  
City / State / Zip : OCALA, FL 34474  
Svc District / SIs District : 07J / F07  
Warranty Labor Rate / Date : \$76.00 /  
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N052006-05-2800264-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	110	Upper Engine
N052006-05-2800264-2 / [REDACTED] - PROD	Subcase Close	Product	Design/Feature		
N052006-05-2800264-3 / [REDACTED] - PROD	Subcase Close	Product	Design/Feature	853	Seat, rear
N052006-05-2800264-4 / [REDACTED] - PROD	Subcase Close	Product	Operation	414	Front Damper

Issues :

Issue ID / Title			Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N052006-05-2800264-5 /	[REDACTED]	- PROD	Subcase Close	Product	Operation	416	Front bushings
N052006-05-2800264-6 /		- PROD	Subcase Close	Product	Operation	712	Headlights
N052006-05-2800264-7 /		- SALE	Subcase Close	Sales - Dealer	Finance		
N052006-05-2800264-8 /		- PROD	Subcase Close	Product	No Code	050	Security System

## Spool Report

Run Date : 10/01/2010

Issue Details

Issue ID : N052006-05-2800264-1	Disposition: Praise	Condition : Closed	Wipbin :
Issue Originator : John Kristianson	Type 1 : Product	Status : Subcase Close	Open Date : 5/28/2006
Issue Owner : Bertha Atayde	Type 2 : Operation	Queue :	Close Date : 6/5/2006 2:30:48 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 110 / Upper Engine  
Condition Code Desc Other 110X  
Campaign Code / Desc : /  
Temperament Code : Cold  
Resolutions : Document Pos Comment  
Component Category : 06 - Engine & Cooling Sys  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N052006-05-2800264-2	Disposition: Praise	Condition : Closed	Wipbin :
Issue Originator : Bertha Atayde	Type 1 : Product	Status : Subcase Close	Open Date : 6/2/2006 3:18:11 PM
Issue Owner : Bertha Atayde	Type 2 : Design/Feature	Queue :	Close Date : 6/5/2006 2:30:36 PM
Issue Title : [REDACTED] - PRODUCT - DESIGN/FEATURE			

**Coding Info :**

Labor Code / Desc : /  
Condition Code Desc  
Campaign Code / Desc : /  
Temperament Code : Cold  
Resolutions : Document Pos Comment  
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 : 10/01/2010

Issue Details

Issue ID : N052006-05-2800264-3	Disposition: Praise	Condition : Closed	Wipbin :
Issue Originator : Bertha Atayde	Type 1 : Product	Status : Subcase Close	Open Date : 6/2/2006 3:19:43 PM
Issue Owner : Bertha Atayde	Type 2 : Design/Feature	Queue :	Close Date : 6/5/2006 2:30:39 PM
Issue Title : [REDACTED] PRODUCT - DESIGN/FEATURE			

**Coding Info :**

Labor Code / Desc : 853 / Seat, rear  
Condition Code Desc : Seat Config 8537  
Campaign Code / Desc : /  
Temperament Code : Cold  
Resolutions : Document Pos Comment  
Component Category : 22 - Seats  
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 : N052006-05-2800264-4	Disposition: Praise	Condition : Closed	Wipbin :
Issue Originator : Bertha Atayde	Type 1 : Product	Status : Subcase Close	Open Date : 6/2/2006 3:20:25 PM
Issue Owner : Bertha Atayde	Type 2 : Operation	Queue :	Close Date : 6/5/2006 2:30:51 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 414 / Front Damper  
Condition Code Desc : Ride Quality 4141  
Campaign Code / Desc : /  
Temperament Code : Cold  
Resolutions : Document Pos Comment  
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 : N052006-05-2800264-5	Disposition: Praise	Condition : Closed	Wipbin :
Issue Originator : Bertha Atayde	Type 1 : Product	Status : Subcase Close	Open Date : 6/2/2006 3:21:14 PM
Issue Owner : Bertha Atayde	Type 2 : Operation	Queue :	Close Date : 6/5/2006 2:30:54 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 416 / Front bushings  
Condition Code Desc Ride/Handling 4164  
Campaign Code / Desc : /  
Temperament Code : Cold  
Resolutions : Document Pos Comment  
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 : N052006-05-2800264-6	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bertha Atayde	Type 1 : Product	Status : Subcase Close	Open Date : 6/2/2006 3:22:09 PM
Issue Owner : Bertha Atayde	Type 2 : Operation	Queue :	Close Date : 6/5/2006 2:30:56 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Other 712X  
Campaign Code / Desc : /  
Temperament Code : Cold  
Resolutions : Documented Concern  
Component Category : 12 - Exterior Lighting  
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 : 10/01/2010

Issue Details

Issue ID : N052006-05-2800264-7	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bertha Atayde	Type 1 : Sales - Dealer	Status : Subcase Close	Open Date : 6/2/2006 3:22:36 PM
Issue Owner : Bertha Atayde	Type 2 : Finance	Queue :	Close Date : 6/5/2006 2:30:41 PM
Issue Title : [REDACTED] - SALES - DEALER - FINANCE			

**Coding Info :**

Labor Code / Desc : /  
Condition Code Desc  
Campaign Code / Desc : /  
Temperament Code : Cold  
Resolutions : Documented Concern  
Component Category : NR - No Category Found  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N052006-05-2800264-8	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Bertha Atayde	Type 1 : Product	Status : Subcase Close	Open Date : 6/2/2006 3:23:24 PM
Issue Owner : Bertha Atayde	Type 2 : No Code	Queue :	Close Date : 6/5/2006 2:30:45 PM
Issue Title : [REDACTED] - PRODUCT - NO CODE			

**Coding Info :**

Labor Code / Desc : 050 / Security System  
Condition Code Desc Any 0500  
Campaign Code / Desc : /  
Temperament Code : Cold  
Resolutions : Documented Concern  
Component Category : NR - No Category Found  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N052006-05-2800264

Case Title : [REDACTED] - FIT, S1, RC, CP, AH-050, 27, 05, Y, \$0

\*\*\* CASE ACCEPT 5/31/2006 6:17:31 AM, batayde  
from Queue PCRM - NEW MODEL to WIP default.

\*\*\* CASE YANKED 5/31/2006 6:19:04 AM, batayde  
Yanked by batayde into WIPbin default.

\*\*\* SUBCASE N052006-05-2800264-1 YANKED 5/31/2006 6:47:29 AM, batayde  
Yanked by batayde into WIPbin default.

\*\*\* CASE MODIFY 5/31/2006 6:47:43 AM, batayde  
into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 5/31/2006 7:13:39 AM, batayde  
WARRANTY CHECK 05/31/2006 07:13:39 AM batayde  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 5/31/2006 7:13:42 AM, batayde  
CLAIM HISTORY CHECK 05/31/2006 07:13:42 AM batayde  
No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 5/31/2006 7:13:45 AM, batayde  
CAMPAIGN CHECK 05/31/2006 07:13:45 AM batayde  
No data found For VIN

\*\*\* CASE VSC LOOKUP 5/31/2006 7:13:48 AM, batayde  
VSC-CUC CHECK 05/31/2006 07:13:48 AM batayde  
No data found for VIN.

\*\*\* CASE MODIFY 5/31/2006 7:13:55 AM, batayde  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 6/1/2006 1:13:50 PM, batayde  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 6/1/2006 1:22:53 PM, batayde  
into WIP default and Status of Solving.

\*\*\* CASE ADD ATTACHMENT 6/1/2006 1:38:15 PM, batayde  
Added attachment [REDACTED]-000838 with path T:\PCRM\Current Projects\07 Fit\Fit Audio Files\Bertha's\Anneliese Seifert-000838.wav.

\*\*\* NOTES 6/2/2006 3:10:36 PM, batayde, Action Type : Call to Customer

I contacted the customer to gather feedback on her satisfaction with the 2007 Fit. I spoke with Mrs. [REDACTED]. I asked the customer if for quality assurance I could record the call. The customer agreed. I verified the current mileage on the vehicle and the customer's address. I asked the customer to provide me feedback on her 2007 Fit. The customer stated she likes the power of the engine and overall design along with design of the rear seats. I asked the customer if she liked the ride quality & quietness of the Fit and the customer stated that she likes both qualities. The customer also completed the ride handling. The customer did purchase the key less entry and she inquired about the navigation system which she states the navigation system is not available at this time. The customer stated that she compared the vehicle to other competitors but overall liked the Fit best. I pointed out to the customer that AHM would like to advise her that we found an error in the owner's manual, on page number 123. The manual states the auxiliary input jack is available on all models except Canadian DX. I advised the customer that this statement is incorrect; the auxiliary input jack is only available on the Honda Fit Sport. I apologized to the customer for the inconvenience. I asked the customer if the owner's manual and quick start guide to be useful and the customer stated that she has read the

Case History

Case ID : N052006-05-2800264

Case Title : [REDACTED] - FIT, S1, RC, CP, AH-050, 27, 05, Y, \$0

manual but she actually feels that it's a lot of information to retain. The customer mentioned that she does have a current concern with her head light beams they are not working but she will address the concern with the dealership. I offered my assistance but she declined the assistance. The customer stated that she does have a complaint against the dealership which is in reference to the financing of the vehicle the customer had issues with the dealership cashing a check that the customer wrote and the customer requested that they do not cash until the customer informs them to. The customer expressed her dissatisfaction with the experience and I apologized to her for the inconvenience and I offered her a courtesy oil change in light of her experience and she declined it. The customer stated that her maintenance is included in her extended warranty program. I asked the customer if she had any suggestions. The customer had no suggestions. I thanked the customer for her time and I provided the customer my direct contact information for future questions or concerns. I ended the call.

\*\*\* NOTES 6/2/2006 3:13:31 PM, batayde, Action Type : Contention

I contacted the customer to gather feedback on her satisfaction with the 2007 Fit. I spoke with Mrs. [REDACTED]. I asked the customer to provide me feedback on her 2007 Fit. The customer stated she likes the power of the engine and overall design along with design of the rear seats. I asked the customer if she liked the ride quality & quietness of the Fit and the customer stated that she likes both qualities. The customer also complemented the ride handling. The customer did purchase the key less entry and she inquired about the navigation system which she states the navigation system is not available at this time. The customer stated that she compared the vehicle to other competitors but overall liked the Fit best. I asked the customer if the owner's manual and quick start guide to be useful and the customer stated that she has read the manual but she actually feels that it's a lot of information to retain. The customer mentioned that she does have a current concern with her head light beams they are not working but she will address the concern with the dealership. I offered my assistance but she declined the assistance. The customer stated that she does have a complaint against the dealership which is in reference to the financing of the vehicle the customer had issues with the dealership cashing a check that the customer wrote and the customer requested that they do not cash until the customer informs them to. The customer expressed her dissatisfaction with the experience and I apologized to her for the inconvenience and I offered her a courtesy oil change in light of her experience and she declined it. The customer stated that her maintenance is included in her extended warranty program. I asked the customer if she had any suggestions. The customer had no suggestions. I thanked the customer for her time and I provided the customer my direct contact information for future questions or concerns. I ended the call.

\*\*\* CASE MODIFY 6/2/2006 3:16:59 PM, batayde  
into WIP Fit pending and Status of Solving.

\*\*\* SUBCASE N052006-05-2800264-2 CREATE 6/2/2006 3:18:11 PM, batayde  
Created in WIP Default with Due Date 6/2/2006 3:18:11 PM.

\*\*\* SUBCASE N052006-05-2800264-3 CREATE 6/2/2006 3:19:43 PM, batayde  
Created in WIP Default with Due Date 6/2/2006 3:19:43 PM.

\*\*\* SUBCASE N052006-05-2800264-4 CREATE 6/2/2006 3:20:25 PM, batayde  
Created in WIP Default with Due Date 6/2/2006 3:20:25 PM.

\*\*\* SUBCASE N052006-05-2800264-5 CREATE 6/2/2006 3:21:14 PM, batayde  
Created in WIP Default with Due Date 6/2/2006 3:21:14 PM.

\*\*\* SUBCASE N052006-05-2800264-6 CREATE 6/2/2006 3:22:09 PM, batayde  
Created in WIP Default with Due Date 6/2/2006 3:22:09 PM.

\*\*\* SUBCASE N052006-05-2800264-7 CREATE 6/2/2006 3:22:36 PM, batayde  
Created in WIP Default with Due Date 6/2/2006 3:22:36 PM.

\*\*\* SUBCASE N052006-05-2800264-8 CREATE 6/2/2006 3:23:24 PM, batayde  
Created in WIP Default with Due Date 6/2/2006 3:23:24 PM.

\*\*\* CASE MODIFY 6/2/2006 3:23:46 PM, batayde  
into WIP Fit pending and Status of Solving.



Case History

Case ID : N052006-05-2800264

Case Title : XXXXXXXXXX - FIT, S1, RC, CP, AH-050, 27, 05, Y, \$0

\*\*\* SUBCASE N052006-05-2800264-2 CLOSE 6/5/2006 2:30:36 PM, batayde  
Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE N052006-05-2800264-3 CLOSE 6/5/2006 2:30:39 PM, batayde  
Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE N052006-05-2800264-7 CLOSE 6/5/2006 2:30:41 PM, batayde  
Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE N052006-05-2800264-8 CLOSE 6/5/2006 2:30:45 PM, batayde  
Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE N052006-05-2800264-1 CLOSE 6/5/2006 2:30:48 PM, batayde  
Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE N052006-05-2800264-4 CLOSE 6/5/2006 2:30:51 PM, batayde  
Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE N052006-05-2800264-5 CLOSE 6/5/2006 2:30:54 PM, batayde  
Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE N052006-05-2800264-6 CLOSE 6/5/2006 2:30:56 PM, batayde  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 6/5/2006 2:30:56 PM, batayde  
Status = Closed, Resolution Code = Instruction Given, State = Open

## Spool Report

Run Date : 10/01/2010

Case Details

Case ID :	N012010-09-1302810	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/13/2010 1:02:50 PM
Case Originator :	Ernest Henderson (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/13/2010 1:14:35 PM
Case Owner :	Ernest Henderson (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Ernest Henderson (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT FAILURE			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / JHMGD37667S [REDACTED]  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3767EW / A  
Miles / Hours : 80,000  
In Service Date : 04/22/2006  
Months In Use : 53  
Engine Number : L15A11103127  
Originating Dealer No. / Name : 207436 / STRAUB HONDA  
Selling Dealer No. / Name : 207436 / STRAUB HONDA  
Trim : SPORT  
No. Of Doors : 5  
Transmission Code : 5MT  
Exterior Color : BK  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-09-1302810-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-09-1302810-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ernest Henderson	Type 1 : Product	Status : Subcase Close	Open Date : 9/13/2010 1:06:55 PM
Issue Owner : Ernest Henderson	Type 2 : Operation	Queue :	Close Date : 9/13/2010 1:14:35 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Other 712X  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Provided Information, 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 : N012010-09-1302810

Case Title : [REDACTED] HEADLIGHT FAILURE

\*\*\* CASE CREATE 9/13/2010 1:02:50 PM, ehenders

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 9/13/2010 1:02:52 PM, ehenders

WARRANTY CHECK 09/13/2010 01:02:52 PM ehenders

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 9/13/2010 1:02:55 PM, ehenders

CLAIM CHECK 09/13/2010 01:02:55 PM ehenders

The following Claim History information was found

0; 2007-08-23; 207436; 026578; 510; 751505 ; SRS - REPROGRAM.

\*\*\* CASE CAMPAIGN LOOKUP 9/13/2010 1:02:57 PM, ehenders

CAMPAIGN CHECK 09/13/2010 01:02:57 PM ehenders

The following Campaign information was found

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

07-011; Q34; 07 FIT SRS SOFTWARE UPDATE; 08/23/07; FX;

07-088; Q66; 07-08 FIT SRS WIRE HARNESS; ; ;

08-024; Q

\*\*\* CASE VSC LOOKUP 9/13/2010 1:03:00 PM, ehenders

VSC CHECK 09/13/2010 01:03:00 PM ehenders

The following VSC information was found

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

\*\*\* CASE CUC LOOKUP 9/13/2010 1:03:00 PM, ehenders

CUC CHECK 09/13/2010 01:03:00 PM ehenders

The following CUC information was found

[REDACTED]; ACTIVE; 100000; 18398; 48000; 2009-04-22; 2013-04-22;; 2007-12-18; 2007-12-18; 207930;; 0; 2007-12-31; 2007-12-18

\*\*\* CASE CAMPAIGN LOOKUP 9/13/2010 1:05:55 PM, ehenders

CAMPAIGN CHECK 09/13/2010 01:05:55 PM ehenders

The following Campaign information was found

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

07-011; Q34; 07 FIT SRS SOFTWARE UPDATE; 08/23/07; FX;

07-088; Q66; 07-08 FIT SRS WIRE HARNESS; ; ;

08-024; Q

\*\*\* CASE MODIFY 9/13/2010 1:06:11 PM, ehenders

into WIP default and Status of Solving.

\*\*\* SUBCASE N012010-09-1302810-1 CREATE 9/13/2010 1:06:55 PM, ehenders

Created in WIP Default with Due Date 9/13/2010 1:06:55 PM.

\*\*\* CASE CAMPAIGN LOOKUP 9/13/2010 1:09:08 PM, ehenders

CAMPAIGN CHECK 09/13/2010 01:09:08 PM ehenders

The following Campaign information was found

Case History

Case ID : N012010-09-1302810

Case Title : [REDACTED] HEADLIGHT FAILURE

06-085; Q26; Vaughn Class Action Honda; ; ;  
07-011; Q34; 07 FIT SRS SOFTWARE UPDATE; 08/23/07; FX;  
07-088; Q66; 07-08 FIT SRS WIRE HARNESS; ; ;  
08-024; Q

\*\*\* CASE CAMPAIGN LOOKUP 9/13/2010 1:10:43 PM, ehenders

CAMPAIGN CHECK 09/13/2010 01:10:42 PM ehenders

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;  
07-011; Q34; 07 FIT SRS SOFTWARE UPDATE; 08/23/07; FX;  
07-088; Q66; 07-08 FIT SRS WIRE HARNESS; ; ;  
08-024; Q

\*\*\* NOTES 9/13/2010 1:14:20 PM, ehenders, Action Type : Call from Customer

Updated customer's contact information.

Best contact number:5132030674

Probing Questions:The customer advised the headlights go out intermittently and then come back on. The customer advised this has been happening for a few weeks.  
The customer wanted to know if there are any campaigns related to the condition.

Inbound Customer Summary:I advised the customer there are no campaigns related to his concern with the headlights but did educate the customer of all 3 campaigns  
his vehicle is affected by. The customer understood.

Case closed. Customer required no further assistance.

\*\*\* SUBCASE N012010-09-1302810-1 CLOSE 9/13/2010 1:14:35 PM, ehenders

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 9/13/2010 1:14:35 PM, ehenders

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

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

### Spool Report

Run Date : 10/01/2010

#### Case Details

Case ID : N032008-05-0100506	Division : Honda - Auto	Condition : Closed	Open Date : 5/1/2008 9:45:58 AM
Case Originator : Bertha Atayde (Team CF)	Sub Division : Satellite Center	Status : Closed	Close Date : 5/1/2008 12:25:41 PM
Case Owner : Bertha Atayde (Team CF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Bertha Atayde (Team CF)	Point of Origin : Customer	Wipbin :	
Case Title : 06M- [REDACTED] - LIGHT SWITCH/CONCERN	No. of Attachments : 0		

#### Site / Contact Info :

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

#### Product Info :

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / JHMGD38487S [REDACTED]  
 Model / Year : FIT / 2007  
 Model ID / Product Line : GD3847EW / A  
 Miles / Hours : 67,048  
 In Service Date : 05/24/2006  
 Months In Use : 24  
 Engine Number : L15A11111337  
 Originating Dealer No. / Name : 208202 / CROWN HONDA GREENSBORO  
 Selling Dealer No. / Name : 208202 / CROWN HONDA GREENSBORO  
 Trim : BASE  
 No. Of Doors : 5  
 Transmission Code : 5AT  
 Exterior Color : BK  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

#### Current Dealer Info :

Current Dealer No. / Name : 208202 / CROWN HONDA GREENSBORO  
 Phone No. : 336-854-9900  
 Address : 3633 W. WENDOVER AVE.  
 City / State / Zip : GREENSBORO, NC 27407  
 Svc District / Sls District : 06L / F06  
 Warranty Labor Rate / Date : \$93.00 /  
 Agent Name : Comp Ind. :

#### Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

#### 3rd Party Info :

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

#### Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-05-0100506-1 / [REDACTED] PRODUC	Subcase Close	Product	Operation	712	Headlights

## Spool Report

Run Date : 10/01/2010

Issue Details

Issue ID : N032008-05-0100506-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bertha Atayde	Type 1 : Product	Status : Subcase Close	Open Date : 5/1/2008 12:25:31 PM
Issue Owner : Bertha Atayde	Type 2 : Operation	Queue :	Close Date : 5/1/2008 12:25:41 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Other 712X  
Campaign Code / Desc : /  
Temperament Code : Cold  
Resolutions : Provided Information  
Component Category : 11 - Electrical System  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :  
Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N032008-05-0100506

Case Title : 06M- [REDACTED] LIGHT SWITCH/CONCERN

\*\*\* CASE CREATE 5/1/2008 9:45:58 AM, batayde

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 5/1/2008 9:46:00 AM, batayde

WARRANTY CHECK 05/01/2008 09:46:00 AM batayde

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 5/1/2008 9:46:04 AM, batayde

CLAIM CHECK 05/01/2008 09:46:04 AM batayde

The following Claim History information was found

0; 2007-05-14; 208202; 279191; 510; 751505 ; SRS - REPROGRAM.

\*\*\* CASE CAMPAIGN LOOKUP 5/1/2008 9:46:08 AM, batayde

CAMPAIGN CHECK 05/01/2008 09:46:08 AM batayde

The following Campaign information was found

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

07-011; Q34; 07 FIT SRS SOFTWARE UPDATE; 05/14/07; FX;

\*\*\* CASE VSC LOOKUP 5/1/2008 9:46:09 AM, batayde

VSC-CUC CHECK 05/01/2008 09:46:09 AM batayde

No data found for VIN.

\*\*\* CASE MODIFY 5/1/2008 9:52:24 AM, batayde

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/1/2008 9:55:14 AM, batayde

into WIP default and Status of Solving.

\*\*\* NOTES 5/1/2008 10:12:55 AM, batayde, Action Type : Call from Customer

The customer is calling because her light switch for the headlights is not working and she can't pass inspection without her light working. The customer was wondering if this was known issue with AHM because she feels that it may have been a premature failure. I advised the customer that there is no campaign or known issue in regards to that component on her year and model. The customer states that she stopped by the local dealership and she explained to them what she was experiencing and they told her it may be the light switch. The customer states that the light switch is going to cost about \$180. The customer wants to know if AHM can assist her with this pending repair. I advised the customer that she is outside of warranty so she is responsible for her repairs at this point.

The customer states that she is aware of that but she really thinks AHM should assist her with this repair. I advised the customer that she does have the right to a fair review but I can't guarantee her that assistance will be provided my AHM. I asked the customer if the dealer did a diagnosis and she stated no because they want \$70 and she does not want to have to pay for that. I advised the customer that if she is seeking assistance from AHM she needs to have an official diagnosis on file from a Honda dealership because AHM only works with dealers. The customer was at a auto parts start trying to take a guess at what she should do to attempt to fix the problem herself. I advised the customer that she should consider taking it to a dealership to confirm what she needs to have replaced as opposed to trying to switch at parts that she is unfamiliar with because she is not a technician. The customer states that her friend told her that she needs to try to start replacing the small things first to save money before she goes for the bigger parts. The customer was hoping that AHM could assist her with the repair based on her conversation with the dealership. I informed the customer that once she takes the vehicle to the dealership she can give us a call back and we can send her request to a RCM for further review. The customer stated that she will consider taking the vehicle to the dealership and she will call back if necessary. I provided the customer the case number for future reference.

I verified the customer's contact information 336 987-1453.

This case should of been saved as a N01 it was saved as N03 in error.



Case History

Case ID : N032008-05-0100506

Case Title : 06M- [REDACTED] LIGHT SWITCH/CONCERN

\*\*\* CASE MODIFY 5/1/2008 10:12:59 AM, batayde  
into WIP default and Status of Solving.

\*\*\* SUBCASE N032008-05-0100506-1 CREATE 5/1/2008 12:25:31 PM, batayde  
Created in WIP Default with Due Date 5/1/2008 12:25:31 PM.

\*\*\* SUBCASE N032008-05-0100506-1 CLOSE 5/1/2008 12:25:41 PM, batayde  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/1/2008 12:25:41 PM, batayde  
Status = Closed, Resolution Code = Instruction Given, State = Open

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

### Spool Report

Run Date : 10/01/2010

#### Case Details

Case ID : N052007-08-2200422	Division : Honda - Auto	Condition : Closed	Open Date : 8/22/2007 9:04:17 AM
Case Originator : Waderia Lambert (Team CF)	Sub Division : PCRM	Status : Closed	Close Date : 9/5/2007 8:53:01 AM
Case Owner : Waderia Lambert (Team CF)	Method : Pro-Active O/B	Queue :	Days Open : 14
Last Closed By : Waderia Lambert (Team CF)	Point of Origin : CSE/ACE	Wipbin :	
Case Title : [REDACTED] CSE NOT FIXED, DN		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 : ORANGEBURG, NY [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

#### Product Info :

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / JHMGD38697S [REDACTED]  
 Model / Year : FIT / 2007  
 Model ID / Product Line : GD3867EW / A  
 Miles / Hours : 18,000  
 In Service Date : 07/29/2006  
 Months In Use : 13  
 Engine Number : L15A11123809  
 Originating Dealer No. / Name : 207200 / DCH PARAMUS HONDA  
 Selling Dealer No. / Name : 207200 / DCH PARAMUS HONDA  
 Trim : SPORT  
 No. Of Doors : 5  
 Transmission Code : 5AT  
 Exterior Color : WX  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

#### Current Dealer Info :

Current Dealer No. / Name : 208272 / HONDA OF NANUET  
 Phone No. : 845-623-1200  
 Address : 10 ROUTE 304  
 City / State / Zip : NANUET, NY 10954  
 Svc District / Sls District : 05E / F05  
 Warranty Labor Rate / Date : \$120.00 /  
 Agent Name : Comp Ind. :

#### Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

#### 3rd Party Info :

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

#### Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N052007-08-2200422-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N052007-08-2200422-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Waderia Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 8/22/2007 9:05:25 AM
Issue Owner : Waderia Lambert	Type 2 : Operation	Queue :	Close Date : 9/5/2007 8:53:00 AM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : /  
Temperament Code : Cold  
Resolutions : Provided Information, Repaired/Warranty  
Component Category : 11 - Electrical System  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :  
Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

## Case History

Case ID : N052007-08-2200422

Case Title : ██████████ - CSE NOT FIXED, DN

\*\*\* CASE CREATE 8/22/2007 9:04:17 AM, wlambert

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 8/22/2007 9:04:20 AM, wlambert

WARRANTY CHECK 08/22/2007 09:04:20 AM wlambert

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 8/22/2007 9:04:24 AM, wlambert

CLAIM CHECK 08/22/2007 09:04:24 AM wlambert

The following Claim History information was found

0; 2007-06-15; 208272; 004591; 510; 410101 ; FRONT BRAKE DISC, BOTH - REPLACE. S/B# 82-001

\*\*\* CASE CAMPAIGN LOOKUP 8/22/2007 9:04:27 AM, wlambert

CAMPAIGN CHECK 08/22/2007 09:04:27 AM wlambert

The following Campaign information was found

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

07-011; Q34; 07 FIT SRS SOFTWARE UPDATE; ;

\*\*\* CASE VSC LOOKUP 8/22/2007 9:04:31 AM, wlambert

VSC CHECK 08/22/2007 09:04:31 AM wlambert

The following VSC information was found

GERARD;GOGGIN;V002739342;D70;NEW 84MO/100K, \$0 DED;ACTIVE;;2006-07-29;2013-07-28;100000;15;207200;0.00

\*\*\* CASE CUC LOOKUP 8/22/2007 9:04:31 AM, wlambert

CUC CHECK 08/22/2007 09:04:31 AM wlambert

The following CUC information was found

```
...0;0;0;.....0;
,,,0;0;0,,,,,,0,,
```

\*\*\* CASE VSC LOOKUP 8/22/2007 9:05:08 AM, wlambert

VSC CHECK 08/22/2007 09:05:07 AM wlambert

The following VSC information was found

V002739342;D70;NEW 84MO/100K, \$0 DED;ACTIVE;;2006-07-29;2013-07-28;100000;15;207200;0.00

\*\*\* CASE CUC LOOKUP 8/22/2007 9:05:08 AM, wlambert

CUC CHECK 08/22/2007 09:05:08 AM wlambert

The following CUC information was found

```
...0;0;0;.....0;..
,,,0;0;0,,,,,,0,,
```

\*\*\* SUBCASE N052007-08-2200422-1 CREATE 8/22/2007 9:05:25 AM, wlambert

Created in WIP Default with Due Date 8/22/2007 9:05:25 AM.

\*\*\* CASE MODIFY 8/22/2007 9:05:48 AM, wlambert

into WIP default and Status of Solving.

\*\*\* COMMIT 8/22/2007 9:09:48 AM, wlambert, Action Type : N/A

2nd call, lm1

\*\*\* NOTES 8/22/2007 9:10:01 AM, wlambert, Action Type : Call to Customer

I called the customer to gather feedback on the overall experience and satisfaction regarding his 2007 Civic. The customer completed a survey and it stated

Case History

Case ID : N052007-08-2200422

Case Title : [REDACTED] - CSE NOT FIXED, DN

THAT SOMETHING WAS BROKEN WHEN I GOT THE CAR BACK. THE HEADLIGHT WASN'T WORKING CORRECTLY, AND I HAVE TO GET A NEW ONE INSTALLED.. I reached the VM, so I left a brief message explaining the purpose of my call along with my contact number and work hours. I asked for a call back at his earliest convenience. I thanked the customer in advanced and ended my message. I will set a commitment to call back 08/24/07

\*\*\* CASE MODIFY 8/22/2007 9:10:13 AM, wlambert  
into WIP default and Status of Solving.

\*\*\* CASE FULFILL 8/24/2007 12:57:33 PM, wlambert  
Fulfilled for [REDACTED] due 08/24/2007 12:00:00 AM.

\*\*\* COMMIT 8/24/2007 12:57:36 PM, wlambert, Action Type : N/A  
3rd call, lm2

\*\*\* NOTES 8/24/2007 12:57:47 PM, wlambert, Action Type : Call to Customer  
I called the customer to gather feedback on the overall experience and satisfaction regarding his 2007 FIT. The customer completed a survey and it stated that something was broken when he got the car back. I spoke to Mr. [REDACTED] and he stated that I should give him a call back at his earliest convenience. I will set a commitment to call back 08/28/07

\*\*\* CASE FULFILL 8/28/2007 2:47:00 PM, wlambert  
Fulfilled for [REDACTED] due 08/28/2007 12:00:00 AM.

\*\*\* COMMIT 8/28/2007 2:47:03 PM, wlambert, Action Type : N/A  
4th call, nm3

\*\*\* NOTES 8/28/2007 2:47:19 PM, wlambert, Action Type : Call to Customer  
I called the customer to gather feedback on the overall experience and satisfaction regarding his 2007 FIT. The customer completed a survey and it stated that something was broken when he got the car back. The customer was not available. I will set a commitment to call back 08/30/07

\*\*\* CASE FULFILL 8/30/2007 9:36:26 AM, wlambert  
Fulfilled for [REDACTED] due 08/30/2007 12:00:00 AM.

\*\*\* COMMIT 8/30/2007 9:36:30 AM, wlambert, Action Type : N/A  
case review

\*\*\* NOTES 8/30/2007 9:36:46 AM, wlambert, Action Type : Note-General  
I verified the customer's contact information.

\*\*\* NOTES 8/30/2007 9:50:15 AM, wlambert, Action Type : Call to Customer  
I contacted Mr. [REDACTED] and introduced myself. I advised him that I am calling regarding his recent respond to a survey about his vehicle. I advised Mr. [REDACTED] the reason for this call is to address any outstanding issues or concerns that he may have pertaining to his vehicle or his service experience. I asked if now a good time to speak to him. The customer agreed, so I asked the following brief questions;

1A Q. Do you have any outstanding concerns at this time?

A.No.

B. has the dealer contacted you regarding your concern? N/A

1B. If No.

B. Did the dealer contact you to resolve any previous concerns? No.

C. Do you know what the dealership did to resolve your concerns? (Proceed with Q3)

Case History

Case ID : N052007-08-2200422

Case Title : [REDACTED] - CSE NOT FIXED, DN

The customer stated that his headlights were not working properly. The customer took his vehicle to Honda of Nanuet to have the headlights inspected. The dealership replaced the headlights. The customer picked up his vehicle and noticed the headlights were flickering intermittantly. The customer returned back and had the headlights inspected again. The dealership noticed a faulty wiring and repaired it. The customer is satisfied and does not have any issues or concerns at this time.

2. Q. Would you have contacted AHM regarding this issue, had we not contacted you first?

A.N/A

3. Q. At Honda, we are committed to the complete satisfaction of our customers, can you offer us some suggestions on how we may improve your overall Ownership experience?

A. The customer did not have any suggestions.

I thanked Mr. [REDACTED] for the valuable feedback and time. The customer thanked me for the call and we ended the call.

\*\*\* NOTES 8/30/2007 9:50:35 AM, wlambert, Action Type : Contention

The headlights were not working properly.

The cause was faulty wiring.

The dealership was able to repair the headlights. The customer did not pay for the service.

\*\*\* NOTES 8/30/2007 9:50:52 AM, wlambert, Action Type : Note-Resolution

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

\*\*\* CASE MODIFY 8/30/2007 9:50:59 AM, wlambert

into WIP 4th call cse and Status of Solving.

\*\*\* SUBCASE N052007-08-2200422-1 CLOSE 9/5/2007 8:53:00 AM, wlambert

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 9/5/2007 8:53:01 AM, wlambert

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

## Spool Report

Run Date : 10/01/2010

Case Details

Case ID : N012010-07-2101085 Division : Honda - Auto Condition : Closed Open Date : 7/21/2010 12:26:35 PM  
Case Originator : Bettie McDonald (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 8/16/2010 3:38:00 PM  
Case Owner : Julie Kim (Team HF) Method : Phone Queue : Days Open : 26  
Last Closed By : Julie Kim (Team HF) Point of Origin : Customer Wipbin :  
Case Title : 6B-#207400- [REDACTED] HEADLIGHTS MALFUNCTION; WIRE HARNE 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 : ARLINGTON, VA [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 508  
VIN Type / No. : US VIN / JHMGD376X7S [REDACTED]  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3767EW / A  
Miles / Hours : 34,053  
In Service Date : 10/16/2006  
Months In Use : 45  
Engine Number : L15A11131982  
Originating Dealer No. / Name : 207504 / ROSENTHAL LANDMARK HONDA  
Selling Dealer No. / Name : 207504 / ROSENTHAL LANDMARK HONDA  
Trim : SPORT  
No. Of Doors : 5  
Transmission Code : 5MT  
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 : 207400 / BROWNS ARLINGTON  
Phone No. : 703-522-8808  
Address : 3920 LEE HIGHWAY  
City / State / Zip : ARLINGTON, VA 22207  
Svc District / Sls District : 06B / 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
N012010-07-2101085-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	712	Headlights

**Issue Details**

Issue ID : N012010-07-2101085-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Kim	Type 1 : Product	Status : Subcase Close	Open Date : 7/22/2010 6:25:56 AM
Issue Owner : Julie Kim	Type 2 : Operation	Queue :	Close Date : 8/16/2010 3:37:38 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Wiring/Connec 7122  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Assist - AHM Partial, CR Generated Gdwill  
Component Category : 11 - Electrical System  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :  
Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason
35255-S5K-F12	SWITCH ASSY.	Not Applicable
32117-SLN-A20	HARN, INSTRUMENT	Not Applicable

**Check Req Info :**

Check Requisition No. : 7198  
Primary Amount : \$840.51  
Incidental Type 1 / Amount : Not Applicable / \$0.00  
Incidental Type 2 / Amount : Not Applicable / \$0.00  
Total Amount : \$840.51  
Approved By : galbu  
Approval Date : 8/12/2010  
Status : PROCESSED  
Check No. : 1870568  
Check Date : 8/13/2010

Payee Name : [REDACTED]  
Address : [REDACTED]  
City / State / Zip : ARLINGTON, VA [REDACTED]  
Campaign Template # :  
Contention Code : 01201  
Defect Code : 03217  
Category : Regular  
Failed Part # : 35255-S5K-F12



Case History

Case ID : N012010-07-2101085

Case Title : 6B-#207400- -HEADLIGHTS MALFUNCTION; WIRE HARNESS REIM

\*\*\* CASE CREATE 7/21/2010 12:26:35 PM, bmcdonal

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

\*\*\* NOTES 7/21/2010 12:26:36 PM, bmcdonal, Action Type :

Original owner

Brown's Honda, Arlington , VA

Mrs. called ACS to advised both of the low beam headlights stopped working. The customer had to pay in full for the repair. The cost of the repair \$1681.01 with a discount. The repair was completed on July 15th.

\*\*\* NOTES 7/21/2010 12:28:50 PM, bmcdonal, Action Type : Call from Customer

In-Service Date 10/16/2006 in use 45 mos. 3 year 7 months. The customer feels strongly this is a safety issue and should be a recall. The customer is now seeking reimbursement.

\*\*\* CASE MODIFY 7/21/2010 12:32:03 PM, bmcdonal

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/21/2010 12:33:32 PM, bmcdonal

into WIP default and Status of Solving.

\*\*\* NOTES 7/21/2010 12:39:56 PM, bmcdonal, Action Type : Call from Customer

I apologized for the customer's difficulty. I advised that I will forward her case to a CM for review consideration. I advised the customer that I didn't want to set a unrealistic expectation for assistance, assistance is not guaranteed . I explained to Mrs. her vehicle is outside of the manufacture warranty. I advised Mrs. currently there is no Recall/PUD related to headlights. I provided the case number for her reference.

The best contact is Mr. , please use the telephone number listed as the work location.

\*\*\* CASE MODIFY 7/21/2010 12:40:22 PM, bmcdonal

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 7/21/2010 12:42:05 PM, bmcdonal

from WIP default to Queue Honda Team F.

\*\*\* CASE ACCEPT 7/21/2010 2:30:52 PM, mkim

from Queue Honda Team F to WIP DEFAULT.

\*\*\* CASE MODIFY 7/22/2010 6:23:58 AM, mkim

into WIP DEFAULT and Status of Solving.

\*\*\* SUBCASE N012010-07-2101085-1 CREATE 7/22/2010 6:25:56 AM, mkim

Created in WIP Default with Due Date 7/22/2010 6:25:56 AM.

\*\*\* CASE MODIFY 7/22/2010 6:26:02 AM, mkim

into WIP DEFAULT and Status of Solving.

\*\*\* COMMIT 7/22/2010 6:26:02 AM, mkim, Action Type :

Made to due 07/25/2010 06:26:06 AM.

DCS Follow-Up

\*\*\* NOTES 7/22/2010 6:27:01 AM, mkim, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/25/2010

Case History

Case ID : N012010-07-2101085

Case Title : 6B-#207400--[REDACTED]-HEADLIGHTS MALFUNCTION; WIRE HARNESS REIM

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

Mrs. [REDACTED] called ACS to advised both of the low beam headlights stopped working so customer paid \$1681.01 to repair the headlights and is now seeking reimbursement.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible.

Please contact me back at your earliest convenience to review customer's concerns.

Thank you for your prompt attention to this matter.

Julie Kim  
Automobile Customer Service  
310-783-7724

\*\*\* CASE MODIFY 7/22/2010 6:29:39 AM, mkim  
into WIP DEFAULT and Status of Solving.

\*\*\* CASE FULFILL 7/22/2010 6:29:42 AM, mkim  
Fulfilled for [REDACTED] due 07/25/2010 06:26:06 AM.

\*\*\* COMMIT 7/22/2010 6:29:45 AM, mkim, Action Type : N/A

\*\*\*ck req

\*\*\* CASE MODIFY 7/22/2010 6:32:38 AM, mkim  
into WIP DEFAULT and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 7/22/2010 2:23:25 PM, mkim  
with [REDACTED] due 07/28/2010 05:00:00 PM.

\*\*\* NOTES 7/22/2010 2:24:16 PM, mkim, Action Type : Call to Customer

I called [REDACTED] and spoke to Mr. [REDACTED].  
Customer said he understands his vehicle is no longer covered by factory warranty but customer feels he shouldn't have such a major repair on vehicle that is less than 4 years old. Customer would appreciate if Honda can provide some reimbursement since vehicle only had 34k miles. Customer said he's also serviced the vehicle at Browns Arlington Honda and this is his 2nd Honda vehicle he's owned.

I asked the customer to fax in the RO and receipt for further review but explained assistance is not guarantee. I offer to follow up with eh dealership and contact him back next week, 7/29 with a decision. Customer understood and I verified customer's contact information.

\*\*\* CASE MODIFY 7/22/2010 2:24:23 PM, mkim  
into WIP 6B and Status of Solving.

\*\*\* NOTES 7/23/2010 10:29:20 AM, mmillen, Action Type : Letter/Fax  
On 07/23/10 ACS received a 1-page faxed letter from the customer dated 07/23/10 with a 3-page Browns Arlington Honda RO.

\*\*\* CASE MODIFY 7/29/2010 2:48:41 PM, mkim  
into WIP 6B and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 7/29/2010 2:52:00 PM, mkim  
with RICHARD DENISON due 07/30/2010 05:00:00 PM.

Case History

Case ID : N012010-07-2101085

Case Title : 6B-#207400--[REDACTED]-HEADLIGHTS MALFUNCTION; WIRE HARNESS REIM

\*\*\* CASE MODIFY 7/29/2010 2:55:14 PM, mkim  
into WIP 6B and Status of Solving.

\*\*\* CASE MODIFY 7/29/2010 3:02:37 PM, mkim  
into WIP 6B and Status of Solving.

\*\*\* CASE MODIFY 7/29/2010 3:02:47 PM, mkim  
into WIP 6B and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 8/3/2010 2:49:06 PM, mkim  
with [REDACTED] due 08/04/2010 05:00:00 PM.

\*\*\* NOTES 8/3/2010 2:49:20 PM, mkim, Action Type : Call to Dealer  
I called Browns Arlington Honda to speak to SM-Oscar but got his VM.  
I left a message requesting a call back.

\*\*\* CASE MODIFY 8/3/2010 2:49:40 PM, mkim  
into WIP 6B and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 8/5/2010 2:07:45 PM, mkim  
with [REDACTED] due 08/09/2010 05:00:00 PM.

\*\*\* NOTES 8/5/2010 2:07:58 PM, mkim, Action Type : Call to Customer  
I called 202-487-4897 and spoke to Mr. Denison  
I informed the customer that I was still reviewing the information and waiting for call back from the dealership so I can review and request for the dealership to also consider in providing some assistance. I offer to contact him back by 8/11/2010 or as soon as I have more information. Customer understood.

\*\*\* CASE MODIFY 8/5/2010 2:08:54 PM, mkim  
into WIP 6B and Status of Solving.

\*\*\* CASE MODIFY 8/6/2010 1:32:30 PM, mkim  
into WIP 6B and Status of Solving.

\*\*\* CASE MODIFY 8/6/2010 1:33:17 PM, mkim  
into WIP 6B and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 8/6/2010 1:41:48 PM, mkim  
with [REDACTED] due 08/10/2010 05:00:00 PM.

\*\*\* NOTES 8/6/2010 1:42:17 PM, mkim, Action Type : Call to Dealer  
I called Brown's Arlington Honda and spoke to SM-Oscar.  
SM said they replaced the wiring in harness and customer paid for it but customer's insurance was involved since this was not a problem cause by a defect (rodent).  
SM said the customer may have received their refund from their insurance company but he offered to pull the hard copy and check with the SA to get more detail of the incident and call me back on Monday.

\*\*\* CASE MODIFY 8/6/2010 1:44:56 PM, mkim  
into WIP 6B and Status of Solving.

\*\*\* NOTES 8/12/2010 1:12:01 PM, mkim, Action Type : Call from Dealer  
SM-Oscar from Browns Arlington Honda called and left a message informing me vehicle was in an accident before but the problem with the headlight was not from the accident, just the harness had melted and insurance company declined coverage.

Case History

Case ID : N012010-07-2101085

Case Title : 6B-#207400-[REDACTED]-HEADLIGHTS MALFUNCTION; WIRE HARNESS REIM

\*\*\* CASE MODIFY 8/12/2010 1:19:54 PM, mkim  
into WIP 6B and Status of Solving.

\*\*\* SUBCASE N012010-07-2101085-1 DISPATCH 8/12/2010 1:23:05 PM, mkim  
from WIP Subcases to Queue CkReq - Albu.

\*\*\* CASE MODIFY COMMITMENT 8/12/2010 1:25:39 PM, mkim  
with [REDACTED] due 08/16/2010 05:00:00 PM.

\*\*\* NOTES 8/12/2010 1:25:47 PM, mkim, Action Type : Note-General

From: Browns Arlington Honda

Date: 7/15/2010

Mileage: 34,053

\$913.24 for Parts

\$840.01 for labor

\$ 61.99 for misc

\$ 41.10 for Tax

-\$175.33 for 10% disc

-----  
\$1681.01 for Total

X 50%

-----  
\$840.51

I will be submitting a reimbursement request in the amount of \$840.51 (\$1681.01 x 50%) for replacement of headlight switch and headlight harness as one time goodwill since vehicle was only 9 months outside the 3/36k miles New Car Limited Warranty.

A request will be submitted for check requisition.

\*\*\*\*\*  
I am dispatching the case to my supervisor for check requisition approval.

\*\*\* CASE MODIFY 8/12/2010 1:26:57 PM, mkim  
into WIP 6B and Status of Solving.

\*\*\* CASE MODIFY 8/12/2010 1:29:44 PM, mkim  
into WIP 6B and Status of Solving.

\*\*\* NOTES 8/12/2010 1:30:20 PM, mkim, Action Type : Call to Customer

I called and informed customer after further review, AHM has decided to reimburse him \$840.51 (\$1681.01 x 50%) for replacement of headlight switch and headlight harness as one time goodwill since vehicle was only 9 months outside the 3/36k miles New Car Limited Warranty.

I informed the customer that reimbursement will be processed and mailed out on Monday, which he should receive within 7-10 days.

I encourage customer in contacting me back if he has further questions or concerns.

Case History

Case ID : N012010-07-2101085

Case Title : 6B-#207400--[REDACTED]-HEADLIGHTS MALFUNCTION; WIRE HARNESS REIM

Customer thanked me and was very satisfied.

\*\*\* NOTES 8/12/2010 1:30:33 PM, mkim, Action Type : Note-General

Check Req:

DPSM Involved: No

Total amount the Customer Paid: \$1681.01

Total Goodwill Assistance offered: \$840.51

% of GW Authorized: 50%

\*\*\* CASE MODIFY 8/12/2010 1:31:46 PM, mkim

into WIP 6B and Status of Solving.

\*\*\* CASE MODIFY 8/12/2010 1:31:48 PM, mkim

into WIP 6B and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 8/12/2010 1:58:42 PM, mkim

WARRANTY CHECK 08/12/2010 01:58:42 PM mkim

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 8/12/2010 1:59:12 PM, mkim

CLAIM CHECK 08/12/2010 01:59:12 PM mkim

The following Claim History information was found

0; 2010-04-21; 207400; 742019; 510; 7440A6 ; INSPECT THE POWER WINDOW MASTER SWITCH AND INSTALL PROTECTIVE SKIRT, REPLACE THE SWITCH IF NEEDED.

\*\*\* CASE CAMPAIGN LOOKUP 8/12/2010 1:59:17 PM, mkim

CAMPAIGN CHECK 08/12/2010 01:59:17 PM mkim

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;  
07-011; Q34; 07 FIT SRS SOFTWARE UPDATE; 02/21/07; FX;  
07-088; Q66; 07-08 FIT SRS WIRE HARNESS; 06/20/08; FX;  
08-

\*\*\* CASE VSC LOOKUP 8/12/2010 1:59:19 PM, mkim

VSC-CUC CHECK 08/12/2010 01:59:19 PM mkim

No data found for VIN.

\*\*\* CASE MODIFY 8/12/2010 1:59:23 PM, mkim

into WIP ck req and Status of Solving.

\*\*\* SUBCASE N012010-07-2101085-1 8/12/2010 1:59:53 PM, galbu, Action Type :

Check Requisition for 840.51 \$ submitted

Check Requisition for 840.51 \$ submitted by galbu

\*\*\* SUBCASE N012010-07-2101085-1 RETURN 8/12/2010 2:00:06 PM, galbu

from Queue CkReq - Albu to WIP Subcases.

\*\*\* NOTES 8/13/2010 3:15:09 PM, mmillen, Action Type : Note-General

Check mailed.

Case History

Case ID : N012010-07-2101085

Case Title : 6B-#207400--[REDACTED] HEADLIGHTS MALFUNCTION; WIRE HARNESS REIM

\*\*\* SUBCASE N012010-07-2101085-1 COMMIT 8/16/2010 8:01:32 AM, mkim, Action Type : External Commitment

Check processed for check\_req\_no = 7198 on 2010-08-13-00.00.00.000000

\*\*\* SUBCASE N012010-07-2101085-1 CLOSE 8/16/2010 3:37:38 PM, mkim

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 8/16/2010 3:37:41 PM, mkim

into WIP ck req and Status of Solving.

\*\*\* CASE FULFILL 8/16/2010 3:37:43 PM, mkim

Fulfilled for RICHARD DENISON due 08/16/2010 05:00:00 PM.

\*\*\* CASE MODIFY 8/16/2010 3:37:58 PM, mkim

into WIP ck req and Status of Solving.

\*\*\* CASE CLOSE 8/16/2010 3:38:00 PM, mkim

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 09/30/2010

Case Details

Case ID : N012007-08-1601378 Division : Honda - Auto Condition : Closed Open Date : 8/16/2007 3:19:07 PM  
Case Originator : Michael Solis (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 9/11/2007 1:43:14 PM  
Case Owner : Ron Rubinoff (Team HE) Method : Phone Queue : Days Open : 26  
Last Closed By : Ron Rubinoff (Team HE) Point of Origin : Customer Wipbin :  
Case Title : 10E [REDACTED] - (EL PASO HONDA) HEAD LIGHTS ISSUE/BUY BA 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 : EL PASO, TX [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / JHMGD38677S [REDACTED]  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3867EW / A  
Miles / Hours : 18,000  
In Service Date : 10/19/2006  
Months In Use : 10  
Engine Number : L15A11134350  
Originating Dealer No. / Name : 207806 / EL PASO HONDA  
Selling Dealer No. / Name : 207806 / EL PASO HONDA  
Trim : SPORT  
No. Of Doors : 5  
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 : 207806 / EL PASO HONDA  
Phone No. : 915-591-6100  
Address : 1490 LEE TREVINO DRIVE  
City / State / Zip : EL PASO, TX 79936  
Svc District / Sls District : 10E / D10  
Warranty Labor Rate / Date : \$80.00 /  
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-08-1601378-1 / [REDACTED]	P Subcase Close	Product	Operation	737	Wire harness

Issue Details

Issue ID : N012007-08-1601378-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Scott Franklin	Type 1 : Product	Status : Subcase Close	Open Date : 8/16/2007 4:19:20 PM
Issue Owner : Ron Rubinoff	Type 2 : Operation	Queue :	Close Date : 9/11/2007 1:43:08 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 737 / Wire harness  
Condition Code Desc Any 7370  
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 : N012007-08-1601378

Case Title : 10E [REDACTED] (EL PASO HONDA) HEAD LIGHTS ISSUE/BUY BACK/REP

\*\*\* CASE CREATE 8/16/2007 3:19:07 PM, msolis

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 8/16/2007 3:19:11 PM, msolis

WARRANTY CHECK 08/16/2007 03:19:11 PM msolis

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 8/16/2007 3:19:15 PM, msolis

CLAIM CHECK 08/16/2007 03:19:15 PM msolis

The following Claim History information was found

0; 2007-04-13; 207806; 226763; 510; 616100 ; CONDENSER ASSEMBLY - REPLACE.

\*\*\* CASE CAMPAIGN LOOKUP 8/16/2007 3:19:16 PM, msolis

CAMPAIGN CHECK 08/16/2007 03:19:16 PM msolis

The following Campaign information was found

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

07-011; Q34; 07 FIT SRS SOFTWARE UPDATE; ; NU

\*\*\* CASE VSC LOOKUP 8/16/2007 3:19:18 PM, msolis

VSC-CUC CHECK 08/16/2007 03:19:18 PM msolis

No data found for VIN.

\*\*\* CASE MODIFY 8/16/2007 3:27:13 PM, msolis

into WIP default and Status of Solving.

\*\*\* NOTES 8/16/2007 3:33:26 PM, msolis, Action Type : Call from Customer

Customer called AHM in regard's to her vehicle. I verified customer contact information. The customer stated she purchased her vehicle new. The customer states that she is having numerous issues with her vehicle. The customer states her A/C went out in 05/14/2007. The customer stated they replaced her A/C at no cost. The customer states the second issue is that her head light keep going out and her tail light's. The customer also states that her center console light go out also. The customer took her vehicle into the dealership 3 times in regards to her head light's. The customer stated she spoke to SA but had no name. The customer stated that the second time they replaced her wire harness. The customer stated after the replacement the light's went out the next day.

The customer states her vehicle is at the dealership at this moment to see what could be done. The customer wants AHM to get her a new vehicle or she would like her money back. The customer doesn't like that all these issues are happening. I told the customer there is no guarantee but a CM will look into it for her. The customer was gonna Fax in some information to use regarding this.

\*\*\* CASE MODIFY 8/16/2007 3:33:29 PM, msolis

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 8/16/2007 3:34:03 PM, msolis

from WIP default to Queue Honda Team C.

\*\*\* CASE ACCEPT 8/16/2007 4:14:21 PM, sfrankli

from Queue Honda Team C to WIP default.

\*\*\* SUBCASE N012007-08-1601378-1 CREATE 8/16/2007 4:19:20 PM, sfrankli

Created in WIP Default with Due Date 8/16/2007 4:19:20 PM.

\*\*\* COMMIT 8/16/2007 4:19:22 PM, sfrankli, Action Type : N/A

Case History

Case ID : N012007-08-1601378

Case Title : 10E [REDACTED] - (EL PASO HONDA) HEAD LIGHTS ISSUE/BUY BACK/REP

contact cust

\*\*\* NOTES 8/17/2007 6:55:36 AM, pbongco, Action Type : Call from Customer

On 8/16/07 ACS received a 1-page fax from the customer.

\*\*\* CASE MODIFY 8/17/2007 12:40:06 PM, sfrankli  
into WIP 10E and Status of Solving.

\*\*\* NOTES 8/17/2007 12:48:45 PM, sfrankli, Action Type : Call to Dealer

Contacted dealer about the vehicle. He stated that the vehicle is at the dealer currently. He stated that they have contact tech. line and they recommended to replace the harness. The problem duplicated after replacing the harness. They have recommended to replace the relay today. I understood and stated that I would follow up tomorrow on the repair. I thanked him and ended the call.

\*\*\* NOTES 8/17/2007 12:49:47 PM, sfrankli, Action Type : Field/DSM

Left message for DPSM and advised him that the vehicle is down and they are trying to repair it but has not been successful yet. I advised him that an FE may need to be involved. I asked for a call back if he had any questions.

\*\*\* NOTES 8/17/2007 12:55:03 PM, sfrankli, Action Type : Call to Customer

Contacted customer regarding the problem with the vehicle. I advised her that I have contacted the dealer and the DPSM and made them aware of the issue. I advised her that the dealer is repairing the vehicle and I would follow up on Monday to check on the status. Customer understood and I verified her information and ended the call.

\*\*\* CASE FULFILL 8/17/2007 12:55:08 PM, sfrankli

Fulfilled for [REDACTED] due 08/17/2007 12:00:00 AM.

\*\*\* COMMIT 8/17/2007 12:55:09 PM, sfrankli, Action Type : N/A

check on rep

\*\*\* NOTES 8/17/2007 2:48:46 PM, msolis, Action Type : Call from Customer

Customer called AHM in regards to getting a Fax number here. I gave the customer the number of 1310-783-3785. The customer thanked me and call ended.

\*\*\* NOTES 8/17/2007 3:48:43 PM, pbongco, Action Type : Call from Customer

On 8/17/07 ACS received a 1-page fax from the customer dated 8/13/07.

\*\*\* NOTES 8/17/2007 3:50:17 PM, pbongco, Action Type : Letter/Fax

\*\*\*Correction on Previous Notes\*\*\*

On 8/17/07 ACS received a 2-page fax from the customer dated 8/13/07.

\*\*\* CASE MODIFY 8/20/2007 9:17:48 AM, sfrankli

into WIP 10E and Status of Solving.

\*\*\* NOTES 8/20/2007 9:25:55 AM, sfrankli, Action Type : Letter/Fax

ACS received a fax from the customer stating that she has had many problems with the vehicle. She stated that the a/c condenser needed to be replaced, and the headlights and taillights have not worked for some time and have been attempted to be repaired a few times. The wiring harness has been replaced and an open fuse but the problem still remains. Customer expects the repair to be made or she is wanting the vehicle traded out or bought back. Customer refers to Chapter 2301, Subchapter M of the Texas Occupations Code.

\*\*\* NOTES 8/20/2007 9:26:36 AM, sfrankli, Action Type : Letter/Fax

ACS received a fax from the customer including a copy of the invoice for a repair of the a/c condenser.

\*\*\* NOTES 8/20/2007 10:09:26 AM, sfrankli, Action Type : Call to Customer

Case History

Case ID : N012007-08-1601378

Case Title : 10E [REDACTED] - (EL PASO HONDA) HEAD LIGHTS ISSUE/BUY BACK/REP

Contacted dealer about the repair. She stated that they replaced the relay and the customer picked up the vehicle to move to Austin. She stated that the lights work but the indicator on the dash and the chime inside do not work. I understood and thanked her and ended the call.

\*\*\* NOTES 8/20/2007 10:17:16 AM, sfrankli, Action Type : Call from Customer

Attempted to contact customer but was unable to reach them. I left a message asking for her to take the vehicle to the dealer and for a return call. I provided my number and ended the call.

\*\*\* CASE FULFILL 8/20/2007 10:22:19 AM, sfrankli

Fulfilled for [REDACTED] due 08/20/2007 12:00:00 AM.

\*\*\* COMMIT 8/20/2007 10:23:39 AM, sfrankli, Action Type : N/A

check on diag

\*\*\* NOTES 8/21/2007 6:29:49 AM, pbongco, Action Type : Letter/Fax

On 8/20/07 ACS received a 2-page letter from the customer dated 8/13/07.  
RO attached.

\*\*\* NOTES 8/24/2007 1:36:02 PM, sfrankli, Action Type : Letter/Fax

ACS received a letter from the customer stating the previous issue. Customer included copies of the invoices for the repair that have been made to correct the issue.

\*\*\* NOTES 8/24/2007 2:53:00 PM, sfrankli, Action Type : Note-Technical

Tech. Line reference #2400337

\*\*\* NOTES 8/24/2007 3:01:12 PM, sfrankli, Action Type : Note-General

Submitted Mediation Request form 8/24/2007.

\*\*\* CASE FULFILL 8/24/2007 3:01:17 PM, sfrankli

Fulfilled for [REDACTED] due 08/24/2007 12:00:00 AM.

\*\*\* COMMIT 8/24/2007 3:01:18 PM, sfrankli, Action Type : N/A

call cust

\*\*\* CASE ASSIGN 8/30/2007 10:29:56 AM, sfrankli

N012007-08-1601378 to rrubinfof, WIP "

\*\*\* CASE RULE ACTION 8/30/2007 10:29:56 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE MODIFY 9/4/2007 4:15:46 PM, rrubinfof

into WIP default and Status of Solving.

\*\*\* SUBCASE N012007-08-1601378-1 YANKED 9/4/2007 4:16:20 PM, rrubinfof

Yanked by rrubinfof into WIPbin default.

\*\*\* NOTES 9/11/2007 1:42:52 PM, rrubinfof, Action Type : Note-General

Was advised to close this case per Mike Lyon in the Mediation Department. See open Mediation case # N042007-09-1101204 for more information.

\*\*\* SUBCASE N012007-08-1601378-1 CLOSE 9/11/2007 1:43:08 PM, rrubinfof

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 9/11/2007 1:43:14 PM, rrubinfof

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

## Spool Report

Run Date : 09/30/2010

Case Details

Case ID :	N042007-09-1101204	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/11/2007 1:12:39 PM
Case Originator :	Michael Lyon (Team MA)	Sub Division :	Mediation	Status :	Closed	Close Date :	12/14/2007 3:16:29 PM
Case Owner :	Michael Lyon (Team MA)	Method :	Mail	Queue :		Days Open :	94
Last Closed By :	Michael Lyon (Team MA)	Point of Origin :	Third Party	Wipbin :			
Case Title :	[REDACTED] TX DOT - HEAD / TAIL AND DASH LIGHTS 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 : AUSTIN, TX  
E Mail :  
Svc District / Sls District : /

Product Info :

Unit Owner :  
VIN Type / No. : US VIN / JHMGD38677S  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3867EW / A  
Miles / Hours : 18,000  
In Service Date : 10/19/2006  
Months In Use : 11  
Engine Number : L15A11134350  
Originating Dealer No. / Name : 207806 / EL PASO HONDA  
Selling Dealer No. / Name : 207806 / EL PASO HONDA  
Trim : SPORT  
No. Of Doors : 5  
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 : 207561 / HOWDY HONDA  
Phone No. : 512-443-4300  
Address : 5519 E. BEN WHITE BLVD  
City / State / Zip : AUSTIN, TX 78744  
Svc District / Sls District : 03B / B03  
Warranty Labor Rate / Date : \$93.00 /  
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207806	EL PASO HONDA		

3rd Party Info :

Party 1 : Dept. Of Transport	Party 3 : Techline
Party 2 : C.R.	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N042007-09-1101204-1 / [REDACTED]	Subcase Close	Product	Operation	737	Wire harness

## Spool Report

Run Date : 09/30/2010

Mediation Details

Case ID	N042007-09-1101204	Final Decision :	Repair	Descision Updated :	12/14/2007 3:14:35 PM
Process :	Arbitration	Customer Position :	Buyback-Replace		
Document Ref :	JIG PATEL	AHM Position :	Repair		
Related Case :	N012007-08-1601378				
Arbitration Method :	In Person				
Arbitration Outcome :	AHM	Last Updated :	12/14/2007 3:14:35 PM	By :	jpatel

**Mediation Expenses :**

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Arb Advocates Fees	(\$100.00)	(\$100.00)	11/30/2007 2:26:56 PM	12/5/2007 2:26:59 PM	mlyon
Total Amount	(\$100.00)	(\$100.00)			

**Mediation Activity :**

*** Event Type / Status :	State Notif Recd / Completed	Start Date :	9/11/2007 1:13:11	Notes :	TX DOT
Assigned To :	Mediation ()	Due Date :	10/11/2007		
Last Updated / By :	10/1/2007 10:25:00 AM / jpatel	Actual Date :	10/1/2007 10:24:59		
*** Event Type / Status :	Docs Received / Completed	Start Date :	9/11/2007 1:18:06	Notes :	HAVE RO'S ARRIVED FROM DEALER
Assigned To :	Mediation ()	Due Date :	9/18/2007		
Last Updated / By :	9/13/2007 9:01:00 AM / mlyon	Actual Date :	9/13/2007 9:00:59		
*** Event Type / Status :	Notify Zone of Open / Completed	Start Date :	9/11/2007 1:18:19	Notes :	DPSM (AZM/ZM)
Assigned To :	Mediation ()	Due Date :			
Last Updated / By :	9/11/2007 1:18:24 PM / mlyon	Actual Date :	9/11/2007 1:18:22		
*** Event Type / Status :	Arbitration Hearing / Cancelled	Start Date :	10/4/2007 11:20:17	Notes :	ARBITRATOR: TX DOT
Assigned To :	Arb Advocates ()	Due Date :	10/17/2007		
Last Updated / By :	10/8/2007 1:27:50 PM / mlyon	Actual Date :	10/8/2007 1:27:48		
*** Event Type / Status :	Arb Decision Due / Cancelled	Start Date :	10/8/2007 11:21:05	Notes :	DECISION?
Assigned To :	Arb Advocates ()	Due Date :	10/8/2007		
Last Updated / By :	10/8/2007 1:28:25 PM / mlyon	Actual Date :	10/8/2007 1:28:19		
*** Event Type / Status :	Arbitration Hearing / Cancelled	Start Date :	10/30/2007 4:09:57	Notes :	TX DOT
Assigned To :	Arb Advocates ()	Due Date :	11/26/2007		
Last Updated / By :	11/9/2007 8:46:46 AM / mlyon	Actual Date :	11/9/2007 8:46:45		
*** Event Type / Status :	Arb Decision Due / Cancelled	Start Date :	11/9/2007 4:10:17	Notes :	DECISION?
Assigned To :	Arb Advocates ()	Due Date :	12/10/2007		
Last Updated / By :	11/9/2007 8:47:00 AM / mlyon	Actual Date :	11/9/2007 8:46:59		
*** Event Type / Status :	Arbitration Hearing / Cancelled	Start Date :	11/29/2007 11:35:01	Notes :	
Assigned To :	Arb Advocates ()	Due Date :	12/13/2007		
Last Updated / By :	12/14/2007 3:16:17 PM / mlyon	Actual Date :	12/14/2007 3:16:16		
*** Event Type / Status :	Arb Decision Due / Cancelled	Start Date :	12/13/2007 11:36:07	Notes :	DENAIL
Assigned To :	Arb Advocates ()	Due Date :	12/20/2007		
Last Updated / By :	12/14/2007 3:16:11 PM / mlyon	Actual Date :	12/14/2007 3:16:10		

Issue Details

Issue ID : N042007-09-1101204-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 9/11/2007 1:13:09 PM
Issue Owner : Jig Patel	Type 2 : Operation	Queue :	Close Date : 12/14/2007 3:15:04 PM
Issue Title : [REDACTED]	- PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 737 / Wire harness  
Condition Code Desc Any 7370  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Repaired/Warranty  
Component Category : 11 - Electrical System  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N042007-09-1101204

Case Title : [REDACTED] - TX DOT - HEAD / TAIL AND DASH LIGHTS INOPE

\*\*\* CASE CREATE 9/11/2007 1:12:39 PM, mlyon

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

\*\*\* NOTES 9/11/2007 1:12:39 PM, mlyon, Action Type :

Received on 09/11/07 from TX DOT

Customer Contention: Head / tail and dash lights inoperable

Resolution Sought: Replacement or repurchase

No Lien holder / lesser information provided.

\*\*Two Tech Line report for this customer/Vin\*\*

\*\*\* SUBCASE N042007-09-1101204-1 CREATE 9/11/2007 1:13:09 PM, mlyon

Created in WIP Default with Due Date 9/11/2007 1:13:09 PM.

\*\*\* CASE MEDIATION ADD/MODIFY 9/11/2007 1:17:43 PM, mlyon

\*\*\* MEDIATION DECISION 09/11/2007 01:17:43 PM mlyon

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: JIG PATEL

Rel: N012007-08-1601378

\*\*\* CASE MEDIATION EVENT ADD 9/11/2007 1:18:06 PM, mlyon

\*\*\* MEDIATION EVENT - STATE NOTIF RECD 09/11/2007 01:18:06 PM mlyon

Status: In Progress

S: 09/11/2007 01:13:11 PM

D: 10/11/2007 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation ()

Notes: TX DOT

\*\*\* CASE MEDIATION EVENT ADD 9/11/2007 1:18:19 PM, mlyon

\*\*\* MEDIATION EVENT - DOCS RECEIVED 09/11/2007 01:18:19 PM mlyon

Status: In Progress

S: 09/11/2007 01:18:06 PM

D: 09/18/2007 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER

\*\*\* CASE MEDIATION EVENT ADD 9/11/2007 1:18:24 PM, mlyon

\*\*\* MEDIATION EVENT - NOTIFY ZONE OF OPEN 09/11/2007 01:18:24 PM mlyon

Status: Completed

S: 09/11/2007 01:18:19 PM

Case History

Case ID : N042007-09-1101204

Case Title : [REDACTED] - TX DOT - HEAD / TAIL AND DASH LIGHTS INOPE

D: ?/?/? ??:?

A: 09/11/2007 01:18:22 PM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

\*\*\* COMMIT 9/11/2007 1:18:26 PM, mlyon, Action Type :

Made to [REDACTED] due 09/12/2007 01:19:03 PM.

DCS Follow-Up

\*\*\* COMMIT 9/11/2007 1:18:27 PM, mlyon, Action Type : N/A

Made to CLAUDIA &amp; LETICIA MALDONADO due 09/12/2007 07:30:00 AM.

New case opened. Review TX DOT packet. Look for ROs.

\*\*\* NOTES 9/11/2007 1:19:25 PM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 9/12/2007

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

Head / tail and dash lights inoperable

In the interest of customer satisfaction we would like to resolve this situation as soon as possible.

Please perform the following and take appropriate action:

Please fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to 310-783-3029.  
This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon

Automobile Customer Service

American Honda Motor, Inc.

jp

\*\*\* NOTES 9/11/2007 1:19:34 PM, mlyon, Action Type : Note-General

Requested RO's from Dealer. Email sent to zone notifying of open Mediation case.

Email sent to call center to close their pending case

\*\*\* CASE MODIFY 9/11/2007 1:26:56 PM, mlyon

into WIP Default and Status of Solving.

\*\*\* CASE ASSIGN 9/11/2007 1:26:59 PM, mlyon

N042007-09-1101204 to jpatel, WIP eC! âx

\*\*\* CASE RULE ACTION 9/11/2007 1:27:00 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* SUBCASE N042007-09-1101204-1 ASSIGN 9/11/2007 1:27:06 PM, mlyon

N042007-09-1101204-1 to jpatel, WIP

\*\*\* SUBCASE N042007-09-1101204-1 RULE ACTION 9/11/2007 1:27:07 PM, sa



Case History

Case ID : N042007-09-1101204

Case Title : [REDACTED] - TX DOT - HEAD / TAIL AND DASH LIGHTS INOPE

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE FULFILL 9/12/2007 2:54:31 PM, jpatel

Fulfilled for [REDACTED] due 09/12/2007 01:19:03 PM.

\*\*\* NOTES 9/13/2007 9:00:44 AM, mlyon, Action Type : Letter/Fax

Received copies of RO's from El Paso Honda. Forward to Jig

\*\*\* CASE MEDIATION EVENT UPDATE 9/13/2007 9:01:01 AM, mlyon

\*\*\* MEDIATION EVENT - DOCS RECEIVED 09/13/2007 09:01:01 AM mlyon

Status: Completed

S: 09/11/2007 01:18:06 PM

D: 09/18/2007 12:00:00 AM

A: 09/13/2007 09:00:59 AM

Assign to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER

\*\*\* CASE MODIFY 9/20/2007 9:31:14 AM, jpatel

into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 9/26/2007 1:00:45 PM, jpatel

into WIP Default and Status of Solving.

\*\*\* NOTES 9/28/2007 1:55:47 PM, jpatel, Action Type : Note-General

\*\*\* NOTES 9/28/2007 3:01:03 PM, jpatel, Action Type : Call to Dealer

Made follow up call with dealership and spoke with Sally-Service Mgr. She advised me that the customer has three dealer visits on file for the tail-light and low beam indicator:

6/27/07 to 6/28/07

Dealer replaced blown fuse to address the rear tail-lights

7/17/07 to 8/9/07

Dealer replaced fuse again, however the fuse kept blowing. Dealer contacted the techline and replaced the entire wire harness.

8/16/07 to 8/20/07

Dealer replaced relay under tech-line advisement. The repair addressed the rear tail-lights however, the low beam indicator would not come on, and was not repaired.

Sm states that the customer has not returned. SM states that the DPSM was not contacted until the 3rd dealer visit.

\*\*\* CASE MODIFY 9/28/2007 3:02:09 PM, jpatel

into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 9/28/2007 3:03:33 PM, jpatel

into WIP Default and Status of Solving.

\*\*\* CASE CLAIMS LOOKUP 10/1/2007 7:54:29 AM, jpatel

CLAIM CHECK 10/01/2007 07:54:29 AM jpatel

Case History

Case ID : N042007-09-1101204

Case Title : [REDACTED] TX DOT - HEAD / TAIL AND DASH LIGHTS INOPE

The following Claim History information was found

0; 2007-04-13; 207806; 226763; 510; 616100 ; CONDENSER ASSEMBLY - REPLACE.

\*\*\* NOTES 10/1/2007 10:24:17 AM, jpatel, Action Type : Letter/Fax

The following response letter was sent to texas DOT and customer:

John DuFour

Texas Department of Transportation

Motor Vehicle Division - Consumer Affairs Section

P.O Box 2293

Austin, TX 78768

Customer: [REDACTED]

VIN# JHMGD38677S [REDACTED]

Docket # 07 -0613 CAF

Re: Tail light, Low Beam Indicator, and A/C condenser.

Dear Mr. DuFour:

American Honda Motor Co., Inc. thanks you for the opportunity to address our customer's concerns. We have reviewed your client's request regarding their 2007 Honda Fit, vehicle identification number: JHMGD38677S [REDACTED]. Based on the current information we have available, we are not able to grant your client's request to replace or repurchase their vehicle at this time.

According to the information supplied by the customer's servicing dealership, El Paso Honda, the dealership has repaired the customer's A/C condenser and Tail-light concern under the terms of the new vehicle limited warranty. During customer's last dealer visit, the dealer was able to identify a issue with the low beam indicator. American Honda would like to continue to work with the customer, and request the opportunity to allow the dealership to make the proper repairs for the concern.

Sincerely,

Jignesh Patel

Mediation Department

American Honda Motor Co., Inc.

310-781-5223

310-783-3029 (fax)

\*\*\* CASE MODIFY 10/1/2007 10:24:21 AM, jpatel  
into WIP Default and Status of Solving.

\*\*\* CASE FULFILL 10/1/2007 10:24:36 AM, jpatel  
Fulfilled for [REDACTED] due 09/12/2007 07:30:00 AM.

\*\*\* COMMIT 10/1/2007 10:24:38 AM, jpatel, Action Type : N/A  
follow up with customer

\*\*\* CASE MEDIATION EVENT UPDATE 10/1/2007 10:25:00 AM, jpatel

Case History

Case ID : N042007-09-1101204

Case Title : [REDACTED] - TX DOT - HEAD / TAIL AND DASH LIGHTS INOPE

\*\*\* MEDIATION EVENT - STATE NOTIF RECD 10/01/2007 10:25:00 AM jpatel

Status: Completed

S: 09/11/2007 01:13:11 PM

D: 10/11/2007 12:00:00 AM

A: 10/01/2007 10:24:59 AM

Assgn to: Mediation ()

Notes: TX DOT

\*\*\* CASE MODIFY 10/1/2007 10:38:30 AM, jpatel

into WIP Default and Status of Solving.

\*\*\* NOTES 10/4/2007 11:20:14 AM, mlyon, Action Type : Letter/Fax

Received Notice of Hearing/Inspection from the TX DOT

Arbitrator: TX DOT

Hearing Date, Time, Place: 10/17/07 10:00 am

TX DOT

13301 Gateway Blvd West

El Paso TX. 78768

Hearing Site Phone Number: 512 416-4800 Hearing Site Fax Number: 512 302-2328

Forward to Jig

\*\*\* CASE MEDIATION EVENT ADD 10/4/2007 11:21:05 AM, mlyon

\*\*\* MEDIATION EVENT - ARBITRATION HEARING 10/04/2007 11:21:04 AM mlyon

Status: In Progress

S: 10/04/2007 11:20:17 AM

D: 10/17/2007 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Arb Advocates ()

Notes: ARBITRATOR: TX DOT

\*\*\* CASE MEDIATION EVENT ADD 10/4/2007 11:21:22 AM, mlyon

\*\*\* MEDIATION EVENT - ARB DECISION DUE 10/04/2007 11:21:22 AM mlyon

Status: In Progress

S: 10/17/2007 11:21:05 AM

D: 11/07/2007 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Arb Advocates ()

Notes: DECISION?

\*\*\* CASE MEDIATION ADD/MODIFY 10/4/2007 11:22:10 AM, mlyon

\*\*\* MEDIATION DECISION 10/04/2007 11:22:10 AM mlyon

Proc: Arbitration

Case History

Case ID : N042007-09-1101204

Case Title : [REDACTED] - TX DOT - HEAD / TAIL AND DASH LIGHTS INOPE

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: In Person Outcome: Please Specify

Ref: JIG PATEL

Rel: N012007-08-1601378

\*\*\* CASE MEDIATION ADD/MODIFY 10/4/2007 11:22:32 AM, mlyon

\*\*\* MEDIATION DECISION 10/04/2007 11:22:32 AM mlyon

Proc: Arbitration

Dcsn: Please Specify

Cust: Buyback-Replace

AHM: Repair Rsn: Repair Available

Arb Mthd: In Person Outcome: Please Specify

Ref: JIG PATEL

Rel: N012007-08-1601378

\*\*\* CASE MODIFY 10/4/2007 12:41:00 PM, jpatel

into WIP STATE/ATTNY and Status of Solving.

\*\*\* CASE MODIFY 10/4/2007 12:41:02 PM, jpatel

into WIP STATE/ATTNY and Status of Solving.

\*\*\* CASE MODIFY 10/4/2007 12:41:02 PM, jpatel

into WIP STATE/ATTNY and Status of Solving.

\*\*\* NOTES 10/4/2007 12:43:35 PM, imoribio, Action Type : Call from Customer

Customer called ACS requesting to speak with her RCM. ACS informed JPatel that his customer was on the other line and connected the call.

\*\*\* CASE VSC LOOKUP 10/4/2007 12:51:23 PM, jpatel

VSC-CUC CHECK 10/04/2007 12:51:23 PM jpatel

No data found for VIN.

\*\*\* NOTES 10/5/2007 10:50:18 AM, jpatel, Action Type : Call from Customer

10/04/07

Customer called in and advised me that she would be dropping off her vehicle at the dealership for repairs and request a rental. Customer advised me that service advisor is requesting a call from AHM to approval a rental. Customer states that she has moved and will need to have a different dealership look at the vehicle. Customer states that she had a case with customer service and they were going to send out a engineer from Torrance to work on her vehicle.

I advised customer that if she wanted AHM can make the arrangements for a FE. I asked the customer to clarify what is wrong with the vehicle currently.

Customer states that she has instrument cluster lights are not functioning property. Customer states that the gear indicator illumination is not coming on and the low beam indicator is not operating correctly.

I advised customer that AHM would like to work with her on addressing each concern. I advised customer that AHM can look into the FE request as well.

I advised customer that there is a open Texas, DOT case and a hearing has been set for 10/17. Customer understood but states that the only reason she filed is because her understanding is that it takes them a year. I advised customer that she does have the option to contact them and reschedule the hearing or close the case with them.

Case History

Case ID : N042007-09-1101204

Case Title : [REDACTED] X DOT - HEAD / TAIL AND DASH LIGHTS INOPE

Customer understood and advised me that she would contact the Texas, DOT and advised them of AHM efforts with the FE. I advised customer that I would submit for a FE request and notify her of the dates.

\*\*\* CASE MODIFY 10/5/2007 2:40:18 PM, jpatel  
into WIP STATE/ATTNY and Status of Solving.

\*\*\* CASE FULFILL 10/5/2007 2:40:24 PM, jpatel  
Fulfilled for [REDACTED] due 10/04/2007 12:00:00 AM.

\*\*\* COMMIT 10/5/2007 2:40:27 PM, jpatel, Action Type : N/A  
ck on FE request

\*\*\* NOTES 10/8/2007 8:07:06 AM, jpatel, Action Type : Call to Dealer  
Made follow up call Howdy Honda and spoke with Andrew-SM. I advised him of the case and requested the dealership's assistance. Sm understood and agreed. Sm suggested for the dealership to inspect the vehicle prior to having a FE scheduled. I advised Sm that I would contact the customer and have her bring in the vehicle.

\*\*\* NOTES 10/8/2007 8:07:40 AM, jpatel, Action Type : Call to Customer  
Made follow up call with customer and left message. I requested a return call to discuss her case.

\*\*\* NOTES 10/8/2007 8:08:46 AM, jpatel, Action Type : Note-General  
Received voicemail message from John at the Texas, DOT that the hearing has been cancel.

\*\*\* CASE MODIFY COMMITMENT 10/8/2007 8:09:07 AM, jpatel  
with [REDACTED] due 10/10/2007 12:00:00 AM.

\*\*\* COMMIT 10/8/2007 8:09:09 AM, jpatel, Action Type : N/A  
call customer\*\*\*refer to dealer

\*\*\* CASE MEDIATION EVENT UPDATE 10/8/2007 1:27:50 PM, mlyon  
\*\*\* MEDIATION EVENT - ARBITRATION HEARING 10/08/2007 01:27:50 PM mlyon  
Status: Cancelled

S: 10/04/2007 11:20:17 AM  
D: 10/17/2007 12:00:00 AM  
A: 10/08/2007 01:27:48 PM  
Assgn to: Arb Advocates ()  
Notes: ARBITRATOR: TX DOT

\*\*\* CASE MEDIATION EVENT UPDATE 10/8/2007 1:28:26 PM, mlyon  
\*\*\* MEDIATION EVENT - ARB DECISION DUE 10/08/2007 01:28:26 PM mlyon  
Status: Cancelled

S: 10/08/2007 11:21:05 AM  
D: 10/08/2007 12:00:00 AM  
A: 10/08/2007 01:28:19 PM  
Assgn to: Arb Advocates ()  
Notes: DECISION?

\*\*\* CASE MEDIATION ADD/MODIFY 10/8/2007 1:28:35 PM, mlyon  
\*\*\* MEDIATION DECISION 10/08/2007 01:28:35 PM mlyon

Case History

Case ID : N042007-09-1101204

Case Title : [REDACTED] TX DOT - HEAD / TAIL AND DASH LIGHTS INOPE

Proc: Mediation

Dcsn: Please Specify

Cust: Buyback-Replace

AHM: Repair Rsn: Repair Available

Arb Mthd: Please Specify Outcome: Please Specify

Ref: JIG PATEL

Rel: N012007-08-1601378

\*\*\* CASE RULE ACTION 10/9/2007 12:12:39 PM, sa

Action owner - 30 days of rule Case Closure fired

\*\*\* CASE MODIFY COMMITMENT 10/10/2007 3:53:35 PM, jpatel

with [REDACTED] due 10/11/2007 12:00:00 AM.

\*\*\* CASE MODIFY 10/10/2007 3:53:47 PM, jpatel

into WIP STATE/ATTNY and Status of Solving.

\*\*\* CASE MODIFY 10/10/2007 3:56:24 PM, jpatel

into WIP STATE/ATTNY and Status of Solving.

\*\*\* NOTES 10/10/2007 3:56:44 PM, jpatel, Action Type : Note-General

submitted FE request.

\*\*\* CASE MODIFY 10/10/2007 4:00:58 PM, jpatel

into WIP STATE/ATTNY and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 10/10/2007 4:01:08 PM, jpatel

with [REDACTED] due 10/15/2007 12:00:00 AM.

\*\*\* NOTES 10/11/2007 8:19:55 AM, jpatel, Action Type : Call from Customer

Customer called in and left voicemail message.

\*\*\* NOTES 10/11/2007 8:22:26 AM, jpatel, Action Type : Call to Customer

Made follow up call with customer and left voicemail message. I advised that the dealership has been contacted and they are now aware of the case. I referred the customer to the dealership and advised her to make a appointment. I advised customer that the dealer would like to inspect and diagnose the complaint. I advised customer to contact me if she has any questions/comments/concerns.

\*\*\* CASE FULFILL 10/11/2007 8:22:33 AM, jpatel

Fulfilled for [REDACTED] due 10/11/2007 12:00:00 AM.

\*\*\* COMMIT 10/11/2007 8:22:36 AM, jpatel, Action Type : N/A

ck on dealer appt status

\*\*\* NOTES 10/11/2007 8:47:59 AM, jpatel, Action Type : Note-General

Received notice that a FE can be scheduled for Oct. 24th and 25th.

\*\*\* NOTES 10/12/2007 3:51:46 PM, jpatel, Action Type : Call from Customer

Customer returned my call. I referred her to the dealership to have the vehicle inspected and diagnosed. I advised customer that a rental will be provided. I referred to the customer to speak with Andrew-SM. Customer understood and agreed.

I advised customer of the FE dates and advised her that currently AHM would like for the dealer to 1st inspect the vehicle prior to committing to a FE

Case History

Case ID : N042007-09-1101204

Case Title : [REDACTED] - TX DOT - HEAD / TAIL AND DASH LIGHTS INOPE  
visit.

\*\*\* CASE MODIFY COMMITMENT 10/12/2007 3:51:58 PM, jpatel

with [REDACTED] due 10/16/2007 12:00:00 AM.

\*\*\* NOTES 10/16/2007 8:03:38 AM, jpatel, Action Type : Call to Customer

Made follow up call with customer and she advised me that she dropped off the vehicle at the dealership yesterday. I advised customer that I would follow up with the dealership on the diagnosis. I advised customer that I would keep her informed on the status.

\*\*\* CASE FULFILL 10/16/2007 8:03:47 AM, jpatel

Fulfilled for [REDACTED] due 10/16/2007 12:00:00 AM.

\*\*\* COMMIT 10/16/2007 8:03:49 AM, jpatel, Action Type : N/A

ck on diagnosis

\*\*\* CASE FULFILL 10/16/2007 1:24:24 PM, jpatel

Fulfilled for [REDACTED] due 10/16/2007 12:00:00 AM.

\*\*\* NOTES 10/17/2007 10:45:45 AM, jpatel, Action Type : Call to Dealer

Made follow up call with dealership and spoke with Andrew-SM. He advised me that they started to inspect the vehicle yesterday. Sm states that he needs to speak with his shop foreman on the diagnosis. SM states that he would return my call once he has followed up on the vehicle. Sm states that he does know that when the head-lights are turned on; the doors lock? I asked if he would like for the FE to be scheduled. Sm states that may not be a bad idea, however suggested to first allow the dealer to fully diagnose the condition and then make a decision.

SM states that he also noticed that the bumper had been replaced and pointed it out to the customer. Sm states that the customer advised him that her concerns with the vehicle are well documented and they started before the bumper replacement.

\*\*\* CASE FULFILL 10/17/2007 10:45:54 AM, jpatel

Fulfilled for [REDACTED] due 10/17/2007 12:00:00 AM.

\*\*\* COMMIT 10/17/2007 10:45:57 AM, jpatel, Action Type : N/A

ck on diagnosis

\*\*\* NOTES 10/17/2007 3:03:13 PM, jpatel, Action Type : Call from Dealer

Andrew-SM from the dealership called in and advised me that they have been working with tech-line on diagnosis the vehicle. Sm states that tech-line at this point is requesting for a FE to be sent for further assistance.

I advised SM that I would resubmit for a FE and keep him updated on the status.

customer's complaints as follows:

\*\*dash lights black out

\*\*\*parts of the dash lights black out at times

\*\*lower console shifter light blacks out.

\*\*At times the rear tail-lights black out along with the headlights, (independently and together).

\*\*\* CASE MODIFY 10/17/2007 3:03:18 PM, jpatel

into WIP STATE/ATTNY and Status of Solving.

\*\*\* NOTES 10/17/2007 3:03:48 PM, jpatel, Action Type : Note-General

Request FE to be scheduled for dealership.

Case History

Case ID : N042007-09-1101204

Case Title : [REDACTED] TX DOT - HEAD / TAIL AND DASH LIGHTS INOPE

\*\*\* CASE FULFILL 10/17/2007 3:03:58 PM, jpatel

Fulfilled for [REDACTED] due 10/19/2007 12:00:00 AM.

\*\*\* COMMIT 10/17/2007 3:04:03 PM, jpatel, Action Type : N/A

ck on FE request

\*\*\* COMMIT 10/17/2007 3:04:26 PM, jpatel, Action Type : N/A

contact customer\*\*provide update

\*\*\* CASE MODIFY COMMITMENT 10/19/2007 10:07:00 AM, jpatel

with [REDACTED] due 10/22/2007 12:00:00 AM.

\*\*\* NOTES 10/22/2007 12:05:00 PM, jpatel, Action Type : Note-General

Received notice that the tentative date for a FE is Nov. 12th and 13th.

\*\*\* NOTES 10/22/2007 12:11:30 PM, jpatel, Action Type : Call to Dealer

Made follow up call with dealership and left voicemail message for SM-Andrew. I advised him of the FE tentative dates and that i would be notifying the customer.

\*\*\* NOTES 10/22/2007 12:12:55 PM, jpatel, Action Type : Call to Customer

Made follow up call with customer and left message for customer. I advised customer that a FE is being scheduled. I advised customer to stay in rental. I advised customer to contact me if she has any questions. I advised customer that it may be a few weeks before a FE is able to make a dealer visit.

\*\*\* CASE FULFILL 10/22/2007 12:13:05 PM, jpatel

Fulfilled for [REDACTED] due 10/22/2007 12:00:00 AM.

\*\*\* CASE FULFILL 10/22/2007 12:13:08 PM, jpatel

Fulfilled for [REDACTED] due 10/22/2007 12:00:00 AM.

\*\*\* COMMIT 10/22/2007 12:13:11 PM, jpatel, Action Type : N/A

ck on FE dates\*\*\*contact dealer/customer

\*\*\* NOTES 10/29/2007 8:12:04 AM, jpatel, Action Type : Call to Dealer

Made follow up call with dealership and spoke with Mark in service. (Andrew was not in today). I advised Mark of the case and the FE date, Nov. 12th.

\*\*\* CASE FULFILL 10/29/2007 8:12:13 AM, jpatel

Fulfilled for [REDACTED] due 10/29/2007 12:00:00 AM.

\*\*\* COMMIT 10/29/2007 8:12:14 AM, jpatel, Action Type : N/A

follow up with dealership and confirm fe date

\*\*\* NOTES 10/29/2007 8:15:11 AM, jpatel, Action Type : Call to Customer

Made follow up call with customer and left message. I advised her of the status of the case and advised her to contact me if she has any questions.

\*\*\* NOTES 10/30/2007 4:09:53 PM, mlyon, Action Type : Letter/Fax

Received Notice of Hearing fro the TX DOT

Hearing Date, Time, Place: 11/26/07 2:00 pm

TX DOT

13301 Gateway Blvd

El Paso, Texas 78768



Case History

Case ID : N042007-09-1101204

Case Title : [REDACTED] TX DOT - HEAD / TAIL AND DASH LIGHTS INOPE

Hearing Site Phone Number: 512 416-4800

Hearing Site Fax Number: 512 302-2328

Forward to Jig

\*\*\* CASE MEDIATION EVENT ADD 10/30/2007 4:10:17 PM, mlyon

\*\*\* MEDIATION EVENT - ARBITRATION HEARING 10/30/2007 04:10:17 PM mlyon

Status: In Progress

S: 10/30/2007 04:09:57 PM

D: 11/26/2007 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Third Party ()

Notes: TX DOT

\*\*\* CASE MEDIATION EVENT ADD 10/30/2007 4:10:38 PM, mlyon

\*\*\* MEDIATION EVENT - ARB DECISION DUE 10/30/2007 04:10:38 PM mlyon

Status: In Progress

S: 11/26/2007 04:10:17 PM

D: 12/10/2007 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Third Party ()

Notes: DECISION?

\*\*\* CASE MEDIATION ADD/MODIFY 10/30/2007 4:10:46 PM, mlyon

\*\*\* MEDIATION DECISION 10/30/2007 04:10:45 PM mlyon

Proc: Arbitration

Dcsn: Please Specify

Cust: Buyback-Replace

AHM: Repair Rsn: Repair Available

Arb Mthd: In Person Outcome: Please Specify

Ref: JIG PATEL

Rel: N012007-08-1601378

\*\*\* CASE MEDIATION EVENT UPDATE 10/30/2007 4:10:55 PM, mlyon

\*\*\* MEDIATION EVENT - ARBITRATION HEARING 10/30/2007 04:10:55 PM mlyon

Status: In Progress

S: 10/30/2007 04:09:57 PM

D: 11/26/2007 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Arb Advocates ()

Notes: TX DOT

\*\*\* CASE MEDIATION EVENT UPDATE 10/30/2007 4:11:00 PM, mlyon

\*\*\* MEDIATION EVENT - ARB DECISION DUE 10/30/2007 04:11:00 PM mlyon

Status: In Progress

Case History

Case ID : N042007-09-1101204

Case Title : [REDACTED] - TX DOT - HEAD / TAIL AND DASH LIGHTS INOPE

S: 11/26/2007 04:10:17 PM

D: 12/10/2007 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Arb Advocates ()

Notes: DECISION?

\*\*\* NOTES 11/5/2007 8:31:36 AM, jpatel, Action Type : Note-General

Made follow up call with Billie at AA and advised her of the hearing and requested their availability. Billie advised me that she would check and notify me.

\*\*\* COMMIT 11/5/2007 8:31:54 AM, jpatel, Action Type : N/A

ck with Billie on hearing date

\*\*\* CASE MODIFY COMMITMENT 11/5/2007 8:32:51 AM, jpatel

with [REDACTED] due 11/08/2007 12:00:00 AM.

\*\*\* CASE MODIFY 11/5/2007 9:17:42 AM, jpatel

into WIP STATE/ATTNY and Status of Solving.

\*\*\* NOTES 11/7/2007 3:51:13 PM, jpatel, Action Type : Note-General

Billie from AA sent notification that they are available for the Texas DOT hearing on 11/26/07 at 2pm.

\*\*\* CASE MODIFY 11/7/2007 3:51:24 PM, jpatel

into WIP STATE/ATTNY and Status of Solving.

\*\*\* CASE MODIFY 11/7/2007 3:51:39 PM, jpatel

into WIP STATE/ATTNY and Status of Solving.

\*\*\* CASE FULFILL 11/7/2007 3:51:44 PM, jpatel

Fulfilled for CLAUDIA &amp; LETICIA MALDONADO due 11/08/2007 12:00:00 AM.

\*\*\* CASE MODIFY COMMITMENT 11/7/2007 3:51:54 PM, jpatel

with [REDACTED] due 11/09/2007 12:00:00 AM.

\*\*\* NOTES 11/8/2007 9:01:12 AM, jpatel, Action Type : Call to Dealer

Made follow up call with dealership and left voicemail message for Andrew-SM. I reminded him of the FE date. I advised SM to contact me if he has any questions.

\*\*\* CASE FULFILL 11/8/2007 9:01:18 AM, jpatel

Fulfilled for CLAUDIA &amp; LETICIA MALDONADO due 11/09/2007 12:00:00 AM.

\*\*\* COMMIT 11/8/2007 9:01:20 AM, jpatel, Action Type : N/A

ck on FE dealer visit outcome

\*\*\* CASE MEDIATION EVENT UPDATE 11/9/2007 8:46:46 AM, mlyon

\*\*\* MEDIATION EVENT - ARBITRATION HEARING 11/09/2007 08:46:46 AM mlyon

Status: Cancelled

S: 10/30/2007 04:09:57 PM

D: 11/26/2007 12:00:00 AM

A: 11/09/2007 08:46:45 AM

Assgn to: Arb Advocates ()

Notes: TX DOT

Case History

Case ID : N042007-09-1101204

Case Title : [REDACTED] - TX DOT - HEAD / TAIL AND DASH LIGHTS INOPE

\*\*\* CASE MEDIATION EVENT UPDATE 11/9/2007 8:47:01 AM, mlyon

\*\*\* MEDIATION EVENT - ARB DECISION DUE 11/09/2007 08:47:00 AM mlyon

Status: Cancelled

S: 11/09/2007 04:10:17 PM

D: 12/10/2007 12:00:00 AM

A: 11/09/2007 08:46:59 AM

Assgn to: Arb Advocates ()

Notes: DECISION?

\*\*\* NOTES 11/12/2007 9:10:41 AM, jpatel, Action Type : Note-General

Sent notice to Billie at AA and advised her of the cancel hearing date.

\*\*\* CASE MODIFY 11/12/2007 9:14:32 AM, jpatel

into WIP STATE/ATTNY and Status of Solving.

\*\*\* NOTES 11/13/2007 9:12:54 AM, jpatel, Action Type : Call to Dealer

Made follow up call with dealership and spoke with Verne-shop foreman. He advised me that the FE did come in yesterday and they did a series of test. Verne advised me that they replaced the gauge assembly, however a few minutes after the install there was a burning smell and smoke that was coming from the dash. Verne advised me that the FE has left direction on replacing the gauge assembly again, a/c switch, fuse box and the dash harness. Verne advised me that the dealer will have the parts tomorrow and will check for resistance at the connector to determine the source of the short.

I requested for Verne to keep me updated on the repair status.

\*\*\* NOTES 11/13/2007 9:14:35 AM, jpatel, Action Type : Call to Customer

Made follow up call with customer and left message.

\*\*\* CASE FULFILL 11/13/2007 9:14:40 AM, jpatel

Fulfilled for [REDACTED] due 11/13/2007 12:00:00 AM.

\*\*\* COMMIT 11/13/2007 9:14:42 AM, jpatel, Action Type : N/A

ck with dealer on repair status

\*\*\* NOTES 11/13/2007 12:01:05 PM, jpatel, Action Type : Call from Customer

Customer returned my call and left message.

\*\*\* NOTES 11/13/2007 12:01:25 PM, jpatel, Action Type : Call to Customer

Made follow up call with customer and left message.

\*\*\* NOTES 11/13/2007 1:22:27 PM, jpatel, Action Type : Call from Customer

Customer returned my call and I provided her with a update on the repair status. I advised customer that additional parts were ordered and will arrive tomorrow. I advised customer that the dealer will start to install them and I would follow up on a repair status tomorrow evening.

\*\*\* CASE MODIFY 11/13/2007 1:45:50 PM, jpatel

into WIP STATE/ATTNY and Status of Solving.

\*\*\* NOTES 11/15/2007 1:14:15 PM, jpatel, Action Type : Call to Dealer

Made follow up call with dealership and spoke with Verne in service, (shop foreman). He advised that the parts came in today and they are currently working on the vehicle. Verne advised me that the FE has also stopped by and is working on the vehicle as well. Verne advised me that the FE was at another dealership and finished early, so he decided to stop by and check on the progress. I advised Verne that I would follow up tomorrow on the status.

Case History

Case ID : N042007-09-1101204

Case Title : [REDACTED] - TX DOT - HEAD / TAIL AND DASH LIGHTS INOPE

\*\*\* CASE FULFILL 11/15/2007 1:14:24 PM, jpatel

Fulfilled for [REDACTED] due 11/15/2007 12:00:00 AM.

\*\*\* COMMIT 11/15/2007 1:14:36 PM, jpatel, Action Type : N/A

ck with dealer on repair status

\*\*\* NOTES 11/16/2007 3:47:25 PM, jpatel, Action Type : Call to Dealer

Made follow up call with dealership and spoke with Verne in service. He advised me that they installed the instrument gauge cluster and the A/C switch. Verne advised me that they found no short in the ground while plugging in each connector. Verne states that they have road-tested the vehicle and have kept the head-lights on for a few hours. Verne states that they will keep the vehicle overnight just to make sure that the issue has been fully addressed and return the vehicle on Monday or Tuesday. Verne states that they will return the vehicle washed and detailed on the inside.

\*\*\* CASE FULFILL 11/16/2007 3:47:33 PM, jpatel

Fulfilled for [REDACTED] due 11/16/2007 12:00:00 AM.

\*\*\* COMMIT 11/16/2007 3:47:35 PM, jpatel, Action Type : N/A

ck if the vehicle has been returned\*\*\*follow up with customer

\*\*\* NOTES 11/20/2007 8:15:34 AM, jpatel, Action Type : Call to Dealer

Made follow up call with dealership and spoke with Andrew-Service Mgr. He advised me that the customer picked up the vehicle last night. Sm states that the source of the issue was the A/C switch. Sm states that once they replaced it, they road-tested and ran the vehicle with the headlights on for hours.

I requested for Sm to fax in the final R/O. Sm states that they are waiting to submit a warranty claim but would like approval. Sm states that they are looking at putting in 8.5hrs or straight labor time. I provided Sm with my authorization #.

\*\*\* NOTES 11/20/2007 8:28:56 AM, jpatel, Action Type : Call to Customer

Made follow up call with customer and left message. I advised customer that I was following up the recent repairs that were made to their vehicle. I advised customer to contact me if they had any further questions/comments/concerns. I provided my contact info.

I requested for the customer to contact the Texas DOT and to notify them of the repairs, and to close her case with them.

\*\*\* CASE MODIFY 11/20/2007 8:29:47 AM, jpatel

into WIP STATE/ATTNY and Status of Solving.

\*\*\* CASE MODIFY 11/20/2007 8:29:50 AM, jpatel

into WIP STATE/ATTNY and Status of Solving.

\*\*\* NOTES 11/20/2007 8:35:15 AM, jpatel, Action Type : Note-General

Made follow up call with Texas DOT and left voicemail message for John. I provided a case update and requested for the him to follow up with the customer to potentially close out the case. I advised John to contact me if he has any questions/comments/concerns.

\*\*\* CASE MODIFY 11/20/2007 8:38:02 AM, jpatel

into WIP STATE/ATTNY and Status of Solving.

\*\*\* CASE FULFILL 11/20/2007 8:38:06 AM, jpatel

Fulfilled for [REDACTED] due 11/20/2007 12:00:00 AM.

\*\*\* COMMIT 11/20/2007 8:38:08 AM, jpatel, Action Type : N/A

ck with Texas DOT

\*\*\* NOTES 11/20/2007 2:56:20 PM, mlyon, Action Type : Letter/Fax

Case History

Case ID : N042007-09-1101204

Case Title : [REDACTED] TX DOT - HEAD / TAIL AND DASH LIGHTS INOPE

Received copies of RO's from Howdy Honda. Forward to Jig

\*\*\* CASE MODIFY 11/27/2007 10:03:06 AM, jpatel  
into WIP STATE/ATTNY and Status of Solving.

\*\*\* NOTES 11/27/2007 10:05:34 AM, jpatel, Action Type : Note-General

Made follow up call with John at the Texas DOT. I provided a update and advised him that the vehicle has been repaired and picked up. John advised me that he will follow up with the customer and determine if they would like to pursue the case or close it. John advised me that currently a hearing date has been set for Dec. 13th in Austin, TX.

\*\*\* CASE MODIFY 11/27/2007 10:05:38 AM, jpatel  
into WIP STATE/ATTNY and Status of Solving.

\*\*\* CASE FULFILL 11/27/2007 10:05:49 AM, jpatel  
Fulfilled for [REDACTED] due 12/03/2007 12:00:00 AM.

\*\*\* COMMIT 11/27/2007 10:05:52 AM, jpatel, Action Type : N/A  
ck with Texas DOT

\*\*\* CASE MODIFY 11/27/2007 10:06:10 AM, jpatel  
into WIP STATE/ATTNY and Status of Solving.

\*\*\* NOTES 11/27/2007 10:08:53 AM, jpatel, Action Type : Note-General  
Sent notice to Billie and requested her availability for Dec. 13th in Austin, TX.

\*\*\* COMMIT 11/27/2007 10:08:57 AM, jpatel, Action Type : N/A  
ck on availability with AA

\*\*\* NOTES 11/27/2007 3:31:53 PM, jpatel, Action Type : Note-General  
Billie from AA sent notice and advised me that the 13th is not good for them. Billie requested for the hearing to be changed to the 14th.

Sent notice to Billie at AA. I advised her that I would make a request for a hearing date change if the case is not resolved.

\*\*\* CASE FULFILL 11/27/2007 3:32:02 PM, jpatel  
Fulfilled for [REDACTED] due 12/05/2007 12:00:00 AM.

\*\*\* CASE MEDIATION EVENT ADD 11/29/2007 11:36:07 AM, mlyon  
\*\*\* MEDIATION EVENT - ARBITRATION HEARING 11/29/2007 11:36:07 AM mlyon

Status: In Progress

S: 11/29/2007 11:35:01 AM

D: 12/13/2007 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Arb Advocates ()

Notes:

\*\*\* CASE MEDIATION EVENT ADD 11/29/2007 11:36:21 AM, mlyon  
\*\*\* MEDIATION EVENT - ARB DECISION DUE 11/29/2007 11:36:20 AM mlyon

Status: In Progress

S: 12/13/2007 11:36:07 AM

D: 12/20/2007 12:00:00 AM

Case History

Case ID : N042007-09-1101204

Case Title : [REDACTED] - TX DOT - HEAD / TAIL AND DASH LIGHTS INOPE

A: ?/?/?/?/?

Assgn to: Mediation ()

Notes: DECISION?

\*\*\* NOTES 11/30/2007 8:45:45 AM, jpatel, Action Type : Note-General

Made follow up call with John at the Texas, DOT. He advised me that he has contacted the customer and left a message. John advised me that he has not heard back from the customer but would be follow up with them today.

\*\*\* CASE MODIFY 11/30/2007 8:46:05 AM, jpatel  
into WIP STATE/ATTNY and Status of Solving.

\*\*\* CASE FULFILL 11/30/2007 8:46:18 AM, jpatel  
Fulfilled for CLAUDIA & LETICIA MALDONADO due 12/05/2007 12:00:00 AM.

\*\*\* COMMIT 11/30/2007 8:46:20 AM, jpatel, Action Type : N/A  
ck with Texas DOT

\*\*\* NOTES 12/3/2007 9:48:38 AM, jpatel, Action Type : Call to Customer

Made follow up call with customer and she advised me that she returned John's call from the Texas, DOT, but left a voicemail message. Customer states that she will follow up tomorrow with the Texas, DOT to cancel the hearing.

\*\*\* CASE MODIFY COMMITMENT 12/3/2007 10:12:55 AM, jpatel  
with [REDACTED] due 12/05/2007 12:00:00 AM.

\*\*\* NOTES 12/5/2007 7:25:21 AM, jpatel, Action Type : Note-General

Made follow up call with Texas DOT and left voicemail message for John. I requested a update on the case status and if he has spoken with the customer about the canceling the hearing. I requested a return call.

\*\*\* CASE FULFILL 12/5/2007 7:25:45 AM, jpatel  
Fulfilled for [REDACTED] due 12/05/2007 12:00:00 AM.

\*\*\* COMMIT 12/5/2007 7:25:49 AM, jpatel, Action Type : N/A  
ck with Texas DOT \*\*HEARING ON 13TH

\*\*\* NOTES 12/5/2007 7:28:48 AM, jpatel, Action Type : Call to Customer

Made follow up with customer and requested a return call. I asked the customer if she has had the chance to follow up with the Texas, DOT to cancel the hearing.

\*\*\* CASE MODIFY 12/5/2007 7:28:51 AM, jpatel  
into WIP STATE/ATTNY and Status of Solving.

\*\*\* CASE MODIFY 12/5/2007 7:28:56 AM, jpatel  
into WIP STATE/ATTNY and Status of Solving.

\*\*\* NOTES 12/5/2007 6:23:52 PM, jpatel, Action Type : Note-General

John from the Texas DOT called in and advised me that he did speak with the customer and confirmed that she is dropping the case. John advised me that he would compose a dismissal letter and fax/mail it in.

\*\*\* CASE FULFILL 12/5/2007 6:24:15 PM, jpatel  
Fulfilled for [REDACTED] due 12/10/2007 12:00:00 AM.

\*\*\* COMMIT 12/5/2007 6:24:19 PM, jpatel, Action Type : N/A

Case History

Case ID : N042007-09-1101204

Case Title : [REDACTED] - TX DOT - HEAD / TAIL AND DASH LIGHTS INOPE

ck for docs from State\*\*close case (email has been drafted)

\*\*\* CASE MODIFY COMMITMENT 12/12/2007 10:27:00 AM, jpatel  
with [REDACTED] due 12/18/2007 12:00:00 AM.

\*\*\* CASE MEDIATION EVENT UPDATE 12/14/2007 3:11:58 PM, mlyon  
\*\*\* MEDIATION EVENT - ARB DECISION DUE 12/14/2007 03:11:58 PM mlyon

Status: Completed  
S: 12/13/2007 11:36:07 AM  
D: 12/20/2007 12:00:00 AM  
A: 12/14/2007 03:11:57 PM  
Assgn to: Arb Advocates ()  
Notes: DENAIL

\*\*\* CASE MEDIATION EVENT UPDATE 12/14/2007 3:12:03 PM, mlyon  
\*\*\* MEDIATION EVENT - ARBITRATION HEARING 12/14/2007 03:12:03 PM mlyon

Status: Completed  
S: 11/29/2007 11:35:01 AM  
D: 12/13/2007 12:00:00 AM  
A: 12/14/2007 03:12:01 PM  
Assgn to: Arb Advocates ()  
Notes:

\*\*\* CASE MEDIATION ADD/MODIFY 12/14/2007 3:12:09 PM, mlyon

\*\*\* MEDIATION DECISION 12/14/2007 03:12:09 PM mlyon  
Proc: Arbitration  
Dcsn: No Action Required  
Cust: Buyback-Replace  
AHM: Repair Rsn: Repair Available  
Arb Mthd: In Person Outcome: AHM  
Ref: JIG PATEL  
Rel: N012007-08-1601378

\*\*\* NOTES 12/14/2007 3:14:05 PM, jpatel, Action Type : Field/DSM  
Sent notification to Zone office and DPSM to advised them of close mediation case.

\*\*\* CASE MODIFY 12/14/2007 3:14:23 PM, jpatel  
into WIP STATE/ATTNY and Status of Solving.

\*\*\* CASE MEDIATION ADD/MODIFY 12/14/2007 3:14:35 PM, jpatel  
\*\*\* MEDIATION DECISION 12/14/2007 03:14:35 PM jpatel

Proc: Arbitration  
Dcsn: Repair  
Cust: Buyback-Replace  
AHM: Repair Rsn: Repair Available  
Arb Mthd: In Person Outcome: AHM  
Ref: JIG PATEL

Case History

Case ID : N042007-09-1101204

Case Title : [REDACTED] - TX DOT - HEAD / TAIL AND DASH LIGHTS INOPE

Rel: N012007-08-1601378

\*\*\* SUBCASE N042007-09-1101204-1 CLOSE 12/14/2007 3:15:04 PM, jpatel

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 12/14/2007 3:15:04 PM, jpatel

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

\*\*\* CASE REOPEN 12/14/2007 3:15:41 PM, mlyon

with Condition of Open and Status of Solving.

\*\*\* CASE MEDIATION EVENT UPDATE 12/14/2007 3:16:11 PM, mlyon

\*\*\* MEDIATION EVENT - ARB DECISION DUE 12/14/2007 03:16:11 PM mlyon

Status: Cancelled

S: 12/13/2007 11:36:07 AM

D: 12/20/2007 12:00:00 AM

A: 12/14/2007 03:16:10 PM

Assgn to: Arb Advocates ()

Notes: DENAIL

\*\*\* CASE MEDIATION EVENT UPDATE 12/14/2007 3:16:18 PM, mlyon

\*\*\* MEDIATION EVENT - ARBITRATION HEARING 12/14/2007 03:16:17 PM mlyon

Status: Cancelled

S: 11/29/2007 11:35:01 AM

D: 12/13/2007 12:00:00 AM

A: 12/14/2007 03:16:16 PM

Assgn to: Arb Advocates ()

Notes:

\*\*\* CASE CLOSE 12/14/2007 3:16:29 PM, mlyon

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



## Spool Report

Run Date : 10/01/2010

## Case Details

Case ID :	N012010-08-0901971	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/9/2010 10:12:20 AM
Case Originator :	Aaron Nguyen (Team HF)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/9/2010 10:17:27 AM
Case Owner :	Aaron Nguyen (Team HF)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Aaron Nguyen (Team HF)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - HEADLIGHTS WIRING ISSUE					No. of Attachments :	0

## Site / Contact Info :

Site Name : [REDACTED]  
Dealer No. : [REDACTED]  
Site Phone No. : [REDACTED]  
Contact Name : [REDACTED]  
Day Phone No. : [REDACTED]  
Evening Phone No. : [REDACTED]  
Cell / Pager No. : [REDACTED]  
Fax No. : [REDACTED]  
Address : [REDACTED]  
City / State / Zip : SAN ANTONIO, TX [REDACTED]  
E Mail : [REDACTED]  
Svc District / SIs District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / JHMGD38667S [REDACTED]  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3867EW / A  
Miles / Hours : 68,000  
In Service Date : 12/11/2006  
Months In Use : 44  
Engine Number : L15A11137761  
Originating Dealer No. / Name : 208336 / FERNANDEZ HONDA  
Selling Dealer No. / Name : 208336 / FERNANDEZ HONDA  
Trim : SPORT  
No. Of Doors : 5  
Transmission Code : 5AT  
Exterior Color : BL  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

Current Dealer No. / Name : 206643 / BENSON HONDA  
Phone No. : 210-341-1356  
Address : 9100 SAN PEDRO AVENUE  
City / State / Zip : SAN ANTONIO, TX 78216  
Svc District / SIs District : 03B / B03  
Warranty Labor Rate / Date : \$87.00 /  
Agent Name : [REDACTED] Comp Ind. :

## Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

## 3rd Party Info :

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

## Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-08-0901971-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-08-0901971-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Aaron Nguyen	Type 1 : Product	Status : Subcase Close	Open Date : 8/9/2010 10:14:40 AM
Issue Owner : Aaron Nguyen	Type 2 : Operation	Queue :	Close Date : 8/9/2010 10:17:26 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Headlight Out 7121  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Documented Concern, Referred to Dealer  
Component Category : 12 - Exterior Lighting  
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 : N012010-08-0901971

Case Title : 3B [REDACTED] - HEADLIGHTS WIRING ISSUE

\*\*\* CASE CREATE 8/9/2010 10:12:20 AM, anguyen

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 8/9/2010 10:12:25 AM, anguyen

WARRANTY CHECK 08/09/2010 10:12:24 AM anguyen

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 8/9/2010 10:12:29 AM, anguyen

CLAIM HISTORY CHECK 08/09/2010 10:12:29 AM anguyen

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 8/9/2010 10:12:41 AM, anguyen

CAMPAIGN CHECK 08/09/2010 10:12:40 AM anguyen

The following Campaign information was found

07-011; Q34; 07 FIT SRS SOFTWARE UPDATE; ; ;

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* CASE VSC LOOKUP 8/9/2010 10:12:42 AM, anguyen

VSC-CUC CHECK 08/09/2010 10:12:42 AM anguyen

No data found for VIN.

\*\*\* CASE MODIFY 8/9/2010 10:12:44 AM, anguyen

into WIP Default and Status of Solving.

\*\*\* SUBCASE N012010-08-0901971-1 CREATE 8/9/2010 10:14:40 AM, anguyen

Created in WIP Default with Due Date 8/9/2010 10:14:40 AM.

\*\*\* CASE MODIFY 8/9/2010 10:14:52 AM, anguyen

into WIP Default and Status of Solving.

\*\*\* NOTES 8/9/2010 10:17:12 AM, anguyen, Action Type : Call from Customer

The customer called stating that the headlights are out.

Her IRF told her that a wire in the instrument panel has melted, causing the headlights to not work.

She wants assistance with the repair.

The car has not been inspected by a dealership.

She does not know when she can take the car to a dealership for inspection.

Her mother [REDACTED] is the owner of the car.

I advised that the car is outside of warranty.

She will need to have the car inspected by a Honda dealership before Honda can review the case for assistance.

I told her to call back once the car is inspected.

She understood.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 8/9/2010 10:17:15 AM, anguyen

WARRANTY CHECK 08/09/2010 10:17:15 AM anguyen

No data found for VIN.

\*\*\* CASE VSC LOOKUP 8/9/2010 10:17:17 AM, anguyen

Case History

Case ID : N012010-08-0901971

Case Title : 3B [REDACTED] - HEADLIGHTS WIRING ISSUE

VSC-CUC CHECK 08/09/2010 10:17:17 AM anguyen

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 8/9/2010 10:17:19 AM, anguyen

CLAIM HISTORY CHECK 08/09/2010 10:17:19 AM anguyen

No data found for VIN.

\*\*\* CASE MODIFY 8/9/2010 10:17:21 AM, anguyen

into WIP Default and Status of Solving.

\*\*\* SUBCASE N012010-08-0901971-1 CLOSE 8/9/2010 10:17:26 AM, anguyen

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 8/9/2010 10:17:27 AM, anguyen

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

## Spool Report

Run Date : 10/01/2010

Case Details

Case ID :	N012010-01-1801312	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/18/2010 12:52:13 PM
Case Originator :	Justin Mack (Team AB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/4/2010 3:09:43 PM
Case Owner :	Kysha Sullivan (Team HC)	Method :	Phone	Queue :		Days Open :	17
Last Closed By :	Kysha Sullivan (Team HC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LOW BEAM 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 : METAIRIE, LA  
E Mail :  
Svc District / Sls District : /

Product Info :

Unit Owner :  
VIN Type / No. : US VIN / JHMGD38407S  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3847EW / A  
Miles / Hours : 30,000  
In Service Date : 12/30/2006  
Months In Use : 37  
Engine Number : L15A11139587  
Originating Dealer No. / Name : 208178 / ROYAL HONDA  
Selling Dealer No. / Name : 208178 / ROYAL HONDA  
Trim : BASE  
No. Of Doors : 5  
Transmission Code : 5AT  
Exterior Color : BS  
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 : 208178 / ROYAL HONDA  
Phone No. : 504-888-2277  
Address : 5600 VETERANS BLVD.  
City / State / Zip : METAIRIE, LA 70003  
Svc District / Sls District : 03D / E03  
Warranty Labor Rate / Date : \$88.00 /  
Agent Name : Comp Ind. :

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-01-1801312-1 / [REDACTED] - PR	Subcase Close	Product	Operation	712	Headlights

## Spool Report

Run Date : 10/01/2010

Issue Details

Issue ID : N012010-01-1801312-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kysha Sullivan	Type 1 : Product	Status : Subcase Close	Open Date : 1/19/2010 4:09:09 PM
Issue Owner : Kysha Sullivan	Type 2 : Operation	Queue :	Close Date : 2/4/2010 3:09:42 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Wiring/Connec 7122  
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 : N012010-01-1801312

Case Title : [REDACTED] LOW BEAM CONCERN

\*\*\* CASE CREATE 1/18/2010 12:52:13 PM, jmack

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

\*\*\* CASE CAMPAIGN LOOKUP 1/18/2010 12:52:24 PM, jmack

CAMPAIGN CHECK 01/18/2010 12:52:24 PM jmack

The following Campaign information was found

07-011; Q34; 07 FIT SRS SOFTWARE UPDATE; 02/29/08; FX;

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

\*\*\* CASE VSC LOOKUP 1/18/2010 12:52:26 PM, jmack

VSC-CUC CHECK 01/18/2010 12:52:25 PM jmack

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 1/18/2010 12:52:30 PM, jmack

CLAIM CHECK 01/18/2010 12:52:30 PM jmack

The following Claim History information was found

0; 2008-02-29; 208178; 588290; 510; 751505 ; SRS - REPROGRAM.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 1/18/2010 12:52:31 PM, jmack

WARRANTY CHECK 01/18/2010 12:52:31 PM jmack

No data found for VIN.

\*\*\* CASE MODIFY 1/18/2010 12:57:26 PM, jmack

into WIP default and Status of Solving.

\*\*\* NOTES 1/18/2010 1:04:18 PM, jmack, Action Type : Call from Customer

Updated customer information--

--Situation-- The customer is calling in because the low beams both went out at the same time and the harness has to be replaced.

--Request-- The customer is requesting that AHM assist with this concern because he believes its a safety issue.

--Probing Questions-- The customer states the instrument harness has to be replaced on the vehicle for this concern.

The cost of the repair is going to be expensive and they have to replace the headlight switch and the harness.

The customer took the vehicle in to be diagnosed right after new years.

The customer was working with Jimmy at the dealership for this concern and they ordered parts for the repair.

--Conclusion-- ACS informed the customer that their case will be dispatched to a case manager that will contact them within 2 business days.

ACS informed the customer that there is no guarantee of assistance with their concern due to the components not having any warranty.

The customer understood the provided information, thanked ACS and ended the call at this time.

\*\*\* CASE MODIFY 1/18/2010 1:04:50 PM, jmack

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 1/18/2010 1:04:54 PM, jmack

from WIP default to Queue Honda Team C.

\*\*\* CASE ASSIGN 1/18/2010 1:05:27 PM, jsmith02

Case History

Case ID : N012010-01-1801312

Case Title : [REDACTED] - LOW BEAM CONCERN

N012010-01-1801312 to ksulliva, WIP

\*\*\* CASE RULE ACTION 1/18/2010 1:05:28 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE CAMPAIGN LOOKUP 1/19/2010 4:08:53 PM, ksulliva

CAMPAIGN CHECK 01/19/2010 04:08:53 PM ksulliva

The following Campaign information was found

07-011; Q34; 07 FIT SRS SOFTWARE UPDATE; 02/29/08; FX;

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

\*\*\* CASE MODIFY 1/19/2010 4:09:02 PM, ksulliva

into WIP default and Status of Solving.

\*\*\* SUBCASE N012010-01-1801312-1 CREATE 1/19/2010 4:09:09 PM, ksulliva

Created in WIP Default with Due Date 1/19/2010 4:09:09 PM.

\*\*\* NOTES 1/19/2010 4:14:20 PM, ksulliva, Action Type : Call to Customer

Called customer and he advised that he purchased the vehicle new and he thinks this is a safety concern and would like to know if AHM would be able to offer assistance with the replacement of the wire harness for the low beams on the vehicle. I advised that I would not be able to guarantee assistance but that I will contact the dlr and gather additional information and call him back, customer thanked me and ended call.

\*\*\* COMMIT 1/19/2010 4:14:28 PM, ksulliva, Action Type : N/A

call cust/call dlr

\*\*\* NOTES 1/28/2010 9:20:00 AM, ksulliva, Action Type : Call to Dealer

Called dlr and spoke with Mike(sm) and he advised that the dlr has not recommended that the wiring harness be replaced. Mike stated that he advised the customer to come to the dlr for additional diagnosis if he continues to have problems with the head lights.

\*\*\* NOTES 1/28/2010 9:20:22 AM, ksulliva, Action Type : Call to Customer

Called customer and left message.

\*\*\* CASE FULFILL 1/28/2010 9:21:59 AM, ksulliva

Fulfilled for [REDACTED] due 01/25/2010 12:00:00 AM.

\*\*\* COMMIT 1/28/2010 9:22:02 AM, ksulliva, Action Type : N/A

has cust returned my call??

\*\*\* CASE CLAIMS LOOKUP 1/29/2010 3:49:58 PM, ksulliva

CLAIM CHECK 01/29/2010 03:49:58 PM ksulliva

The following Claim History information was found

0; 2008-02-29; 208178; 588290; 510; 751505 ; SRS - REPROGRAM.

\*\*\* CASE CAMPAIGN LOOKUP 1/29/2010 3:51:13 PM, ksulliva

CAMPAIGN CHECK 01/29/2010 03:51:12 PM ksulliva

The following Campaign information was found

07-011; Q34; 07 FIT SRS SOFTWARE UPDATE; 02/29/08; FX;

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

\*\*\* NOTES 2/4/2010 3:08:53 PM, ksulliva, Action Type : Call to Customer

Called customer and I advised that I have contacted the dlr and have been advised that the wiring was not recommended to be replaced. I advised that if



Case History

Case ID : N012010-01-1801312

Case Title : [REDACTED] - LOW BEAM CONCERN

he has additional concerns with the low beam light to feel free to take the vehicle back to the dlr. Customer thanked me and ended call, closing case.

\*\*\* SUBCASE N012010-01-1801312-1 CLOSE 2/4/2010 3:09:42 PM, ksulliva

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 2/4/2010 3:09:43 PM, ksulliva

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

## Spool Report

Run Date : 10/01/2010

## Case Details

Case ID :	N012009-08-2601585	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/26/2009 3:17:09 PM
Case Originator :	Ron Rubino (Team HE)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/16/2009 8:46:21 AM
Case Owner :	Gabriela Albu (Team HG)	Method :	Phone	Queue :		Days Open :	21
Last Closed By :	Gabriela Albu (Team HG)	Point of Origin :	Customer	Wipbin :			
Case Title :				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 : GLEN LYON, PA  
E Mail :  
Svc District / Sls District : /

## Product Info :

Unit Owner :  
VIN Type / No. : US VIN / JHMGD386X7S  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3867EW / A  
Miles / Hours : 51,000  
In Service Date : 12/12/2006  
Months In Use : 32  
Engine Number : L15A11139707  
Originating Dealer No. / Name : 206904 / MOTORWORLD HONDA  
Selling Dealer No. / Name : 206904 / MOTORWORLD HONDA  
Trim : SPORT  
No. Of Doors : 5  
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 : 207965 / INDEPENDENCE HONDA  
Phone No. : 570-387-5050  
Address : 3099 COLUMBIA BLVD  
City / State / Zip : BLOOMSBURG, PA 17815  
Svc District / Sls District : 05M / D05  
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 : Not Applicable  
Party 2 : Not Applicable  
Party 3 : Not Applicable  
Party 4 : Not Applicable

## Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-08-2601585-1 /	PROD Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-08-2601585-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ron Rubinoff	Type 1 : Product	Status : Subcase Close	Open Date : 8/26/2009 3:22:12 PM
Issue Owner : Ron Rubinoff	Type 2 : Operation	Queue :	Close Date : 8/26/2009 3:23:25 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Headlight Out 7121  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Referred to Dealer, Provided Information  
Component Category : 11 - Electrical System  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-08-2601585

Case Title : [REDACTED] - HEADLIGHTS

\*\*\* CASE CREATE 8/26/2009 3:17:09 PM, rrubinof

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

\*\*\* NOTES 8/26/2009 3:17:10 PM, rrubinof, Action Type :

Customer states her head lights did not come on yesterday. The customer states that she replaced the headlight bulbs were not the cause. The customer wanted to know if there were any issue with the headlights.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 8/26/2009 3:17:14 PM, rrubinof

WARRANTY CHECK 08/26/2009 03:17:14 PM rrubinof

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 8/26/2009 3:17:21 PM, rrubinof

CLAIM CHECK 08/26/2009 03:17:20 PM rrubinof

The following Claim History information was found

0; 2007-06-06; 206904; 354559; 510; 751505 ; SRS - REPROGRAM.

\*\*\* CASE CAMPAIGN LOOKUP 8/26/2009 3:17:46 PM, rrubinof

CAMPAIGN CHECK 08/26/2009 03:17:46 PM rrubinof

The following Campaign information was found

07-011; Q34; 07 FIT SRS SOFTWARE UPDATE; 06/06/07; FX;

07-088; Q66; 07-08 FIT SRS WIRE HARNESS; 01/29/08; FX;

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

\*\*\* NOTES 8/26/2009 3:19:25 PM, rrubinof, Action Type : Call from Customer

The customer was informed that we see no recalls or campaigns at this time for the head lights. The customer stated she will go to the dealership for a diagnosis and ask for GW consideration if a repair is needed. The customer thanked me for taking her call.

\*\*\* CASE MODIFY 8/26/2009 3:19:52 PM, rrubinof

into WIP default and Status of Solving.

\*\*\* SUBCASE N012009-08-2601585-1 CREATE 8/26/2009 3:22:12 PM, rrubinof

Created in WIP Default with Due Date 8/26/2009 3:22:12 PM.

\*\*\* SUBCASE N012009-08-2601585-1 CLOSE 8/26/2009 3:23:25 PM, rrubinof

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 8/26/2009 3:23:26 PM, rrubinof

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

\*\*\* CASE REOPEN 8/28/2009 6:32:30 AM, ccastano

with Condition of Open and Status of Solving.

\*\*\* NOTES 8/28/2009 6:36:39 AM, ccastano, Action Type : Call from Customer

Customer indicated that she took the vehicle to Independence Honda. The dealership told her that they had contacted AHM and were waiting for AHM's answer to repair the vehicle. Customer is calling to expedite her case. ACS informed the customer that the dealership did not contact the corporate office they contacted a factory representative. she would need to expedite her case thru the dealership. No further assistance is needed.

\*\*\* CASE CLOSE 8/28/2009 6:36:51 AM, ccastano

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

\*\*\* CASE REOPEN 9/16/2009 8:45:28 AM, galbu

Case History

Case ID : N012009-08-2601585

Case Title : [REDACTED] - HEADLIGHTS

with Condition of Open and Status of Solving.

\*\*\* CASE MODIFY 9/16/2009 8:46:17 AM, galbu  
into WIP Default and Status of Solving.

\*\*\* CASE CLOSE 9/16/2009 8:46:21 AM, galbu  
Status = Closed, Resolution Code = Instruction Given, State = Open

## Spool Report

Run Date : 10/01/2010

## Case Details

Case ID :	N012010-09-2002971	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/20/2010 1:31:53 PM
Case Originator :	Michael Mendoza (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/20/2010 1:52:10 PM
Case Owner :	Michael Mendoza (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Michael Mendoza (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LIGHT SWITCH REPAIR ISSUE			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 : STUART, FL [REDACTED]  
E Mail : [REDACTED]  
Svc District / SIs District : /

## Product Info :

Unit Owner : [REDACTED] 455  
VIN Type / No. : US VIN / JHMGD38477S [REDACTED]  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3847EW / A  
Miles / Hours : 65,000  
In Service Date : 01/05/2007  
Months In Use : 44  
Engine Number : L15A11140485  
Originating Dealer No. / Name : 207474 / COGGIN HONDA OF FT. PIERCE  
Selling Dealer No. / Name : 207474 / COGGIN HONDA OF FT. PIERCE  
Trim : BASE  
No. Of Doors : 5  
Transmission Code : SAT  
Exterior Color : BK  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

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

## Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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## 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
N012010-09-2002971-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-09-2002971-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Mendoza	Type 1 : Product	Status : Subcase Close	Open Date : 9/20/2010 1:36:14 PM
Issue Owner : Michael Mendoza	Type 2 : Operation	Queue :	Close Date : 9/20/2010 1:52:09 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Headlight Out 7121  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Documented Concern, Provided Information  
Component Category : 12 - Exterior Lighting  
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 : N012010-09-2002971

Case Title : [REDACTED] LIGHT SWITCH REPAIR ISSUE

\*\*\* CASE CREATE 9/20/2010 1:31:53 PM, mmendoza

Contact = JOHN LYTELL, Priority = N/A, Status = Solving.

\*\*\* CASE MODIFY 9/20/2010 1:33:12 PM, mmendoza

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/20/2010 1:35:40 PM, mmendoza

into WIP default and Status of Solving.

\*\*\* SUBCASE N012010-09-2002971-1 CREATE 9/20/2010 1:36:14 PM, mmendoza

Created in WIP Default with Due Date 9/20/2010 1:36:14 PM.

\*\*\* NOTES 9/20/2010 1:52:02 PM, mmendoza, Action Type : Call from Customer

Verified Customer Contact Info

Best Contact # 772-283-8882

Customer states that he had to replace his light switch 3 times. He states that he had to pay out of pocket for the repair. He states that he had all three repairs done at his IRF. He states he would like to know if AHM could assist him with the cost of these repairs.

ACS apologized and advised that it was unlikely that assistance could be offered as the repairs and diagnosis was all done at his IRF. ACS advised that he could forward his paperwork and an RCM could be involved. Customer declined and stated he'd go and buy a Toyota.

\*\*\* SUBCASE N012010-09-2002971-1 CLOSE 9/20/2010 1:52:09 PM, mmendoza

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 9/20/2010 1:52:10 PM, mmendoza

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



## Spool Report

Run Date : 10/01/2010

Case Details

Case ID :	N012010-08-2700006	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/27/2010 6:04:29 AM
Case Originator :	Ernest Henderson (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/27/2010 6:14:55 AM
Case Owner :	Ernest Henderson (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Ernest Henderson (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] RECALL INQUIRY HEADLIGHTS			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 :	FARMINGTON HILLS, MI [REDACTED]
E Mail :	
Svc District / SIs District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / JHMGD386X7S [REDACTED]
Model / Year :	FIT / 2007
Model ID / Product Line :	GD3867EW / A
Miles / Hours :	30,000
In Service Date :	12/13/2006
Months In Use :	44
Engine Number :	L15A11140547
Originating Dealer No. / Name :	208305 / VICTORY HONDA OF PLYMOUTH
Selling Dealer No. / Name :	208305 / VICTORY HONDA OF PLYMOUTH
Trim :	SPORT
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	BL
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-08-2700006-1 / [REDACTED] CA	Subcase Close	Campaign	Eligibility	712	Headlights

## Spool Report

Run Date : 10/01/2010

Issue Details

Issue ID : N012010-08-2700006-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ernest Henderson	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/27/2010 6:08:48 AM
Issue Owner : Ernest Henderson	Type 2 : Eligibility	Queue :	Close Date : 8/27/2010 6:14:55 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Headlight Out 7121  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Provided Information, Referred to Website  
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

## Spool Report

Run Date : 10/01/2010

## Case History

Case ID : N012010-08-2700006

Case Title : **RECALL INQUIRY HEADLIGHTS**

\*\*\* CASE CREATE 8/27/2010 6:04:29 AM, ehenders

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 8/27/2010 6:04:33 AM, ehenders

WARRANTY CHECK 08/27/2010 06:04:33 AM ehenders

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 8/27/2010 6:04:38 AM, ehenders

CLAIM CHECK 08/27/2010 06:04:38 AM ehenders

The following Claim History information was found

0; 2010-07-08; 208305; 695160, 510; 7440A6 ; INSPECT THE POWER WINDOW MASTER SWITCH AND INSTALL PROTECTIVE SKIRT, REPLACE THE SWITCH IF NEEDED.

\*\*\* CASE CAMPAIGN LOOKUP 8/27/2010 6:04:43 AM, ehenders

CAMPAIGN CHECK 08/27/2010 06:04:43 AM ehenders

The following Campaign information was found

07-011; Q34; 07 FIT SRS SOFTWARE UPDATE; 04/04/07; FX;

07-088; Q66; 07-08 FIT SRS WIRE HARNESS; 01/09/08; FX;

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

\*\*\* CASE CUC LOOKUP 8/27/2010 6:04:46 AM, ehenders

CUC CHECK 08/27/2010 06:04:46 AM ehenders

The following CUC information was found

;;;0;0;0;.....0;;

\*\*\* CASE VSC LOOKUP 8/27/2010 6:04:46 AM, ehenders

VSC CHECK 08/27/2010 06:04:46 AM ehenders

The following VSC information was found

V002866071;D78;NEW 84MO/80K, \$0 DED;ACTIVE;;2006-12-13;2013-12-12;80000;12;208305;0.00

\*\*\* CASE CLAIMS LOOKUP 8/27/2010 6:05:21 AM, ehenders

CLAIM CHECK 08/27/2010 06:05:21 AM ehenders

The following Claim History information was found

0; 2010-07-08; 208305; 695160; 510; 7440A6 ; INSPECT THE POWER WINDOW MASTER SWITCH AND INSTALL PROTECTIVE SKIRT, REPLACE THE SWITCH IF NEEDED.

\*\*\* CASE CAMPAIGN LOOKUP 8/27/2010 6:06:14 AM, ehenders

CAMPAIGN CHECK 08/27/2010 06:06:14 AM ehenders

The following Campaign information was found

07-011; Q34; 07 FIT SRS SOFTWARE UPDATE; 04/04/07; FX;

07-088; Q66; 07-08 FIT SRS WIRE HARNESS; 01/09/08; FX;

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; :

\*\*\* SUBCASE N012010-08-2700006-1 CREATE 8/27/2010 6:08:48 AM, ehenders

Created in WIP Default with Due Date 8/27/2010 6:08:48 AM.

\*\*\* CASE MODIFY 8/27/2010 6:09:09 AM, ehenders

into WIP default and Status of Solving.

Case History

Case ID : N012010-08-2700006

Case Title : [REDACTED] - RECALL INQUIRY HEADLIGHTS

\*\*\* NOTES 8/27/2010 6:14:49 AM, ehenders, Action Type : Call from Customer

Updated customer's contact information.

Best contact number:2488855379

Probing Questions:The customer wanted to know if there are any campaigns related to the headlights. The customer advised the high beams are working but the low beams are not.

Inbound Customer Summary:I advised the customer there are no campaigns for the headlights. ACS referred the customer to the website for future vehicle information.

Case closed. Customer required no further assistance.

\*\*\* CASE CLOSE 8/27/2010 6:14:55 AM, ehenders

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

\*\*\* SUBCASE N012010-08-2700006-1 CLOSE 8/27/2010 6:14:55 AM, ehenders

Status = Solving, Resolution Code = Instruction Given

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

### Spool Report

Run Date : 10/01/2010

#### Case Details

Case ID : N012010-09-2200473	Division : Honda - Auto	Condition : Closed	Open Date : 9/22/2010 9:22:26 AM
Case Originator : Crystal Vito (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/22/2010 9:41:11 AM
Case Owner : Crystal Vito (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Crystal Vito (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] ASSISTANCE ON HEAD AND FOG LIGHTS	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 : COLLEGE PARK, GA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

#### Product Info :

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / JHMGD38657S [REDACTED]  
 Model / Year : FIT / 2007  
 Model ID / Product Line : GD3867EW / A  
 Miles / Hours : 80,049  
 In Service Date : 02/27/2007  
 Months In Use : 43  
 Engine Number : L15A11148212  
 Originating Dealer No. / Name : 206848 / CAREY PAUL HONDA  
 Selling Dealer No. / Name : 206848 / CAREY PAUL HONDA  
 Trim : SPORT  
 No. Of Doors : 5  
 Transmission Code : 5AT  
 Exterior Color : OR  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

#### Current Dealer Info :

Current Dealer No. / Name : 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
N012010-09-2200473-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights
N012010-09-2200473-2 / [REDACTED]	Subcase Close	Product	Operation	019	Ext Accessories

Issue Details

Issue ID : N012010-09-2200473-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Product	Status : Subcase Close	Open Date : 9/22/2010 9:35:32 AM
Issue Owner : Crystal Vito	Type 2 : Operation	Queue :	Close Date : 9/22/2010 9:41:10 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Headlight Out 7121  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Documented Concern, Provided Information, Referred to Website  
Component Category : 12 - Exterior Lighting  
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 : N012010-09-2200473-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Product	Status : Subcase Close	Open Date : 9/22/2010 9:36:08 AM
Issue Owner : Crystal Vito	Type 2 : Operation	Queue :	Close Date : 9/22/2010 9:41:10 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 019 / Ext Accessories  
Condition Code Desc : Fog Lt Bulb/Lens0191  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Documented Concern, Provided Information, Referred to Website  
Component Category : 12 - Exterior Lighting  
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 : N012010-09-2200473

Case Title : [REDACTED] ASSISTANCE ON HEAD AND FOG LIGHTS

\*\*\* CASE CREATE 9/22/2010 9:22:26 AM, cvito

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

\*\*\* CASE MODIFY 9/22/2010 9:22:32 AM, cvito

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 9/22/2010 9:22:39 AM, cvito

WARRANTY CHECK 09/22/2010 09:22:38 AM cvito

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 9/22/2010 9:22:41 AM, cvito

CLAIM HISTORY CHECK 09/22/2010 09:22:41 AM cvito

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 9/22/2010 9:22:46 AM, cvito

CAMPAIGN CHECK 09/22/2010 09:22:46 AM cvito

The following Campaign information was found

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* CASE VSC LOOKUP 9/22/2010 9:22:48 AM, cvito

VSC-CUC CHECK 09/22/2010 09:22:47 AM cvito

No data found for VIN.

\*\*\* CASE MODIFY 9/22/2010 9:22:50 AM, cvito

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/22/2010 9:23:27 AM, cvito

into WIP default and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 9/22/2010 9:27:20 AM, cvito

CAMPAIGN CHECK 09/22/2010 09:27:20 AM cvito

The following Campaign information was found

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* CASE MODIFY 9/22/2010 9:32:56 AM, cvito

into WIP default and Status of Solving.

\*\*\* SUBCASE N012010-09-2200473-1 CREATE 9/22/2010 9:35:32 AM, cvito

Created in WIP Default with Due Date 9/22/2010 9:35:32 AM.

\*\*\* SUBCASE N012010-09-2200473-2 CREATE 9/22/2010 9:36:08 AM, cvito

Created in WIP Default with Due Date 9/22/2010 9:36:08 AM.

\*\*\* CASE MODIFY 9/22/2010 9:36:21 AM, cvito

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/22/2010 9:37:08 AM, cvito

into WIP default and Status of Solving.

Case History

Case ID : N012010-09-2200473

Case Title : [REDACTED] ASSISTANCE ON HEAD AND FOG LIGHTS

\*\*\* NOTES 9/22/2010 9:37:17 AM, cvito, Action Type : Call from Customer

Updates customer's contact information

Best Contact Number: 4043192505

## Probing Questions:

Customer advised that he is calling about his fog and head lights. The customer took his vehicle into the Honda Service Center regarding this issue. The SA Mike Martin verified that his combination switch and connector is damaged and needs to be replaced. The SA verified a cost repair of \$415.

The customer is not the original owner. The customer does keep up with the maintenance of the vehicle. The customer does not own any other Hondas. The customer is asking AMH to replace his combination switch and connector.

Inbound Summary: I apologized to the customer for the inconvenience this may have caused him and offered my assistance in any way possible. I verified with the customer that unfortunately AMH will not be able to assist him with the repair that is needed with there vehicle, as they fall way outside the warranty perimeters on there vehicle on years and on mileage. I referred the customer to ownerlink and walked the customer through. No further assistance was needed for this customer.

Customer requires no further assistance. Case solved.

\*\*\* CASE CAMPAIGN LOOKUP 9/22/2010 9:37:40 AM, cvito

CAMPAIGN CHECK 09/22/2010 09:37:40 AM cvito

The following Campaign information was found

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* CASE CAMPAIGN LOOKUP 9/22/2010 9:39:06 AM, cvito

CAMPAIGN CHECK 09/22/2010 09:39:06 AM cvito

The following Campaign information was found

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* CASE MODIFY 9/22/2010 9:40:30 AM, cvito

into WIP default and Status of Solving.

\*\*\* SUBCASE N012010-09-2200473-2 CLOSE 9/22/2010 9:41:10 AM, cvito

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE N012010-09-2200473-1 CLOSE 9/22/2010 9:41:10 AM, cvito

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 9/22/2010 9:41:11 AM, cvito

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



## Spool Report

Run Date : 10/01/2010

Case Details

Case ID :	N012010-01-2800410	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/28/2010 9:06:16 AM
Case Originator :	Sharon Egwuonwu (Team HE)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/28/2010 9:10:56 AM
Case Owner :	Sharon Egwuonwu (Team HE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Sharon Egwuonwu (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - HEADLIGHTS			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 64  
VIN Type / No. : US VIN / JHMGD376X7S [REDACTED]  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3767EW / A  
Miles / Hours : 30,940  
In Service Date : 03/19/2007  
Months In Use : 34  
Engine Number : L15A11149444  
Originating Dealer No. / Name : 207164 / BAY RIDGE HONDA  
Selling Dealer No. / Name : 206788 / HILLSIDE HONDA  
Trim : SPORT  
No. Of Doors : 5  
Transmission Code : 5MT  
Exterior Color : BL  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207164 / BAY RIDGE HONDA  
Phone No. : 718-836-4600  
Address : 8801 4TH AVENUE  
City / State / Zip : BROOKLYN, NY 11209  
Svc District / Sls District : 05C / A05  
Warranty Labor Rate / Date : \$99.71 /  
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
N012010-01-2800410-1 [REDACTED]	Subcase Close	Warranty	Coverage	712	Headlights

Issue Details

Issue ID : N012010-01-2800410-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Sharon Egwuonwu	Type 1 : Warranty	Status : Subcase Close	Open Date : 1/28/2010 9:09:06 AM
Issue Owner : Sharon Egwuonwu	Type 2 : Coverage	Queue :	Close Date : 1/28/2010 9:10:56 AM
Issue Title : [REDACTED] WARRANTY - COVERAGE			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Headlight Out 7121  
Campaign Code / Desc : /  
Temperament Code : Cold  
Resolutions : Documented Concern, Referred to Dealer, Provided Information  
Component Category : 11 - Electrical System  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :  
Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-01-2800410

Case Title : 5C [REDACTED] - HEADLIGHTS

\*\*\* CASE CREATE 1/28/2010 9:06:16 AM, segwuonw

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 1/28/2010 9:06:31 AM, segwuonw

WARRANTY CHECK 01/28/2010 09:06:30 AM segwuonw

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 1/28/2010 9:06:35 AM, segwuonw

CLAIM CHECK 01/28/2010 09:06:35 AM segwuonw

The following Claim History information was found

0; 2009-03-18; 207164; 456742; 510; 737006 ; WIRE HARNESS INSPECTION, AND REPAIR. S/B# 07-088

\*\*\* CASE CAMPAIGN LOOKUP 1/28/2010 9:06:41 AM, segwuonw

CAMPAIGN CHECK 01/28/2010 09:06:41 AM segwuonw

The following Campaign information was found

07-088; Q66; 07-08 FIT SRS WIRE HARNESS; 03/18/09; FX;

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

\*\*\* CASE VSC LOOKUP 1/28/2010 9:06:50 AM, segwuonw

VSC-CUC CHECK 01/28/2010 09:06:50 AM segwuonw

No data found for VIN.

\*\*\* CASE MODIFY 1/28/2010 9:07:46 AM, segwuonw

into WIP default and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 1/28/2010 9:08:27 AM, segwuonw

CAMPAIGN CHECK 01/28/2010 09:08:27 AM segwuonw

The following Campaign information was found

07-088; Q66; 07-08 FIT SRS WIRE HARNESS; 03/18/09; FX;

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

\*\*\* SUBCASE N012010-01-2800410-1 CREATE 1/28/2010 9:09:06 AM, segwuonw

Created in WIP Default with Due Date 1/28/2010 9:09:06 AM.

\*\*\* NOTES 1/28/2010 9:10:49 AM, segwuonw, Action Type : Call from Customer

I received an inbound call from customer stating he has a 2007 Honda Fit. Customer states 3days ago the headlights stopped working. The vehicle was taken to the dealer and they informed the switch is no good. Customer would like to know if this is common due to the vehicle being new. I verified his information and correct and informed there are no open recalls or service campaigns for his vehicle. Customer states the dealer is doing repairs under warranty but, he just wanted to see if there were any issues on the vehicle. Customer thanked AHM for assistance.

No further assistance needed at this time.

Case closed.

\*\*\* CASE MODIFY 1/28/2010 9:10:51 AM, segwuonw

into WIP default and Status of Solving.

\*\*\* SUBCASE N012010-01-2800410-1 CLOSE 1/28/2010 9:10:56 AM, segwuonw

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 1/28/2010 9:10:56 AM, segwuonw

**Case History**

Case ID : N012010-01-2800410

Case Title : 5C [REDACTED] HEADLIGHTS

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 10/01/2010

## Case Details

Case ID :	N012010-02-2201490	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/22/2010 12:56:37 PM
Case Originator :	Bridgette Samonte (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/22/2010 2:29:13 PM
Case Owner :	Bridgette Samonte (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Bridgette Samonte (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - HEADLIGHT SWITCH IS OUT			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 : TALLAHASSEE, FL [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / JHMGD38607S [REDACTED]  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3867EW / A  
Miles / Hours : 88,394  
In Service Date : 03/13/2007  
Months In Use : 35  
Engine Number : L15A11150175  
Originating Dealer No. / Name : 208402 / HONDA OF PANAMA CITY  
Selling Dealer No. / Name : 208402 / HONDA OF PANAMA CITY  
Trim : SPORT  
No. Of Doors : 5  
Transmission Code : SAT  
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 : 206620 / PROCTOR HONDA  
Phone No. : 850-576-5165  
Address : 2373 W. TENNESSEE ST.  
City / State / Zip : TALLAHASSEE, FL 32304  
Svc District / Sls District : 07F / G07  
Warranty Labor Rate / Date : \$88.00 /  
Agent Name : Comp Ind. :

## Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

## 3rd Party Info :

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

## Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-02-2201490-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-02-2201490-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 2/22/2010 2:28:50 PM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 2/22/2010 2:29:07 PM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Headlight Out 7121  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Documented Concern, Assist Denied  
Component Category : 12 - Exterior Lighting  
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 : N012010-02-2201490

Case Title : [REDACTED] - HEADLIGHT SWITCH IS OUT

\*\*\* CASE CREATE 2/22/2010 12:56:37 PM, bsamonte

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 2/22/2010 12:56:43 PM, bsamonte

WARRANTY CHECK 02/22/2010 12:56:43 PM bsamonte

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 2/22/2010 12:56:45 PM, bsamonte

CLAIM HISTORY CHECK 02/22/2010 12:56:45 PM bsamonte

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 2/22/2010 12:56:49 PM, bsamonte

CAMPAIGN CHECK 02/22/2010 12:56:49 PM bsamonte

The following Campaign information was found

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

\*\*\* CASE VSC LOOKUP 2/22/2010 12:56:50 PM, bsamonte

VSC-CUC CHECK 02/22/2010 12:56:50 PM bsamonte

No data found for VIN.

\*\*\* CASE MODIFY 2/22/2010 12:58:27 PM, bsamonte

into WIP default and Status of Solving.

\*\*\* NOTES 2/22/2010 1:26:12 PM, bsamonte, Action Type : Call from Customer

Contact Info Verified

Phone [REDACTED]

Customer says he had to pay near \$400 to repair the master switch, due to wiring harness.

Customer spoke with Rocky, SA and he checked with SM Don. Dealer says there was previously an issue with this, but could not offer assistance.

Customer seeks assistance with repair.

Customer was driving and had to go. Customer requests a call back.

\*\*\* NOTES 2/22/2010 2:28:11 PM, bsamonte, Action Type : Call to Customer

ACS advised call may be monitored for quality assurance purposes.

ACS advised if the dealer has checked with AHM on assistance and was denied, they have spoken with the DPSM. ACS advised AHM concurs with DPSM and advised to speak directly with SM to get all the information on situation. Customer has no further questions.

\*\*\* SUBCASE N012010-02-2201490-1 CREATE 2/22/2010 2:28:50 PM, bsamonte

Created in WIP Default with Due Date 2/22/2010 2:28:50 PM.

\*\*\* SUBCASE N012010-02-2201490-1 CLOSE 2/22/2010 2:29:07 PM, bsamonte

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 2/22/2010 2:29:13 PM, bsamonte

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 10/01/2010

## Case Details

Case ID :	N012010-07-1601472	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/16/2010 2:59:31 PM
Case Originator :	Maribel Hernandez (Team HD)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/14/2010 3:16:00 PM
Case Owner :	Ray Saeini (Team HD)	Method :	Phone	Queue :		Days Open :	60
Last Closed By :	Ray Saeini (Team HD)	Point of Origin :	Customer	Wipbin :			
Case Title :	1H [REDACTED] - BURNED HEADLIGHT 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 : IMPERIAL BEACH, CA [REDACTED]  
E Mail : [REDACTED]  
Svc District / SIs District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / JHMGD38697S [REDACTED]  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3867EW / A  
Miles / Hours : 82,500  
In Service Date : 03/19/2007  
Months In Use : 40  
Engine Number : L15A11151778  
Originating Dealer No. / Name : 207842 / FULLER HONDA  
Selling Dealer No. / Name : 207842 / FULLER HONDA  
Trim : SPORT  
No. Of Doors : 5  
Transmission Code : 5AT  
Exterior Color : BL  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

Current Dealer No. / Name : 207842 / FULLER HONDA  
Phone No. : 619-656-2600  
Address : 580 AUTO PARK DRIVE  
City / State / Zip : CHULA VISTA, CA 91911  
Svc District / SIs District : 01H / C01  
Warranty Labor Rate / Date : \$94.00 /  
Agent Name : Comp Ind. :

## Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

## 3rd Party Info :

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

## Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-07-1601472-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	712	Headlights



Issue Details

Issue ID : N012010-07-1601472-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Maribel Hernandez	Type 1 : Product	Status : Subcase Close	Open Date : 7/16/2010 3:10:49 PM
Issue Owner : Maribel Hernandez	Type 2 : Operation	Queue :	Close Date : 7/16/2010 3:11:11 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Wiring/Connec 7122  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Assist Denied, Documented Concern  
Component Category : 12 - Exterior Lighting  
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 : N012010-07-1601472

Case Title : IH [REDACTED] - BURNED HEADLIGHT SWITCH

\*\*\* CASE CREATE 7/16/2010 2:59:31 PM, mhernand

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 7/16/2010 2:59:46 PM, mhernand

WARRANTY CHECK 07/16/2010 02:59:46 PM mhernand

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 7/16/2010 3:00:03 PM, mhernand

CLAIM CHECK 07/16/2010 03:00:03 PM mhernand

The following Claim History information was found

0; 2010-03-31; 207842; 232475; 510; 7440A6 ; INSPECT THE POWER WINDOW MASTER SWITCH AND INSTALL PROTECTIVE SKIRT, REPLACE THE SWITCH IF NEEDED.

\*\*\* CASE CAMPAIGN LOOKUP 7/16/2010 3:00:25 PM, mhernand

CAMPAIGN CHECK 07/16/2010 03:00:25 PM mhernand

The following Campaign information was found

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; 03/31/10; FX;

\*\*\* NOTES 7/16/2010 3:09:30 PM, mhernand, Action Type : Call from Customer

Verified Customer's contact information.

Best phone number [REDACTED]

The customer called because 6 weeks ago they were driving in the evening and their headlights went out. The customer took the vehicle to the dealership and they were advised the wires on the light switch were burned. The customer paid \$439.23. The customer requested reimbursement.

ACS advised the customer the concern was being documented. The customer was advised AHM would not be able to reimburse them. The customer was provided the case number. Case closed.

\*\*\* SUBCASE N012010-07-1601472-1 CREATE 7/16/2010 3:10:49 PM, mhernand

Created in WIP Default with Due Date 7/16/2010 3:10:49 PM.

\*\*\* SUBCASE N012010-07-1601472-1 CLOSE 7/16/2010 3:11:11 PM, mhernand

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 7/16/2010 3:11:12 PM, mhernand

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

\*\*\* CASE REOPEN 9/13/2010 9:41:52 AM, fdiaz

with Condition of Open and Status of Solving.

\*\*\* NOTES 9/13/2010 9:43:59 AM, fdiaz, Action Type : Letter/Fax

On 09/10/10 ACS received 1 page vehicle owner's questionnaire from the US Dept. of Transportation with 2 page RO's form Fuller Honda. Customer is requesting reimbursement for wiring harness connector combo switch.

\*\*\* CASE MODIFY 9/13/2010 9:44:28 AM, fdiaz

into WIP default and Status of Solving.

Case History

Case ID : N012010-07-1601472

Case Title : IH [REDACTED] - BURNED HEADLIGHT SWITCH

\*\*\* CASE DISPATCH 9/13/2010 9:44:35 AM, fdiaz  
from WIP default to Queue Honda Team D.

\*\*\* CASE ACCEPT 9/13/2010 12:55:00 PM, rsaeini  
from Queue Honda Team D to WIP default.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 9/14/2010 3:04:37 PM, rsaeini  
WARRANTY CHECK 09/14/2010 03:04:36 PM rsaeini  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 9/14/2010 3:04:42 PM, rsaeini  
CLAIM CHECK 09/14/2010 03:04:41 PM rsaeini  
The following Claim History information was found  
0; 2010-03-31; 207842; 232475; 510; 7440A6 ; INSPECT THE POWER WINDOW MASTER SWITCH AND INSTALL  
PROTECTIVE SKIRT, REPLACE THE SWITCH IF NEEDED.

\*\*\* CASE CAMPAIGN LOOKUP 9/14/2010 3:04:46 PM, rsaeini  
CAMPAIGN CHECK 09/14/2010 03:04:46 PM rsaeini  
The following Campaign information was found  
08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;  
10-008; R28; 07-08 FIT POWER WINDOW SWITCH; 03/31/10; FX;

\*\*\* CASE VSC LOOKUP 9/14/2010 3:04:48 PM, rsaeini  
VSC-CUC CHECK 09/14/2010 03:04:47 PM rsaeini  
No data found for VIN.

\*\*\* CASE MODIFY 9/14/2010 3:04:50 PM, rsaeini  
into WIP default and Status of Solving.

\*\*\* NOTES 9/14/2010 3:15:51 PM, rsaeini, Action Type : Call to Customer  
Called the customer and spoke to her about the documents sent to us.  
The customer stated that she just wanted to provide us copies of the RO's from FULLER HONDA so we may be able to file it in her case. The customer  
had no other questions or concerns. Thanked the customer, ended the call.

\*\*\* CASE MODIFY 9/14/2010 3:15:58 PM, rsaeini  
into WIP default and Status of Solving.

\*\*\* CASE CLOSE 9/14/2010 3:16:00 PM, rsaeini  
Status = Closed, Resolution Code = Instruction Given, State = Open

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 10/01/2010

## Case Details

Case ID :	N012009-05-2800407	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/28/2009 8:57:57 AM
Case Originator :	Nicole Lawrence (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	5/28/2009 9:45:04 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 :	05H- [REDACTED] - HEADLIGHT 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 : SOUDERTON, PA [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / JHMGD38457S [REDACTED]  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3847EW / A  
Miles / Hours : 40,000  
In Service Date : 03/19/2007  
Months In Use : 26  
Engine Number : L15A11151884  
Originating Dealer No. / Name : 208172 / MCDAVID HONDA  
Selling Dealer No. / Name : 207805 / STERLING MCCALL HONDA  
Trim : BASE  
No. Of Doors : 5  
Transmission Code : 5AT  
Exterior Color : BL  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

Current Dealer No. / Name : 206709 / J. L. FREED HONDA  
Phone No. : 215-368-1840  
Address : 685 BETHLEHEM PIKE, RO  
City / State / Zip : MONTGOMERYVILLE, PA 18936  
Svc District / Sls District : 05H / C05  
Warranty Labor Rate / Date : \$95.00 /  
Agent Name : Comp Ind. :

## Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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## 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
N012009-05-2800407-1 [REDACTED] PRO	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-05-2800407-I	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Nicole Lawrence	Type 1 : Product	Status : Subcase Close	Open Date : 5/28/2009 9:44:36 AM
Issue Owner : Nicole Lawrence	Type 2 : Operation	Queue :	Close Date : 5/28/2009 9:45:04 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
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 : N012009-05-2800407

Case Title : 05H [REDACTED] - HEADLIGHT SWITCH

\*\*\* CASE CREATE 5/28/2009 8:57:57 AM, nlawrenc

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 5/28/2009 8:58:02 AM, nlawrenc

WARRANTY CHECK 05/28/2009 08:58:02 AM nlawrenc

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 5/28/2009 8:58:04 AM, nlawrenc

CLAIM HISTORY CHECK 05/28/2009 08:58:04 AM nlawrenc

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 5/28/2009 8:58:10 AM, nlawrenc

CAMPAIGN CHECK 05/28/2009 08:58:10 AM nlawrenc

The following Campaign information was found

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

\*\*\* CASE VSC LOOKUP 5/28/2009 8:58:11 AM, nlawrenc

VSC-CUC CHECK 05/28/2009 08:58:11 AM nlawrenc

No data found for VIN.

\*\*\* CASE MODIFY 5/28/2009 8:58:18 AM, nlawrenc

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/28/2009 8:58:28 AM, nlawrenc

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/28/2009 9:02:30 AM, nlawrenc

into WIP default and Status of Solving.

\*\*\* NOTES 5/28/2009 9:43:39 AM, nlawrenc, Action Type : Call from Customer

The customer contact information was verified and updated. ACS received a call from a customer whose headlight switch melted

Best Contact Number: 215-723-4948

Situation: The customer headlight switch melted and the customer is requesting assistance in the \$300 repair. The vehicle is at J. L. FREED HONDA and the vehicle is out of warranty.

Inbound Summary: I apologized and advised that she could request assistance from the dealership.

The customer understood thanked me and we ended the call.

\*\*\* SUBCASE N012009-05-2800407-1 CREATE 5/28/2009 9:44:36 AM, nlawrenc

Created in WIP Default with Due Date 5/28/2009 9:44:36 AM.

\*\*\* CASE MODIFY 5/28/2009 9:44:43 AM, nlawrenc

into WIP default and Status of Solving.

\*\*\* SUBCASE N012009-05-2800407-1 CLOSE 5/28/2009 9:45:04 AM, nlawrenc

Status = Solving, Resolution Code = Instruction Given

**Case History**

Case ID : N012009-05-2800407

Case Title : 05H- [REDACTED] - HEADLIGHT SWITCH

\*\*\* CASE CLOSE 5/28/2009 9:45:04 AM, nlawrenc

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 09/30/2010

## Case Details

Case ID : N012009-08-0400372	Division : Honda - Auto	Condition : Closed	Open Date : 8/4/2009 7:45:41 AM
Case Originator : Pamela Bongco (Team SA)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/21/2009 1:58:37 PM
Case Owner : Jay Pasquin (Team HF)	Method : Fax	Queue :	Days Open : 17
Last Closed By : Jay Pasquin (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : 8G - 206806 [REDACTED] WIRE CONNECTOR FAILURE	No. of Attachments : 0		

## Site / Contact Info :

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

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / JHMGD37657S [REDACTED]  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3767EW / A  
Miles / Hours : 45,149  
In Service Date : 04/02/2007  
Months In Use : 28  
Engine Number : L15A11153115  
Originating Dealer No. / Name : 206806 / BUERKLE HONDA  
Selling Dealer No. / Name : 206806 / BUERKLE HONDA  
Trim : SPORT  
No. Of Doors : 5  
Transmission Code : 5MT  
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 : 206806 / BUERKLE HONDA  
Phone No. : 651-490-6600  
Address : 3360 N. HIGHWAY 61  
City / State / Zip : SAINT PAUL, MN 55110  
Svc District / Sls District : 08G / C08  
Warranty Labor Rate / Date : \$105.00 /  
Agent Name : 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
N012009-08-0400372-1 [REDACTED] - PRO	Subcase Close	Product	Operation	737	Wire harness



Issue Details

Issue ID : N012009-08-0400372-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : JuanCarlos Mariano	Type 1 : Product	Status : Subcase Close	Open Date : 8/4/2009 10:01:49 AM
Issue Owner : Jay Pasquin	Type 2 : Operation	Queue :	Close Date : 8/21/2009 1:58:22 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 737 / Wire harness  
Condition Code Desc : Any 7370  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Provided Information, Assist - AHM Partial, CR Generated Gdwill  
Component Category : 11 - Electrical System  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :      Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-08-0400372

Case Title : 8G - 206806 [REDACTED] - WIRE CONNECTOR FAILURE

\*\*\* CASE CREATE 8/4/2009 7:45:41 AM, pbongco

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

\*\*\* NOTES 8/4/2009 7:45:42 AM, pbongco, Action Type :

On 08/03/09 ACS received a 4-page fax from the customer dated 08/02/09

Customer is submitting this report to alert Honda of this wire connector failure and seek warranty coverage for the necessary repair and upgrade to the combination Switch and Connector recommended by Honda's technician.

RO's attached

\*\*\* CASE MODIFY 8/4/2009 7:45:56 AM, pbongco  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 8/4/2009 7:45:57 AM, pbongco  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 8/4/2009 7:45:58 AM, pbongco  
into WIP default and Status of Solving.\*\*\* CASE DISPATCH 8/4/2009 7:46:23 AM, pbongco  
from WIP default to Queue Honda Team F.\*\*\* CASE ACCEPT 8/4/2009 10:00:14 AM, jmario  
from Queue Honda Team F to WIP 24 HOUR CALLS.\*\*\* SUBCASE N012009-08-0400372-1 CREATE 8/4/2009 10:01:49 AM, jmario  
Created in WIP Default with Due Date 8/4/2009 10:01:49 AM.\*\*\* CASE MODIFY 8/4/2009 10:03:14 AM, jmario  
into WIP 24 HOUR CALLS and Status of Solving.

\*\*\* NOTES 8/4/2009 10:04:35 AM, jmario, Action Type : Call to Customer

I called the customer regarding his wire harness concern. The customer was not available. I left a VM advising him that his CM will contact him very soon.

\*\*\* CASE MODIFY 8/4/2009 10:04:43 AM, jmario  
into WIP 24 HOUR CALLS and Status of Solving.\*\*\* CASE ASSIGN 8/4/2009 10:05:03 AM, jmario  
N012009-08-0400372 to jpasquin, WIP\*\*\* CASE RULE ACTION 8/4/2009 10:05:04 AM, sa  
Action Task Assignee of rule Assign Notification fired\*\*\* SUBCASE N012009-08-0400372-1 ASSIGN 8/4/2009 10:05:23 AM, jmario  
N012009-08-0400372-1 to jpasquin, WIP\*\*\* SUBCASE N012009-08-0400372-1 RULE ACTION 8/4/2009 10:05:24 AM, sa  
Action Task Assignee of rule Assign Notification fired\*\*\* CASE MODIFY 8/5/2009 2:25:55 PM, jpasquin  
into WIP 24 hr C/B and Status of Solving.

\*\*\* NOTES 8/6/2009 6:32:47 AM, jpasquin, Action Type : Letter/Fax

Case History

Case ID : N012009-08-0400372

Case Title : 8G - 206806 [REDACTED] - WIRE CONNECTOR FAILURE

Received a letter from the customer.

Dear Customer Service Representative:

This letter is in follow-up to diagnostic service performed at Buerkle Honda on July 16, 2009. I am submitting this report to alert Honda of this wire connector failure and seek warranty coverage for the necessary repair and upgrade to the Combination Switch and Connector recommended by Honda's technician, (see attached Service Report which includes the recommended part number and cost)

I took the Fit in for service because on Tuesday, July 14th, both the low beam headlights and the fog lights failed to work (High beams still functioned properly). I suspected bulb failure, but brought the car in for service for diagnosis.

On July 16th, the Honda technician confirmed the headlights and fog lights did not work. See attached service report for detailed analysis of the failure.

The dealer technician found a burned wire on the combination switch and connector. When the Service Center's Customer Service Representative (not Jake Seefert) explained the issue to me, he asked me whether I park in the sun because the wire harness connectors had melted. Hive and drive in Minnesota. The chances the sun damaged wires under the hood seem very remote. I asked whether similar issues have been seen in other 2007 Fits and he said no.

Based on the Honda technician's analysis, I am advised to replace the combination switch connector with the upgrade as soon as possible because it is currently a fire hazard. However, the cost of this repair and the nature of the failure has me concerned. I would like to know this repair is covered by Honda as a safety and warranty issue before I schedule the required \$800+ repair/upgrade,

I can be reached during the day at [REDACTED] Thank you for your consideration.

Sincerely,

~~  
Robert Rutscher

\*\*\* CASE MODIFY 8/6/2009 6:34:28 AM, jpasquin  
into WIP 24 hr C/B and Status of Solving.

\*\*\* NOTES 8/6/2009 6:35:53 AM, jpasquin, Action Type : Call to Customer  
I called the customer at 651-324-1334 and left a VM requesting for a callback.

\*\*\* COMMIT 8/6/2009 6:36:01 AM, jpasquin, Action Type : N/A  
Made to [REDACTED] due 08/10/2009 12:00:00 AM.  
cust. called?

\*\*\* CASE MODIFY 8/6/2009 7:02:26 AM, jpasquin  
into WIP 8G- Dick Sargent and Status of Solving.

\*\*\* CASE MODIFY 8/6/2009 7:03:51 AM, jpasquin  
into WIP 8G- Dick Sargent and Status of Solving.

\*\*\* NOTES 8/6/2009 7:11:08 AM, jpasquin, Action Type : Call from Customer

Received a call from the customer. The customer is requesting assistance with the wiring harness replacement since his fog lights has failed. The customer stated that the dealership is also recommending to replace the wireness with an upgrade. I informed the customer that I will look into his concerns and request with the dealership and once it has reviewed I will follow up.

\*\*\* CASE FULFILL 8/6/2009 7:11:19 AM, jpasquin  
Fulfilled for [REDACTED] due 08/10/2009 12:00:00 AM.

\*\*\* COMMIT 8/6/2009 7:11:24 AM, jpasquin, Action Type : N/A  
call dealer.

\*\*\* NOTES 8/10/2009 11:45:25 AM, jpasquin, Action Type : Dealer Communication  
ATTN: SERVICE MANAGER

Case History

Case ID : N012009-08-0400372

Case Title : 8G - 206806 [REDACTED] - WIRE CONNECTOR FAILURE

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

The customer called in for failure on his fog lights. The customer is requesting for an upgraded part which was recommended by your dealership. Please address the customers concern and follow up.

Thank you for your attention to this matter.

Jay Pasquin  
Automobile Customer Service

\*\*\* NOTES 8/10/2009 11:46:30 AM, jpasquin, Action Type : Note-General

Sent an email to SM Jim with Buerkle Honda requesting for information about the customers concern and request.

\*\*\* CASE FULFILL 8/10/2009 11:46:41 AM, jpasquin

Fulfilled for [REDACTED] due 08/07/2009 12:00:00 AM.

\*\*\* COMMIT 8/10/2009 11:46:45 AM, jpasquin, Action Type : N/A

dealer respond?

\*\*\* NOTES 8/13/2009 7:21:00 AM, jpasquin, Action Type : Call from Customer

Received a call from the customer to check on the status of the case. The customer also stated that his headlights are no longer operating and feels that its because of this issue. I informed the customer that I will be contacting the dealership again today and should hear a resolution anytime soon. The customer understood.

\*\*\* NOTES 8/13/2009 7:25:01 AM, jpasquin, Action Type : Note-General

Received a response email from SM Jim. SM stated that they have contacted techline about the customers concern. SM stated that they were advised by techline to replace the combination switch and use a thicker gauge wire to avoid heat problems. SM stated that this is a new information from techline since they are aware of the same issue. SM stated that the repair procedure will cost \$1185 warranty price.

\*\*\* NOTES 8/13/2009 7:26:52 AM, jpasquin, Action Type : Field Service

Received a call from DPSM ( Dick S.) DPSM stated that due to the nature of the failure, age and mileage of the vehicle, he will provide assistance to the customer by having the customer pay a \$100 deductible fee as a onetime goodwill gesture. DPSM stated that he will have the dealership present the offer to the customer.

\*\*\* CASE FULFILL 8/13/2009 7:27:01 AM, jpasquin

Fulfilled for [REDACTED] due 08/11/2009 12:00:00 AM.

\*\*\* COMMIT 8/13/2009 7:27:05 AM, jpasquin, Action Type : N/A

f/u with cust/dealer

\*\*\* NOTES 8/17/2009 12:29:28 PM, jpasquin, Action Type : Call to Customer

I called the customer for a follow up and left a VM requesting for a callback.

\*\*\* CASE FULFILL 8/17/2009 12:29:37 PM, jpasquin

Fulfilled for [REDACTED] due 08/17/2009 12:00:00 AM.

\*\*\* COMMIT 8/17/2009 12:29:41 PM, jpasquin, Action Type : N/A

cust. called? f/u

\*\*\* NOTES 8/19/2009 1:16:23 PM, jpasquin, Action Type : Call to Customer

Case History

Case ID : N012009-08-0400372

Case Title : 8G - 206806 [REDACTED] - WIRE CONNECTOR FAILURE

I called the customer for a follow up. The customer stated that he has an appointment tomorrow for the repair. I informed the customer that I will call him back once the vehicle has been repaired.

\*\*\* CASE FULFILL 8/19/2009 1:18:30 PM, jpasquin

Fulfilled for [REDACTED] due 08/19/2009 12:00:00 AM.

\*\*\* COMMIT 8/19/2009 1:18:34 PM, jpasquin, Action Type : N/A

f/u with cust

\*\*\* NOTES 8/21/2009 1:57:45 PM, jpasquin, Action Type : Call to Customer

I called the customer for a follow up. The customer stated that he received the vehicle back, headlight and the fog lights are now working again. The customer thanked me for the assistance and I also thanked the customer for allowing AHM to look into his concerns. I also encouraged the customer to callback with any other problems. No further assistance is needed.

\*\*\* SUBCASE N012009-08-0400372-1 CLOSE 8/21/2009 1:58:22 PM, jpasquin

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 8/21/2009 1:58:37 PM, jpasquin

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 10/01/2010

## Case Details

Case ID :	N032010-06-2401476	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/24/2010 2:12:11 PM
Case Originator :	Andrew Ndungu (Team CC)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	6/24/2010 2:16:15 PM
Case Owner :	Andrew Ndungu (Team CC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Andrew Ndungu (Team CC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - R28			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 : MANOR, TX [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / JHMGD37407S [REDACTED]  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3747EW / A  
Miles / Hours :  
In Service Date : 04/18/2007  
Months In Use : 38  
Engine Number : L15A11155942  
Originating Dealer No. / Name : 206594 / GUNN HONDA  
Selling Dealer No. / Name : 206594 / GUNN HONDA  
Trim : BASE  
No. Of Doors : 5  
Transmission Code : 5MT  
Exterior Color : BL  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

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

## Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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## 3rd Party Info :

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

## Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-06-2401476-1 [REDACTED] - CA	Subcase Close	Campaign	Eligibility	744	Power window swt
N032010-06-2401476-2 [REDACTED] RODU	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N032010-06-2401476-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrew Ndungu	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/24/2010 2:13:26 PM
Issue Owner : Andrew Ndungu	Type 2 : Eligibility	Queue :	Close Date : 6/24/2010 2:16:15 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 744 / Power window swt  
Condition Code Desc : Other 744X  
Campaign Code / Desc : R28 / 07-08 FIT POWER WIND  
Temperament Code : Cold  
Resolutions : Provided Information  
Component Category : 13 - Visibility  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :      Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032010-06-2401476-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Andrew Ndungu	Type 1 : Product	Status : Subcase Close	Open Date : 6/24/2010 2:14:00 PM
Issue Owner : Andrew Ndungu	Type 2 : Operation	Queue :	Close Date : 6/24/2010 2:16:15 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Headlight Out 7121  
Campaign Code / Desc : /  
Temperament Code : Cold  
Resolutions : Provided Information  
Component Category : 13 - Visibility  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :      Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N032010-06-2401476

Case Title : [REDACTED] R28

\*\*\* CASE CREATE 6/24/2010 2:12:11 PM, andungu

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 6/24/2010 2:12:12 PM, andungu

WARRANTY CHECK 06/24/2010 02:12:12 PM andungu

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 6/24/2010 2:12:14 PM, andungu

CLAIM HISTORY CHECK 06/24/2010 02:12:14 PM andungu

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 6/24/2010 2:12:17 PM, andungu

CAMPAIGN CHECK 06/24/2010 02:12:17 PM andungu

The following Campaign information was found

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* CASE VSC LOOKUP 6/24/2010 2:12:18 PM, andungu

VSC-CUC CHECK 06/24/2010 02:12:18 PM andungu

No data found for VIN.

\*\*\* CASE MODIFY 6/24/2010 2:12:21 PM, andungu

into WIP Default and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 6/24/2010 2:12:25 PM, andungu

CAMPAIGN CHECK 06/24/2010 02:12:25 PM andungu

The following Campaign information was found

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* CASE CREATE 6/24/2010 2:13:26 PM, andungu

Number = N032010-06-2401476-1, Created in WIP Default with due date 06/25/2010 02:13:25 PM..

\*\*\* SUBCASE N032010-06-2401476-1 CREATE 6/24/2010 2:13:26 PM, andungu, Action Type :

Created in WIP Default with due date 06/25/2010 02:13:25 PM.

\*\*\* SUBCASE N032010-06-2401476-1 MODIFY 6/24/2010 2:13:29 PM, andungu

into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 6/24/2010 2:13:31 PM, andungu

into WIP Default and Status of Solving.

\*\*\* SUBCASE N032010-06-2401476-2 CREATE 6/24/2010 2:14:00 PM, andungu

Created in WIP Default with Due Date 6/24/2010 2:14:00 PM.

\*\*\* NOTES 6/24/2010 2:16:10 PM, andungu, Action Type : Call from Customer

Customer called in stating that she had seen a recall on her vehicle regarding the power window switch.

The customer stated that their vehicle is involved in the 2007-2008 Honda Fit Master Switches. I explained the driver's power window master switch if subjected to rainfall or beverage spill may cause a short circuit in the printed circuit board which may lead to melting in the localized area.



Case History

Case ID : N032010-06-2401476

Case Title : [REDACTED] - R28

I advised the customer that the dealer will replace the affected unit responsible. This work will be done, free of charge. Please plan to leave your vehicle at least half a day to allow the dealer flexibility in scheduling. The customer then stated that the vehicle is already at the dealership for this.

She then stated that her headlight wiring harness somehow corroded and she no longer has her headlights working and she is getting it repaired. She stated that online forums reported this issue in a lot of vehicles and she wanted it logged incase there was a recall later on.

Customer had no further questions.

Ownership verified.

\*\*\* CASE MODIFY 6/24/2010 2:16:12 PM, andungu  
into WIP Default and Status of Solving.

\*\*\* SUBCASE N032010-06-2401476-2 CLOSE 6/24/2010 2:16:15 PM, andungu  
Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE N032010-06-2401476-1 CLOSE 6/24/2010 2:16:15 PM, andungu  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 6/24/2010 2:16:15 PM, andungu  
Status = Closed, Resolution Code = Instruction Given, State = Open

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 10/01/2010

## Case Details

Case ID : N012010-06-2401744 Division : Honda - Auto Condition : Closed Open Date : 6/24/2010 4:05:15 PM  
Case Originator : Crystal Baldassarre (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 7/6/2010 10:43:33 AM  
Case Owner : Jessica Smith (Team HC) Method : Phone Queue : Days Open : 12  
Last Closed By : Jessica Smith (Team HC) Point of Origin : Customer Wipbin :  
Case Title : 03B [REDACTED] COMBO LIGHT SWITCH & HARNESS C 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 : MANOR, TX [REDACTED]  
E Mail : [REDACTED]  
Svc District / SIs District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / JHMGD37407S [REDACTED]  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3747EW / A  
Miles / Hours : 62,000  
In Service Date : 04/18/2007  
Months In Use : 38  
Engine Number : L15A11155942  
Originating Dealer No. / Name : 206594 / GUNN HONDA  
Selling Dealer No. / Name : 206594 / GUNN HONDA  
Trim : BASE  
No. Of Doors : 5  
Transmission Code : 5MT  
Exterior Color : BL  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

Current Dealer No. / Name : 206592 / FIRST TEXAS HONDA  
Phone No. : 512-458-2511  
Address : 1301 WEST KOENIG LANE  
City / State / Zip : AUSTIN, TX 78756  
Svc District / SIs District : 03B / B03  
Warranty Labor Rate / Date : \$88.00 /  
Agent Name : Comp Ind. :

## Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

## 3rd Party Info :

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

## Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-06-2401744-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	712	Headlights

## Spool Report

Run Date : 10/01/2010

Issue Details

Issue ID : N012010-06-2401744-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jessica Smith	Type 1 : Product	Status : Subcase Close	Open Date : 6/25/2010 8:25:17 AM
Issue Owner : Jessica Smith	Type 2 : Operation	Queue :	Close Date : 7/6/2010 10:43:32 AM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Headlight Out 7121  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Documented Concern, Assist - AHM Partial, CR Generated Gdwill  
Component Category : I3 - Visibility  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :  
Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason
35255-S5A-A02	SWITCH ASSY.	Not Applicable

**Check Req Info :**

Check Requisition No. : 5764  
Primary Amount : \$120.00  
Incidental Type 1 / Amount : Not Applicable / \$0.00  
Incidental Type 2 / Amount : Not Applicable / \$0.00  
Total Amount : \$120.00  
Approved By : jrudner  
Approval Date : 7/1/2010  
Status : PROCESSED  
Check No. : 1863698  
Check Date : 7/2/2010

Payee Name : EMILY MINSTER  
Address : 509 CALDWELL ST.  
City / State / Zip : MANOR, TX 78653  
Campaign Template # :  
Contention Code : 00801  
Defect Code : 00801  
Category : Regular  
Failed Part # : 35255-S5A-A02

Case History

Case ID : N012010-06-2401744

Case Title : 03B (FIRST TEXAS)- [REDACTED] - COMBO LIGHT SWITCH &amp; HARNESS CORRODE

\*\*\* CASE CREATE 6/24/2010 4:05:15 PM, cbaldas

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

\*\*\* CASE CAMPAIGN LOOKUP 6/24/2010 4:05:27 PM, cbaldas

CAMPAIGN CHECK 06/24/2010 04:05:27 PM cbaldas

The following Campaign information was found

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* CASE VSC LOOKUP 6/24/2010 4:05:28 PM, cbaldas

VSC-CUC CHECK 06/24/2010 04:05:28 PM cbaldas

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 6/24/2010 4:05:31 PM, cbaldas

CLAIM HISTORY CHECK 06/24/2010 04:05:31 PM cbaldas

No data found for VIN.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 6/24/2010 4:05:34 PM, cbaldas

WARRANTY CHECK 06/24/2010 04:05:33 PM cbaldas

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 6/24/2010 4:05:55 PM, cbaldas

CAMPAIGN CHECK 06/24/2010 04:05:55 PM cbaldas

The following Campaign information was found

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* CASE MODIFY 6/24/2010 4:06:36 PM, cbaldas

into WIP default and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 6/24/2010 4:06:41 PM, cbaldas

CAMPAIGN CHECK 06/24/2010 04:06:41 PM cbaldas

The following Campaign information was found

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* CASE VSC LOOKUP 6/24/2010 4:06:42 PM, cbaldas

VSC-CUC CHECK 06/24/2010 04:06:42 PM cbaldas

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 6/24/2010 4:06:45 PM, cbaldas

CLAIM HISTORY CHECK 06/24/2010 04:06:45 PM cbaldas

No data found for VIN.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 6/24/2010 4:06:48 PM, cbaldas

WARRANTY CHECK 06/24/2010 04:06:47 PM cbaldas

No data found for VIN.

\*\*\* NOTES 6/24/2010 4:12:21 PM, cbaldas, Action Type : Call from Customer

Case History

Case ID : N012010-06-2401744

Case Title : 03B (FIRST TEXAS)- [REDACTED] - COMBO LIGHT SWITCH &amp; HARNESS CORRODE

Updated customer contact information. phn # 512-963-6459

Customer took vehicle into FIRST TEXAS HONDA for recall related repairs. Customer states that she also needs to replace the headlight combo switch & harness due to being burnt/corroded. Customer was quoted \$250 by SA Jeff Smith. Customer feels that this is due to a design flaw and feels that AHM should pay for this repair. Customer is the original vehicle owner. Customer states that she services the vehicle regularly at an IRF. Customer also owns a '91 Civic.

ACS advised customer that her case would be forwarded to a case manager for review, that results of assistance are not guaranteed, and that a case manager would follow up with her within 1-2 business days. Case dispatched.

\*\*\* CASE MODIFY 6/24/2010 4:12:27 PM, cbaldas  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 6/24/2010 4:12:28 PM, cbaldas  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 6/24/2010 4:12:29 PM, cbaldas  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 6/24/2010 4:12:34 PM, cbaldas  
from WIP default to Queue Honda Team C.

\*\*\* CASE ACCEPT 6/24/2010 4:17:23 PM, jsmith02  
from Queue Honda Team C to WIP default.

\*\*\* CASE VSC LOOKUP 6/25/2010 8:21:52 AM, jsmith02  
VSC-CUC CHECK 06/25/2010 08:21:52 AM jsmith02  
No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 6/25/2010 8:22:56 AM, jsmith02  
CAMPAIGN CHECK 06/25/2010 08:22:55 AM jsmith02  
The following Campaign information was found  
08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;  
10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* CASE CLAIMS LOOKUP 6/25/2010 8:23:01 AM, jsmith02  
CLAIM HISTORY CHECK 06/25/2010 08:23:01 AM jsmith02  
No data found for VIN.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 6/25/2010 8:23:18 AM, jsmith02  
WARRANTY CHECK 06/25/2010 08:23:18 AM jsmith02  
No data found for VIN.

\*\*\* COMMIT 6/25/2010 8:23:25 AM, jsmith02, Action Type :  
Made to [REDACTED] due 06/29/2010 05:23:29 PM.  
DCS Follow-Up

\*\*\* NOTES 6/25/2010 8:24:54 AM, jsmith02, Action Type : Dealer Communication  
ATTN: SERVICE MANAGER                      RESOLUTION DUE DATE : 6/28/2010

Case History

Case ID : N012010-06-2401744

Case Title : 03B (FIRST TEXAS)- [REDACTED] COMBO LIGHT SWITCH &amp; HARNESS CORRODE

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

The customer brought her vehicle in for recall related repairs. The customer was advised the headlight combo switch & harness need replacement due to being She was quoted \$250 and is requesting GW.

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

I will contact you to confirm the diagnosis.

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.

Jessica Smith  
Automobile Customer Service

\*\*\* SUBCASE N012010-06-2401744-I CREATE 6/25/2010 8:25:17 AM, jsmith02

Created in WIP Default with Due Date 6/25/2010 8:25:17 AM.

\*\*\* CASE CAMPAIGN LOOKUP 6/25/2010 8:30:12 AM, jsmith02

CAMPAIGN CHECK 06/25/2010 08:30:12 AM jsmith02

The following Campaign information was found

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* NOTES 6/25/2010 8:30:27 AM, jsmith02, Action Type : Note-General

Airbase confirmed:

\* Original owner

\* No service entries

\* No other Honda products found

\* Vehicle is 2 months/26K miles out of warranty

\*\*\* CASE MODIFY 6/25/2010 8:30:36 AM, jsmith02

into WIP default and Status of Solving.

\*\*\* COMMIT 6/25/2010 8:30:43 AM, jsmith02, Action Type : N/A

Made to [REDACTED] due 06/25/2010 05:00:44 PM.

03B (First Texas)- Call cust for 24hr call- Combo/headlight switch 6/25

\*\*\* NOTES 6/25/2010 10:03:57 AM, jsmith02, Action Type : Call to Dealer

I left a VM for SD-Garrett.

I provided my contact info and requested a call back.

\*\*\* CASE MODIFY 6/25/2010 10:04:05 AM, jsmith02

into WIP 24 Hr Contact and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 6/25/2010 11:24:45 AM, jsmith02

CAMPAIGN CHECK 06/25/2010 11:24:44 AM jsmith02

The following Campaign information was found

Case History

Case ID : N012010-06-2401744

Case Title : 03B (FIRST TEXAS)- [REDACTED] - COMBO LIGHT SWITCH &amp; HARNESS CORRODE

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;  
10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* CASE CLAIMS LOOKUP 6/25/2010 11:26:06 AM, jsmith02  
CLAIM HISTORY CHECK 06/25/2010 11:26:06 AM jsmith02  
No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 6/25/2010 11:26:13 AM, jsmith02  
CAMPAIGN CHECK 06/25/2010 11:26:13 AM jsmith02  
The following Campaign information was found  
08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;  
10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* NOTES 6/25/2010 11:37:14 AM, jsmith02, Action Type : Call to Dealer

I spoke with SD-Garrett.

He confirmed she brought the vehicle in for 2 recalls and the low beam headlight was out. They diagnosed it was the headlight combo switch & harness combo is corroded and burnt. This caused harness damage and they recommended repairing the harness and replacing the combo switch. The customer didn't request any GW. He confirmed the customer does not service at their dlr. He advised this is not a problem they're seeing in the Fit and it was not caused by the recall.

I advised him that based on the info ACS will be declining any GW. The vehicle is out of warranty by time/mileage, she has no service history w/any Honda dlr, and this isn't a known issue.

\*\*\* CASE MODIFY 6/25/2010 11:37:23 AM, jsmith02  
into WIP 24 Hr Contact and Status of Solving.

\*\*\* CASE FULFILL 6/25/2010 11:37:26 AM, jsmith02  
Fulfilled for [REDACTED] due 06/29/2010 05:23:29 PM.

\*\*\* NOTES 6/25/2010 12:54:40 PM, jsmith02, Action Type : Call to Customer

I called the customer at 5129636459.

The customer stated she brought the vehicle into First Texas Honda for 2 recalls. The day before she brought the vehicle in her low beam headlights went out. The customer stated she did some online research and advised this is a problem numerous Fit owners have been having. She advised it's an open ground wire to the headlamp kit and advised there's a design flaw where the wire corrodes and causes the headlamp switch to go out. She was on several Honda owners message boards and advised it's obviously a flaw. She also advised the 1991-1992 Civic had the same problem and there was a recall for that. She feels this failure is related to this recall. She was advised by the dlr the wire itself needs to be spliced in and she was quoted \$235. She feels ACS should fix this issue for her.

I apologized and advised I will document her concern. I agreed the Internet can be a valuable resource for information. However, the complaints listed online wouldn't be something we would be able to consider. I spoke w/the dlr and they agreed this isn't something we're receiving a lot of complaints about and they're not seeing this issue coming into the dlr. I advised her there are no publications indicating there is a known/widespread issue w/this concern as well. I advised her that I'm sure she would agree automobile manufactures would use different parts and designs from 1991 to 2007. In addition, the recall she's referring to was on a Civic and she owns a Fit. That recall would have no correlation with her current issue seeing how it was on a different model and was 16yrs ago. I explained her vehicle is outside of the manufacture's warranty by both time/mileage and is considerably out by mileage. We have reviewed her request for assistance and will be respectfully declining her request. The customer requesting escalation. I advised her I am a CM and in the position to make this decision. She was insistent on speaking w/someone else. I advised I will have someone from our escalation team contact her and speak w/her about her case. I advised she'll receive a call within 2 business days.

\*\*\* CASE FULFILL 6/25/2010 12:54:52 PM, jsmith02

Case History

Case ID : N012010-06-2401744

Case Title : 03B (FIRST TEXAS)-[REDACTED]- COMBO LIGHT SWITCH &amp; HARNESS CORRODE

Fulfilled for [REDACTED] due 06/25/2010 05:00:44 PM.

\*\*\* COMMIT 6/25/2010 12:54:54 PM, jsmith02, Action Type : N/A

Made to EMILY MINSTER due 06/29/2010 05:00:00 PM.

03B (First Texas)- Escalation req- Headlight switch 6/29

\*\*\* CASE MODIFY 6/25/2010 12:56:24 PM, jsmith02

into WIP 24 Hr Contact and Status of Solving.

\*\*\* CASE MODIFY 6/25/2010 12:57:56 PM, jsmith02

into WIP 24 Hr Contact and Status of Solving.

\*\*\* NOTES 6/25/2010 1:25:31 PM, jsmith02, Action Type : Field Service

I contacted the DPSM and he advised he would stand behind the decision to decline GW. However, if the dlr had contacted him for GW he would have offered 50% GW.

\*\*\* NOTES 6/25/2010 1:27:54 PM, jsmith02, Action Type : Call to Dealer

I left a VM for SD-Garrett.

I asked for him to call me back w/the warranty cost breakdown and advised I spoke w/the DPSM and we'll be offering 50%.

\*\*\* NOTES 6/29/2010 8:54:03 AM, jsmith02, Action Type : Call to Dealer

I left a VM for SD-Garrett.

I asked for him to call me back w/the warranty cost breakdown and advised I spoke w/the DPSM and we'll be offering 50%.

\*\*\* NOTES 6/29/2010 1:38:35 PM, jsmith02, Action Type : Call from Dealer

The dlr advised the customer has already paid for the work and paid about \$240. He advised he can have ASM-Armando fax us the invoice.

\*\*\* CASE MODIFY 6/29/2010 1:38:44 PM, jsmith02

into WIP Escalation and Status of Solving.

\*\*\* NOTES 6/29/2010 1:46:25 PM, jsmith02, Action Type : Call to Customer

I called the customer at 5129636459 and left a VM.

I advised that I was calling regarding her case. I provided my contact info/business hours and requested a call back. I advised I will be out of the office 6/30 returning 7/6 and advised I hope we're able to speak today.

\*\*\* CASE FULFILL 6/29/2010 1:46:33 PM, jsmith02

Fulfilled for [REDACTED] due 06/29/2010 05:00:00 PM.

\*\*\* COMMIT 6/29/2010 1:46:36 PM, jsmith02, Action Type : N/A

Made to EMILY MINSTER due 07/06/2010 05:00:00 PM.

03B (First Texas)- Call cust regard headlight switch 7/6

\*\*\* NOTES 6/29/2010 2:40:01 PM, mmillen, Action Type : Letter/Fax

On 06/29/10 ACS received a 1-page cover from the customer with a 1-page First Texas Honda RO regarding previous issue.

\*\*\* NOTES 6/29/2010 3:13:46 PM, jsmith02, Action Type : Call from Customer

Received call from the customer.

I advised her that when we receive a request for escalation we review the cases with our counterparts and management. We have reviewed her concern and decided this is something we can provide some GW for. I advised her that I've contacted the dlr and was advised the vehicle has been repaired. She confirmed she will be picking the vehicle up today and is paying \$249. I advised her the dlr has faxed her invoice and is willing to reimburse her \$120 towards the cost she incurred. She accepted the offer and confirmed her mailing address. She inquired if she would be eligible for full reimbursement if there's a recall?



Case History

Case ID : N012010-06-2401744

Case Title : 03B (FIRST TEXAS)- [REDACTED] - COMBO LIGHT SWITCH &amp; HARNESS CORRODE

I advised her if there is a recall she will receive a notice in the mail with instructions on how to seek reimbursement. She thanked me and declined further assistance.

\*\*\* CASE MODIFY 6/29/2010 3:13:55 PM, jsmith02  
into WIP Escalation and Status of Solving.

\*\*\* CASE FULFILL 6/29/2010 3:14:00 PM, jsmith02  
Fulfilled for [REDACTED] due 07/06/2010 05:00:00 PM.

\*\*\* COMMIT 6/29/2010 3:18:27 PM, jsmith02, Action Type : N/A  
Made to EMILY MINSTER due 07/06/2010 05:00:00 PM.  
Check mailed? 7/6

\*\*\* CASE MODIFY 6/29/2010 3:21:49 PM, jsmith02  
into WIP Escalation and Status of Solving.

\*\*\* CASE MODIFY 6/29/2010 3:21:57 PM, jsmith02  
into WIP Escalation and Status of Solving.

\*\*\* NOTES 6/29/2010 3:22:45 PM, jsmith02, Action Type : Note-Resolution  
ACS will be partially reimbursing a customer for a headlight switch that was corroded for customer satisfaction.

DPSM involved? ☐ Yes

Total Amount the customer paid ☐ \$ 249.06

Total Goodwill assistance offered: ☐ \$ 120.00

Percentage of Goodwill Authorized: ☐ 48%

\*\*\* CASE MODIFY 6/29/2010 3:24:21 PM, jsmith02  
into WIP Escalation and Status of Solving.

\*\*\* SUBCASE N012010-06-2401744-1 DISPATCH 6/29/2010 3:24:37 PM, jsmith02  
from WIP Check Req to Queue CkReq - Rudner.

\*\*\* SUBCASE N012010-06-2401744-1 RULE ACTION 6/30/2010 2:24:37 PM, sa  
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

\*\*\* SUBCASE N012010-06-2401744-1 7/1/2010 10:53:02 AM, jrudner, Action Type :  
Check Requisition for 120.00 \$ submitted  
Check Requisition for 120.00 \$ submitted by jrudner

\*\*\* SUBCASE N012010-06-2401744-1 RETURN 7/1/2010 10:53:07 AM, jrudner  
from Queue CkReq - Rudner to WIP Check Req.

\*\*\* NOTES 7/2/2010 1:28:12 PM, mmillen, Action Type : Note-General  
Check mailed.

\*\*\* SUBCASE N012010-06-2401744-1 COMMIT 7/5/2010 8:01:42 AM, jsmith02, Action Type : External Commitment  
Check processed for check\_req\_no = 5764 on 2010-07-02-00.00.00.000000

\*\*\* SUBCASE N012010-06-2401744-1 CLOSE 7/6/2010 10:43:32 AM, jsmith02  
Status = Solving, Resolution Code = Instruction Given

**Case History**

Case ID : N012010-06-2401744

Case Title : 03B (FIRST TEXAS)-[REDACTED]- COMBO LIGHT SWITCH &amp; HARNESS CORRODE

\*\*\* CASE CLOSE 7/6/2010 10:43:33 AM, jsmith02

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

## Spool Report

Run Date : 10/01/2010

## Case Details

Case ID : N012010-08-0901905 Division : Honda - Auto Condition : Closed Open Date : 8/9/2010 10:00:16 AM  
Case Originator : Khia Eaton (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/31/2010 11:09:37 AM  
Case Owner : Teri Spencer (Team HD) Method : Phone Queue : Days Open : 22  
Last Closed By : Teri Spencer (Team HD) Point of Origin : Customer Wipbin :  
Case Title : 12D [REDACTED] REPEATED HEADLIGHT 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 : WALNUT CREEK, CA [REDACTED]  
E Mail : [REDACTED]  
Svc District / SIs District : /

## Product Info :

Unit Owner : [REDACTED] 061  
VIN Type / No. : US VIN / JHMGD386X7S [REDACTED]  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3867EW / A  
Miles / Hours : 74,368  
In Service Date : 04/19/2007  
Months In Use : 40  
Engine Number : L15A11159073  
Originating Dealer No. / Name : 208100 / HONDA OF HAYWARD  
Selling Dealer No. / Name : 208100 / HONDA OF HAYWARD  
Trim : SPORT  
No. Of Doors : 5  
Transmission Code : 5AT  
Exterior Color : WX  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

Current Dealer No. / Name : 207442 / WALNUT CREEK HONDA  
Phone No. : 925-934-0530  
Address : 1707 NORTH MAIN STREET  
City / State / Zip : WALNUT CREEK, CA 94596  
Svc District / SIs District : 12D / A12  
Warranty Labor Rate / Date : \$130.00 /  
Agent Name : Comp Ind. : YES

## Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208053	TRACY HONDA		
208100	HONDA OF HAYWARD		

## 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
N012010-08-0901905-1 [REDACTED]	Subcase Close	Service - Dealer	Diagnosis Concern	712	Headlights
N012010-08-0901905-2 [REDACTED]	Subcase Close	Service - Dealer	Workmanship	712	Headlights

## Spool Report

Run Date : 10/01/2010

Issue Details

Issue ID : N012010-08-0901905-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Khia Eaton	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 8/9/2010 11:09:30 AM
Issue Owner : Khia Eaton	Type 2 : Diagnosis Concern	Queue :	Close Date : 8/9/2010 11:10:12 AM
Issue Title : [REDACTED]	- SERVICE - DEALER - DIAGNOSIS		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Other 712X  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Documented Concern, Referred to Dealer  
Component Category : 12 - Exterior Lighting  
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 : N012010-08-0901905-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Teri Spencer	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 8/11/2010 11:22:45 AM
Issue Owner : Teri Spencer	Type 2 : Workmanship	Queue :	Close Date : 8/31/2010 11:09:34 AM
Issue Title : [REDACTED]	- SERVICE - DEALER - WORKMANSHIP		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Headlight Out 7121  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Repaired/Warranty  
Component Category : 12 - Exterior Lighting  
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 : 10/01/2010

## Case History

Case ID : N012010-08-0901905

Case Title : 12D [REDACTED] REPEATED HEADLIGHT FAILUR

\*\*\* CASE CREATE 8/9/2010 10:00:16 AM, keaton

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 8/9/2010 10:00:19 AM, keaton

WARRANTY CHECK 08/09/2010 10:00:19 AM keaton

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 8/9/2010 10:00:31 AM, keaton

CLAIM CHECK 08/09/2010 10:00:31 AM keaton

The following Claim History information was found

0; 2010-07-20; 207442; 629061; 510; 728100 ; TURN SIGNAL/HEADLIGHT SWITCH - REPLACE.

08 PILOT > PER WO 40134-V8.

\*\*\* CASE CAMPAIGN LOOKUP 8/9/2010 10:00:36 AM, keaton

CAMPAIGN CHECK 08/09/2010 10:00:36 AM keaton

The following Campaign information was found

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; 07/26/10; FX;

\*\*\* CASE VSC LOOKUP 8/9/2010 10:00:39 AM, keaton

VSC CHECK 08/09/2010 10:00:39 AM keaton

The following VSC information was found

V002987354;D78;NEW 84MO/80K, \$0 DED;ACTIVE;;2007-04-19;2014-04-18;80000;12;208100;0.00

\*\*\* CASE CUC LOOKUP 8/9/2010 10:00:40 AM, keaton

CUC CHECK 08/09/2010 10:00:40 AM keaton

The following CUC information was found

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;;;0;0;0;;;;;;;;;;0;;
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\*\*\* CASE CAMPAIGN LOOKUP 8/9/2010 10:05:31 AM, keaton

CAMPAIGN CHECK 08/09/2010 10:05:31 AM keaton

The following Campaign information was found

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; 07/26/10; FX;

\*\*\* CASE VSC LOOKUP 8/9/2010 10:05:52 AM, keaton

VSC CHECK 08/09/2010 10:05:52 AM keaton

The following VSC information was found

V002987354;D78;NEW 84MO/80K, \$0 DED;ACTIVE;;2007-04-19;2014-04-18;80000;12;208100;0.00

\*\*\* CASE CUC LOOKUP 8/9/2010 10:05:52 AM, keaton

CUC CHECK 08/09/2010 10:05:52 AM keaton

The following CUC information was found

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:::0:0:0:::0:::

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\*\*\* CASE CAMPAIGN LOOKUP 8/9/2010 10:05:57 AM, keaton

CAMPAIGN CHECK 08/09/2010 10:05:56 AM keaton

The following Campaign information was found

Case History

Case ID : N012010-08-0901905

Case Title : 12D [REDACTED] - REPEATED HEADLIGHT FAILURE

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;  
10-008; R28; 07-08 FIT POWER WINDOW SWITCH; 07/26/10; FX;

\*\*\* CASE CLAIMS LOOKUP 8/9/2010 10:06:03 AM, keaton

CLAIM CHECK 08/09/2010 10:06:02 AM keaton

The following Claim History information was found

0; 2010-07-20; 207442; 629061; 510; 728100 ; TURN SIGNAL/HEADLIGHT SWITCH - REPLACE.

08 PILOT &gt; PER WO 40134-V8.

\*\*\* CASE MODIFY 8/9/2010 10:06:07 AM, keaton

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/9/2010 10:09:56 AM, keaton

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/9/2010 10:15:37 AM, keaton

into WIP default and Status of Solving.

\*\*\* NOTES 8/9/2010 11:05:06 AM, keaton, Action Type : Call from Customer

Customer information was verified

Situation/Request: Customer has contacted ACS with a service complaint against Walnut Creek Honda about his diagnoses/repair concern.

Probing Questions: Customer states that he purchased his 2007 Fit from Haywood Honda which he liked their services at the Haywood Honda. Customer states that they recently moved to Walnut Creek. Customer states that his son started to experience an issue with his headlights, in which the high beams were operational; however the normal lights were non operative. Customer states that Walnut Creek Honda found a loose wire and ordered a replacement part, however in the meantime they reconnected the lights in which they instructed him not to drive the vehicle at night. Customer states that the repair was conducted two days later. Customer states that shortly after he started to experience issues with the transmission acting erratically. Customer states that the dealer found that the issue was the pressure pump wiring appeared that it had been affected by rodents in which the customer got troubleshooting advice from the SA at Tracy Honda simply reconnected wires and it worked. Customer now states that the headlight issue has reoccurred.

Inbound Summary: ACS explained to the customer his concern has been documented formally within AHM system. ACS explained to the customer that according to his VSC he can take his vehicle to any authorized Honda dealer to have the current issue corrected. Customer thanked ACS and required no additional assistance at the moment.

\*\*\* SUBCASE N012010-08-0901905-1 CREATE 8/9/2010 11:09:30 AM, keaton

Created in WIP Default with Due Date 8/9/2010 11:09:30 AM.

\*\*\* SUBCASE N012010-08-0901905-1 CLOSE 8/9/2010 11:10:12 AM, keaton

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 8/9/2010 11:10:23 AM, keaton

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

\*\*\* CASE REOPEN 8/10/2010 11:06:40 AM, aperez1

with Condition of Open and Status of Solving.

\*\*\* NOTES 8/10/2010 11:10:05 AM, aperez1, Action Type : Call from Dealer

SA PAUL states that he works at HONDA OF HAYWARD.

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 10/01/2010

## Case History

Case ID : N012010-08-0901905

Case Title : 12D [REDACTED] - REPEATED HEADLIGHT FAILURE

SA states that the customer is there now asking for this problem to be repaired but since WALNUT CREEK HONDA just did the repair less than a month ago he will be unable to submit a claim under the VSC. SA states that he would like to know who will pay him for this repair. SA states that the customer told him that there is an open case for this issue.

ACS advised the SA that the customers complaints were documented and the case was closed.

SA states that he will call WALNUT CREEK HONDA and find out what they want to do, call ended.

\*\*\* CASE MODIFY 8/10/2010 11:10:35 AM, aperez1  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/10/2010 11:10:41 AM, aperezl  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/10/2010 11:11:10 AM, aperez1  
into WIP default and Status of Solving.

\*\*\* CASE CLOSE 8/10/2010 11:11:17 AM, aperezl  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 8/10/2010 11:15:11 AM, eclogg  
with Condition of Open and Status of Solving.

\*\*\* CASE VSC LOOKUP 8/10/2010 11:20:08 AM, eclogg  
VSC CHECK 08/10/2010 11:20:08 AM eclogg  
The following VSC information was found

V002987354;D78;NEW 84MO/80K, \$0 DED;ACTIVE;;2007-04-19;2014-04-18;80000;12;208100;0.00

\*\*\* CASE CUC LOOKUP 8/10/2010 11:20:09 AM, eclogg  
CUC CHECK 08/10/2010 11:20:09 AM eclogg  
The following CUC information was found  
;;;0;0;0;;0;;  
;;;0;0;0;;0;;

\*\*\* CASE CLAIMS LOOKUP 8/10/2010 11:22:06 AM, eclogg  
CLAIM CHECK 08/10/2010 11:22:05 AM eclogg  
The following Claim History information was found  
0; 2010-07-20; 207442; 629061; 510; 728100 ; TURN SIGNAL/HEADLIGHT SWITCH - REPLACE.  
08 PILOT > PER WO 40134-V8.

\*\*\* CASE CLAIMS LOOKUP 8/10/2010 11:40:11 AM, eclogg  
CLAIM CHECK 08/10/2010 11:40:10 AM eclogg  
The following Claim History information was found  
0; 2010-07-20; 207442; 629061; 510; 728100 ; TURN SIGNAL/HEADLIGHT SWITCH - REPLACE.  
08 PILOT > PER WO 40134-V8.

\*\*\* NOTES 8/10/2010 12:08:55 PM, eclogg, Action Type : Call from Customer

The customer contacted ACS back to advise that he is very upset since he has had problems with Walnut Creek and does not trust the service from the dealer when they had first repaired the headlights. He advised that the same issue occurred the next day and they had blamed the problem on rodents which he felt was

Case History

Case ID : N012010-08-0901905

Case Title : 12D (WALNUT CREEK) [REDACTED] - REPEATED HEADLIGHT FAILURE

a strange convenience. He advised that based on what happened he no longer trusts the dealer in the work that they have done and he called ACS and asked if he could bring the vehicle to a different dealer and was advised he could. He advised me that he brought the car to Honda of Hayward said that the repair is covered under warranty, but since Walnut Creek Honda did work, they could not do anything. He advised that he does not want to go back there and this should be taken care of with no aggravation to him and he is again upset. I asked if the repair is covered and it is a defect why would he need to go back to the other dealer. He did not know.

He asked for help. I advised the customer that our office could not make a determination for Honda Care, but we could follow up with the dealers involved to see what is going on. The customer advised that this is not a warranty issue, it is a complaint and if he is not taken care of, he would file a legal claim against Walnut Creek Honda and AHM. I advised him that we could not say what is covered, but we would follow up. I advised him that he should hear on initial call within 1-2 business days.

Please note, he claimed that Honda of Hayward was also looking into the issue, but he needs help and is upset. I updated his contact information.

\*\*\* CASE MODIFY 8/10/2010 12:09:35 PM, eclogg  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 8/10/2010 12:09:49 PM, eclogg  
from WIP default to Queue Honda Team D.

\*\*\* CASE ACCEPT 8/10/2010 2:40:43 PM, tspencer  
from Queue Honda Team D to WIP Default.

\*\*\* CASE MODIFY 8/11/2010 11:19:43 AM, tspencer  
into WIP New Cases and Status of Solving.

\*\*\* SUBCASE N012010-08-0901905-2 CREATE 8/11/2010 11:22:45 AM, tspencer  
Created in WIP Default with Due Date 8/11/2010 11:22:45 AM.

\*\*\* CASE MODIFY 8/11/2010 11:22:49 AM, tspencer  
into WIP New Cases and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 8/11/2010 11:22:51 AM, tspencer  
WARRANTY CHECK 08/11/2010 11:22:51 AM tspencer  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 8/11/2010 11:22:58 AM, tspencer  
CLAIM CHECK 08/11/2010 11:22:58 AM tspencer  
The following Claim History information was found  
0; 2010-07-20; 207442; 629061; 510; 728100 ; TURN SIGNAL/HEADLIGHT SWITCH - REPLACE.  
08 PILOT > PER WO 40134-V8.

\*\*\* CASE CAMPAIGN LOOKUP 8/11/2010 11:23:01 AM, tspencer  
CAMPAIGN CHECK 08/11/2010 11:23:01 AM tspencer  
The following Campaign information was found  
08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;  
10-008; R28; 07-08 FIT POWER WINDOW SWITCH; 07/26/10; FX;

\*\*\* CASE VSC LOOKUP 8/11/2010 11:23:08 AM, tspencer  
VSC CHECK 08/11/2010 11:23:08 AM tspencer  
The following VSC information was found



## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Run Date : 10/01/2010

Case ID : N012010-08-0901905

Case Title : 12D (WALNUT CREEK) [REDACTED] - REPEATED HEADLIGHT FAILUR

V002987354;D78;NEW 84MO/80K, \$0 DED;ACTIVE;;2007-04-19;2014-04-18;80000;12;208100;0.00

\*\*\* CASE CUC LOOKUP 8/11/2010 11:23:08 AM, tspencer

CUC CHECK 08/11/2010 11:23:08 AM tspencer

The following CUC information was found

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\*\*\* CASE MODIFY 8/11/2010 11:23:12 AM, tspencer

into WIP New Cases and Status of Solving.

\*\*\* NOTES 8/11/2010 11:25:45 AM, tspencer, Action Type : Call to Dealer

SA: Paul

Advised I was calling regarding the headlight concern. He said the vehicle is no longer there. Paul said the customer never contacted the SM: Walnut Creek Honda. They never even looked at the vehicle because the repair attempt was less than 30 days and they would not get paid by AHM for a warranty repair (fixed right first time). Dave at Walnut Creek said they would look at it free of charge. There was a communication issue between the customer and the SA. Thanked for the information. Call ended.

\*\*\* CASE MODIFY 8/11/2010 11:28:04 AM, tspencer

into WIP New Cases and Status of Solving.

\*\*\* CASE MODIFY 8/11/2010 11:28:46 AM, tspencer

into WIP New Cases and Status of Solving.

\*\*\* NOTES 8/11/2010 11:30:13 AM, tspencer, Action Type : Call to Dealer

Left the SM: Dave @ Walnut Creek a message and inquired on dealers background information regarding the headlight failure/repair. Awaiting a return call.

\*\*\* CASE MODIFY 8/11/2010 11:30:18 AM, tspencer

into WIP New Cases and Status of Solving.

\*\*\* NOTES 8/11/2010 11:43:40 AM, tspencer, Action Type : Call to Customer

Contacted Mr. ALEXANDROVICH and introduced myself as the Case Mgr in the Customer Service Office at American Honda Motor Co., Inc. I explained the purpose of the call was to discuss the Repeat Headlight failure.

Spoke with his wife as he was not available. She said her son drives the vehicle. He went to Walnut Creek Honda for the first repair. The problem came back and the son took to Honda of Hayward, who informed him they cannot perform the repair since the other dealer had just did a repair attempt that was less than 30 days ago.

She said her husband called the SM: Dave at Walnut Creek Honda regarding this matter. Son taking the vehicle in tomorrow morning at 9AM Walnut Creek Honda and working with the SM: Dave.

I advised I would touch base on Friday 8/13/2010 to confirm the dealer has been able to resolve the vehicle concerns. She said okay and appreciated the follow-up call. Thanked Mrs. Alexandrovich for her time. Call ended.

\*\*\* CASE MODIFY 8/11/2010 11:44:51 AM, tspencer

into WIP New Cases and Status of Solving.

\*\*\* COMMIT 8/11/2010 11:45:00 AM, tspencer, Action Type : N/A

Made to [REDACTED] due 08/12/2010 02:45:15 PM.

Case History

Case ID : N012010-08-0901905

Case Title : 12D (WALNUT CREEK) [REDACTED] REPEATED HEADLIGHT FAILURE

Walnut Creek: awaiting dlr response

\*\*\* CASE MODIFY 8/11/2010 11:45:28 AM, tspencer  
into WIP New Cases and Status of Solving.

\*\*\* CASE MODIFY 8/11/2010 4:56:27 PM, tspencer  
into WIP 12F-Kim Tower and Status of Solving.

\*\*\* NOTES 8/11/2010 5:00:25 PM, tspencer, Action Type : Call from Dealer  
Received a return call from Dave at Walnut Creek (son: Yaron)  
Received a call from Hayward Honda  
HISTORY:

Had it in on 7/20/10 for headlight issue. Ran diagnostic. Found headlight switch issue; replaced and worked  
7/30/10 came back for CEL with tran code, green tran light flashing P0962 A/Tsolenoid or circuit  
bunch of wires eaten like rodent damage. Advised would not be covered under VSC. Opted to remove the vehicle.  
Supposedly stopped working and Paul from Hayward called him. Advised they would be more than willing to look at again for the headlight concern since the light  
came back on. Willing to look at no charge. Re-check headlight at no charge on 8/12/2010.

\*\*\* CASE MODIFY COMMITMENT 8/13/2010 3:56:59 PM, tspencer  
with ABRAHAM ALEXANDROVICH due 08/24/2010 09:45:15 AM.

\*\*\* COMMIT 8/13/2010 3:57:11 PM, tspencer, Action Type : N/A  
Made to [REDACTED] due 08/20/2010 08:30:00 AM.  
12D (Walnut Creek) touch case for 10-day report

\*\*\* CASE MODIFY 8/13/2010 3:58:00 PM, tspencer  
into WIP 12D-Steve Rostomily and Status of Solving.

\*\*\* CASE MODIFY 8/13/2010 3:58:22 PM, tspencer  
into WIP 12D-Steve Rostomily and Status of Solving.

\*\*\* CASE ASSIGN 8/13/2010 4:28:11 PM, tspencer  
N012010-08-0901905 to rsaeini, WIP !Üã

\*\*\* CASE RULE ACTION 8/13/2010 4:28:12 PM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 8/20/2010 8:41:19 AM, rsaeini, Action Type : Note-General  
CM will contact the customer next week

\*\*\* CASE MODIFY 8/20/2010 8:41:29 AM, rsaeini  
into WIP 00 - Other Districts and Status of Solving.

\*\*\* CASE FULFILL 8/20/2010 8:41:39 AM, rsaeini  
Fulfilled for [REDACTED] due 08/20/2010 08:30:00 AM.

\*\*\* CASE MODIFY 8/20/2010 8:41:43 AM, rsaeini  
into WIP 00 - Other Districts and Status of Solving.

\*\*\* CASE MODIFY 8/20/2010 8:41:48 AM, rsaeini  
into WIP 00 - Other Districts and Status of Solving.

Case History

Case ID : N012010-08-0901905

Case Title : I2D (WALNUT CREEK) [REDACTED] - REPEATED HEADLIGHT FAILURE

\*\*\* CASE YANKED 8/24/2010 9:13:23 AM, tspencer

Yanked by tspencer into WIPbin Default.

\*\*\* CASE MODIFY COMMITMENT 8/25/2010 4:19:36 PM, tspencer

with [REDACTED] due 08/26/2010 09:45:15 AM.

\*\*\* CASE MODIFY 8/25/2010 4:19:41 PM, tspencer

into WIP I2D-Steve Rostomily and Status of Solving.

\*\*\* NOTES 8/26/2010 2:19:53 PM, tspencer, Action Type : Call to Dealer

Left the SM a message seeking to get an update on the vehicle status/repairs? Requested a return call to advise.

\*\*\* CASE MODIFY 8/26/2010 2:20:26 PM, tspencer

into WIP I2D-Steve Rostomily and Status of Solving.

\*\*\* CASE MODIFY 8/26/2010 2:20:46 PM, tspencer

into WIP I2D-Steve Rostomily and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 8/27/2010 5:00:32 PM, tspencer

with ABRAHAM ALEXANDROVICH due 08/31/2010 09:45:15 AM.

\*\*\* CASE MODIFY COMMITMENT 8/27/2010 5:00:42 PM, tspencer

with [REDACTED] due 09/01/2010 09:45:15 AM.

\*\*\* CASE MODIFY 8/27/2010 5:00:51 PM, tspencer

into WIP I2D-Steve Rostomily and Status of Solving.

\*\*\* CASE MODIFY 8/27/2010 5:01:07 PM, tspencer

into WIP I2D-Steve Rostomily and Status of Solving.

\*\*\* NOTES 8/31/2010 10:48:33 AM, tspencer, Action Type : Call to Dealer

Reviewed outcome with Service Mgr. Dave

Vehicle came back for headlight issue, contacted T/L who advised has some issues with plug that goes on to light switch assy.

Referred to TSB for Civic that was similar. Replaced connector on back of switch and resolved problem, covered under his VSC.

Wire hanging down from dash that dlr left loose, it was from an aftermarket alarm. Inside of vehicle was absolutely trashed.

Wires were hanging everywhere from self installation of alarm.

light in gearshift indicator not working, dlr said they didn't work in the area but agreed to inspect.

If due to light bulb would need to replace since not covered by VSC, if something else would advise.

Customer never wanted to sign off on the work order so never did anything to address that.

\*\*\* CASE MODIFY 8/31/2010 10:48:43 AM, tspencer

into WIP I2D-Steve Rostomily and Status of Solving.

\*\*\* NOTES 8/31/2010 11:09:08 AM, tspencer, Action Type : Call to Customer

Contacted the customer and confirmed the dealer was able to resolve the issue with the headlights, which was also covered under their VSC. I confirmed the issue has been resolved and there is nothing further outstanding regarding the headlight issue? yes. I advised ACS will document the resolve and close the case.

Customer understood and no further assistance required. Thanked for their time. Call ended. Case closed.

\*\*\* CASE FULFILL 8/31/2010 11:09:16 AM, tspencer

Fulfilled for [REDACTED] due 09/01/2010 09:45:15 AM.

Case History

Case ID : N012010-08-0901905

Case Title : 12D (WALNUT CREEK) [REDACTED] - REPEATED HEADLIGHT FAILURE

\*\*\* SUBCASE N012010-08-0901905-2 CLOSE 8/31/2010 11:09:34 AM, tspencer

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 8/31/2010 11:09:36 AM, tspencer

into WIP 12D-Steve Rostomily and Status of Solving.

\*\*\* CASE CLOSE 8/31/2010 11:09:37 AM, tspencer

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

Case Details

Case ID :	N012010-07-2200787	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/22/2010 11:01:41 AM
Case Originator :	Mycah Wimby (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/22/2010 11:07:14 AM
Case Owner :	Mycah Wimby (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Mycah Wimby (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - HEADLIGHTS				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 : LOMBARD, IL [REDACTED]  
E Mail : [REDACTED]  
Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / JHMGD38617S [REDACTED]  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3867EW / A  
Miles / Hours : 50,000  
In Service Date : 05/17/2007  
Months In Use : 38  
Engine Number : L15A11160525  
Originating Dealer No. / Name : 207853 / ROSEN HONDA  
Selling Dealer No. / Name : 207853 / ROSEN HONDA  
Trim : SPORT  
No. Of Doors : 5  
Transmission Code : 5AT  
Exterior Color : BL  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-07-2200787-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-07-2200787-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mycah Wimby	Type 1 : Product	Status : Subcase Close	Open Date : 7/22/2010 11:04:43 AM
Issue Owner : Mycah Wimby	Type 2 : Operation	Queue :	Close Date : 7/22/2010 11:07:13 AM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Wiring/Connec 7122  
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 : N012010-07-2200787

Case Title : [REDACTED] HEADLIGHTS

\*\*\* CASE CREATE 7/22/2010 11:01:41 AM, mwimby

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 7/22/2010 11:01:44 AM, mwimby

WARRANTY CHECK 07/22/2010 11:01:44 AM mwimby

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 7/22/2010 11:01:48 AM, mwimby

CLAIM CHECK 07/22/2010 11:01:48 AM mwimby

The following Claim History information was found

0; 2008-01-12; 206984; 296862; 510; 737006 ; WIRE HARNESS INSPECTION, AND REPAIR. S/B# 07-088

\*\*\* CASE CAMPAIGN LOOKUP 7/22/2010 11:01:52 AM, mwimby

CAMPAIGN CHECK 07/22/2010 11:01:52 AM mwimby

The following Campaign information was found

07-088; Q66; 07-08 FIT SRS WIRE HARNESS; 01/12/08; FX;

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* CASE VSC LOOKUP 7/22/2010 11:01:53 AM, mwimby

VSC-CUC CHECK 07/22/2010 11:01:53 AM mwimby

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 7/22/2010 11:02:39 AM, mwimby

CAMPAIGN CHECK 07/22/2010 11:02:39 AM mwimby

The following Campaign information was found

07-088; Q66; 07-08 FIT SRS WIRE HARNESS; 01/12/08; FX;

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* CASE VSC LOOKUP 7/22/2010 11:02:41 AM, mwimby

VSC-CUC CHECK 07/22/2010 11:02:41 AM mwimby

No data found for VIN.

\*\*\* SUBCASE N012010-07-2200787-1 CREATE 7/22/2010 11:04:43 AM, mwimby

Created in WIP Default with Due Date 7/22/2010 11:04:43 AM.

\*\*\* CASE MODIFY 7/22/2010 11:04:47 AM, mwimby

into WIP default and Status of Solving.

\*\*\* NOTES 7/22/2010 11:07:08 AM, mwimby, Action Type : Call from Customer

Updated customers contact information.

Best contact number: 6303344934

Probing Questions: Customer called ACS and stated that his headlights stopped working. Customer stated that his fog lights and normal lights don't come on. Customer stated that the bulbs are not burned out that it is an electrical problem. Customer stated that he called DCH Academy Honda in NJ and they just had the same vehicle come in for the same problem. Customer wanted to know if there is going to be any type of recall on it.

Case History

Case ID : N012010-07-2200787

Case Title : [REDACTED] - HEADLIGHTS

Inbound Summary: ACS advised customer that the NHTSA issues recalls. ACS advised customer that it would be an out of pocket expense because he is outside our warranty parameters. ACS advised customer that we will document his concerns. Customer understood. No further assistance needed.

\*\*\* SUBCASE N012010-07-2200787-1 CLOSE 7/22/2010 11:07:13 AM, mwimby

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 7/22/2010 11:07:14 AM, mwimby

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



## Spool Report

Run Date : 10/01/2010

Case Details

Case ID :	N012010-09-2800989	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/28/2010 12:05:02 PM
Case Originator :	Crystal Baldassarre (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/28/2010 12:14:50 PM
Case Owner :	Crystal Baldassarre (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Crystal Baldassarre (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHTS			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 : LEHIGHTON, PA [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 50 L  
VIN Type / No. : US VIN / JHMGD38617S [REDACTED]  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3867EW / A  
Miles / Hours : 79,000  
In Service Date : 07/25/2007  
Months In Use : 38  
Engine Number : L15A11179290  
Originating Dealer No. / Name : 207858 / RAY PRICE HONDA  
Selling Dealer No. / Name : 207858 / RAY PRICE HONDA  
Trim : SPORT  
No. Of Doors : 5  
Transmission Code : 5AT  
Exterior Color : BL  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207858 / RAY PRICE HONDA  
Phone No. : 570-476-5500  
Address : 410 ANALOMINK ROAD  
City / State / Zip : E. STROUDSBURG, PA 18301  
Svc District / Sls District : 05D / B05  
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
N012010-09-2800989-1 / [REDACTED] PRODUC	Subcase Close	Product	Fit/Finish/Quality	712	Headlights

Issue Details

Issue ID : N012010-09-2800989-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Baldassarre	Type 1 : Product	Status : Subcase Close	Open Date : 9/28/2010 12:09:38 PM
Issue Owner : Crystal Baldassarre	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 9/28/2010 12:14:50 PM
Issue Title : [REDACTED] - PRODUCT - FIT/FINISH/QUALITY			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Wiring/Connec 7122  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Documented Concern, Referred to Dealer  
Component Category : 13 - Visibility  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :  
Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-09-2800989

Case Title : [REDACTED] - HEADLIGHTS

\*\*\* CASE CREATE 9/28/2010 12:05:02 PM, cbaldas

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 9/28/2010 12:05:07 PM, cbaldas

WARRANTY CHECK 09/28/2010 12:05:06 PM cbaldas

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 9/28/2010 12:05:13 PM, cbaldas

CAMPAIGN CHECK 09/28/2010 12:05:13 PM cbaldas

The following Campaign information was found

07-088; Q66; 07-08 FIT SRS WIRE HARNESS; ; ;

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* CASE CLAIMS LOOKUP 9/28/2010 12:05:14 PM, cbaldas

CLAIM HISTORY CHECK 09/28/2010 12:05:14 PM cbaldas

No data found for VIN.

\*\*\* CASE VSC LOOKUP 9/28/2010 12:05:17 PM, cbaldas

VSC-CUC CHECK 09/28/2010 12:05:17 PM cbaldas

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 9/28/2010 12:05:39 PM, cbaldas

CAMPAIGN CHECK 09/28/2010 12:05:39 PM cbaldas

The following Campaign information was found

07-088; Q66; 07-08 FIT SRS WIRE HARNESS; ; ;

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* CASE CAMPAIGN LOOKUP 9/28/2010 12:08:32 PM, cbaldas

CAMPAIGN CHECK 09/28/2010 12:08:32 PM cbaldas

The following Campaign information was found

07-088; Q66; 07-08 FIT SRS WIRE HARNESS; ; ;

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* CASE MODIFY 9/28/2010 12:08:58 PM, cbaldas

into WIP default and Status of Solving.

\*\*\* SUBCASE N012010-09-2800989-1 CREATE 9/28/2010 12:09:38 PM, cbaldas

Created in WIP Default with Due Date 9/28/2010 12:09:38 PM.

\*\*\* NOTES 9/28/2010 12:14:44 PM, cbaldas, Action Type : Call from Customer

Updated customer contact information. phn [REDACTED]

Customer states that his headlights suddenly went out while driving at night. Customer states he called RAY PRICE HONDA and they couldn't advise how much it would cost to repair without a diagnosis. Customer states he googled the issue online and saw similar complaints and states that the issue was listed as corrosion of a wire in the wire harness in the steering column. Customer is inquiring where AHM stands with the ongoing investigation that is reportedly occurring

Case History

Case ID : N012010-09-2800989

Case Title : [REDACTED] HEADLIGHTS

(per the website he found).

ACS advised customer that there are no related campaigns for the headlights though there are two open safety recall campaigns. ACS advised that there is a SRS floor wire harness recall for corrosion, but that this issue doesn't appear to affect the headlights. ACS advised customer that if there is an ongoing investigation that ACS has no supporting documentation to advise him of the status. ACS advised customer that it is recommended that he go to a dealership to at least get a diagnosis of the issue and that a repair cost could be quoted once the issue is determined. No further assistance required. Case closed.

\*\*\* SUBCASE N012010-09-2800989-1 CLOSE 9/28/2010 12:14:50 PM, cbaldas

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 9/28/2010 12:14:50 PM, cbaldas

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

## Spool Report

Run Date : 10/01/2010

## Case Details

Case ID : N012010-04-0900363 Division : Honda - Auto Condition : Closed Open Date : 4/9/2010 8:59:21 AM  
Case Originator : Tyrone Cadle (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 4/9/2010 9:04:17 AM  
Case Owner : Tyrone Cadle (Team HA) Method : Phone Queue : Days Open : 0  
Last Closed By : Tyrone Cadle (Team HA) Point of Origin : Customer Wipbin :  
Case Title : [REDACTED] - HEADLIGHT/FOG LIGHT FAILURE No. of Attachments : 0

## Site / Contact Info :

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

## Product Info :

Unit Owner : [REDACTED] 553  
VIN Type / No. : US VIN / JHMGD37667S [REDACTED]  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3767EW / A  
Miles / Hours : 52,000  
In Service Date : 08/27/2007  
Months In Use : 32  
Engine Number : L15A11180985  
Originating Dealer No. / Name : 207450 / TAMPA HONDA LAND  
Selling Dealer No. / Name : 206599 / LUCAS HONDA OF JACKSONVILLE  
Trim : SPORT  
No. Of Doors : 5  
Transmission Code : 5MT  
Exterior Color : OR  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

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

## Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

## 3rd Party Info :

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

## Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-04-0900363-1 / [REDACTED] PRODUCT	Subcase Close	Product	Operation	712	Headlights
N012010-04-0900363-2 / [REDACTED] CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

## Spool Report

Run Date : 10/01/2010

Issue Details

Issue ID : N012010-04-0900363-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Tyrone Cadle	Type 1 : Product	Status : Subcase Close	Open Date : 4/9/2010 9:01:02 AM
Issue Owner : Tyrone Cadle	Type 2 : Operation	Queue :	Close Date : 4/9/2010 9:01:19 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Headlight Out 7121  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Provided Information, Documented Concern, Referred to Dealer  
Component Category : 11 - Electrical System  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012010-04-0900363-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tyrone Cadle	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/9/2010 9:01:56 AM
Issue Owner : Tyrone Cadle	Type 2 : Eligibility	Queue :	Close Date : 4/9/2010 9:04:16 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Headlight Out 7121  
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 : N012010-04-0900363

Case Title : [REDACTED] - HEADLIGHT/FOG LIGHT FAILURE

\*\*\* CASE CREATE 4/9/2010 8:59:21 AM, tcadle

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

\*\*\* CASE CAMPAIGN LOOKUP 4/9/2010 8:59:35 AM, tcadle

CAMPAIGN CHECK 04/09/2010 08:59:35 AM tcadle

The following Campaign information was found

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* CASE CLAIMS LOOKUP 4/9/2010 8:59:55 AM, tcadle

CLAIM HISTORY CHECK 04/09/2010 08:59:55 AM tcadle

No data found for VIN.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 4/9/2010 8:59:58 AM, tcadle

WARRANTY CHECK 04/09/2010 08:59:57 AM tcadle

No data found for VIN.

\*\*\* CASE VSC LOOKUP 4/9/2010 9:00:00 AM, tcadle

VSC-CUC CHECK 04/09/2010 09:00:00 AM tcadle

No data found for VIN.

\*\*\* SUBCASE N012010-04-0900363-1 CREATE 4/9/2010 9:01:02 AM, tcadle

Created in WIP Default with Due Date 4/9/2010 9:01:02 AM.

\*\*\* SUBCASE N012010-04-0900363-1 CLOSE 4/9/2010 9:01:19 AM, tcadle

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE N012010-04-0900363-2 CREATE 4/9/2010 9:01:56 AM, tcadle

Created in WIP Default with Due Date 4/9/2010 9:01:56 AM.

\*\*\* NOTES 4/9/2010 9:04:12 AM, tcadle, Action Type : Call from Customer

Verified the customer's contact information, (904)307-6288.

## Situation:

Fog/head light failure.

## Request:

Campaign information.

## Probing Questions:

Customer states the head lights and fog lights do not come on. He read online that the head light switch may have overheated and he would like to know if there are any campaigns. He would like to know if the issue is covered under warranty.

## Inbound Summary:

ACS apologized and advised there are no campaigns. I advised the 3/36 has expired. I advised, if he has service history, he may speak to the SM to have him request assistance on his behalf by speaking to their DPSM. I offered to provide further assistance at this time but the customer declined. Call concluded.

Case History

Case ID : N012010-04-0900363

Case Title : [REDACTED] - HEADLIGHT/FOG LIGHT FAILURE

\*\*\* SUBCASE N012010-04-0900363-2 CLOSE 4/9/2010 9:04:16 AM, tcadle

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 4/9/2010 9:04:17 AM, tcadle

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



## Spool Report

Run Date : 10/01/2010

Case Details

Case ID :	N012009-11-0201227	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/2/2009 12:07:57 PM
Case Originator :	Fernando Rea (Team MA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/3/2010 2:15:58 PM
Case Owner :	Fenton Hulse (Team HA)	Method :	Phone	Queue :		Days Open :	93
Last Closed By :	Fenton Hulse (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	09F-(206746) [REDACTED]		LOW BEAM HEADLIGHT OUT	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 : FALL RIVER, MA [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 159  
VIN Type / No. : US VIN / JHMGD38637S [REDACTED]  
Model / Year : FIT / 2007  
Model ID / Product Line : GD3867EW / A  
Miles / Hours : 59,000  
In Service Date : 07/30/2007  
Months In Use : 28  
Engine Number : L15A11183373  
Originating Dealer No. / Name : 206746 / SILKO HONDA  
Selling Dealer No. / Name : 206746 / SILKO HONDA  
Trim : SPORT  
No. Of Doors : 5  
Transmission Code : 5AT  
Exterior Color : BK  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206746 / SILKO HONDA  
Phone No. : 508-880-5500  
Address : 1580 NEW STATE HWYRT44  
City / State / Zip : RAYNHAM, MA 02767  
Svc District / Sls District : 09F / C09  
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 2 : Not Applicable  
Party 3 : Not Applicable  
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-11-0201227-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-11-0201227-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Fernando Rea	Type 1 : Product	Status : Subcase Close	Open Date : 11/2/2009 12:12:15 PM
Issue Owner : Fernando Rea	Type 2 : Operation	Queue :	Close Date : 11/2/2009 12:16:06 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Headlight Out 7121  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Referred to Dealer, Documented Concern  
Component Category : 12 - Exterior Lighting  
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 : N012009-11-0201227

Case Title : 09F-(206746) [REDACTED] - LOW BEAM HEADLIGHT OUT

\*\*\* CASE CREATE 11/2/2009 12:07:57 PM, frea

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

\*\*\* CASE MODIFY 11/2/2009 12:08:21 PM, frea

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 11/2/2009 12:08:24 PM, frea

WARRANTY CHECK 11/02/2009 12:08:24 PM frea

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 11/2/2009 12:08:28 PM, frea

CLAIM CHECK 11/02/2009 12:08:27 PM frea

The following Claim History information was found

0; 2008-01-18; 206746; 184256; 510; 737006 ; WIRE HARNESS INSPECTION, AND REPAIR. S/B# 07-088

\*\*\* CASE CAMPAIGN LOOKUP 11/2/2009 12:08:33 PM, frea

CAMPAIGN CHECK 11/02/2009 12:08:33 PM frea

The following Campaign information was found

07-088; Q66; 07-08 FIT SRS WIRE HARNESS; 01/18/08; FX;

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

\*\*\* CASE VSC LOOKUP 11/2/2009 12:08:35 PM, frea

VSC-CUC CHECK 11/02/2009 12:08:34 PM frea

No data found for VIN.

\*\*\* CASE MODIFY 11/2/2009 12:10:39 PM, frea

into WIP default and Status of Solving.

\*\*\* SUBCASE N012009-11-0201227-1 CREATE 11/2/2009 12:12:15 PM, frea

Created in WIP Default with Due Date 11/2/2009 12:12:15 PM.

\*\*\* NOTES 11/2/2009 12:15:15 PM, frea, Action Type : Call from Customer

Updated customers information. Customers best contact phone number is: 508-272-1902 cell

Pronounced: comb-x

Situation: The vehicle is currently at a service center due to the headlight issue. Customer stated the headlights are only working with the high beams but not the low beams.

Customer has done research online and found that there are many of the same issues with the same year and model vehicle.

Customer has contacted Silko Honda over the phone and they informed him they would need to charge a \$99 inspection fee.

Request: Customer would like to know if AHM is offering any assistance the headlight issue.

Probing Questions:

Customer stated the low beam lights have not worked for weeks. Customer stated he can not drive the vehicle in night.

Inbound Summary:

ACS advised customer this vehicle is not involved in any outstanding recalls or service campaigns related to the headlights.

Case History

Case ID : N012009-11-0201227

Case Title : 09F-(206746) [REDACTED] - LOW BEAM HEADLIGHT OUT

ACS advised customer we will note his product complaint.

ACS advised customer AHM is constantly researching information and working on improving the quality and performance of its products; it is through that research that AHM has identified recalls, service campaigns and updated repair procedures in the past.

ACS advised customer their information is up to date; if any recall or service campaign is identified in the future with their vehicle they would be notified via mail.

ACS advised customer they can have the vehicle inspected by a Honda dealership in order to be provided an official diagnosis and quote. ACS advised at that point they can request assistance directly from the dealership. ACS advised customer if they are not satisfied with their response they can call back ACS. Customer understands but stated will likely have an IRF perform the repair. Customer is not looking to pay the inspection fee.

Customer does not require additional assistance at this time.

\*\*\* CASE MODIFY 11/2/2009 12:16:04 PM, frea  
into WIP default and Status of Solving.

\*\*\* SUBCASE N012009-11-0201227-1 CLOSE 11/2/2009 12:16:06 PM, frea  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 11/2/2009 12:16:07 PM, frea  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 12/11/2009 10:42:40 AM, rsugito  
with Condition of Open and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 12/11/2009 10:47:01 AM, rsugito  
WARRANTY CHECK 12/11/2009 10:47:01 AM rsugito  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 12/11/2009 10:47:06 AM, rsugito  
CLAIM CHECK 12/11/2009 10:47:06 AM rsugito  
The following Claim History information was found  
0; 2008-01-18; 206746; 184256; 510; 737006 ; WIRE HARNESS INSPECTION, AND REPAIR. S/B# 07-088

\*\*\* CASE CAMPAIGN LOOKUP 12/11/2009 10:47:11 AM, rsugito  
CAMPAIGN CHECK 12/11/2009 10:47:11 AM rsugito  
The following Campaign information was found  
07-088; Q66; 07-08 FIT SRS WIRE HARNESS; 01/18/08; FX;  
08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

\*\*\* CASE VSC LOOKUP 12/11/2009 10:47:12 AM, rsugito  
VSC-CUC CHECK 12/11/2009 10:47:12 AM rsugito  
No data found for VIN.

\*\*\* NOTES 12/11/2009 10:59:23 AM, rsugito, Action Type : Call from Customer  
Verified customer information  
SITUATION:  
Customer called back regarding his issue with the low beam

PROBING QUESTION:

Case History

Case ID : N012009-11-0201227

Case Title : 09F-(206746) [REDACTED] LOW BEAM HEADLIGHT OUT

Customer indicated that he has taken the vehicle to IRF for the repair, IRF has replaced the switch.  
Customer stated that 2 days later, the low beam went out again, customer stated that he almost got into an accident.  
Customer went back to his IRF and was advised that there is an issue with some part of the electrical connection to the switch and customer was advised that IRF can repair the issue for another \$150.00  
Customer feels that this is a defect and insisted to have AHM to assist him on this issue.

## REQUEST:

Customer is requesting for assistance from AHM  
First Honda? YES  
Original owner of the vehicle? YES  
Service at Honda dealership? NO

## INBOUND SUMMARY:

ACS advised the customer due to the mileage and the year of the vehicle, that the vehicle is out of the warranty parameter. Customer understood but would like to have his case further review for assistance.  
ACS advised the customer that in order for AHM to further review this case for assistance, vehicle need to be diagnose at the Honda dealership.  
Customer refused to pay for the diagnosis fee and would like for AHM to cover the repair and diagnostic fee.  
ACS explained the customer that our dealerships are independently owned and operated and due to Honda's and the dealerships' agreement and state of laws, AHM has a very limited amount of involvement and advised the customer that AHM would not be able to waive the diagnostic fees.  
Customer is requesting for AHM mailing address and fax number as he would like to send his letter to AHM regarding this issue.  
ACS provided the customer with the AHM fax number [REDACTED] and the case number  
ACS advised the customer that his concern and complaint has been documented in our system so that all areas of our company can have access to this information.  
Customer understood and ended the call.

\*\*\* CASE MODIFY 12/11/2009 11:01:26 AM, rsugito  
into WIP default and Status of Solving.

\*\*\* CASE CLOSE 12/11/2009 11:01:28 AM, rsugito  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 2/3/2010 12:43:20 PM, csudario  
with Condition of Open and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 2/3/2010 12:49:04 PM, csudario  
CAMPAIGN CHECK 02/03/2010 12:49:03 PM csudario  
The following Campaign information was found  
07-088; Q66; 07-08 FIT SRS WIRE HARNESS; 01/18/08; FX;  
08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

\*\*\* CASE CAMPAIGN LOOKUP 2/3/2010 12:51:09 PM, csudario  
CAMPAIGN CHECK 02/03/2010 12:51:09 PM csudario  
The following Campaign information was found  
07-088; Q66; 07-08 FIT SRS WIRE HARNESS; 01/18/08; FX;  
08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

\*\*\* CASE MODIFY 2/3/2010 1:39:21 PM, csudario  
into WIP default and Status of Solving.

Case History

Case ID : N012009-11-0201227

Case Title : 09F-(206746) [REDACTED] LOW BEAM HEADLIGHT OUT

\*\*\* CASE DISPATCH 2/3/2010 1:39:28 PM, csudario  
from WIP default to Queue Honda Team H .

\*\*\* NOTES 2/3/2010 1:39:29 PM, csudario, Action Type : Call from Customer  
ACS re-opened case. I received a call from the customer stating that this is his 3rd time he has contacted AHM for assistance. Customer says that he has had the concern with his lowbeams and that this has been an ongoing issue. Customer says that he has seen on line that there have been instances where customers had to replace the headlight switch 3 or 4 times.

Customer says that he had an IRF check his lights and was told that the could not work on the headlights without a diagnosis.  
Customer states that he has seen that there have been issue with the headlight switch and found that. Customer states that IRF even did a diagnostic and fixed the headlight switch. Customer says that within 3 days

\$99.00 for a diagnostic and

\*\*\* CASE YANKED 2/3/2010 1:39:47 PM, csudario  
Yanked by csudario into WIPbin default.

\*\*\* NOTES 2/3/2010 1:59:49 PM, csudario, Action Type : Call from Customer  
CRMS DOWN- Took partial notes. Customer states that he would like assistance for this part but does not want to pay the diagnostic fee, ACS advised customer that he has to understand that he is outside the parameters of the warranty and can review it for possible assistance, but there are no guarantees. ACS explained customer that if he makes an appointment with the Dealership to call back and a RCM can forward it for review.

\*\*\* CASE CLOSE 2/3/2010 2:00:25 PM, csudario  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 2/3/2010 2:12:32 PM, fhulse  
with Condition of Open and Status of Solving.

\*\*\* NOTES 2/3/2010 2:15:27 PM, fhulse, Action Type : Call from Customer  
Verified customer information.  
phn# 5082721902

Mr. [REDACTED] called back regarding his issue. He stated that he will be out of town for a few days, but has scheduled an appointment at the dealer for 02/12/10. ACS advised him that it is too soon for CM involvement. Mr. Miller stated he will call back on tuesday or wednesday 02/09-02/10 to dispatch his case. No further assistance necessary at this time. Case closed.

\*\*\* CASE MODIFY 2/3/2010 2:15:45 PM, fhulse  
into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 2/3/2010 2:15:49 PM, fhulse  
WARRANTY CHECK 02/03/2010 02:15:49 PM fhulse  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 2/3/2010 2:15:52 PM, fhulse  
CLAIM CHECK 02/03/2010 02:15:52 PM fhulse  
The following Claim History information was found  
0; 2008-01-18; 206746; 184256; 510; 737006 ; WIRE HARNESS INSPECTION, AND REPAIR. S/B# 07-088

\*\*\* CASE CAMPAIGN LOOKUP 2/3/2010 2:15:54 PM, fhulse  
CAMPAIGN CHECK 02/03/2010 02:15:54 PM fhulse

Case History

Case ID : N012009-11-0201227

Case Title : 09F-(206746) [REDACTED] LOW BEAM HEADLIGHT OUT

The following Campaign information was found  
07-088; Q66; 07-08 FIT SRS WIRE HARNESS; 01/18/08; FX;  
08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

\*\*\* CASE VSC LOOKUP 2/3/2010 2:15:55 PM, fhulse  
VSC-CUC CHECK 02/03/2010 02:15:55 PM fhulse  
No data found for VIN.

\*\*\* CASE CLOSE 2/3/2010 2:15:58 PM, fhulse  
Status = Closed, Resolution Code = Instruction Given, State = Open

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

### Spool Report

Run Date : 10/01/2010

#### Case Details

Case ID : N012010-07-0201304	Division : Honda - Auto	Condition : Closed	Open Date : 7/2/2010 2:45:25 PM
Case Originator : Cicely Gill (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/13/2010 2:17:21 PM
Case Owner : Daun Craig (Team HH)	Method : Phone	Queue :	Days Open : 11
Last Closed By : Daun Craig (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : 9F-(SILKO HONDA)-[REDACTED] HEADLIGHT REPAIR/FINANCIAL A 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 : FALL RIVER, MA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : [REDACTED] / [REDACTED]

#### Product Info :

Unit Owner : [REDACTED] 159  
 VIN Type / No. : US VIN / JHMGD38637S [REDACTED]  
 Model / Year : FIT / 2007  
 Model ID / Product Line : GD3867EW / A  
 Miles / Hours : 66,130  
 In Service Date : 07/30/2007  
 Months In Use : 36  
 Engine Number : L15A11183373  
 Originating Dealer No. / Name : 206746 / SILKO HONDA  
 Selling Dealer No. / Name : 206746 / SILKO HONDA  
 Trim : SPORT  
 No. Of Doors : 5  
 Transmission Code : 5AT  
 Exterior Color : BK  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

#### Current Dealer Info :

Current Dealer No. / Name : 206746 / SILKO HONDA  
 Phone No. : 508-880-5500  
 Address : 1580 NEW STATE HWYRT44  
 City / State / Zip : RAYNHAM, MA 02767  
 Svc District / Sls District : 09F / C09  
 Warranty Labor Rate / Date : \$99.00 /  
 Agent Name : [REDACTED] Comp Ind. : [REDACTED]

#### 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
N012010-07-0201304-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights



Issue Details

Issue ID : N012010-07-0201304-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Daun Craig	Type 1 : Product	Status : Subcase Close	Open Date : 7/6/2010 8:31:17 AM
Issue Owner : Daun Craig	Type 2 : Operation	Queue :	Close Date : 7/13/2010 2:17:20 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Assist - AHM Partial  
Component Category : 11 - Electrical System  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-07-0201304

Case Title : 9F-(SILKO HONDA)-[REDACTED] HEADLIGHT REPAIR/FINANCIAL ASSISTA

\*\*\* CASE CREATE 7/2/2010 2:45:25 PM, cgill

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

\*\*\* CASE CAMPAIGN LOOKUP 7/2/2010 2:45:33 PM, cgill

CAMPAIGN CHECK 07/02/2010 02:45:33 PM cgill

The following Campaign information was found

07-088; Q66; 07-08 FIT SRS WIRE HARNESS; 01/18/08; FX;

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

10-008; R28; 07-08 FIT POWER WINDOW SWITCH; ; ;

\*\*\* CASE VSC LOOKUP 7/2/2010 2:45:34 PM, cgill

VSC-CUC CHECK 07/02/2010 02:45:34 PM cgill

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 7/2/2010 2:45:39 PM, cgill

CLAIM CHECK 07/02/2010 02:45:39 PM cgill

The following Claim History information was found

0; 2008-01-18; 206746; 184256; 510; 737006 ; WIRE HARNESS INSPECTION, AND REPAIR. S/B# 07-088

\*\*\* CASE EXTENDED WARRANTY LOOKUP 7/2/2010 2:45:41 PM, cgill

WARRANTY CHECK 07/02/2010 02:45:40 PM cgill

No data found for VIN.

\*\*\* CASE MODIFY 7/2/2010 2:49:29 PM, cgill

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/2/2010 2:49:51 PM, cgill

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/2/2010 2:50:01 PM, cgill

into WIP default and Status of Solving.

\*\*\* NOTES 7/2/2010 2:51:01 PM, cgill, Action Type : Call from Customer

Updated Customer's Information

Best number to call: 508-272-1902 - coom - ma

Situation: headlight repair

Request: financial assistance

Probing Questions: Customer states that he has been calling for months about an electrical safety issue regarding the headlights. Customer states that the regular beams don't work. Customer states that the high beams work. Customer was referred to dealership. Customer declined because he didn't want to pay the \$99 diagnostic fee.

Customer states that 2/12/10 he went to Silko Honda but the beams were working. Customer states that he didn't have them look at the car because it was working correctly at that time. Customer states that the lights eventually stopped working and he took the car back to the dealership. Customer was told that there was a burnt wire that needed to be replaced. Customer was told that they could replace the wire for \$100 or they could replace the entire system for

Case History

Case ID : N012010-07-0201304

Case Title : 9F-(SILKO HONDA)-[REDACTED] - HEADLIGHT REPAIR/FINANCIAL ASSISTANCE

\$1000. The SA is Brian. The tech was Derrick.

What would you like AHM to do for you? Customer wants diagnostic fee refunded and he wants AHM to pay for the repair.

Inbound Summary: ACS advised customer that his request will be reviewed by a CM and that he will receive a return call within two business days.

Customer understands.

\*\*\* CASE MODIFY 7/2/2010 2:51:03 PM, cgill  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/2/2010 2:51:11 PM, cgill  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 7/2/2010 2:51:24 PM, cgill  
from WIP default to Queue Honda Team H .

\*\*\* CASE ACCEPT 7/2/2010 3:23:03 PM, dcraig  
from Queue Honda Team H to WIP default.

\*\*\* CASE MODIFY 7/6/2010 8:28:46 AM, dcraig  
into WIP default and Status of Solving.

\*\*\* NOTES 7/6/2010 8:30:18 AM, dcraig, Action Type : Call to Customer

I left a vm message for the customer asking him to please provide me a call back about his case. I left my phone number and the extension 117740 and I will call him back on 7/9/2010.

\*\*\* SUBCASE N012010-07-0201304-I CREATE 7/6/2010 8:31:17 AM, dcraig  
Created in WIP Default with Due Date 7/6/2010 8:31:17 AM.

\*\*\* CASE MODIFY 7/6/2010 8:31:23 AM, dcraig  
into WIP default and Status of Solving.

\*\*\* COMMIT 7/6/2010 8:31:25 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 07/06/2010 03:00:15 PM.  
first call

\*\*\* CASE FULFILL 7/6/2010 8:31:36 AM, dcraig  
Fulfilled for TIMOTHY COMEAUX due 07/06/2010 03:00:15 PM.

\*\*\* COMMIT 7/6/2010 8:31:43 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 07/09/2010 03:10:15 PM.  
cust call?

\*\*\* CASE MODIFY 7/6/2010 8:31:58 AM, dcraig  
into WIP default and Status of Solving.

\*\*\* NOTES 7/9/2010 8:28:37 AM, cvito, Action Type : Call from Customer

The customer was calling in to check the status of his case. The RCM was available and I went ahead and transferred the customer through. No further assistance was needed for this customer.

\*\*\* NOTES 7/9/2010 9:40:03 AM, dcraig, Action Type : Call to Dealer

Case History

Case ID : N012010-07-0201304

Case Title : 9F-(SILKO HONDA) [REDACTED] - HEADLIGHT REPAIR/FINANCIAL ASSISTA

I spoke to SA Keith at the dealership. There was a burnt connector at combination switch. He transferred me SA Bill who assisted the customer with the repair. To replace the wire harness would cost about \$1,000.00 or to replace the burnt connector and some wire would be about \$150.00 to repair. Either one of these will fix the issue with the headlight preventing any further issues. I will call the customer with that information and ask about what he would like to do.

\*\*\* NOTES 7/9/2010 9:41:05 AM, dcraig, Action Type : Call to Customer

I left the customer a vm message asking him to please give me a call back with his decision of what repair he would like to have done.

\*\*\* CASE FULFILL 7/9/2010 9:41:20 AM, dcraig

Fulfilled for [REDACTED] due 07/09/2010 03:10:15 PM.

\*\*\* COMMIT 7/9/2010 9:41:25 AM, dcraig, Action Type : N/A

Made to TIMOTHY COMEAUX due 07/13/2010 03:10:15 PM.

dealer call?

\*\*\* CASE MODIFY 7/9/2010 9:42:21 AM, dcraig

into WIP 9F and Status of Solving.

\*\*\* NOTES 7/9/2010 10:05:23 AM, dcraig, Action Type : Call from Customer

I spoke to the customer about his vehicle and he is asking AHM to participate in the repair leaving him to cover \$25.00 for the replacement wire in the vehicle. I explained that AHM would require more participation than that from him however I will speak to the dealership and find out what can be done. I thanked him for calling AHM.

\*\*\* NOTES 7/9/2010 10:06:45 AM, dcraig, Action Type : Call to Dealer

I spoke to the SA Bill about the customers vehicle and he explained that he will need to pull the warranty cost for the repair and give me a call back with it.

\*\*\* CASE MODIFY 7/9/2010 10:06:58 AM, dcraig

into WIP 9F and Status of Solving.

\*\*\* CASE MODIFY 7/9/2010 10:07:56 AM, dcraig

into WIP 9F and Status of Solving.

\*\*\* NOTES 7/13/2010 10:46:50 AM, mwimby, Action Type : Call from Customer

Customer called for RCM. ACS connected to RCM voicemail.

\*\*\* NOTES 7/13/2010 2:11:19 PM, dcraig, Action Type : Call to Dealer

I spoke to SA Bill at the dealership who said the cost of the replacement will be \$103.95 and I offered assistance for the customer at \$51.42. I provided my authorization number and I will call the customer per the offer.

\*\*\* NOTES 7/13/2010 2:12:25 PM, dcraig, Action Type : Call to Customer

I spoke to the customer who is very happy with the offer of assistance. I asked him to speak with the dealership about that information and I thanked him for calling AHM.

\*\*\* NOTES 7/13/2010 2:15:26 PM, dcraig, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

I just wanted to let you know that SA Bill and I discussed the customers

Case History

Case ID : N012010-07-0201304

Case Title : 9F-(SILKO HONDA)-[REDACTED] - HEADLIGHT REPAIR/FINANCIAL ASSISTA

case and the repair need to the vehicle. I offered the customer a 50/50 cost split for the repair needed for the wire harness replacement and he accepted the offer of assistance. Please feel free to call me for any other information needed at [REDACTED] I provided my authorization number and I thank you for your assistance.

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

Thank you for your attention to this matter.

Daun Craig  
Automobile Customer Service

\*\*\* CASE MODIFY 7/13/2010 2:15:35 PM, dcraig  
into WIP 9F and Status of Solving.

\*\*\* NOTES 7/13/2010 2:16:35 PM, dcraig, Action Type : Note-General

DPSM involved? ☐ No

Customer pay quote from Dealership: ☐ \$ 150.00

Total Warranty Repair Cost ☐ \$ 103.95

Total Amount Authorized for claim: ☐ \$ 50.94

Percentage of Goodwill Authorized: ☐ 49%

Total the Customer will pay ☐ \$ 53.01

\*\*\* CASE MODIFY 7/13/2010 2:16:56 PM, dcraig  
into WIP 9F and Status of Solving.

\*\*\* CASE MODIFY 7/13/2010 2:17:12 PM, dcraig  
into WIP 9F and Status of Solving.

\*\*\* SUBCASE N012010-07-0201304-1 CLOSE 7/13/2010 2:17:20 PM, dcraig  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 7/13/2010 2:17:21 PM, dcraig  
Status = Closed, Resolution Code = Instruction Given, State = Open

PE10-037

HONDA

11/9/2010

Q4 Consumer Complaints

2008 Fit

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 10/01/2010

## Case Details

Case ID : N012009-08-1200277 Division : Honda - Auto Condition : Closed Open Date : 8/12/2009 7:47:59 AM  
Case Originator : NaKya Jai (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/13/2009 9:33:25 AM  
Case Owner : Morris Lin (Team HE) Method : Phone Queue : Days Open : 1  
Last Closed By : Morris Lin (Team HE) Point of Origin : Customer Wipbin :  
Case Title : 10D-208245 [REDACTED] LOW BEAM HEAD LIGHT 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 : PEORIA, AZ [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED] 9680  
VIN Type / No. : US VIN / JHMGD38648S [REDACTED]  
Model / Year : FIT / 2008  
Model ID / Product Line : GD3868EW / A  
Miles / Hours : 58,572  
In Service Date : 03/09/2008  
Months In Use : 17  
Engine Number : L15A12109326  
Originating Dealer No. / Name : 208245 / EARNHARDT HONDA  
Selling Dealer No. / Name : 208245 / EARNHARDT HONDA  
Trim : SPORT  
No. Of Doors : 5  
Transmission Code : 5AT  
Exterior Color : BL  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

Current Dealer No. / Name : 208245 / EARNHARDT HONDA  
Phone No. : 623-934-5211  
Address : 10151 W.PAPAGO FREEWAY  
City / State / Zip : AVONDALE, AZ 85323  
Svc District / Sls District : 10D / D10  
Warranty Labor Rate / Date : \$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
N012009-08-1200277-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

## Spool Report

Run Date : 10/01/2010

Issue Details

Issue ID : N012009-08-1200277-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Morris Lin	Type 1 : Product	Status : Subcase Close	Open Date : 8/13/2009 8:12:26 AM
Issue Owner : Morris Lin	Type 2 : Operation	Queue :	Close Date : 8/13/2009 9:33:24 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Assist Denied, Updated Information  
Component Category : 12 - Exterior Lighting  
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 : N012009-08-1200277

Case Title : 10D-208245 [REDACTED] - LOW BEAM HEAD LIGHT CONCERN

\*\*\* CASE CREATE 8/12/2009 7:47:59 AM, jnakya

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

\*\*\* CASE VSC LOOKUP 8/12/2009 7:48:09 AM, jnakya

VSC CHECK 08/12/2009 07:48:09 AM jnakya

The following VSC information was found

EDWIN;LEONARD;V003277815;D68;NEW 72MO/80K, \$0 DED;CANCELLED;2008-12-23;2008-03-09;2014-03-08;80000;250;208245;0.00

\*\*\* CASE CUC LOOKUP 8/12/2009 7:48:10 AM, jnakya

CUC CHECK 08/12/2009 07:48:10 AM jnakya

The following CUC information was found

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

\*\*\* CASE CAMPAIGN LOOKUP 8/12/2009 7:48:12 AM, jnakya

CAMPAIGN CHECK 08/12/2009 07:48:12 AM jnakya

The following Campaign information was found

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

\*\*\* CASE CLAIMS LOOKUP 8/12/2009 7:48:20 AM, jnakya

CLAIM CHECK 08/12/2009 07:48:20 AM jnakya

The following Claim History information was found

0; 2009-03-17; 208245; 439400; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023

\*\*\* CASE EXTENDED WARRANTY LOOKUP 8/12/2009 7:48:21 AM, jnakya

WARRANTY CHECK 08/12/2009 07:48:21 AM jnakya

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 8/12/2009 7:56:04 AM, jnakya

CAMPAIGN CHECK 08/12/2009 07:56:04 AM jnakya

The following Campaign information was found

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

\*\*\* CASE MODIFY 8/12/2009 7:59:37 AM, jnakya

into WIP default and Status of Solving.

\*\*\* NOTES 8/12/2009 8:03:46 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

Caller:

The customer name is Edwin Leonard

Situation:

The customer called regarding Low beam Head light concern

## Probing Questions

☐ Detailed Description[]

The customer indicated that he cancel his Honda Care warranty because his insurance covered his vehicle.

The customer indicated that he went to the dealership yesterday August 11, 2008 which the concern of the operation Head lights not working.

The customer indicated that the dealership yesterday diagnosed the concern with the red/ white wiring has burned the correction from the low beam which they would

## Case History

Case ID : N012009-08-1200277

Case Title : 10D-208245 [REDACTED] - LOW BEAM HEAD LIGHT CONCERN

need to get a kit from another Honda vehicle to correct the problem.

The customer indicated that the RO states that high beams are working properly.

The customer indicated that the service advisor Chris Szewc stated that cost to repair the problem would be \$421.00

The customer indicated that he feels this is a manufacture defect and would like AHM to assist in correcting the problem.

## Inbound Summary

ACS informed the customer that this vehicle comes with a manufacture warranty of 3/36 within defect during the operation of the vehicle and there is a powertrain warranty of 5/60 whichever comes first which has expired.

ACS informed the customer that there aren't any recalls addressing this concern.

ACS informed the customer that AHM couldn't promise or guarantee any assistance would be granted but cases are reviewed on case by case bases.

ACS informed the customer that the case would be forward to a CM for further review and the CM would be contacting the customer within two business days

ACS provided the customer with the case number for reference 1-602-410-8653

I informed the customer that their 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.

\*\*\* CASE MODIFY 8/12/2009 8:04:07 AM, jnakya  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 8/12/2009 8:04:13 AM, jnakya  
from WIP default to Queue Honda Team C.

\*\*\* CASE MODIFY 8/12/2009 8:04:17 AM, jnaky  
into WIP default and Status of Solving.

\*\*\* CASE ACCEPT 8/12/2009 4:14:09 PM, mlin  
from Queue Honda Team C to WIP default.

\*\*\* SUBCASE N012009-08-1200277-1 CREATE 8/13/2009 8:12:26 AM, mlin  
Created in WIP Default with Due Date 8/13/2009 8:12:26 AM.

\*\*\* CASE MODIFY 8/13/2009 8:12:45 AM, mlin  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/13/2009 8:13:49 AM, mlin  
into WIP default and Status of Solving.

\*\*\* CASE CUC LOOKUP 8/13/2009 9:09:58 AM, mlin  
CUC CHECK 08/13/2009 09:09:58 AM mlin  
The following CUC information was found  
:::0;0;0:::0;0;0:::

\*\*\* CASE VSC LOOKUP 8/13/2009 9:09:58 AM, mlin  
VSC CHECK 08/13/2009 09:09:58 AM mlin  
The following VSC information was found

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 10/01/2010

## Case History

Case ID : N012009-08-1200277

Case Title : 10D-208245- [REDACTED] - LOW BEAM HEAD LIGHT CONCERN

EDWIN;LEONARD;V003277815;D68;NEW 72MO/80K, \$0 DED;CANCELLED;2008-12-23;2008-03-09;2014-03-08;80000;250;20824  
5;0.00

\*\*\* CASE CLAIMS LOOKUP 8/13/2009 9:10:24 AM, mlin

CLAIM CHECK 08/13/2009 09:10:24 AM mlin

The following Claim History information was found

0; 2009-03-17; 208245; 439400; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023

\*\*\* CASE CLAIMS LOOKUP 8/13/2009 9:10:45 AM, mlin

CLAIM CHECK 08/13/2009 09:10:45 AM mlin

The following Claim History information was found

0; 2009-03-17; 208245; 439400; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023

\*\*\* CASE CAMPAIGN LOOKUP 8/13/2009 9:11:09 AM, mlin

CAMPAIGN CHECK 08/13/2009 09:11:09 AM mlin

The following Campaign information was found

08-024; Q76; 2007 FIT CHILD SEAT TETHER; ; ;

\*\*\* CASE VSC LOOKUP 8/13/2009 9:11:13 AM, mlin

VSC CHECK 08/13/2009 09:11:13 AM mlin

The following VSC information was found

EDWIN;LEONARD;V003277815;D68;NEW 72MO/80K, \$0 DED;CANCELLED;2008-12-23;2008-03-09;2014-03-08;80000;250;20824  
5:0.00

\*\*\* CASE CUC LOOKUP 8/13/2009 9:11:13 AM, mlin

CUC CHECK 08/13/2009 09:11:13 AM mlin

The following CUC information was found

```

...0;0;0.....0..
,,,0;0;0,,,,,,,0,,

```

\*\*\* CASE CUC LOOKUP 8/13/2009 9:13:14 AM, mlin

CUC CHECK 08/13/2009 09:13:14 AM mlin

The following CUC information was found

```

...0;0;0;.....0;;
,,,0;0;0,,,,,,,0;;

```

\*\*\* CASE VSC LOOKUP 8/13/2009 9:13:14 AM, mlin

VSC CHECK 08/13/2009 09:13:14 AM mlin

The following VSC information was found

EDWIN;LEONARD;V003277815;D68;NEW 72MO/80K, \$0 DED;CANCELLED;2008-12-23;2008-03-09;2014-03-08;80000;250;20824  
5:0.00

\*\*\* NOTES 8/13/2009 9:19:30 AM, mlin, Action Type : Call to Customer

I contacted customer regarding his case. Customer states that he was advised by the dealership that the wires burned on the vehicle and would need a replacement. Customer states he would like to know if this would be covered under the power train warranty. I then explained to customer that I do apologize this was not a power train component. Customer states understand and asked if there was anything that could be done. I then advised customer based on the time and mileage of the vehicle he was well outside the manufacture warranty. Customer thanked me for my time and call ended.

\*\*\* CASE CLAIMS LOOKUP 8/13/2009 9:27:24 AM. mlin

CLAIM CHECK 08/13/2009 09:27:23 AM mlin

The following Claim History information was found

Case History

Case ID : N012009-08-1200277

Case Title : 10D-208245 [REDACTED] - LOW BEAM HEAD LIGHT CONCERN

0; 2009-03-17; 208245; 439400; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023

\*\*\* NOTES 8/13/2009 9:33:00 AM, mlin, Action Type : Call to Dealer

I contacted SM (David) regarding customers case. SM states customer does not have service history and found the wires melted. SM states they do not see this often and seems like the vehicle is used has a courier vehicle. SM states he cannot say what happened to the vehicle however does not see this normal happening. I then thanked SM and call ended.

\*\*\* SUBCASE N012009-08-1200277-1 CLOSE 8/13/2009 9:33:24 AM, mlin

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 8/13/2009 9:33:25 AM, mlin

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

PE10-037

HONDA

11/9/2010

Q4 Field Reports 2007 Fit

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2901496	CHRISV	09/23/2009	CHRISV	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	HEADLIGHTS FLICKER	ELD; COMPARE TO A KG
	<b>ResIn Source:</b>	None
	<b>Status:</b>	N/A
	<b>Date:</b>	
	<b>Mileage:</b>	80,165

<b>Dealer #:</b>	207078	<b>TZ:</b>	EST	<b>VIN:</b>	JHMGD38627S	<b>Err:</b>	
<b>Dir Cont:</b>	RYAN	<b>Training %:</b>	78	<b>Year:</b>	2007	<b>Model:</b>	FIT
<b>Serv Ph:</b>	(716) 484-0131	<b>Extn:</b>		<b>Tran:</b>	5AT	<b>Trim:</b>	SPORT
<b>Serv Mgr:</b>	JEFFREY SWANSON			<b>Doors:</b>	5DR	<b>WD:</b>	2
<b>Parts Mgr:</b>	ERIK ANDERSON			<b>Fact:</b>	SUZUKA	<b>Country:</b>	JPN
<b>Dir Name:</b>	HARTLEY HONDA			<b>Desc:</b>	FIT 5DR SPORT 4CYL 109.0 HP 1.5 L		
	1505 WASHINGTON ST.			<b>WhtBdy:</b>	POWER STEERING, ABS, SRS AIRBAG,		
	JAMESTOWN	NY 14701		<b>Engine #:</b>	L15A11102122	<b>Trans #:</b>	1001232
<b>Phone:</b>	(716) 484-0131	<b>Fax #:</b>	(716) 664-5128	<b>Em Type:</b>			
<b>DPSM:</b>	MALCOLM HOFF	<b>Zone/Dist:</b>	09A	<b>RO #:</b>	17801		
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Case Type:</b>	Technical		
				<b>W.O. #:</b>			

### Tech Line Suggests

9/23/2009 6:16:11 AM CHRISV

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 HOW BAD
- 5 COMPARE TO KG
- 6 COMPARE TO A KG, IF DIFF POSS ELD

### Information from Dealer

HEADLIGHTS ARE STROBING TESTED ALT. AND IS OK NO  
CODES AT THIS TIME  
NO  
HEADLIGHTS ARE FLICKERING  
PRETTY NOTICABLE, MORE SO W/ A LOAD  
NOT YET

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2235325	KENE	12/27/2006	KENE	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	LEFT HEADLIGHT DIM	POWER OR GROUND; VOLTAGE DROP
	<b>ResIn Source:</b>	None
	<b>Status:</b>	N/A
	<b>Date:</b>	
	<b>Mileage:</b>	4,893

<b>Dealer #:</b> 206528	<b>TZ:</b> PST	<b>VIN:</b> JHMGD37477S	<b>Err:</b>
<b>Dir Cont:</b> DAVIS GARY	<b>Training %:</b> 0	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (503) 526-2109	<b>Extn:</b>	<b>Tran:</b> 5MT	<b>Trim:</b> BASE
<b>Serv Mgr:</b> TERRY COLEMAN		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> ANDREW PLUNKETT		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dir Name:</b> BEAVERTON HONDA		<b>Desc:</b> FIT 5DR 4CYL 109.0 HP 1.5 L	
10760 SW CANYON RD		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
BEAVERTON OR 97005		<b>Engine #:</b> L15A11109757	<b>Trans #:</b> 1004006
<b>Phone:</b> (503) 526-2109	<b>Fax #:</b> (503) 520-0936	<b>Em Type:</b>	
<b>DPSM:</b> MARCEL VILLEGAS	<b>Zone/Dist:</b> 02C	<b>RO #:</b> 662485	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

12/27/2006 11:25:39 AM KENE

1

- 2 YOU CAN DUP
- 3 VOLTAGE DROP THE POWER AND GROUND TO BULB

### Information from Dealer

CUSTOMER REPORTED THAT THE LEFT HEADLIGHT IS NOT WORKING CORRECTLY. TECH INSPECTED AND FOUND THAT BOTH LEFT HIGH AND LOW BEAMS ARE WROKING BUT ARE DIM. BLUB CONNECTED CORRECTLY. CUSTOMER UNABLE TO LEAVE CAR, BUT HAS SCHEDULED TO BRING IN THURSDAY.

YES

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3069327	DAVEM	10/14/2010	DAVEM	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 7310	HEADLIGHT FLICKER LIGHT STROBE	ALT; V-DROP ALT TO BATT> RPLC ALT	
		<b>Resln Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 86,499

<b>Dealer #:</b> 208194 <b>Dir Cont:</b> WADE GLADSON <b>Serv Ph:</b> (423) 478-5301 <b>Serv Mgr:</b> THOMAS BARROW III <b>Parts Mgr:</b> RICK WATKINS <b>Dir Name:</b> HONDA OF CLEVELAND 2701 S. LEE HIGHWAY CLEVELAND TN 37311 <b>Phone:</b> (423) 478-5301 <b>Fax #:</b> 4234736782 <b>DPSM:</b> MICHAEL MURPHEY <b>Zone/Dist:</b> 07B <b>Previous Dealer/Contact</b> <b>Date</b>	<b>TZ:</b> CST <b>Training %:</b> 96 <b>Extn:</b> <b>VIN:</b> JHMGD38637S [REDACTED] <b>Year:</b> 2007 <b>Tran:</b> 5AT <b>Doors:</b> 5DR <b>Fact:</b> SUZUKA <b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L <b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG, <b>Engine #:</b> L15A11114434 <b>Trans #:</b> 1010064 <b>Em Type:</b> <b>RO #:</b> <b>Case Type:</b> Technical <b>W.O. #:</b>	<b>Err:</b> <b>Model:</b> FIT <b>Trim:</b> SPORT <b>WD:</b> 2 <b>Country:</b> JPN
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### Tech Line Suggests

10/14/2010 12:07:11 PM DAVEM

- 1
- 2 VRFY?
- 3 BATT V?
- 4 V-DROP INPUTS TO ALT TO THE BATT. IF OK, RPLC THE ALT

### Information from Dealer

HEADLIGHT FLICKER LIGHT STROBE INTERM  
 YES  
 WHEN IT HAPPENED I SAW 15.3V ON THE BATT



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2826523	KEITHC	05/28/2009	KEITHC	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	HEADLIGHT FLICKER, DRIVING	NO KNOWN ISSUES, DEALER CAN'T DUP
	<b>Resin Source:</b>	None
	<b>Status:</b>	N/A
		<b>Date:</b>
		<b>Mileage:</b> 72,456

<b>Dealer #:</b>	208059	<b>TZ:</b>	PST	<b>VIN:</b>	JHMGD38607S	<b>Err:</b>	
<b>Dir Cont:</b>	HUY NGUYEN	<b>Training %:</b>	25	<b>Year:</b>	2007	<b>Model:</b>	FIT
<b>Serv Ph:</b>	(650) 856-6000	<b>Extn:</b>		<b>Tran:</b>	5AT	<b>Trim:</b>	SPORT
<b>Serv Mgr:</b>	JEANETTE BALDWIN			<b>Doors:</b>	5DR	<b>WD:</b>	2
<b>Parts Mgr:</b>	WILLIAM CLIFTON			<b>Fact:</b>	SUZUKA	<b>Country:</b>	JPN
<b>Dir Name:</b>	ANDERSON HONDA			<b>Desc:</b>	FIT 5DR SPORT 4CYL 109.0 HP 1.5 L		
	1766 EMBARCADERO ROAD			<b>WhtBdy:</b>	POWER STEERING, ABS, SRS AIRBAG,		
	PALO ALTO	CA 94303		<b>Engine #:</b>	L15A11114518	<b>Trans #:</b>	1010182
<b>Phone:</b>	(650) 856-6000	<b>Fax #:</b>	6508431934	<b>Em Type:</b>			
<b>DPSM:</b>	LARRY OBRIEN	<b>Zone/Dist:</b>	12G	<b>RO #:</b>	386612		
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Case Type:</b>	Technical		
				<b>W.O. #:</b>			

### Tech Line Suggests

- 5/28/2009 2:06:29 PM KEITHC
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 CAN YOU DUP

### Information from Dealer

CUST. COMPLAIN HEADLIGHTS FLICKER WHEN DRIVING  
NO  
NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3061336	TOMP	09/24/2010	TOMP	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 7310	LOW BEAM INOP	TERMINAL IN H/L SWITCH;REFER TO KB 16103	
		<b>ResIn Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 67,968

<b>Dealer #:</b> 208071 <b>Dir Cont:</b> DANIEL BECKER <b>Serv Ph:</b> (615) 896-3480 <b>Serv Mgr:</b> JAMES HALFORD <b>Parts Mgr:</b> JAMES HALFORD <b>Dir Name:</b> REDDELL HONDA 1625 SO. CHURCH STREET MURFREESBORO TN 37130  <b>Phone:</b> (615) 896-3480 <b>Fax #:</b> 6158930638 <b>DPSM:</b> CHRISTINE LANE <b>Zone/Dist:</b> 07A <b>Previous Dealer/Contact</b> <b>Date</b>	<b>TZ:</b> CST <b>Training %:</b> 81 <b>Extn:</b>	<b>VIN:</b> JHMGD37647S <b>Year:</b> 2007 <b>Model:</b> FIT <b>Tran:</b> 5MT <b>Trim:</b> SPORT <b>Doors:</b> 5DR <b>WD:</b> 2 <b>Fact:</b> SUZUKA <b>Country:</b> JPN <b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L <b>WhlBdy:</b> POWER STEERING, ABS, SRS AIRBAG, <b>Engine #:</b> L15A11115339 <b>Trans #:</b> 1004709 <b>Em Type:</b> <b>RO #:</b> 234810 <b>Case Type:</b> Technical <b>W.O. #:</b>
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### Tech Line Suggests

- 9/24/2010 12:06:56 PM TOMP
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 ISIS SEARCH CRITERIA
  - 4
  - 5 REFER TO LOW BEAM INOP, H/LIGHT SW TERM # 6  
O/HEATED (REPAIR USING HSB 04-015)HTL-INFO KB  
16103

### Information from Dealer

COMBINATION SWITCH RED/WHITE WIRE MELTED. HAS  
THERE BEEN ANY OTHER FITS WITH THIS PROBLEM

[MODEL: FIT][YEAR: 2007][PUBID: 0][SUBJECT: ][KEYWORD:  
HEAD LIGHT SWITCH]  
DANIEL:

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2867236	JOHNB	07/17/2009	PAULI	6

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 7310	LOW BEAM HEADLIGHTS INOP	CHK PIN 6 AT COMBO SW;IF DAMAGED,REPLACE HARN/SW		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	P RCVD	<b>Mileage:</b> 36,319

<b>Dealer #:</b> 206839 <b>Dir Cont:</b> CHARLES <b>Serv Ph:</b> (724) 935-3711 <b>Serv Mgr:</b> DEAN WINNER <b>Parts Mgr:</b> JOHN RYAN <b>Dir Name:</b> BAIERL HONDA 10430 PERRY HIGHWAY WEXFORD PA 15090 <b>Phone:</b> (724) 935-3711 <b>DPSM:</b> BRUCE WILSON <b>Previous Dealer/Contact</b>	<b>TZ:</b> EST <b>Training %:</b> 87 <b>Extn:</b> <b>Fax #:</b> 7249402105 <b>Zone/Dist:</b> 05L <b>Date</b>	<b>VIN:</b> JHMGD38617S <b>Year:</b> 2007 <b>Tran:</b> 5AT <b>Doors:</b> 5DR <b>Fact:</b> SUZUKA <b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L <b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG, <b>Engine #:</b> L15A11126718 <b>Em Type:</b> <b>RO #:</b> 287407 <b>Case Type:</b> Technical <b>W.O. #:</b>
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### Tech Line Suggests

### Information from Dealer

7/17/2009 6:44:58 AM	JOHNB
1 ORIGINAL COMPLAINT	LOW HEADLIGHTS INOP
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	HIGH BEAMS OK,LOW BEAMS INOP;THIS HAPPENED PRIOR AND SOMEONE HERE REPLACED THE COMBO SW AND THE BULBS;FIXED FOR A PERIOD,BUT NOW INOP AGAIN YES
4 SO HIGH BEAMS OK	
5 SO GROUND SIDE,CHK PIN 6 AT COMBO SW;IF OVERHEATED OR MELTED;REPLACE COMBO SW AND INSTRUMENT WIRE HARNESS	
6 Instrument Wire Harness AT Sport 32117-SLN-A30	
7 WE WILL WANT THE PARTS SENT TO AHM	
8 PENDED PARTS REQUIRED,TO: PAULI	
7/17/2009 7:10:07 AM	KENE
9	PIN 6 MELTED
10 REPLACE HARNESS AND SWITCH	
7/17/2009 4:49:14 PM	PAULI
11 TECH FINDS PIN 6 MELTED AT COMBO SW,PLEASE ARRANGE FUTURE PICK UP OF COMBO SW AND INSTRUMENT WIRE HARNESS	
12 WILL FOLLOW UP	
7/20/2009 11:29:26 AM	PAULI
13 FAXED SHIP REQUEST	
7/27/2009 1:02:55 PM	PAULI
14	BILL, S/ADVISOR
15	DONE PER RO 287407
16 REFAXED SHIP REQUEST>JOHN, P/M	
8/4/2009 2:38:28 PM	PAULI
17 COMBO SW RCVD--FWRD>KENE	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2904306	CHRISV	09/29/2009	CHRISV	1

**Code**    **Original Complaint**  
**P** 7310    LOW BEAMS INOP

**Probable Cause/Solution**  
 MELTED HARNESS; REFER TO HSB 04-015

**Resln Source:**    None

**Date:**

**Status:**    N/A

**Mileage:**    75,010

<b>Dealer #:</b> 207252	<b>TZ:</b> EST	<b>VIN:</b> JHMGD38667S	<b>Err:</b>
<b>Dlr Cont:</b> GEOFF	<b>Training %:</b> 76	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (585) 334-0880	<b>Extn:</b> 3009	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> WILLIAM BUECHEL		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> STEPHEN ZAMBITO		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dlr Name:</b> JOHN HOLTZ HONDA 3925 W. HENRIETTA ROAD ROCHESTER NY 14623		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
		<b>Engine #:</b> L15A11130862	<b>Trans #:</b> 1024864
<b>Phone:</b> (585) 334-0880	<b>Fax #:</b> (585) 334-7843	<b>Em Type:</b>	
<b>DPSM:</b> MALCOLM HOFF	<b>Zone/Dist:</b> 09A	<b>RO #:</b> 803050	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

9/29/2009 7:22:55 AM    CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 REFER TO HSB 04-015

NO LOW BEAM OPERATION OR FOG LIGHTS,CHECKED  
 OVER AND FOUND BURNT WIRE,RED WHITE WIRE AT  
 HEADLIGHT SWITCH,  
 NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2955827	DAVEM	01/18/2010	DAVEM	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	HEADLIGHT PROB	UNKNOWN; FAXED KB 16103 FOR FIX
	<b>Resln Source:</b>	None
	<b>Status:</b>	N/A
		<b>Date:</b>
		<b>Mileage:</b> 68,626

<b>Dealer #:</b> 206671	<b>TZ:</b> EST	<b>VIN:</b> JHMGD38657S	<b>Err:</b>
<b>Dlr Cont:</b> DWAIN ROMULUS	<b>Training %:</b> 42	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (770) 306-4600	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> JOEY KELLEY		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> ANDY OCONNELL		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dlr Name:</b> NALLEY HONDA		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
4197 JONESBORO ROAD		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
UNION CITY GA 30291		<b>Engine #:</b> L15A11132112	<b>Trans #:</b> 1025891
<b>Phone:</b> (770) 306-4600	<b>Fax #:</b> 7703064640	<b>Em Type:</b>	
<b>DPSM:</b> MELISSA MECHAN	<b>Zone/Dist:</b> 07E	<b>RO #:</b> 301357	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

1/18/2010 8:55:05 AM DAVEM

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 FAXED KB 16103 FOR FIX

LOW BEAMS AND FOGS ARE INOPER

[MODEL: FIT][YEAR: 2007][PUBID: ][SUBJECT: BODY]

[KEYWORD: ETM]

THE WIRE @ THE COMB SW ARE MELTED. CAN WE FIX?

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2831837	KENE	06/09/2009	PAULI	6

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 7310	LOW BEAM HEADLIGHT INOP	PIN FIT; REPLACE HARNESS AND SWITCH	
		<b>ResIn Source:</b> None	<b>Date:</b>
		<b>Status:</b> P RCVD	<b>Mileage:</b> 32,665

<b>Dealer #:</b> 206648	<b>TZ:</b> EST	<b>VIN:</b> JHMGD38697S	<b>Err:</b>
<b>Dir Cont:</b> ROBERT KIRK	<b>Training %:</b> 31	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (317) 574-9600	<b>Extn:</b> 274	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> JEFFERY BELL		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> BOB COOK		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dir Name:</b> PENSKE HONDA 4140 E. 96TH STREET INDIANAPOLIS IN 46240		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
		<b>Engine #:</b> L15A11132056	<b>Trans #:</b> 1025828
<b>Phone:</b> (317) 574-9600	<b>Fax #:</b> 3178170298	<b>Em Type:</b>	
<b>DPSM:</b> JEANNE ALTMILLER	<b>Zone/Dist:</b> 04E	<b>RO #:</b> 318511	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<p>6/9/2009 10:15:06 AM KENE</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3 If a dealer contacts Tech Line with this issue, (see attached photo) please replace the switch and harness and send both parts to AHM, attn: Larry Lindsay. Pend contact to PI.</p> <p>6/9/2009 12:12:12 PM PAULI</p> <p>4 WILL P/U</p> <p>6/9/2009 1:07:44 PM PAULI</p> <p>5 FAXED SHIP REQUEST</p> <p>6/17/2009 11:35:13 AM PAULI</p> <p>6 206648 RO Date: 2009-06-09 Claim Number: 318511</p> <p>7</p> <p>8</p> <p>6/17/2009 12:10:51 PM PAULI</p> <p>9 REFAXED SHIP REQUEST</p> <p>6/18/2009 2:32:29 PM PAULI</p> <p>10 COMBO SW,HRNSS RCVD--FRWD&gt;LARRYL</p>	<p>LO-BEAM HEADLIGHTS INOP, FOUND RED/WHT WIRE @ PIN 6 ON COMBINATION SWITCH BURNT. FACTORY HEADLIGHT BULBS IN VEHICLE.</p> <p>NO</p> <p>R&amp;R</p> <p>32117-SLN-A30 HARN, INSTRUMENT</p> <p>35255-S5K-F12 SWITCH ASSY.</p>
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2835064	KEITHC	06/16/2009	KENE	4

**Code**    **Original Complaint**  
P 7310    HEADLIGHT PROB

**Probable Cause/Solution**  
GET THE CIVIC KT THEN CB

**Resln Source:**        None  
**Status:**                N/A

**Date:**  
**Mileage:**    77,244

<b>Dealer #:</b> 208288	<b>TZ:</b> EST	<b>VIN:</b> JHMGD38407S	<b>Err:</b>
<b>Dlr Cont:</b> RONALD POTO	<b>Training %:</b> 83	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (330) 633-6060	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> BASE
<b>Serv Mgr:</b> ROBERT WINDEMUTH		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> JOHN HOPKINS		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dlr Name:</b> MIKE PRUITT HONDA 43 PRUITT BLVD. AKRON OH 44310		<b>Desc:</b> FIT 5DR 4CYL 109.0 HP 1.5 L	
		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
		<b>Engine #:</b> L15A11133506	<b>Trans #:</b> 1026999
<b>Phone:</b> (330) 633-6060	<b>Fax #:</b> 3306302631	<b>Em Type:</b>	
<b>DPSM:</b> BRIAN SOLENTHALER	<b>Zone/Dist:</b> 04G	<b>RO #:</b> 35235	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

6/16/2009 6:41:26 AM	KEITHC	
1 ORIGINAL COMPLAINT		BOTH LOW BEAMS INOP, FOUND MELTED PLUG AT COMBO SWITCH, RED/WHITE WIRE.
2 PREVIOUS REPAIRS OR PARTS REPLACED?		NO
3 REPLACE HARNESS, SWITCH		
4 PHONE WENT		
6/16/2009 8:18:22 AM	KENE	
5		CAN WE JUST PUT THE CIVIC HARNESS KIT IN
6 AT THIS TIME WE CAN ONLY RECOMMEND HARNESS		
6/17/2009 6:10:07 AM	CHRISV	
7		32117-SLN-A10 IS ON BACK ORDER, CAN I JUST REPAIR THE HARNESS W/ THE CIVIC KIT
8 DO YOU HAVE IT ON HAND		I CAN GET ONE TODAY IF NEEDED
9 GET ONE AND SEE IF IT WILL WORK. IF ITS THE SAME CONN CALL US BEFORE YOU DO THE WORK TO LET US KNOW		
6/17/2009 8:01:39 AM	KENE	
10		RON
11 WE CAN NOW RECOMMEND THE CIVIC REPAIR		

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3032474	RUDYG	07/16/2010	RUDYG	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 7310	HEADLIGHT SW WIRE MELTED	WIRING?; REPAIRED WITH CIVIC PROCEDURE	
		<b>Resin Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 227,133

<b>Dealer #:</b> 207111 <b>Dlr Cont:</b> ROBERT <b>Serv Ph:</b> (208) 737-1200 <b>Serv Mgr:</b> SCOTT HANKS <b>Parts Mgr:</b> KRIS SCOTT <b>Dlr Name:</b> MIDDLEKAUFF HONDA 1237 BLUE LAKES BLVD. TWIN FALLS ID 83301  <b>Phone:</b> (208) 737-1200 <b>Fax #:</b> 2087370185 <b>DPSM:</b> ALAN CUNNINGHAM <b>Zone/Dist:</b> 02H <b>Previous Dealer/Contact</b> <b>Date</b>	<b>TZ:</b> MST <b>Training %:</b> 84 <b>Extn:</b>	<b>VIN:</b> JHMGD38467S [REDACTED] <b>Err:</b> <b>Year:</b> 2007 <b>Model:</b> FIT <b>Tran:</b> 5AT <b>Trim:</b> BASE <b>Doors:</b> 5DR <b>WD:</b> 2 <b>Fact:</b> SUZUKA <b>Country:</b> JPN <b>Desc:</b> FIT 5DR 4CYL 109.0 HP 1.5 L <b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG, <b>Engine #:</b> L15A11134234 <b>Trans #:</b> 1027607 <b>Em Type:</b> <b>RO #:</b> 161677 <b>Case Type:</b> Technical <b>W.O. #:</b>
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### Tech Line Suggests

7/16/2010 9:58:00 AM RUDYG

- 1 ORIGINAL COMPLAINT
  
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
  
- 4 SOME, WE CAN REPAIR WITH SAME INFO AS CIVIC  
 SAVE FOR A COUPLE OF DIFFERENCES (REVIEWED KB  
 16103 WITH TECH)
- 5 OK. THIS REPAIR SHOULD WORK

### Information from Dealer

THIS VEHICLE HAS THE SAME PROBLEM AS THE EARLIE CIVICS, 04-015 BULLITIN ON THE HEADLIGHT COMBO. SWITCH MELTING AND THE LOW BEAMS NOT WORKING I USED THE 35012-S5A-307 PART TO REPAIR THIS VEHICLE. HAVE THERE BEEN ANY OTHERS WITH THIS PROBLEM?

[MODEL: FIT][YEAR: 2007][PUBID: ][SUBJECT: ][KEYWORD: HEADLIGHT]  
 I FOUND YOU DON'T HAVE TO REMOVE A/B. JUST REMOVE COLUMN MOUNT BOLTS AND DROP THE COLUMN

OK



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2833248	KENE	06/11/2009	PAULI	5

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	LOW HEADLIGHTS INOP	PIN MELTED; REPLACE SWITCH AND HARNESS
<b>Resln Source:</b>	None	<b>Date:</b>
<b>Status:</b>	P RCVD	<b>Mileage:</b> 20,438

<b>Dealer #:</b> 206577	<b>TZ:</b> PST	<b>VIN:</b> JHMGD38437S	<b>Err:</b>
<b>Dlr Cont:</b> SCOTT BAILEY	<b>Training %:</b> 76	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (775) 789-7999	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> BASE
<b>Serv Mgr:</b> MIKE HOLMES		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> CARMELITO ADAMS		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dlr Name:</b> BILL PEARCE COURTESY HONDA 780 KIETZKE LANE RENO NV 89502		<b>Desc:</b> FIT 5DR 4CYL 109.0 HP 1.5 L	
		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
		<b>Engine #:</b> L15A11136611	<b>Trans #:</b> 1029446
<b>Phone:</b> (775) 789-7999	<b>Fax #:</b> 7757897987	<b>Em Type:</b>	
<b>DPSM:</b> KELLY GOODWIN	<b>Zone/Dist:</b> 10F	<b>RO #:</b> 286854	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

6/11/2009 9:57:37 AM KENE

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 If a dealer contacts Tech Line with this issue, (see attached photo) please replace the switch and harness and send both parts to AHM, attn: Larry Lindsay. Pend contact to PI.

4 P/S OF HARNESS 32117-SLN-A10

6/11/2009 11:28:13 AM PAULI

5 WILL P/U

6/11/2009 12:38:13 PM PAULI

6 FAXED SHIP REQUEST

6/17/2009 9:14:04 AM PAULI

7

FAX

8

SENT PER A/B 8675 7042 4824

6/22/2009 2:19:20 PM PAULI

9 HRNSS, COMBOSW RCVD--FRWD>LARRY LIND

### Information from Dealer

PUFF OF SMOKE FROM UNDER STEERING COLUMN WITH HEADLAMPS ON WENT AWAY WHEN TURNED OFF. CHECKED WIREIN G FOUND BURNT #6 RED/WHITE CONNECTOR LOOKS LIKE SAME PROBLEM AS SERV BULLITEN 04-015 CONNECTOR FROM 04-015 FITS THE SWITCH

NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2995850	TERRYP	04/17/2010	TERRYP	1

**Code**    **Original Complaint**  
**P 7310**    LOW BEAM HEADLIGHTS INOP

**Probable Cause/Solution**  
REFER TO HSB-04-015

**ResIn Source:**    None  
**Status:**    N/A

**Date:**  
**Mileage:**    53,469

**Dealer #:**    208317    **TZ:**    EST  
**Dir Cont:**    MICHAEL AUGUN    **Training %:**    48  
**Serv Ph:**    (609) 597-0033    **Extn:**  
**Serv Mgr:**    PAUL SHUTAK  
**Parts Mgr:**    ROBERT BANUL  
**Dir Name:**    CAUSEWAY HONDA  
                     457 ROUTE 72 WEST  
                     MANAHAWKIN    NJ 08050  
  
**Phone:** (609) 597-0033    **Fax #:** 6095970993  
**DPSM:** ROBERT BENNETT    **Zone/Dist:** 05K  
**Previous Dealer/Contact**    **Date**

**VIN:** JHMGD38447S [REDACTED]    **Err:**  
**Year:**    2007    **Model:**    FIT  
**Tran:**    5AT    **Trim:**    BASE  
**Doors:**    5DR    **WD:**    2  
**Fact:**    SUZUKA    **Country:** JPN  
**Desc:**    FIT 5DR 4CYL 109.0 HP 1.5 L  
**WhtBdy:**    POWER STEERING, ABS, SRS AIRBAG,  
**Engine #:**    L15A11138231    **Trans #:** 1030704  
**Em Type:**  
**RO #:**    50474  
**Case Type:** Technical  
**W.O. #:**

### Tech Line Suggests

4/17/2010 11:33:28 AM    TERRYP

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 USE HSB-04-015 TO REPAIR

### Information from Dealer

CUSTOMER STATES HEADLIGHTS INOP, JUST HAD BULBS REPLACED AT DIFFERENT HONDA DEALERSHIP, HEADLIGHTS STILL INOP, REMOVED HEADLIGHT SWITCH CONNCETOR FROMBACK OF HEADLIGHT COMBINATION SWITCH, FOUND CONNE CTOR TO BE MELTED

[MODEL: FIT][YEAR: 2007][PUBID: ][SUBJECT: ][KEYWORD: HEADLIGHT]

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2802971	JOHNB	04/09/2009	JOHNB	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	LOW BEAM HEADLIGHTS INOP	CHK RED/WHT AT THE COMBO SW,CB
	<b>ResIn Source:</b>	None
	<b>Status:</b>	N/A
		<b>Date:</b>
		<b>Mileage:</b> 13,637

<b>Dealer #:</b>	206688	<b>TZ:</b>	EST
<b>Dir Cont:</b>	BRUCE	<b>Training %:</b>	64
<b>Serv Ph:</b>	(914) 963-5867	<b>Extn:</b>	
<b>Serv Mgr:</b>	RICHARD LEON		
<b>Parts Mgr:</b>	JOSE PENNA		
<b>Dir Name:</b>	YONKERS HONDA 2000 CENTRAL PARK AVE. YONKERS NY 10710		
<b>Phone:</b>	(914) 963-5867	<b>Fax #:</b>	(914) 963-2801
<b>DPSM:</b>	STEFANIE SENKIW	<b>Zone/Dist:</b>	05E
<b>Previous Dealer/Contact</b>		<b>Date</b>	

<b>VIN:</b>	JHMGD38457S	<b>Err:</b>	
<b>Year:</b>	2007	<b>Model:</b>	FIT
<b>Tran:</b>	5AT	<b>Trim:</b>	BASE
<b>Doors:</b>	5DR	<b>WD:</b>	2
<b>Fact:</b>	SUZUKA	<b>Country:</b>	JPN
<b>Desc:</b>	FIT 5DR 4CYL 109.0 HP 1.5 L		
<b>WhtBdy:</b>	POWER STEERING, ABS, SRS AIRBAG,		
<b>Engine #:</b>	L15A11138242	<b>Trans #:</b>	1030632
<b>Em Type:</b>			
<b>RO #:</b>	116821		
<b>Case Type:</b>	Technical		
<b>W.O. #:</b>			

### Tech Line Suggests

4/9/2009 6:46:06 AM JOHNB

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 NEED TO CHK FOR VOLTAGE AT THE COMBO SW ON RED/WHT;CHK FOR ANY DAMAGE ON THE WIRE AT SW,CHK SW FOR ANY MELTING
- 5 SORRY, WISH I COULD BE OF MORE HELP,NEED TO AGAIN TEST THE RED/WHT AT THE SW,CB WITH FINDINGS
- 6 LOW BEAMS INOP ( HEADLIGHT SW TERM # 6 OVERHEATED)P REQ Tech Line Knowledge Base Name: 16103 Issue Date: 26-Mar-2009 Source: HTL-INFO

### Information from Dealer

NOW LOW BEAMS  
NO  
LOW BEAMS INOP,HIGH BEAMS OK  
I GET NO MONEY TO PULL THIS SW OUT TO TEST,THEN  
FIND OUT IT'S THE SW,THEN ORDER IT. THEN WAIT, AND  
HAVE TO REMOVE SW AGAIN WHEN CUSTOMER RETURNS  
TO GET IT

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2796631	TOMP	03/27/2009	KEITHC	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	LOW BEAM INOP	SWITCH TERMINAL DAMAGED(HEAT);REPAIR AS NEEDED
	<b>ResIn Source:</b>	None
	<b>Status:</b>	N/A
		<b>Date:</b>
		<b>Mileage:</b> 40,990

<b>Dealer #:</b> 207221	<b>TZ:</b> EST	<b>VIN:</b> JHMGD38477S	<b>Err:</b>
<b>Dir Cont:</b> WILLIAM	<b>Training %:</b> 73	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (860) 223-2230	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> BASE
<b>Serv Mgr:</b> KEN ORR		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> ROBERT SHINDER		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dir Name:</b> SCHALLER HONDA 1 VETERANS DRIVE NEW BRITAIN CT 06051		<b>Desc:</b> FIT 5DR 4CYL 109.0 HP 1.5 L	
		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
		<b>Engine #:</b> L15A11138516	<b>Trans #:</b> 1030976
<b>Phone:</b> (860) 223-2230	<b>Fax #:</b> 8608262083	<b>Em Type:</b>	
<b>DPSM:</b> SUZI HENRY	<b>Zone/Dist:</b> 09D	<b>RO #:</b> 587922	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

3/27/2009 7:44:34 AM	TOMP
1 ORIGINAL COMPLAINT	SMOKE FROM STEERING WHEEL AREA, LOW BEAMS NOT WORKING
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	WILLIAM:
4 HOW CAN I HELP?	THE TERMINAL IS MELTED JUST LIKE THE CIVIC.
5	CAN I USE THE CIVIC REPAIR KIT?
6 NO; PLEASE REPLACE THE WIRE HARNESS AND THE SWITCH.	THE CAR IS OUT OF WARRANTY.
7 IF NEEDED REFER TO DSM FOR AUTH.	
8 PN FOR THE HANRENS IS: 32117-SLN-A10	
9 SEND ME A FEED BACK WHEN REPAIR IS COMPLETE.	
3/27/2009 8:04:29 AM	KEITHC
10	TOM WANTED WIRE HARNESS, BUT HARNESS ALOWN IS \$850, DPSM CAN'TWON'T AUTH REPAIR
11 THEN FIX IT WITH CIVIC KIT	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2824568	CHRISV	05/26/2009	PAULI	5

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	LOW BEAM INOP	PEND TO PI FOR PARTS
	<b>ResIn Source:</b>	None
	<b>Status:</b>	P RCVD
		<b>Date:</b>
		<b>Mileage:</b> 79,831

<b>Dealer #:</b> 208099 <b>Dir Cont:</b> EDWARD <b>Serv Ph:</b> (607) 433-1251 <b>Serv Mgr:</b> BOB ANDERSON <b>Parts Mgr:</b> DOUGLAS MACOMBER <b>Dir Name:</b> SCOVILLE-MENO HONDA 65 ONEIDA STREET ONEONTA NY 13820 <b>Phone:</b> (607) 433-1251 <b>DPSM:</b> DON ANDREWS <b>Previous Dealer/Contact</b>	<b>TZ:</b> EST <b>Training %:</b> 0 <b>Extn:</b> <b>Fax #:</b> 6074331426 <b>Zone/Dist:</b> 09B <b>Date</b>	<b>VIN:</b> JHMGD38447S <b>Year:</b> 2007 <b>Tran:</b> 5AT <b>Doors:</b> 5DR <b>Fact:</b> SUZUKA <b>Desc:</b> FIT 5DR 4CYL 109.0 HP 1.5 L <b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG, <b>Engine #:</b> L15A11138519 <b>Em Type:</b> <b>RO #:</b> 97077 <b>Case Type:</b> Technical <b>W.O. #:</b>
<b>Err:</b> <b>Model:</b> FIT <b>Trim:</b> BASE <b>WD:</b> 2 <b>Country:</b> JPN <b>Trans #:</b> 1030973		

### Tech Line Suggests

### Information from Dealer

<p>5/26/2009 8:19:01 AM CHRISV</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3 REPLACE THE SW AND HARNESS 32117-SLN-A10, WE WILL HAVE THE PARTS PICKED UP</p> <p>4 PEND TO PI</p> <p>5/26/2009 8:56:47 AM PAULI</p> <p>5 WILL P/U FOR LARRY LIN</p> <p>5/26/2009 9:36:51 AM PAULI</p> <p>6 FAXED SHIP REQUEST</p> <p>6/1/2009 11:55:54 AM PAULI</p> <p>7</p> <p>8</p> <p>9</p> <p>10 THANKS</p> <p>11 (ADVISED LARRY LIN CAR OUT OF WARR. HE WILL TALK TO DPSM TO AUTH R&amp;R FOR PRTS)</p> <p>6/8/2009 12:27:17 PM PAULI</p> <p>12 COMBO SW, HRNSS RCVD--FRWD&gt;LARRY LIN</p>	<p>NO LOW BEAM HEADLIGHTS. ISOLATED PROBLEM TO MELTED TERMINAL ON DASH HARNESS AT THE COMBO SWITCH.</p> <p>NO</p> <p>EDDY, SVC</p> <p>WAITING FOR DPSM (OR CUST) TO AUTH DLR TO R&amp;R</p> <p>FOUND BURN DMG TO COMBO SW CNNCTR</p>
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2888655	DAVIDK	08/27/2009	DAVIDK	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	HEADLIGHT MELTING CONNECTIONS	HARNESS?; KB 16103
	<b>ResIn Source:</b>	None
	<b>Status:</b>	N/A
		<b>Date:</b>
		<b>Mileage:</b> 51,800

<b>Dealer #:</b> 207965	<b>TZ:</b> EST	<b>VIN:</b> JHMGD386X7S	<b>Err:</b>
<b>Dlr Cont:</b> ROB COLE	<b>Training %:</b> 0	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (570) 387-5050	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> ROB COLE		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> ROB COLE		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dlr Name:</b> INDEPENDENCE HONDA		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
3099 COLUMBIA BLVD		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
BLOOMSBURG PA 17815		<b>Engine #:</b> L15A11139707	<b>Trans #:</b> 1031818
<b>Phone:</b> (570) 387-5050	<b>Fax #:</b> 5703875104	<b>Em Type:</b>	
<b>DPSM:</b> WALTER	<b>Zone/Dist:</b> 05M	<b>RO #:</b> 288895	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

8/27/2009 12:09:01 PM DAVIDK

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 FAX KB 16103

### Information from Dealer

LOW BEAMS AND FOG LIGHTS ARE NOT WORKING -  
 TERMINAL AT THE RED POWER WIRE AT HEADLIGHT  
 SWITCH APPEARS TO HAVE GOTTEN HOT AND LOOKS LIKE  
 IT HAS MELTED SLIGHTLY. THIS IS THE SECOND VEHICLE  
 WE HAVE SEEN THIS PROBLEM WITH  
 NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3035843	MARKP	07/24/2010	MARKP	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	HEADLIGHT PROB INOP	HSB 04-015
	<b>Resln Source:</b>	None
	<b>Status:</b>	N/A
		<b>Date:</b>
		<b>Mileage:</b> 99,818

<b>Dealer #:</b>	206765	<b>TZ:</b>	EST	<b>VIN:</b>	JHMGD38677S	<b>Err:</b>	
<b>Dir Cont:</b>	BRIAN ASHTON	<b>Training %:</b>	95	<b>Year:</b>	2007	<b>Model:</b>	FIT
<b>Serv Ph:</b>	(856) 983-2626	<b>Extn:</b>		<b>Tran:</b>	5AT	<b>Trim:</b>	SPORT
<b>Serv Mgr:</b>	PAUL PILIERO			<b>Doors:</b>	5DR	<b>WD:</b>	2
<b>Parts Mgr:</b>	ELVING GUZMAN			<b>Fact:</b>	SUZUKA	<b>Country:</b>	JPN
<b>Dir Name:</b>	BURNS HONDA			<b>Desc:</b>	FIT 5DR SPORT 4CYL 109.0 HP 1.5 L		
	325 NORTH ROUTE 73			<b>WhtBdy:</b>	POWER STEERING, ABS, SRS AIRBAG,		
	MARLTON	NJ 08053		<b>Engine #:</b>	L15A11139923	<b>Trans #:</b>	1031878
<b>Phone:</b>	(856) 983-2626	<b>Fax #:</b>	8569836221	<b>Em Type:</b>			
<b>DPSM:</b>	ANDREW MCGOWAN	<b>Zone/Dist:</b>	05J	<b>RO #:</b>	972336		
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Case Type:</b>	Technical		
				<b>W.O. #:</b>			

### Tech Line Suggests

### Information from Dealer

7/24/2010 11:16:29 AM MARKP

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 HSB 04-015

LOW BEAM HEADLIGHTS INOP, ALSO FOGLIGHTS AS WELL, FOUND CONNECTOR 187 PIN #6 BURNT, ALSO COMBO SWITCH IS ON BACKORDER.

[MODEL: FIT][YEAR: 2007][PUBID: ][SUBJECT: ][KEYWORD: HEADLIGHT]  
THANKS

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2528014	MIKEH	01/08/2008	PAULI	5

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	HEADLIGHTS DONT OPERATE	WARR: REPLACED HEADLIGHT SWITCH
	<b>Resln Source:</b>	Warranty
	<b>Status:</b>	P RCVD
	<b>Date:</b>	01/08/2008
	<b>Mileage:</b>	14,990

<b>Dealer #:</b> 206698	<b>TZ:</b> EST	<b>VIN:</b> JHMGD38407S	<b>Err:</b>
<b>Dir Cont:</b> JOE	<b>Training %:</b> 0	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (631) 724-0500	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> BASE
<b>Serv Mgr:</b>		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> WILLIAM REUTER		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dir Name:</b> NARDY HONDA		<b>Desc:</b> FIT 5DR 4CYL 109.0 HP 1.5 L	
559 MIDDLE COUNTY ROAD		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
SAINT JAMES NY 11780		<b>Engine #:</b> L15A11139955	<b>Trans #:</b> 1031961
<b>Phone:</b> (631) 724-0500	<b>Fax #:</b> 6317245981	<b>Em Type:</b>	
<b>DPSM:</b> RUSSELL BERSE	<b>Zone/Dist:</b> 05B	<b>RO #:</b>	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<b>1/8/2008 9:32:06 AM</b>	<b>MIKEH</b>	
1 FOLLOW UP CALL FOR WARRANTY CLAIM #264973		JOE (ASST PARTS MGR)
HEADLIGHTS DON'T OPERATE		
2 IS THE WARRANTY PART (P/N 35255-S5A-A02)		I WILL CHECK AND GET BACK WITH YOU SHORTLY
AVAILABLE? WE NEED PART FOR ANALYSIS.		
<b>1/8/2008 12:54:35 PM</b>	<b>MIKEH</b>	
3 RECEIVED CALL BACK		BILLY (PARTS MGR) YES, WE HAVE THE PART AND WILL
		SEND AS SOON AS WE RECEIVE THE SHIPPING INFO.
4 THANK YOU, I WILL HAVE OUR MAN IN CHARGE OF		
SHIPPING FAX YOU THE INFO.		
5 PAULI, PLEASE GET THE HEADLIGHT SWITCH AND PUT		
IT ON MY DESK WHEN IT ARRIVES. THANK YOU IN		
ADVANCE, MIKEH		
<b>1/8/2008 2:55:37 PM</b>	<b>PAULI</b>	
6 206698 RO Date: 2007-12-14 Claim Number: 264973		R&R
7		35255-S5A-A02 SWITCH ASSY.
8 WILL P/U FOR MIKEH		
<b>1/8/2008 3:43:23 PM</b>	<b>PAULI</b>	
9 FAXED SHIP REQUEST		
<b>1/11/2008 2:16:29 PM</b>	<b>PAULI</b>	
10 H/L SW RCVD--FRWD>MH		



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2910059	GARYR	10/09/2009	AMYB	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	HEADLIGHT, LOW BEAM INOP	CHK COMBO SW P6, C204
		<b>ResIn Source:</b> None
		<b>Status:</b> N/A
		<b>Date:</b>
		<b>Mileage:</b> 47,118

<b>Dealer #:</b> 207904	<b>TZ:</b> EST	<b>VIN:</b> JHMGD38407S	<b>Err:</b>
<b>Dir Cont:</b> JON LUKENS	<b>Training %:</b> 79	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (704) 552-2639	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> BASE
<b>Serv Mgr:</b> PENNY CHANDLER		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> GREGORY STOREY		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dir Name:</b> HENDRICK HONDA		<b>Desc:</b> FIT 5DR 4CYL 109.0 HP 1.5 L	
8901 SOUTH BOULEVARD		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
CHARLOTTE NC 28273		<b>Engine #:</b> L15A11140256	<b>Trans #:</b> 1032245
<b>Phone:</b> (704) 552-2639	<b>Fax #:</b> 7045523461	<b>Em Type:</b>	
<b>DPSM:</b> CEDRIC STONE	<b>Zone/Dist:</b> 06K	<b>RO #:</b> 726304	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

10/9/2009 10:49:55 AM GARYR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?  
3 PREVIOUS REPAIR DESCRIPTION

4 CHK COMBO SW, P6 RED/BLK C204 P5

10/19/2009 2:38:31 PM AMYB

5 SURVEY

ON 5/09/09 VEHICLE CAME IN WITH COMPLAINT THAT BOTH LOW BEAMS INOP. EXPRESS LUBE TECH REPLACED BOTH BULBS. PROBLEM STILL PRESENT. I THEN RECEIVED R.O. AND FOUND PROBLEM TO BE A FAULTY COMBINATION SWITCH. REPLACED COMBINATION SWITCH. ALL LIGHTS FUNCTIONAL. VEHICLE RETURNED ON 8/04/09 WITH SAME COMPLAINT. CHECKED GROUND CONNECTION G402, CHECKED FUSES 6 12 AND 13. ALL FUNCTIONAL WITH GOOD CONNECTIONS AND NO RESISTANCE. DID NOTE AT THIS TIME THAT VEHICLE IS EQUIPPED WITH AN AFTERMARKET ALARM.

YES  
NOTED INSTALLATION OF AFTERMARKET ALARM ON REPAIR ORDER DATED 8/04/09. VEHICLE RETURNED ON 10/08/09 WITH SAME COMPLAINT OF BOTH LOW BEAM HEADLIGHTS I NOP. ALL OTHER LIGHTS ARE FUNCTIONAL.

JON LUKENS 8901 S BLVD CHARLOTTE, NC 28273

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2919096	DAVIDK	10/28/2009	DAVIDK	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	HEADLIGHT INOP	OVERHEATED COMBO SW CONNECTOR?; KB 16103
		<b>Resln Source:</b> None <b>Date:</b>
		<b>Status:</b> N/A <b>Mileage:</b> 56,458

<b>Dealer #:</b> 207339 <b>TZ:</b> EST <b>Dlr Cont:</b> LEWIS BRUNT <b>Training %:</b> 71 <b>Serv Ph:</b> (908) 859-0966 <b>Extn:</b> <b>Serv Mgr:</b> JOHN SWITA <b>Parts Mgr:</b> JACK PAIEDA <b>Dlr Name:</b> PHILLIPSBURG-EASTON HONDA 400 COUNTY ROAD 519 PHILLIPSBURG      NJ 08865  <b>Phone:</b> (908) 859-0966 <b>Fax #:</b> 9088596493 <b>DPSM:</b> MATHEW HATCH <b>Zone/Dist:</b> 05D <b>Previous Dealer/Contact</b> <b>Date</b>	<b>VIN:</b> JHMGD38417S <b>Year:</b> 2007 <b>Model:</b> FIT <b>Tran:</b> 5AT <b>Trim:</b> BASE <b>Doors:</b> 5DR <b>WD:</b> 2 <b>Fact:</b> SUZUKA <b>Country:</b> JPN <b>Desc:</b> FIT 5DR 4CYL 109.0 HP 1.5 L <b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG, <b>Engine #:</b> L15A11140296 <b>Trans #:</b> 1032212 <b>Em Type:</b> <b>RO #:</b> 129896 <b>Case Type:</b> Technical <b>W.O. #:</b>	<b>Err:</b> 
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### Tech Line Suggests

### Information from Dealer

10/28/2009 11:28:17 AM      DAVIDK

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 FAX KB 16103

LOW BEAMS INOP.  
 NO  
 THE CONNECTOR ON THE COMBO S/W IS MELTED

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3008244	TOMP	05/18/2010	TOMP	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	LOW BEAM HEADLIGHTS INOP	TERMINAL 6 OVER HEATED; FAXED KB 16103
	<b>ResIn Source:</b>	None
	<b>Status:</b>	N/A
	<b>Date:</b>	
	<b>Mileage:</b>	75,564

<b>Dealer #:</b>	206594	<b>TZ:</b>	CST	<b>VIN:</b>	JHMGD38667S	<b>Err:</b>	
<b>Dir Cont:</b>	THOMAS	<b>Training %:</b>	75	<b>Year:</b>	2007	<b>Model:</b>	FIT
<b>Serv Ph:</b>	(210) 680-3371	<b>Extn:</b>		<b>Tran:</b>	5AT	<b>Trim:</b>	SPORT
<b>Serv Mgr:</b>	RUSSELL ZEMIS			<b>Doors:</b>	5DR	<b>WD:</b>	2
<b>Parts Mgr:</b>	ALLEN POOLE			<b>Fact:</b>	SUZUKA	<b>Country:</b>	JPN
<b>Dir Name:</b>	GUNN HONDA			<b>Desc:</b>	FIT 5DR SPORT 4CYL 109.0 HP 1.5 L		
	14610 IH 10 WEST			<b>WhtBdy:</b>	POWER STEERING, ABS, SRS AIRBAG,		
	SAN ANTONIO	TX 78249		<b>Engine #:</b>	L15A11140565	<b>Trans #:</b>	1032528
<b>Phone:</b>	(210) 680-3371	<b>Fax #:</b>	2106475545	<b>Em Type:</b>			
<b>DPSM:</b>	JERRY MEADE	<b>Zone/Dist:</b>	03B	<b>RO #:</b>	754056		
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Case Type:</b>	Technical		
				<b>W.O. #:</b>			

### Tech Line Suggests

5/18/2010 7:59:15 AM TOMP

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 CAN YOU DUPLICATE THE COMPLAINT?
- 6 HOW CAN I HELP?
- 7 WHICH CONNECTOR AND TERMINAL #?
- 8 FAXED JB 16103

### Information from Dealer

CUSTOMER STATES LOW BEAM HEADLIGHTS ARE NOT WORKING

[MODEL: FIT][YEAR: 2007][PUBID: ][SUBJECT: ][KEYWORD: HEADLIGHT]

THOMAS:

YES

THE WIRE TERMINAL IS MELTED, JUST LIKE CIVIC.

COMBI SW COUPLER TERMINAL 6

210 680 1131

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2881306	MARKP	08/13/2009	AMYB	5

**Code**   **Original Complaint**  
**P 7310**   **HEADLIGHT PROB**

**Probable Cause/Solution**

KB 16103

**Resln Source:**   None

**Date:**

**Status:**   P RCVD

**Mileage:**   38,502

<b>Dealer #:</b> 207837	<b>TZ:</b> PST	<b>VIN:</b> JHMGD38627S	<b>Err:</b>
<b>Dlr Cont:</b> ROBERT ISBELL	<b>Training %:</b> 99	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (510) 428-1776	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> TIM THOMAS		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> JAMES CHONG		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dlr Name:</b> HONDA OF OAKLAND 3330 BROADWAY STREET OAKLAND CA 94611		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
		<b>Engine #:</b> L15A11140999	<b>Trans #:</b> 1032755
<b>Phone:</b> (510) 428-1776	<b>Fax #:</b> 5104209217	<b>Em Type:</b>	
<b>DPSM:</b> STEVEN ROSTOMILY	<b>Zone/Dist:</b> 12D	<b>RO #:</b> 307797	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

8/13/2009 11:21:30 AM MARKP

1 ORIGINAL COMPLAINT

LOW BEAMS INOP. FOUND BURNT WIRE AND CONNECTOR AT HEADLIGHT SWITCH.

2 PREVIOUS REPAIRS OR PARTS REPLACED?

NO

3 KB 16103 KNOW PROBLEM

OH OK.WE ALREADY HAVE THE HARNESS AND SW HERE.DPSM JUST WANTED US TO CALL THIS IN

4 HAVE PARTS SAVE.MIGHT BE CALLING PARTS IN

THANKS NO PROBLEM

8/13/2009 2:23:45 PM PAULI

5 WILL P/U FOR LARRY LIND

8/13/2009 3:15:14 PM PAULI

6 FAXED SHIP REQUEST

8/18/2009 1:52:03 PM PAULI

7 HRNSS/SW RCVD--FRWD>LARRY LIND

10/19/2009 1:33:29 PM AMYB

8 SURVEY

ROBERT ISBELL\* 3416 BRITHORN LANE ALAMEDA, CA 94502

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3067317	CHRISV	10/11/2010	CHRISV	1

Code	Original Complaint	Probable Cause/Solution
P 7310	HEADLIGHTS INOP	REFER TO HSB 04-015
		Resln Source: None
		Status: N/A
		Date:
		Mileage: 47,248

<b>Dealer #:</b> 207946	<b>TZ:</b> EST	<b>VIN:</b> JHMGD38677S	<b>Err:</b>
<b>Dir Cont:</b> RYAN RUSKIN	<b>Training %:</b> 65	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (910) 395-1116	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> KENNETH SMITH		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> CHRISTOPHER JACKSON		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dir Name:</b> STEVENSON HONDA		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
821 SOUTH COLLEGE ROAD		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
WILMINGTON NC 28403		<b>Engine #:</b> L15A11140979	<b>Trans #:</b> 1032771
<b>Phone:</b> (910) 395-1116	<b>Fax #:</b> (910) 392-8513	<b>Em Type:</b>	
<b>DPSM:</b> PERRY MORRIS	<b>Zone/Dist:</b> 06M	<b>RO #:</b> 416162	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

10/11/2010 6:10:46 AM CHRISV

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 REFER TO HSB 04-015, USE THOSE PARTS

C/S THE LOW BEAM LIGHTS ARE NOT WORKING, HIGH BEAMS ARE.

[MODEL: FIT][YEAR: 2007][PUBID: 0][SUBJECT: ][KEYWORD: HEADLIGHT]  
HEADLIGHT SW CONN BURNT

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3029293	TERRYP	07/09/2010	TERRYP	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 7310	LOW BEAMS INOP, RED WIRE	FBF: REPAIRED USING HSB-04-015	
		<b>ResIn Source:</b>	Feedback forms
		<b>Status:</b>	N/A
		<b>Date:</b>	07/09/2010
		<b>Mileage:</b>	59,832

<b>Dealer #:</b>	208244	<b>TZ:</b>	EST	<b>VIN:</b>	JHMGD38407S [REDACTED]	<b>Err:</b>
<b>Dlr Cont:</b>	WILLIAM ALLEN	<b>Training %:</b>	87	<b>Year:</b>	2007	<b>Model:</b>
<b>Serv Ph:</b>	(703) 660-0110	<b>Extn:</b>		<b>Tran:</b>	5AT	<b>Trim:</b>
<b>Serv Mgr:</b>	DONNA KELLY			<b>Doors:</b>	5DR	<b>WD:</b>
<b>Parts Mgr:</b>	MARK PHOTIOU			<b>Fact:</b>	SUZUKA	<b>Country:</b>
<b>Dlr Name:</b>	SHEEHY HONDA 7434 RICHMOND HIGHWAY ALEXANDRIA VA 22306			<b>Desc:</b>	FIT 5DR 4CYL 109.0 HP 1.5 L	
<b>Phone:</b>	(703) 660-0110	<b>Fax #:</b>	7036600119	<b>WhtBdy:</b>	POWER STEERING, ABS, SRS AIRBAG,	
<b>DPSM:</b>	RAFIK ABDULLAHI	<b>Zone/Dist:</b>	06B	<b>Engine #:</b>	L15A11141291	<b>Trans #:</b>
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Em Type:</b>		
				<b>RO #:</b>	35671	
				<b>Case Type:</b>	Technical	
				<b>W.O. #:</b>		

### Tech Line Suggests

- 7/9/2010 6:26:30 AM TERRYP
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 ISIS SEARCH CRITERIA
  - 4 (EXPLAINED KB 16103)

### Information from Dealer

LOW BEAMS INOP BURNING SMEEL IN CAR

[MODEL: FIT][YEAR: 2007][PUBID: ][SUBJECT: ][KEYWORD: HEAD]

- 7/9/2010 12:24:11 PM TERRYP
- 5 FBF

COMMENTS: 01 CIVIC KIT WORKS WELL

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2755555	STEVEN	01/12/2009	DAVEM	9

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 7310	HEADLIGHT SWITCH CON BURNT UP	FBF: REPLACE HARNESS AND SWITCH	
		<b>ResIn Source:</b> Feedback forms	<b>Date:</b> 03/31/2009
		<b>Status:</b> P RCVD	<b>Mileage:</b> 60,558

<b>Dealer #:</b> 208376	<b>TZ:</b> EST	<b>VIN:</b> JHMGD38607S	<b>Err:</b>
<b>Dir Cont:</b> ALFRED WRIGHT	<b>Training %:</b> 77	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (678) 318-3150	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> THOMAS HOUSER		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> THOMAS DUNLAP		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dir Name:</b> HONDA MALL OF GEORGIA		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
3699 GEORGIA HWY. #20		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
BUFORD GA 30519		<b>Engine #:</b> L15A11143025	<b>Trans #:</b> 1034518
<b>Phone:</b> (678) 318-3150	<b>Fax #:</b> 6783183109	<b>Em Type:</b>	
<b>DPSM:</b> MELISSA MECHAN	<b>Zone/Dist:</b> 07E	<b>RO #:</b> 292786	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

1/12/2009 1:46:11 PM	STEVEN	
1 ORIGINAL COMPLAINT		HEAD AND FOG LIGHTS INOP. FOUND THE HEAD LIGHT SWITCH AND HARNESS CONNECTOR BURNT UP.
2 PREVIOUS REPAIRS OR PARTS REPLACED?		NO
3 CONNECTOR IS BURNT UP?		YES
4 REPLACE THE HARNESS AND HEADLIGHT SWITCH		OK
1/12/2009 3:57:37 PM	PAULI	
5		E/M FROM LARRY LINDSAY
6		PLSE P/U H/L SW WIRE HARNESS
7 WILL P/U		
1/13/2009 3:41:39 PM	PAULI	
8 FAXED SHIP REQUEST		
1/19/2009 4:01:17 PM	PAULI	
9 NO CLM? WILL CHCK STATUS & ADVISE LARRY L		
1/23/2009 1:14:04 PM	PAULI	
10		ROBBY, SVC
11		THE AFTERMARKET INS CO WOULD NOT AUTHORIZE A WIRE HARNESS. MY TECH REPAIRED THE CNNCTR
12		THE H/L SW WAS RPLCD
13		JASON, PRTS
14		GOT REQ, WILL SEND. THE CNNCTR IS NOT AVAIL (SCRAPPED BY TECH)
15 FYI>JIMN		
1/28/2009 1:28:48 PM	PAULI	
16 H/L SW RCVD--FRWD>LARRY LIN		
3/16/2009 8:52:52 AM	DAVEM	
17 SENT FBF		
3/31/2009 12:18:23 PM	DAVEM	
18 FBF		
19 "I REPLACED THE HEADLIGHT COMBO SWITCH AND THE HARNESS CONNECTOR" " HAD TO INSTALL NEW PINS IN CONNECTOR"		

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2796049	CHRISR	03/26/2009	MIKEH	5

**Code**    **Original Complaint**  
P 7310    NO LOW BEAMS, CONN BURNED

**Probable Cause/Solution**  
CONNECTOR?; REPL H/L SW. AND DASH HRNSS

**ResIn Source:**    None    **Date:**  
**Status:**    P RCVD    **Mileage:** 65,750

<b>Dealer #:</b> 208317	<b>TZ:</b> EST	<b>VIN:</b> JHMGD38457S	<b>Err:</b>
<b>Dlr Cont:</b> TOM JOHANSEN	<b>Training %:</b> 65	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (609) 597-0033	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> BASE
<b>Serv Mgr:</b> PAUL SHUTAK		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> ROBERT BANUL		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dlr Name:</b> CAUSEWAY HONDA 457 ROUTE 72 WEST MANAHAWKIN NJ 08050		<b>Desc:</b> FIT 5DR 4CYL 109.0 HP 1.5 L	
		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
		<b>Engine #:</b> L15A11143070	<b>Trans #:</b> 1034592
<b>Phone:</b> (609) 597-0033	<b>Fax #:</b> 6095970993	<b>Em Type:</b>	
<b>DPSM:</b> ROBERT BENNETT	<b>Zone/Dist:</b> 05K	<b>RO #:</b> 33743	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

3/26/2009 9:29:37 AM	CHRISR
1 ORIGINAL COMPLAINT	I HAVE A FIT WITH NO LOW BEAMS , FOUND RED/WHT WIRE MELTED AT COMBINATION LIGHT SWITCH . WONDERING IF YOU HAVE SEEN THIS PROBLEM.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 YES A FEW, REPLACE DTHE DASH HARNESS AND SWITCH	OK, DO YOU KNOW PART #, MY PARTS DEPT WASNT SURE
4 32117-SLN-A10	OK
5 HOLD PARTS WE WILL CALL FOR THEM	OK
6 PEND TO PAULI FOR PICK UP	
3/26/2009 9:48:06 AM	PAULI
7 WILL P/U (FOR LARRYL)	
3/26/2009 10:21:33 AM	PAULI
8 FAXED SHIP REQUEST	
4/2/2009 2:05:34 PM	PAULI
9 COMBO SW, HRNSS RCVD--FRWD>LARRYL	



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2814458	KEITHC	05/04/2009	PAULI	5

**Code**    **Original Complaint**  
P 7310    HEADLIGHT PROB

**Probable Cause/Solution**  
REPLACE SWITCH, INST PANEL HARNESS

**ResIn Source:**    None

**Date:**

**Status:**    P RCVD

**Mileage:** 40,306

**Dealer #:** 207200    **TZ:** EST  
**Dir Cont:** CHET FORBES    **Training %:** 82  
**Serv Ph:** (201) 368-0190    **Extn:**  
**Serv Mgr:** CARLOS REYES  
**Parts Mgr:** EDWARD BOGERT  
**Dir Name:** DCH PARAMUS HONDA  
WEST 120, ROUTE 4  
PARAMUS    NJ 07652  
**Phone:** (201) 368-0190    **Fax #:** 2013680234  
**DPSM:** MATHEW HATCH    **Zone/Dist:** 05D  
**Previous Dealer/Contact**    **Date**

**VIN:** JHMGD38647S [REDACTED]    **Err:**  
**Year:** 2007    **Model:** FIT  
**Tran:** 5AT    **Trim:** SPORT  
**Doors:** 5DR    **WD:** 2  
**Fact:** SUZUKA    **Country:** JPN  
**Desc:** FIT 5DR SPORT 4CYL 109.0 HP 1.5 L  
**WhtBdy:** POWER STEERING, ABS, SRS AIRBAG,  
**Engine #:** L15A11143737    **Trans #:** 1035144  
**Em Type:**  
**RO #:** 621617  
**Case Type:** Technical  
**W.O. #:**

### Tech Line Suggests

5/4/2009 8:22:54 AM    KEITHC

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 REPLACE SWITCH, HARNESS, REFER TO DPSM

5/4/2009 1:35:43 PM    PAULI

4

5 WILL P/U

5/4/2009 3:19:14 PM    PAULI

6 FAXED SHIP REQUEST

5/13/2009 1:27:57 PM    PAULI

7 COMBO SW RCVD--FRWD>LARRY LIN

### Information from Dealer

CUSTOMER STATES LOW BEAM HEAD LIGHTS INOP. FOUND WIRE HARNESS ANS CONNECTOR BURNT AND MELTED AT COMBINATION LIGHT SWITCH CONNECTOR, WIRE # 6 RED/WHT. ON PAGE #110 OF 07-08 FIT ETM.  
NO

E/M FROM LARRY LIN

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3057843	TOMP	09/16/2010	TOMP	1

**Code**    **Original Complaint**  
**P 7310**    **LOW BEAM & FOG LIGHTS INOP**

**Probable Cause/Solution**  
 REFER TO KB 16103

**Resln Source:**    None  
**Status:**    N/A

**Date:**  
**Mileage:**    79,432

<b>Dealer #:</b> 240009	<b>TZ:</b> EST	<b>VIN:</b> JHMGD38657S	<b>Err:</b>
<b>Dlr Cont:</b> GREG STIPES	<b>Training %:</b> 87	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (678) 624-0050	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> JOHN MEYERS		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> STEPHEN RENALDO		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dlr Name:</b> HONDA CARLAND SERVICE CENTER 11300 STATE BRIDGE RD. ALPHARETTA                      GA 30022		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
		<b>Engine #:</b> L15A11148212	<b>Trans #:</b> 1038102
<b>Phone:</b> (678) 624-0050	<b>Fax #:</b> 6786240854	<b>Em Type:</b>	
<b>DPSM:</b> MELISSA MECHAN	<b>Zone/Dist:</b> 07E	<b>RO #:</b> 010378	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

9/16/2010 8:14:50 AM    TOMP

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5
- 6 REFER TO KB 16103

BOTH LOW BEAM HEADLIGHTS AND BOTH FOG LIGHTS  
 QUIT WORKING AT THE SAME TIME.

[MODEL: FIT][YEAR: 2007][PUBID: 0][SUBJECT: ][KEYWORD:  
 HEADLIGHT]  
 GREG:  
 SEEING SAME PROBLEM AS CIVIC.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3064859	TOMP	10/04/2010	TOMP	1

**Code**    **Original Complaint**  
P 7310    LOW BEAM TERMINAL MELTED

**Probable Cause/Solution**  
REFER TO KB 16103

**ResIn Source:**    None  
**Status:**            N/A

**Date:**  
**Mileage:**    33,141

<b>Dealer #:</b> 206620	<b>TZ:</b> EST	<b>VIN:</b> JHMGD38607S	<b>Err:</b>
<b>Dir Cont:</b> CARLOS TOMAS	<b>Training %:</b> 78	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (850) 576-5165	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> DON MONDA		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> JOSEPH FREELAND		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dir Name:</b> PROCTOR HONDA		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
2373 W. TENNESSEE ST.		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
TALLAHASSEE FL 32304		<b>Engine #:</b> L15A11148231	<b>Trans #:</b> 1037914
<b>Phone:</b> (850) 576-5165	<b>Fax #:</b> 8505761660	<b>Em Type:</b>	
<b>DPSM:</b> GEORGE OPPEL	<b>Zone/Dist:</b> 07F	<b>RO #:</b> 130270	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

10/4/2010 1:10:33 PM TOMP

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4

5 REFER TO KB 16103

CUST COMPLAINT, LOWBEAMS INOP. FOUND RED/WHITE WIRE ON HEADLIGHT CONNECTOR BURNT LIKE 01-05 CIVICS.

[MODEL: FIT][YEAR: 2007][PUBID: 0][SUBJECT: ][KEYWORD: LIGHT]  
CARLOS

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2818677	TOMP	05/12/2009	PAULI	8

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	HEADLIGHTS INOP	TERMINAL OVERHEATED;REFER TO KB 16103
	<b>Resln Source:</b>	None
	<b>Status:</b>	P RCVD
		<b>Date:</b>
		<b>Mileage:</b> 41,622

<b>Dealer #:</b> 206717	<b>TZ:</b> EST	<b>VIN:</b> JHMGD37627S	<b>Err:</b>
<b>Dlr Cont:</b> MATTHEW	<b>Training %:</b> 79	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (727) 521-4000	<b>Extn:</b>	<b>Tran:</b> 5MT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> JOHN SCHNEPP		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> MICHELE LEGGETT		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dlr Name:</b> CROWN HONDA		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
7671 US HIGHWAY19NORTH		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
PINELLAS PARK FL 33781		<b>Engine #:</b> L15A11150047	<b>Trans #:</b> 1011026
<b>Phone:</b> (727) 521-4000	<b>Fax #:</b> 7273291558	<b>Em Type:</b>	
<b>DPSM:</b> DONALD LOGAN	<b>Zone/Dist:</b> 07K	<b>RO #:</b> 34657	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

**Tech Line Suggests****Information from Dealer****5/12/2009 10:28:00 AM TOMP**

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PREVIOUS REPAIR DESCRIPTION
- 4
- 5 refer to KB 16103
- 6 If a dealer contacts Tech Line with this issue, (see attached photo) please replace the switch and harness and send both parts to AHM, attn: Larry Lindsay.
- 7 Pend contact to PI.
- 8 Here are the harness part numbers:
- 9 Instrument Wire Harness MT Sport
- 10 32117-SLN-A20
- 11 PI, PLEASE PICKUP PARTS FOR L LINDSAY

LOW BEAMS INOP.  
YES  
REPLACED COMBINATION SWITCH AFEW MONTHS AGO.  
MATTHEW

**5/12/2009 11:19:37 AM PAULI**

- 12 WILL P/U

**5/12/2009 11:57:14 AM PAULI**

- 13 FAXED SHIP REQUEST

**5/13/2009 10:00:47 AM STEVEN**

- 14
- 15 MAYBE, BUT THE DAMAGE COULD HAVE JUST BEEN TOO SEVERE FOR THE REPAIR. HAVE THE TECH REPLACE THE HARNESS

DONALD (DPSM) THIS CAR IS BACK AGAIN, COULD IT BE CAUSED BY A BAD REPAIR THE FIRST TIME?  
OK

**5/18/2009 11:31:10 AM PAULI**

- 16 NO CLM?
- 17 sas

**5/20/2009 11:00:57 AM PAULI**

- 18 HARNESS RCVD--FRWD>LARRY LIN

**5/26/2009 9:19:04 AM PAULI**

- 19 206717 RO Date: 2009-05-09 Claim Number: 034657
- 20
- 21
- 22

R&R  
32117-SLN-A20 HARN, INSTRUMENT  
35255-S5K-F12 SWITCH ASSY.  
79570-SAA-003 SWITCH, HEATER FAN

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2786497	STEVEN	03/09/2009	PAULI	10

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	HEADLIGHT INOP	FBF: REPLACE HEADLIGHT SWITCH AND DASH HARNESS
		<b>ResIn Source:</b> Feedback forms <b>Date:</b> 03/25/2009
		<b>Status:</b> P RCVD <b>Mileage:</b> 16,542

<b>Dealer #:</b> 206511	<b>TZ:</b> PST	<b>VIN:</b> JHMGD38667S	<b>Err:</b>
<b>Dlr Cont:</b> ISMAEL GARCIA	<b>Training %:</b> 56	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (818) 508-3888	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> ROBBIE COTTRELL		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> LUIS NAVAS		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dlr Name:</b> ROBERTSON HONDA 5841 LANKERSHIM BLVD. NORTH HOLLYWOOD CA 91601		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
		<b>Engine #:</b> L15A11150182	<b>Trans #:</b> 1039552
<b>Phone:</b> (818) 508-3888	<b>Fax #:</b> 8183013562	<b>Em Type:</b>	
<b>DPSM:</b> DIANA MONTES	<b>Zone/Dist:</b> 01C	<b>RO #:</b> 742906	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

3/9/2009 8:54:37 AM	STEVEN	1 ORIGINAL COMPLAINT	HEAD LIGHT LOW BEAMS DO NOT WORK
		2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
		3 VERIFY THE COMPLAINT?	YES, THE RED WIRE IS BURNT UP JUST LIKE THE CIVICS
		4 MADE ANY REPAIRS YET?	NO CAN WE FIX IT LIKE THE CIVIC
		5 NO, NEED TO REPLACE THE HEADLIGHT SWITCH AND DASH HARNESS	OK
3/10/2009 9:43:56 AM	PAULI	6	E/M FROM LARRY LINDSAY
		7	PLSE P/U SW & HRNSS
		8 WILL P/U	
3/10/2009 4:20:40 PM	PAULI	9 FAXED SHIP REQUEST	
3/16/2009 8:53:26 AM	DAVEM	10 send fbf	
3/17/2009 10:04:40 AM	PAULI	11 NO CLM	
		12 MONIT VIN	
3/24/2009 12:03:01 PM	PAULI	13 HRNSS RCVD--FRWD>LARRY LIND	
3/25/2009 7:37:28 AM	DAVEM	14 FBF	
		15 REF # VIN DATE MODEL MDL YR DLR# AGENT NAME	
		16 -----	
		17 2786497 JHMGD38667S036253 03/20/2009 FIT 2007	
		206511 DAVE_MORGAN	
		18 COMMENTS:	
		19 REPLACED DASH HARNESS AND COMBO LIGHT SWITCH AS PER TECH LINE NOW OPERATING AS	
		20 DESIGNED...THANX	
3/25/2009 8:21:21 AM	PAULI	21 (ADVISED DAVE PRTS W/LARRY	



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2883369	STEVEN	08/18/2009	STEVEN	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 7310	HEADLIGHTS INOP, RED WIRE MELT	8/18: REFER TO HSB 04-015	
		<b>ResIn Source:</b> Spoke w/ Dealer	<b>Date:</b> 08/18/2009
		<b>Status:</b> N/A	<b>Mileage:</b> 29,322

<b>Dealer #:</b> 207847	<b>TZ:</b> PST
<b>Dlr Cont:</b> RON GLASPEY	<b>Training %:</b> 59
<b>Serv Ph:</b> (541) 485-6111	<b>Extn:</b>
<b>Serv Mgr:</b> PAT LAMORA	
<b>Parts Mgr:</b> HANS BURT	
<b>Dlr Name:</b> KENDALL HONDA	
846 GOODPASTURE ISL.RD	
EUGENE	OR 97401
<b>Phone:</b> (541) 485-6111	<b>Fax #:</b> 5413356394
<b>DPSM:</b> CANDICE	<b>Zone/Dist:</b> 02G
<b>Previous Dealer/Contact</b>	<b>Date</b>

<b>VIN:</b> JHMGD38627S	<b>Err:</b>
<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
<b>Engine #:</b> L15A11150689	<b>Trans #:</b> 1039824
<b>Em Type:</b>	
<b>RO #:</b> 254542	
<b>Case Type:</b> Technical	
<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

8/18/2009 10:13:27 AM STEVEN

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 REFER TO THE SAME CIVIC HSB FOR REPAIRS

NO HEADLIGHTS ON DIM OR FOG LIGHTS, FOUND  
DAMAGED CONNECTOR ON HEADLIGHT SWITCH THE SAME  
RED ANDWHITE WIRE AS RECALL FOR CIVICS  
NO  
OK



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3058328	TOMP	09/17/2010	TOMP	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	LOW BEAMS INOP	TERMINAL FOR LOW BEAM DAMAGED;REFER TO KB 16103
	<b>Resln Source:</b>	None
	<b>Status:</b>	N/A
		<b>Date:</b>
		<b>Mileage:</b> 61,414

<b>Dealer #:</b>	207027	<b>TZ:</b>	EST	<b>VIN:</b>	JHMGD37667S	<b>Err:</b>	
<b>Dir Cont:</b>	CRAIG SKOTNICKI	<b>Training %:</b>	63	<b>Year:</b>	2007	<b>Model:</b>	FIT
<b>Serv Ph:</b>	(302) 658-7245	<b>Extn:</b>		<b>Tran:</b>	5MT	<b>Trim:</b>	SPORT
<b>Serv Mgr:</b>	MATTHEW CARR			<b>Doors:</b>	5DR	<b>WD:</b>	2
<b>Parts Mgr:</b>	ELMER GREER			<b>Fact:</b>	SUZUKA	<b>Country:</b>	JPN
<b>Dir Name:</b>	UNION PARK HONDA			<b>Desc:</b>	FIT 5DR SPORT 4CYL 109.0 HP 1.5 L		
	1704 PENNSYLVANIA AVE.			<b>WhtBdy:</b>	POWER STEERING, ABS, SRS AIRBAG,		
	WILMINGTON	DE 19806		<b>Engine #:</b>	L15A11150897	<b>Trans #:</b>	1011294
<b>Phone:</b>	(302) 658-7245	<b>Fax #:</b>	3025735272	<b>Em Type:</b>			
<b>DPSM:</b>	ROBERT BENNETT	<b>Zone/Dist:</b>	05K	<b>RO #:</b>	764660		
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Case Type:</b>	Technical		
				<b>W.O. #:</b>			

### Tech Line Suggests

- 9/17/2010 7:00:58 AM TOMP
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 ISIS SEARCH CRITERIA
  - 4
  - 5
  - 6 REFER TO KB 16103
  - 7 07-08 Sport Fit Repair Kit PN 35012-S5A-307, 2 Hex Bolts  
90134-S6A-A80, but needs new headlight switch  
35255-S5K-

### Information from Dealer

HEADLIGHT CIRCUIT PIN 6 RED/WHT GROUND BURNED  
....SWITCH AND CONNECTOR-WIRE DAMAGE

[MODEL: FIT][YEAR: 2007][PUBID: 0][SUBJECT: ][KEYWORD:  
ETM]  
CRAIG  
SIMILAR OR SAME PROBLEM AS CIVIC HAD A FEW YEARS  
BACK.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2570791	JOHNB	03/07/2008	JOHNB	10

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 7310	LOW BEAMS INOP;HI BEAMS OK	WARR: REPL BURN'T HL SW & HARNESS	
		<b>ResIn Source:</b> Warranty	<b>Date:</b> 03/27/2008
		<b>Status:</b> P RCVD	<b>Mileage:</b> 21,676

<b>Dealer #:</b> 208445	<b>TZ:</b> CST	<b>VIN:</b> JHMGD38647S	<b>Err:</b>
<b>Dir Cont:</b> DARYL HALL	<b>Training %:</b> 40	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> 515-233-3316	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> MELVIN GAWLEY		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> THOMAS ALBERS		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dir Name:</b> HONDA OF AMES		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
220 KITTY HAWK DRIVE		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
AMES IA 50010		<b>Engine #:</b> L15A11151201	<b>Trans #:</b> 1040223
<b>Phone:</b> (515) 233-3316	<b>Fax #:</b>	<b>Em Type:</b>	
<b>DPSM:</b> OPEN POSIT 9/22/10	<b>Zone/Dist:</b> 08L	<b>RO #:</b> 47303	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

**Tech Line Suggests****Information from Dealer****3/7/2008 12:24:03 PM JOHN B**

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 SORRY,NO;THAT DOES NOT APPLY TO MODEL "FIT";DOES THIS CAR HAVE ANY AFTERMARKET BLUBS OR LIGHTING FIXTURES,OR ANY ADDITIONAL ELETRICAL CONNECTIONS NOT OEM
- 5 IF AN AFTERMARKET BLUB WITH A HIGHER THAN RECOMMENDED WATTAGE,MAY OR COULD HAVE CAUSED THIS
- 6 YOU DID CHECK
- 7 I HAVE NO THER CALLS FOR THIS;PLEASE HOLD,WILL CONVEY THIS TO OUR DEPT,AND CB WITH DIRECTIVES

LOW BEAM HEADLAMPS INOP  
NO  
LOW BEAM INOP,FOUND PIN 6 AT HEADLIGHT SWITCH MELTED,WIRE ON PIN 6 IS MELTED DOWN 1" FROM CONNECTOR;SWITCH HOUSING IS MELTED;SO FOUND A PRIOR HSB FOR THIS PROBLEM ON ANOTHER MODEL HONDA;CAN I APPLY THE HSB TO REPAIR THIS VEHICLE NONE,AND WHAT WOULD THAT HAVE TO DO WITH THIS

NO AFTERMARKET BLUBS!!!

YES  
OK.....

**3/7/2008 1:14:13 PM JOHN B**

- 8 CB FOR TECH DARYL HALL;WAS PLACED ON HOLD BY DEALER;WAS THEN DISCONNECTED BY DEALER
- 9 CB DEALER AGAIN: DARYL,GO AHEAD AND ORDER THE HEADLIGHT SWITCH ASSEMBLY AND THE RELATED WIRING HARNESS;DO NOT REPAIR AT THIS TIME;PLEASE TAKE PHOTOS OF THE VEHICLES DAMAGED WIRE AND MELTED HEADLIGHT SW;PLEASE TAKE PHOTOS SHOWING OUTSIDE OF VEHICLES CONDITION;PLEASE TAKE PHOTOS AND SEND THEM VIA ISIS: SERVICE,TECH LINE,IMAGE UPLOAD;OR SEND VIA techline@ahm.honda.com; INCLUDE REF# AND VIN.
- 10 DOES IT HAVE A LIGHTED PIZZA SIGN ON THE ROOF OF THE VEHICLE
- 11 IS IT WIRED INTO THE HEADLIGHT CIRCUIT?
- 12 PLEASE INSPECT FOR ANY CONNECTION OF MODIFICATION;TAKE PHOTOS OF THAT IF FOUND.
- 13 FORWARDED TO SME MIKEH
- 14 FORWARDED TO RICH

ALSO THIS VEHICLE IS USED FOR PIZZA DELIVERY

YES

NOT SURE,WILL HAVE TO INSPECT

**3/10/2008 11:21:29 AM RUDYG**

- 15 03/10/2008 11:22:48 AM RUDYG
- 16 THE PICTURES ARE HERE, LET US REVIEW THEM AND I WILL GET BACK TO YOU.
- 17 (ATTACHED 3 PHOTOS TO CONTACT, PEND TO JOHN B)

I HAVE SENT PICTURES OF THIS ON FRIDAY, HAVE YOU GUYS LOOKED AT THEM?  
OK

**3/10/2008 11:45:25 AM JOHN B**

- 18 (SPOKE TO MIKEH;WAS INSTRUCTED TO HAVE DEALER REPLACE THE HEADLIGHT SWITCH AND THE RELATED HARNESS)
- 19 CONTACTED TECH DARYL HALL: PLEASE REPLACE THE HEADLIGHT SWITCH AND THE RELATED HARNESS;WE WILL WANT THE ORIGINAL DAMAGED PARTS
- 20 DO YOU KNOW HOW THE PIZZA SIGN IS WIRIED INTO THE CAR
- 21 HOW IS THE GROUND PORTION OF THE CIRCUIT CONNECTED
- 22 WHO CAN WE CONTACT IN YOUR PARTS TO ARRANGE PICK UP OF THE PARTS IN QUESTION
- 23 PENDED PARTS REQUIRED,TO: PAULI
- 24 PENDED TO S.M.E.:MIKEH

OK,WILL DO

NOT IN DETAIL,BUT THE POWER IS OBTAINED THROUGH THE DASH FUSE BOX AT ONE OF THE ACCESSORY TERMINALS,BUT NOT SURE WHICH ONE,SORRY SOME BODY GROUND LOCATION,SORRY

OUR PARTS MANAGER TOM

3/10/2008 12:49:59 PM

PAULI

25

PLEASE ARRANGE FUTURE PICK UP OF HEADLIGHT SW  
AND RELATED HARNESS; CONTACT DEALER PARTS  
MANAGER TOM; PARTS WILL BE FOR MIKEH;

26 WILL P/U

3/11/2008 10:04:34 AM

PAULI

27 FAXED SHIP REQUEST

3/27/2008 2:33:21 PM

MIKEH

28 PTS MIKE HAMEL RECEIVED WARRANTY PARTS FROM  
PAUL IKEMOTO

4/4/2008 2:50:37 PM

PAULI

29 H/L SW RCVD--FRWD>MH

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2700503	KEITHC	10/07/2008	DAVEM	2

**Code**    **Original Complaint**  
**P** 7310    LOW BEAMS INOP

**Probable Cause/Solution**  
 REPLACE H/LIGHT SWITCH, HARNESS

**ResIn Source:**    None

**Date:**

**Status:**    N/A

**Mileage:**    43,396

**Dealer #:**    207565    **TZ:**    EST  
**Dlr Cont:**    MICHAEL STINE    **Training %:**    67  
**Serv Ph:**    (973) 822-1602    **Extn:**  
**Serv Mgr:**    DANIEL BERNSTEIN  
**Parts Mgr:**    MICHAEL SCHUMER  
**Dlr Name:**    MADISON HONDA  
                     280 MAIN STREET  
                     MADISON    NJ 07940  
**Phone:**    (973) 822-1602    **Fax #:**    9738222003  
**DPSM:**    MATHEW HATCH    **Zone/Dist:**    05D  
**Previous Dealer/Contact**    **Date**

**VIN:**    JHMGD38657S [REDACTED]    **Err:**  
**Year:**    2007    **Model:**    FIT  
**Tran:**    5AT    **Trim:**    SPORT  
**Doors:**    5DR    **WD:**    2  
**Fact:**    SUZUKA    **Country:**    JPN  
**Desc:**    FIT 5DR SPORT 4CYL 109.0 HP 1.5 L  
**WhtBdy:**    POWER STEERING, ABS, SRS AIRBAG,  
**Engine #:**    L15A11151286    **Trans #:**    1040235  
**Em Type:**  
**RO #:**    71718  
**Case Type:**    Technical  
**W.O. #:**

### Tech Line Suggests

### Information from Dealer

10/7/2008 6:16:39 AM    KEITHC

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 REPLACE H/LIGHT SWITCH, HARNESS

HEADLIGHTS INOP NEEDS COMBINATION SWITCH WIRING HARNESS. CONNECTOR IS MELTED FOR HEADLIGHTS NO

3/16/2009 8:52:31 AM    DAVEM

- 4 SENT FBF

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2937327	TOMP	12/07/2009	RUDYG	2

**Code**    **Original Complaint**  
P 7310    HEADLIGHTS INOP

**Probable Cause/Solution**  
DAMAGED TERMINAL; REPL HARN AND SW

**ResIn Source:**        None

**Date:**

**Status:**                N/A

**Mileage:**    44,099

**Dealer #:**    208390                      **TZ:**            CST  
**Dlr Cont:**    RICHARD OLLER                      **Training %:**    64  
**Serv Ph:**    (630) 851-5700                      **Extn:**  
**Serv Mgr:**    JOE NAVARRE  
**Parts Mgr:**    JOE JARMUSZ SR  
**Dlr Name:**    VALLEY HONDA  
                    4173 ODGEN AVENUE  
                    AURORA                      IL 60504  
  
**Phone:** (630) 851-5700                      **Fax #:** 6308515925  
**DPSM:** WILLIAM MCKEE                      **Zone/Dist:**    08D  
**Previous Dealer/Contact**                      **Date**

**VIN:** JHMGD38457S [REDACTED]                      **Err:**  
**Year:**            2007                      **Model:**    FIT  
**Tran:**            5AT                      **Trim:**      BASE  
**Doors:**          5DR                      **WD:**        2  
**Fact:**            SUZUKA                      **Country:** JPN  
**Desc:**            FIT 5DR 4CYL 109.0 HP 1.5 L  
**WhtBdy:**        POWER STEERING, ABS, SRS AIRBAG,  
**Engine #:**       L15A11151582                      **Trans #:** 1040460  
**Em Type:**  
**RO #:**            343295  
**Case Type:** Technical  
**W.O. #:**

### Tech Line Suggests

### Information from Dealer

12/7/2009 9:39:00 AM        TOMP

1 ORIGINAL COMPLAINT

BOTH HEADLIGHTS INOP. FOUND COMBO SWITCH POWER WIRE BURNED UP. CONNECTOR MELTED. TRIED ORDERING PARTBUT PART CATALOGUE PICTURES WERE VERY VAGUE. NEED CONFIRMATION ON WHICH PART TO ORDER

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

[MODEL: ELEMENT][YEAR: 2007][PUBID: ][SUBJECT: ]

[KEYWORD: COMBO]

RICHARD

4

5 FAXED KB 16103

12/8/2009 9:34:11 AM        RUDYG

6 12/8/2009 09:35:28 AM RUDYG

(RICHARD) I RECEIVED A FAX REGARDING HSB 04-015. I WANTED TO KNOW IF I NEED TO ORDER THE HARNESS. THE CONNECTOR IS MELTED

7 REPLACE THE INSTRUMENT WIRE HARNESS AND THE HEADLIGHT SWITCH

OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2879896	TOMP	08/11/2009	TOMP	4

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	HEADLIGHTS INOP	TERMINAL DAMAGED; REFER TO KB 16103
	<b>Resln Source:</b>	None
	<b>Status:</b>	P N/A
		<b>Date:</b>
		<b>Mileage:</b> 45,149

<b>Dealer #:</b>	206806	<b>TZ:</b>	CST
<b>Dir Cont:</b>	JOE MASTERMAN	<b>Training %:</b>	70
<b>Serv Ph:</b>	(651) 484-0231	<b>Extn:</b>	
<b>Serv Mgr:</b>	JIM BONNEY		
<b>Parts Mgr:</b>	TOM HUGHES		
<b>Dir Name:</b>	BUERKLE HONDA		
	3360 N. HIGHWAY 61		
	SAINT PAUL	MN 55110	
<b>Phone:</b>	(651) 484-0231	<b>Fax #:</b>	6514841970
<b>DPSM:</b>	DICK SARGENT	<b>Zone/Dist:</b>	08G
<b>Previous Dealer/Contact</b>		<b>Date</b>	

<b>VIN:</b>	JHMGD37657S	<b>Err:</b>	
<b>Year:</b>	2007	<b>Model:</b>	FIT
<b>Tran:</b>	5MT	<b>Trim:</b>	SPORT
<b>Doors:</b>	5DR	<b>WD:</b>	2
<b>Fact:</b>	SUZUKA	<b>Country:</b>	JPN
<b>Desc:</b>	FIT 5DR SPORT 4CYL 109.0 HP 1.5 L		
<b>WhtBdy:</b>	POWER STEERING, ABS, SRS AIRBAG,		
<b>Engine #:</b>	L15A11153115	<b>Trans #:</b>	1011997
<b>Em Type:</b>			
<b>RO #:</b>	311819		
<b>Case Type:</b>	Technical		
<b>W.O. #:</b>			

## Tech Line Suggests

## Information from Dealer

8/11/2009 11:47:58 AM

TOMP

1 ORIGINAL COMPLAINT

VEHICLE CAME IN WITH INOPERATIVE HEADLIGHTS. THEY WERE NOT RECEIVING POWER AND WHEN I INSPECTED THE SWITCH I FOUND THAT THE RED/WHITE WIRE WAS BURNED AND MELTED, IN THE EXACT SAME WAY THAT 01 CIVICS AND INSIGHTS DO. I NOTICED THE CONNECTOR WAS THE SAME AS IN THE REPAIR KIT FOR THOSE CARS. IS IT A LEGITIMATE REPAIR TO REPLACE THE COMBINATION SWITCH AND USE THE RECALL KIT FOR THE 01 CIVIC? OR WOULD I NEED TO REPLACE THE ENTIRE HARNESS?

NO

JOE:

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 REFER TO KB 16103

5 PEND TO LLINDSAY

8/11/2009 3:52:43 PM

PAULI

6 (PER LARRY LIND; PRTS NOT NEEDED @ AHM)

8/12/2009 6:00:35 AM

TOMP

7

RETURN CALL TO DEALER: JOE

8

JOHN (FOREMAN)

9 I WAS INFORMED THIS MORNING BY THE M.E. THAT YOU CAN USE THE CIVIC REPAIR KIT, BUT THE HEADLIGHT SWITCH INCLUDED DOES NOT HAVE FOG LIGHT FUNCTION

10 For the Sport model, the headlight switch included in the kit will not work (it's missing the fog light on/off function).

Therefore, also install the proper switch (35255-S5A-F12)

11 The driver's air bag module and steering wheel must be removed to access the headlight switch (this is not called out in the Civic S/B)

12 Also install new hex bolts used for the driver's air bag module assy (90134-S6A-A80 x2)

13 Step 9 of HSB 04-045 states to "expose about 200mm of wire." For the Fit, about 150mm is OK.

14 Step 10 states "measure 150mm from the end of the connector and cut the RED/WHITE wire there." For Fit, 100mm is OK. (At about 150mm from the switch, the Fit wire harness is tied into another harness)



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2971486	CHRISV	02/19/2010	CHRISV	1

**Code**    **Original Complaint**  
P 7310    HEADLIGHTS INOP

**Probable Cause/Solution**  
REFER TO HSB 04-015

**ResIn Source:**    None  
**Status:**            N/A

**Date:**  
**Mileage:**    80,361

<b>Dealer #:</b> 208366	<b>TZ:</b> PST	<b>VIN:</b> JHMGD38657S	<b>Err:</b>
<b>Dir Cont:</b> THOMAS OLSON	<b>Training %:</b> 73	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (951) 765-2700	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> CARL COGGINS		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> STEVE DOCKERY		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dir Name:</b> DIAMOND VALLEY HONDA		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
300 CARRIAGE CIRCLE DR		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
HEMET CA 92545		<b>Engine #:</b> L15A11155033	<b>Trans #:</b> 1042624
<b>Phone:</b> (951) 765-2700	<b>Fax #:</b> (951) 765-5726	<b>Em Type:</b>	
<b>DPSM:</b> JEFF MAY	<b>Zone/Dist:</b> 01J	<b>RO #:</b> 220086	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

2/19/2010 1:28:44 PM    CHRISV

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4 REFER TO LOW BEAM INOP, H/LIGHT SW TERM # 6  
O/HEATED (REPAIR USING HSB 04-015)HTL-INFO KB  
16103

LOW BEAM HEAD LIGHT INOP

[MODEL: FIT][YEAR: 2007][PUBID: ][SUBJECT:  
LIGHTS,EXTERIOR][KEYWORD: ]

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2992400	JOHNB	04/09/2010	PAULI	5

**Code**    **Original Complaint**  
P 7310    COMBO SW RED/WHT OVERHEATED

**Probable Cause/Solution**  
REPAIR;FAXED KB# 16103

**ResIn Source:**    None

**Date:**

**Status:**    P RCVD

**Mileage:**    56,240

**Dealer #:**    207944    **TZ:**    CST  
**Dlr Cont:**    MARK    **Training %:**    66  
**Serv Ph:**    (319) 393-5700    **Extn:**  
**Serv Mgr:**    JEROME GRAY  
**Parts Mgr:**    JEROME GRAY  
**Dlr Name:**    RANDY KUEHL HONDA CARS  
                    4425 CTR.POINT RD.N.E.  
                    CEDAR RAPIDS    IA 52402  
  
**Phone:**    (319) 393-5700    **Fax #:**    3198321250  
**DPSM:**    OPEN POSIT 9/22/10    **Zone/Dist:**    08L  
**Previous Dealer/Contact**    **Date**

**VIN:**    JHMGD386X7S [REDACTED]    **Err:**  
**Year:**    2007    **Model:**    FIT  
**Tran:**    5AT    **Trim:**    SPORT  
**Doors:**    5DR    **WD:**    2  
**Fact:**    SUZUKA    **Country:**    JPN  
**Desc:**    FIT 5DR SPORT 4CYL 109.0 HP 1.5 L  
**WhtBdy:**    POWER STEERING, ABS, SRS AIRBAG,  
**Engine #:**    L15A11156953    **Trans #:**    1043904  
**Em Type:**  
**RO #:**    116337  
**Case Type:**    Technical  
**W.O. #:**

### Tech Line Suggests

### Information from Dealer

4/9/2010 7:45:31 AM    JOHNB

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 OEM BLUBS AND HEADLIGHTS
- 6 WILL FAX REPAIR PROCEDURE;PLEASE PERFORM
- 7 LOW BEAM INOP, H/LIGHT SW TERM # 6 O/HEATED  
(REPAIR USING HSB 04-015) Tech Line Knowledge Base  
Name: 16103 Issue Date: 26-Mar-2009 Source:  
HTL-INFO Fax? Yes

LOW BEAMS INOP RED/ WHITE WIRE BURNT AT COMBO SWITCH  
  
[MODEL: FIT][YEAR: 2007][PUBID: ][SUBJECT: ][KEYWORD: HEADLIGHT]  
VEHICLE HAS THE LOW BEAM RED WHT WIRE MELTED AT THE COMBO SW ON TERMINAL #6  
YES  
FAX# 319 832 1250

4/9/2010 4:48:47 PM    PAULI

- 8
- 9
- 10 WILL P/U
- 11 FAXED SHIP REQUEST

E/M FROM LARRY LIND  
PLSE P/U PARTS

4/22/2010 10:41:57 AM    PAULI

- 12 NO CLM?

4/27/2010 10:15:50 AM    PAULI

- 13
- 14
- 15 THANKS

ARRON,S/A  
CUST DUE THIS WEEK

5/4/2010 2:06:01 PM    PAULI

- 16 COMBO SW RCVD--FFWD>LARRY LIND

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3046305	TOMP	08/18/2010	DAVIDK	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	LOW BEAMS INOP	8/18: MELTED CONNECOTR AT S/W KB 16103
		<b>Resin Source:</b> Spoke w/ Dealer <b>Date:</b> 08/18/2010
		<b>Status:</b> N/A <b>Mileage:</b> 50,444

<b>Dealer #:</b> 240010	<b>TZ:</b> EST	<b>VIN:</b> JHMGD38627S	<b>Err:</b>
<b>Dir Cont:</b> EDWARD	<b>Training %:</b> 50	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (410) 823-9000	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> JOHN DONOVAN		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> NOAH WESTERVELT		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dir Name:</b> HERITAGE HONDA SERVICE CENTER		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
725 YORK ROAD		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
TOWSON MD 21204		<b>Engine #:</b> L15A11157313	<b>Trans #:</b> 1044156
<b>Phone:</b> (410) 823-9000	<b>Fax #:</b> 4103373825	<b>Em Type:</b>	
<b>DPSM:</b> ROBERT BORZILLERI	<b>Zone/Dist:</b> 06E	<b>RO #:</b> 387863	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

8/18/2010 12:36:23 PM TOMP

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4

5 REFER TO KB 16103

LOWBEAM DONT WORK. SWITCHED RELAYS UNDER HOOD AND UNDER DASH,NO CHANGE. HAVE CURRENT AT UNDERHOOD FUSES. CANT FIND ANY SIGNS OF RODENT DAMAGE. ALSO FOG LIGHTS DONT WORK.

[MODEL: FIT][YEAR: 2007][PUBID: 0][SUBJECT: ][KEYWORD: HEADLIGHTS]  
ED

8/18/2010 2:23:56 PM DAVIDK

6

SW CONNECTOR OVERHEATING

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3068123	RAYD	10/12/2010	ROBS	3

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	LOW BEAMS OUT;#6 MELTED	REPLACED COMBO SWTCH;USED 04-015 PRCDR TO FIX
	<b>Resln Source:</b>	None
	<b>Status:</b>	N/A
		<b>Date:</b>
		<b>Mileage:</b> 111,090

<b>Dealer #:</b> 207068 <b>Dir Cont:</b> JOEL ZAMORA <b>Serv Ph:</b> (559) 435-5000 <b>Serv Mgr:</b> EDWARD LOCKETT <b>Parts Mgr:</b> JAMES PALLOTTA <b>Dir Name:</b> CLAWSON HONDA OF FRESNO 6346 NORTH BLACKSTONE FRESNO CA 93710  <b>Phone:</b> (559) 435-5000 <b>Fax #:</b> 5594356324 <b>DPSM:</b> RON HALEM <b>Zone/Dist:</b> 12H <b>Previous Dealer/Contact</b> <b>Date</b>	<b>TZ:</b> PST <b>Training %:</b> 62 <b>Extn:</b>	<b>VIN:</b> JHMGD38657S <b>Year:</b> 2007 <b>Tran:</b> 5AT <b>Doors:</b> 5DR <b>Fact:</b> SUZUKA <b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L <b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG, <b>Engine #:</b> L15A11158554 <b>Trans #:</b> 1044958 <b>Em Type:</b> <b>RO #:</b> 450196 <b>Case Type:</b> Technical <b>W.O. #:</b>
<b>Err:</b> <b>Model:</b> FIT <b>Trim:</b> SPORT <b>WD:</b> 2 <b>Country:</b> JPN		

### Tech Line Suggests

### Information from Dealer

10/12/2010 11:05:19 AM RAYD

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4 REFER TO HSB 04-015 FOR REPAIR PROCEDURE

CUSTOMER STATES LOW BEAM HEADLIGHTS AND FOGLIGHTS NOT WORKING

[MODEL: FIT][YEAR: 2007][PUBID: 0][SUBJECT: ][KEYWORD: HEADLIGHT]

10/13/2010 9:43:26 AM RAYD

5

COMMENTS: LOW BEAM AND FOGLIGHTS INOP. REPAIRED BY REPLACING HEADLIGHT COMBINATION SWITCH AND REPAIRING #6 RED AND WHT. WIRE USING CIVIC HEADLIGHT RECALL KIT.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3035065	CHRISR	07/22/2010	CHRISR	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 7310	NO LOW BEAM HEADLIGHTS	FBF: REPAIRED PER HSB 04-015	
		<b>Resln Source:</b> Feedback forms	<b>Date:</b> 07/23/2010
		<b>Status:</b> N/A	<b>Mileage:</b> 62,000

<b>Dealer #:</b> 208372 <b>Dir Cont:</b> WILLIAM HENNON <b>Serv Ph:</b> (412) 683-3800 <b>Serv Mgr:</b> BARRY BELBACK <b>Parts Mgr:</b> REGIS BAKER <b>Dir Name:</b> SHADYSIDE HONDA 5121 LIBERTY AVENUE PITTSBURGH PA 15224  <b>Phone:</b> (412) 683-3800 <b>Fax #:</b> 4126228669 <b>DPSM:</b> BRUCE WILSON <b>Zone/Dist:</b> 05L <b>Previous Dealer/Contact</b> <b>Date</b>	<b>TZ:</b> EST <b>Training %:</b> 99 <b>Extn:</b>	<b>VIN:</b> JHMGD37617S <b>Year:</b> 2007 <b>Tran:</b> 5MT <b>Doors:</b> 5DR <b>Fact:</b> SUZUKA <b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L <b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG, <b>Engine #:</b> L15A11158723 <b>Trans #:</b> 1014065 <b>Em Type:</b> <b>RO #:</b> 163475 <b>Case Type:</b> Technical <b>W.O. #:</b>
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### Tech Line Suggests

### Information from Dealer

<div style="background-color: #cccccc; padding: 2px; margin-bottom: 5px;">7/22/2010 12:32:34 PM      CHRISR</div> <div> 1 ORIGINAL COMPLAINT  2 PREVIOUS REPAIRS OR PARTS REPLACED?  3 ISIS SEARCH CRITERIA   4  5 GOOD CALL, THAT IS WHAT I WAS GOING TO TELL  WHAT TO DO </div> <div style="background-color: #cccccc; padding: 2px; margin-top: 5px;">7/23/2010 9:44:37 AM      CHRISR</div> <div>6</div>	NO LOW BEAM HEADLIGHTS  [MODEL: FIT][YEAR: 2007][PUBID: ][SUBJECT: ][KEYWORD: HEADLIGHTS] I USED THE CIVIC REPAIR PROCEDURE OK  FBF: REPAIRED PER HSB 04-015
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3026408	DAVIDK	07/01/2010	DAVIDK	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	HEADLIGHT CONNECTOR MELTED	S/W?; KB 16103
	<b>Resln Source:</b>	None
	<b>Status:</b>	N/A,
		<b>Date:</b>
		<b>Mileage:</b> 65,776

<b>Dealer #:</b> 207705	<b>TZ:</b> EST	<b>VIN:</b> JHMGD38637S	<b>Err:</b>
<b>Dlr Cont:</b> SEAN HOFFNER	<b>Training %:</b> 77	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (330) 725-3999	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> JEFF BELL		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> PHILIP ROMEO		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dlr Name:</b> RICK ROUSH HONDA		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
3157 MEDINA ROAD		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
MEDINA OH 44256		<b>Engine #:</b> L15A11158729	<b>Trans #:</b> 1045049
<b>Phone:</b> (330) 725-3999	<b>Fax #:</b> 3307250233	<b>Em Type:</b>	
<b>DPSM:</b> BRIAN SOLENTHALER	<b>Zone/Dist:</b> 04G	<b>RO #:</b> 235202	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

7/1/2010 11:00:37 AM DAVIDK

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4 SEND KB 16103 TO 330 725 8829

HEADLIGHT LOWBEAMS INOP

[MODEL: FIT][YEAR: 2007][PUBID: ][SUBJECT: ][KEYWORD: HEADLIGHT]

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3043964	DAVEM	08/12/2010	DAVEM	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	HEADLIGHT INOP	MELTED PIN @ COMBO SW; FAXED KB 16103
	<b>ResIn Source:</b>	None
	<b>Status:</b>	N/A
		<b>Date:</b>
		<b>Mileage:</b> 74,701

<b>Dealer #:</b> 207442	<b>TZ:</b> PST	<b>VIN:</b> JHMGD386X7S	<b>Err:</b>
<b>Dir Cont:</b> SCOTT HEMSLEY	<b>Training %:</b> 96	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (925) 934-0530	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> TOM QUINLAN		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> TOM ERVIN		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dir Name:</b> WALNUT CREEK HONDA		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
1707 NORTH MAIN STREET		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
WALNUT CREEK CA 94596		<b>Engine #:</b> L15A11159073	<b>Trans #:</b> 1045217
<b>Phone:</b> (925) 934-0530	<b>Fax #:</b> 9254764248	<b>Em Type:</b>	
<b>DPSM:</b> STEVEN ROSTOMILY	<b>Zone/Dist:</b> 12D	<b>RO #:</b> 165054	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

- 8/12/2010 1:43:50 PM DAVEM
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 ISIS SEARCH CRITERIA
  - 4
  - 5 FAXED KB 16103 TO REPAIR TERMINAL> DPSM EVAL

### Information from Dealer

HEADLIGHT SWITCH CONNECTOR BURNT JUST LIKE 01 CIVIC.

[MODEL: FIT][YEAR: 2007][PUBID: ][SUBJECT: ][KEYWORD: HEADLIGHT]  
SEE ABOVE

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3056979	DAVEM	09/14/2010	DAVEM	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	HEADLIGHT INOP	MELTED PIN @ COMBO; FWD TO M/E FOR REPAIR INFO
		<b>ResIn Source:</b> None <b>Date:</b>
		<b>Status:</b> N/A <b>Mileage:</b> 40,630

<b>Dealer #:</b> 207617 <b>Dir Cont:</b> RAVINESH KARAN <b>Serv Ph:</b> (206) 382-8800 <b>Serv Mgr:</b> JULIAN BOULANGER <b>Parts Mgr:</b> <b>Dir Name:</b> HONDA OF SEATTLE 1015 OLIVE WAY SEATTLE WA 98101  <b>Phone:</b> (206) 382-8800 <b>Fax #:</b> 2066259744 <b>DPSM:</b> PETER HOLT <b>Zone/Dist:</b> 02A <b>Previous Dealer/Contact</b> <b>Date</b>	<b>TZ:</b> PST <b>Training %:</b> 36 <b>Extn:</b>  <b>Em Type:</b> <b>RO #:</b> 86951 <b>Case Type:</b> Technical <b>W.O. #:</b>	<b>VIN:</b> JHMGD37407S [REDACTED] <b>Err:</b> <b>Year:</b> 2007 <b>Model:</b> FIT <b>Tran:</b> 5MT <b>Trim:</b> BASE <b>Doors:</b> 5DR <b>WD:</b> 2 <b>Fact:</b> SUZUKA <b>Country:</b> JPN <b>Desc:</b> FIT 5DR 4CYL 109.0 HP 1.5 L <b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG, <b>Engine #:</b> L15A11159443 <b>Trans #:</b> 1014365
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### Tech Line Suggests

### Information from Dealer

9/14/2010 12:08:17 PM DAVEM

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 IT APPEARS SO, BUT INFORMATION I HAVE IS CONFLICTING [SEE LINE xx BELOW]
- 6 CB NUMBER?
- 7 HERE IS THE CONFLICT IN KB 16103
- 8 THIS:
- 9 8/09 Additional info from SME
- 10 Steps 9 - 27 of HSB 04-015 and the Civic repair kit listed on this S/B (35012-S5A-307) can be used to repair an 07-08 Fit with this problem. Refer to the 07 - 08 Fit Service Manual for instructions on how to remove the headlight switch.
- 11 Some key points when using this S/B and kit to repair a Fit.
- 12 OR THIS:
- 13 Previous info was to replace the involved parts. (see below)
- 14 If a dealer contacts Tech Line with this issue, (see attached photo) please replace the switch and harness
- 15 Here are the harness part numbers:

HEAD LITES DONT WORK LOW BEAM RNR BOTH BULBS. INPEC N DIOG FOUND MELTED CONECTOR COMBO SWITCH , ALSO FOUND 2001 RECAL KIT FOR CIVIC CAN REPAIR THIS.IS ANY THING FROM YOU GUYS ? LET ME KNOW

[MODEL: FIT][YEAR: 2007][PUBID: 0][SUBJECT: ][KEYWORD: RECALL]  
 THE HEADLIGHT PIN @ THE COMBO SW IS MELTED. CAN WE USE HSB 04-015 TO REPAIR

USE DEALER NUMBER, BUT USE x6891 AND ASK FOR PAUL



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3071056	CHRISV	10/19/2010	CHRISV	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	LOW BEAMS INOP	REPAIR USING HSB 04-015
	<b>ResIn Source:</b>	None
	<b>Status:</b>	N/A
		<b>Date:</b>
		<b>Mileage:</b> 58,210

<b>Dealer #:</b> 207545	<b>TZ:</b> CST	<b>VIN:</b> JHMGD38657S	<b>Err:</b>
<b>Dir Cont:</b> CORLISS	<b>Training %:</b> 9	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (817) 485-7121	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> STEVE COLEMAN		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> SCOTT HALEY		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dir Name:</b> HUGGINS HONDA		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
7551 NE LOOP 820		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
N.RICHLND HILLS	TX 76180	<b>Engine #:</b> L15A11160101	<b>Trans #:</b> 1046080
<b>Phone:</b> (817) 485-7121	<b>Fax #:</b> (817) 514-0109	<b>Em Type:</b>	
<b>DPSM:</b> OLEN CURL	<b>Zone/Dist:</b> 03A	<b>RO #:</b> 478887	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

10/19/2010 12:39:26 PM CHRISV

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4 IS THE HEADLIGHT CONN MELTED
- 5 REPAIR USING HSB 04-15

### Information from Dealer

HEADLIGHT LOW BEAMS DO NOT WORK, BUT ALL OTHER LIGHTS WORK. HIGH BEAMS, PARKING AND TURN SIGNALS ALLWORK.

[MODEL: FIT][YEAR: 2007][PUBID: 0][SUBJECT: ][KEYWORD: HARNESS]  
YES

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2949846	CHRISV	01/05/2010	CHRISV	1

**Code**    **Original Complaint**  
P 7310    HEADLIGHTS INOP

**Probable Cause/Solution**  
REFER TO HSB 04-015

**ResIn Source:**    None  
**Status:**            N/A

**Date:**  
**Mileage:**    46,265

**Dealer #:**    208390                      **TZ:**            CST  
**Dir Cont:**    JAMES                      **Training %:**    75  
**Serv Ph:**    (630) 851-5700                      **Extn:**  
**Serv Mgr:**    JOE NAVARRE  
**Parts Mgr:**    JOE JARMUSZ SR  
**Dir Name:**    VALLEY HONDA  
                    4173 ODGEN AVENUE  
                    AURORA                      IL 60504  
  
**Phone:** (630) 851-5700                      **Fax #:** (630) 851-5925  
**DPSM:**    WILLIAM MCKEE                      **Zone/Dist:**    08D  
**Previous Dealer/Contact**                      **Date**

**VIN:**    JHMGD38647S  
**Year:**    2007                      **Model:**    FIT  
**Tran:**    5AT                      **Trim:**    SPORT  
**Doors:**    5DR                      **WD:**    2  
**Fact:**    SUZUKA                      **Country:** JPN  
**Desc:**    FIT 5DR SPORT 4CYL 109.0 HP 1.5 L  
**WhtBdy:**    POWER STEERING, ABS, SRS AIRBAG,  
**Engine #:**    L15A11160521                      **Trans #:** 1046550  
**Em Type:**  
**RO #:**    346288  
**Case Type:**    Technical  
**W.O. #:**

### Tech Line Suggests

- 1/5/2010 1:07:34 PM    CHRISV
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 ISIS SEARCH CRITERIA
  - 4
  - 5 USE HSB 04-015

### Information from Dealer

LOW BEAM HEADLIGHTS ARE INOP.....

[MODEL: FIT][YEAR: 2007][PUBID: ][SUBJECT: ][KEYWORD: HEADLIGHTS ]

THE CONN IS BURNT LIKE THE CIVICS

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3060812	JERRYA	09/23/2010	JERRYA	1

**Code**   **Original Complaint**  
**P 7310**   **CONNECTOR MELTED**

**Probable Cause/Solution**  
 HEAT; REPAIR PER PER K/B 16103

**ResIn Source:**   None

**Date:**

**Status:**   N/A

**Mileage:**   89,276

<b>Dealer #:</b> 207808	<b>TZ:</b> MST	<b>VIN:</b> JHMGD38687S	<b>Err:</b>
<b>Dlr Cont:</b> JOSEPH	<b>Training %:</b> 46	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (801) 295-4477	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> CARY WINGET		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> CRAIG WILSON		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dlr Name:</b> WILLEY HONDA		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
2215 SOUTH 500 WEST		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
BOUNTIFUL UT 84010		<b>Engine #:</b> L15A11160602	<b>Trans #:</b> 1046677
<b>Phone:</b> (801) 295-4477	<b>Fax #:</b> (801) 295-6831	<b>Em Type:</b>	
<b>DPSM:</b> KELLY GOODWIN	<b>Zone/Dist:</b> 10F	<b>RO #:</b> 015802	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

9/23/2010 12:21:05 PM JERRYA

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4 09/23/10 15:21:16 JERRYA: (CALL FROM DEALER)
- 5 NED THE FOLLOWING PARTS TO FIX: 07-08 Sport Fit  
 Repair Kit PN 35012-S5A-307, 2 Hex Bolts 90134-S6A-A80,  
 but needs new headlight switch 35255-S5K-F12

### Information from Dealer

HEADLIGHTS LOW BEAM INOP ADVISE

[MODEL: FIT][YEAR: 2007][PUBID: 0][SUBJECT: ][KEYWORD:  
 HEADLIGHTS]  
 JOE;TECH MELTED THE TERMINAL IN THE CONNECTOR  
 OK THANKS

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2863281	KENE	07/09/2009	KENE	1

**Code**    **Original Complaint**  
**P 7310**    HEADLIGHTS INOP

**Probable Cause/Solution**  
CONNECTOR; USE CIVIC REPAIR

**ResIn Source:**        None

**Date:**

**Status:**                N/A

**Mileage:**    105,092

<b>Dealer #:</b>	208188	<b>TZ:</b>	PST	<b>VIN:</b>	JHMGD38447S	<b>Err:</b>	
<b>Dlr Cont:</b>	JORGE	<b>Training %:</b>	70	<b>Year:</b>	2007	<b>Model:</b>	FIT
<b>Serv Ph:</b>	(310) 649-2440	<b>Extn:</b>		<b>Tran:</b>	5AT	<b>Trim:</b>	BASE
<b>Serv Mgr:</b>	MIKE SHARBLE			<b>Doors:</b>	5DR	<b>WD:</b>	2
<b>Parts Mgr:</b>	KEVIN BEGANE			<b>Fact:</b>	SUZUKA	<b>Country:</b>	JPN
<b>Dlr Name:</b>	AIRPORT MARINA HONDA 5850 W. CENTINELA AVE. LOS ANGELES                CA 90045			<b>Desc:</b>	FIT 5DR 4CYL 109.0 HP 1.5 L		
				<b>WhtBdy:</b>	POWER STEERING, ABS, SRS AIRBAG,		
				<b>Engine #:</b>	L15A11162033	<b>Trans #:</b>	1047382
<b>Phone:</b>	(310) 649-2440	<b>Fax #:</b>	3109819101	<b>Em Type:</b>			
<b>DPSM:</b>	JONAH ROHDE	<b>Zone/Dist:</b>	01E	<b>RO #:</b>	202816		
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Case Type:</b>	Technical		
				<b>W.O. #:</b>			

### Tech Line Suggests

### Information from Dealer

7/9/2009 12:43:48 PM

KENE

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 USE THE CIVIC REPAIR KIT

HEAD LIGTHS ARE INOP  
NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3004369	PAULI	05/07/2010	PAULI	3

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 7310	HEADLIGHTS INOP	WAR: R&R H/L SW (CLM 319566)	
		<b>ResIn Source:</b> Warranty	<b>Date:</b> 05/07/2010
		<b>Status:</b> P RCVD	<b>Mileage:</b> 32,381

<b>Dealer #:</b> 207637 <b>Dir Cont:</b> PAULI <b>Serv Ph:</b> (978) 345-1800 <b>Serv Mgr:</b> ANTHONY RODRIQUENZ <b>Parts Mgr:</b> CHRISTINE LUSSIER <b>Dir Name:</b> THE HONDA STORE 300 LUNENBURG STREET FITCHBURG MA 01420 <b>Phone:</b> (978) 345-1800 <b>DPSM:</b> CHERYL COTTER <b>Previous Dealer/Contact</b>	<b>TZ:</b> EST <b>Training %:</b> 0 <b>Extn:</b> <b>Fax #:</b> 9783458585 <b>Zone/Dist:</b> 09G <b>Date</b>	<b>VIN:</b> JHMGD37427S <b>Year:</b> 2007 <b>Tran:</b> 5MT <b>Doors:</b> 5DR <b>Fact:</b> SUZUKA <b>Desc:</b> FIT 5DR 4CYL 109.0 HP 1.5 L <b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG, <b>Engine #:</b> L15A11162229 <b>Em Type:</b> <b>RO #:</b> <b>Case Type:</b> Technical <b>W.O. #:</b>	<b>Err:</b> <b>Model:</b> FIT <b>Trim:</b> BASE <b>WD:</b> 2 <b>Country:</b> JPN <b>Trans #:</b> 1014997
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### Tech Line Suggests

5/7/2010 9:54:40 AM PAULI

- 1
- 2
- 3 207637 RO Date: 2010-04-20 Claim Number: 319566
- 4
- 5 WILL P/U

### Information from Dealer

E/M FROM LARRY LINDSAY  
 PLSE P/U H/L SW (CLM 319566)  
 R&R  
 35255-S5A-A02 SWITCH ASSY.

5/7/2010 10:26:20 AM PAULI

6 FAXED SHIP REQUEST

5/12/2010 12:35:47 PM PAULI

7 H/L SW RCVD--FFWD>LARRY LIND

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3062304	STEVEN	09/29/2010	STEVEN	1

**Code**    **Original Complaint**  
P 7300    ALL LIGHTS FLICKER

**Probable Cause/Solution**  
CHK ALT CONNECTIONS? REPLACE ALT

**Resln Source:**            None

**Date:**

**Status:**                    N/A

**Mileage:**    66,648

**Dealer #:**    207579                    **TZ:**            PST  
**Dir Cont:**    DARIN CURTIS            **Training %:**    92  
**Serv Ph:**    (253) 922-2673            **Extn:**  
**Serv Mgr:**    DAN GONZALES  
**Parts Mgr:**    JASON KILLMER  
**Dir Name:**    HONDA OF FIFE  
                         4301 20TH STREET EAST  
                         FIFE                    WA 98424  
  
**Phone:** (253) 922-2673            **Fax #:** 2539221754  
**DPSM:**    PHIL HEINZMAN            **Zone/Dist:**    02B  
**Previous Dealer/Contact**            **Date**

**VIN:** JHMGD38697S [REDACTED]            **Err:**  
**Year:**            2007                    **Model:**    FIT  
**Tran:**            5AT                    **Trim:**      SPORT  
**Doors:**          5DR                    **WD:**        2  
**Fact:**            SUZUKA                **Country:** JPN  
**Desc:**            FIT 5DR SPORT 4CYL 109.0 HP 1.5 L  
**WhtBdy:**        POWER STEERING, ABS, SRS AIRBAG,  
**Engine #:**       L15A11163207            **Trans #:** 1048373  
**Em Type:**  
**RO #:**            25063  
**Case Type:**    Technical  
**W.O. #:**

### Tech Line Suggests

9/28/2010 9:21:50 AM            STEVEN

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 THAT VOLTAGE IS HIGH

5 THATS TOO LOW, CHECK ALL YOUR CONNECTIONS TO  
THE ALT AND IF OK REPLACE IT

### Information from Dealer

ALL LIGHTS FLICKER(INTERIOR AND EXTERIOR) WHEN AT  
COLD IDLE, WITH ELECTRICAL LOAD AT IDLE OR  
DRIVING. ALSO HAD P0302, BUT I DON'T THINK IT IS  
RELATED. CHARGING SYSTEM TEST SHOWED UP TO 16.1  
VOLTS FROM VOLTAGE REGULATOR.

[MODEL: FIT][YEAR: 2007][PUBID: 0][SUBJECT: ][KEYWORD:  
P0302]  
AND ONLY PUTS OUT A MAX OF 60 AMPS

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2949351	DAVEM	01/05/2010	DAVEM	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 7310	HEADLIGHT INOP	PIN @ COMBO SW BURNED; REPLAC SW & HRNSS	
		<b>ResIn Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 52,755

<b>Dealer #:</b> 206962 <b>Dir Cont:</b> ERIC DAVILA <b>Serv Ph:</b> (718) 904-0380 <b>Serv Mgr:</b> JOHN ROSS <b>Parts Mgr:</b> MAHESH PATEL <b>Dir Name:</b> BRONX HONDA 2541 E. TREMONT AVENUE BRONX NY 10461  <b>Phone:</b> (718) 904-0380 <b>Fax #:</b> 7189041261 <b>DPSM:</b> JOHN POMPILE <b>Zone/Dist:</b> 05A <b>Previous Dealer/Contact</b> <b>Date</b>	<b>TZ:</b> EST <b>Training %:</b> 46 <b>Extn:</b>	<b>VIN:</b> JHMGD38687S [REDACTED] <b>Err:</b> <b>Year:</b> 2007 <b>Model:</b> FIT <b>Tran:</b> 5AT <b>Trim:</b> SPORT <b>Doors:</b> 5DR <b>WD:</b> 2 <b>Fact:</b> SUZUKA <b>Country:</b> JPN <b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L <b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG, <b>Engine #:</b> L15A11163450 <b>Trans #:</b> 1048403 <b>Em Type:</b> <b>RO #:</b> 95550 <b>Case Type:</b> Technical <b>W.O. #:</b>
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### Tech Line Suggests

1/5/2010 7:07:30 AM DAVEM

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 A/M, "BLUE BULBS", HIDS?
- 6 RPLC THE HRNSS AND SW AS A PAIR

### Information from Dealer

CUST. STATES LOW BEAM ON HEADLIGHTS AND FOG LIGHTS INOP, I FOUND 1 WIRE ON THE HEADLIGHT SWITCH HARNESS BURN.

[MODEL: FIT][YEAR: 2007][PUBID: ][SUBJECT: ][KEYWORD: SWITCH]  
 9/19 THE CAR CAME IN W/ THE LOW BEAM INOP. PIN WAS MELTED. WE RPLCD THE PIN, BUT NOW BACK MELTED AGAIN  
 NO, ALL STOCK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2916655	KENE	10/23/2009	JOHNB	4

**Code**    **Original Complaint**  
P 7310    LOW BEAM HEADLIGHTS INOP

**Probable Cause/Solution**  
PIN FIT; USE CIVIC KIT

**ResIn Source:**    None

**Date:**

**Status:**    N/A

**Mileage:**    69,479

**Dealer #:**    207228    **TZ:**    EST  
**Dlr Cont:**    ROBERT MEADOR    **Training %:**    77  
**Serv Ph:**    (850) 244-7151    **Extn:**  
**Serv Mgr:**    WAYNE OWENS  
**Parts Mgr:**    DOUG ELLIOTTE  
**Dlr Name:**    GARY SMITH HONDA  
                    225 MIRACLE STRIP PKWY  
                    FORT WALTON BEA    FL 32548  
  
**Phone:** (850) 244-7151    **Fax #:** 8507966714  
**DPSM:** GEORGE OPPEL    **Zone/Dist:** 07F  
**Previous Dealer/Contact**    **Date**

**VIN:** JHMGD386X7S [REDACTED]    **Err:**  
**Year:**    2007    **Model:**    FIT  
**Tran:**    5AT    **Trim:**    SPORT  
**Doors:**    5DR    **WD:**    2  
**Fact:**    SUZUKA    **Country:** JPN  
**Desc:**    FIT 5DR SPORT 4CYL 109.0 HP 1.5 L  
**WhtBdy:**    POWER STEERING, ABS, SRS AIRBAG,  
**Engine #:**    L15A11163448    **Trans #:** 1048405  
**Em Type:**  
**RO #:**    05385  
**Case Type:** Technical  
**W.O. #:**

### Tech Line Suggests

### Information from Dealer

10/23/2009 6:42:38 AM    KENE

1 ORIGINAL COMPLAINT

VEHICLE A CAME IN WITH NO LOW BEAMS. ALL OTHER LIGHTS WORK FINE EXCEPT FOGS. BULBS WERE GOOD, HAD POWER AND GROUND AT THE HEADLIGHT CONNECTOR. WHEN PULLING CONNECTOR AT COMBO SWITCH, FOUND RED/WHITE WIRE TO BE BURNED IN THE CONNECTOR JUST LIKE WITH THE CIVIC COMBO SWITCH RECALL. JUST WANTED TO BRINGTHIS TO YOUR ATTENTION AND TO SEE IF THERE HAVE B EEN OTHERS WITH THIS PROBLEM.  
NO

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 USE THE CIVIC REPAIR KIT TO REPAIR EMAILED INFO

10/23/2009 7:08:47 AM    ROSSL

4

PARTS DEPT CANT FIND THE PART NUMBER

5 TRANSFER TO GENERAL

10/23/2009 7:11:54 AM    JOHNB

6

THE PART NUMBER GIVEN,35255-S5A-F12 IS INVALID

7 PLEASE HOLD....

8 I SHOW IT INVALID ALSO;WILL HAVE TO RESEARCH  
AND CB

PLEASE CALL MY CELL PHONE 850 398 7393

10/23/2009 9:28:32 AM    JOHNB

9 (PER LARRY: PART NUMBER IS  
35255-S5K-F12);CALLED TECH AND LET HIM KNOW THE  
CORRECTED NUMBER.



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2793115	CHRISV	03/20/2009	PAULI	6

**Code**    **Original Complaint**  
**P 7310**    **LOW BEAMS & FOGS INOP**

**Probable Cause/Solution**  
**REPLACE SW AND HARNESS**

**ResIn Source:**    None  
**Status:**    P RCVD

**Date:**  
**Mileage:**    57,550

<b>Dealer #:</b> 207468	<b>TZ:</b> EST	<b>VIN:</b> JHMGD386879	<b>Err:</b>
<b>Dlr Cont:</b> JOSEPH DECKER	<b>Training %:</b> 84	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (330) 364-8661	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> JEREMY HERRON		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> JEREMY HERRON		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dlr Name:</b> PARKWAY HONDA 855 COMMERCIAL PKWY. DOVER OH 44622		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
		<b>Engine #:</b> L15A11163867	<b>Trans #:</b> 1048747
<b>Phone:</b> (330) 364-8661	<b>Fax #:</b> 3306022112	<b>Em Type:</b>	
<b>DPSM:</b> BRIAN SOLENTHALER	<b>Zone/Dist:</b> 04G	<b>RO #:</b> 53178	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

3/20/2009 10:40:23 AM    CHRISV

1 ORIGINAL COMPLAINT

I HAVE THIS FIT IN THE SHOP THAT HAS NO LOW BEAMS OR FOG LIGHTS. I KNOW THE PROBLEM BUT WANT TO CHECK WITH TECH LINE ON THE REPAIR. THE PROBLEM IS THE RED/WHT WIRE OVER HEATED AND DESTROYED THE SWITCH. THIS WORRIES ME BECAUSE IT IS SIMILAR TO THE 2001 CIVIC COMBINATION SWITCH RECALL.  
 NO

2 PREVIOUS REPAIRS OR PARTS REPLACED?  
 3 REPLACE THE SW AND HARNESS

3/20/2009 2:26:38 PM    PAULI

4 WILL P/U FOR LARRY LIND

3/20/2009 2:38:27 PM    PAULI

5 FAXED SHIP REQUEST

3/23/2009 2:28:18 PM    PAULI

6 RE-FAXED SHIP REQUEST

3/24/2009 11:25:58 AM    RUDYG

7 03/24/2009 11:26:07 AM RUDYG

(JOSEPH) I AM IN THE PROCESS OF REPLACING DASH HARNESS AND I FOUND AN AFTERMARKET XM UNIT WIRED INTO THE STOCK RADIO. IT IS TAPPED IN ON AUDIO A14 FOR POWER AND A9 FOR GROUND  
 IT'S IS CONNECTED TO ANT CONNECTOR  
 NO  
 MY MGR WANTED ME TO ASK IF THIS WOULD VOID WARR.

8 WHAT ABOUT SPKR CONNECTIONS?  
 9 NO ILLUM CIRCUIT CONNECTIONS?  
 10 DON'T THINK THIS WILL AFFECT LIGHTING CIRCUIT WHERE YOU HAVE BURNED RED/WHT WIRE.  
 11 DON'T THINK SO, REFER TO DPSM FOR DECISION. USUALLY WE WOULD NEED TO BE ABLE TO PROVE THAT MODIFICATION WAS THE CAUSE OF THE PROBLEM. I DON'T SEE THAT HERE

OK

4/6/2009 3:41:09 PM    PAULI

12 HNRSS,SW RCVDPFRWD>LARRY LIND

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2963354	JERRYA	02/02/2010	JERRYA	1

**Code**    **Original Complaint**  
**P** 7310    NO LOW BEAMS 2X

**Probable Cause/Solution**  
 CK AMP DRAW AT H/LIGHT SW LITES ON

**Resln Source:**        None

**Date:**

**Status:**                N/A

**Mileage:**    26,010

<b>Dealer #:</b> 206507	<b>TZ:</b> PST	<b>VIN:</b> JHMGD38657S	<b>Err:</b>
<b>Dlr Cont:</b> JOSE GUTIERREZ	<b>Training %:</b> 9	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (562) 426-4444	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> JIM SHERWOOD		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b>		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dlr Name:</b> LONG BEACH HONDA 1500 SPRING STREET SIGNAL HILL CA 90755		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
		<b>Engine #:</b> L15A11163823	<b>Trans #:</b> 1048721
<b>Phone:</b> (562) 426-4444	<b>Fax #:</b> (562) 989-0139	<b>Em Type:</b>	
<b>DPSM:</b> TIM CRAIN	<b>Zone/Dist:</b> 01F	<b>RO #:</b> 601954	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

2/2/2010 11:26:19 AM JERRYA

1 ORIGINAL COMPLAINT

LOW BEAM HEADLIGHTS DONT WORK/WE CHECKED THE CAR 2WEEKS AGO AND FOUND THAT THE HEADLIGHT SWITCH WAS BAD.WE REPLACED THE SWITCH HEADLIGHTS WORK NOW THERE OUT AGAIN FOUND THAT THE #6 PIN IS BURNT IN CONNECTOR#187 COMBO LIGHT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

[MODEL: FIT][YEAR: 2007][PUBID: ][SUBJECT: ][KEYWORD: HEADLIGHTS]

JOSE;TECH

OK

4 02/02/10 14:26:27 JERRYA: (CALL FROM DEALER)

5 NEED TO REPAIR THE VEHICLE AND THEN NEED AN AMP READING AT THE RED/WHT WIRE LOW BEAMS ON AND THEN WITH THE LOW BEAMS ON AND FOG LIGHTS ON

6 ALSO CK C204 FOR SIGNS ON OVERHEATING AND OR LOOSE CONNECTIONS AS WELL

OK

7 VOLTAGE DROP G402 CKT ACTIVE

OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2819587	KEITHC	05/13/2009	PAULI	7

**Code**    **Original Complaint**  
P 7310    HEADLIGHT SWITCH BURNT

**Probable Cause/Solution**  
REPLACE SWITCH, HARNESS, REFER TO DPSM

**ResIn Source:**    None

**Date:**

**Status:**    P RCVD

**Mileage:**    54,126

**Dealer #:**    207057    **TZ:**    CST  
**Dlr Cont:**    JEFF CODY    **Training %:**    88  
**Serv Ph:**    (423) 581-0987    **Extn:**  
**Serv Mgr:**    CHRISTOPHER SISSON  
**Parts Mgr:**    STEVE TUCKER  
**Dlr Name:**    HONDA MORRISTOWN  
                    4190 W. ANDREW JOHNSON  
                    MORRISTOWN    TN 37814  
  
**Phone:**    (423) 581-0987    **Fax #:**    4235815844  
**DPSM:**    MICHAEL MURPHEY    **Zone/Dist:**    07B  
**Previous Dealer/Contact**    **Date**

**VIN:**    JHMGD38667S [REDACTED]    **Err:**  
**Year:**    2007    **Model:**    FIT  
**Tran:**    5AT    **Trim:**    SPORT  
**Doors:**    5DR    **WD:**    2  
**Fact:**    SUZUKA    **Country:**    JPN  
**Desc:**    FIT 5DR SPORT 4CYL 109.0 HP 1.5 L  
**WhtBdy:**    POWER STEERING, ABS, SRS AIRBAG,  
**Engine #:**    L15A11166047    **Trans #:**    1050341  
**Em Type:**  
**RO #:**    143137  
**Case Type:**    Technical  
**W.O. #:**

### Tech Line Suggests

5/13/2009 12:38:08 PM    KEITHC

1 ORIGINAL COMPLAINT

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 REPLACE SWITCH, HARNESS
- 4 PI, P/U PARTS FOR LLINDSAY

5/13/2009 1:57:27 PM    PAULI

5 WILL P/U

5/13/2009 2:01:55 PM    PAULI

6 FAXED SHIP REQUEST

5/18/2009 11:27:13 AM    PAULI

7 NO CLM

8 sas

5/19/2009 12:55:26 PM    PAULI

9 HRNSS, COMBO SW RCVD--FRWD>LARRYLIN

### Information from Dealer

CUSTOMER HAS NO LOW BEAM LIGHTS OR FOG LIGHTS.  
THE RED/WHT WIRE HAS MELTED IN THE COMINATION  
LIGHT SWITCH.  
NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3008480	RUDYG	05/18/2010	RUDYG	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 7310	HEADLIGHT WIRING OVERHEAT	FBF: REPL'D HDLIGHT SW, REP'D WIRING PER KB16103	
		<b>ResIn Source:</b> Feedback forms	<b>Date:</b> 05/18/2010
		<b>Status:</b> N/A	<b>Mileage:</b> 68,389

<b>Dealer #:</b> 207596 <b>Dir Cont:</b> JASON CARR <b>Serv Ph:</b> (585) 396-3000 <b>Serv Mgr:</b> LARRY FISHER II <b>Parts Mgr:</b> ROGER PETTIT <b>Dir Name:</b> ONTARIO HONDA 2311 ROCHESTER ROAD FARMINGTON NY 14425 <b>Phone:</b> (585) 396-3000 <b>DPSM:</b> MALCOLM HOFF <b>Previous Dealer/Contact</b>	<b>TZ:</b> EST <b>Training %:</b> 85 <b>Extn:</b> <b>Fax #:</b> 5853967773 <b>Zone/Dist:</b> 09A <b>Date</b>	<b>VIN:</b> JHMGD38617S <b>Year:</b> 2007 <b>Tran:</b> 5AT <b>Doors:</b> 5DR <b>Fact:</b> SUZUKA <b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L <b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG, <b>Engine #:</b> L15A11167564 <b>Em Type:</b> <b>RO #:</b> 250737 <b>Case Type:</b> Technical <b>W.O. #:</b>
<b>Err:</b> <b>Model:</b> FIT <b>Trim:</b> SPORT <b>WD:</b> 2 <b>Country:</b> JPN <b>Trans #:</b> 1051394		

### Tech Line Suggests

### Information from Dealer

5/18/2010 11:49:38 AM RUDYG

1 ORIGINAL COMPLAINT

LOW BEAM HEADLIGHTS INOP. FOUND MELTED CONNECTOR @ HEADLIGHT SWITCH PIN 6 RED/WHTWIRE. DO YOU WANT ME TO REPLACE ENTIRE HARNESS OR SHOULD THIS BE REPAIRED LIKE THE CIVICS WERE REPAIRED.

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

[MODEL: FIT][YEAR: 2007][PUBID: ][SUBJECT: ][KEYWORD: HEADLIGHTS]

4 USE CIVIC INFO WITH SOME MODIFICATIONS. I CAN SEND THIS INFO TO YOU

OK, SEND TO (585) 398-2581

5 (FAXED KB 16103)

OK

5/18/2010 2:49:36 PM RUDYG

6 05/18/2010 02:50:15 PM RUDYG(RECEIVED FBF)

FROM FBF: HOW DID YOU REPAIR THIS VEHICLE? AS PER INSTRUCTIONS FROM TECH LINE (SB 04-015) HOW DID YOU DIAGNOSE THE PROBLEM? LOW BEAMS DID NOT WORK- CK HEADLIGHT SW AND FOUND MELTED CONNECTOR

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3060613	DAVEM	09/23/2010	DAVEM	1

**Code**    **Original Complaint**  
P 7310    HEADLIGHT INOP

**Probable Cause/Solution**  
MELTED PIN @ COMBO; faxed kb 16103

**ResIn Source:**    None

**Date:**

**Status:**    N/A

**Mileage:**    58,473

<b>Dealer #:</b>	206527	<b>TZ:</b>	PST
<b>Dlr Cont:</b>	ANDRE RIVERA	<b>Training %:</b>	11
<b>Serv Ph:</b>	(916) 226-7000	<b>Extn:</b>	
<b>Serv Mgr:</b>	MICHAEL SILVA		
<b>Parts Mgr:</b>	RUBEN VALLEJO		
<b>Dlr Name:</b>	ELK GROVE HONDA 8550 LAGUNA GROVE DR. ELK GROVE                      CA 95758		
<b>Phone:</b>	(916) 226-7000	<b>Fax #:</b>	9164782319
<b>DPSM:</b>	BARRY CHANDLER	<b>Zone/Dist:</b>	12C
<b>Previous Dealer/Contact</b>		<b>Date</b>	

<b>VIN:</b>	JHMGD38607S [REDACTED]	<b>Err:</b>	
<b>Year:</b>	2007	<b>Model:</b>	FIT
<b>Tran:</b>	5AT	<b>Trim:</b>	SPORT
<b>Doors:</b>	5DR	<b>WD:</b>	2
<b>Fact:</b>	SUZUKA	<b>Country:</b>	JPN
<b>Desc:</b>	FIT 5DR SPORT 4CYL 109.0 HP 1.5 L		
<b>WhtBdy:</b>	POWER STEERING, ABS, SRS AIRBAG,		
<b>Engine #:</b>	L15A11170671	<b>Trans #:</b>	1053726
<b>Em Type:</b>			
<b>RO #:</b>	676606		
<b>Case Type:</b>	Technical		
<b>W.O. #:</b>			

## Tech Line Suggests

## Information from Dealer

9/23/2010 9:17:06 AM DAVEM

1 ORIGINAL COMPLAINT

CUSTOMER STATES SMOKE FROM BEHIND STEERING WHEEL WHILE DRIVING, SMELL OF BURNING ELECTRICAL. FOUND COMBINATION SWITCH CONNECTOR BURNED AND NO HEADLIGHT OPERATION,

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

[MODEL: FIT][YEAR: 2007][PUBID: 0][SUBJECT: ][KEYWORD: COBINATION SWITCH]

CAN I USE HSB 04-015 TO FIX THIS CAR?

4

5 yes. faxed kb 16103

6 Steps 9 - 27 of HSB 04-015 and the Civic repair kit listed on this S/B (35012-S5A-307) can be used to repair an 07-08 Fit with this problem. Refer to the 07 - 08 Fit Service Manual for instructions on how to remove the headlight switch.

7 Some key points when using this S/B and kit to repair a Fit.

8 For the Sport model, the headlight switch included in the kit will not work (it's missing the fog light on/off function).

Therefore, also install the proper switch (35255-S5K-F12)

9 The driver's air bag module and steering wheel must be removed to access the headlight switch (this is not called out in the Civic S/B)

10 Also install new hex bolts used for the driver's air bag module assy (90134-S6A-A80 x2)

11 Step 9 of HSB 04-045 states to "expose about 200mm of wire." For the Fit, about 150mm is OK.

12 Step 10 states "measure 150mm from the end of the connector and cut the RED/WHITE wire there." For Fit, 100mm is OK. (At about 150mm from the switch, the Fit wire harness is tied into another harness)

13 So to repair a Fit you need:

14 07-08 Base Fit Repair Kit PN 35012-S5A-307, 2 Hex Bolts 90134-S6A-A80, Use headlight switch incl. in kit

15 07-08 Sport Fit Repair Kit PN 35012-S5A-307, 2 Hex Bolts 90134-S6A-A80, but needs new headlight switch 35255-S5K-F12

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2965718	STEVEN	02/08/2010	STEVEN	1

**Code**   **Original Complaint**  
**P 7310**   HEADLIGHTS INOP

**Probable Cause/Solution**

REFER TO HSB 04-015

**ResIn Source:**   None

**Date:**

**Status:**   N/A

**Mileage:**   43,128

**Dealer #:**   208159      **TZ:**   CST  
**Dlr Cont:**   WES FASON      **Training %:**   17  
**Serv Ph:**   (501) 227-7000      **Extn:**  
**Serv Mgr:**   JASON SPILLER  
**Parts Mgr:**   ED HARPER  
**Dlr Name:**   BALE HONDA  
                   10 COLONEL GLENN COURT  
                   LITTLE ROCK      AR 72210  
  
**Phone:** (501) 227-7000      **Fax #:** 5012288114  
**DPSM:** WILLIAM KIRK      **Zone/Dist:** 03J  
**Previous Dealer/Contact**      **Date**

**VIN:** JHMGD38637S [REDACTED]      **Err:**  
**Year:**   2007      **Model:**   FIT  
**Tran:**   5AT      **Trim:**   SPORT  
**Doors:**   5DR      **WD:**   2  
**Fact:**   SUZUKA      **Country:** JPN  
**Desc:**   FIT 5DR SPORT 4CYL 109.0 HP 1.5 L  
**WhtBdy:** POWER STEERING, ABS, SRS AIRBAG,  
**Engine #:** L15A11177961      **Trans #:** 1059058  
**Em Type:**  
**RO #:**   361228  
**Case Type:** Technical  
**W.O. #:**

### Tech Line Suggests

### Information from Dealer

2/8/2010 9:24:59 AM      STEVEN

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 REFER TO HSB 04-15, BUT MAKE SURE YOU INSTALL A  
 HEADLIGHT SWITCH FOR A SPORT MODEL, OR A CAR  
 WITH FOG LIGHTS

C/S CHECK HAS NO LOW BEAMS NO FOG LIGHT  
 PREVIOUSLY OCCURED HAD BLOWED OUT FUSE TO DAY  
 TIME RUNING LI TES THIS TIME FUSE OK

[MODEL: FIT][YEAR: 2008][PUBID: ][SUBJECT: ][KEYWORD:  
 FOG LIGHT]

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2794508	CHRISV	03/24/2009	PAULI	8

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	LOW BEAMS INOP	BURNT HARNESS; REPLACE HARNESS AND SW
	<b>ResIn Source:</b>	None
	<b>Status:</b>	P RCVD
		<b>Date:</b>
		<b>Mileage:</b> 33,080

<b>Dealer #:</b> 208229	<b>TZ:</b> EST	<b>VIN:</b> JHMGD38687S	<b>Err:</b>
<b>Dir Cont:</b> SEAN BRADFORD	<b>Training %:</b> 39	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (410) 267-7100	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> DAVID TENNANT		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> FRANK HARRIS		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dir Name:</b> HONDA OF ANNAPOLIS		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
1736 WEST STREET		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
ANNAPOLIS MD 21401		<b>Engine #:</b> L15A11178667	<b>Trans #:</b> 1059598
<b>Phone:</b> (410) 267-7100	<b>Fax #:</b> 4102675925	<b>Em Type:</b>	
<b>DPSM:</b> BILL	<b>Zone/Dist:</b> 06F	<b>RO #:</b> 205650	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

3/24/2009 7:21:17 AM	CHRISV	1 ORIGINAL COMPLAINT	LOW BEAMS WENT OUT. HIGH BEAMS/PARKING LIGHTS STILL WORK. HEADLIGHT RELAY AND FUSES OK.
		2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
		3	SWAPED THE BULBS BUT NC
		4 INSPECT THE COMBO SW AND CONN, IF BURNT REPLACE THE HARNESS AND SW. CB W/ RESULTS	
3/24/2009 7:56:48 AM	CHRISV	5	I DID FIND THE WIRES BURNT AT THE CONNECTOR
		6 REPLACE HARNES AND SW, WE WILL HAVE IT PICKED UP	WILL DO
		7 PEND TO LARRY AND PI	
3/24/2009 8:10:06 AM	TOMP	8	SEAN:
		9	JUST WANTED TO MAKE SURE OF WHAT I'M SUPPOSED TO REPLACE.
		10 COMBI SW AND THE DASH BOARD WIRE HARNESS.	
3/24/2009 9:28:25 AM	PAULI	11 WILL PU	
3/25/2009 9:42:32 AM	PAULI	12 FAXED SHIP REQUEST	
4/1/2009 12:59:24 PM	PAULI	13 COMBO SW,HRSS RCVD--FRWD>LARRYL	



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2790072	DAVEM	03/16/2009	PAULI	6

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	LOW BEAMS INOP	PIN @ COMBO SW BURNED; REPLAC SW & HRNSS
	<b>ResIn Source:</b>	None
	<b>Status:</b>	P RCVD
		<b>Date:</b>
		<b>Mileage:</b> 33,832

<b>Dealer #:</b> 208418	<b>TZ:</b> EST	<b>VIN:</b> JHMGD38417S	<b>Err:</b>
<b>Dir Cont:</b> RUSSELL	<b>Training %:</b> 82	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> 904-370-1300	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> BASE
<b>Serv Mgr:</b> BRIAN WEST		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> AVTAR GHUMAN		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dir Name:</b> HONDA OF THE AVENUES		<b>Desc:</b> FIT 5DR 4CYL 109.0 HP 1.5 L	
11333 PHILLIPS HIGHWAY		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
JACKSONVILLE FL 32256		<b>Engine #:</b> L15A11181218	<b>Trans #:</b> 1061177
<b>Phone:</b> (904) 370-1300	<b>Fax #:</b> 9043701285	<b>Em Type:</b>	
<b>DPSM:</b> DAVID CATHCART	<b>Zone/Dist:</b> 07H	<b>RO #:</b>	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

3/16/2009 8:29:33 AM	DAVEM	
7	PI, PLS P/U PARTS FOR LARRY LINDSAY, THX!!!!	
1		THE COMBO SWITCH IS BURNED UP IN THE SAME WAY THE CIVICS WERE. DO WE USE THE CIVIC REPAIR?
2	NO! RPLC THE HRNSS AND SW FOR US TO SEE AND SEND US A PIC	OK
3	PARTS CONTACT?	NICK H. IN PARTS
4	ANY A/M LIGHTS OR ANYTHINF ELSE ON THIS CAR?	NO
5	OK, SEND PIC AND WE WILL P/U PARTS	OK
6		
3/16/2009 9:01:45 AM	PAULI	
8	WILL P/U	
3/16/2009 11:00:06 AM	PAULI	
9	FAXED SHIP REQUEST	
3/19/2009 2:31:22 PM	PAULI	
10		MIKE, ADVIOSR
11		DONE PER RO 59516
12	REFAXED SHIP REQUEST	
3/30/2009 12:28:01 PM	PAULI	
13	HRNSS, COMBO SW RCVD--FRWD>LARRY L	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3056478	JOHNB	09/13/2010	PAULI	7

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 7310	LOW BEAMS HEADLIGHTS INOP	9/20: RPLCD, H/L SW, REPAIRED HRNSS	
		<b>Resln Source:</b> Spoke w/ Dealer	<b>Date:</b> 09/20/2010
		<b>Status:</b> P N/A	<b>Mileage:</b> 41,324

<b>Dealer #:</b> 208191	<b>TZ:</b> PST	<b>VIN:</b> JHMGD38637S	<b>Err:</b>
<b>Dir Cont:</b> SAMUEL FUQUA	<b>Training %:</b> 51	<b>Year:</b> 2007	<b>Model:</b> FIT
<b>Serv Ph:</b> (702) 369-3099	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> SPORT
<b>Serv Mgr:</b> GARY ROBBINS		<b>Doors:</b> 5DR	<b>WD:</b> 2
<b>Parts Mgr:</b> ROGER CAMINITI		<b>Fact:</b> SUZUKA	<b>Country:</b> JPN
<b>Dir Name:</b> DESERT HONDA		<b>Desc:</b> FIT 5DR SPORT 4CYL 109.0 HP 1.5 L	
1700 E. SAHARA AVENUE		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
LAS VEGAS NV 89104		<b>Engine #:</b> L15A11181378	<b>Trans #:</b> 1061397
<b>Phone:</b> (702) 369-3099	<b>Fax #:</b> 7023697027	<b>Em Type:</b>	
<b>DPSM:</b> PAT THOMAS	<b>Zone/Dist:</b> 10H	<b>RO #:</b>	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

9/13/2010 2:08:35 PM	JOHNB	
1		TERMINAL #6 IS OVERHEATED AT THE COMBO SW;THE HSB FOR THIS ISSUES DOES NOT APPLY TO THIS CAR FAX# 702 369 7027
2 WILL FAX YOU INFORMATION TO REPAIR		
3 FAXED: LOW BEAM INOP, H/LIGHT SW TERM # 6 O/HEATED (REPAIR USING HSB 04-015) Tech Line Knowledge Base Name: 16103 Issue Date: 26-Mar-2009 Source: HTL-INFO		
9/13/2010 4:22:33 PM	PAULI	
7		E/M FROM LARRY L
8		PLSE P/U PRTS
9 WILL P/U H/L SW, HRNSS		
10 07-08 Sport Fit Repair Kit PN 35012-S5A-307,		
11 2 Hex Bolts 90134-S6A-A80,		
12 but needs new headlight switch 35255-S5K-F12		
13 Instrument Wire Harness AT Sport 32117-SLN-A30		
9/13/2010 2:39:45 PM	STEVEN	
4		DO I NEED TO ORDER THE WHOLE HARNESS
5 NO JUST INSTALL THE ONE WIRE		OK JUST LIKE ON THE CIVICS
6 YES		
9/14/2010 12:37:26 PM	PAULI	
14 FAXEDF SHIP REQUEST		
9/20/2010 12:18:40 PM	PAULI	
15		VIVIAN, S/A
16 STATUS?		CAR FIXED. WE RPLCD H/L SW & REPAIRED HNRSS
17 PARTS INFO FAXED TO TECH?		DID NOT RPLC HRNSS, HEX BOLTS OR ORDER REPAIR KIT.
18		IT WAS A CUST PAY
19 PRTS AVAIL?		SCRAPPED BY TECH
20 FYI>LARRY L		

PE10-037

HONDA

11/9/2010

Q4 Field Reports 2008 Fit

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2827664	KENE	06/01/2009	ROBERTH	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 7310	DRL HEADLIGHTS INOP	6/1: DOES NOT APPLY
	<b>ResIn Source:</b>	None
	<b>Status:</b>	N/A
		<b>Date:</b>
		<b>Mileage:</b> 15,557

<b>Dealer #:</b>	208111	<b>TZ:</b>	PST	<b>VIN:</b>	JHMGD38428S	<b>Err:</b>	
<b>Dir Cont:</b>	REZA GHADIRI	<b>Training %:</b>	67	<b>Year:</b>	2008	<b>Model:</b>	FIT
<b>Serv Ph:</b>	(707) 769-4044	<b>Extn:</b>		<b>Tran:</b>	5AT	<b>Trim:</b>	BASE
<b>Serv Mgr:</b>	LUKE AMMANN			<b>Doors:</b>	5DR	<b>WD:</b>	2
<b>Parts Mgr:</b>	JOHN HURLBERT			<b>Fact:</b>	SUZUKA	<b>Country:</b>	JPN
<b>Dir Name:</b>	HANSEL HONDA			<b>Desc:</b>	FIT 5DR 4CYL 109.0 HP 1.5 L		
	1310 AUTO CENTER DRIVE			<b>WhtBdy:</b>	POWER STEERING, ABS, SRS AIRBAG,		
	PETALUMA	CA 94952		<b>Engine #:</b>	L15A12170515	<b>Trans #:</b>	2048542
<b>Phone:</b>	(707) 769-4044	<b>Fax #:</b>	7077694049	<b>Em Type:</b>			
<b>DPSM:</b>	JASON SCHER	<b>Zone/Dist:</b>	12B	<b>RO #:</b>	21453		
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Case Type:</b>	Technical		
				<b>W.O. #:</b>			

### Tech Line Suggests

### Information from Dealer

6/1/2009 11:14:06 AM	KENE	
1 ORIGINAL COMPLAINT		DRL NOT WORKING
2 PREVIOUS REPAIRS OR PARTS REPLACED?		NO
3 DOES NOT APPLY		
6/4/2009 6:53:05 AM	ROBERTH	
4 MSG		REPL HEAD LIGHT SW ??