

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

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

August 24, 2011

Mr. D. Scott Yon, Chief
Vehicle Integrity Division
Office of Defects Investigation
U.S. DEPARTMENT OF TRANSPORTATION
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

**Re: PE10-047
2006 Honda CR-V
Driver's door power window switch**

Dear Mr. Yon:

On January 14, 2011, we submitted our complete response regarding the allegations of fire in the driver's door in model year (MY) 2006 Honda CR-V vehicles. On March 4, 2011, we submitted a correction to our response to question no. 11(f).

Today, August 24, 2011 we are providing our final response to questions 8 and 11 regarding the analysis of the Toyo Denso switches. We are also providing updated responses to questions 2, 3, 4, and 5.

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

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

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

Response:

The total number of reports for items "a" through "e" are stated in the table below. See Attachment #Q2 on enclosed CD for summary description for items "c." Honda did not identify any relevant reports for items "d" through "e."

Note: Honda does not have any fleets.

Model	Model Year	A Owner/ Fleet Reports	B Field/ Dealer Reports	C Fire, Crash, Injury, Fatality Reports	D Third-Party Arbitration	E Lawsuits
CR-V	2006	3	5	8	0	0

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.
As of: August 23, 2011

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
- Honda's file number or other identifier used;
 - The category of the item, as identified in Request No. 2 (i.e., consumer complaint, reports from retailers, field report, etc.);
 - Vehicle owner's name, address, and telephone number;
 - Vehicle identification number (VIN);
 - Model year;
 - Vehicle date of manufacture;
 - Incident date;
 - Report or claim date;
 - Summary of incident;
 - Whether of alleged fires;
 - Number of alleged injuries,; and
 - Number of alleged fatalities.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA."

Response:

The data elements "a" through "l" are provided in the file titled "REQUEST NUMBER TWO DATA" on the enclosed CD.

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.
As of: August 23, 2011

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Honda used for organizing the documents.

Response:

See Attachment #Q4 for copies of all documents on enclosed CD.

The documents are organized by category (i.e., consumer complaints, field reports, etc.) and within each category the documents are organized by model year then the last six digits of the VIN.

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.
 As of: August 23, 2011

5. State a total count for all of the following categories of claims, collectively, that have been paid by Honda to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for goodwill services that were provided; or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

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

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

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA."

Response:

The total warranty counts are provided in the table below. The data elements "a" through "l" are provided in the file titled "WARRANTY DATA" on the enclosed CD.

Model	Model Year	Warranty Claims	Goodwill Claims	Extended Warranty	Technical Service Bulletin/Campaign
CR-V	2006	18	11	0	0

Source(s): Warranty claim data.
 As of: August 23, 2011

8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Honda. For each such action, provide the following information:

- a) Action title or identifier;
- b) The actual or planned start date;
- c) The actual or expected end date;
- d) Brief summary of the subject and objective of the action;
- e) Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
- f) A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

Response:

The summaries below describe the two documents found in Attachment #Q8:

Document 1:

Quality Improvement Sheet (QIS)

- a. Action title or identifier: QIS (MV20100428121844) *Toyo Denso-built
- b. The actual or planned start date: April 28, 2010
- c. The actual or expected end date: May 28, 2010
- d. Brief summary of the subject and objective of the action; Analysis of the cause of the failure using the actual part (power window master switch) that failed in the market.
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action:
The quality analysis was based on comparing the part to internal design requirements and specifications within the Honda Automobile Quality Analysis Office and Toyo Denso, the supplier of the subject component.
- f. A brief summary of the findings and/or conclusions resulting from the action: It appeared that that some liquid or gas with silicon properties had been sprayed on, causing the silicon to adhere on to the contact point, causing oxidization from contact arc producing Si₂ which is a non-conductive material, and from this the contact resistance increased resulting in the observed symptom.

Document2:

Quality Improvement Sheet (QIS)

- a. Action title or identifier: QIS (CRV-201004-006) *Omron-built
- b. The actual or planned start date: April 12, 2010
- c. The actual or expected end date: End of August
- d. Brief summary of the subject and objective of the action: Analysis of the cause the failure using the actual part (power window master switch) that failed in the market.
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action:
The quality analysis was based on comparing the part to internal design requirements and specifications within the Honda Automobile Quality Analysis Office and Omron, the supplier of the subject component.
- f. A brief summary of the findings and/or conclusions resulting from the action: Our analysis indicates that the local melting that may occur does not result in fire. This finding is consistent with field allegations. Due to the low occurrence rate of failure of the Omron power window switches, and the small percentage of failures indicating the presence of smoke, we will continue to monitor the market for future occurrences.

11. Furnish Honda's assessment of the alleged defect in the subject vehicles, including:

- a. The causal or contributory factor(s);
- b. The failure mechanism(s);
- c. The failure mode(s);
- d. The risk to motor vehicle safety that it poses;
- e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
- f. The reports included with this inquiry.

Response:

Since there are two investigations for different causes, we are responding to each investigation separately.

Toyo Denso-built

- a. *The causal or contributory factors*
Silicon spread near the door lining intruded into the master power window switch and adhered to the contact point.
- b. *The failure mechanism(s)*
Due to silicon adhesion to the contact, the contact resistance increased and the heat generation and melting occurred in the contact.
- c. *The failure mode(s)*
Power windows become inoperative when the power window switch is operated.
- d. *The risk to motor vehicle safety that it poses*
The power windows become inoperative. A very small percentage of users will observe smoke or experience limited melting in the area of the power window master switch.
- e. *What warnings, if any, that the alleged defect was occurring or that the subject component was malfunctioning*
There are no warnings to the driver prior to failure that the condition may exist. However, at the time of failure the driver should observe an inoperative power master window switch, or possibly the existence of smoke or the odor of a melted switch.

NHTSA VOQ Ref. No	VIN	Assessment
10343884	JHLRD77826C [REDACTED]	Information is insufficient to judge whether it is related to this inquiry or not (Failure part not confirmed)
10321646	JHLRD78566C [REDACTED]	Information is insufficient to judge whether it is related to this inquiry or not (Failure part not confirmed)
10307287	JHLRD78866C [REDACTED]	Information is insufficient to judge whether it is related to this inquiry or not (Failure part not confirmed)

Omron-built

- a. *The causal or contributory factors*
If a significant amount of liquid is present on top of the master power window switch, and the water flows around the edge of the switch assembly through to the bottom side of the switch housing, it is possible for the water to reach the circuit board by capillary action.
- b. *The failure mechanism(s).*

Water must reach the circuit board and penetrate into the area of the positive (+) electrical terminal, which is located within 1.0 mm of the ground and GND (-). If this occurs, electrical tracking can result due to heat caused by electrical migration, and may result in smoke. However, the terminal will melt immediately as a result of the heat buildup, and electrical transfer is prevented before a fire can be ignited.

c. The failure mode(s)

The master power window switch becomes inoperative when power window switch is operated.

d. The risk to motor vehicle safety that it poses

None.

e. What warnings, if any, that the alleged defect was occurring or that the subject component was malfunctioning

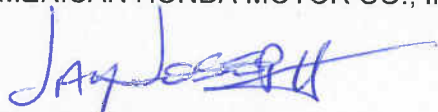
The switch will fail to function and/or the temporary presence of smoke prior to or during switch failure.

f. The reports included with this inquiry.

NHTSA VOQ Ref. No	VIN	Assessment
10406979	SHSRD78525U [REDACTED]	Information is insufficient to judge whether it is related to this inquiry or not (Failure part not confirmed)

Sincerely,

AMERICAN HONDA MOTOR CO., INC.



Jay Joseph
Senior Manager
Product Regulatory Office

JWJ:nis

Attachments

PE10-047

Honda

8-24-2011

Update #Q4

Field Reports

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3122241	PAULI	02/24/2011	PAULI	2

Code	Original Complaint	Probable Cause/Solution	
P 7870	POWER WINDOW SW	WAR: R&R P/W SW (CLM 736249)	
		Resln Source:	Warranty Date: 02/24/2011
		Status:	P RCVD Mileage: 86,693
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: JHLRD68866C [REDACTED]	Err:
Dir Cont: PAULI	Training %:		Year: 2,006	Model: CR-V
Serv Ph: (954) 989-1600	Extn:		Tran: 5AT	Trim: 2WD EX
Serv Mgr: EDWARD MCAFEE			Doors: 5DR	WD:
Parts Mgr: EDUEN HERNANDEZ			Fact: SAYAMA	Country: JPN
Dir Name: MAROONE HONDA OF HOLLYWOOD 1450 NO. STATE ROAD 7 HOLLYWOOD FL 33021			Desc: CR-V 5DR 2WD EX 4CYL 156.0 HP 2.4	
Phone: (954) 989-1600	Fax #: 9549641868		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N		Engine #: K24A15107427	Trans #: 2036472
Previous Dealer/Contact	Date		Em Type: KA	
			RO #:	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

2/24/2011 2:39:39 PM	PAULI	
1		E/M FROM LARRY L
2		PLSE P/U P/W SW (CLM 736249)
3		R&R
4		35750-S9A-C05ZA SW *NH167L*
5		FAXED SHIP REQUEST
3/1/2011 4:51:31 PM	PAULI	
6		P/W SW RCVD--FFWD>LL

Information from Dealer

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3126269	PAULI	03/08/2011	PAULI	3

Code	Original Complaint	Probable Cause/Solution		
P 7870	POWER WINDOWS INOP	WAR: R&R HRNSS (CLM 337181)		
		ResIn Source:	Warranty	Date: 03/08/2011
		Status:	P RCVD	Mileage: 75,514
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	CST	VIN: JHLRD78596C [REDACTED]	Err:
Dir Cont: pauli	Training %:		Year: 2,006	Model: CR-V
Serv Ph: (608) 273-3344	Extn:		Tran: 5AT	Trim: 4WD LX
Serv Mgr:			Doors: 5DR	WD:
Parts Mgr: DAVID DUNAHEE			Fact: SAYAMA	Country: JPN
Dir Name: ZIMBRICK HONDA 1601 WEST BELTLINE HWY MADISON WI 53713			Desc: CR-V 5DR 4WD LX 4CYL 156.0 HP 2.4	
Phone: (608) 273-3344	Fax #: 6082713506		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: MICHAEL CLARK	Zone/Dist: 08C		Engine #: K24A15093675	Trans #: 2088053
Previous Dealer/Contact	Date		Em Type: KA	
			RO #:	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

3/8/2011 9:55:59 AM PAULI

- 1
- 2
- 3 206862 RO Date: 2011-02-26 Claim Number: 337181
- 4
- 5 FAXED SHIP REQUEST

Information from Dealer

E/M FROM LARRY L
 PLSE P/U HRSS (CLM 337181)
 R&R
 32751-S9A-A02 HARN, DRIVER DOOR

3/11/2011 4:35:56 PM PAULI

- 6 HRNSS RCVD--FFWD>LL

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3110415	JIMN	01/25/2011	PAULI	9

Code	Original Complaint	Probable Cause/Solution	
P 7870	POWER WINDOW SWITCH INOP	SWITCH; REPLACE AS NEC,PART TO AH	
		ResIn Source: None	Date:
		Status: P RCVD	Mileage: 0
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	PST	VIN: JHLRD78846C [REDACTED]	Err:
Dir Cont: ROBERT CRAIG	Training %:		Year: 2,006	Model: CR-V
Serv Ph: (951) 688-9420	Extn:		Tran: 5AT	Trim: 4WD EX
Serv Mgr: JIM SINDELAR			Doors: 5DR	WD:
Parts Mgr: DUSTIN SKALSKI			Fact: SAYAMA	Country: JPN
Dir Name: RIVERSIDE HONDA 8330A INDIANA AVENUE RIVERSIDE CA 92504			Desc: CR-V 5DR 4WD EX 4CYL 156.0 HP 2.4	
Phone: (951) 688-9420	Fax #: 9515096575		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: ROBERT CRAIG	Zone/Dist: 01B		Engine #: K24A15096461	Trans #: 2090843
Previous Dealer/Contact	Date		Em Type: KA	
			RO #:	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests**Information from Dealer**

1/25/2011 11:27:19 AM JIMN

- 1 RECEIVED AN E MAIL FROM THE DPSM REGARDING DAMAGE TO A POWER WINDOW SWITCH ON THIS VEHICLE;
- 2 ed it to melt I am unsure. I did not see any signs of soda or water spilled onto the switch. According to the customer they did not mention of spilling anything onto it and do not have any aftermarket accessories. More or less, the switch will need to be replaced but I thought I would pass this along to you in case it is something that you wanted to further investigate. The customer just brought it to my attention because he thought it might be something that Honda would be interested in seeing.
- 3 At this point the customer has not opt'd to repair the vehicle yet so if it is something that you wanted to see I can probably coordinate with the customer to bring the vehicle back to the dealer.
- 4 PHOTOS WERE SENT BY THE DPSM AND SWITCH CIRCUIT BOARD HAS SOME HEAT DAMAGE.
- 5 REQUESTED THAT THE DPSM SECURE THE SWICH WHEN THE CUSTOMER RETURNS TO THE DEALER.
- 6 WILL HAVE THE PART CALLED IN FOR LARRY LINDSAY WHEN IT IS AVAILABLE. PHOTOS ATTACHED AND FORWARDED.

1/25/2011 11:27:19 AM JIMN

- 7 PLEASE PICK UP PART FOR LARRY L WHEN AVAILABLE, PARTS CONTACT IS DUSTIN THE PARTS MANAGER. CUSTOMER HAS NOT RETURNED TO THE DEALER YET FOR THE REPAIRS.

1/25/2011 3:03:15 PM PAULI

- 8 WILL FOLLOW UP W/DLR FOR PARTS FOR LL

1/26/2011 4:20:31 PM PAULI

- 9 FAXED SHIP REQUEST

2/4/2011 11:21:52 AM PAULI

10 208253 RO Date: 2011-02-02 Claim Number: 490172

R&R

11

35750-S9A-C05ZA SW *NH167L*

2/14/2011 3:15:06 PM PAULI

- 12 P.W SW RCVD--FFWD>JIM N

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3154123	PAULI	05/25/2011	PAULI	2

Code	Original Complaint	Probable Cause/Solution	
P 7870	POWER WINDOW SW	WAR: R&R P/W SW (CLM 826444)	
		ResIn Source: Warranty	Date: 05/25/2011
		Status: P N/A	Mileage: 64,083
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	PST	VIN: JHLRD789X60 [REDACTED]	Err:
Dir Cont: PAULI	Training %:		Year: 2,006	Model: CR-V
Serv Ph: (503) 526-2109	Extn:		Tran: 5AT	Trim: 4WD SE
Serv Mgr: ANDREA LANPHERE			Doors: 5DR	WD:
Parts Mgr: JILL CAMPBELL			Fact: SAYAMA	Country: JPN
Dir Name: BEAVERTON HONDA 10760 SW CANYON RD BEAVERTON OR 97005			Desc: CR-V 5DR 4WD SE 4CYL 156.0 HP 2.4	
Phone: (503) 526-2109	Fax #: 5035200936		Engine #: K24A15104003	Trans #: 2098932
DPSM: MARCEL VILLEGAS	Zone/Dist: 02C		Em Type: KA	
Previous Dealer/Contact	Date		RO #:	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

5/25/2011 1:39:23 PM PAULI

1
2
3 206528 RO Date: 2011-05-17 Claim Number: 826444
4
5
6 P/W SW SENT TO WPI?
7 PLSE SEND TO TL
8 (GAVE INFO)

Information from Dealer

E/M FROM LARRY L
PLSE P/U SW (CLM 826444)
R&R
35750-S9A-C05ZA SW *NH167L*
RON, PRTS
NOT YET
OK

5/25/2011 3:02:54 PM PAULI

9
10
ANDY, P/M
PART SCRAPPED. IT WAS WRITTEN UP AS AN INTERNAL,
EMPLOYEE REPAIR, BUT TURNED INTO A WARRANTY
CLAIM.

11 THANKS FOR UPDATE.
12 PLSE REFER TO DPSM TO FOLLOW UP WWPI.
13 YOU HAVE A REQUEST FOR THE PART AND
WARRANTY DEPT WILL DEBIT THE CLAIM
14 FYI>LL

WILL EXPLAIN TO MARCEL (VILLEGAS)

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3124153	DAVIDK	03/02/2011	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution	
P 7870	POWER WINDOWS SW IS BURNT	WATER IN SW?; REPLACE AS NEEDED	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 78,753
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	CST	VIN: SHSRD78546U	Err:
Dir Cont: DOYLE SMITH	Training %:		Year: 2,006	Model: CR-V
Serv Ph: (901) 795-5900	Extrn:		Tran: 5AT	Trim: 4WD LX
Serv Mgr: JERRY FULKERSON JR			Doors: 5DR	WD:
Parts Mgr: DAVID PAIRMORE			Fact: SWINDON	Country: ENG
Dir Name: DOBBS HONDA ON MENDENHALL 2785 SO. MENDENHALL RD MEMPHIS TN 38115			Desc: CR-V 5DR 4WD LX 4CYL 156.0 HP 2.4	
			WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
			Engine #: K24A15526632	Trans #: GPPA4020682
Phone: (901) 795-5900	Fax #: (901) 367-4979		Em Type: KA	
DPSM: CHRISTINE LANE	Zone/Dist: 07A		RO #: 410268	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

3/2/2011 11:00:06 AM DAVIDK

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 POSS IF WATER OR MISSING RAIN SHIELD CAUSES CORROSION IN SW OR CONNECTION IT COULD OVERHEAT.
- 7 YES ON MULT MODLES.

Information from Dealer

DRIVERS WINDOW HARNESS AND MASTER CONTROL SWITCH IS BURNT
 [MODEL: CR-V][YEAR: 2006][PUBID: 0][SUBJECT:][KEYWORD: SWITCH]
 Y
 N
 N
 HAVE YOU SEEN THIS

PE10-047

Honda

8-24-2011

Update #Q4

Consumer Complaints

Case Details

Case ID : N012011-03-0704674 Division : Honda - Auto Condition : Closed Open Date : 3/7/2011 3:35:50 PM
 Case Originator : David Mendoza (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 3/31/2011 9:53:16 AM
 Case Owner : Morris Lin (Team HE) Method : Phone Queue : Days Open : 24
 Last Closed By : Morris Lin (Team HE) Point of Origin : Customer Wipbin :
 Case Title : ***FIRE --01G- [REDACTED] SMOKE FROM DRIVER'S DOOR FIRE CASE 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 : OCEANSIDE CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / JHLRD78596C [REDACTED]
 Model / Year : CR-V / 2006
 Model ID / Product Line : RD7856EW / A
 Miles / Hours : 91,000
 In Service Date : 01/26/2006
 Months In Use : 62
 Engine Number : K24A15035657
 Originating Dealer No. / Name : 208128 / MILLER HONDA
 Selling Dealer No. / Name : 208128 / MILLER HONDA
 Trim : 4WD LX
 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 :
 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
N012011-03-0704674-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	745	Electrical test

Issue Details

Issue ID : N012011-03-0704674-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Morris Lin	Type 1 : Product	Status : Subcase Close	Open Date : 3/8/2011 5:58:52 AM
Issue Owner : Morris Lin	Type 2 : Operation	Queue :	Close Date : 3/31/2011 9:53:16 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 745 / Electrical test
 Condition Code Desc Other 745X
 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 : N012011-03-0704674

Case Title : ***FIRE --01G- [REDACTED] SMOKE FROM DRIVER'S DOOR FIRE CASE

*** CASE CREATE 3/7/2011 3:35:50 PM, dmendoza

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

*** NOTES 3/7/2011 3:50:06 PM, dmendoza, Action Type : Call from Customer

Updated the customer's contact information.

Best Contact # 649-392-5533

The customer states that on 3/4/11 at approximately 10pm she was driving her vehicle on the freeway and the vehicle started filling up with smoke. The customer states that this was on the 5 Freeway near Oceanside, CA. The customer states that she would like her vehicle inspected and possibly repaired for free. The customer states that the vehicle was operating fine before this happened. The customer states that the car was driving perfect during and before the incident. The customer states that she had been driving for about one hour before this happened. The customer states that there were no warning lights on other than her maintenance required light. The customer states that it was displaying an air filter related code. The customer states that none of the equipment in her vehicle malfunctioned immediately prior to the appearance of the smoke. The customer states that her headlights and radio were the only equipment being used during the incident. The customer states that the vehicle didn't stall. The customer states that she could smell plastic burning but not until the smoke appeared. The customer states that she didn't see any flames. The customer states that she pulled over and turned the vehicle off. The customer states that after the vehicle aired out there wasn't any more smoke. The customer states that she hasn't taken the vehicle anywhere for an inspection or a diagnosis. The customer states that she has not contacted her insurance. The customer states that the most recent service was an oil change she had done that same day. The customer states that the vehicle has not ever had any previous body damage or repairs. The customer states that she has the vehicle now. The customer states that no non-Honda equipment or accessories have been installed. The customer states that she doesn't know the extent of the damage. The customer states that her driver's door power window button won't work. The customer states that the button is now stuck and can't be pushed down.

ACS advised the customer that it is recommended that she contact her insurance company. The customer state that she will wait for someone to call her from Honda. ACS advised the customer that her case will be forwarded for review. ACS advised the customer that she should receive a call-back within 1-2 business days.

*** CASE MODIFY 3/7/2011 3:50:08 PM, dmendoza
into WIP default and Status of Solving.*** CASE MODIFY 3/7/2011 3:50:28 PM, dmendoza
into WIP default and Status of Solving.*** CASE MODIFY 3/7/2011 3:51:11 PM, dmendoza
into WIP default and Status of Solving.*** CASE MODIFY 3/7/2011 3:51:12 PM, dmendoza
into WIP default and Status of Solving.*** CASE DISPATCH 3/7/2011 3:51:20 PM, dmendoza
from WIP default to Queue Honda Fire.*** CASE ASSIGN 3/7/2011 3:55:43 PM, jrudner
N012011-03-0704674 to mlin, WIP eC! *** CASE RULE ACTION 3/7/2011 3:55:44 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012011-03-0704674-1 CREATE 3/8/2011 5:58:52 AM, mlin

Case History

Case ID : N012011-03-0704674

Case Title : ***FIRE --01G-- [REDACTED] - SMOKE FROM DRIVER'S DOOR FIRE CASE

Created in WIP Default with Due Date 3/8/2011 5:58:52 AM.

*** CASE MODIFY 3/8/2011 6:00:31 AM, mlin
into WIP default and Status of Solving.

*** NOTES 3/8/2011 10:53:52 AM, mlin, Action Type : Call to Customer

I contacted customer regarding her case. I then left a message to contact me back at her earliest convenience and if I did not hear back from her I would follow up on or before March 15th.

*** COMMIT 3/8/2011 10:54:06 AM, mlin, Action Type : N/A

**** Fire dealer??? 3/31

*** NOTES 3/10/2011 1:04:13 PM, mlin, Action Type : Call to Customer

I contacted customer regarding her case. Customer states that the vehicle has not been diagnosed by a dealership however would like to know if AHM could assist her. I then advised customer that I would be more than happy to review her case for assistance once the dealership has had a chance to look at the vehicle. Customer states she would do that and contact me back. I then thanked customer and call ended.

*** CASE MODIFY COMMITMENT 3/10/2011 1:05:01 PM, mlin
with [REDACTED] due 03/11/2011 12:00:00 AM.

*** CASE MODIFY COMMITMENT 3/11/2011 2:30:39 PM, mlin
with [REDACTED] due 03/14/2011 12:00:00 AM.

*** CASE MODIFY COMMITMENT 3/14/2011 11:26:12 AM, mlin
with [REDACTED] due 03/16/2011 12:00:00 AM.

*** NOTES 3/16/2011 12:10:59 PM, mlin, Action Type : Call to Customer

I contacted customer regarding her case. I then left a message stating that I was trying to follow up with her to see if she has made an appointment at the dealership. I then advised customer if she had any questions or concerns to please contact me back.

*** CASE MODIFY COMMITMENT 3/16/2011 12:11:18 PM, mlin
with [REDACTED] due 03/18/2011 12:00:00 AM.

*** NOTES 3/18/2011 11:02:47 AM, mlin, Action Type : Call to Customer

I contacted customer regarding her case. I then left a message stating that I was trying to follow up with her to see if she has made an appointment at the dealership. I then advised customer if she had any questions or concerns to please contact me back.

*** CASE MODIFY COMMITMENT 3/18/2011 11:03:08 AM, mlin
with [REDACTED] due 03/24/2011 12:00:00 AM.

*** NOTES 3/24/2011 10:51:59 AM, mlin, Action Type : Call to Customer

I contacted customer regarding her case. I then left a message stating that I was trying to follow up with her to see if she has made an appointment at the dealership. I then advised customer if she had any questions or concerns to please contact me back.

*** CASE MODIFY COMMITMENT 3/24/2011 10:52:20 AM, mlin
with [REDACTED] due 03/29/2011 12:00:00 AM.

*** NOTES 3/29/2011 2:27:41 PM, mlin, Action Type : Note-General

ACS reviewing with fire team.

*** CASE MODIFY COMMITMENT 3/29/2011 2:27:52 PM, mlin
with [REDACTED] due 03/31/2011 12:00:00 AM.

Case History

Case ID : N012011-03-0704674

Case Title : ***FIRE --01G-- [REDACTED] - SMOKE FROM DRIVER'S DOOR FIRE CASE

*** NOTES 3/31/2011 9:52:36 AM, mlin, Action Type : Note-General

ACS reviewed with fire team. Fire team indicated we would be more than happy to assist with repairs however since customer has not brought vehicle to the dealership we would be closing case until further contact or once the vehicle has been diagnosed at a dealership. ACS will reopen case upon further contact.

*** SUBCASE N012011-03-0704674-1 CLOSE 3/31/2011 9:53:16 AM, mlin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/31/2011 9:53:16 AM, mlin

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

Case Details

Case ID : N012010-12-2001569 Division : Honda - Auto Condition : Closed Open Date : 12/20/2010 7:52:14 AM
 Case Originator : Michelina Terzoli (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 1/31/2011 10:04:47 AM
 Case Owner : Kentaro Ogawa (Team HH) Method : Dealer Referred Queue : Days Open : 42
 Last Closed By : Kentaro Ogawa (Team HH) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - REIMBURESMENT WINDOW CONTRO 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 : MEDINA, OH ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 2975
 VIN Type / No. : US VIN / JHLRD78846C ██████████
 Model / Year : CR-V / 2006
 Model ID / Product Line : RD7886JW / A
 Miles / Hours : 34,531
 In Service Date : 06/29/2006
 Months In Use : 54
 Engine Number : K24A15091450
 Originating Dealer No. / Name : 208257 / HONDA OF MENTOR
 Selling Dealer No. / Name : 207532 / SUNNYSIDE HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BE
 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 : 207532 / SUNNYSIDE HONDA
 Phone No. : 440-243-5577
 Address : 7700 PEARL ROAD
 City / State / Zip : MIDDLEBURG HEIG, OH 44130
 Svc District / Sls District : 04H / C04
 Warranty Labor Rate / Date : \$98.00 /
 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
N012010-12-2001569-1 ██████████ - PR	Subcase Close	Product	Operation	744	Power window swt

Issue Details

Issue ID : N012010-12-2001569-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 12/20/2010 8:37:16 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 1/31/2011 10:04:46 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 744 / Power window swt
 Condition Code Desc Inoperative 7442
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - AHM Partial, CR Generated Gdwill
 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
35750-S9A-C05ZA	SW *NH167L*	Not Applicable

Check Req Info :

Check Requisition No. : 762	Payee Name : XXXXXXXXXX
Primary Amount : \$342.41	Address : XXXXXXXXXX
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : MEDINA, OH XXXXXX
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$342.41	Contention Code : 02202
Approved By : dgonzale	Defect Code : 03217
Approval Date : 1/26/2011	Category : Regular
Status : PROCESSED	Failed Part # : 35750-S9A-C05ZA
Check No. : 1894237	
Check Date : 1/28/2011	

Case History

Case ID : N012010-12-2001569

Case Title : SUNNYSIDE 4H - [REDACTED] - REIMBURESMENT WINDOW CONTROL UNIT

*** CASE CREATE 12/20/2010 7:52:14 AM, mterzoli

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

*** CASE MODIFY 12/20/2010 7:57:07 AM, mterzoli
into WIP default and Status of Solving.*** CASE MODIFY 12/20/2010 8:05:47 AM, mterzoli
into WIP default and Status of Solving.*** CASE MODIFY 12/20/2010 8:05:55 AM, mterzoli
into WIP default and Status of Solving.*** CASE MODIFY 12/20/2010 8:06:09 AM, mterzoli
into WIP default and Status of Solving.*** CASE MODIFY 12/20/2010 8:06:10 AM, mterzoli
into WIP default and Status of Solving.*** CASE DISPATCH 12/20/2010 8:06:19 AM, mterzoli
from WIP default to Queue Honda Team H.*** NOTES 12/20/2010 8:06:20 AM, mterzoli, Action Type : Call from Customer
ACS updated customer info.

Best number 330-730-1432.

Customer advised that last week while driving the car had a bad burning smell in the vehicle. Customer advised that she brought the vehicle into Sunnyside Honda and was workign with Brian, SA. Customer was advised that she would need to replace the window control unit as it burned and metled. DLR advised that a fuse was blown and would need to be replaced. Customer paid \$124.40 for the diagnostic fee and \$332.14 for the control unit replacement and fuse replacement. Customer advised that Brain, SA and the technician working on te car both advised her that this was a faulty part and should not have happened. Customer advised that she is seeking reimbursement for these repairs. DEALER REFERRED.

*** CASE ACCEPT 12/20/2010 8:30:56 AM, kogawa
from Queue Honda Team H to WIP Default.

*** NOTES 12/20/2010 8:36:27 AM, kogawa, Action Type : Note-General

Airbase only had this VIN under Blumenthal/Pezzella at the zip code on file. 207532 is the only dealer involved. Last record was 12/04/2010. 34435 miles. Prior to this was 1 year ago, 11/2009 28k miles, 6/2009 25k, 4/2009, 1/2009, 2 visits in '08. 4 in '07.

*** SUBCASE N012010-12-2001569-1 CREATE 12/20/2010 8:37:16 AM, kogawa
Created in WIP Default with Due Date 12/20/2010 8:37:16 AM.*** COMMIT 12/20/2010 8:41:26 AM, kogawa, Action Type : N/A
initial

*** NOTES 12/21/2010 9:56:31 AM, kogawa, Action Type : Call to Customer

Customer had the work done last week. She advises she asked for assistance prior to authorizing repairs, and the dealer SA Brian and the tech suggesting she ask AHM for reimbursement, suggesting that she was lucky the car did not catch fire. She has already asked the dealer to fax a copy to ACS for review. ACS advised that outside of warranty, no assurances of assistance, but we do understand that this failure is not one she likely caused, nor failed to prevent. Probing, she expects 100%. ACS advised we will review and we will have an update by end of next week.

Case History

Case ID : N012010-12-2001569

Case Title : SUNNYSIDE 4H - [REDACTED] - REIMBURESMENT WINDOW CONTROL UNIT

*** COMMIT 12/21/2010 9:58:09 AM, kogawa, Action Type : N/A

Made to [REDACTED] due 12/24/2010 10:02:25 AM.

dlr reply? fax rcvd? DPSM?

*** NOTES 12/21/2010 10:02:27 AM, kogawa, Action Type : Dealer Communication

ATTN: Bob Haws, Steve McConahey, Bryan, SERVICE MANAGER

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

Gentlemen,

Customer tells us she gave you an opportunity for assistance by asking for help, but that instead, Bryan and a technician informed her that this failure should not have happened, that she was lucky her car did not catch fire, and that she should call ACS to seek reimbursement. I know there's more than one side to the story, but c'mon, how were we unable to offer help here? [REDACTED]. She tells me that she has now asked Bryan to fax the repair orders to ACS for review..

Thank you for your attention to this matter.

Kentarō Ogawa

310-783-7744. fax 310-783-3023

Automobile Customer Service

*** CASE FULFILL 12/21/2010 10:02:41 AM, kogawa

Fulfilled for [REDACTED] due 12/21/2010 12:00:00 AM.

*** CASE MODIFY COMMITMENT 12/21/2010 10:04:14 AM, kogawa

with [REDACTED] due 12/28/2010 10:02:25 AM.

*** CASE MODIFY 12/21/2010 11:14:56 AM, kogawa

into WIP 4H and Status of Solving.

*** NOTES 12/21/2010 11:41:21 AM, mmillen, Action Type : Letter/Fax

On 12/21/10 ACS received a 1-page cover from the customer with a 2-page Sunnyside Honda invoice.

*** NOTES 12/22/2010 1:22:04 PM, kogawa, Action Type : Note-General

RO #299972 opened on 12/04/2010 paid \$124.40 on the diagnosis, parts ordered. (Driver's front window switch).

12/11/2010, came in to complete ther repairs, \$332.14 for parts, installed.

total: \$456.54.

*** NOTES 12/22/2010 1:57:07 PM, kogawa, Action Type : Call to Dealer

SM Steve will discuss with SD Bob, believes there is an intent to assist.

*** CASE MODIFY 12/22/2010 2:12:40 PM, kogawa

into WIP 4H and Status of Solving.

*** NOTES 12/27/2010 1:04:19 PM, kogawa, Action Type : Call to Dealer

Message left on SM Steve's voicemail for a call back to review.

Case History

Case ID : N012010-12-2001569

Case Title : SUNNYSIDE 4H -- [REDACTED] - REIMBURESMENT WINDOW CONTROL UNIT

*** NOTES 12/27/2010 1:32:32 PM, kogawa, Action Type : Call from Dealer

SM Steve will go ahead and refund what AHM would be prepared to authorize. ACS advised that given the low mileage, on an issue that she 'perceives' to be a known/safety issue, I would not be opposed to 75% off. ACS will call the customer before informing Steve of the amount to reimburse.

*** NOTES 12/30/2010 2:56:09 PM, kogawa, Action Type : Call to Customer

Discussed with the customer. I advised that AHM was prepared to split the cost, as we do agree the failure is not one she caused, nor failed to prevent. The customer advises she feels that this should have been a recall, and she should not have to have paid. I agreed that if it was a recall, we would not be speaking on this today. I informed her that I can see how the dealer could have suggested this would have been one, as I believe we have seen issues on Honda Fits. If there is ever a recall on this, then certainly she can seek reimbursement. However, outside of warranty, we would not be able to extend the coverage to cover the full cost, thus the offer to split it. The customer needs some time to think it over, she is presently not satisfied. We agreed to revisit within 2 weeks.

*** CASE FULFILL 12/30/2010 2:56:22 PM, kogawa

Fulfilled for [REDACTED] due 12/28/2010 10:02:25 AM.

*** COMMIT 12/30/2010 2:56:27 PM, kogawa, Action Type : N/A

call cust

*** CASE MODIFY 1/4/2011 9:18:10 AM, kogawa

into WIP 4H and Status of Solving.

*** CASE MODIFY 1/4/2011 9:18:40 AM, kogawa

into WIP 4H and Status of Solving.

*** NOTES 1/4/2011 9:22:31 AM, kogawa, Action Type : Note-General

Sent zone, DPSM, and RM notification of dealer referred case.

*** NOTES 1/10/2011 12:20:50 PM, kogawa, Action Type : Note-General

Previous note shows customer wanted some time to think about it. Will follow up by end of week.

*** CASE FULFILL 1/10/2011 12:21:23 PM, kogawa

Fulfilled for [REDACTED] due 01/11/2011 12:00:00 AM.

*** COMMIT 1/10/2011 12:21:27 PM, kogawa, Action Type : N/A

call the customer.

*** NOTES 1/13/2011 8:08:53 AM, kogawa, Action Type : Call to Customer

Message left on the customer's voicemail as a follow up, has she had time to consider our offer to refund half of the expenses incurred? I welcomed a call back.

*** CASE FULFILL 1/13/2011 8:09:14 AM, kogawa

Fulfilled for [REDACTED] due 01/13/2011 12:00:00 AM.

*** COMMIT 1/13/2011 8:09:19 AM, kogawa, Action Type : N/A

ccb?

*** CASE MODIFY 1/13/2011 8:09:50 AM, kogawa

into WIP 4H and Status of Solving.

*** NOTES 1/14/2011 12:08:26 PM, kogawa, Action Type : Call to Customer

Customer is unable to discuss at present, she advises she will call back later today.

Case History

Case ID : N012010-12-2001569

Case Title : SUNNYSIDE 4H -- [REDACTED] - REIMBURESMENT WINDOW CONTROL UNIT

*** CASE RULE ACTION 1/17/2011 7:52:14 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 1/17/2011 9:42:43 AM, renrique, Action Type : Call from Customer

Customer called in and requested to speak to the Supervisor of the CM.

ACS advised that they would continue to work with the assigned CM. Customer understood and ACS warm transferred to the CM. Customer thanked me and needed no further assistance.

*** NOTES 1/17/2011 10:01:17 AM, kogawa, Action Type : Call from Customer

We again discussed her expectation that the part that failed was not a maintenance part, but by no means can i thus concur that it was defective from day one, since we know her windows were operational until the part failed. I advised that we both agree on the value of customer service, but where we will disagree is on the extent of responsibility we should assume. I again reminded her she did have use of the car and the use of the component for the last 4+ years.

I did advise that I have been tasked to follow up, and we will at this time consider covering 75% of the cost, and refund \$342.05 out of the \$456.54 spent. I advised that she may choose to consider this as a deductible of sorts, seeing she did not choose to buy a VSC. Plus, since her concern is in the parts, the \$342 is more than the total cost of the parts alone. She was reluctant, but she advised she would call back in a week. (ACS believes she may be taking the opportunity to write to AHM)

*** CASE FULFILL 1/17/2011 10:01:32 AM, kogawa

Fulfilled for [REDACTED] due 01/18/2011 12:00:00 AM.

*** COMMIT 1/17/2011 10:01:37 AM, kogawa, Action Type : N/A

ccb?

*** NOTES 1/24/2011 2:55:18 PM, mruiz, Action Type : Call from Customer

Verified customer info.

Best contact #: 3307301432

Customer immediately demanded to speak with a "supervisor".

ACS advised customer that she can speak with CM, if he is available.

Customer states that she would like to be contacted by CM's supervisor.

ACS advised customer that the request will be submitted and that she will be contacted by someone within one business day.

ACS notified kogawa, dgonzalez, and aharlan of customers request.

*** NOTES 1/25/2011 2:30:28 PM, kogawa, Action Type : Call to Customer

Called the customer and she advises she is unable to speak with me, as she is waiting for a call back from someone higher in ACS. I informed her that ACS management has asked me to follow up with her, and I'm sorry to hear that she is unwilling to accept my help. She advises she did not call ACS, that she had called 'warranty' instead, and 'warranty' told her to expect a call from management. I confirmed the time of her call to 'warranty' coincides with her call to ACS, again I advised to her that We are willing to assist, but we will not be in a position to agree that this was a problem from day 1, nor do we agree that we should cover it in full. I asked for her call back within 2 days should she choose to accept, otherwise we will consider her as having declined assistance. Customer terminated the call.

Case History

Case ID : N012010-12-2001569

Case Title : SUNNYSIDE 4H - [REDACTED] - REIMBURESMENT WINDOW CONTROL UNIT

*** CASE MODIFY 1/25/2011 2:31:34 PM, kogawa
into WIP 4H and Status of Solving.

*** NOTES 1/25/2011 5:04:42 PM, jstradfo, Action Type : Call from Customer
The customer called the executive office.

The customer would like to speak with the RCM's supervisor.

The customer would like to be reimbursed for 100% of the repair. She does not believe she should have had to pay for the repair. I explained to the customer that the offer would be AHM's position. The customer continued to request the additional portion and said she has purchased 3 honda products.

I advised the customer I would ask the RCM's supervisor to give her call. She said the RCM could leave a message and say whether she would be willing to authorize the remaining portion. She will be at work by the time the RM comes in so she could leave a msg.

I advised the customer I would leave the RM a message.

*** NOTES 1/26/2011 8:23:09 AM, dgonzale, Action Type : Escalation

****ESCALATION****

RM-DG contacted the customer at [REDACTED] I introduced myself as the RM. I advised her that I was returning her call as she requested to escalate her case to a supervisor/ manager. She says that she is not able to talk at this time as she is at work. She asked if she can call back at a later time. I advised her to call back at her convenience. I advised her that my office hours are from 6:00 am to 2:30 pm PST. She was provided with ACS contact number.

*** NOTES 1/26/2011 8:44:59 AM, dgonzale, Action Type : Call from Customer

RM-DG received transferred call from Inbound. Mrs. Pezzella is on the phone to discuss her case. She states that she was offered 75% towards the repair she already paid for. I informed her that her vehicle is currently outside of the warranty parameters (3 years/ 36k miles), whichever comes first. I advised her that her RCM-KO had initially offered 50% towards her repair. I advised her that after reviewing her case again. we decided to offer her 75% in the interest of customer loyalty. She asked why her vehicle was not recalled. I explained to her that recalls are VIN specific and that not all vehicle year models are recalled as production dates may vary. I explained to her further that some affected vehicles may be within a specific production period and other vehicles from a different production period may not be affected by the same recall. She commented that his part was faulty since day one. I explained to her that logically speaking, the part would not have help up 4 years / 34, 531 miles if this part was defective. I explained to her that parts will fail from time to time. This is why car manufacturers offer new vehicle warranties, in the event they fail. She says that she will take the offer. I advised her that I will let her RCM-KO know. I thanked her for her call and her time. Call ended.

*** NOTES 1/26/2011 9:00:56 AM, kogawa, Action Type : Note-General

RM has discussed with the customer, and the customer has accepted that our 75% reimbursement offer is final. In the interest of expediency, submitted check req today iao \$ 342.41 (75% off of the original \$456.54).

*** NOTES 1/26/2011 9:01:01 AM, kogawa, Action Type : Note-General

DPSM involved? No

Total Amount the customer paid \$ 456.54

Total Reimbursement the customer is seeking \$ 456.54

Total Amount of Goodwill assistance being offered: \$ 342.41

Percentage of Goodwill Authorized: 75%

Total the Customer will pay \$ 114.14

Case History

Case ID : N012010-12-2001569

Case Title : SUNNYSIDE 4H - [REDACTED] REIMBURESMENT WINDOW CONTROL UNIT

*** SUBCASE N012010-12-2001569-1 DISPATCH 1/26/2011 9:02:12 AM, kogawa
from WIP Sub Cases to Queue CkReq - Gonzalez.

*** CASE MODIFY 1/26/2011 9:07:13 AM, kogawa
into WIP 4H and Status of Solving.

*** CASE FULFILL 1/26/2011 9:07:30 AM, kogawa
Fulfilled for [REDACTED] due 01/25/2011 12:00:00 AM.

*** COMMIT 1/26/2011 9:09:52 AM, kogawa, Action Type : N/A

chk mailed? close

*** SUBCASE N012010-12-2001569-1 1/26/2011 2:57:25 PM, dgonzale, Action Type :
Check Requisition for 342.41 \$ submitted
Check Requisition for 342.41 \$ submitted by dgonzale

*** SUBCASE N012010-12-2001569-1 RETURN 1/26/2011 2:57:34 PM, dgonzale
from Queue CkReq - Gonzalez to WIP Sub Cases.

*** NOTES 1/28/2011 2:37:18 PM, mmillen, Action Type : Note-General
Check mailed.

*** SUBCASE N012010-12-2001569-1 COMMIT 1/31/2011 8:01:42 AM, kogawa, Action Type : External Commitment
Check processed for check_req_no = 762 on 2011-01-28-00.00.00.000000

*** SUBCASE N012010-12-2001569-1 CLOSE 1/31/2011 10:04:46 AM, kogawa
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/31/2011 10:04:47 AM, kogawa
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012011-07-0101066 Division : Honda - Auto Condition : Closed Open Date : 7/1/2011 1:35:05 PM
 Case Originator : Jennell Fort (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/13/2011 8:35:14 AM
 Case Owner : Liz Clogg (Team HC) Method : Phone Queue : Days Open : 12
 Last Closed By : Liz Clogg (Team HC) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - FIRE CASE 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 : HIGHLAND LKS, NJ ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / SHSRD785861 ██████████
 Model / Year : CR-V / 2006
 Model ID / Product Line : RD7856EW / A
 Miles / Hours : 101,318
 In Service Date : 06/27/2006
 Months In Use : 61
 Engine Number : K24A15536994
 Originating Dealer No. / Name : 207200 / DCH PARAMUS HONDA
 Selling Dealer No. / Name : 207200 / DCH PARAMUS HONDA
 Trim : 4WD LX
 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 :
 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
N012011-07-0101066-1 / ██████████ - PRODU	Subcase Close	Product	Operation - "Safety"	745	Electrical test

Issue Details

Issue ID : N012011-07-0101066-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Liz Clogg	Type 1 : Product	Status : Subcase Close	Open Date : 7/5/2011 6:47:04 AM
Issue Owner : Liz Clogg	Type 2 : Operation - "Safety"	Queue :	Close Date : 7/13/2011 8:35:14 AM
Issue Title : ██████████ - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 745 / Electrical test
 Condition Code Desc Car Fire 7451
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : Documented Concern, Referred to 3rdParty
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : YES
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-07-0101066

Case Title : [REDACTED] - FIRE CASE

*** CASE CREATE 7/1/2011 1:35:05 PM, jfort

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

*** NOTES 7/1/2011 2:46:16 PM, jfort, Action Type : Call from Customer

Updated contact information.

The customer states the following:

On June 24th the she walked out of her house at 1:25 and saw smoke and then saw flames. The vehicle had been parked over night for about 12 hours. It was in her driveway, and the flames were coming from the driver side of the vehicle.

She called 911 and the fire was extinguished.

The customer stated her personal property was destroyed, her prescription glasses, and sun glasses, the droid cell phone charger in the vehicle and navigation holder were also destroyed.

She had CD's in a CD case in the door as well. She is still paying for the vehicle and has no other transportation.

Her insurance company is State Farm Indemnity.

The claim adjustor is Brett Hampshire at 800-949-3494 ext 8848909

The claim number 30-0D22-927

The vehicle was last serviced in January at about 96,000 for a standard oil change.

The oil change was at Route 23 Honda.

The customer stated the vehicle has had no body damage or repairs.

The vehicle is still in the customers driveway. The adjustor stated the vehicle is burned out from the inside.

It looks like the engine is not harmed. He also informed her the vehicle is a total loss.

Her insurance company also informed the customer the vehicle is recall free.

A report was taken by Highland Lakes Fire Department.

The fire investigator is William Hendrickson badge #491 phone number 973-764-4055 ext 2271

She asked him if she should call Honda and he suggested she follow up with her insurance company.

The customer stated she would like another vehicle exactly like hers. She loves the vehicle and does not feel the insurance company is going to pay for her personal damage or give her the value of the vehicle.

I expressed that AHM is thankful the customer is not injured and informed the customer the information will be forwarded for review and she will receive a return call.

*** CASE MODIFY 7/1/2011 2:46:38 PM, jfort

into WIP default and Status of Solving.

Case History

Case ID : N012011-07-0101066

Case Title : [REDACTED] - FIRE CASE

*** CASE DISPATCH 7/1/2011 2:47:26 PM, jfort
from WIP default to Queue Honda Fire.

*** CASE ACCEPT 7/1/2011 3:31:02 PM, eclogg
from Queue Honda Fire to WIP default.

*** SUBCASE N012011-07-0101066-1 CREATE 7/5/2011 6:47:04 AM, eclogg
Created in WIP Default with Due Date 7/5/2011 6:47:04 AM.

*** NOTES 7/5/2011 6:51:22 AM, eclogg, Action Type : Note-General

Customer is the original owner and done some service at Route 23 Honda. Last dealer service was 11/11/10 at 87717 miles

*** COMMIT 7/5/2011 6:51:44 AM, eclogg, Action Type : N/A

Made to [REDACTED] due 07/05/2011 12:00:00 PM.
new fire cust 7/5

*** NOTES 7/5/2011 2:38:12 PM, eclogg, Action Type : Call to Customer

I left the customer a message advising that I was following up in regards to this case they had opened about incident with their CR-V. I asked for a return call and provided my contact information and office hours.

*** NOTES 7/5/2011 2:38:41 PM, eclogg, Action Type : Note-Technical

i advised Jim Narney of the case

*** CASE FULFILL 7/5/2011 2:38:54 PM, eclogg

Fulfilled for [REDACTED] due 07/05/2011 12:00:00 PM.

*** COMMIT 7/5/2011 2:39:02 PM, eclogg, Action Type : N/A

cust again fire 7/7

*** NOTES 7/6/2011 3:58:18 PM, eclogg, Action Type : Call from Customer

Mrs. [REDACTED] contacted me back yesterday, but I did not get a chance to document the contact until now. I advised her that I did receive the contact she had opened about incident with her vehicle. I confirmed that this occurred on 6/24 and asked when she had parked the car. She advised that they had parked the car at about 10:15 am on 6/23 and when she had gone out to the vehicle on 6/24 at 1:25 pm, she noticed that the door was on fire which had caused the dash to start to melt. She advised that she had CDs, child safety seat, and glasses damaged as well as cord and dash attachment for her phone so she can use the phone's NAVI. I asked if she had left accessories plugged in or on. She declined. She advised that she does not know how this could occur. I agreed and advised that with the key off, there is little to nothing which would still have power. I informed the customer that we do not have any known concerns about an issue with our products and no recalls on the car. I asked if she had prior issues with the vehicle and she declined. She advised that she knows that and advised that the insurance company has deemed the car as a total loss. She advised of her concerns about the amount they would pay out and if they would make good on every item in the car which she has lost. I advised her that I could not speak to what her policy covers, but most insurance companies would pay out for the fair market value of the loss. She advised that she is not sure based on what they owe on the vehicle that there would be enough to get another car. I advised her that I could not say and advised that I was sorry to hear of her situation. I informed her that typically if her insurance company deems a defect or abnormality they would normally pay out the loss and subrogate with AHM. I advised her that she or they would be welcome to contact me if there is evidence of this occurring, She agreed and had no further concerns. I verified her contact information.

*** NOTES 7/7/2011 12:02:21 PM, eclogg, Action Type : Note-Technical

Jim advised that he has no known concerns about issues with this vehicle during the circumstances.

Fire Committee advised to leave the case open for an additional week and then close out, but reopen and review based on any further contact to our office with details of the alleged defect that caused the issue.

Case History

Case ID : N012011-07-0101066

Case Title : [REDACTED] - FIRE CASE

*** CASE FULFILL 7/7/2011 12:02:29 PM, eclogg

Fulfilled for [REDACTED] due 07/07/2011 12:00:00 AM.

*** COMMIT 7/7/2011 12:02:34 PM, eclogg, Action Type : N/A

insurance contact? close case 7/13

*** NOTES 7/7/2011 12:03:04 PM, eclogg, Action Type : Call to Customer

Waiting for further contact

*** NOTES 7/13/2011 8:34:54 AM, eclogg, Action Type : Note-Resolution

Since vehicle is in the process of being a total loss with the insurance company and there is no direct evidence linking the issue to a factory defect, at this time, ACS is closing the case.

If information comes about that the issue is related to a defect, ACS will reopen and review the contact further with engineering.

*** SUBCASE N012011-07-0101066-1 CLOSE 7/13/2011 8:35:14 AM, eclogg

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/13/2011 8:35:14 AM, eclogg

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